

Johna Easley  
President & CEO

Operational Compliance

KPIs

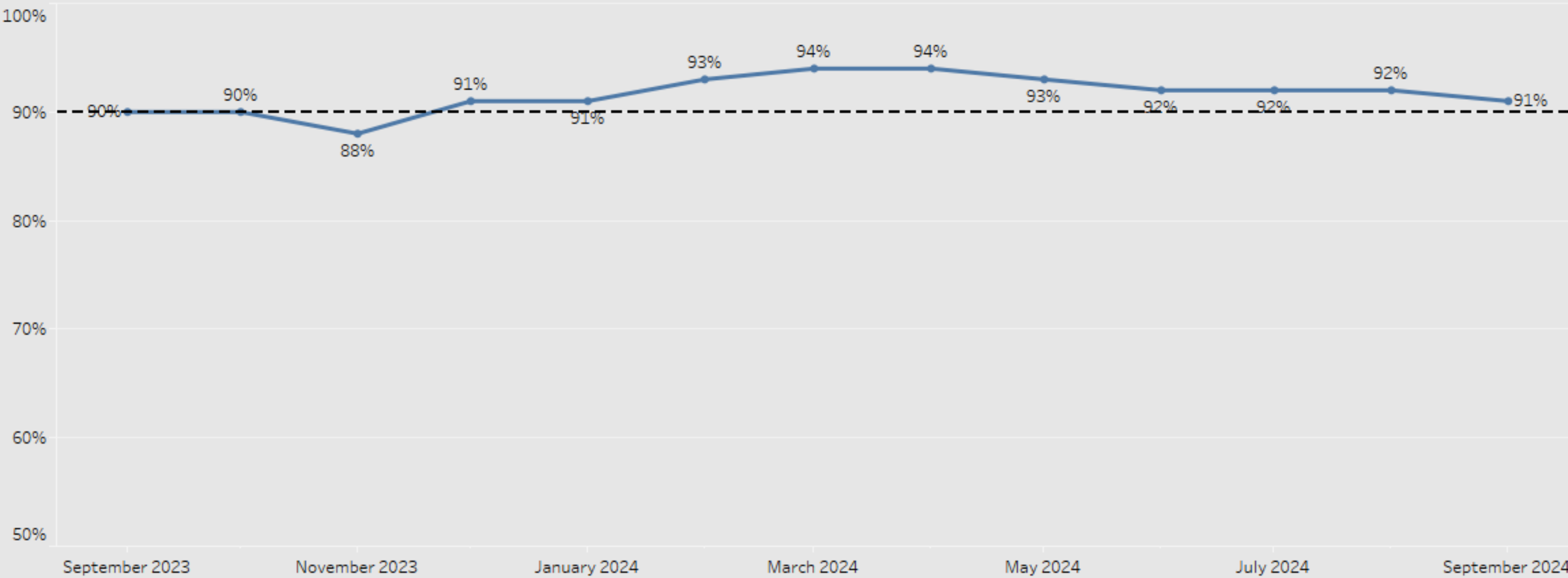
September 2024



# Priority One Response Time Compliance Eastern Division

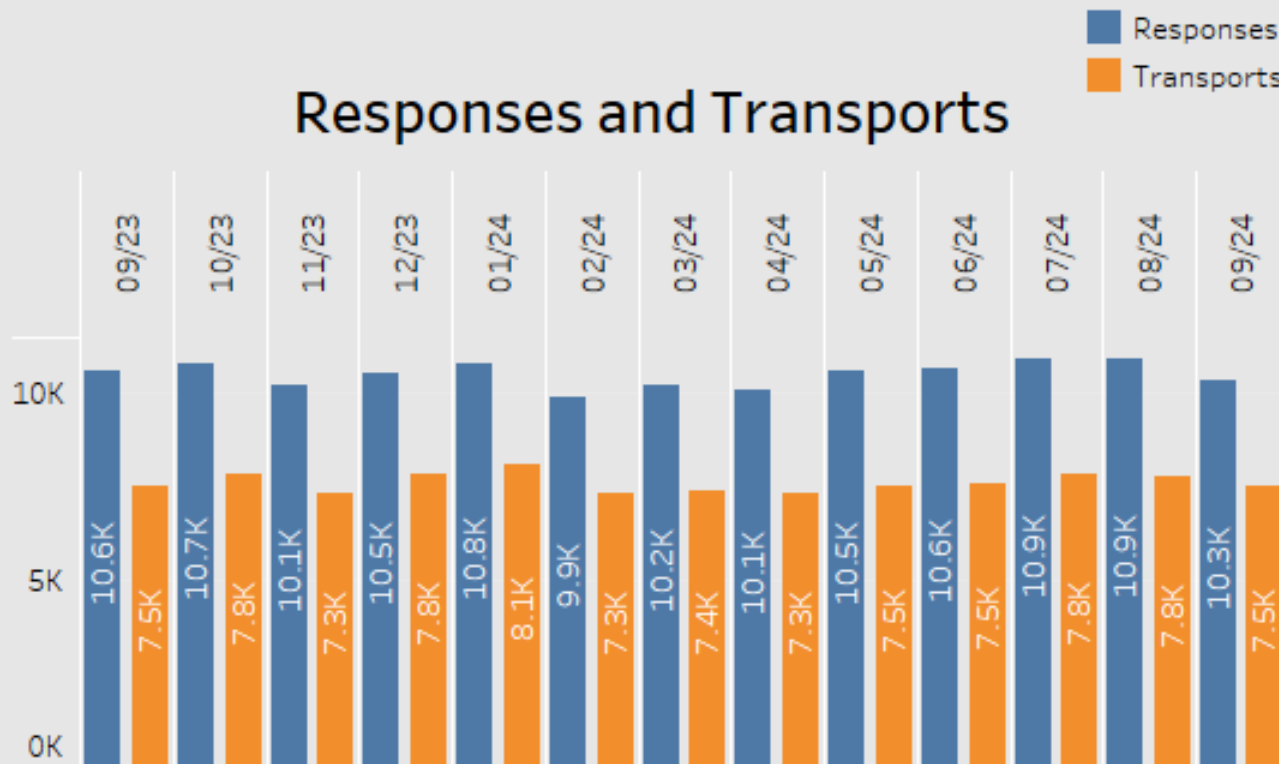
September 2024

91%

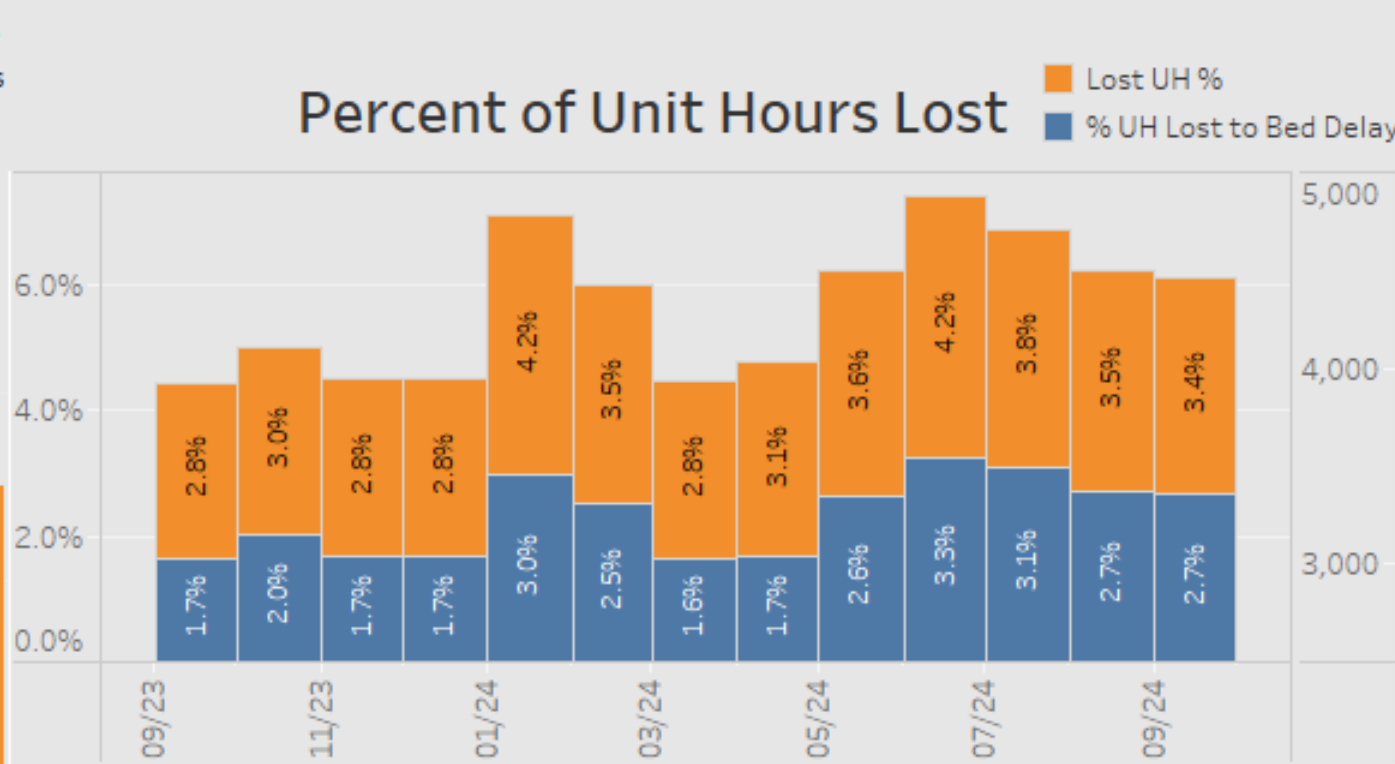


EMSA's Eastern Division transported over 7,400 patients in the month of September. Bed delay accounted for 3.1% of total unit hour production or 17.4 hours/day. The Eastern Division produced 82% of its unit hour goal for the month of September.

