

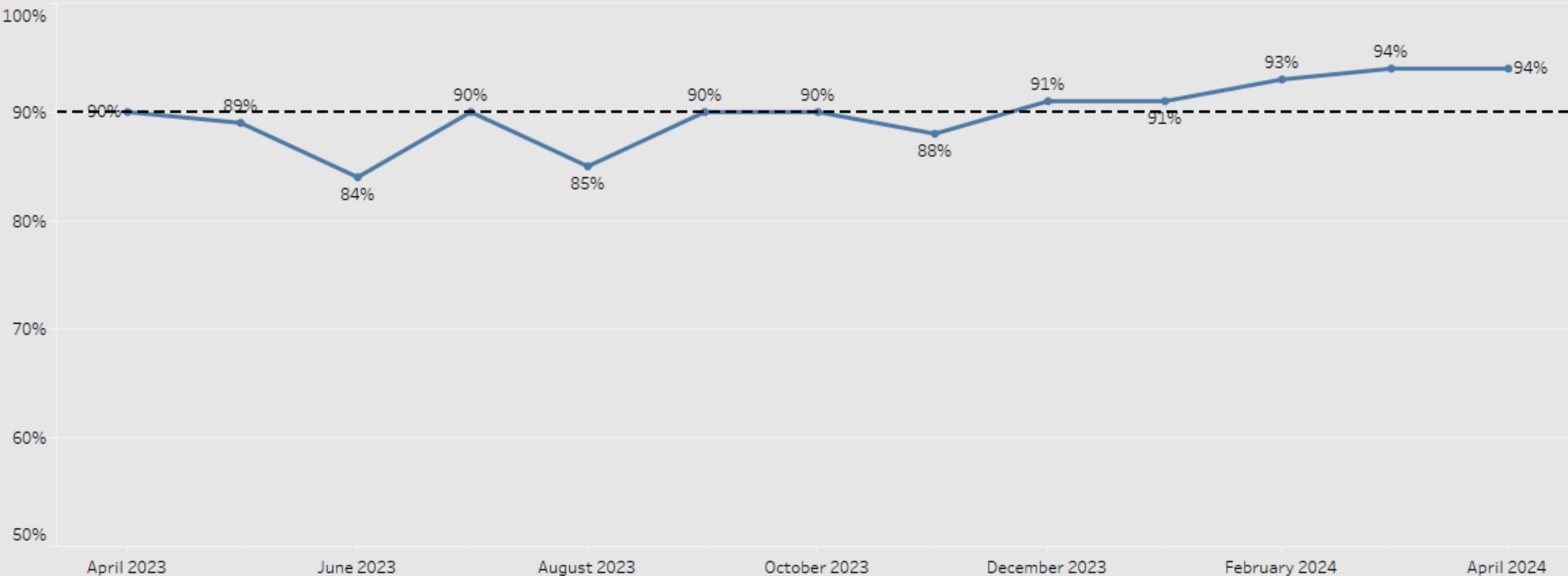
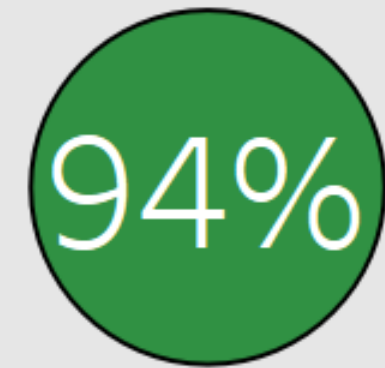
**Johna Easley
President & CEO**

