

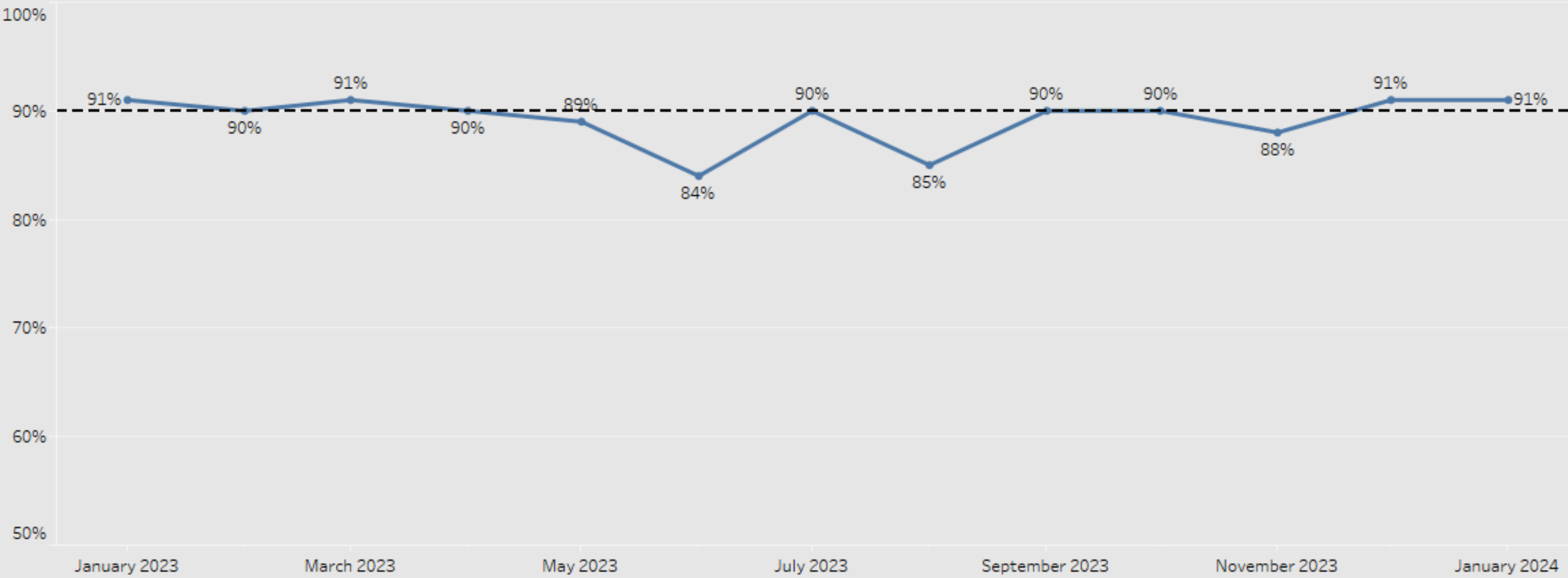
Johna Easley
President & CEO

Operational Compliance KPIs
January 2024



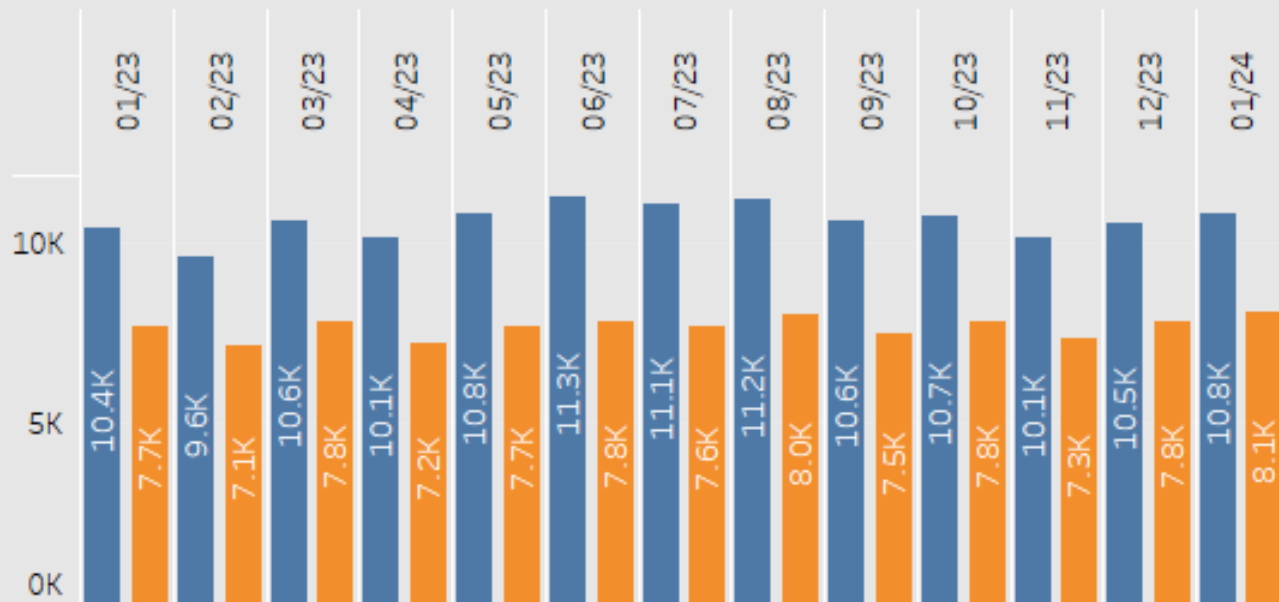
Priority One Response Time Compliance Eastern Division