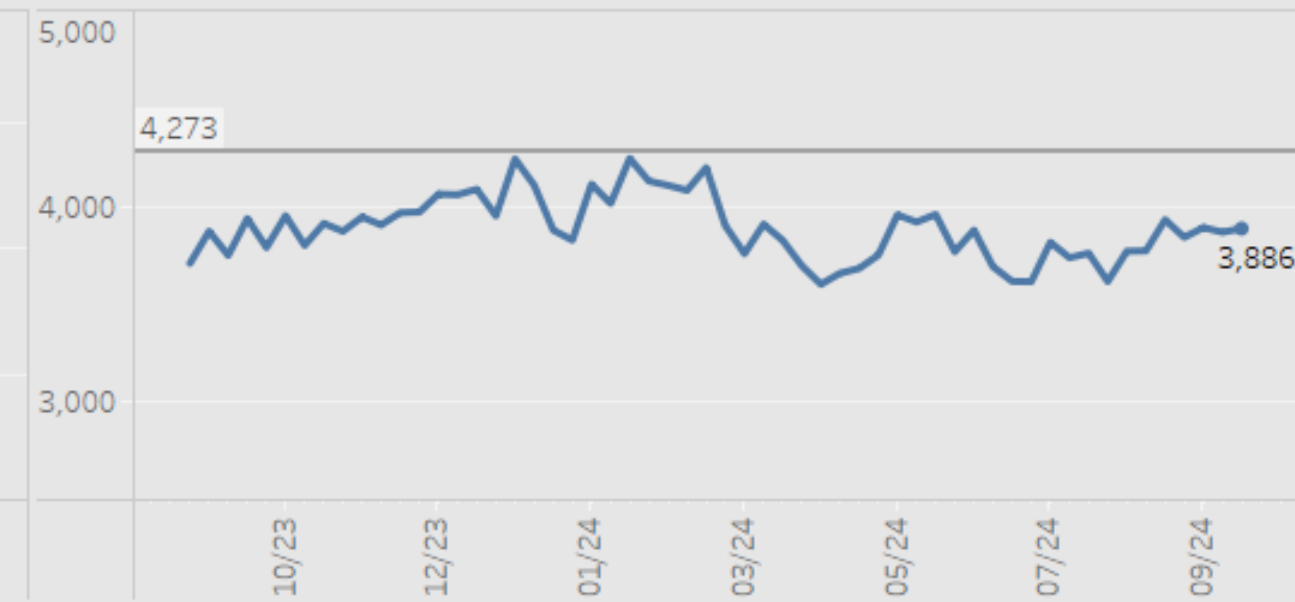
## Responses and Transports



## Percent of Unit Hours Lost



## Unit Hours Produced

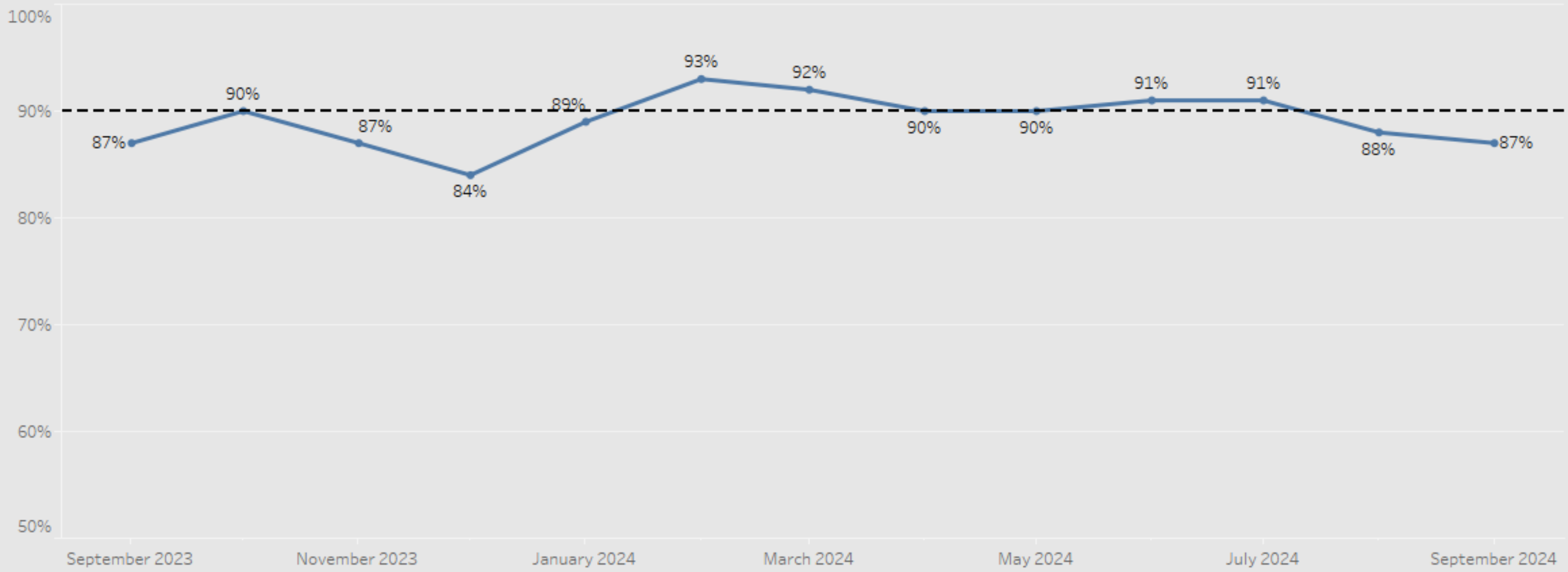


The compliance standard is 90%, as set by the EMS Ordinance

# Priority One Response Time Compliance Western Division System

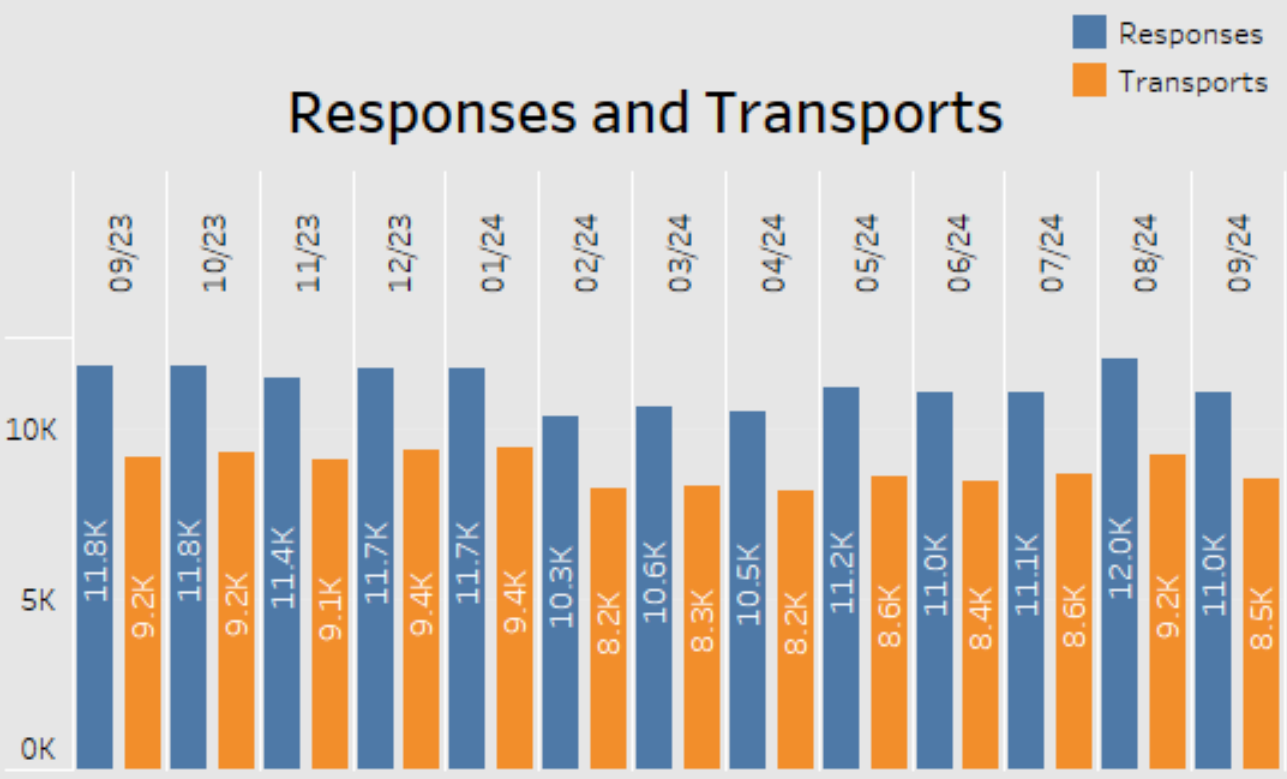
