

Key Performance Indicators

April 2021

Adam Paluka

Chief Public Affairs Officer

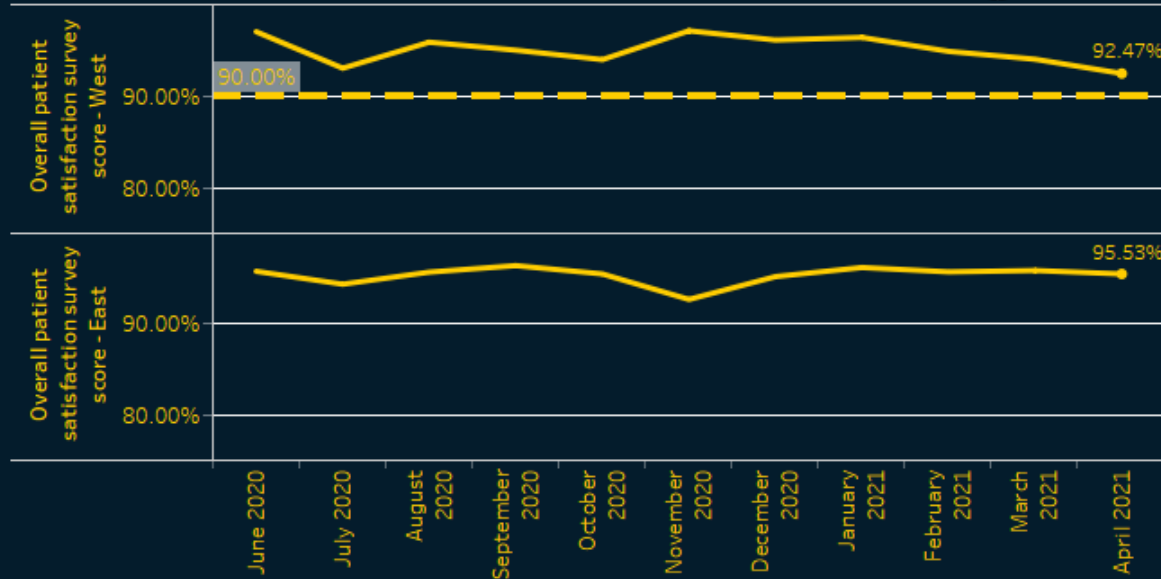


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

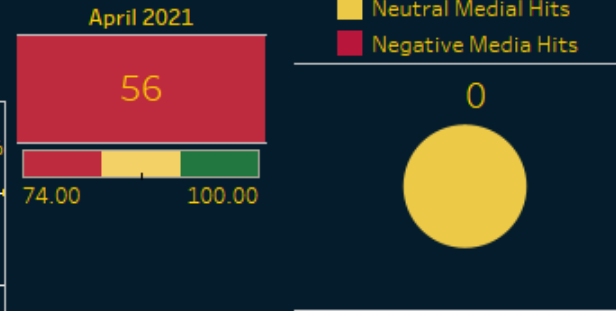
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



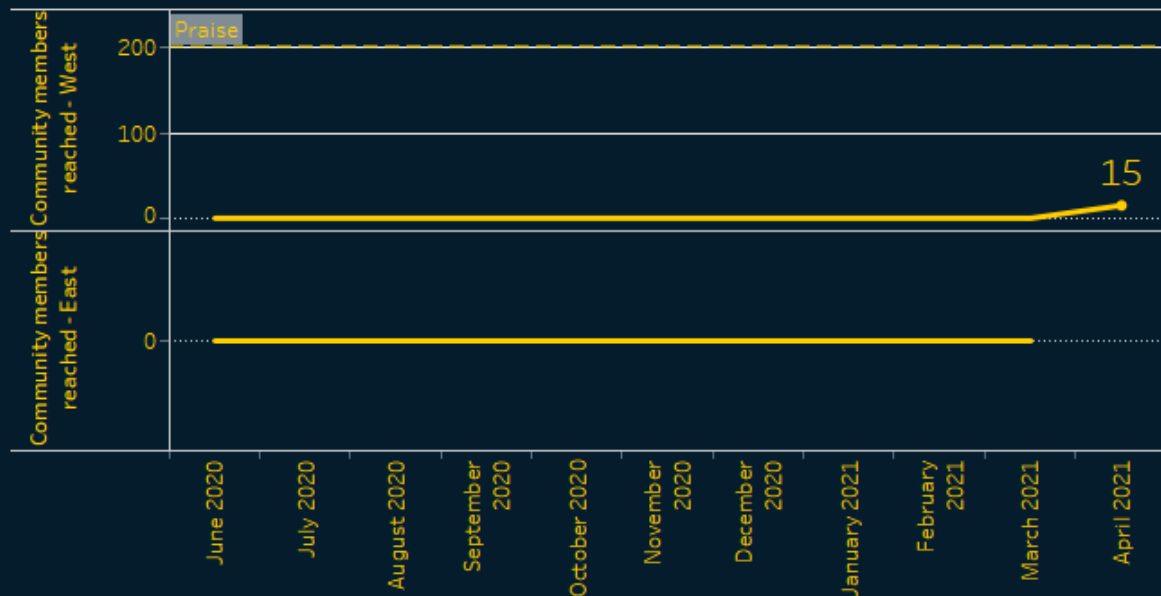
Media Hits



Website and Social Media Performance

	April 2021	12 Month Average
Website visits	13,391	17,375
Social media impressions	26,681	34,541

Community Outreach



Technology

	April 2021	12 Month Average
Critical system downtime during working hours*	0	0.00
Sum of Lost unit hours due to IT issues - East	00:42:00	00:29:49
Sum of Lost unit hours due to IT issues - West	03:10:00	01:14:05

Utility EMSACare Subscribers

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