January 2024

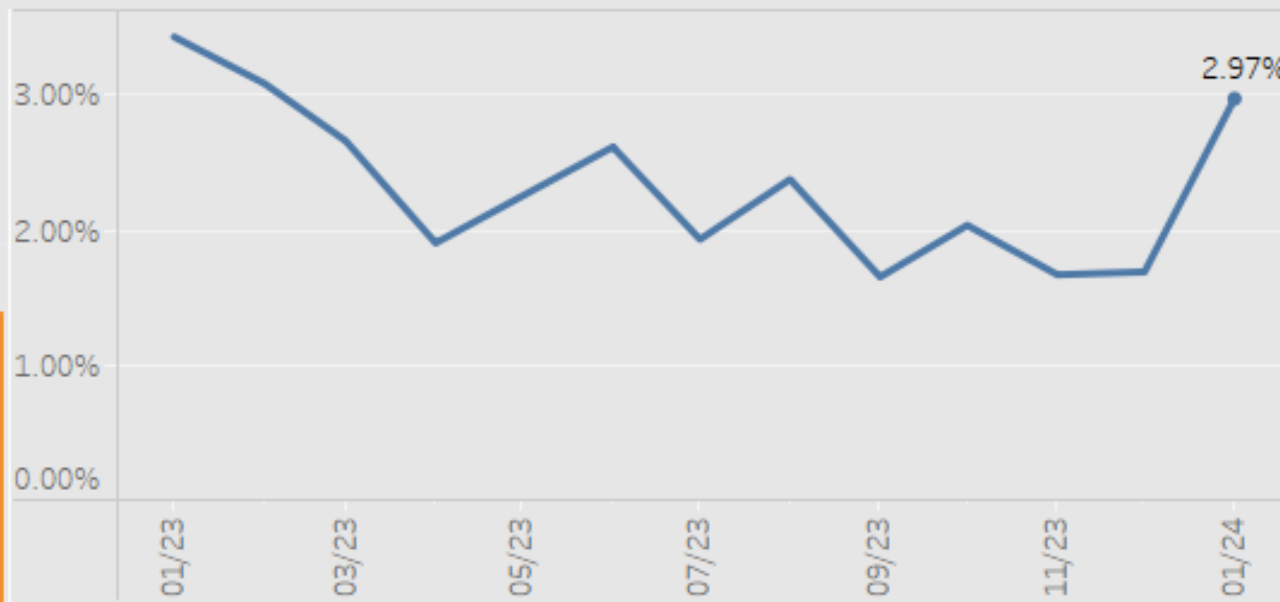


Tulsa saw 4% volume growth from the previous month, exceeding 8,100 transports. Bed delay grew from the previous month, accounting for 3% of unit hours produced and had an average impact of -20 hours/day. Tulsa was able to achieve 92% unit-hour production and was within 100 unit hours of our goal by the end of January.