September 2024

87%

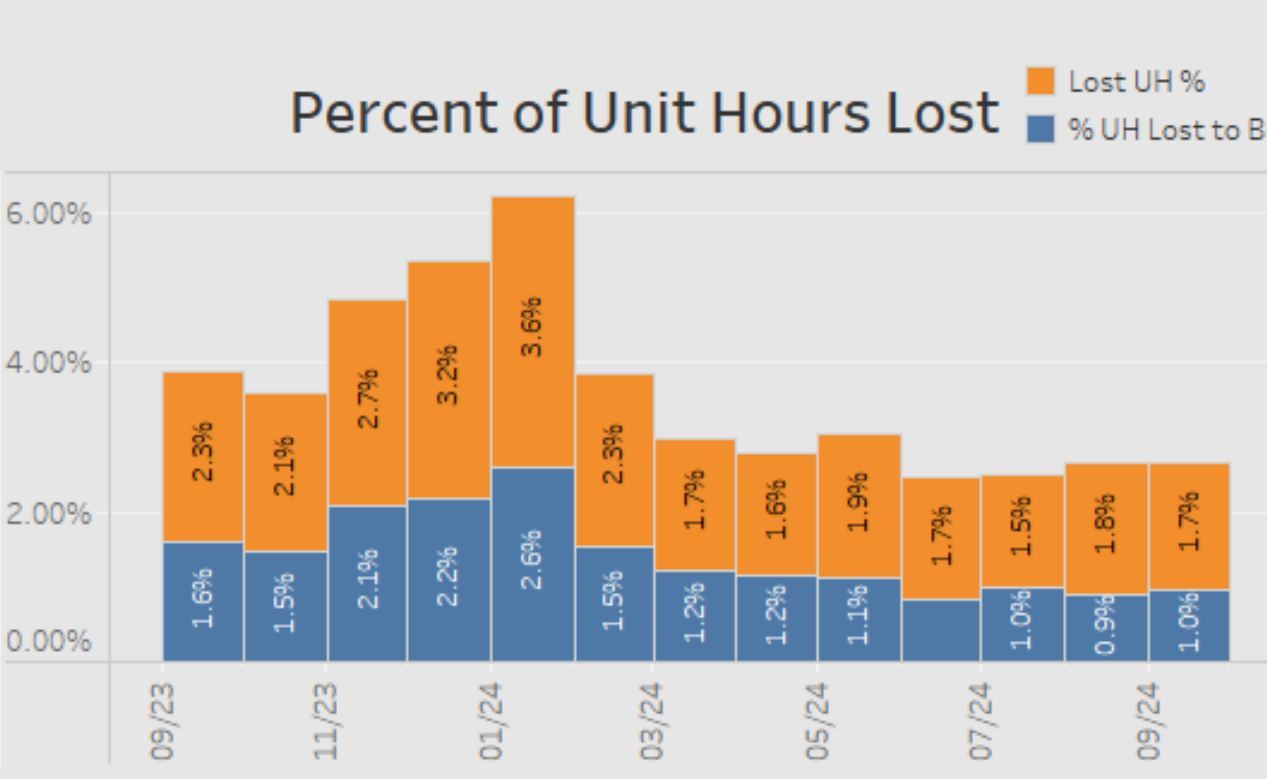


The Western Division System (EMSA/OKCFD) transported over 8,500 patients in September. Bed delay accounted for 1.2% of total unit hours produced or 7.5 hours/day. EMSA and OKCFD combined unit hour production was 75% of the goal for the month of September.

