

Operational Compliance Report

January 2021

Frank Gresh

Chief Information Officer



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

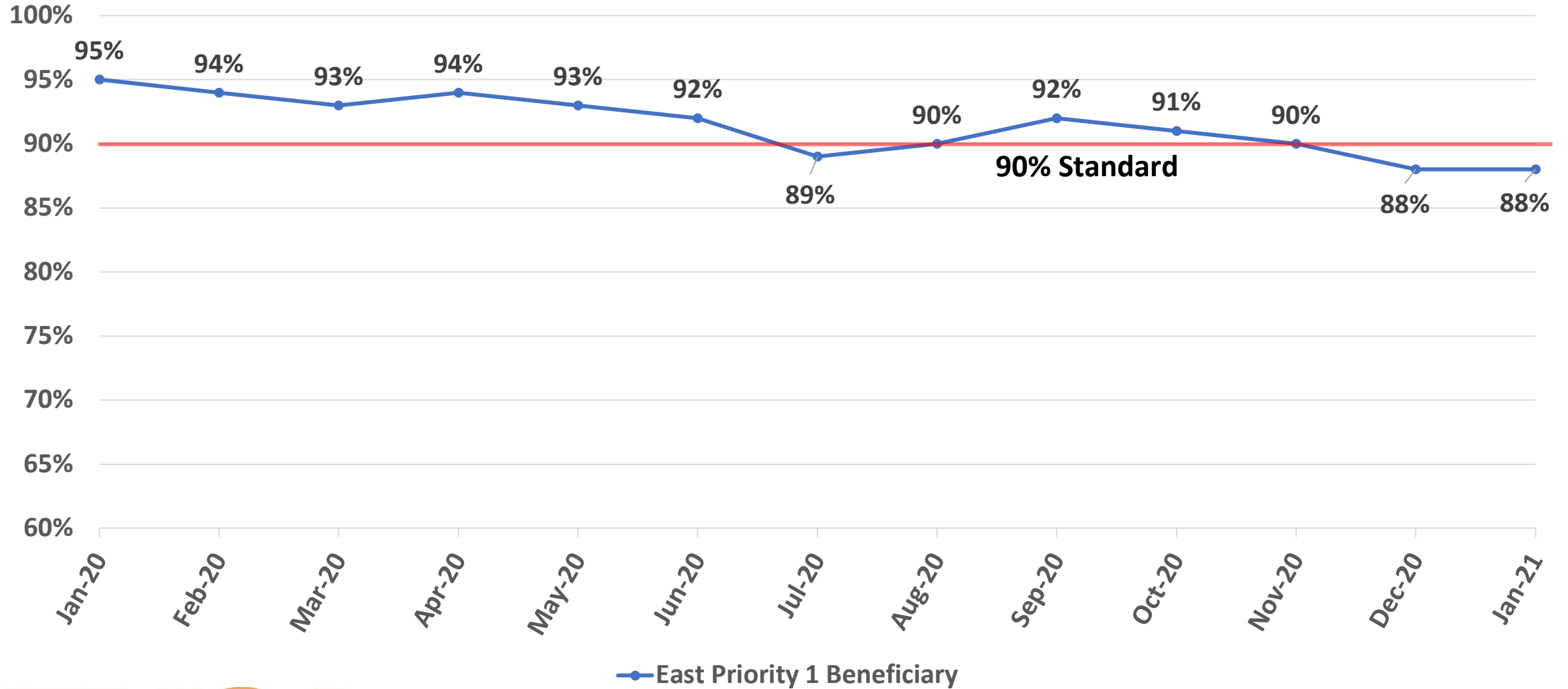
January 2021 Compliance Summary – Combined

| | Priority 1 | Priority 2 | Priority 3 | Priority 4 |
|-----------------|--------------|------------|------------|------------|
| East Ben. Total | 88% | 94% | 69% | 82% |
| East NB Total | Priority 1&2 | 79% | 100% | N/A |
| West Ben. Total | 68% | 86% | 64% | 100% |
| West NB Total | Priority 1&2 | 69% | 60% | N/A |



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East Beneficiary Response Time Compliance