**Operational Compliance
KPIs
April 2024**



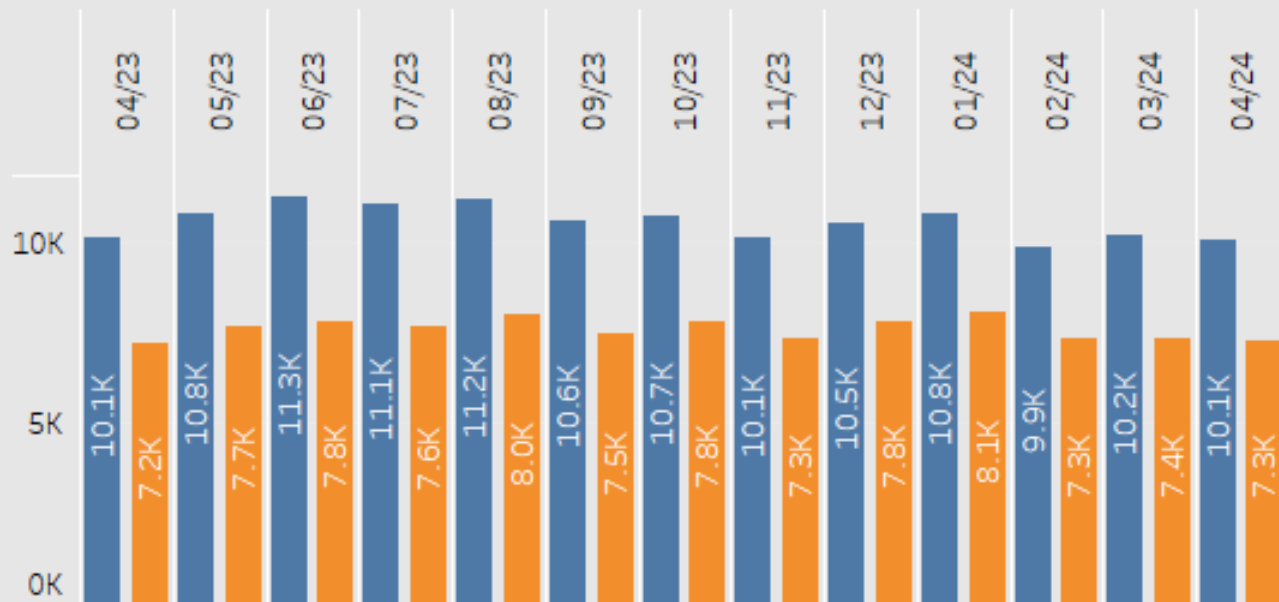
Priority One Response Time Compliance Eastern Division

