



## OPERATIONS

04/16/2024

REPORTING PERIOD: MARCH, 2024

### EXECUTIVE SUMMARY:

- March was a busy month; our teams experienced a 15% increase in responses compared to the previous year. Our average responses were 178 per day.
- We averaged 102 transports per day with transport volume being 2% higher than March 2023 Compared to February transport volume increased by 9%.
- Call-offs remained high for the month with the majority due to illness.
- We started preparations to roll-out the new Power Pro 2 Stretchers. Gillian is leading the project, our goal is to deploy new stretchers the first week in April.
- We are implementing changes to the posting plan on April 1<sup>st</sup> with the goal being to reduce the number of post moves experienced by our crews.

### OPERATIONS REPORT:

- The overall response compliance goal is 85%. For March our response compliance was 87%

COMPLIANCE		
Month	2023	2024
Mar	88%	87%
Grand Total	88%	87%

- Avg response times remained within compliance and can be found below.

AVG RESPONSE TIMES			
Lights & Sirens		No Lights & Sirens	
P1	P2	P3	P4
≤10:00	≤15:00	≤15:00	≤20:00
8:16	8:23	9:48	13:12

*\*Response timer starts at the exact moment the 9-1-1 call taker in Control answers the phone. The response timer stops when the first qualified ESD11 medic unit arrives on scene. The timer does not reset if the call is reassigned to another medic unit. The timer does not stop when fire department apparatus or EMS Supervisor arrives on scene\**



**OPERATIONS**

**04/16/2024**

**REPORTING PERIOD: MARCH, 2024**

- Our medic crews responded to **5525** calls. This was a 15% increase over March 2023. Responses increased by 9% compared to previous month.

RESPONSES				
Month	2023	2024	DIFF	%
March	4807	5525	718	15%
COMPARED TO PREVIOUS MONTH				
Feb 24	5053	5525	472	9%

- Our crews transported **3173** patients to the hospital. This was 1% over the previous year or an average of 102 transports per day. Transports were up 8% compared to the previous month.

TRANSPORTS				
Month	2023	2024	Diff	% Diff
March	3132	3173	41	1%
COMPARED TO PREVIOUS MONTH				
Feb 24	2943	3173	230	8%

Figure 1 Responses by Time Of Day (TOD)



**OPERATIONS**  
**04/16/2024**  
**REPORTING PERIOD: MARCH, 2024**

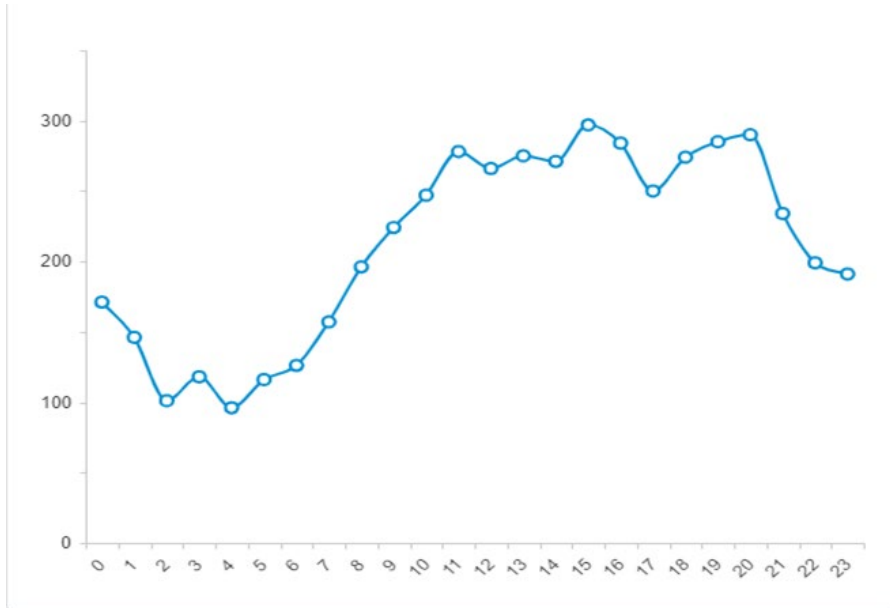


Figure 1 Responses by Time Of Day (TOD)

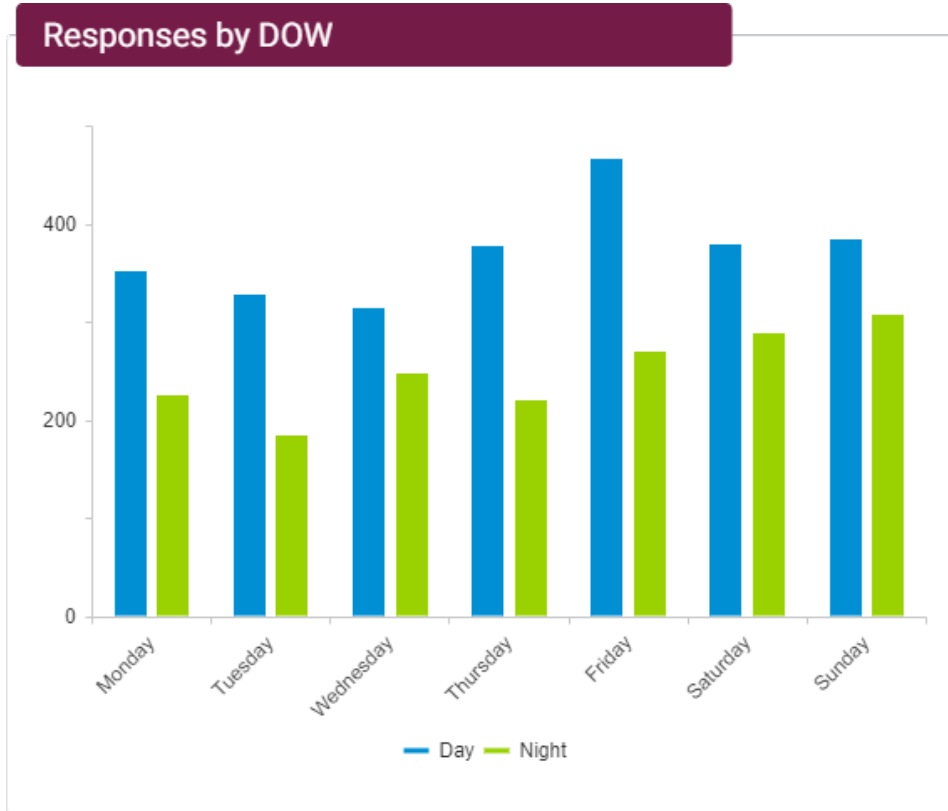


Figure 2 Responses by Day Of Week (DOW)



## Transports

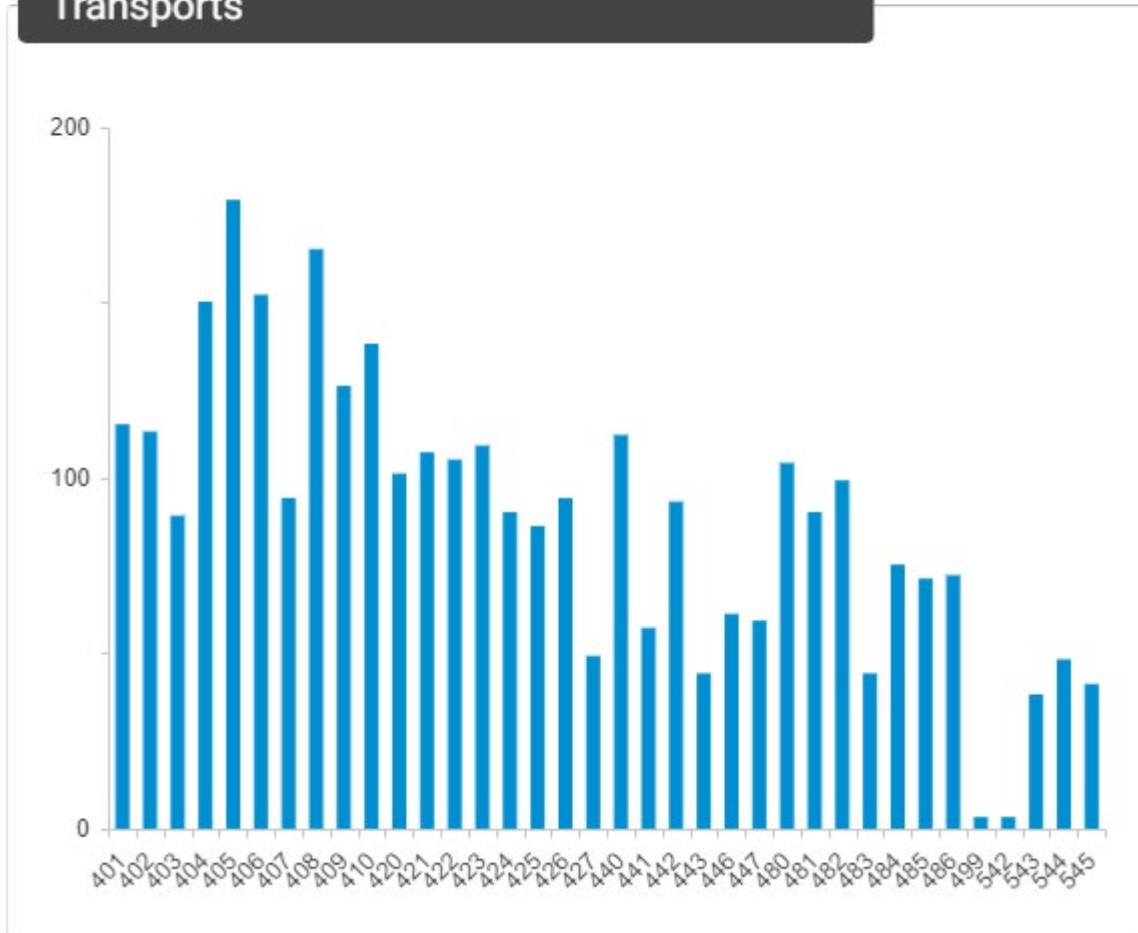


Figure 3 Transports by Unit

## Avg. Transport Time

**00:17:15**



**OPERATIONS**

**04/16/2024**

**REPORTING PERIOD: MARCH, 2024**

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Monthly view of % of time at level 7 or below

Level	0	1	2	3	4	5	6	7	Total
% at lvl	0.04%	0.07%	0.11%	0.31%	0.66%	1.56%	3.14%	4.85%	10.74%

- 10 low acuity calls were held for the month. Median hold time was **0:05:00**

HELD CALLS	
DAY	
March 5	1
March 22	2
March 23	4
March 28	1
March 30	2



**OPERATIONS**  
**04/16/2024**  
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**STAFFING:**

- We scheduled 15272 Ambulance Hours for the month, 776.17 hours were lost to 57 call-offs. 27% of call-offs were due to illness. 14049.25 of actual Unit Hours were utilized for March. Average of 23 ambulances during peak demand and 17 ambulances overnight.

SCHEDULED AMBU HRS   ACTUAL HRS   CALL OFFS   CO HRS				
Month	Scheduled UHU	Actual UH	Call Offs	Call off Hours
March	15272	14049.25	57	776.17
<b>Grand Total</b>	<b>15272</b>	<b>14049.25</b>	<b>57</b>	<b>776.17</b>

Type of Leave	Percentage
ALP	2.40%
Bereavement	5.77%
Call Off	26.92%
FMLA	12.50%
Military Leave	2.40%
PTO	42.79%
Shift Give Away	3.85%
Work Comp	3.37%
<b>Grand Total</b>	<b>100.00%</b>



**OPERATIONS**  
**04/16/2024**  
**REPORTING PERIOD: MARCH, 2024**

**CONTROL:**

- Melissa Grindstaff was named EMD of the month.
- Call Start to call dispatched (AVG All Priorities): **0:00:49**
- Control continues to meet accreditation standards with IAED.
- MA GIVEN = 10
- MA RECEIVED = 3
- 3CX CALLS RECEIVED – 2554
- VESTA CALLS = 4528

**Determinant Drift**

Selected Discipline: EMD

Agency: Harris County ESD11

Date Range: 3/1/2024 ... 3/31/2024

After Review:

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	?
OMEGA	5	0	0	0	0	0	0
ALPHA	0	32	0	0	0	0	0
BRAVO	0	1	17	0	0	0	0
CHARLIE	0	0	0	34	0	0	0
DELTA	0	0	0	0	44	0	0
ECHO	0	0	0	0	0	1	0
?	0	0	1	0	0	0	0
Totals	5	33	18	34	44	1	0

Group Totals:	Ideal	Under-response (risk)	Over-response (waste)	Unknown
135	133	1	0	1

Filter by:  
 (No filter applied)



## OPERATIONS

04/16/2024

REPORTING PERIOD: MARCH, 2024

Determinant	Count
Abdominal Pain	130
Advanced SEND (Medical Miranda)	390
Allergies (Reactions) / Envenomation (Stings, Bites)	25
Animal Bites / Attacks	10
Assault / Sexual Assault / Stun Gun	93
Back Pain (Non-Traumatic or Non-Recent Trauma)	46
Breathing Problems	418
Burns (Scalds) / Explosion (Blast)	2
Carbon Monoxide / Inhalation / HAZMAT / CBRN	2
Cardiac or Respiratory Arrest / Death	73
Chest Pain / Chest Discomfort (Non-Traumatic)	253
Choking	28
Convulsions / Seizures	178
Diabetic Problems	70
Drowning / Near Drowning / Diving / SCUBA Accident	5
Electrocution / Lightning	1
Eye Problems / Injuries	9
Falls	610
Fire Assist	29
Headache	28
Heart Problems / A.I.C.D.	98
Heat / Cold Exposure	6
Hemorrhage (Bleeding) / Lacerations	117
LE Assist	5
Overdose / Poisoning (Ingestion)	104
Pregnancy / Childbirth / Miscarriage	29
Psychiatric / Abnormal Behavior / Suicide Attempt	167
Sick Person (Specific Diagnosis)	637
Stab / Gunshot / Penetrating Trauma	27
Stroke (CVA) / Transient Ischemic Attack (TIA)	125
Structure Fire	38
Traffic Collision / Transportation Incident	326
Traumatic Injuries (Specific)	116
Unconscious / Fainting (Near)	310
Unknown Problem (Person Down)	239
(blank)	781
<b>Grand Total</b>	<b>5525</b>



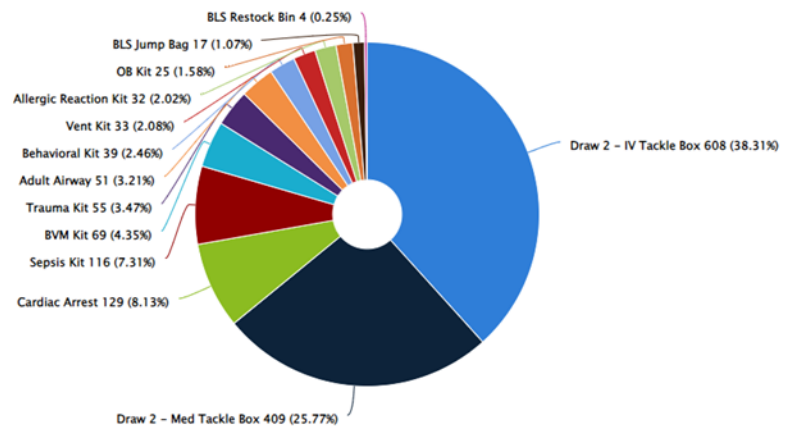


**OPERATIONS**  
**04/16/2024**  
**REPORTING PERIOD: MARCH, 2024**

**LOGISTICS:**

Kit Name	Action	Count
Adult Airway	LOADED	51
BLS Restock Bin	LOADED	4
Behavioral Kit	LOADED	39
OB Kit	LOADED	25
BLS Jump Bag	LOADED	17
Cardiac Arrest	LOADED	129
Draw 2 - IV Tackle Box	LOADED	608
Vent Kit	LOADED	33
Trauma Kit	LOADED	55
Draw 2 - Med Tackle Box	LOADED	409
BVM Kit	LOADED	69
Sepsis Kit	LOADED	116
Allergic Reaction Kit	LOADED	32
		<b>1,587</b>

<b>LOGISTICS STATS MARCH 2024</b>	
Trucks Turned	570
Trucks Window Cleaned	10
Deep Cleaned	32
Supervisor QA/QI	200 units
Added New Assets to OIQ	40
PP2 Deployment (April)	40
Logistics Employee Call-Offs	2
Deliver Van Miles Driven	4115
LTO Promotion (April)	2





**OPERATIONS**  
**04/16/2024**  
**REPORTING PERIOD: MARCH, 2024**

COMPLIANCE			CALLS FOR SERVICE					AVG RESPONSETIMES				AVG SHIFT UHU'S		TRANSPORTS				AVG TRANSPORT UHU		SCHEDULED AMBU HRS   ACTUAL HRS   CALL OFFS   CO HRS					
Month	2023	2024	Month	2023	RESP	RESP DIFF	% Diff	P1	P2	P3	P4	UHU (24s)	UHU (PEAK)	Month	2023	Transports 2024	Trans Diff	Diff Transport %	UHU (24s)	UHU (PEAK)	Month	Scheduled UHU	Actual UH	Call Offs	Call off Hours
Mar	88%	87%	Mar											Mar							Mar				
1-Mar	92%	87%	1-Mar	136	174	38	28%	8:29:00	8:05:00	7:46:00	14:36:00	0.31	0.47	1-Mar	96	107	11	11%	0.18	0.27	1-Mar	516	476	3	37
2-Mar	85%	92%	2-Mar	139	147	8	6%	7:08:00	8:34:00	9:15:00	10:34:00	0.30	0.46	2-Mar	83	77	-6	-7%	0.19	0.27	2-Mar	472	391	6	66
3-Mar	88%	82%	3-Mar	161	177	16	10%	9:08:00	8:19:00	10:10:00	13:59:00	0.33	0.47	3-Mar	109	106	-3	-3%	0.21	0.26	3-Mar	476	412	4	48
4-Mar	89%	83%	4-Mar	134	173	39	29%	8:36:00	8:26:00	10:04:00	14:22:00	0.26	0.47	4-Mar	86	102	16	19%	0.15	0.22	4-Mar	506	489	3	38
5-Mar	82%	81%	5-Mar	173	191	18	10%	9:19:00	8:42:00	12:12:00	10:57:00	0.36	0.49	5-Mar	113	107	-6	-5%	0.23	0.29	5-Mar	486	417.5	3	48
6-Mar	81%	82%	6-Mar	174	189	15	9%	8:46:00	7:58:00	9:11:00	14:25:00	0.30	0.46	6-Mar	113	98	-15	-13%	0.17	0.27	6-Mar	478	454	1	24
7-Mar	85%	82%	7-Mar	146	178	32	22%	8:48:00	8:30:00	12:29:00	14:13:00	0.35	0.49	7-Mar	89	121	32	36%	0.22	0.30	7-Mar	504	490	1	12
8-Mar	90%	92%	8-Mar	170	169	-1	-1%	7:33:00	8:07:00	7:09:00	13:17:00	0.25	0.44	8-Mar	114	102	-12	-11%	0.15	0.27	8-Mar	516	490	2	24
9-Mar	85%	90%	9-Mar	154	185	31	20%	7:34:00	8:53:00	10:39:00	11:20:00	0.31	0.44	9-Mar	102	108	6	6%	0.18	0.28	9-Mar	472	434	4	49.92
10-Mar	87%	90%	10-Mar	166	154	-12	-7%	9:29:00	8:56:00	8:41:00	12:49:00	0.27	0.45	10-Mar	105	80	-25	-24%	0.17	0.30	10-Mar	476	421.5	2	36
11-Mar	84%	87%	11-Mar	179	177	-2	-1%	8:06:00	8:21:00	9:28:00	11:03:00	0.29	0.42	11-Mar	109	106	-3	-3%	0.18	0.26	11-Mar	506	446.5	1	14
12-Mar	89%	92%	12-Mar	144	144	0	0%	7:25:00	7:39:00	8:42:00	9:56:00	0.27	0.45	12-Mar	91	97	6	7%	0.16	0.29	12-Mar	486	452.75	0	0
13-Mar	94%	92%	13-Mar	149	189	40	27%	7:44:00	8:12:00	11:40:00	9:53:00	0.32	0.43	13-Mar	98	100	2	2%	0.22	0.27	13-Mar	504	420	3	43
14-Mar	96%	87%	14-Mar	168	178	10	6%	8:59:00	8:51:00	8:48:00	11:29:00	0.29	0.51	14-Mar	97	103	6	6%	0.19	0.32	14-Mar	504	436	1	24
15-Mar	81%	89%	15-Mar	143	179	36	25%	7:46:00	7:59:00	9:16:00	13:56:00	0.29	0.48	15-Mar	101	109	8	8%	0.17	0.28	15-Mar	516	516	0	0
16-Mar	89%	86%	16-Mar	140	157	17	12%	9:33:00	8:23:00	10:22:00	11:25:00	0.22	0.42	16-Mar	88	89	1	1%	0.13	0.26	16-Mar	472	423.5	3	62
17-Mar	93%	88%	17-Mar	127	185	58	46%	8:38:00	8:39:00	9:35:00	13:15:00	0.30	0.444	17-Mar	75	98	23	31%	0.17	0.25	17-Mar	476	443.5	2	24
18-Mar	88%	85%	18-Mar	122	174	52	43%	8:03:00	7:46:00	8:30:00	15:57:00	0.25	0.44	18-Mar	81	98	17	21%	0.18	0.27	18-Mar	506	488	1	14
19-Mar	89%	98%	19-Mar	160	127	-33	-21%	7:24:00	7:30:00	7:39:00	10:14:00	0.18	0.38	19-Mar	93	84	-9	-10%	0.13	0.23	19-Mar	486	474	1	12
20-Mar	86%	85%	20-Mar	160	177	17	11%	7:58:00	6:48:00	12:17:00	13:15:00	0.27	0.434	20-Mar	109	98	-11	-10%	0.17	0.28	20-Mar	478	452	1	12
21-Mar	92%	83%	21-Mar	167	196	29	17%	8:07:00	9:29:00	9:44:00	14:38:00	0.34	0.49	21-Mar	102	119	17	17%	0.19	0.27	21-Mar	504	482	0	0
22-Mar	86%	80%	22-Mar	157	226	69	44%	8:04:00	9:24:00	11:50:00	15:44:00	0.35	0.484	22-Mar	113	122	9	8%	0.19	0.34	22-Mar	516	466.5	1	12
23-Mar	89%	81%	23-Mar	181	254	73	40%	8:12:00	9:28:00	11:20:00	16:11:00	0.40	0.54	23-Mar	120	119	-1	-1%	0.25	0.30	23-Mar	472	448	0	12
24-Mar	87%	80%	24-Mar	175	184	9	5%	8:40:00	9:29:00	10:07:00	19:55:00	0.38	0.524	24-Mar	116	113	-3	-3%	0.23	0.30	24-Mar	476	424.5	3	12
25-Mar	92%	85%	25-Mar	137	186	49	36%	8:07:00	8:29:00	10:49:00	16:59:00	0.28	0.51	25-Mar	89	121	32	36%	0.19	0.29	25-Mar	506	480	0	0
26-Mar	85%	88%	26-Mar	135	185	50	37%	7:58:00	8:23:00	10:03:00	10:26:00	0.30	0.51	26-Mar	90	92	2	2%	0.16	0.29	26-Mar	486	446.5	2	26
27-Mar	93%	88%	27-Mar	176	177	1	1%	8:12:00	8:42:00	11:41:00	12:13:00	0.28	0.47	27-Mar	141	113	-28	-20%	0.19	0.29	27-Mar	478	465.5	0	0
28-Mar	85%	84%	28-Mar	161	174	13	8%	8:47:00	8:56:00	7:31:00	15:05:00	0.27	0.41	28-Mar	104	98	-6	-6%	0.16	0.24	28-Mar	504	465.5	4	46.75
29-Mar	87%	90%	29-Mar	156	176	20	13%	7:58:00	7:13:00	9:22:00	11:52:00	0.20	0.44	29-Mar	108	95	-13	-12%	0.13	0.26	29-Mar	516	490	1	14
30-Mar	90%	91%	30-Mar	144	171	27	19%	7:39:00	7:59:00	8:38:00	11:26:00	0.28	0.535	30-Mar	91	100	9	10%	0.19	0.33	30-Mar	472	411.5	3	57.5
31-Mar	86%	85%	31-Mar	173	172	-1	-1%	8:06:00	8:01:00	9:10:00	14:09:00	0.25	0.46	31-Mar	106	96	-10	-9%	0.18	0.26	31-Mar	506	442	1	8
<b>Grand Total</b>	<b>88%</b>	<b>87%</b>	<b>Grand Total</b>	<b>4807</b>	<b>5525</b>	<b>718</b>	<b>15%</b>	<b>8:16:00</b>	<b>8:23:35</b>	<b>9:48:39</b>	<b>13:12:41</b>	<b>0.29</b>	<b>0.47</b>	<b>Grand Total</b>	<b>3132</b>	<b>3173</b>	<b>41</b>	<b>1%</b>	<b>0.18</b>	<b>0.28</b>	<b>Grand Total</b>	<b>15272</b>	<b>14049.25</b>	<b>57</b>	<b>776.17</b>

**DEFINITIONS:**

**Compliance** – % that response times were met. Our response time goal is 85%. This is measured starting at the time the dispatch center receives a call for service, the timer stops when the first ESD11 ambulance arrives on-scene.