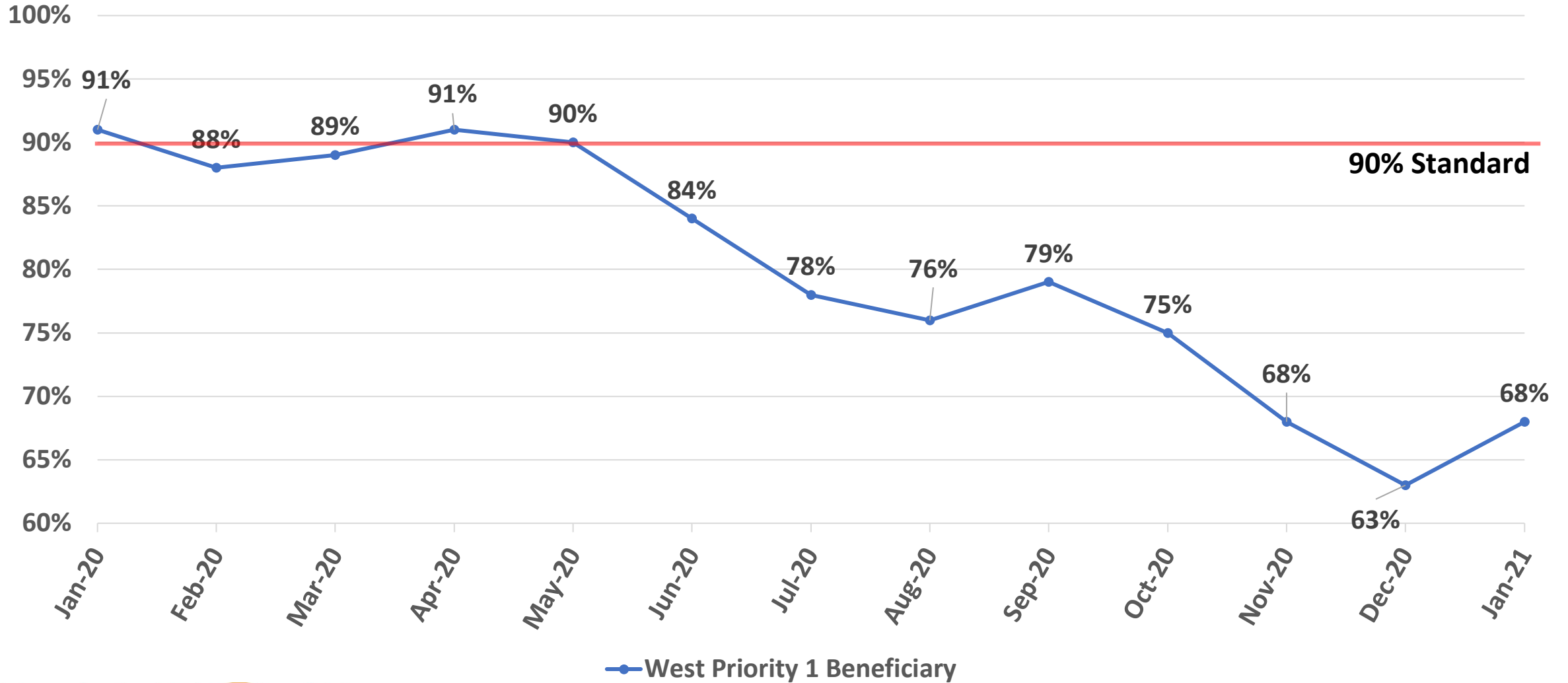


— East Priority 1 Beneficiary



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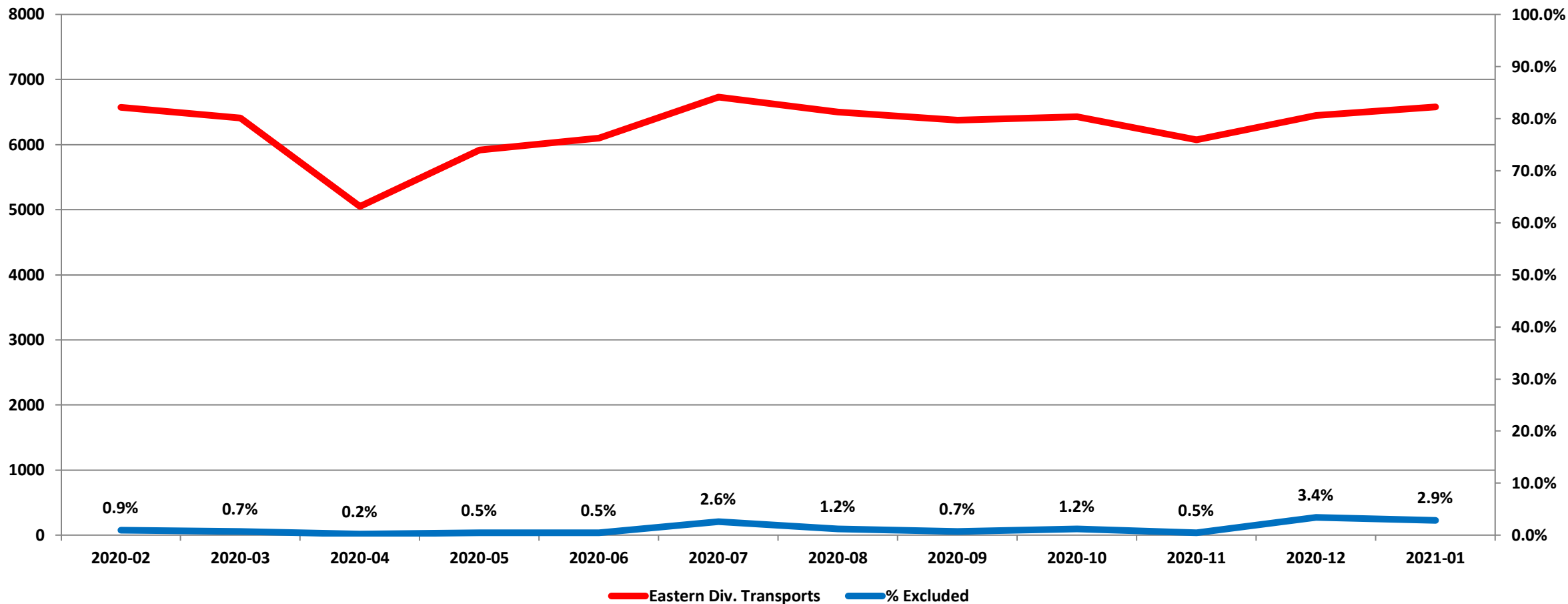
West Beneficiary Response Time Compliance