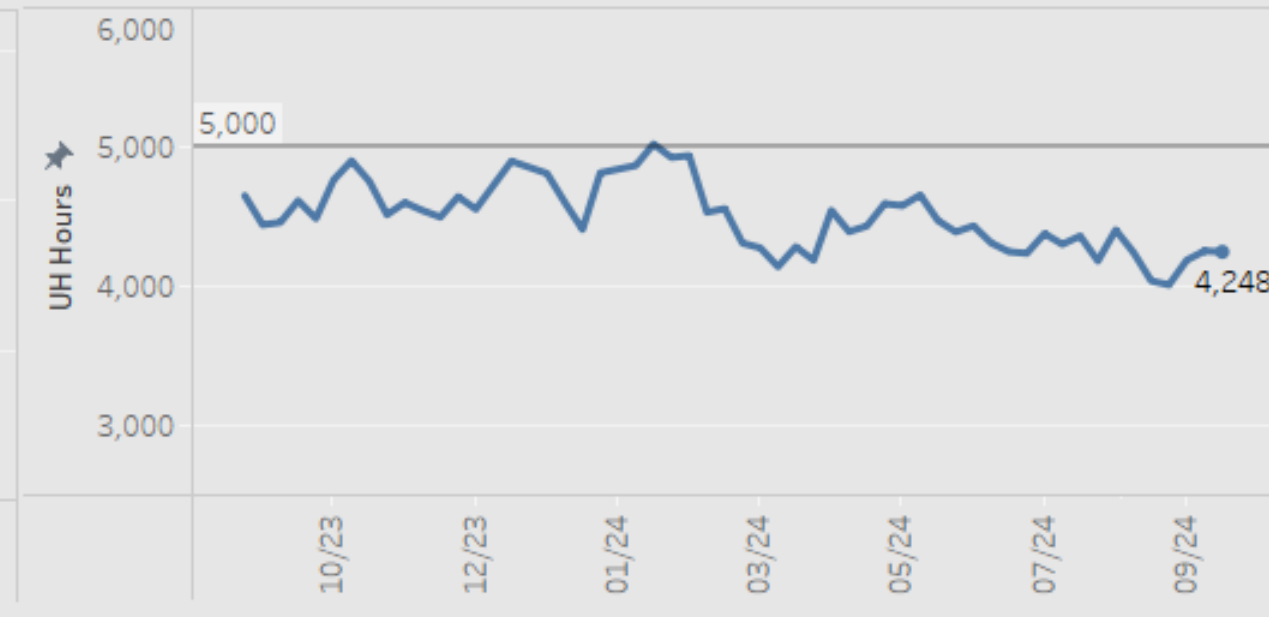
## Responses and Transports



## Percent of Unit Hours Lost



## Unit Hours Produced

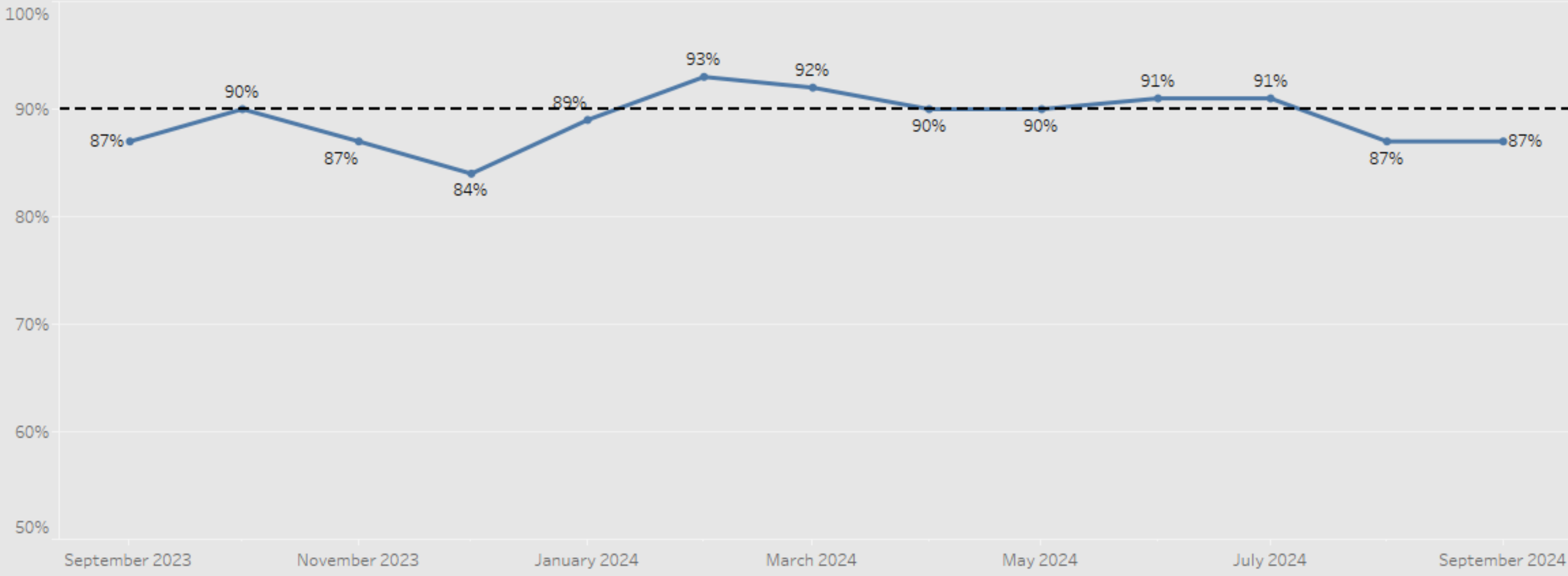


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# Priority One Response Time Compliance Western Division EMSA