**Calls for Service** – This is the number of ambulance responses (unit status is equal to dispatched & enroute). Supervisor responses do not count towards responses.

**AVG Response Time-**

- Emergent Response:** P1 Goal = 10 mins or less
- Urgent Response:** P2 Goal = 15 mins or less
- Non-Urgent Response:** P3 Goal = 15 mins or less
- Non-Urgent Response:** P4 Goal = 20 mins or less

**AVG Shift UHU-** Utilization of resource during the shift, this includes responses, transports, and post moves.

**Transport-** Number of responses that resulted in an ambulance transporting a patient to a medical facility.

**AVG Transport UHU-** % of ambulance utilization to transport a patient.

**Scheduled UHU-** Amount of Unit Hours scheduled.

**Actual UH-** Actual number of Unit Hours utilized.

**Call Off's-** Count of employee call-offs

**Call Off Hours** – Number of hours 'lost' due to call-off's



## PEOPLE OPERATIONS

04/16/2024

REPORTING PERIOD: MARCH, 2024

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### NEW HIRES

- Bryce Armstrong, PT ICP
- Donald Day, PT ICP
- Elisabeth Kramer, PT ICP
- Jacob Toll, PT ICP
- Jacob Mooney, FT ICP
- Adam Reshovsky, FT Parametic Attendant

### PROMOTIONS

- Nicole Michels, Quality Coordinator

### TURNOVER

1.15% voluntary turnover

- Commute
- Different Organization
- Personal

### INJURIES

- 8 hours: fell down the stairs - contusion
- 31.5 hours: lifting - strain
- 1.5 hours: fleet accident- lower back strain
- 1.5 hours: fleet accident - lower back strain



## REGULATORY AFFAIRS & OPERATIONS SUPPORT REPORT

### MARCH 1<sup>ST</sup>-31<sup>ST</sup>, 2024

#### **Safety Items:**

- Driving Incidents:
  - 3 total incidents
    - Tier 5 - 1 (2 employee injuries)
    - Tier 4 - 0
    - Tier 3 - 1 (flat tire)
    - Tier 2 - 0
    - Tier 1 - 1
  - Leading Root Causes:
    - Lack of spatial awareness - 2
    - Visibility - 0
    - Third party cause - 1 (Tier 5 incident caused by 3<sup>rd</sup> party vehicle)
    - Backing - 0
    - Other - 0
- Auto Claims Trends:
  - 2021 (Sep-Dec): 10
  - 2022 (Jan-Dec): 19 (1 open)
  - 2023 (Jan-Dec): 17 (1 open)
  - 2024 (Jan-Mar): 5 (2 open)
- Injury statistics included in Human Resources Report.

#### **Please Note Tier Levels:**

Tier 5 - (Most severe) Injury Occurred  
Tier 4 - Ambulance Required Tow  
Tier 3 - Ambulance or crew placed OOS  
Tier 2 - 3<sup>rd</sup> party property/vehicle damage  
Tier 1 - (Least Severe) Incidents not meeting any of the above criteria

#### **Critical Failures:**

4 Total:

- P1 - 1 (truck swap) with 12min 12 sec total response time
- P2 - 0
- P3 - 0
- P4 - 3 (crew unavailable; crew attempting decon; no alert received)

#### **P1 – 3/4/2024**

- 404 was dispatched to a CPR call they hit en rte to the call. They MSG control and advised that they were doing a truck swap and could not take the call 405 was added to the call. The total response time from First Key Stroke to second dispatched on scene was 12min 12sec.

#### **P4 – 3/8/2024**

- 544 was added to a combative diabetic call for manpower while 406 was en rte. 406 arrived on location and disregarded 544 at 13:03:17. 544 was added to another call at 13:12. 544 then called control and advised that they were flagged down by 406 as they drove down the road and asked to use their monitor due to 406 monitor not reading a blood pressure. 544 also advised that they were blocked in. 544 was re-added back to the original call.

#### **P4 – 3/11/2024**

- 410 was assigned a P4 Call, 301 advised that the crew need to be OOS via radio/ 302 advised control they need to decon uniform and could not run the call.

#### **P4 – 3/11/2024**

- 401 was dispatched, follow up radio checks went unanswered and the call was reassigned to 483. 401 stated they never received the call and that their radios were OFF inside the dorm.

#### **Facilities Items:**

Major Items/Repairs:

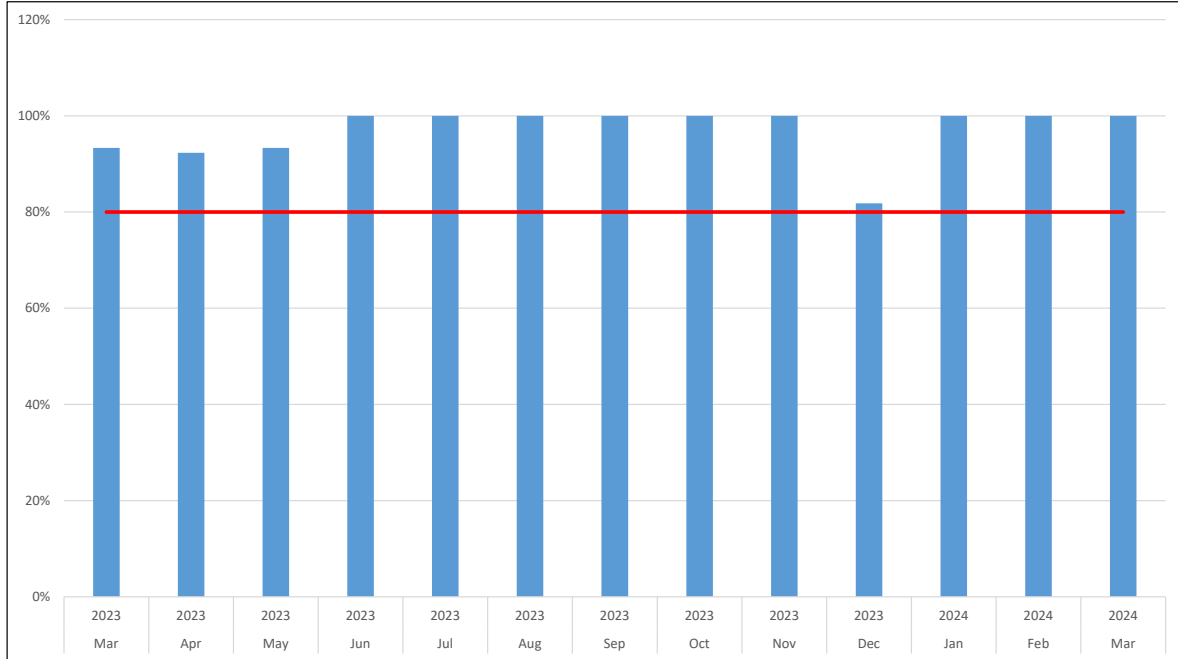
- Administration Campus:
  - Work with subcontractors several times throughout the month.
  - Furniture moving and/or office set up as requested
  - Wash Bay hose repairs
  - Deployment faucet replacement
  - Multiple room set-ups for classes, meetings, etc.
  - Safety steps installed over south steps into Control
  - Assisted in new stretcher deployment, unpacking old stretchers, etc.
  - Water meter readings
  - Water well withdrawal submissions to County

- ESD11 Owned Outstations: (M402, M403, M404)
  - M402:
    - Door Repairs
    - Light switch relay reset
  - M403:
    - Door repairs
    - Faucet replacement
    - Gas leak discovered
  - M404:
    - Vent hood light replacement
- Leased Outstations: (M401, M405, M406, M407, M408, M409, M410)
  - Additional light replacement at M410

**Compliance Items:**

- DSHS Updates: No outstanding items
  - Requests for Information/Reports/Notifications: 0
- Assisted General Counsel in multiple PIA requests as needed throughout month

**12-LEAD ACQUISITION LESS THAN 10 MINUTES FOR PATIENTS SUSPECTED OF STEMI**



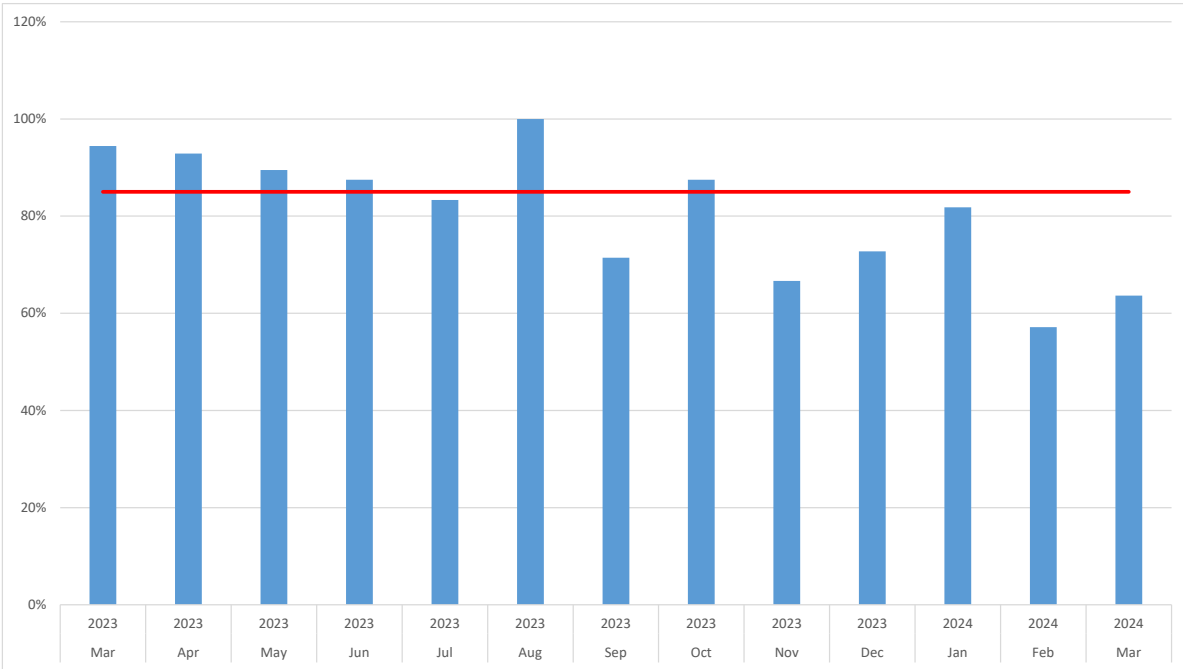
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	14	12	14	7	6	6	7	9	9	9	11	7	10
Denominator:	15	13	15	7	6	6	7	9	9	11	11	7	10
Percentage:	93%	92%	93%	100%	100%	100%	100%	100%	100%	82%	100%	100%	100%
Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

**Numerator:** 12-lead acquired less than (or equal to) 10 minutes from Patient Contact time  
 Obtained by CQI review PCR, documented times, with Zoll data confirmation

**Denominator:** Includes patients that ESD11 provider suspected STEMI  
 Documentation includes Provider Impression of STEMI, OR STEMI Activation documented

**Exclusions:** Patients without initial complaint of chest pain, shortness of breath, or abdominal pain  
 STEMI Transfers

**APPROPRIATE 12-LEAD INTERPRETATION FOR PATIENTS SUSPECTED OF STEMI**



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	17	13	17	7	5	6	5	7	6	8	9	4	7
Denominator:	18	14	19	8	6	6	7	8	9	11	11	7	11
Percentage:	94%	93%	89%	88%	83%	100%	71%	88%	67%	73%	82%	57%	64%
Goal	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

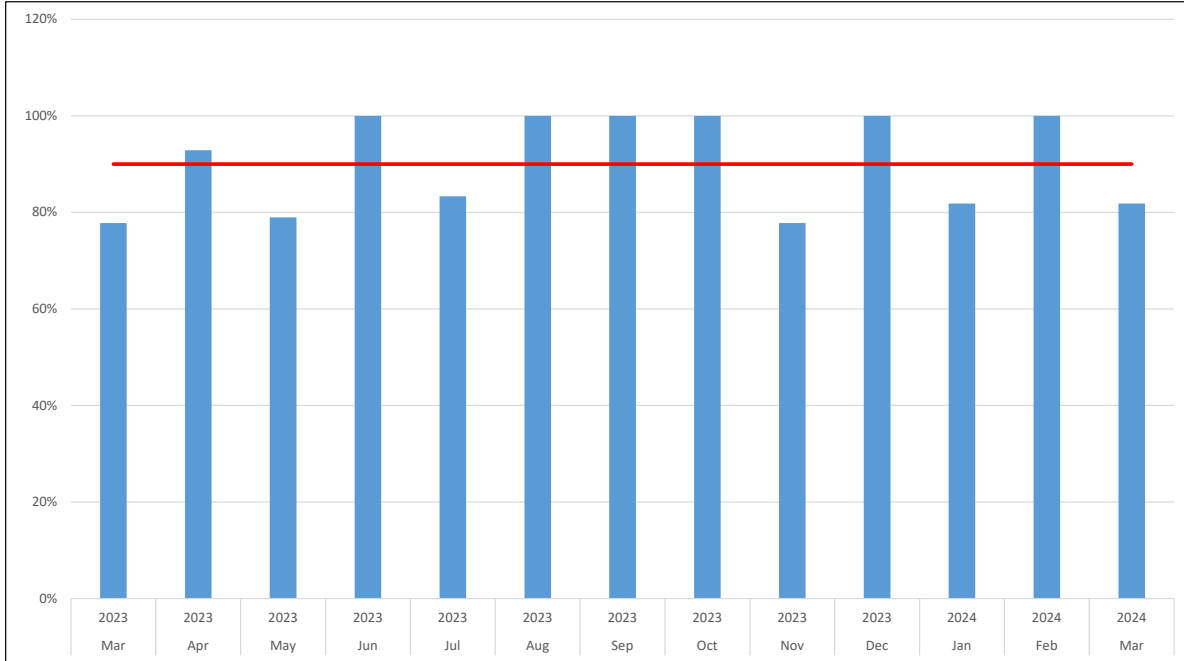
**# OF 12-LEADS CORRECTLY INTERPRETED BY THE ON-SCENE PROVIDER**  
**Numerator:**  
 Obtained by analysis of 12-lead by Medical Director

**Denominator:**  
 Includes patients that ESD11 provider suspected STEMI  
 Documentation includes Provider Impression of STEMI, OR STEMI Activation documented

**Exclusions:** STEMI transfers



**ASPIRIN ADMINISTRATION FOR PATIENTS SUSPECTED OF STEMI**



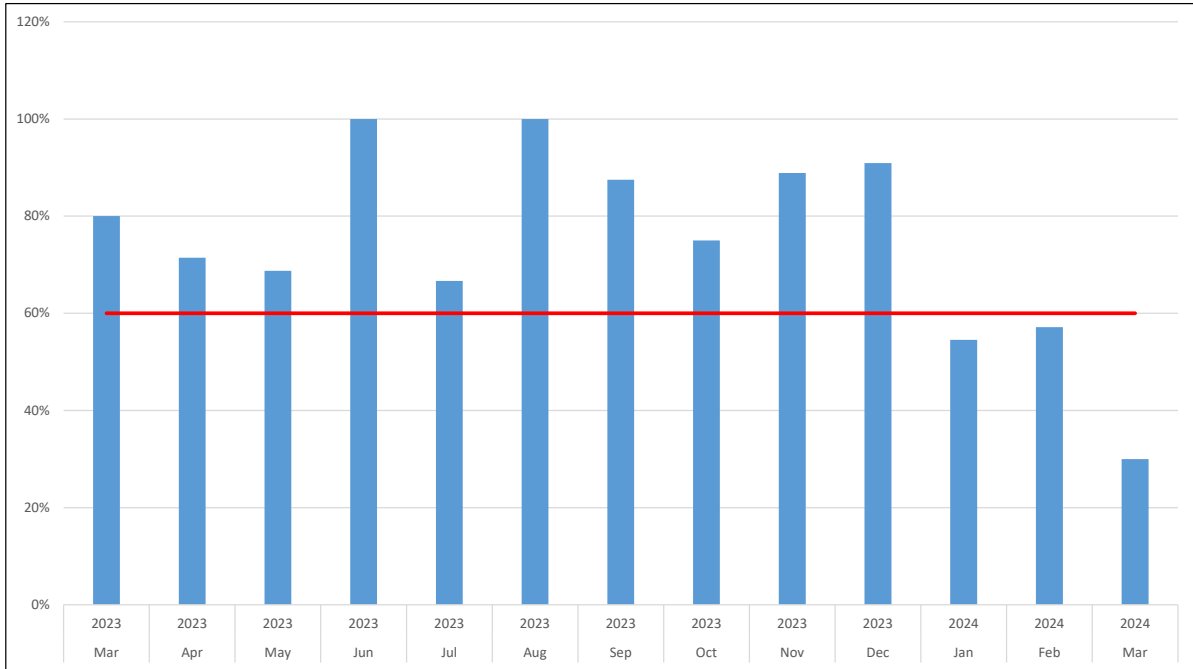
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	14	13	15	9	5	6	8	12	7	11	9	7	9
Denominator:	18	14	19	9	6	6	8	12	9	11	11	7	11
Percentage:	78%	93%	79%	100%	83%	100%	100%	100%	78%	100%	82%	100%	82%
Goal	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

**Numerator:** Patients that received 324mg ASA PTA self-administered, as directed by ESD11 calltaker, or by  
Obtained by CQI review of interventions and narrative

**Denominator:** Includes patients that ESD11 provider suspected STEMI  
Documentation includes Provider Impression of STEMI, OR STEMI Activation documented

**Exclusions:** \*Patients less than 18 years of age \*Post Rosc  
\*Allergy/Sensitivity to Aspirin

**SCENE TIME LESS THAN 15 MINUTES FOR PATIENTS SUSPECTED OF STEMI**



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	12	10	11	8	4	6	7	9	8	10	6	4	3
Denominator:	15	14	16	8	6	6	8	12	9	11	11	7	10
Percentage:	80%	71%	69%	100%	67%	100%	88%	75%	89%	91%	55%	57%	30%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport'  
 Numerator:  
 Obtained by CQI review and documented time.