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Exclusions

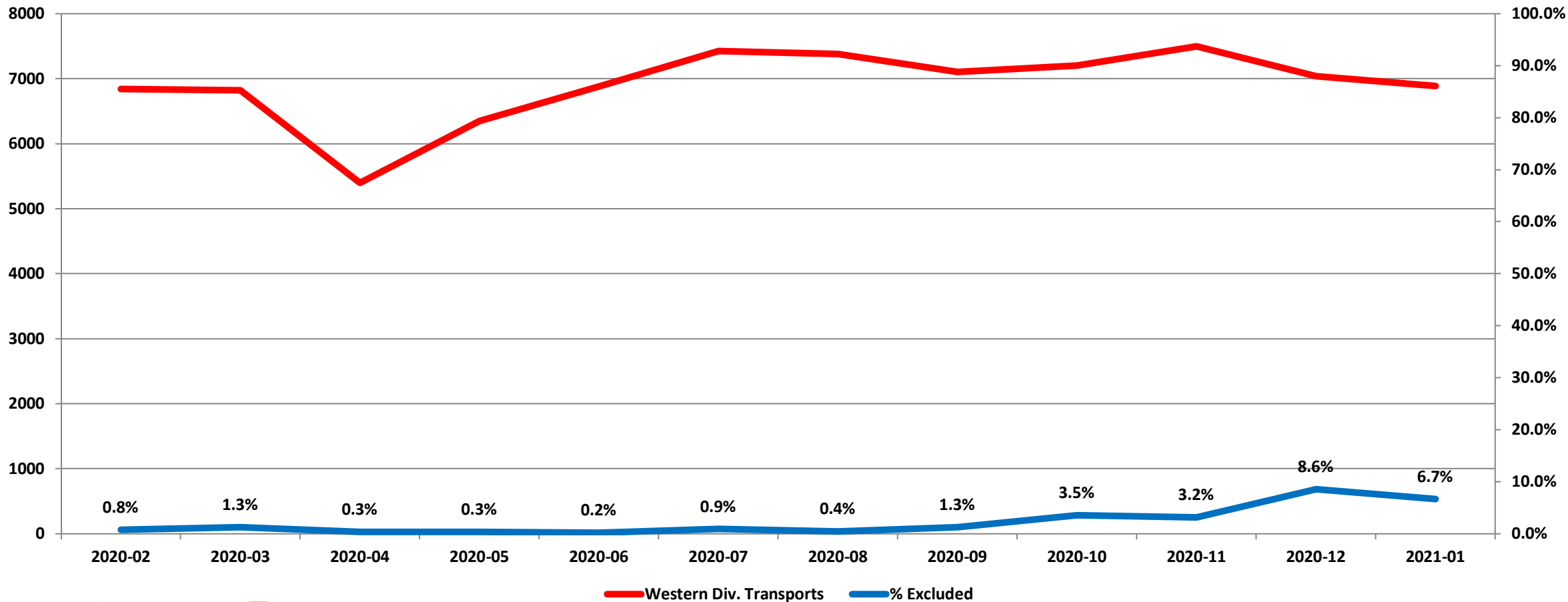
Eastern Division Response Time Exclusions Twelve Months ending January, 2021



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Exclusions

Western Division Response Time Exclusions Twelve Months ending January, 2021



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