April 2024

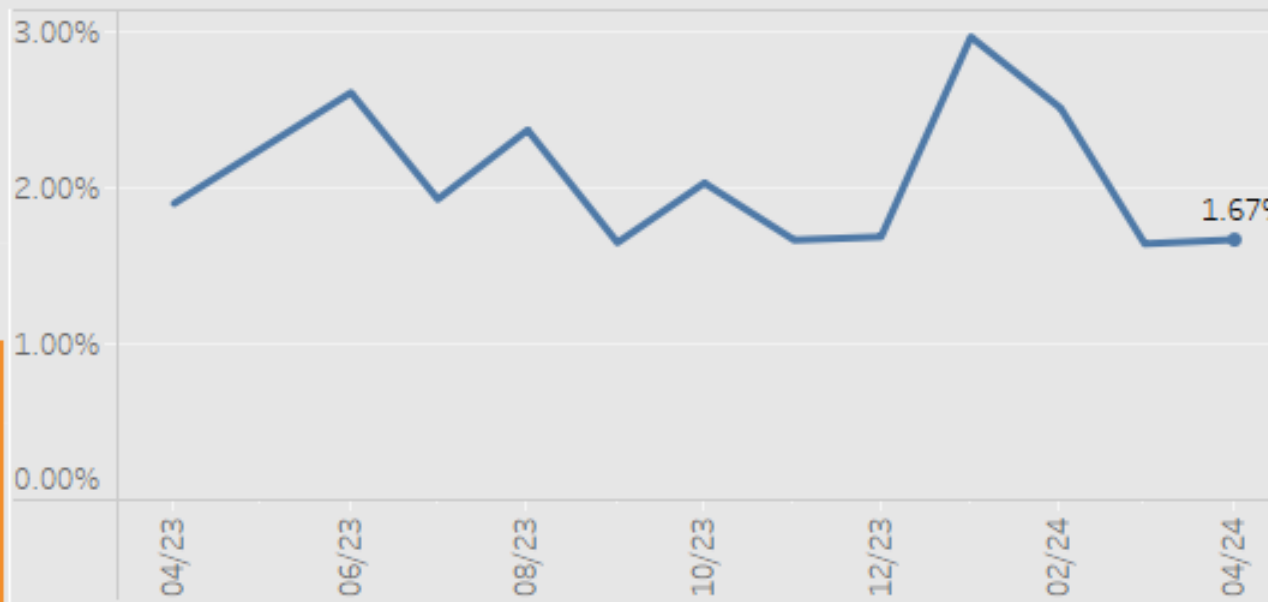


Tulsa saw -1% volume growth from the previous month, ending April with over 7,300 transports. Bed delay accounted for 1.67% of total unit hours produced, or 10.5 hours/day. Tulsa was able to produce 79% of its unit hour goal for the month of April.