Includes patients that ESD11 provider suspected STEMI  
 Denominator:  
 Documentation includes Provider Impression of STEMI, OR STEMI Activation documented

Exclusions:  
 Patients without initial complaint of chest pain, shortness of breath, or abdominal pain  
 On-scene Cardiac Arrest

**ADVANCED HOSPITAL NOTIFICATION FOR PATIENTS SUSPECTED OF STEMI**



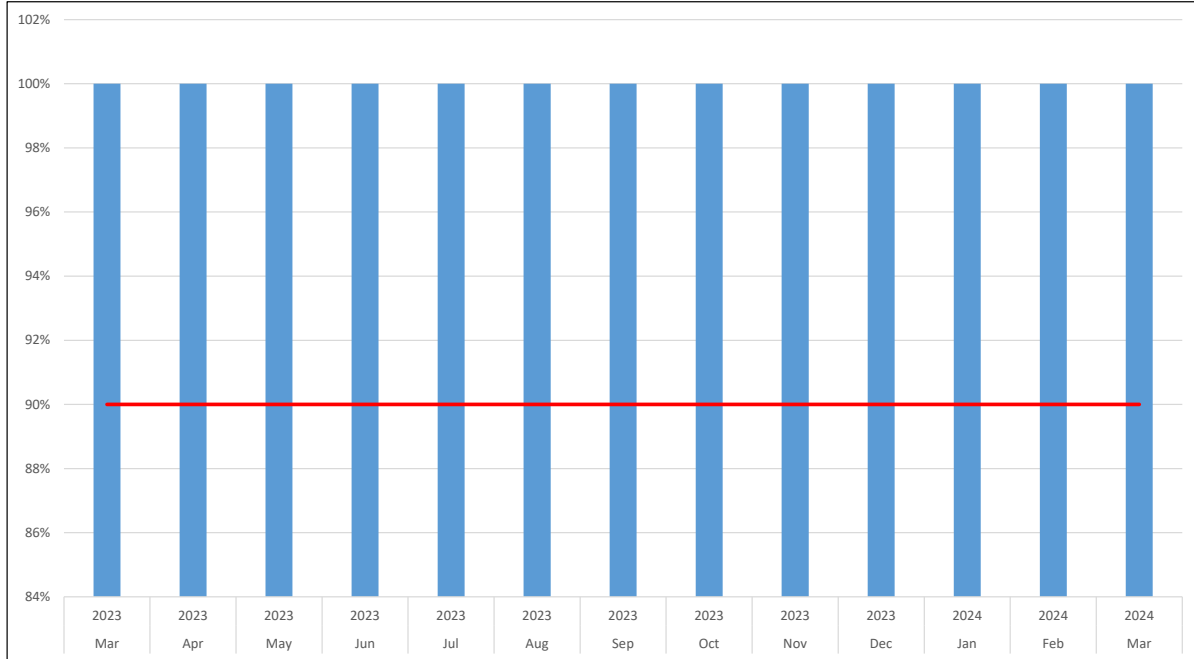
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	18	12	19	9	6	6	7	12	9	10	11	6	12
Denominator:	18	15	19	9	6	6	8	12	9	11	11	7	12
Percentage:	100%	80%	100%	100%	100%	100%	88%	100%	100%	91%	100%	86%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Numerator: Advanced notification documented (intervention, narrative, otherwise)  
 Obtained by CQI review of PCR

Denominator: Includes patients that ESD11 provider suspected STEMI  
 Documentation includes Provider Impression of STEMI, OR STEMI Activation documented

Exclusions: None

**TRANSPORT TO APPROPRIATE DESTINATION FOR PATIENTS SUSPECTED OF STEMI**



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	18	15	19	9	6	6	8	12	9	11	11	7	12
Denominator:	18	15	19	9	6	6	8	12	9	11	11	7	12
Percentage:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

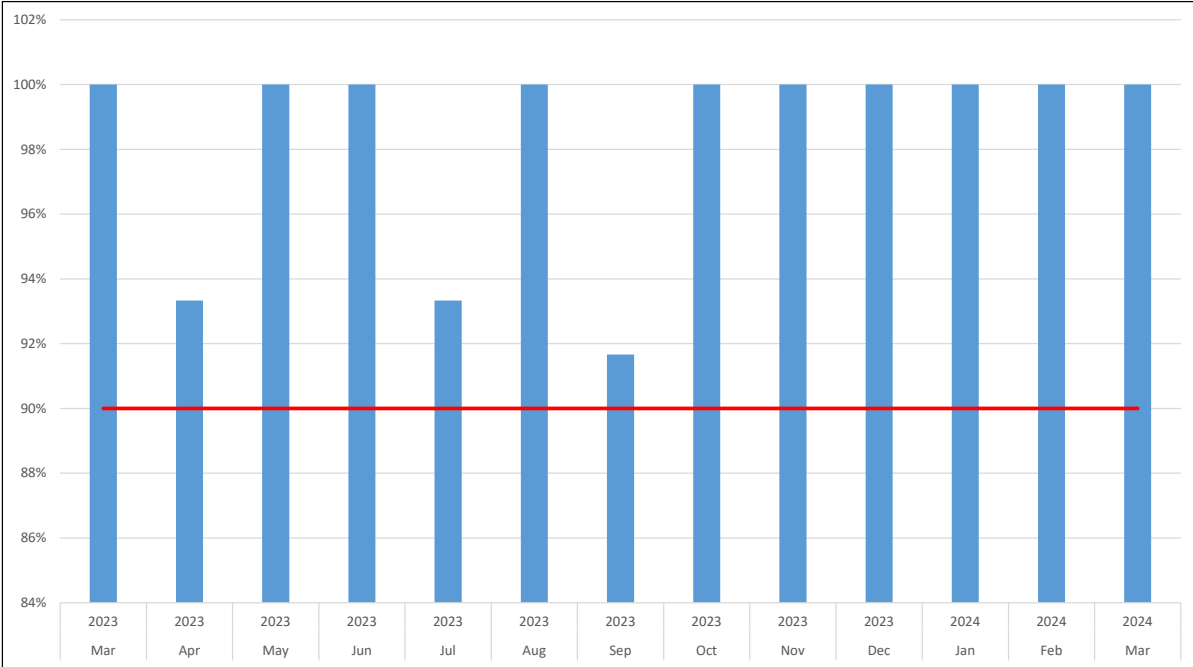
**Numerator:** Patients that were transported to a PCI center  
 Obtained by CQI review and compared to CG-29 Destination Determination Grid

**Denominator:** Includes patients that ESD11 provider suspected STEMI  
 Documentation includes Provider Impression of STEMI, OR STEMI Activation documented

**Exclusions:** None

# STROKE-01 (LAMS > 3 only)

## GLUCOSES VERIFIED FOR PATIENTS SUSPECTED OF STROKE



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	28	14	23	11	14	19	11	16	14	16	18	21	13
Denominator:	28	15	23	11	15	19	12	16	14	16	18	21	13
Percentage:	100%	93%	100%	100%	93%	100%	92%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

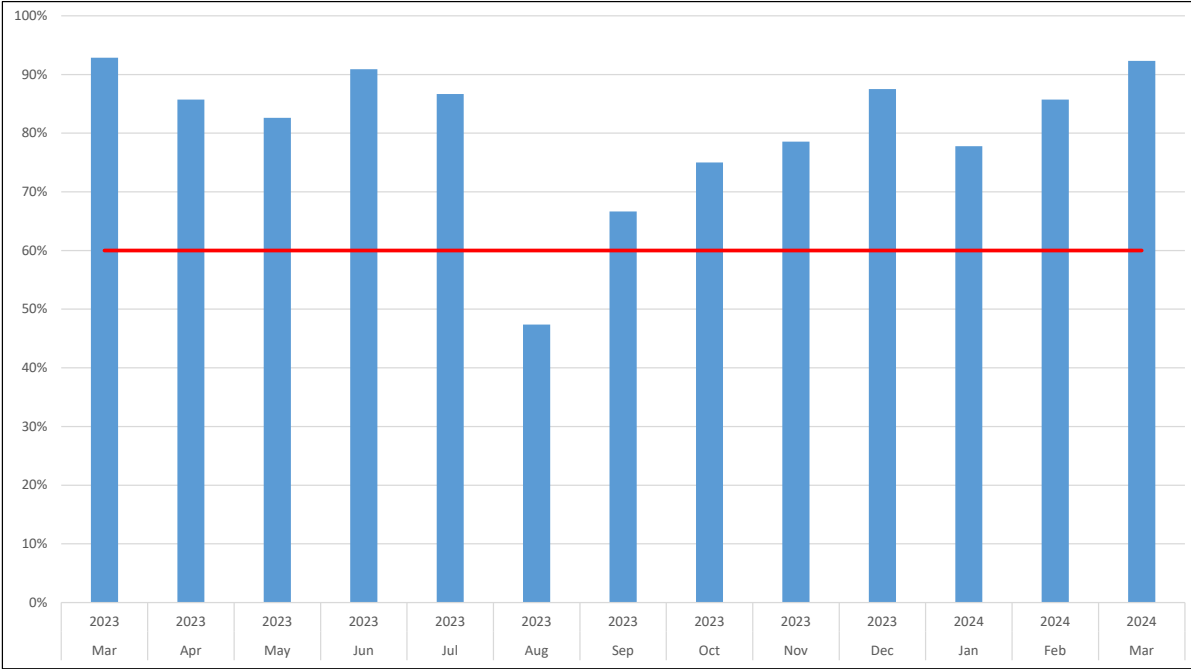
Glucose documented within PCR  
**Numerator:**  
 Obtained by CQI review PCR

Includes patients that ESD11 provider suspected Stroke  
**Denominator:**  
 Documentation includes Provider Impression of "Neuro - Stroke, CVA, TIA, or Stroke"  
 Activation documented

**Exclusions:** Interfacility transfer

# STROKE-02 (LAMS > 3 only)

## SCENE TIME LESS THAN 15 MINUTES FOR PATIENTS SUSPECTED OF STROKE



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	26	12	19	10	13	9	8	12	11	14	14	18	12
Denominator:	28	14	23	11	15	19	12	16	14	16	18	21	13
Percentage:	93%	86%	83%	91%	87%	47%	67%	75%	79%	88%	78%	86%	92%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

**Numerator:** Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport'

Obtained by CQI review and documented time. Justification is subjective determination by CQI reviewer

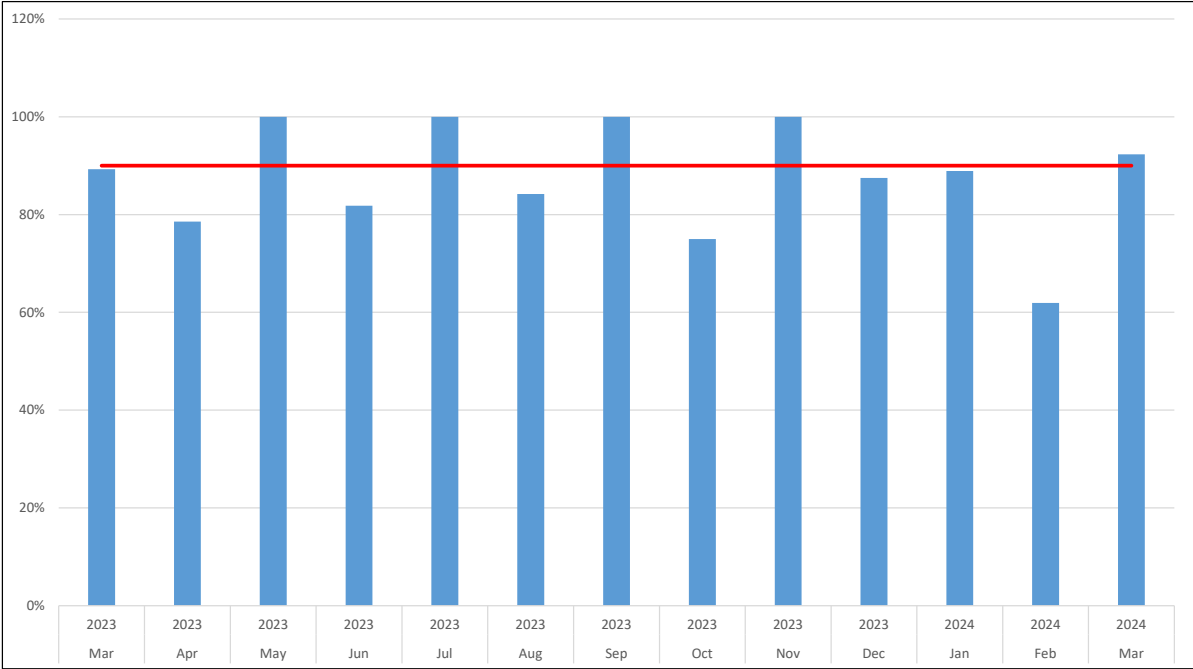
**Denominator:** Includes patients that ESD11 provider suspected stroke

Documentation includes Provider Impression of "Neuro - Stroke, CVA, TIA, OR Stroke" or Activation documented

**Exclusions:** Interfacility transfer

# STROKE-03 (LAMS > 3 only)

## ADVANCE HOSPITAL NOTIFICATION FOR PATIENTS SUSPECTED OF STROKE



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	25	11	23	9	15	16	12	12	14	14	16	13	12
Denominator:	28	14	23	11	15	19	12	16	14	16	18	21	13
Percentage:	89%	79%	100%	82%	100%	84%	100%	75%	100%	88%	89%	62%	92%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

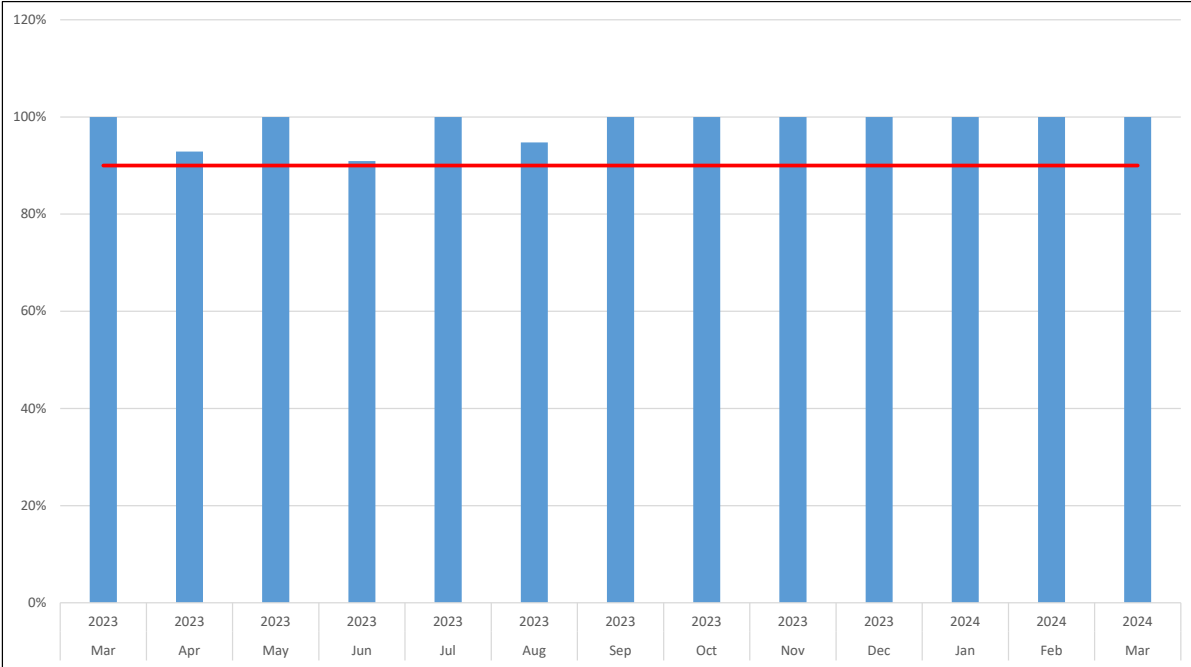
**Numerator:** Advanced notification documented (intervention, narrative, otherwise)  
Obtained by CQI review of PCR

**Denominator:** Includes patients that ESD11 provider suspected Stroke  
Documentation includes Provider Impression of "Neuro - Stroke, CVA, TIA, OR Stroke" or Activation documented

**Exclusions:** Interfacility transfer

# STROKE-04 (LAMS > 3 only)

## TRANSPORT TO APPROPRIATE DESTINATION FOR PATIENTS SUSPECTED OF STROKE



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	28	13	23	10	15	18	12	16	14	16	18	21	13
Denominator:	28	14	23	11	15	19	12	16	14	16	18	21	13
Percentage:	100%	93%	100%	91%	100%	95%	100%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

**Numerator:** Patients that were transported to the correct stroke center (Primary versus Comprehensive)  
 Obtained by CQI review and compared to AM-04 CVA flowchart and CG-29 Destination Determination Grid

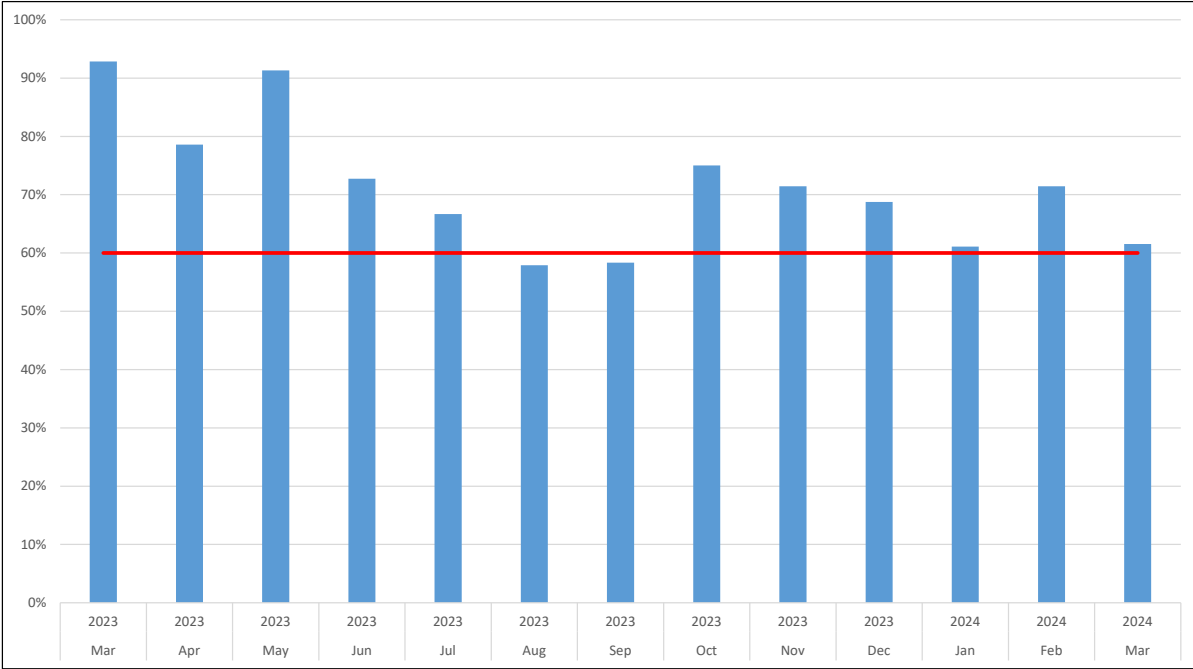
**Denominator:** Includes patients that ESD11 provider suspected Stroke  
 Documentation includes Provider Impression of "Neuro - Stroke, CVA, TIA, OR Stroke" or Activation documented

**Exclusions:** Interfacility transfer



# STROKE-05 (LAMS > 3 only)

## ALS DEFERRED FOR PATIENTS SUSPECTED OF STROKE



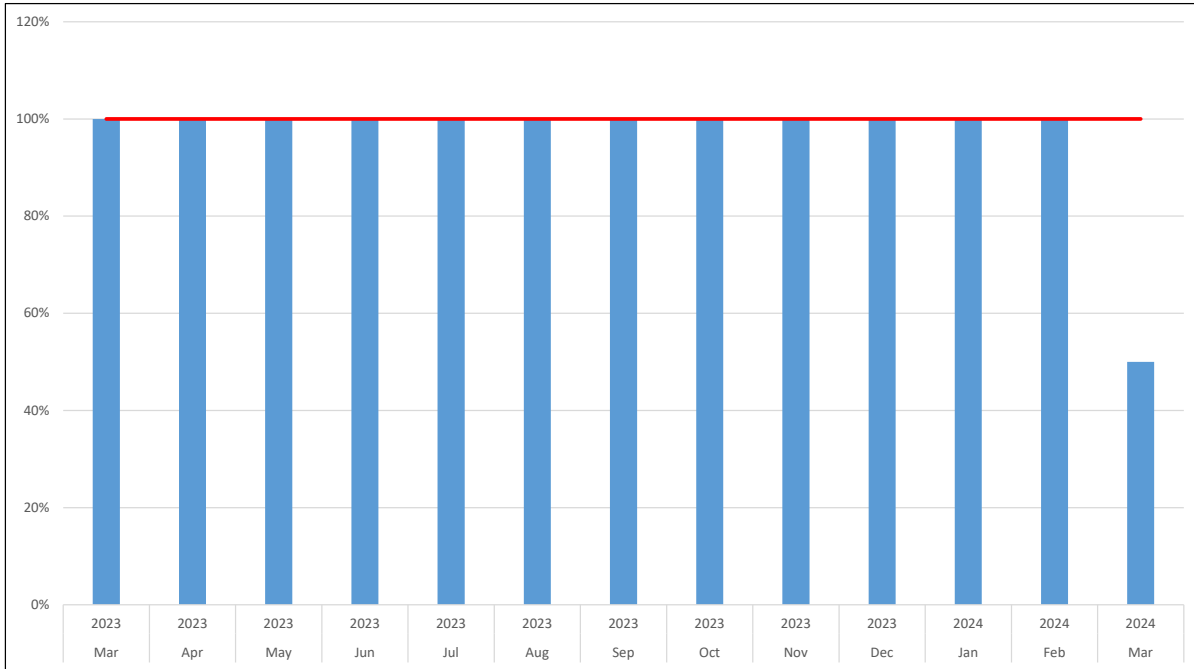
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	26	11	21	8	10	11	7	12	10	11	11	15	8
Denominator:	28	14	23	11	15	19	12	16	14	16	18	21	13
Percentage:	93%	79%	91%	73%	67%	58%	58%	75%	71%	69%	61%	71%	62%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

Numerator: Patients that did NOT receive and IV attempts, nor 12-lead on-scene  
 Obtained by CQI review

Denominator: Includes patients that ESD11 provider suspected Stroke regardless of scene time  
 Documentation includes Provider Impression of "Neuro - Stroke, CVA, TIA, OR Stroke" or Activation documented

Exclusions: Interfacility transfer

**ADEQUATE PREOXYGENATION \*PRIOR TO\* PATIENTS RECEIVING A PARALYTIC**



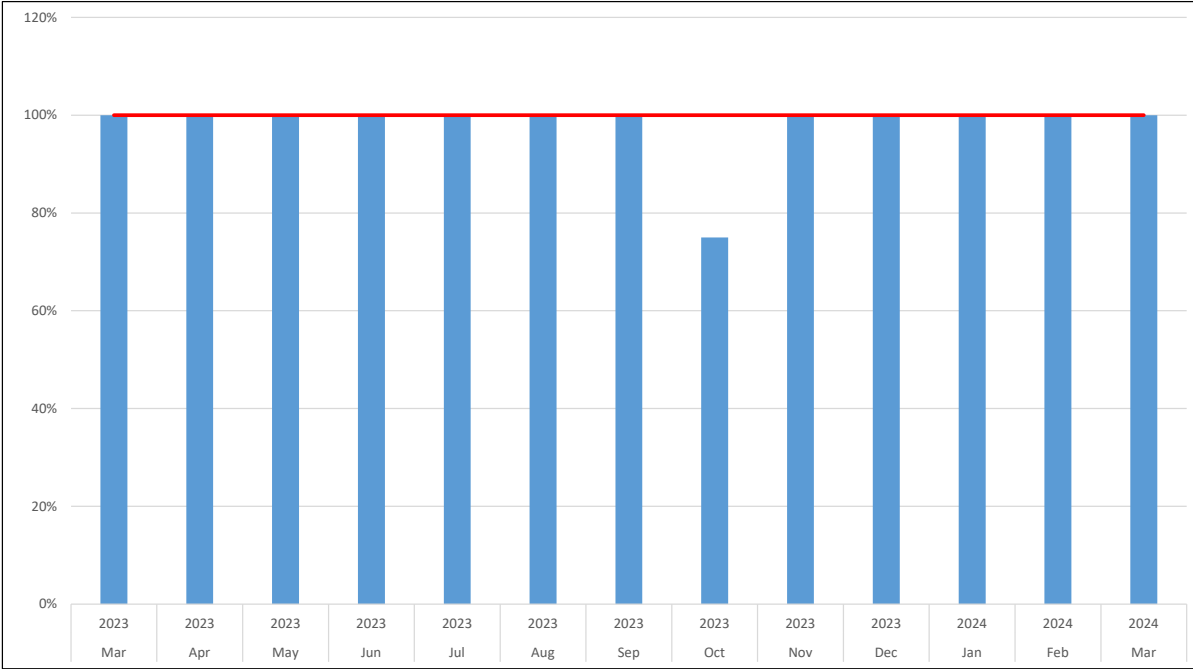
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	4	1	5	3	2	2	3	4	1	4	5	3	1
Denominator:	4	1	5	3	2	2	3	4	1	4	5	3	2
Percentage:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Numerator: SPO2 > 94% for greater than 3 minutes prior to Rocuronium administration  
Obtained by CQI review and verified with Zoll Data.