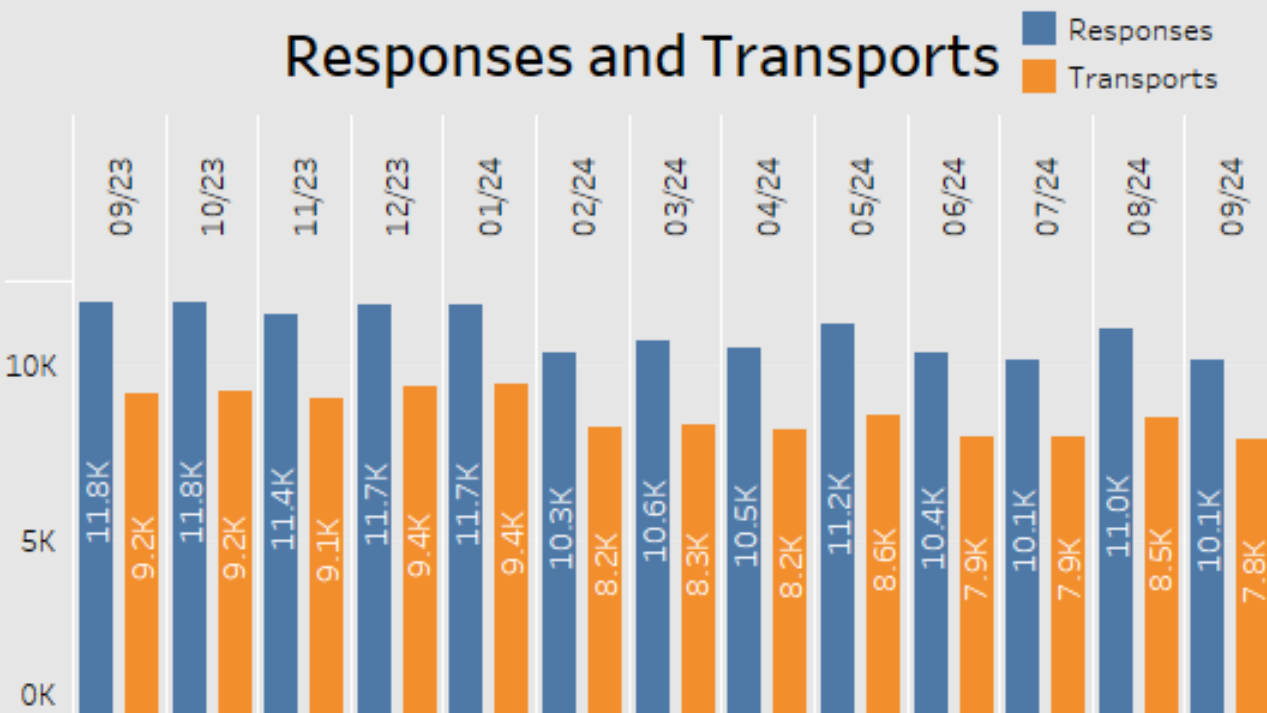
September 2024

87%

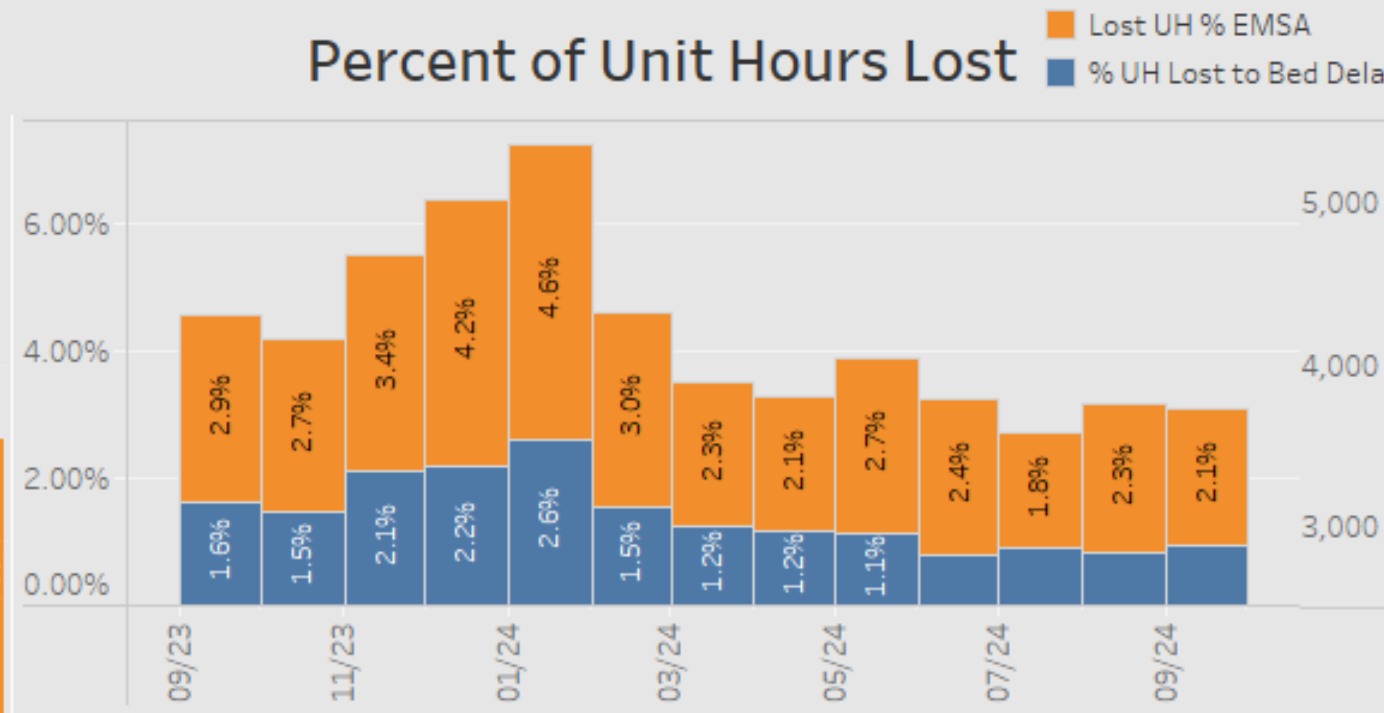


EMSA Western Division transported over 7,800 patients in the month of September. Bed delay accounted for 1.2% of total unit hours produced, or 7.5 hours/day. EMSA Western Division was able to produce 74% of its unit hour goal for the month of September. Unit hour production was negatively impacted by lower overtime rates, callouts, and contract personnel changes.