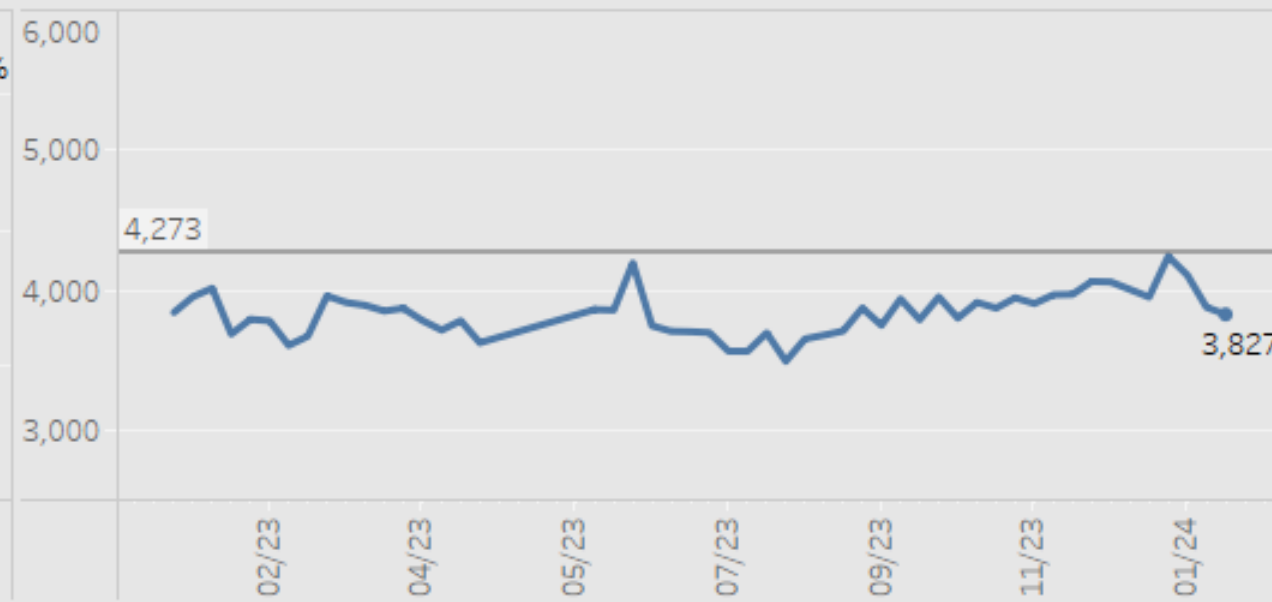
Responses and Transports



Percent of Unit Hours Lost to Bed Delay



Unit Hours Produced

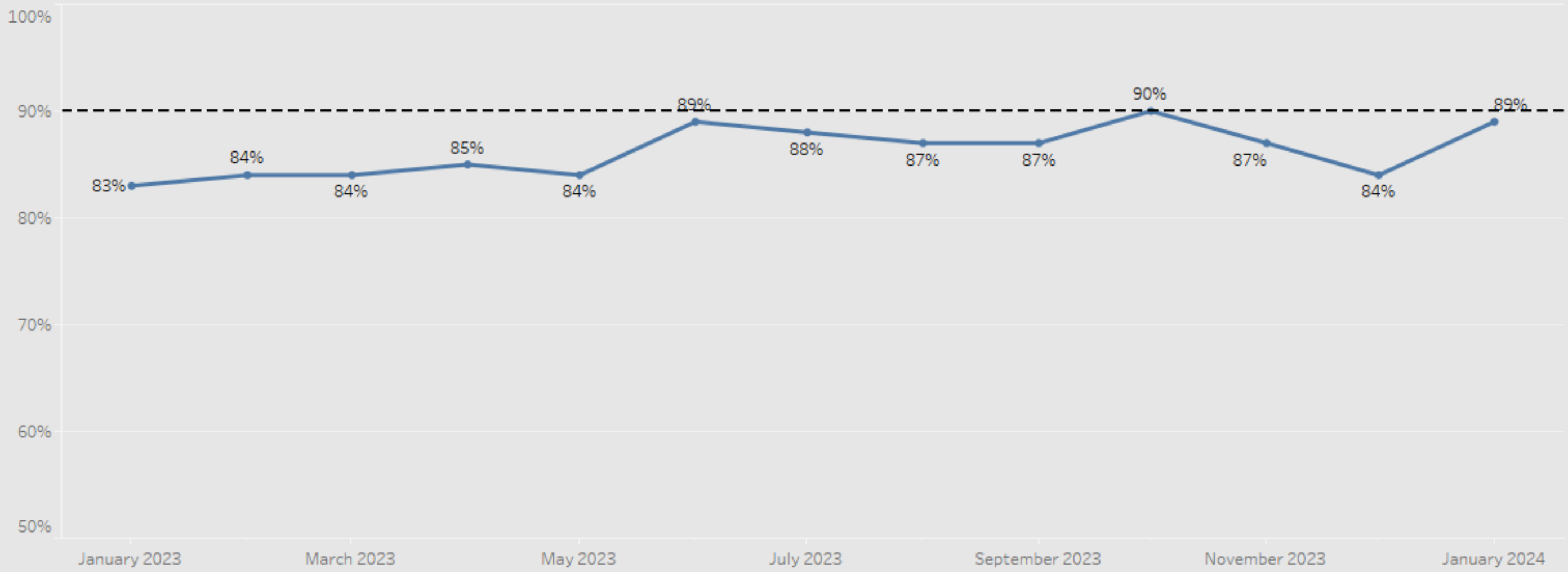


The compliance standard is 90%, as set by the EMS Ordinance

Priority One Response Time Compliance Western Division

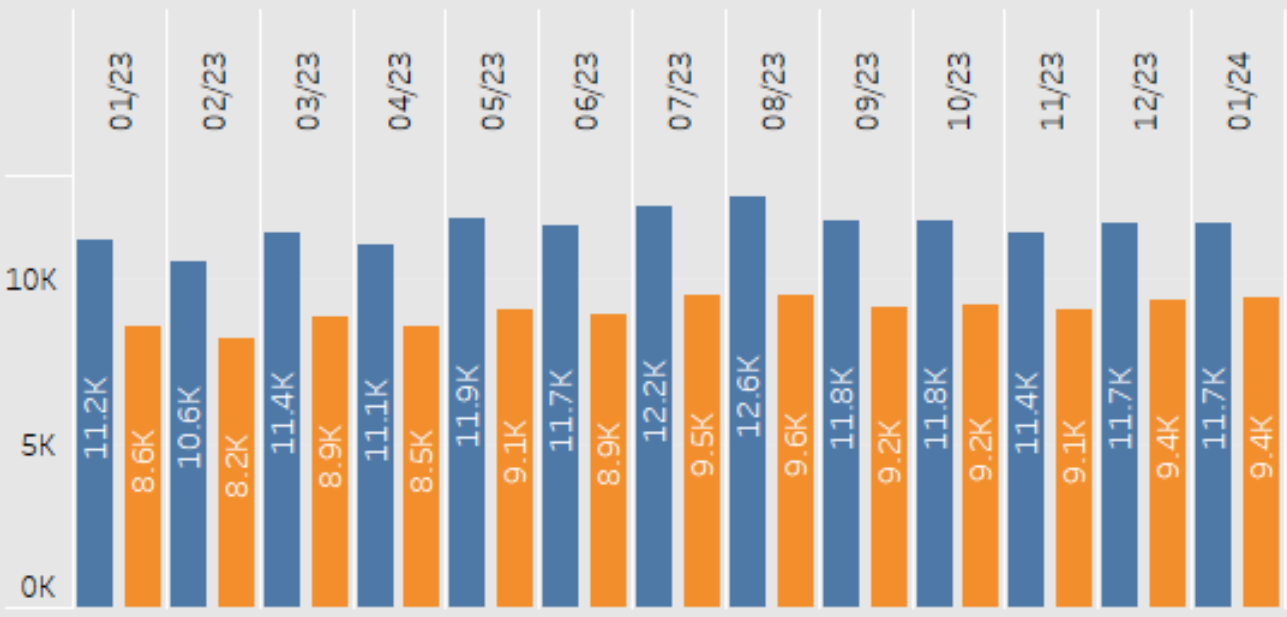
January 2024

89%

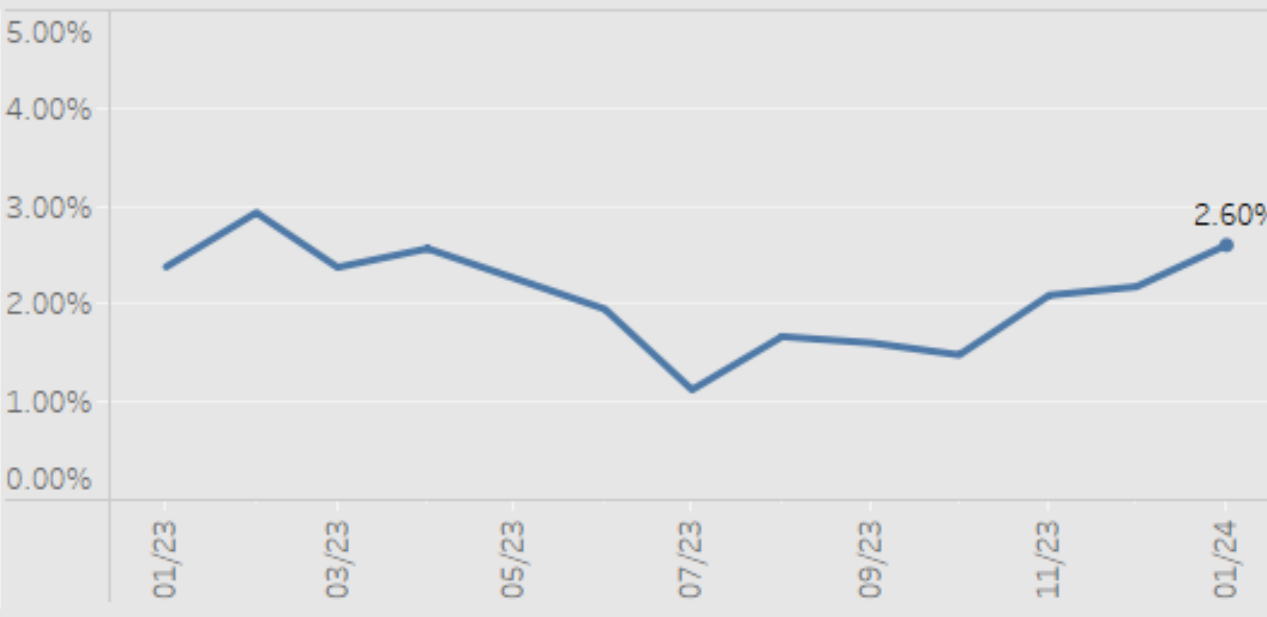