Denominator: Includes patients that received Rocuronium  
Documentation includes Rocuronium as a procedure

Exclusions: Cardiac Arrest during Rocuronium (Cardiac Arrest post Rocuronium is included)

**ADEQUATE PERFUSION \*PRIOR TO\* PATIENTS RECEIVING A PARALYTIC**



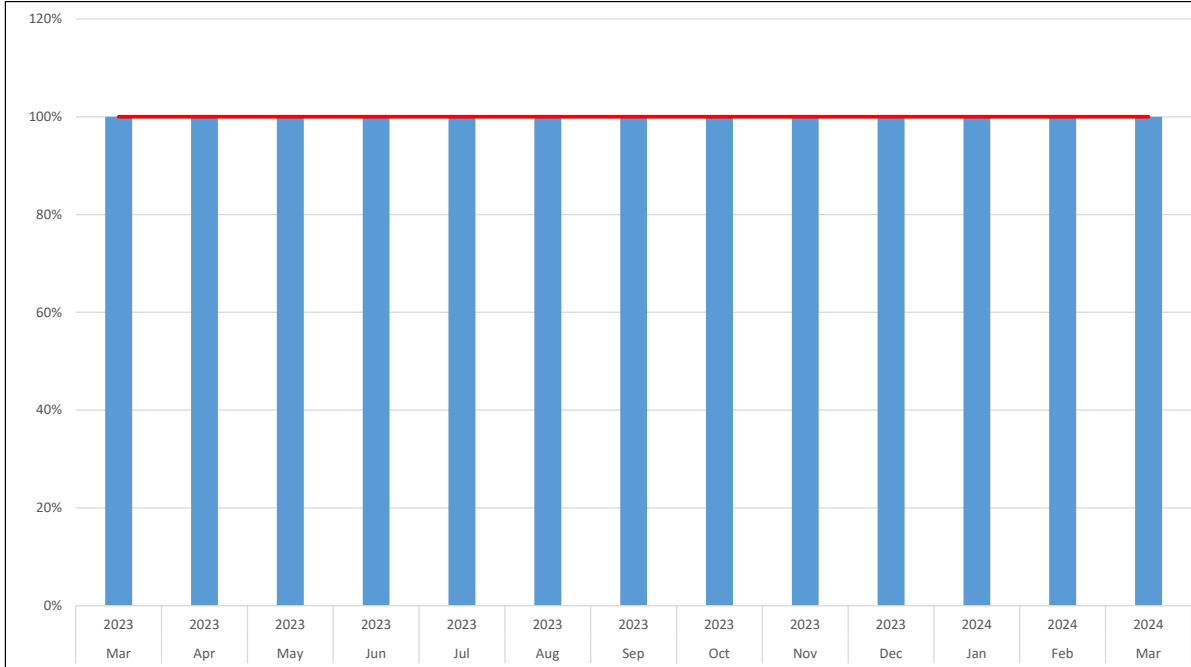
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	4	1	5	3	2	2	3	3	1	4	5	3	2
Denominator:	4	1	5	3	2	2	3	4	1	4	5	3	2
Percentage:	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Numerator: Systolic blood pressure >90mmHg prior to Rocuronium administration  
Obtained by CQI review and verified with Zoll Data.

Denominator: Includes patients that received Rocuronium  
Documentation includes Rocuronium as a procedure

Exclusions: Cardiac Arrest during Rocuronium (Cardiac Arrest post Rocuronium is included)

**CAPNOGRAPHY OBTAINED \*POST\* PATIENTS RECEIVING A PARALYTIC AND ET TUBE/SGA PLACEMENT**



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	4	1	5	3	2	2	3	4	1	4	5	3	2
Denominator:	4	1	5	3	2	2	3	4	1	4	5	3	2
Percentage:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Numerator:** Waveform capnography obtained following Rocuronium administration and ET tube/SGA placement

Obtained by CQI review and verified with Zoll Data.

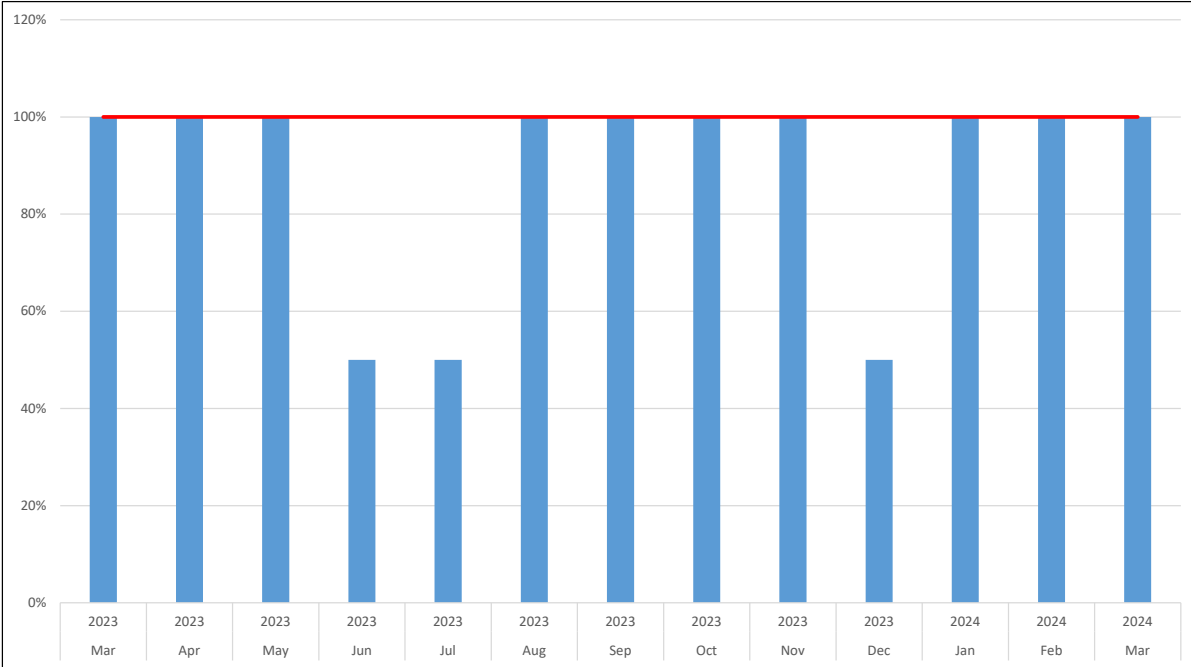
**Denominator:** Includes patients that received Rocuronium

Documentation includes Rocuronium as a procedure

**Exclusions:** Cardiac Arrest during Rocuronium (Cardiac Arrest post Rocuronium is included)

(Equipment failures are NOT excluded)

**SEDATION PROVIDED \*POST\* PATIENTS RECEIVING A PARALYTIC AND ET TUBE/SGA PLACEMENT**



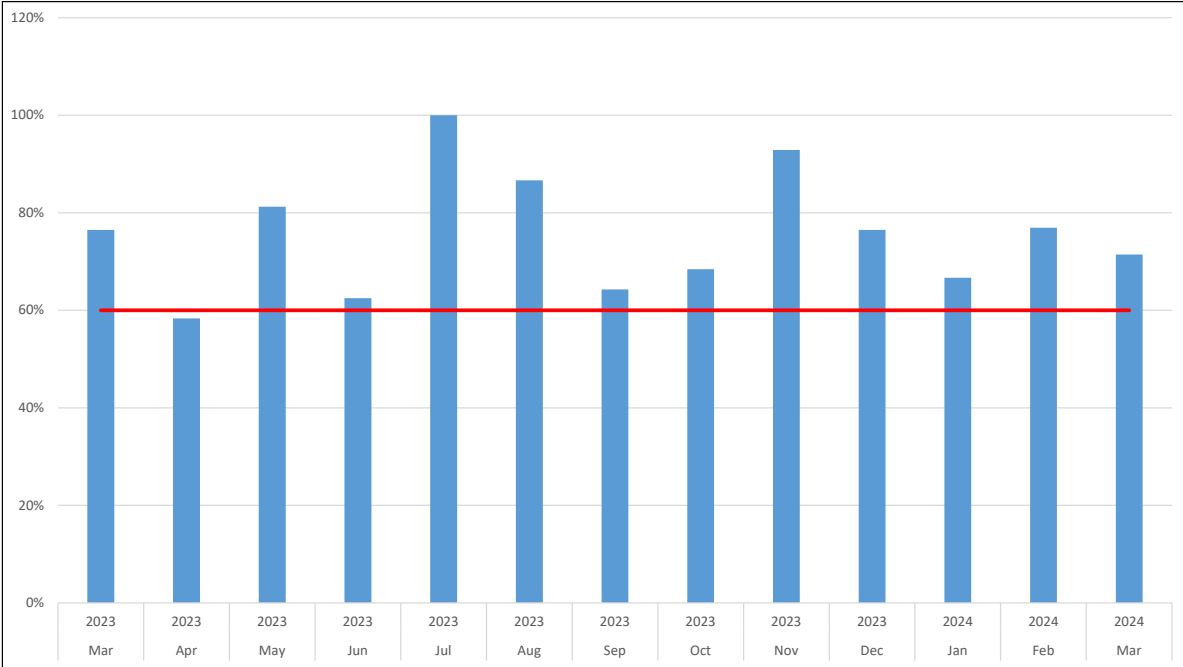
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	4	1	5	1	1	2	2	4	1	2	5	3	2
Denominator:	4	1	5	2	2	2	2	4	1	4	5	3	2
Percentage:	100%	100%	100%	50%	50%	100%	100%	100%	100%	50%	100%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Numerator: Ketamine, or Midazolam administered following Rocuronium and ET tube/SGA placement  
Obtained by CQI review

Denominator: Includes patients that received Rocuronium  
Documentation includes Rocuronium as a procedure

Exclusions: Patients presenting in Cardiac Arrest, or in Cardiac Arrest prior to Rocuronium administration, or immediately after Rocuronium.

SCENE TIME LESS THAN 15 MINUTES FOR TRAUMA ACTIVATIONS



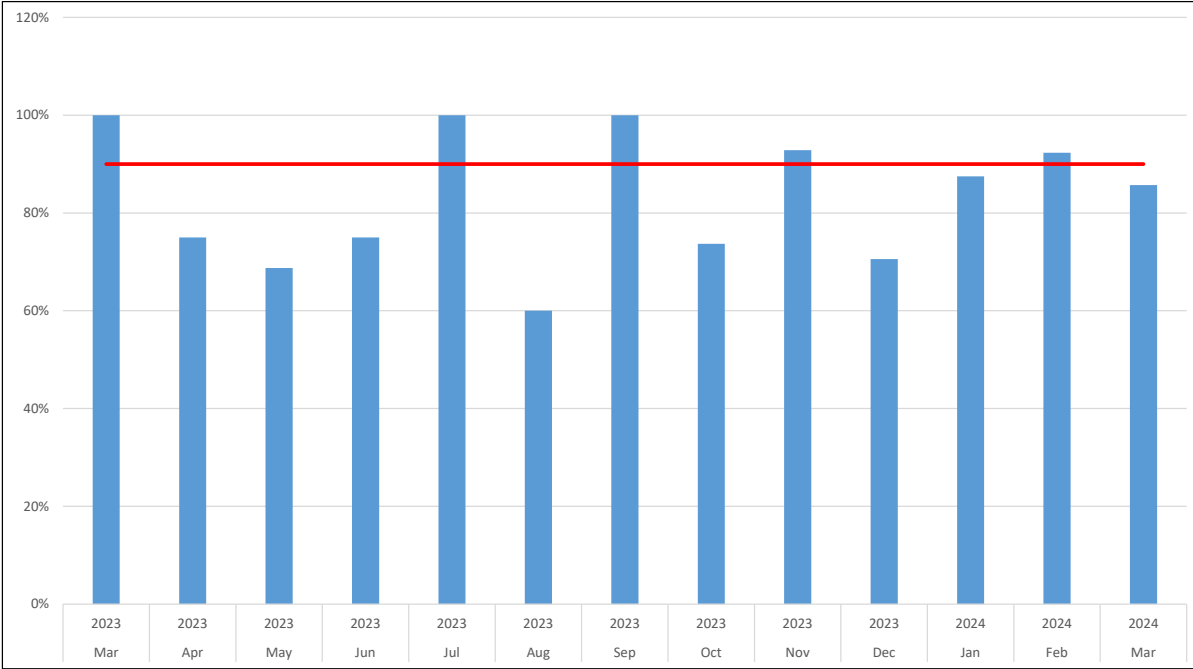
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	13	7	13	5	9	13	9	13	13	13	6	10	5
Denominator:	17	12	16	8	9	15	14	19	14	17	9	13	7
Percentage:	76%	58%	81%	63%	100%	87%	64%	68%	93%	76%	67%	77%	71%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport'  
 Numerator:  
 Obtained by CQI review and documented time.

Includes patients that qualify for Trauma Activation.  
 Systolic BP < 90mmHg  
 Denominator: GSW to head, neck, chest, torso, or proximal to elbow/knee  
 GCS < 9  
 Transfer patients from hospital receiving blood to maintain vital signs  
 Intubated or patients with respiratory compromise due to traumatic mechanism

Exclusions: None

**ADVANCE HOSPITAL NOTIFICATION FOR TRAUMA ACTIVATIONS**



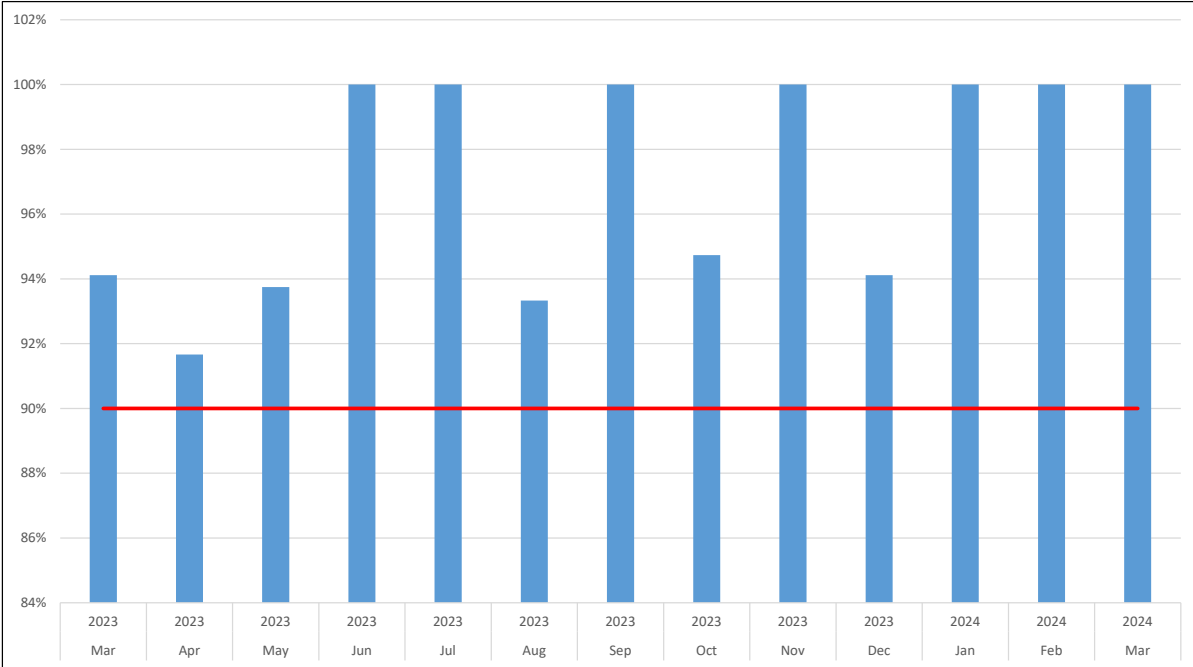
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	17	9	11	6	9	9	14	14	13	12	7	12	6
Denominator:	17	12	16	8	9	15	14	19	14	17	8	13	7
Percentage:	100%	75%	69%	75%	100%	60%	100%	74%	93%	71%	88%	92%	86%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Numerator: Advanced notification documented (intervention, narrative, otherwise)  
 Obtained by CQI review of PCR

Denominator: Includes patients that qualify for Trauma Activation.  
 Systolic BP < 90mmHg  
 GSW to head, neck, chest, torso, or proximal to elbow/knee  
 GCS < 9  
 Transfer patients from hospital receiving blood to maintain vital signs  
 Intubated or patients with respiratory compromise due to traumatic mechanism

Exclusions: None

**PATIENTS TRANSPORTED TO APPROPRIATE DESTINATION FOR TRAUMA ACTIVATIONS**



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	16	11	15	8	9	14	14	18	14	16	8	13	7
Denominator:	17	12	16	8	9	15	14	19	14	17	8	13	7
Percentage:	94%	92%	94%	100%	100%	93%	100%	95%	100%	94%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

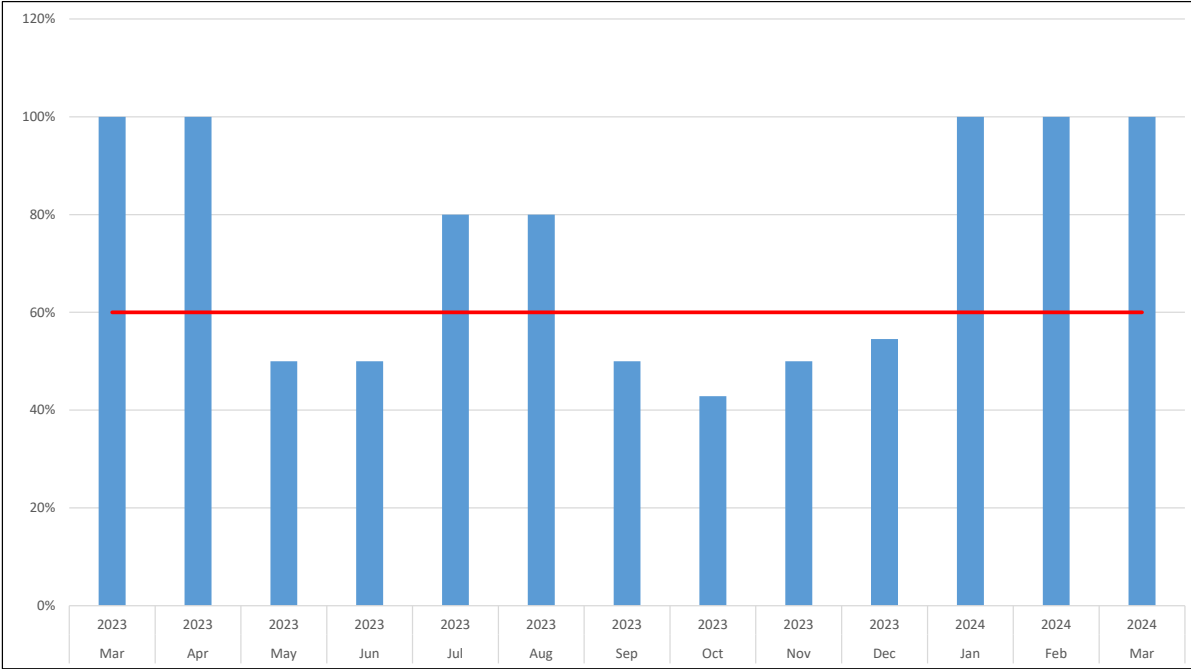
Closest Level II Trauma Center. Differences of 5 minutes considered negligible.  
 Numerator:  
 Obtained by CQI review of PCR

Includes patients that qualify for Trauma Activation.  
 Systolic BP < 90mmHg  
 Denominator: GSW to head, neck, chest, torso, or proximal to elbow/knee  
 GCS < 9  
 Transfer patients from hospital receiving blood to maintain vital signs  
 Intubated or patients with respiratory compromise due to traumatic mechanism

Exclusions: None



**TRANEXAMIC ACID ADMINISTERED FOR TRAUMA ACTIVATIONS WITH HYPOTENSION**



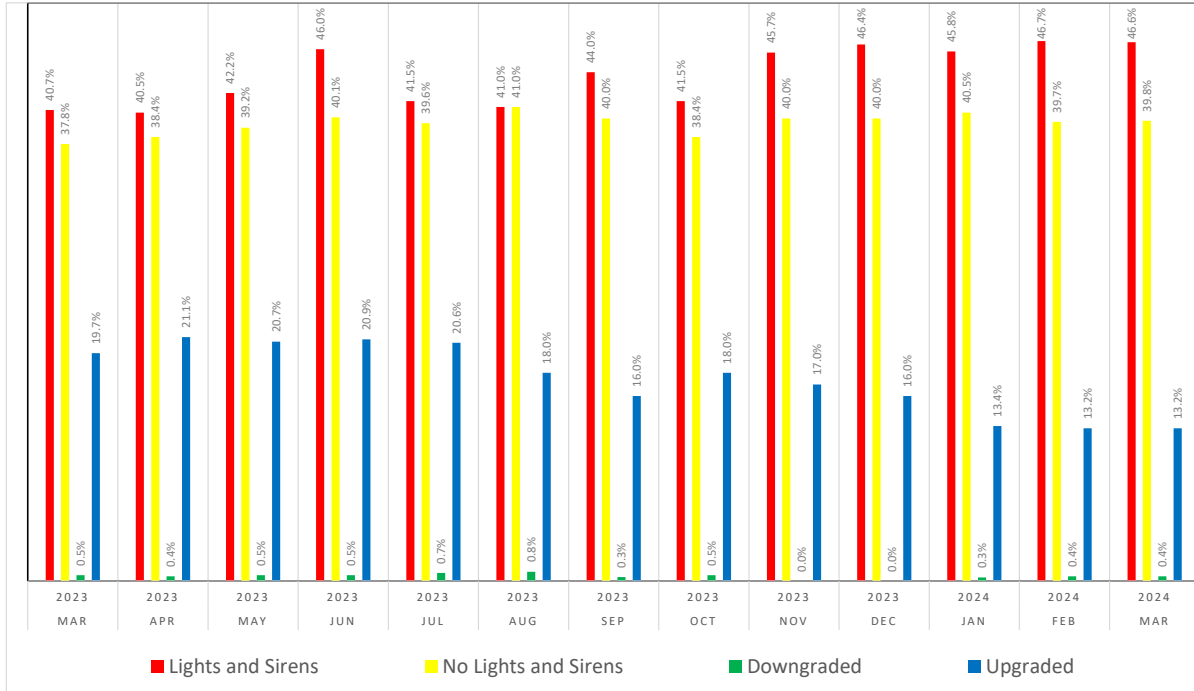
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	3	2	1	1	4	4	3	3	2	6	3	5	1
Denominator:	3	2	2	2	5	5	6	7	4	11	3	5	1
Percentage:	100%	100%	50%	50%	80%	80%	50%	43%	50%	55%	100%	100%	100%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

Patients that received TXA  
 Numerator:  
 Obtained by CQI review.