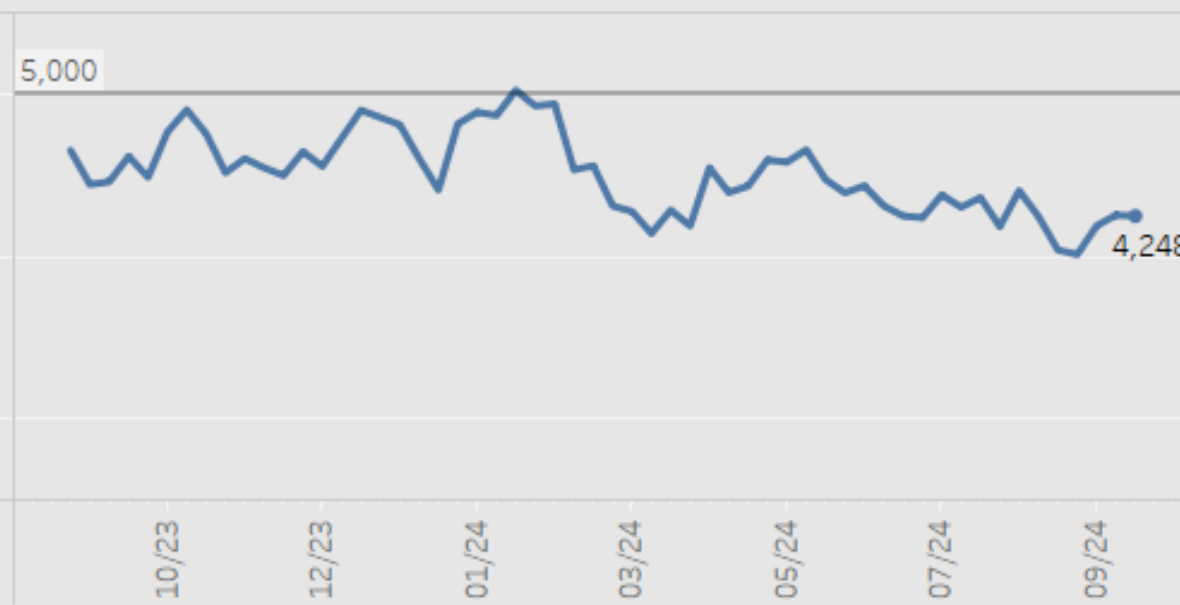
## Responses and Transports



## Percent of Unit Hours Lost



## Unit Hours Produced



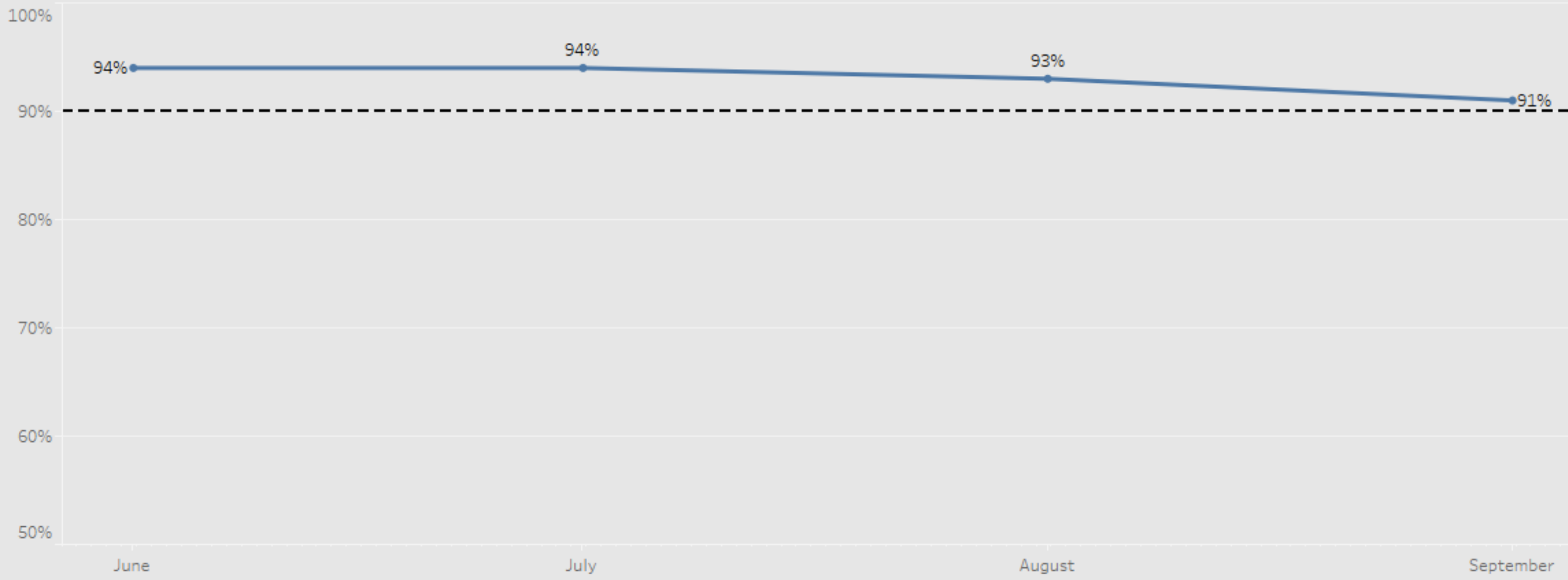
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# Priority One Response Time Compliance Western Division OKCFD