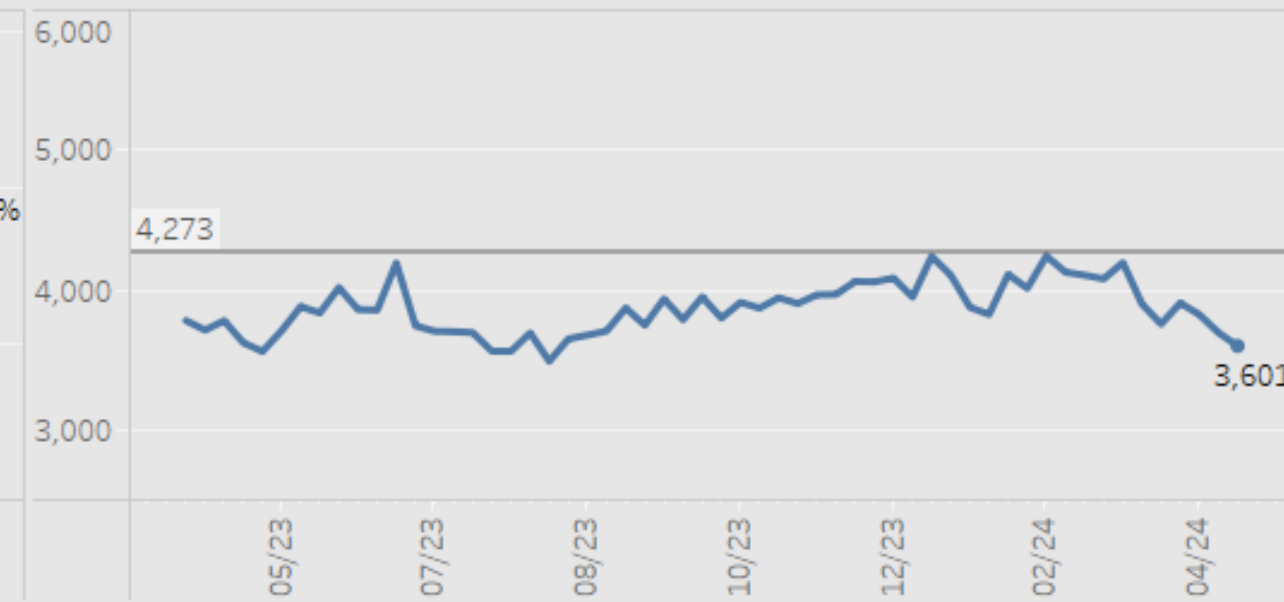
Responses and Transports



Percent of Unit Hours Lost to Bed Delay



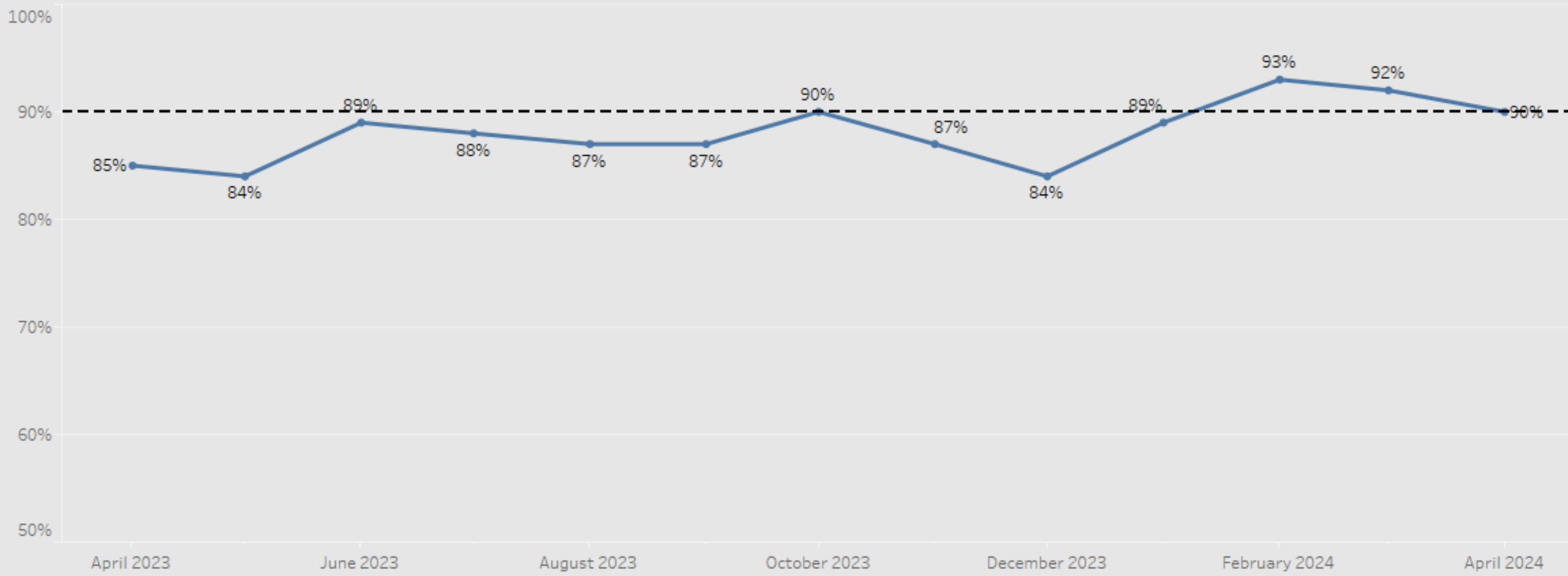