Includes patients that qualify for Trauma Activation with SBP hypotension.  
 Denominator: Hypotension defined as:  
 Adult: SBP < 90 mmHg  
 Pediatric: < 70 + (Age\*2)

Exclusions: Transport time 5 minutes or less

### Responses and use of Lights and Sirens



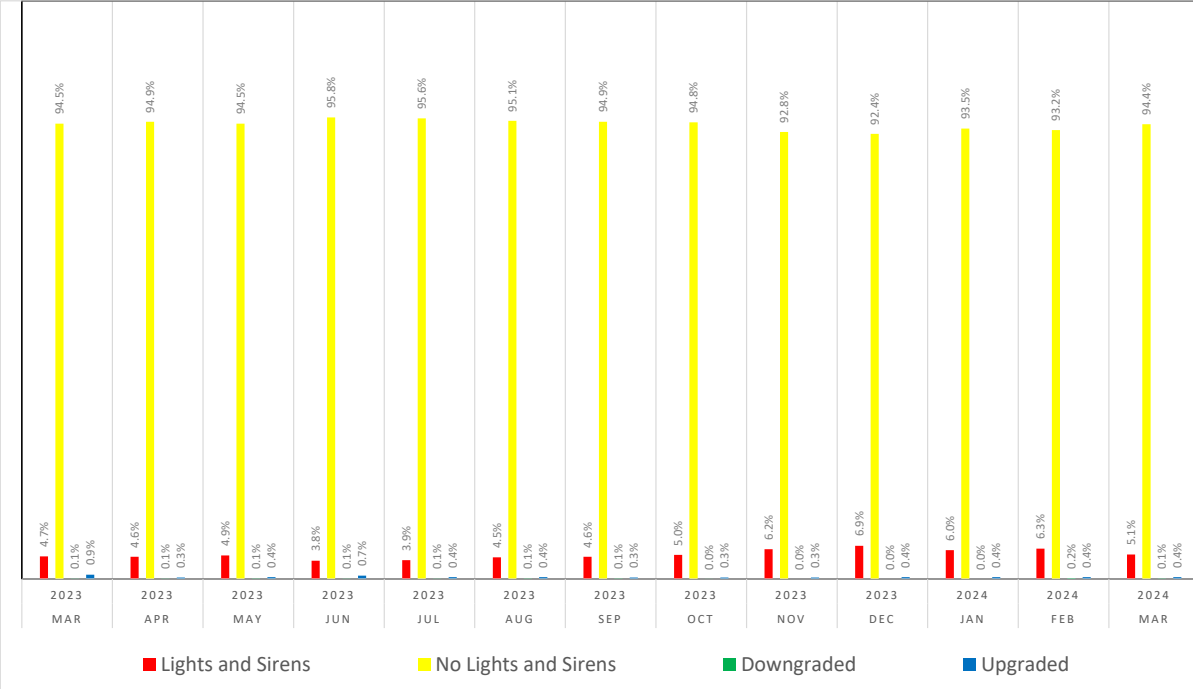
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Lights and Sirens	40.7%	40.5%	42.2%	46.0%	41.5%	41.0%	44.0%	41.5%	45.7%	46.4%	45.8%	46.7%	46.6%
No Lights and Sirens	37.8%	38.4%	39.2%	40.1%	39.6%	41.0%	40.0%	38.4%	40.0%	40.0%	40.5%	39.7%	39.8%
Downgraded	0.5%	0.4%	0.5%	0.5%	0.7%	0.8%	0.3%	0.5%	<0.1%	<0.1%	0.3%	0.4%	0.4%
Upgraded	19.7%	21.1%	20.7%	20.9%	20.6%	18.0%	16.0%	18.0%	17.0%	16.0%	13.4%	13.2%	13.2%

Automated report by ImageTrend

Data:

Includes those calls in which we arrived on-scene with 'response mode' documented. Unclear data removed.

### Transports and use of Lights and Sirens



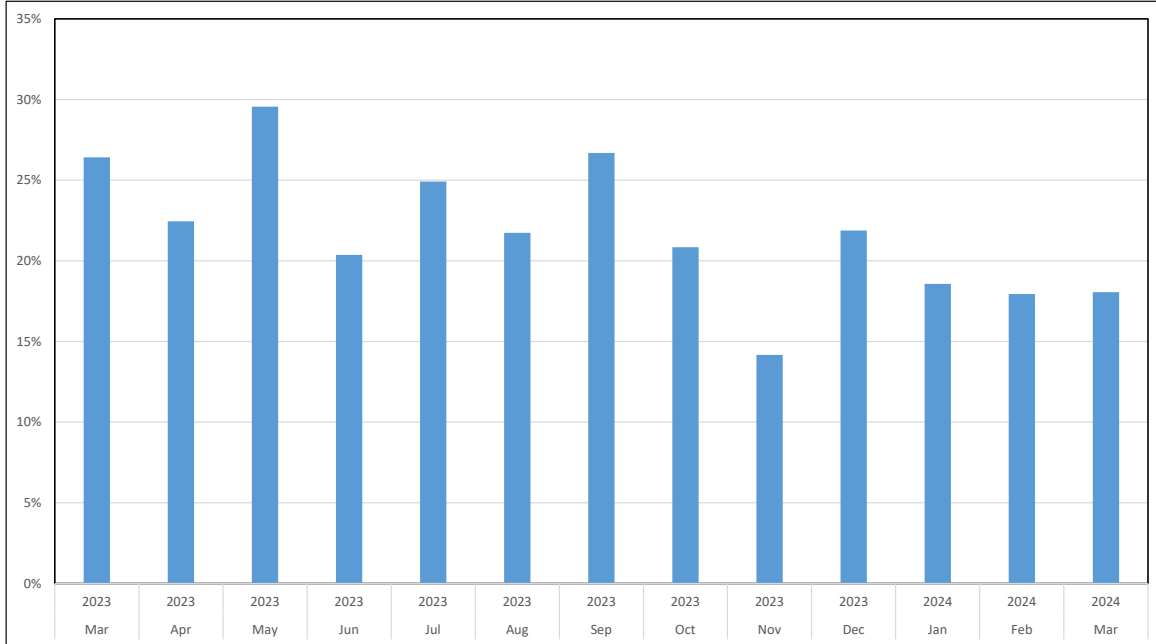
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Lights and Sirens	4.7%	4.6%	4.9%	3.8%	3.9%	4.5%	4.6%	5.0%	6.2%	6.9%	6.0%	6.3%	5.1%
No Lights and Sirens	94.5%	94.9%	94.5%	95.8%	95.6%	95.1%	94.9%	94.8%	92.8%	92.4%	93.5%	93.2%	94.4%
Downgraded	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	<0.1%	<0.1%	0.2%	0.1%
Upgraded	0.9%	0.3%	0.4%	0.7%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%

Automated report by ImageTrend

Data:

Includes those calls in which we transported and 'transport mode' documented. Unclear data removed.

**PERCENTAGE OF PATIENT CARE RECORDS RECEIVING CQI REVIEW**



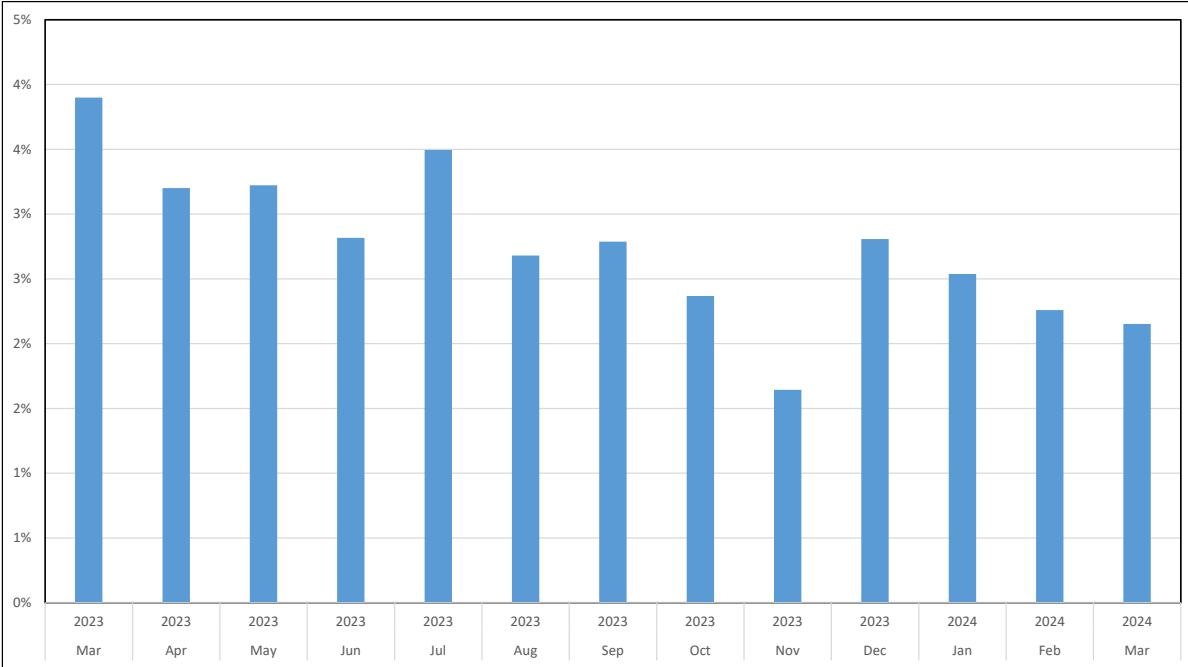
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
CQI Review:	1260	1052	1495	1005	1248	1095	1312	1012	672	1169	922	802	856
Total:	4770	4686	5058	4934	5008	5036	4915	4856	4745	5344	4964	4471	4740
Percentage:	26%	22%	30%	20%	25%	22%	27%	21%	14%	22%	19%	18%	18%

**Numerator:** Incidents which received retrospective chart analysis  
 Automated report by ImageTrend. Includes charts reviewed by Clinical Enhancement Specialists, Clinical Practice Manager, Chief Clinical Officer, and the Medical Director.

**Denominator:** Includes all Responses for which ImageTrend generated an Incident Number.  
 Could potentially include erroneous charts. Any known erroneous data deleted.

**Exclusions:** None

**PERCENTAGE OF PATIENT CARE RECORDS RECEIVING DIRECT CQI FEEDBACK**



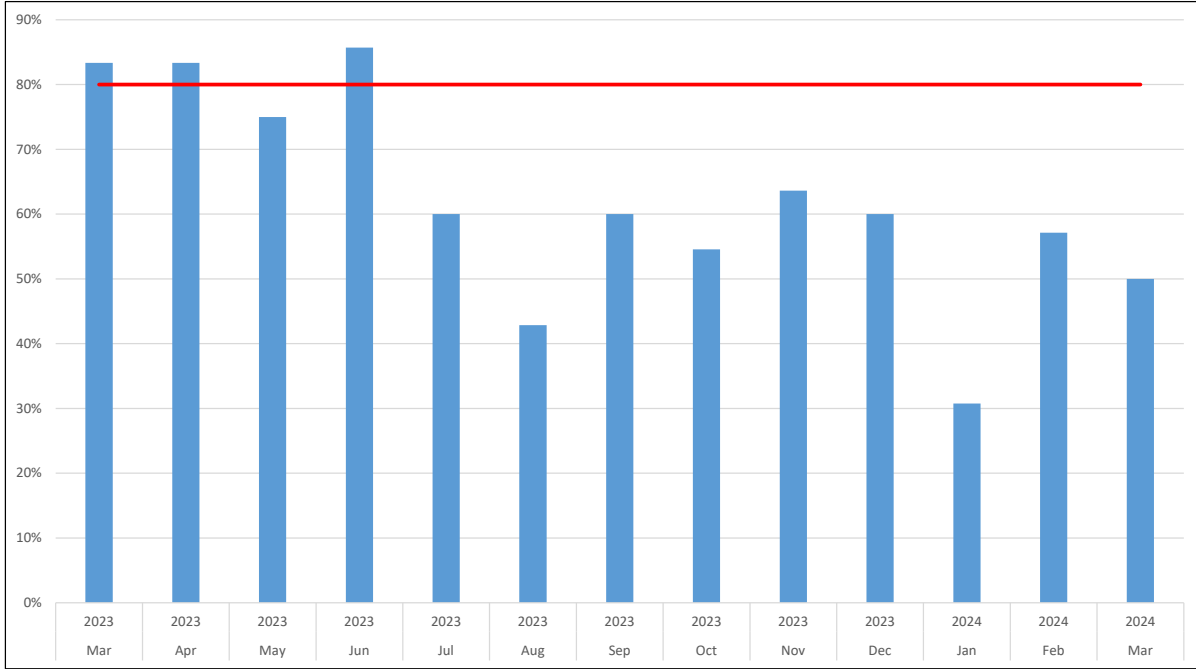
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Feedback:	186	150	163	139	175	135	137	115	78	150	126	101	102
Total:	4770	4686	5058	4934	5008	5036	4915	4856	4745	5344	4964	4471	4740
Percentage:	4%	3%	3%	3%	3%	3%	3%	2%	2%	3%	3%	2%	2%

**Numerator:** Incidents which received retrospective chart analysis AND direct feedback through the messaging module in ImageTrend  
As independently reported within the CQI module by each CQI Reviewer

**Denominator:** Includes all Responses for which ImageTrend generated an Incident Number.  
Could potentially include erroneous charts. Any known erroneous data deleted.

**Exclusions:** None

**FIRST ATTEMPT SUCCESS RATE FOR INTUBATIONS**



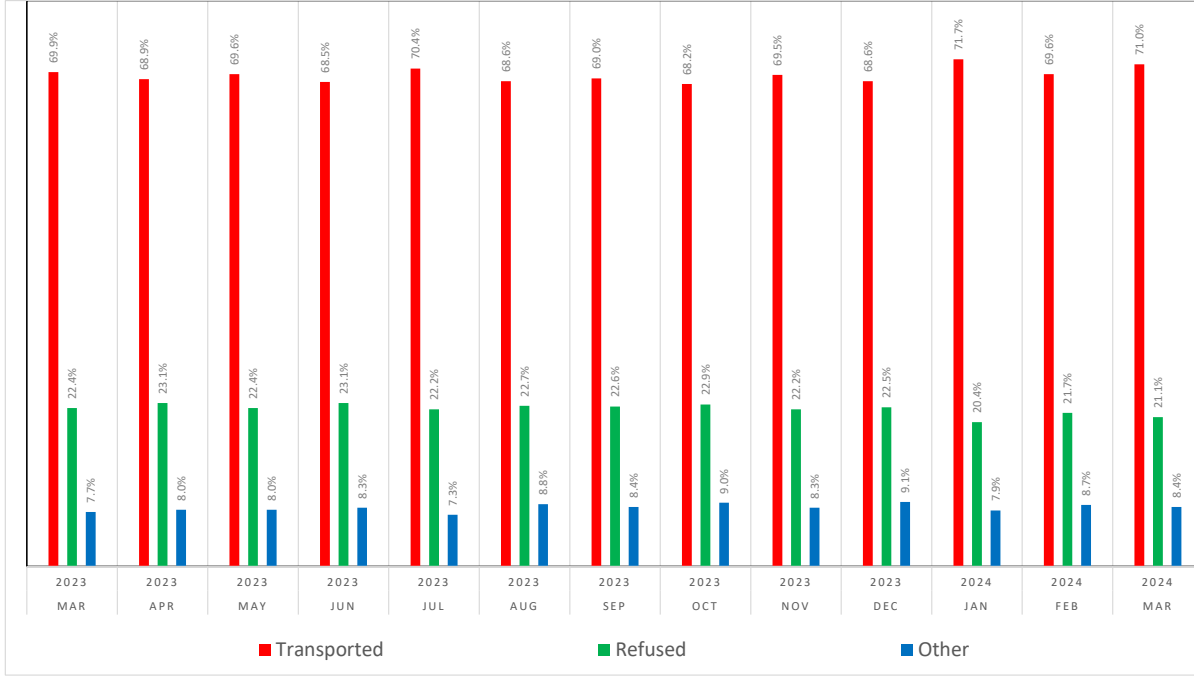
Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Numerator:	5	5	6	6	6	3	3	6	7	6	4	4	4
Denominator:	6	6	8	7	10	7	5	11	11	10	13	7	8
Percentage:	83%	83%	75%	86%	60%	43%	60%	55%	64%	60%	31%	57%	50%
Goal:	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Numerator: Orotracheal intubations which were successfully placed upon first attempt  
Obtained by CQI review

Denominator: Includes all PCR in which includes documentation of oro-tracheal intubation  
Report searches PCR for "ET Intubation," "ET Confirmation," and Rocuronium administration. PCR then receives CQI Review to determine FASR if applicable

Exclusions: Orotracheal intubations only. Does NOT include SGA

Dispositions



Month:	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year:	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Transported	69.9%	68.9%	69.6%	68.5%	70.4%	68.6%	69.0%	68.2%	69.5%	68.6%	71.7%	69.6%	71.0%
Refused	22.4%	23.1%	22.4%	23.1%	22.2%	22.7%	22.6%	22.9%	22.2%	22.5%	20.4%	21.7%	21.1%
Other	7.7%	8.0%	8.0%	8.3%	7.3%	8.8%	8.4%	9.0%	8.3%	9.1%	7.9%	8.7%	8.4%

Automated report by ImageTrend

Includes those calls in which we arrived on-scene with 'disposition' documented.

Data:

Transported = "Treated/transported"

Refusal = "Refused Transport AMA"

Other = "GOA," "False Call," "Released from standby," "Field Termination," "MVC No Injury," "Dead on-scene", "Transferred to other EMS"

# Harris County Emergency Services District No.11

Spring, TX  
Client 2805



1515 Center Street  
Lansing, MI 48096  
(517) 318-3800  
support@EMSSurveyTeam.com  
www.EMSSurveyTeam.com

## Patient Experience Report

March 1, 2024 to March 31, 2024

Your Score

**93.10**

Your Patients in this Report

**29**

Total Patients in this Report

**6,852**

Total EMS Organizations

**229**







## Executive Summary

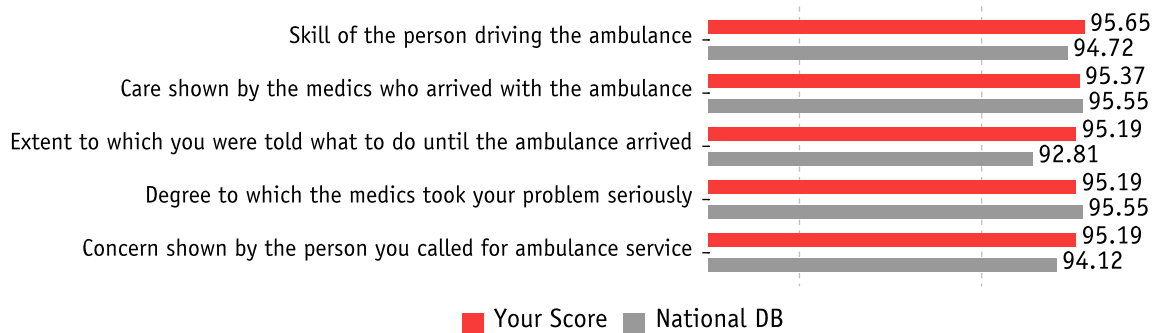
Your overall score for the time period selected is **93.10**. This is a difference of **93.10** from your previous period's score of **0**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **79.96%**.

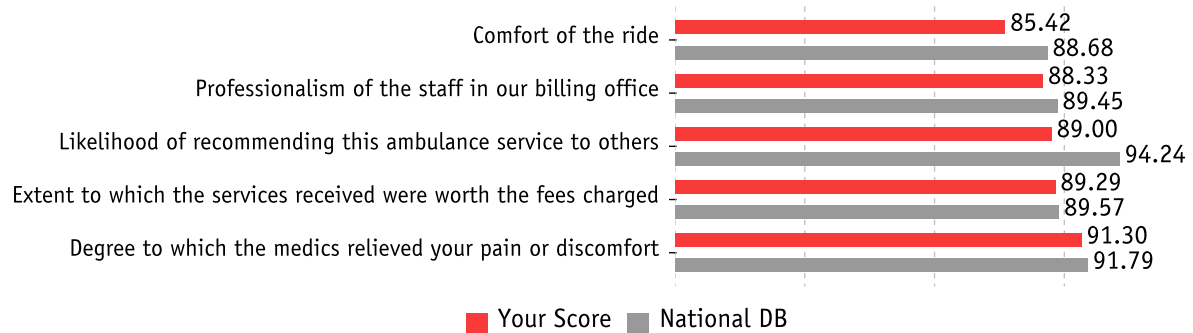
In addition, your rolling 12- month score of **0** is a difference of **-93.48** from the national database score of **93.48**.

When compared to all organizations in the national database, your score of **0** is ranked **null** and **null** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

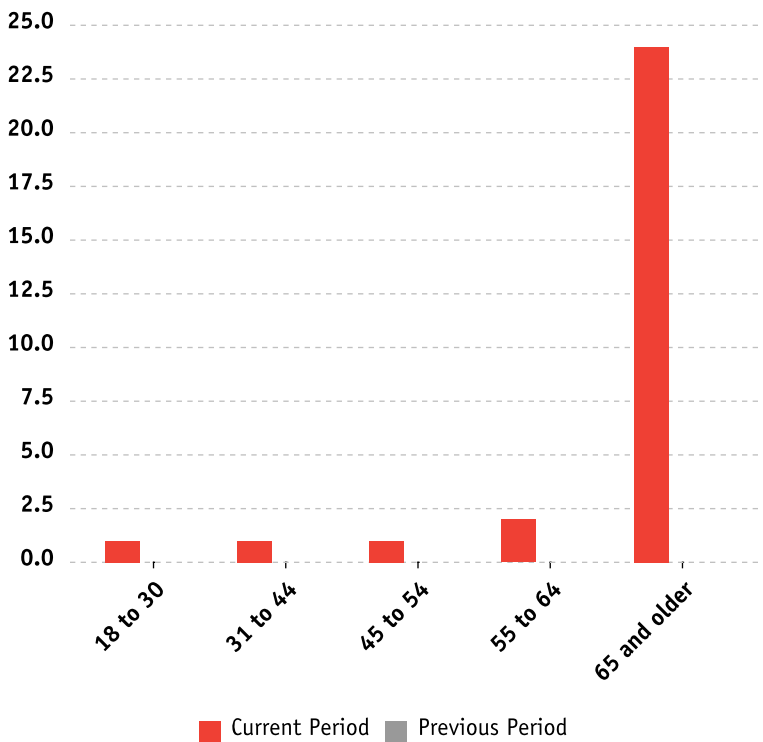




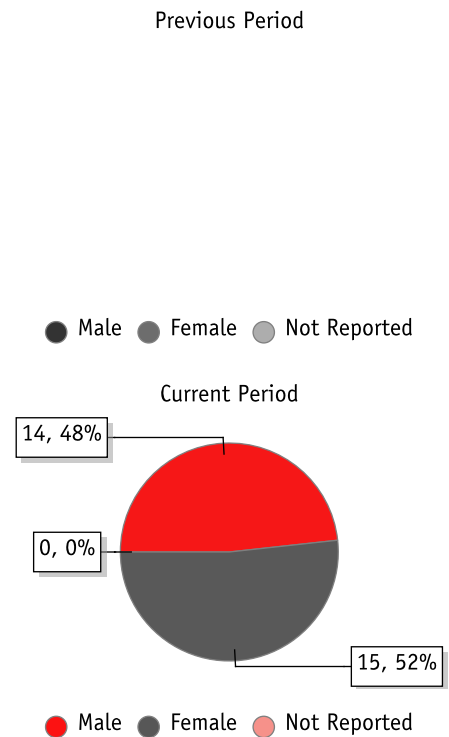
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
18 to 30		0	0	0	1	0	1	0
31 to 44		0	0	0	1	1	0	0
45 to 54		0	0	0	1	1	0	0
55 to 64		0	0	0	2	0	2	0
65 and older		0	0	0	24	12	12	0
<b>Total</b>		0	0	0	29	14	15	0

**Age Ranges**



**Gender**





### Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



### Overall Composite Score





### Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Composite Score**





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Composite Score





### Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



### Overall Composite Score





### Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



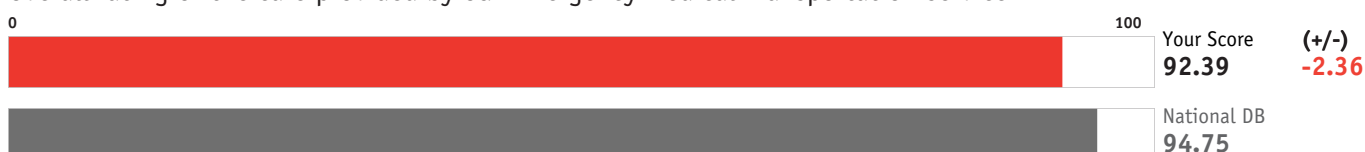
Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



