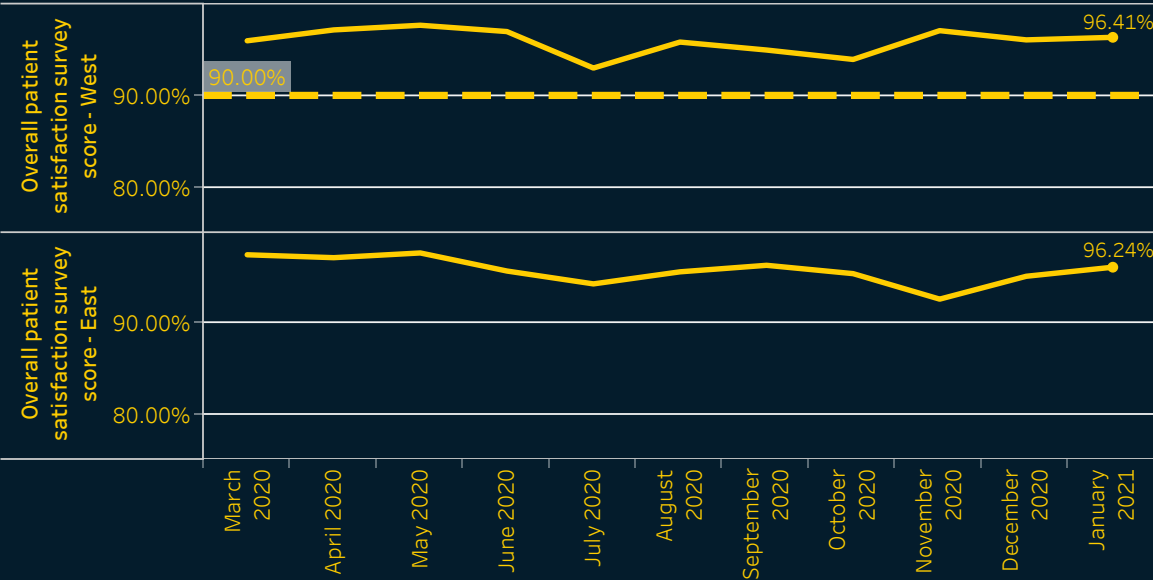


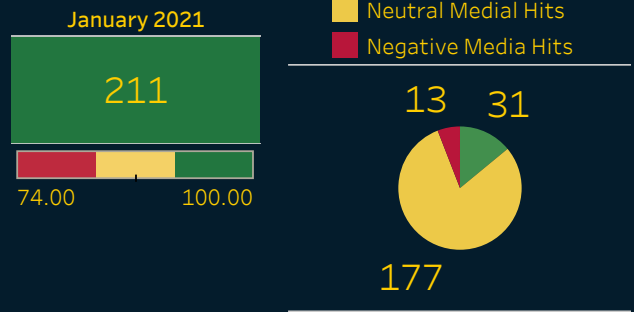
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



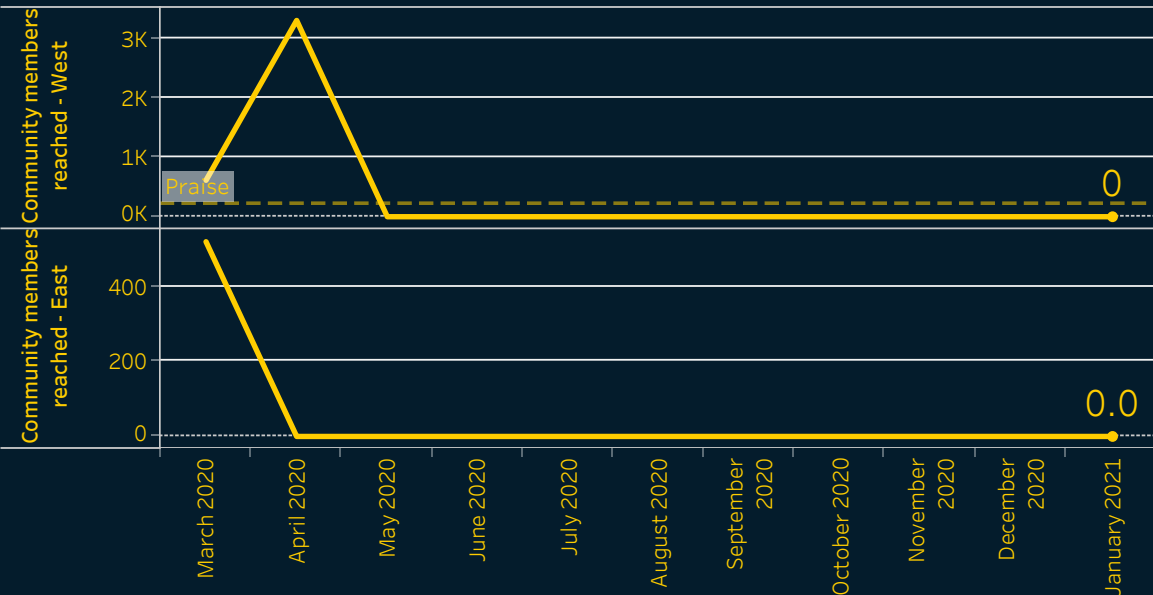
Media Hits



Website and Social Media Performance

	January 2021	12 Month Average
Website visits	10,729.0	20,282
Social media impressions	9,943.0	48,014

Community Outreach



Technology

	January 2021	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:00:00	00:52:11
Sum of Lost unit hours due to IT issues - West	01:59:00	00:53:48

Utility EMSACare Subscribers

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