Unit Hours Produced



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

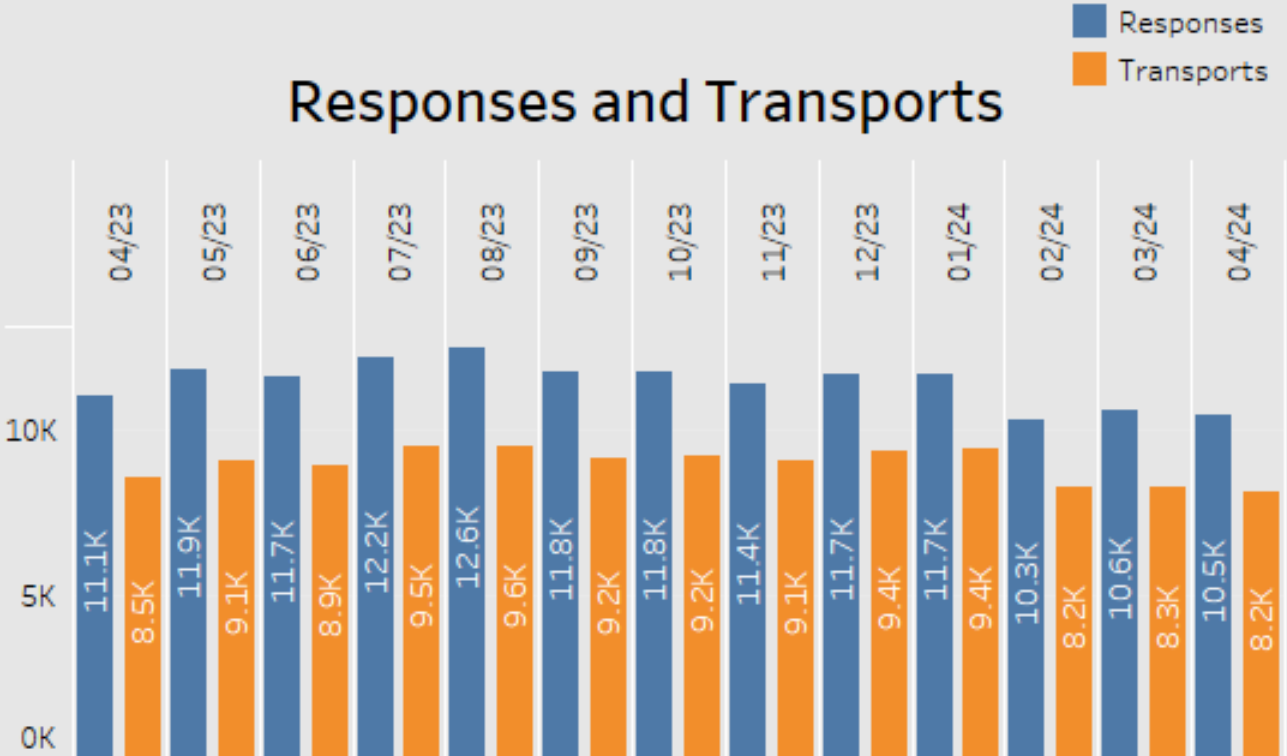
Priority One Response Time Compliance Western Division