### Overall Composite Score







**Question Analysis**

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

<b>Dispatch Composite</b>	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	<b>94.83</b>		-	<b>94.38</b>
Concern shown by the person you called for ambulance service	<b>95.19</b>		-	<b>94.12</b>
Extent to which you were told what to do until the ambulance arrived	<b>95.19</b>		-	<b>92.81</b>
<b>Ambulance Composite</b>	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	<b>93.75</b>		-	<b>93.60</b>
Cleanliness of the ambulance	<b>94.79</b>		-	<b>95.52</b>
Comfort of the ride	<b>85.42</b>		-	<b>88.68</b>
Skill of the person driving the ambulance	<b>95.65</b>		-	<b>94.72</b>
<b>Medic Composite</b>	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	<b>95.37</b>		-	<b>95.55</b>
Degree to which the medics took your problem seriously	<b>95.19</b>		-	<b>95.55</b>
Degree to which the medics listened to you and/or your family	<b>93.27</b>		-	<b>95.22</b>
Skill of the medics	<b>94.23</b>		-	<b>95.54</b>
Extent to which the medics kept you informed about your treatment	<b>92.00</b>		-	<b>93.76</b>
Extent to which medics included you in the treatment decisions (if applicable)	<b>92.50</b>		-	<b>93.55</b>
Degree to which the medics relieved your pain or discomfort	<b>91.30</b>		-	<b>91.79</b>
Medics' concern for your privacy	<b>94.79</b>		-	<b>94.41</b>
Extent to which medics cared for you as a person	<b>95.19</b>		-	<b>95.27</b>
<b>Billing Office Staff Composite</b>	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	<b>88.33</b>		-	<b>89.45</b>
Willingness of the staff in our billing office to address your needs	<b>92.31</b>		-	<b>89.29</b>



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>92.71</b>		-	<b>94.59</b>
Extent to which our staff eased your entry into the medical facility	<b>93.48</b>		-	<b>94.74</b>
Appropriateness of Emergency Medical Transportation treatment	<b>94.32</b>		-	<b>94.73</b>
Extent to which the services received were worth the fees charged	<b>89.29</b>		-	<b>89.57</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>92.39</b>		-	<b>94.75</b>
Likelihood of recommending this ambulance service to others	<b>89.00</b>		-	<b>94.24</b>



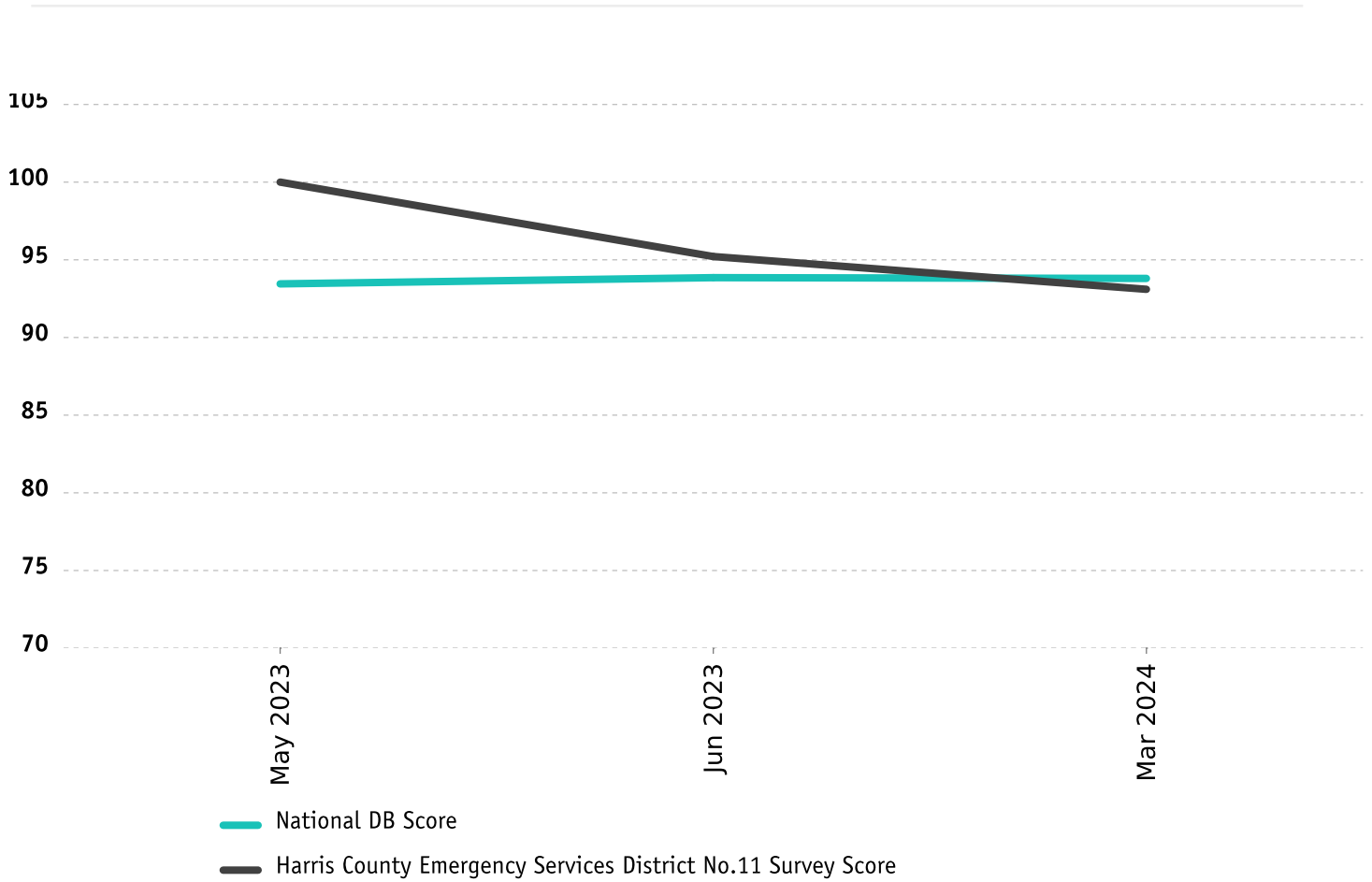
### Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Apr 2023	May 2023	Jun 2023	Mar 2024
Helpfulness of the person you called for ambulance service	91.67	100.00	100.00	94.83
Concern shown by the person you called for ambulance service	91.67	100.00	100.00	95.19
Extent to which you were told what to do until the ambulance arrived	91.67	100.00	87.50	95.19
Extent to which the ambulance arrived in a timely manner	87.50	100.00	100.00	93.75
Cleanliness of the ambulance	93.75	100.00	100.00	94.79
Comfort of the ride	93.75	100.00	100.00	85.42
Skill of the person driving the ambulance	93.75	100.00	100.00	95.65
Care shown by the medics who arrived with the ambulance	75.25	100.00	100.00	95.37
Degree to which the medics took your problem seriously	75.25	100.00	100.00	95.19
Degree to which the medics listened to you and/or your family	75.25	100.00	75.00	93.27
Skill of the medics	93.75	100.00	100.00	94.23
Extent to which the medics kept you informed about your treatment	87.50	100.00	87.50	92.00
Extent to which medics included you in the treatment decisions (if	83.33	100.00	100.00	92.50
Degree to which the medics relieved your pain or discomfort	91.67	100.00	100.00	91.30
Medics' concern for your privacy	93.75	100.00	100.00	94.79
Extent to which medics cared for you as a person	87.50	100.00	100.00	95.19
Professionalism of the staff in our billing office	83.33	100.00	75.00	88.33
Willingness of the staff in our billing office to address your needs	83.33	100.00	75.00	92.31
How well did our staff work together to care for you	87.50	100.00	87.50	92.71
Extent to which our staff eased your entry into the medical facility	93.75	100.00	100.00	93.48
Appropriateness of Emergency Medical Transportation treatment	93.75	100.00	100.00	94.32
Extent to which the services received were worth the fees charged	67.00	100.00	100.00	89.29
Overall rating of the care provided by our Emergency Medical Transportation	81.25	100.00	100.00	92.39
Likelihood of recommending this ambulance service to others	75.25	100.00	100.00	89.00
Overall Score	86.42	100.00	95.21	93.10
Respondents	4	1	2	29



### Monthly Overall Survey Score





### Greatest Increase and Decrease in Scores by Question

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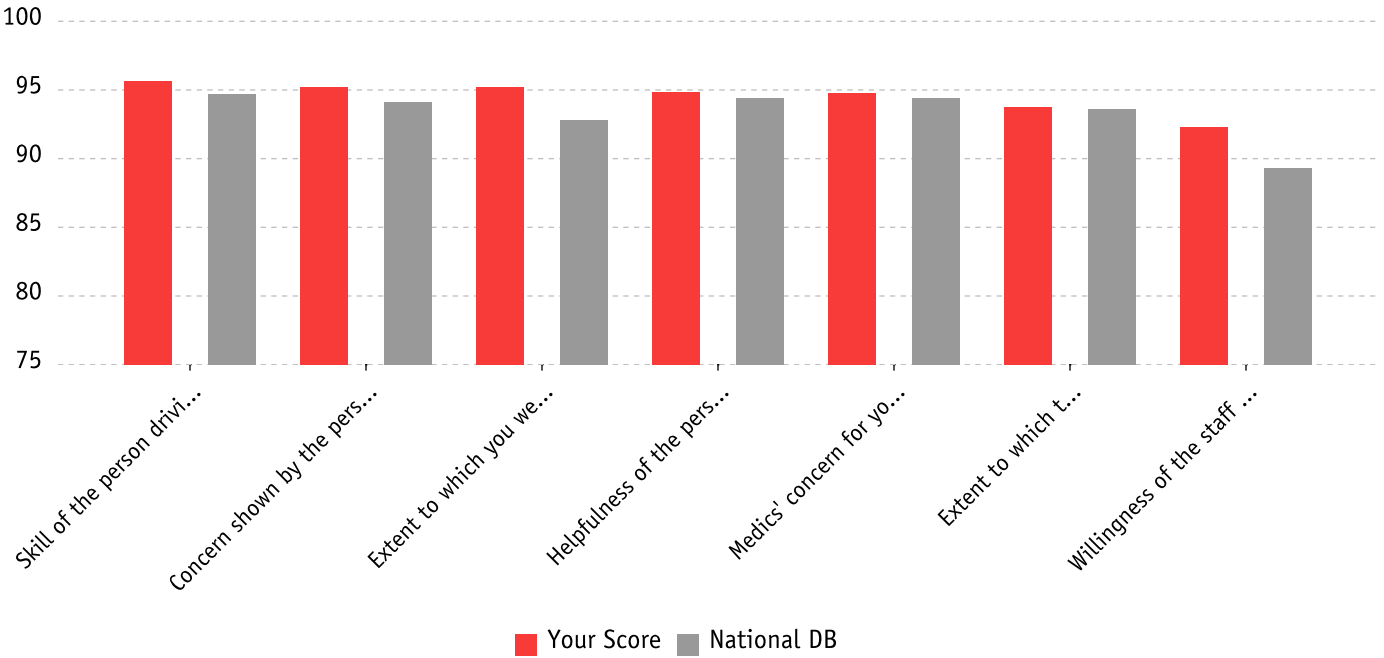
First Report. No Comparison Available

Current Previous (+/-) National DB



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	Current	(+/-)	National DB
Skill of the person driving the ambulance	95.65	0.93	94.72
Concern shown by the person you called for ambulance service	95.19	1.07	94.12
Extent to which you were told what to do until the ambulance arrived	95.19	2.38	92.81
Helpfulness of the person you called for ambulance service	94.83	0.45	94.38
Medics' concern for your privacy	94.79	0.39	94.41
Extent to which the ambulance arrived in a timely manner	93.75	0.15	93.60
Willingness of the staff in our billing office to address your needs	92.31	3.02	89.29





## Highest and Lowest Scores

<b>Highest Scores</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Skill of the person driving the ambulance	95.65			94.72
Care shown by the medics who arrived with the ambulance	95.37			95.55
Degree to which the medics took your problem seriously	95.19			95.55
Concern shown by the person you called for ambulance service	95.19			94.12
Extent to which medics cared for you as a person	95.19			95.27

<b>Lowest Scores</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Comfort of the ride	85.42			88.68
Professionalism of the staff in our billing office	88.33			89.45
Likelihood of recommending this ambulance service to others	89.00			94.24
Extent to which the services received were worth the fees charged	89.29			89.57
Degree to which the medics relieved your pain or discomfort	91.30			91.79



**Key Drivers** — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Degree to which the medics relieved your pain or discomfort	91.30	.966937675
Skill of the medics	94.23	.953452013
Medics' concern for your privacy	94.79	.951393362
Extent to which medics included you in the treatment decisions (if applicable)	92.50	.940916903
Degree to which the medics took your problem seriously	95.19	.924612735
How well did our staff work together to care for you	92.71	.922480936
Degree to which the medics listened to you and/or your family	93.27	.906965717
Concern shown by the person you called for ambulance service	95.19	.90524832
Extent to which the services received were worth the fees charged	89.29	.878295779
Extent to which medics cared for you as a person	95.19	.865611885
Appropriateness of Emergency Medical Transportation treatment	94.32	.85224631
Care shown by the medics who arrived with the ambulance	95.37	.848862634
Extent to which our staff eased your entry into the medical facility	93.48	.840538136
Helpfulness of the person you called for ambulance service	94.83	.831846818
Skill of the person driving the ambulance	95.65	.828987262
Extent to which the medics kept you informed about your treatment	92.00	.819442709
Professionalism of the staff in our billing office	88.33	.770999039
Extent to which the ambulance arrived in a timely manner	93.75	.689436183
Extent to which you were told what to do until the ambulance arrived	95.19	.685578791
Cleanliness of the ambulance	94.79	.664729636
Willingness of the staff in our billing office to address your needs	92.31	.663503405
Comfort of the ride	85.42	.525619964





**Company Comparisons** — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies						
		A	B	C	D	E	F	
Helpfulness of the person you called for ambulance service	<b>94.83</b>	97.38	94.74	95.52	90.69	95.51	96.07	
Concern shown by the person you called for ambulance service	<b>95.19</b>	97.83	93.42	94.23	89.85	94.81	96.63	
Extent to which you were told what to do until the ambulance	<b>95.19</b>	96.83	93.06	91.94	88.61	92.64	95.56	
Extent to which the ambulance arrived in a timely manner	<b>93.75</b>	96.48	88.64	95.71	91.25	94.32	95.46	
Cleanliness of the ambulance	<b>94.79</b>	97.05	92.86	96.54	92.50	95.29	98.13	
Comfort of the ride	<b>85.42</b>	93.34	79.55	87.52	85.71	85.44	94.90	
Skill of the person driving the ambulance	<b>95.65</b>	97.25	90.48	94.70	94.90	95.16	97.94	
Care shown by the medics who arrived with the ambulance	<b>95.37</b>	97.14	90.48	95.22	96.49	95.24	98.15	
Degree to which the medics took your problem seriously	<b>95.19</b>	97.27	91.25	95.15	94.83	94.84	98.96	
Degree to which the medics listened to you and/or your family	<b>93.27</b>	96.95	90.79	95.08	94.74	94.49	98.76	
Skill of the medics	<b>94.23</b>	97.27	90.48	96.92	94.09	94.74	98.09	
Extent to which the medics kept you informed about your	<b>92.00</b>	96.86	89.47	93.44	91.67	92.38	98.66	
Extent to which medics included you in the treatment decisions (if	<b>92.50</b>	95.96	90.00	94.34	92.50	91.21	98.68	
Degree to which the medics relieved your pain or discomfort	<b>91.30</b>	94.18	88.75	91.95	89.05	89.64	97.12	
Medics' concern for your privacy	<b>94.79</b>	95.75	92.11	93.03	90.10	93.87	98.01	
Extent to which medics cared for you as a person	<b>95.19</b>	97.06	91.67	95.38	93.52	94.09	99.12	
Professionalism of the staff in our billing office	<b>88.33</b>	92.00	85.00	88.46	86.04	87.68	91.67	
Willingness of the staff in our billing office to address your needs	<b>92.31</b>	91.15	85.00	88.89	84.83	88.07	90.74	
How well did our staff work together to care for you	<b>92.71</b>	96.53	92.50	95.24	93.30	93.96	96.25	
Extent to which our staff eased your entry into the medical facility	<b>93.48</b>	95.70	91.67	94.17	92.05	93.63	98.00	
Appropriateness of Emergency Medical Transportation treatment	<b>94.32</b>	95.69	92.50	94.92	93.18	93.67	98.23	
Extent to which the services received were worth the fees charged	<b>89.29</b>	94.96	87.50	89.22	84.52	85.64	92.70	
Overall rating of the care provided by our Emergency Medical	<b>92.39</b>	95.72	91.67	94.62	92.13	93.99	97.88	
Likelihood of recommending this ambulance service to others	<b>89.00</b>	95.66	91.67	95.00	93.63	92.39	97.45	
<b>Overall score</b>		93.10	96.21	90.44	93.87	91.64	92.95	97.08



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Helpfulness of the person you called for ambulance service	94.83	94.38	94.99	94.80
Concern shown by the person you called for ambulance service	95.19	94.12	94.57	94.46
Extent to which you were told what to do until the ambulance	95.19	92.81	92.82	93.71
Extent to which the ambulance arrived in a timely manner	93.75	93.60	93.84	94.28
Cleanliness of the ambulance	94.79	95.52	95.61	96.21
Comfort of the ride	85.42	88.68	88.96	90.40
Skill of the person driving the ambulance	95.65	94.72	95.29	95.30
Care shown by the medics who arrived with the ambulance	95.37	95.55	95.33	96.18
Degree to which the medics took your problem seriously	95.19	95.55	95.40	96.12
Degree to which the medics listened to you and/or your family	93.27	95.22	95.10	95.98
Skill of the medics	94.23	95.54	95.45	96.47
Extent to which the medics kept you informed about your	92.00	93.76	93.63	94.95
Extent to which medics included you in the treatment decisions	92.50	93.55	93.43	94.55
Degree to which the medics relieved your pain or discomfort	91.30	91.79	91.30	93.14
Medics' concern for your privacy	94.79	94.41	93.69	95.39
Extent to which medics cared for you as a person	95.19	95.27	95.06	96.16
Professionalism of the staff in our billing office	88.33	89.45	88.43	90.06
Willingness of the staff in our billing office to address your	92.31	89.29	88.57	89.51
How well did our staff work together to care for you	92.71	94.59	94.34	95.23
Extent to which our staff eased your entry into the medical	93.48	94.74	94.48	95.35
Appropriateness of Emergency Medical Transportation treatment	94.32	94.73	94.67	95.77
Extent to which the services received were worth the fees	89.29	89.57	88.42	90.88
Overall rating of the care provided by our Emergency Medical	92.39	94.75	94.41	95.33
Likelihood of recommending this ambulance service to others	89.00	94.24	93.76	94.99
<b>Overall Score</b>	<b>93.10</b>	<b>93.58</b>	<b>93.40</b>	<b>94.38</b>



### Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Texas
<b>Number of organizations in compare group</b>				
<b>Minimum Score</b>				
<b>Maximum Score</b>				
<b>Mean Score</b>				
<b>Your Percentile</b>				
<b>Your Rank</b>				

- Minimum Score** - This is the lowest score in the benchmark group.
- Maximum Score** - This is the highest score in the benchmark group.
- Mean Score** - This is where your mean score ranks against others in the compare group.
- Your Percentile** - This is the percentage of scores that fall below your mean score.
- Your Rank** - This is where your mean score ranks against others in the compare group.



**Cumulative Comparisons**

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.01</b>	<b>92.48</b>
<b>Dispatch</b>	<b>92.97</b>	<b>92.34</b>
Helpfulness of the person you called for ambulance service	93.10	92.97
Concern shown by the person you called for ambulance service	93.39	92.74
Extent to which you were told what to do until the ambulance	92.42	91.32
<b>Ambulance</b>	<b>93.37</b>	<b>92.1</b>
Extent to which the ambulance arrived in a timely manner	93.52	92.28
Cleanliness of the ambulance	95.28	94.55
Comfort of the ride	90.24	87.70
Skill of the person driving the ambulance	94.45	93.88
<b>Medic</b>	<b>93.77</b>	<b>93.43</b>
Care shown by the medics who arrived with the ambulance	94.96	94.44
Degree to which the medics took your problem seriously	94.94	94.35
Degree to which the medics listened to you and/or your family	93.99	94.03
Skill of the medics	94.74	94.45
Extent to which the medics kept you informed about your treatment	92.67	92.67
Extent to which medics included you in the treatment decisions (if	92.12	92.44
Degree to which the medics relieved your pain or discomfort	91.18	90.75
Medics' concern for your privacy	94.46	93.42
Extent to which medics cared for you as a person	94.91	94.30
<b>Billing Office Staff</b>	<b>89.07</b>	<b>88.8</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.01</b>	<b>92.48</b>
<b>Billing Office Staff</b>	<b>89.07</b>	<b>88.8</b>
Professionalism of the staff in our billing office	89.16	88.80
Willingness of the staff in our billing office to address your needs	88.98	88.81
<b>Overall Experience</b>	<b>92.97</b>	<b>92.61</b>
How well did our staff work together to care for you	93.75	93.55
Extent to which our staff eased your entry into the medical facility	93.47	93.69
Appropriateness of Emergency Medical Transportation treatment	94.31	93.48
Extent to which the services received were worth the fees charged	89.34	88.02
Overall rating of the care provided by our Emergency Medical	94.10	93.64
Likelihood of recommending this ambulance service to others	92.87	93.26



### Top Box Comparisons

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>0</b>	<b>4</b>	<b>35</b>	<b>75</b>	<b>455</b>	<b>79.96%</b>	<b>80.36%</b>
<b>Dispatch</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>67</b>	<b>82.72%</b>	<b>80.00%</b>
Helpfulness of the person you called for ambulance service	0	0	1	4	24	82.76%	81.73%
Concern shown by the person you called for ambulance service	0	0	0	5	21	80.77%	80.60%
Extent to which you were told what to do until the ambulance arrived	0	0	1	3	22	84.62%	77.67%
<b>Ambulance</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>21</b>	<b>74</b>	<b>74.75%</b>	<b>78.38%</b>
Extent to which the ambulance arrived in a timely manner	0	0	1	5	22	78.57%	79.45%
Cleanliness of the ambulance	0	0	0	5	19	79.17%	84.06%
Comfort of the ride	0	1	2	7	14	58.33%	67.66%
Skill of the person driving the ambulance	0	0	0	4	19	82.61%	82.35%
<b>Medic</b>	<b>0</b>	<b>2</b>	<b>15</b>	<b>19</b>	<b>187</b>	<b>83.86%</b>	<b>83.57%</b>
Care shown by the medics who arrived with the ambulance	0	0	1	3	23	85.19%	86.49%
Degree to which the medics took your problem seriously	0	0	1	3	22	84.62%	86.70%
Degree to which the medics listened to you and/or your family	0	1	1	2	22	84.62%	85.96%
Skill of the medics	0	0	2	2	22	84.62%	85.79%
Extent to which the medics kept you informed about your treatment	0	0	3	2	20	80.00%	81.07%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>0</b>	<b>4</b>	<b>35</b>	<b>75</b>	<b>455</b>	<b>79.96%</b>	<b>80.36%</b>
Extent to which medics included you in the treatment decisions (if applicable)	0	1	1	1	17	85.00%	80.99%
Degree to which the medics relieved your pain or discomfort	0	0	3	2	18	78.26%	76.69%
Medics' concern for your privacy	0	0	1	3	20	83.33%	82.13%
Extent to which medics cared for you as a person	0	0	2	1	23	88.46%	86.31%
<b>Billing Office Staff</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>20</b>	<b>71.43%</b>	<b>66.81%</b>
Professionalism of the staff in our billing office	0	0	2	3	10	66.67%	66.96%
Willingness of the staff in our billing office to address your needs	0	0	1	2	10	76.92%	66.67%
<b>Overall Experience</b>	<b>0</b>	<b>1</b>	<b>12</b>	<b>18</b>	<b>107</b>	<b>77.54%</b>	<b>81.55%</b>
How well did our staff work together to care for you	0	0	2	3	19	79.17%	83.10%
Extent to which our staff eased your entry into the medical facility	0	0	2	2	19	82.61%	83.23%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	3	18	81.82%	83.34%
Extent to which the services received were worth the fees charged	0	0	3	3	15	71.43%	72.16%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	2	3	18	78.26%	84.03%
Likelihood of recommending this ambulance service to others	0	1	2	4	18	72.00%	83.43%



## FLEET

04/16/2024

REPORTING PERIOD: MARCH, 2024

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- Fleet department has performed 24 preventative maintenance services this period, 19 of these were on ambulances, 5 services performed on support vehicles. Also, 60 additional repairs were made on the fleet in this period.
- Ambulance fleet miles this period is 87214. Support vehicle miles this period is 17,388. Total fleet miles this period is 104,602 Also the fleet accumulated 9,707 engine hours.
- There were 16:46:56 lost unit hours due to mechanical reported for March.
- There was no reported critical failure related to mechanical issues for March.