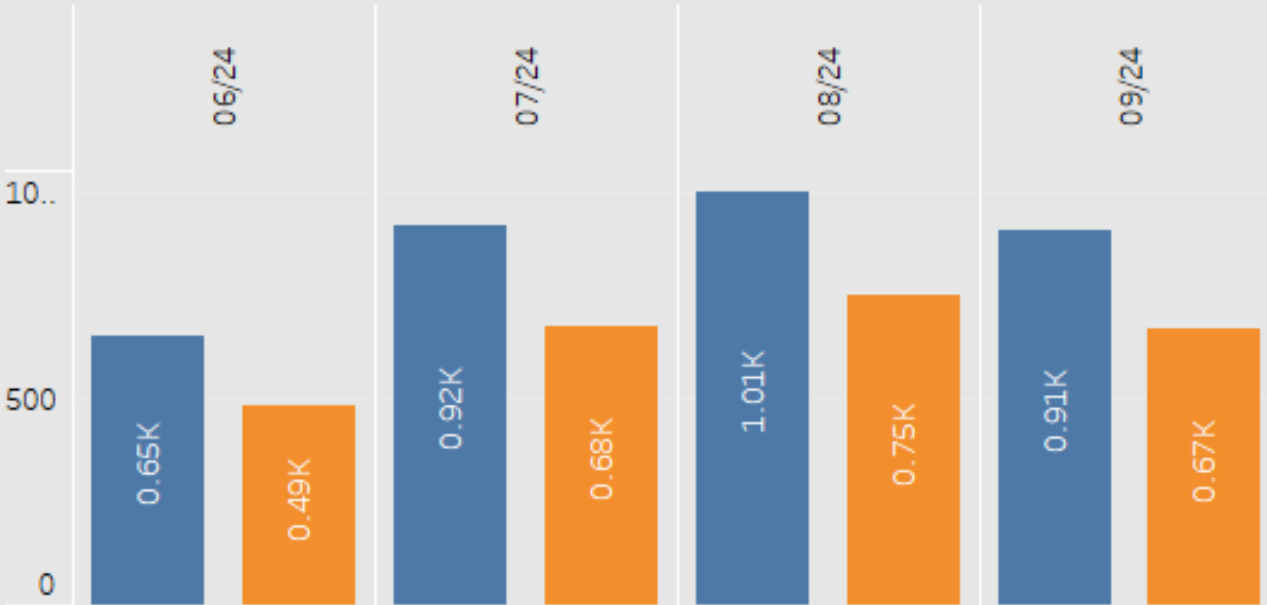
September 2024

91%

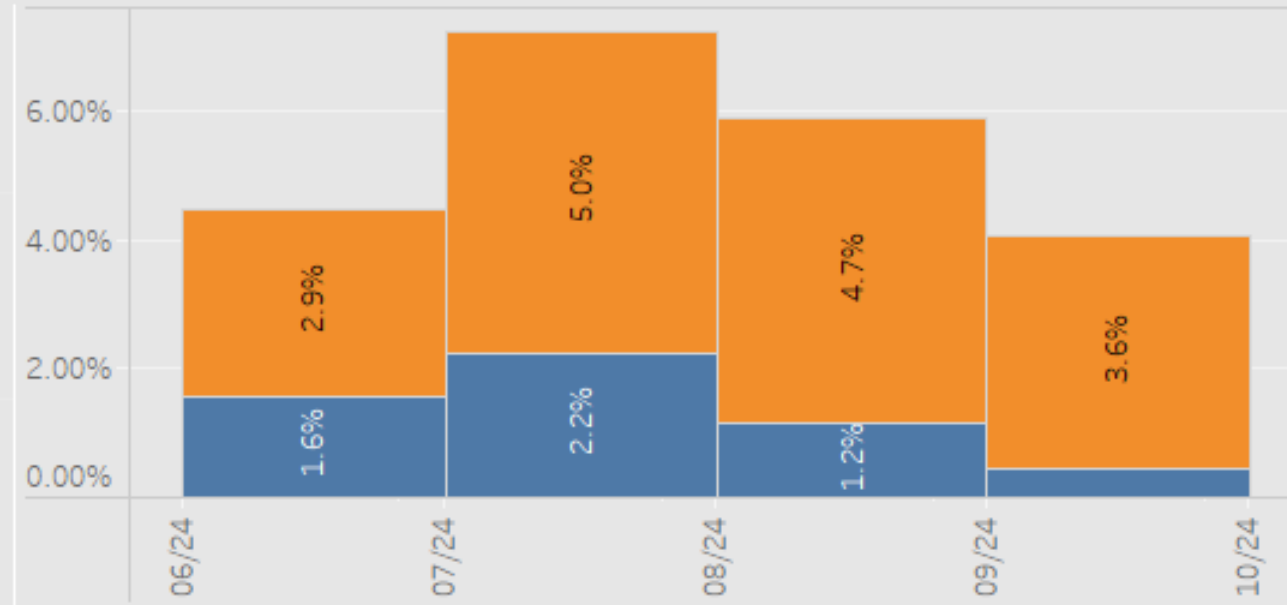
The Oklahoma City Fire Department transported 673 patients in September and produced 53% of its contractual obligation of 605 unit hours.



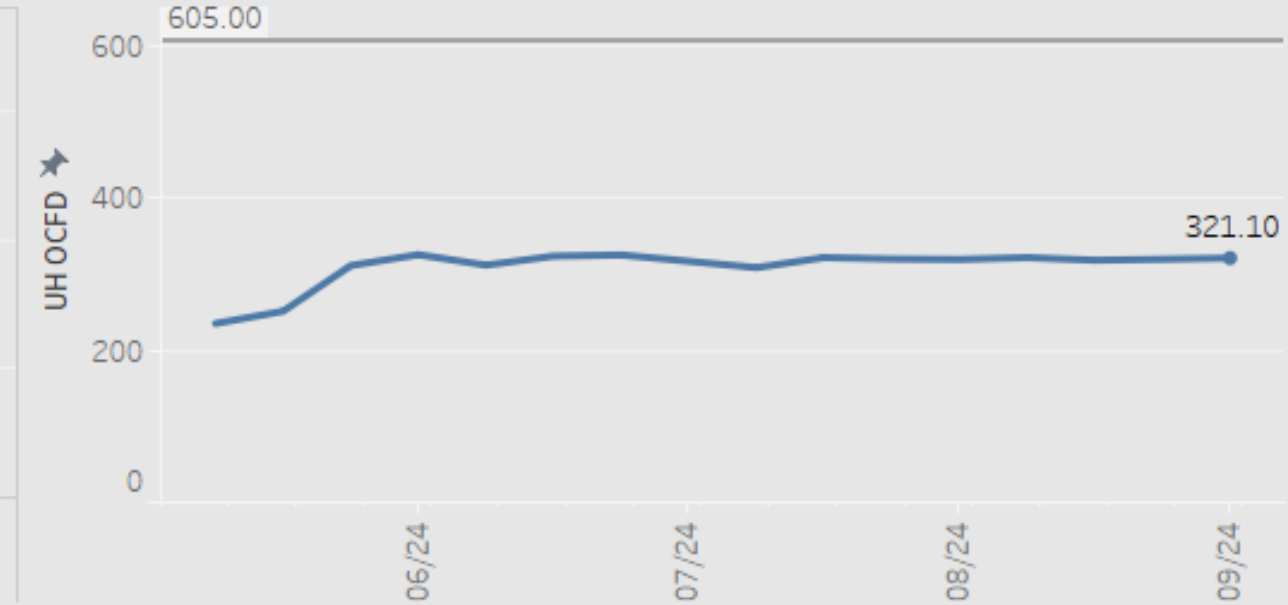
## Responses and Transports



## Percent of Unit Hours Lost



## Unit Hours Produced



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

		September 2024 Compliance			
Division	Service Area			Priority	
		1	2	3	4
Eastern Division	Beneficiary	91%	96%	91%	100%
	Non-Beneficiary	N/A	83%	N/A	N/A
Western Division	Beneficiary	87%	96%	84%	54%(11)
	Non-Beneficiary	84%	98%	N/A	N/A