April 2024

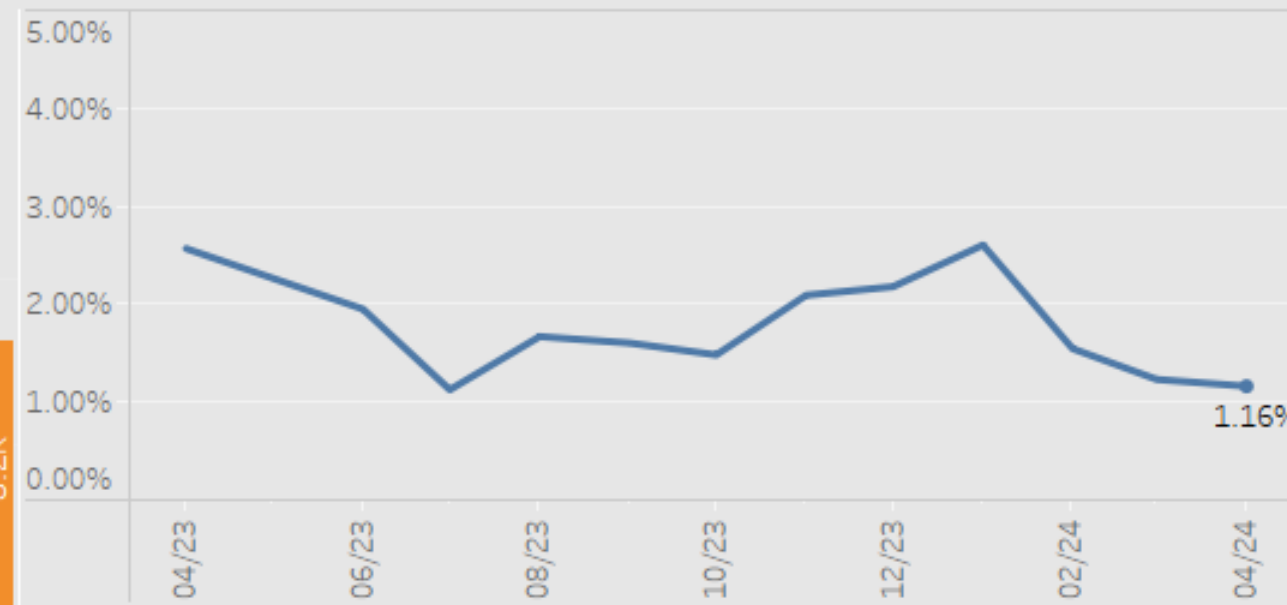


OKC saw -1% volume growth from the previous month, ending April with over 8,200 transports. Bed delay accounted for 1.16% of the total unit hours produced, or 9 hours/day. Oklahoma City produced 76% of its unit hour goal for the month of April.

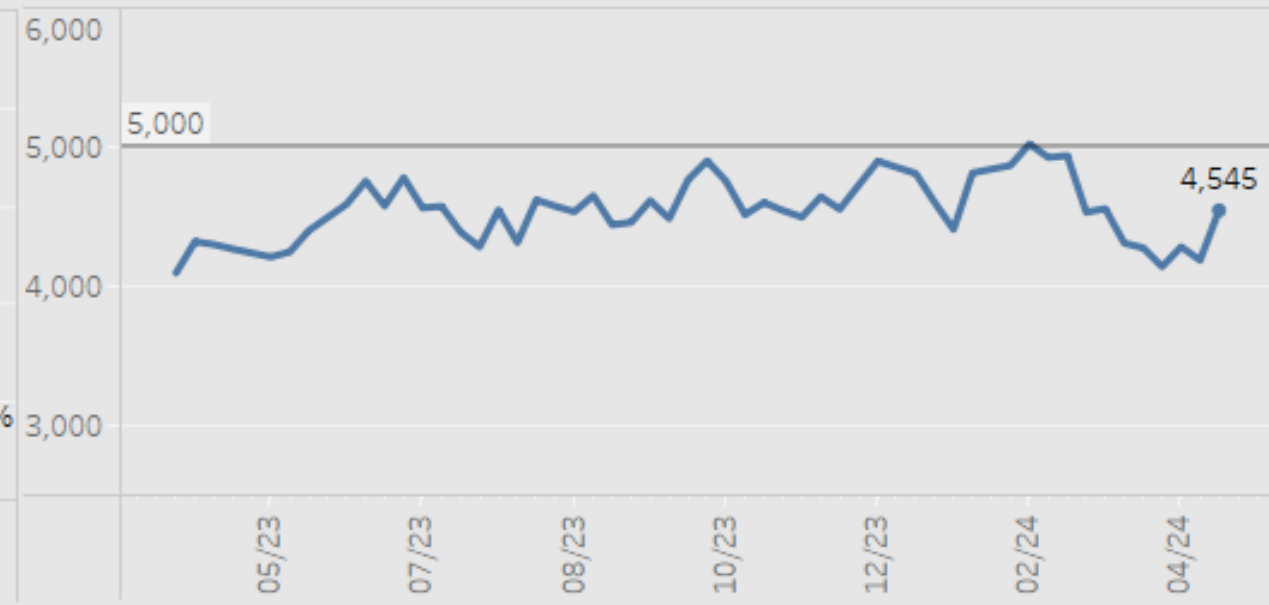
Responses and Transports



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	94%	96%	77%	100%
	Non-Beneficiary	N/A	87%	100%	N/A
Western Division	Beneficiary	90%	95%	91%	92%(14)
	Non-Beneficiary	91%	94%	N/A	N/A