While OKC only saw 1% volume growth from the previous month, volume remained high for much of January, resulting in over 9400 transports. Bed delay accounted for 2.6% of produced unit hours and had an average impact of -24.5 hours/day. OKC was able to produce 94% of our unit hour goal, increasing as the month progressed.

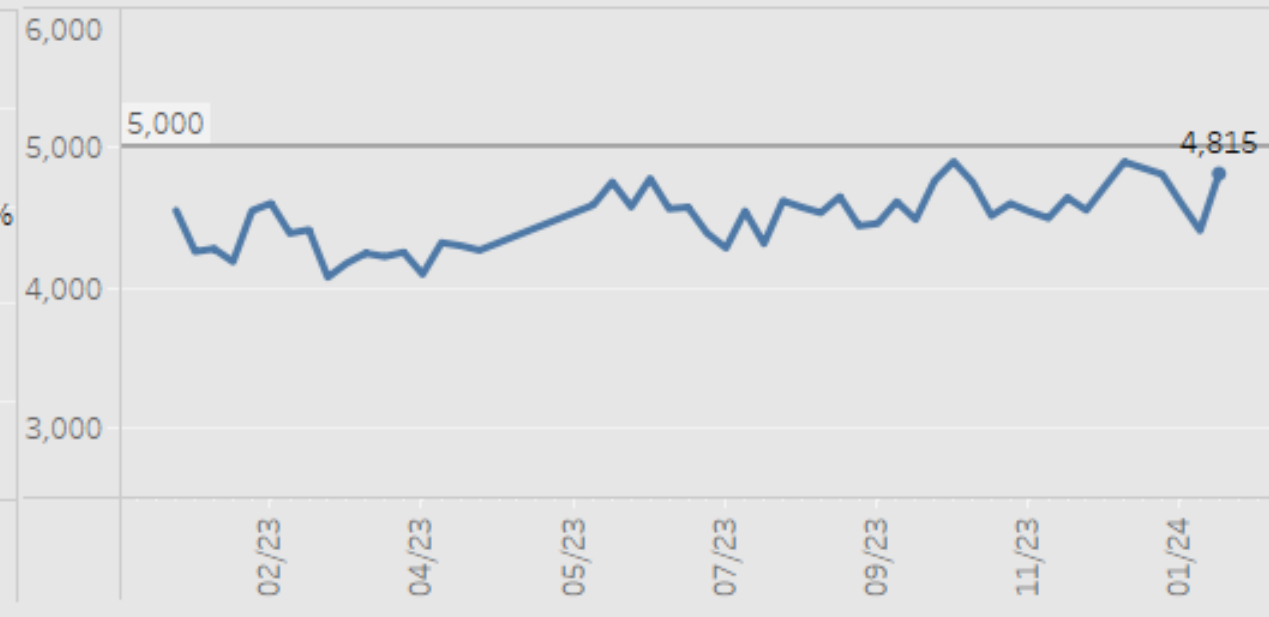
Responses and Transports



Percent of Unit Hours Lost to Bed Delay



Unit Hours Produced



The compliance standard is 90%, as set by the EMS Ordinance

		Compliance			
Division	Service Area	Priority			
		1	2	3	4
Eastern Division	Beneficiary	91%	95%	89%	100%
	Non-Beneficiary		80%	100%	100%
Western Division	Beneficiary	89%	94%	87%	36% (11)
	Non-Beneficiary	88%	94%	100%	N/A