4/11/2024 - 1:40 PM

## Fleet Maintenance Log

Fleet Maintenance Log with Part, Labor and Fuel Cost (updated in library 3/7/18)

Schedule Name = (blank), A/C system repair, Accident Repairs/Accidental Damage, Alternator , A-pm 5k service, Battery replacement , B-pm 10k service, Brake Service, Differential Service , Drive Belt Inspection Replace, Filter Service, Scheduled Repairs, Transmission repairs, Transmission Service, Tune Up, Tune up- plug wires only, Unscheduled Repairs

Maintenance Date = Previous Month

Maintenance Date = Previous Month

Count(Work Order Number)
84
<b>84</b>

### Schedule Name: A/C system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
357	3/25/2024	13174		78,054	\$456.50	\$105.00	\$561.50	<a href="#">6954</a>
272	3/8/2024	13138		64,094	\$1,080.44	\$1,680.00	\$2,760.44	<a href="#">6918</a>
269	3/7/2024	13134		86,092	\$855.44	\$1,260.00	\$2,115.44	<a href="#">6914</a>
271	3/6/2024	13130		89,009	\$1,140.43	\$1,260.00	\$2,400.43	<a href="#">6910</a>

### Schedule Name: Accident Repairs/Accidental Damage

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
272	3/27/2024	13196		65,637	\$700.71	\$840.00	\$1,540.71	<a href="#">6976</a>
268	3/1/2024	13115		91,491	\$308.40	\$105.00	\$413.40	<a href="#">6895</a>

### Schedule Name: Alternator

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
357	3/22/2024	13165		78,054	\$782.10	\$105.00	\$887.10	<a href="#">6945</a>

### Schedule Name: A-pm 5k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
293	3/28/2024	13197	Brakes will need to be done next pm service.	87,055	\$40.27	\$315.00	\$355.27	<a href="#">6977</a>

272	3/27/2024	13194	found the right rear compartment door was missing the weather striping, made and installed new weather striping. the glove door hinge. replaced some parts that were damaged in an accident.	65,367	\$40.27	\$840.00	\$880.27	<a href="#">6974</a>
982	3/26/2024	13180	Performed pm service.	132,617	\$29.45	\$315.00	\$344.45	<a href="#">6960</a>
983	3/22/2024	13163	Performed diff service.	119,399	\$29.45	\$315.00	\$344.45	<a href="#">6943</a>
290	3/15/2024	13153	good tires good brakes the batteries tested bad.	69,062	\$40.27	\$420.00	\$460.27	<a href="#">6933</a>
266	3/6/2024	13129	No major repairs at this time. Replaced switch for emergency lights with a good used one.	87,804	\$40.27	\$315.00	\$355.27	<a href="#">6909</a>
306	3/6/2024	13126	No major repairs at this time.	67,846	\$29.45	\$315.00	\$344.45	<a href="#">6906</a>

### Schedule Name: Battery replacement

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
290	3/19/2024	13157		69,024	\$271.92	\$157.50	\$429.42	<a href="#">6937</a>
282	3/15/2024	13152		75,183	\$271.92	\$105.00	\$376.92	<a href="#">6932</a>
284	3/12/2024	13148		70,547	\$271.92	\$105.00	\$376.92	<a href="#">6928</a>
280	3/1/2024	13119		73,583	\$271.92	\$157.50	\$429.42	<a href="#">6899</a>

### Schedule Name: B-pm 10k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
356	3/28/2024	13199	No major repairs at this time.	66,725	\$40.27	\$315.00	\$355.27	<a href="#">6979</a>
267	3/27/2024	13192	No major repairs at this time.	65,071	\$43.47	\$315.00	\$358.47	<a href="#">6972</a>
981	3/27/2024	13187	No major repairs at this time.	126,016	\$29.45	\$315.00	\$344.45	<a href="#">6967</a>
271	3/26/2024	13182	found that the drivers seat back had a rip in it and will need to be replaced. found that one of the front red grill light was inop. installed a new side emergency light and returned the old one back to truck 265. found the transmission is leaking out of the front and the back.	91,344	\$40.27	\$525.00	\$565.27	<a href="#">6962</a>
305	3/25/2024	13178	looked over the vehicle and found the vehicle to be ok at this time.	65,526	\$29.45	\$315.00	\$344.45	<a href="#">6958</a>
281	3/22/2024	13167	looked over the vehicle and found some of the butt connectors for the fans on the roof to be burnt. replaced the burnt connectors. also found that some trim in the box was coming undone. removed cleaned and re-glued	59,811	\$40.27	\$630.00	\$670.27	<a href="#">6947</a>
287	3/21/2024	13162	looked over the vehicle found that the front brakes are at 4/32 and need to be replaced.	55,352	\$40.27	\$472.50	\$512.77	<a href="#">6942</a>

363	3/19/2024	13159	when looking over the vehicle it was found the the track on the bio hazard drawer was loose. tightened the nuts and reinstalled. when looking over the box found that the ac40 blower motor was inop	82,473	\$40.27	\$472.50	\$512.77	<a href="#">6939</a>
282	3/14/2024	13150	looked over the vehicle and found the battery's tested bad. found the ac40 wasn't charging and found one of the battery cells was bad.	75,183	\$40.27	\$420.00	\$460.27	<a href="#">6930</a>
284	3/12/2024	13147	looked over the vehicle found a head light was out, tested the batterys and found them to be bad. found the tires to be good and the brakes are good.	70,547	\$40.27	\$420.00	\$460.27	<a href="#">6927</a>
292	3/12/2024	13143	No major repairs at this time.	85,129	\$40.27	\$315.00	\$355.27	<a href="#">6923</a>
269	3/7/2024	13136	when looking over the vehicle it was found that one of the headlight bulbs was out. and the brakes were low and will have to be replaced next pm	86,093	\$49.26	\$577.50	\$626.76	<a href="#">6916</a>
361	3/7/2024	13132	Truck was brought into the shop from deployment due to ABS, Traction control, Brake lights and many more on the dash board. When confirming complaint, there were no lights illuminated on the dash and truck was performing as normal.	76,893	\$40.27	\$315.00	\$355.27	<a href="#">6912</a>
286	3/5/2024	13125	No major repairs at this time.	71,303	\$40.27	\$315.00	\$355.27	<a href="#">6905</a>
274	3/4/2024	13121	No major repairs at this time.	82,723	\$40.27	\$315.00	\$355.27	<a href="#">6901</a>
280	3/1/2024	13116	found that the battery tested bad, found that one of the corner trim in the box was fallen off. cleaned off and reattached the trim.	73,583	\$40.27	\$472.50	\$512.77	<a href="#">6896</a>
360	3/1/2024	13114	No major repairs at this time.	60,670	\$40.27	\$367.50	\$407.77	<a href="#">6894</a>

Schedule Name: Brake Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
287	3/26/2024	13181		55,352	\$533.39	\$420.00	\$953.39	<a href="#">6961</a>

Schedule Name: Check Sheet Request

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
270	3/26/2024	13179		72,664	\$11.08	\$105.00	\$116.08	<a href="#">6959</a>
271	3/26/2024	13183		91,344	\$0.00	\$105.00	\$105.00	<a href="#">6963</a>
357	3/25/2024	13172		78,054	\$0.00	\$105.00	\$105.00	<a href="#">6952</a>
289	3/13/2024	13149		74,300	\$0.00	\$210.00	\$210.00	<a href="#">6929</a>
284	3/12/2024	13146		70,547	\$8.99	\$105.00	\$113.99	<a href="#">6926</a>
292	3/12/2024	13145		85,129	\$8.99	\$105.00	\$113.99	<a href="#">6925</a>

277	3/11/2024	13141		57,521	\$156.06	\$840.00	\$996.06	<a href="#">6921</a>
361	3/7/2024	13135		76,893	\$0.00	\$105.00	\$105.00	<a href="#">6915</a>
266	3/6/2024	13131		87,804	\$0.00	\$105.00	\$105.00	<a href="#">6911</a>
356	3/1/2024	13118		63,936	\$22.36	\$105.00	\$127.36	<a href="#">6898</a>

Schedule Name: Differential Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
267	3/27/2024	13193		65,071	\$85.65	\$105.00	\$190.65	<a href="#">6973</a>
981	3/27/2024	13188		126,016	\$46.47	\$105.00	\$151.47	<a href="#">6968</a>
281	3/22/2024	13168		59,811	\$85.65	\$105.00	\$190.65	<a href="#">6948</a>
983	3/22/2024	13164		119,399	\$77.45	\$105.00	\$182.45	<a href="#">6944</a>

Schedule Name: Drive Belt Inspection Replace

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
357	3/25/2024	13173		78,054	\$234.41	\$105.00	\$339.41	<a href="#">6953</a>

Schedule Name: Filter Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
272	3/27/2024	13195		65,637	\$51.45	\$105.00	\$156.45	<a href="#">6975</a>
981	3/27/2024	13189		126,016	\$16.03	\$105.00	\$121.03	<a href="#">6969</a>
357	3/25/2024	13175		78,054	\$30.91	\$105.00	\$135.91	<a href="#">6955</a>
290	3/18/2024	13156		69,024	\$51.45	\$157.50	\$208.95	<a href="#">6936</a>
292	3/12/2024	13144		85,129	\$51.45	\$105.00	\$156.45	<a href="#">6924</a>
356	3/11/2024	13140		64,947	\$51.45	\$105.00	\$156.45	<a href="#">6920</a>
306	3/6/2024	13127		67,953	\$35.71	\$105.00	\$140.71	<a href="#">6907</a>

Schedule Name: Scheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
356	3/27/2024	13191		66,641	\$265.28	\$210.00	\$475.28	<a href="#">6971</a>
982	3/27/2024	13190		132,711	\$155.10	\$210.00	\$365.10	<a href="#">6970</a>
267	3/26/2024	13185		65,028	\$8.99	\$105.00	\$113.99	<a href="#">6965</a>
305	3/26/2024	13186		65,526	\$231.00	\$420.00	\$651.00	<a href="#">6966</a>
357	3/25/2024	13177		78,054	\$5,031.23	\$5,880.00	\$10,911.23	<a href="#">6957</a>

982	3/22/2024	13169		132,022	\$77.62	\$315.00	\$392.62	<a href="#">6949</a>
363	3/21/2024	13161		82,473	\$156.06	\$420.00	\$576.06	<a href="#">6941</a>
278	3/18/2024	13155		74,433	\$175.00	\$105.00	\$280.00	<a href="#">6935</a>
273	3/15/2024	13154		53,972	\$100.40	\$420.00	\$520.40	<a href="#">6934</a>
277	3/11/2024	13142		57,521	\$438.94	\$3.00	\$441.94	<a href="#">6922</a>
293	3/4/2024	13124		84,556	\$132.00	\$210.00	\$342.00	<a href="#">6904</a>
983	3/4/2024	13120		117,639	\$209.06	\$210.00	\$419.06	<a href="#">6900</a>
288	3/1/2024	13117		65,149	\$638.68	\$210.00	\$848.68	<a href="#">6897</a>

#### Schedule Name: Transmission repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
357	3/22/2024	13166		78,054	\$5,918.46	\$630.00	\$6,548.46	<a href="#">6946</a>

#### Schedule Name: Transmission Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
293	3/28/2024	13198		87,055	\$148.19	\$210.00	\$358.19	<a href="#">6978</a>
290	3/19/2024	13158		69,062	\$148.19	\$262.50	\$410.69	<a href="#">6938</a>
269	3/7/2024	13137		86,093	\$148.19	\$262.50	\$410.69	<a href="#">6917</a>
361	3/7/2024	13133		76,893	\$148.19	\$210.00	\$358.19	<a href="#">6913</a>

#### Schedule Name: Tune Up

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
283	3/6/2024	13128		52,014	\$298.56	\$210.00	\$508.56	<a href="#">6908</a>

#### Schedule Name: Tune up- plug wires only

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
357	3/25/2024	13176		78,054	\$256.08	\$105.00	\$361.08	<a href="#">6956</a>

#### Schedule Name: Unscheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
270	3/26/2024	13184		72,705	\$265.28	\$105.00	\$370.28	<a href="#">6964</a>
279	3/22/2024	13170		72,125	\$159.14	\$105.00	\$264.14	<a href="#">6950</a>

282	3/21/2024	13160		75,424	\$64.68	\$420.00	\$484.68	<a href="#">6940</a>
288	3/14/2024	13151		65,235	\$999.84	\$105.00	\$1,104.84	<a href="#">6931</a>
356	3/11/2024	13139		64,947	\$271.92	\$0.00	\$271.92	<a href="#">6919</a>
274	3/4/2024	13123		82,519	\$4,103.00	\$1,050.00	\$5,153.00	<a href="#">6903</a>

Resource	Hours Scheduled	Actual Hours	Delayed Activation	Breaks	Staffing	Crew Change	Fuel	Supplies	IT	Decon	Admin	Return Equipment	Crew Injury	Accident	Meeting	Fleet	Mechanical	Critical Failure	Out Of Service - Other	Total Lost Hours
401	743.0000	736:40:59	6:28:51	1:33:27	15:30:48	1:47:58	0:00:00	0:00:00	0:00:00	1:58:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:37:49	0:00:00	0:00:00	28:56:57
402	744.0000	739:43:39	8:48:56	0:00:00	1:30:08	2:27:05	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:03:58	0:00:00	0:00:00	12:50:07
403	744.0000	742:57:57	3:16:23	0:00:00	0:00:00	0:58:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:48:29	0:00:00	0:00:00	5:03:25
404	744.0000	740:12:52	7:09:22	2:40:50	8:29:59	0:38:35	0:00:00	0:00:00	1:14:50	0:00:00	1:44:42	0:38:14	0:00:00	0:00:00	0:00:00	5:24:07	0:00:00	0:00:00	0:00:00	28:00:39
405	725.0000	697:20:44	31:47:13	3:18:31	32:53:16	1:57:12	0:00:00	0:00:00	0:00:00	0:00:00	3:25:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	73:22:06
406	744.0000	719:06:54	7:08:12	2:44:14	38:24:30	4:44:35	0:00:00	0:39:40	0:00:00	2:22:29	1:43:28	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	57:47:08
407	744.0000	743:39:26	2:29:12	0:00:00	0:00:00	0:33:05	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:08:51	0:00:00	0:00:00	3:11:08
408	732.0000	728:08:48	5:39:37	0:00:00	23:16:32	1:20:26	0:00:00	0:40:41	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	30:57:16
409	744.0000	743:21:21	4:23:45	1:11:26	0:25:28	0:57:18	0:00:00	0:00:00	0:00:00	0:00:00	0:32:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:52:03	0:00:00	0:00:00	10:22:36
410	744.0000	741:11:29	3:19:18	0:10:53	5:34:45	3:07:12	0:00:00	0:09:20	0:31:24	0:00:00	3:16:30	0:00:00	0:23:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	16:32:40
420	364.0000	346:29:43	8:45:47	0:00:00	27:39:35	13:18:48	0:00:00	0:00:00	0:00:00	0:00:00	0:59:44	0:00:00	6:17:16	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	57:01:10
421	363.0000	352:27:39	5:39:36	0:00:00	3:56:22	12:32:33	0:00:00	0:00:00	0:00:00	1:37:24	2:02:26	0:13:17	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	26:01:38
422	336.4500	316:07:18	2:12:16	0:20:23	23:35:18	26:15:23	0:00:00	0:38:07	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:03:27	0:00:00	0:00:00	54:04:54
423	372.0000	362:42:37	2:41:37	0:10:26	34:04:38	0:22:12	0:00:00	0:32:44	0:00:00	2:43:58	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	40:35:35
424	348.3000	335:31:56	7:57:03	0:00:00	15:19:59	0:13:17	0:00:00	0:00:00	0:00:00	3:11:43	0:35:52	0:32:31	0:00:00	0:00:00	0:00:00	0:00:00	0:40:24	0:00:00	0:00:00	28:30:49
425	360.0000	357:02:48	1:53:07	0:00:00	58:58:16	0:00:00	0:00:00	0:00:00	0:00:00	1:28:34	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:22:42	0:00:00	0:00:00	63:40:39
426	318.0000	309:49:50	2:04:09	0:28:20	0:04:34	0:00:00	0:00:00	0:00:00	0:00:00	2:11:20	1:06:57	0:00:00	0:00:00	0:00:00	0:00:00	1:56:31	1:37:37	0:00:00	0:00:00	9:29:28
427	182.0000	175:44:41	5:43:45	0:00:00	0:30:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	7:46:48
440	370.3000	363:34:10	2:26:03	0:00:00	0:11:53	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:57:56	0:28:00	0:00:00	0:00:00	0:00:00	0:00:00	2:05:22	0:00:00	0:00:00	6:09:14
441	216.0000	208:44:59	2:23:05	0:44:26	12:35:16	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:23:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	16:06:43
442	289.0000	289:23:28	2:28:33	0:00:00	3:28:30	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:59:17	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:15:16	0:00:00	0:00:00	9:11:36
443	204.0000	200:11:43	1:31:58	0:00:00	36:00:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:42:53	0:00:00	0:00:00	39:14:55
446	217.0000	209:25:21	4:55:46	0:00:00	32:19:06	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	37:14:52
447	219.3000	203:07:47	7:04:22	0:00:00	28:29:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:51:48	0:00:00	0:00:00	36:25:10
480	372.0000	366:45:18	1:01:02	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:01:02
481	324.0000	314:56:52	2:52:23	0:00:00	16:04:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	18:56:45
482	348.0000	335:09:40	7:23:39	0:00:00	0:13:06	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	7:36:45
483	252.0000	243:18:36	6:26:24	0:00:00	26:10:03	0:00:00	0:00:00	0:38:06	0:00:00	0:38:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	33:52:55
484	324.0000	316:06:29	2:18:58	0:00:00	0:12:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:31:01
485	312.0000	297:21:07	4:54:52	0:00:00	7:22:43	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:36:05	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	12:53:40
486	324.0000	319:52:54	2:31:48	0:00:00	60:11:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:54:36	0:00:00	0:00:00	0:00:00	0:00:00	1:39:35	0:00:00	0:00:00	0:00:00	65:17:15
499	10.0000	9:28:55	0:13:41	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:13:41
542	24.0000	21:22:38	1:36:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:36:03
543	241.0000	233:39:37	1:13:38	0:00:00	31:41:58	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:32:44	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	34:28:20
544	243.0000	233:39:39	4:49:14	0:00:00	13:13:24	0:13:13	0:00:00	0:00:00	0:00:00	0:18:55	0:15:30	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	18:50:16
545	234.3000	230:09:13	4:18:37	0:16:34	10:54:54	0:00:00	0:00:00	0:22:25	0:00:00	0:00:00	0:00:00	0:28:17	0:00:00	0:00:00	0:00:00	0:00:00	0:36:17	0:00:00	0:00:00	19:07:04
549	11:59:00	11:59:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
501-PR	10:45:00	11:45:31	0:07:09	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:07:09
Total	14599:22:00	14296:19:38	176:05:24	13:39:30	570:34:47	71:57:29	0:00:00	3:41:03	1:46:14	14:23:53	23:16:37	2:48:32	9:18:51	0:00:00	0:00:00	9:00:13	16:46:56	0:00:00	0:00:00	915:09:29

4/11/2024 - 1:33 PM

# Miles and Engine Hours Driven

Mileage and Engine Hours Driven by Unit (updated in library 3/8/2018)

Date = Previous Month

## Miles and Engine Hours Driven Summary

Year	Unit Number	Miles	Engine Hours
2024	189	7	1
2024	265	0	0
2024	266	3,403	361
2024	267	3,025	279
2024	268	3,133	288
2024	269	2,594	338
2024	270	3,103	333
2024	271	3,074	305
2024	272	2,252	199
2024	273	0	0
2024	274	3,478	364
2024	275	3,599	246
2024	276	0	0
2024	277	2,305	132
2024	278	0	0
2024	279	3,579	252
2024	280	2,187	174
2024	281	3,125	196
2024	282	2,557	0
2024	283	1,700	122
2024	284	3,015	237
2024	285	0	0
2024	286	2,677	158
2024	287	2,023	112



2024	288	86	15
2024	289	2,521	136
2024	290	2,634	166
2024	291	0	0
2024	292	3,015	289
2024	293	3,080	400
2024	294	3,319	335
2024	305	1,298	93
2024	306	2,817	204
2024	354	3,295	430
2024	355	45	6
2024	356	3,216	246
2024	357	1,093	124
2024	358	2,849	345
2024	359	3,065	417
2024	360	2,725	0
2024	361	2,188	259
2024	362	0	0
2024	363	3,254	375
2024	4609	0	0
2024	494	0	0
2024	498	0	0
2024	7509	0	0
2024	7510	0	0
2024	7758	611	27
2024	981	4,627	666
2024	982	4,978	720
2024	983	3,051	357
<b>105248</b>		<b>104,602</b>	<b>9,707</b>

Unit Number: 189

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/13/2024	8,672	7	3/13/2024	334	1	
			<b>7</b>				<b>1</b>

Unit Number: 265

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024		65,000	0		4,821	0	
			<b>0</b>				<b>0</b>

Unit Number: 266

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	90,575	3,403	3/31/2024	8,062	361	
			<b>3,403</b>				<b>361</b>

Unit Number: 267

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	65,557	3,025	3/31/2024	5,639	279	
			<b>3,025</b>				<b>279</b>

Unit Number: 268

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	94,583	3,133	3/31/2024	7,745	288	
			<b>3,133</b>				<b>288</b>

