

Key Performance Indicators October 2021

Adam Paluka

Chief Public Affairs Officer

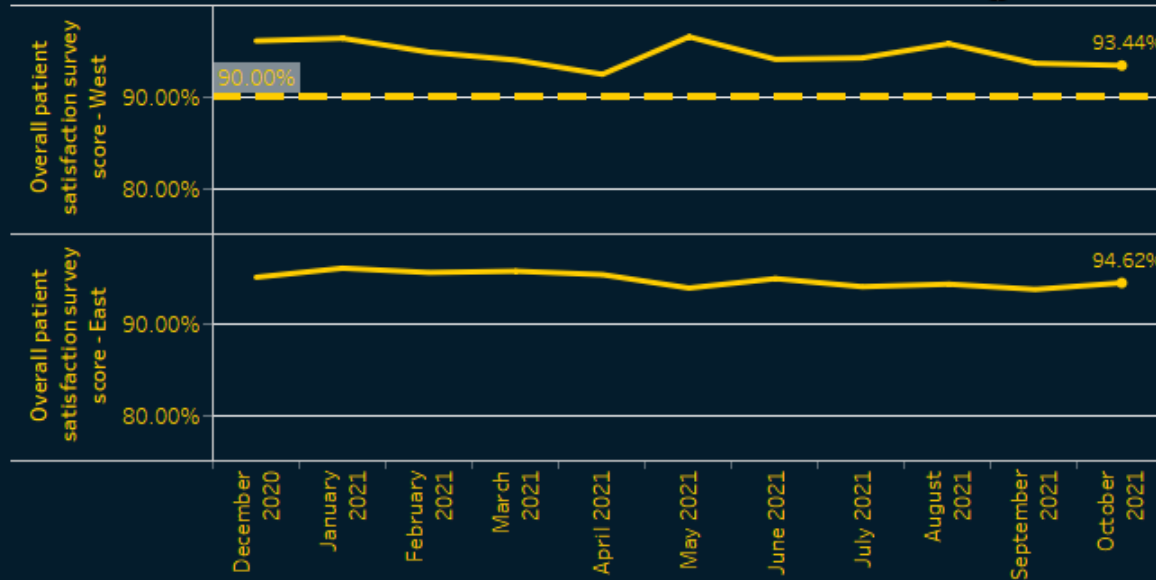


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

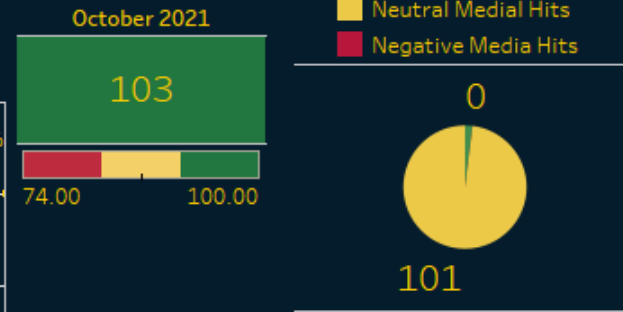
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



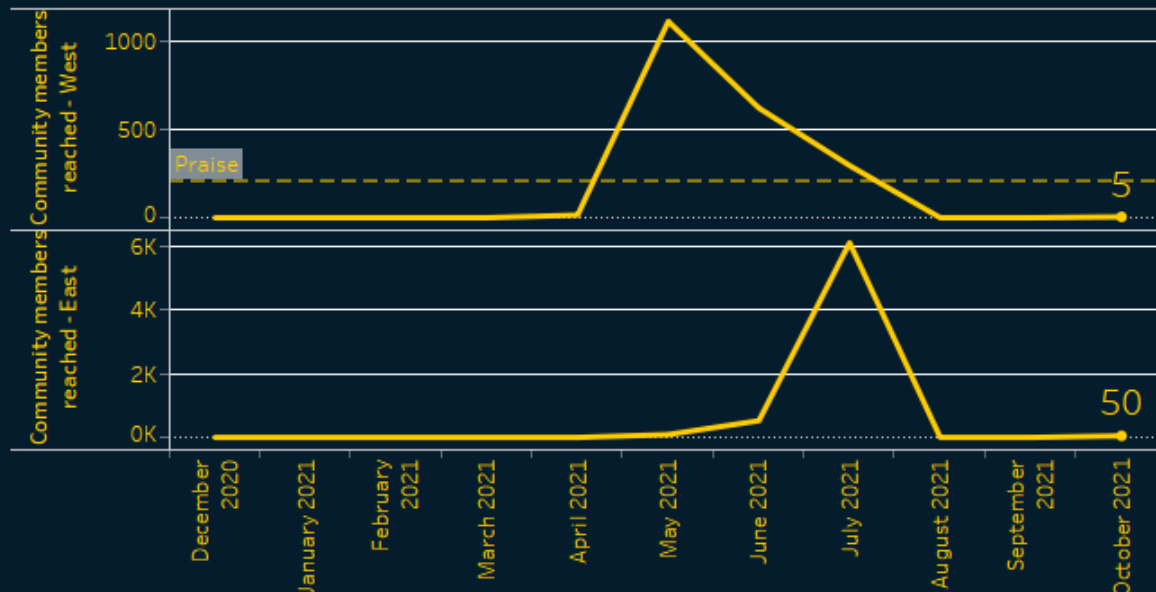
Media Hits



Website and Social Media Performance

	October 2021	12 Month Average
Website visits	12,006	17,096
Social media impressions	54,570	122,260

Community Outreach



Technology

	October 2021	12 Month Average
Critical system downtime during working hours*	1	0.18
Sum of Lost unit hours due to IT issues - East	00:39:00	00:25:12
Sum of Lost unit hours due to IT issues - West	00:00:00	01:05:10

Utility EMSACare Subscribers

	October 2021
Utility EMSACare subscribers-Tulsa (SEPT. 20)	74.60%
Utility EMSACare subscribers-OKC (OCT. 20)	69.30%