Unit Number: 269

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	88,391	2,594	3/31/2024	8,009	338
			<b>2,594</b>	<b>338</b>		

Unit Number: 270

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	73,368	3,103	3/31/2024	6,482	333
			<b>3,103</b>	<b>333</b>		

Unit Number: 271

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	91,992	3,074	3/31/2024	7,841	305
			<b>3,074</b>	<b>305</b>		

Unit Number: 272

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	66,130	2,252	3/31/2024	5,762	199
			<b>2,252</b>	<b>199</b>		

Unit Number: 273

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/15/2024	53,972	0	3/15/2024	3,967	0
			<b>0</b>	<b>0</b>		

Unit Number: 274

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	85,644	3,478	3/31/2024	7,714	364
			<b>3,478</b>	<b>364</b>		

Unit Number: 275

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	78,812	3,599	3/31/2024	5,013	246
			<b>3,599</b>	<b>246</b>		

Unit Number: 276

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		38,477	0		2,541	0
			<b>0</b>	<b>0</b>		

Unit Number: 277

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	59,475	2,305	3/31/2024	3,795	132
			<b>2,305</b>	<b>132</b>		

Unit Number: 278

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/18/2024	74,433	0	3/18/2024	4,709	0

0

0

Unit Number: 279

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	73,309	3,579	3/31/2024	4,786	252	
			<b>3,579</b>				<b>252</b>

Unit Number: 280

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	75,771	2,187	3/31/2024	5,023	174	
			<b>2,187</b>				<b>174</b>

Unit Number: 281

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	60,215	3,125	3/31/2024	3,801	196	
			<b>3,125</b>				<b>196</b>

Unit Number: 282

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	76,767	2,557	3/21/2024	2,650	0	
			<b>2,557</b>				<b>0</b>

Unit Number: 283

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven

3/1/2024	3/28/2024	53,526	1,700	3/28/2024	3,448	122
			<b>1,700</b>			<b>122</b>

Unit Number: 284

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	71,794	3,015	3/31/2024	4,760	237
			<b>3,015</b>			<b>237</b>

Unit Number: 285

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		54,165	0		3,511	0
			<b>0</b>			<b>0</b>

Unit Number: 286

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	73,696	2,677	3/31/2024	4,882	158
			<b>2,677</b>			<b>158</b>

Unit Number: 287

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/28/2024	55,352	2,023	3/28/2024	3,659	112
			<b>2,023</b>			<b>112</b>

Unit Number: 288

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/26/2024	65,235	86	3/26/2024	5,665	15	
			<b>86</b>				<b>15</b>

Unit Number: 289

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	75,855	2,521	3/31/2024	4,644	136	
			<b>2,521</b>				<b>136</b>

Unit Number: 290

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	70,350	2,634	3/31/2024	5,490	166	
			<b>2,634</b>				<b>166</b>

Unit Number: 291

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024		75,046	0		6,537	0	
			<b>0</b>				<b>0</b>

Unit Number: 292

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	86,903	3,015	3/31/2024	7,302	289	
			<b>3,015</b>				<b>289</b>

Unit Number: 293

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	87,429	3,080	3/31/2024	7,561	400
			<b>3,080</b>	<b>400</b>		

Unit Number: 294

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	85,926	3,319	3/31/2024	7,196	335
			<b>3,319</b>	<b>335</b>		

Unit Number: 305

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/30/2024	65,708	1,298	3/30/2024	1,542	93
			<b>1,298</b>	<b>93</b>		

Unit Number: 306

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	70,089	2,817	3/31/2024	4,508	204
			<b>2,817</b>	<b>204</b>		

Unit Number: 354

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	85,074	3,295	3/31/2024	7,416	430
			<b>3,295</b>	<b>430</b>		



Unit Number: 355

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/1/2024	77,491	45	3/1/2024	7,290	6	
			<b>45</b>				<b>6</b>

Unit Number: 356

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	67,109	3,216	3/31/2024	5,733	246	
			<b>3,216</b>				<b>246</b>

Unit Number: 357

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	78,861	1,093	3/31/2024	6,876	124	
			<b>1,093</b>				<b>124</b>

Unit Number: 358

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	80,706	2,849	3/31/2024	6,741	345	
			<b>2,849</b>				<b>345</b>

Unit Number: 359

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
3/1/2024	3/31/2024	82,691	3,065	3/31/2024	7,156	417	
			<b>3,065</b>				<b>417</b>

Unit Number: 360

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/28/2024	63,387	2,725	3/1/2024	4,693	0
			<b>2,725</b>	<b>0</b>		

Unit Number: 361

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/20/2024	78,478	2,188	3/20/2024	6,813	259
			<b>2,188</b>	<b>259</b>		

Unit Number: 362

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		71,729	0		6,110	0
			<b>0</b>	<b>0</b>		

Unit Number: 363

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	83,578	3,254	3/31/2024	7,248	375
			<b>3,254</b>	<b>375</b>		

Unit Number: 4609

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		150,156	0		164	0

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0

0

Unit Number: 494

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		226	0		44	0
			0			

Unit Number: 498

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		230	0		50	0
			0			

Unit Number: 7509

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024		129,655	0		1,570	0
			0			

Unit Number: 7510

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/17/2024	123,449	0	3/17/2024	429	0
			0			

Unit Number: 7758

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven

3/1/2024	3/15/2024	157,191	611	3/15/2024	394	27
<b>611</b>						<b>27</b>

Unit Number: 981

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	126,593	4,627	3/31/2024	14,925	666
<b>4,627</b>						<b>666</b>

Unit Number: 982

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	133,495	4,978	3/31/2024	14,842	720
<b>4,978</b>						<b>720</b>

Unit Number: 983

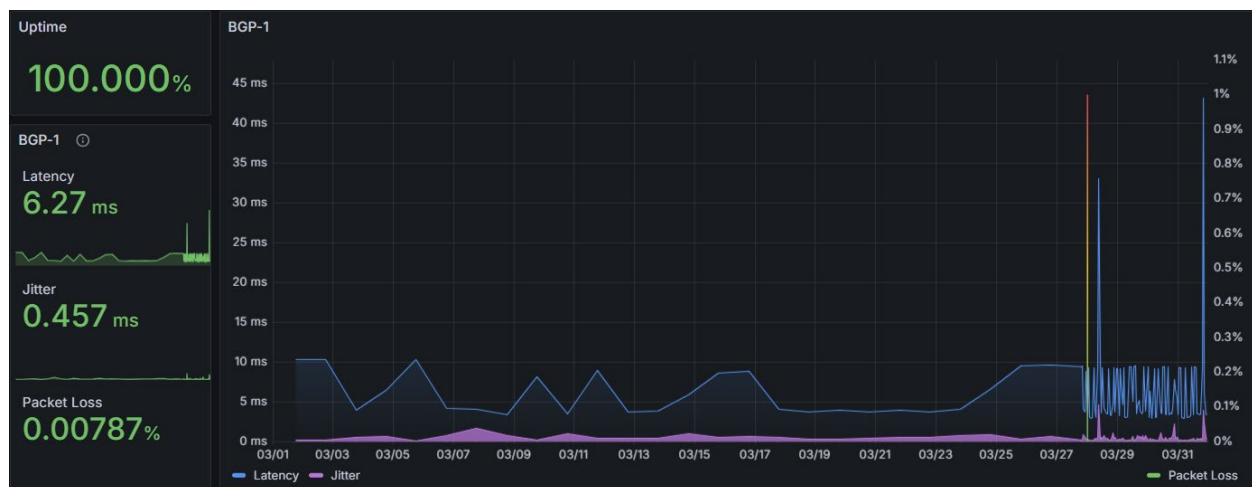
Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
3/1/2024	3/31/2024	120,376	3,051	3/31/2024	12,268	357
<b>3,051</b>						<b>357</b>



## PROJECTS

- Updates were performed on the core network devices. This included some planned down time and alternate connectivity was provided for Communications, Logistics, and Operations for a few hours.
- Instruction was provided at quarterly CE regarding multi-factor authentication and single sign-on processes in addition to general password security.

## NETWORK RELIABILITY

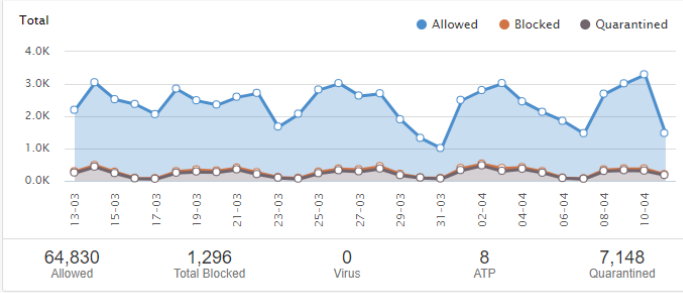




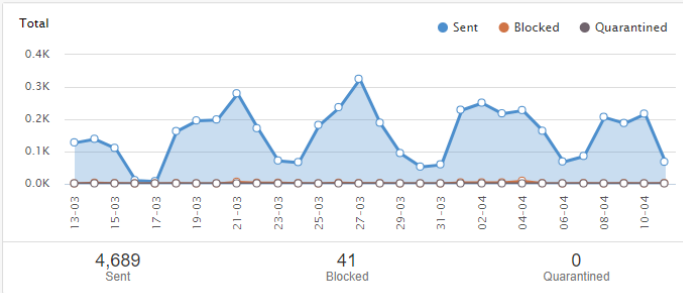
**INFORMATION TECHNOLOGY**  
**04/16/24**  
**REPORTING PERIOD MARCH, 2024**

## CYBERSECURITY/THREAT MITIGATION

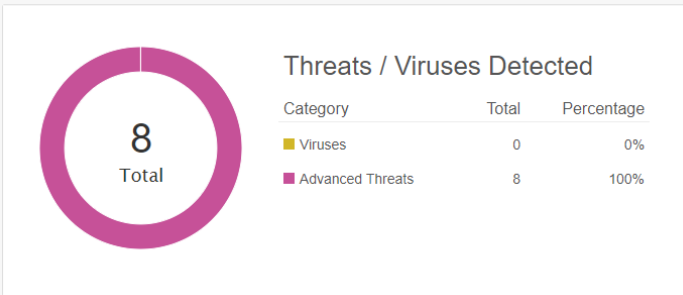
Inbound Email Statistics: Overview



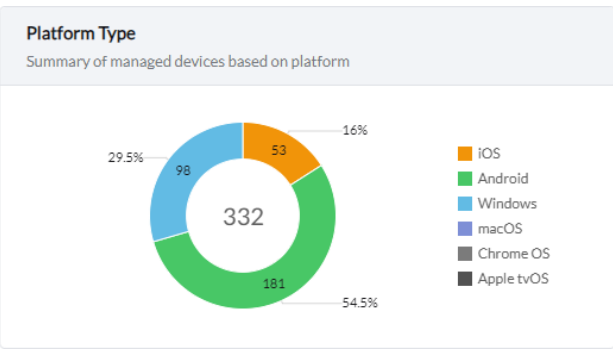
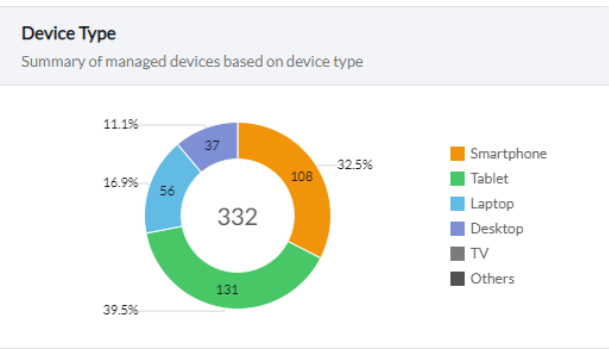
Outbound Email Statistics: Overview



Total Threats / Viruses: Overview



## ENDPOINT MANAGEMENT





**HARRIS COUNTY ESD 11 MOBILE HEALTHCARE**  
**Statement of Activities**  
**MARCH 2024**

	MARCH 2024				YTD 2024			
	Act	Budget	Var. \$	Var. %	Act	Budget	Var. \$	Var. %
Gross Billings	8,864,359	9,415,226	(550,867)	-6%	26,148,533	27,379,352	(1,230,819)	-4%
Billing Adjustments	(7,190,794)	(7,689,921)	499,127	-6%	(21,233,134)	(22,362,902)	1,129,768	-5%
Estimated Bad Debts	-	-	-		-	-	-	
<b>Net Service Revenue</b>	<b>1,673,565</b>	<b>1,725,304</b>	<b>(51,739)</b>	<b>-3%</b>	<b>4,915,398</b>	<b>5,016,450</b>	<b>(101,051)</b>	<b>-2%</b>
Property Tax Revenue	1,816,782	1,794,004	22,778	1%	5,533,470	5,382,013	151,457	3%
Other Revenue	88,265	120,417	(32,151)	-27%	311,752	361,250	(49,498)	-14%
<b>Total Net Revenue</b>	<b>3,578,613</b>	<b>3,639,725</b>	<b>(61,113)</b>	<b>-2%</b>	<b>10,760,620</b>	<b>10,759,713</b>	<b>907</b>	<b>0%</b>
Salaries - Administration	(269,344)	(287,685)	18,341	-6%	(793,602)	(844,020)	50,418	-6%
Salaries - Regular	(974,059)	(954,458)	(19,601)	2%	(2,987,310)	(2,911,518)	(75,792)	3%
Salaries - Ot/Events/Oot	(317,542)	(354,480)	36,938	-10%	(924,878)	(1,039,039)	114,161	-11%
Commissioner Fees	(1,105)	(3,049)	1,944	-64%	(4,665)	(8,951)	4,286	-48%
Salaries - PTO	(110,881)	(109,142)	(1,739)	2%	(288,320)	(319,982)	31,661	-10%
Employee Benefits-Other Paid Leave	(7,922)	(2,972)	(4,950)	167%	(10,044)	(8,886)	(1,158)	13%
Employee Benefits-Insurance	(275,234)	(292,310)	17,076	-6%	(800,886)	(858,070)	57,184	-7%
Employee Benefits-Pension	(177,862)	(183,265)	5,403	-3%	(515,919)	(550,010)	34,091	-6%
Employee Benefits-Other	(3,031)	(3,637)	606	-17%	(9,854)	(10,637)	782	-7%
Payroll Taxes - Fica/Med.	(126,131)	(117,576)	(8,554)	7%	(375,290)	(353,417)	(21,873)	6%
Payroll Taxes - Suta	-	(4,356)	4,356	-100%	(5,819)	(12,735)	6,916	-54%
Workmans Comp Insurance	(37,771)	(54,211)	16,439	-30%	(128,086)	(160,344)	32,258	-20%
<b>Wage Expenses</b>	<b>(2,300,881)</b>	<b>(2,367,140)</b>	<b>66,259</b>	<b>-3%</b>	<b>(6,844,675)</b>	<b>(7,077,608)</b>	<b>232,934</b>	<b>-3%</b>
Maintenance	(44,600)	(38,802)	(5,799)	15%	(149,211)	(116,264)	(32,947)	28%
Supplies-Operations	(73,533)	(98,235)	24,702	-25%	(236,389)	(284,985)	48,596	-17%
Vehicle Related Expenses	(112,446)	(136,077)	23,630	-17%	(348,172)	(401,410)	53,239	-13%
Uniforms	(7,758)	(9,042)	1,284	-14%	(23,082)	(26,444)	3,362	-13%
Utilities	(9,008)	(12,868)	3,860	-30%	(33,558)	(39,061)	5,503	-14%
Occupancy	(9,000)	(10,000)	1,000	-10%	(27,000)	(30,000)	3,000	-10%
Other Direct Expenses	(6,321)	(906)	(5,415)	598%	(6,685)	(2,655)	(4,030)	152%
<b>Direct Expenses</b>	<b>(262,666)</b>	<b>(305,929)</b>	<b>43,264</b>	<b>-14%</b>	<b>(824,097)</b>	<b>(900,819)</b>	<b>76,722</b>	<b>-9%</b>
Contracted Service	(167,029)	(189,641)	22,612	-12%	(470,195)	(500,129)	29,934	-6%
Marketing & Public Relationship	(6,398)	(8,697)	2,299	-26%	(15,730)	(25,529)	9,799	-38%
Employee Expense	(6,701)	(11,057)	4,356	-39%	(24,846)	(33,280)	8,435	-25%
Supplies & Equipment	(23,721)	(28,874)	5,153	-18%	(79,127)	(90,214)	11,088	-12%
Insurance	(69,830)	(69,935)	105	0%	(209,490)	(205,293)	(4,197)	2%
Legal Expenses	(60,120)	(42,951)	(17,169)	40%	(174,450)	(128,853)	(45,597)	35%
Appraisal District	(17,531)	(11,899)	(5,632)	47%	(49,462)	(34,792)	(14,670)	42%
Tax Assessor Collection Fee	-	(8,229)	8,229	-100%	(77,969)	(24,060)	(53,908)	224%
Commissioner Expenses	(636)	(6,421)	5,785	-90%	(636)	(6,421)	5,785	-90%
Notice Fee	-	(1,500)	1,500	-100%	(3,000)	(4,500)	1,500	-33%
Travel	(3,872)	(4,113)	242	-6%	(10,520)	(21,953)	11,433	-52%
Interest Expense	(100,834)	(100,373)	(461)	0%	(302,502)	(294,644)	(7,858)	3%
Others	(46,176)	(41,748)	(4,428)	11%	(165,112)	(105,116)	(59,996)	57%
<b>General &amp; Admin Expenses</b>	<b>(502,847)</b>	<b>(525,439)</b>	<b>22,592</b>	<b>-4%</b>	<b>(1,583,038)</b>	<b>(1,474,785)</b>	<b>(108,253)</b>	<b>7%</b>
<b>Total Expenses</b>	<b>(3,066,393)</b>	<b>(3,198,508)</b>	<b>132,115</b>	<b>-4%</b>	<b>(9,251,810)</b>	<b>(9,453,212)</b>	<b>201,402</b>	<b>-2%</b>
Depreciation & Other Expenses	(228,443)	(228,443)	0	0%	(670,240)	(670,240)	(0)	0%
Asset Disposition Gain/Loss	-	-	-		-	-	-	
Gain/Loss On Investments	77,938	67,000	10,938	16%	229,646	201,200	28,446	14%
<b>Retained Earnings</b>	<b>361,715</b>	<b>279,774</b>	<b>81,941</b>	<b>29%</b>	<b>1,068,216</b>	<b>837,461</b>	<b>230,755</b>	<b>28%</b>
<b>EBITDA (before interests expense)</b>	<b>690,992</b>	<b>608,590</b>	<b>82,401</b>	<b>14%</b>	<b>2,040,958</b>	<b>1,802,344</b>	<b>238,613</b>	<b>13%</b>



**HARRIS COUNTY ESD 11 MOBILE HEALTHCARE**  
**Statement of Financial Position**  
**MARCH 2024**

	Actual	2022	2021	2020	2019
<b>Assets</b>					
Cash	(378,175)	8,522,708	9,054,551	17,873,197	8,321,223
Investment	16,942,677	8,413,313	7,052,658	8,683,252	8,636,558
Prepaid Expenses	1,426,276	1,296,403	1,246,795	-	-
Accounts Receivable - Patients Accounts	10,466,479	8,117,105	4,229,014	-	-
Accounts Receivable - Property Tax	1,731,835	10,571,277	11,842,781	17,014,974	14,545,883
Accounts Receivable - Others	1,000,000	2,272,131	51,531	3,818	8,060
Inventory	511,714	550,444	453,320	-	-
Fixed Assets	67,742,866	66,206,689	53,773,065	9,290,855	7,569,583
Accumulated Depreciation	(9,718,441)	(6,798,162)	(5,471,163)	(4,304,520)	(3,418,892)
<b>Total Assets</b>	<b>89,725,232</b>	<b>99,151,908</b>	<b>82,232,552</b>	<b>48,561,576</b>	<b>35,662,415</b>
<b>Liabilities</b>					
Accounts Payable	(58,564)	(2,510,543)	(3,635,962)	(201,918)	(11,568)
Accrued Interest Payable	(88,349)	(444,767)	(294,273)	(6,857)	(11,685)
Other Current Liability	(1,912,909)	37,381	(2,213,400)	-	(49,994)
Short Term Debt	(4,603,256)	(4,507,269)	(3,341,420)	(705,728)	(200,105)
Long Term Debt	(46,975,151)	(55,544,583)	(39,891,852)	(8,733,272)	(939,000)
Other Long Term Liability	-	-	-	-	(215,824)
Deferred Inflows of Property Tax	(17,166,092)	(19,342,293)	(18,672,106)	(18,101,430)	(17,833,091)
<b>Total Liabilities</b>	<b>(70,804,322)</b>	<b>(82,312,074)</b>	<b>(68,049,013)</b>	<b>(27,749,205)</b>	<b>(19,261,267)</b>
<b>Equities</b>					
Net investment in Capital Assets	(6,446,018)	639,727	(6,328,118)	(3,978,586)	(2,745,768)
Fund Unrestricted	(12,474,892)	(17,479,561)	(7,855,421)	(16,833,785)	(13,655,380)
<b>Total Equities</b>	<b>(18,920,910)</b>	<b>(16,839,834)</b>	<b>(14,183,539)</b>	<b>(20,812,371)</b>	<b>(16,401,148)</b>
<b>Total Liabilities &amp; Equities</b>	<b>(89,725,232)</b>	<b>(99,151,908)</b>	<b>(82,232,552)</b>	<b>(48,561,576)</b>	<b>(35,662,415)</b>





## HARRIS COUNTY ESD 11 MOBILE HEALTHCARE Investment Report

Prepared for the reporting period ("Period") from **3/1/2024** to **3/31/2024**

<i>Investment Pools</i>	Rate	Beginning Value for Period			Interest Earned for Period	Deposits or (Withdrawals)	Ending Value for Period		
		Book	N.A.V.	Market			Book	N.A.V.	Market
TexPool - Operations	5.3161%	\$16,480,749	1.00000	\$16,480,749	\$ 71,699	\$ (1,000,000)	\$15,552,448	1.000000	\$15,552,448
TexPool - Capital Imp	5.3161%	\$ 680,793	1.00000	680,793	3,074	-	683,867	1.000000	683,867
TexPool - Loan Restricted Reserve	5.3161%	698,638	1.00000	698,638	3,154	-	701,792	1.000000	701,792

**5.3161% \$17,860,179 1.00000 \$17,860,179 \$ 77,927 \$ (1,000,000) \$16,938,107 1.00 \$16,938,107**

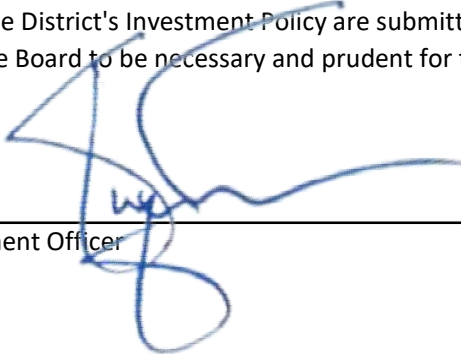
**Compliance Statement.**

The investments (reported on above) for the Period are in compliance with the investment strategy expressed in the District's Investment Policy.

**Review.**

This report and the District's Investment Policy are submitted to the Board for its review and to make any changes thereto as determined by the Board to be necessary and prudent for the management of District funds.

**Signature:**

  
 \_\_\_\_\_  
 Investment Officer



## HARRIS COUNTY ESD 11 MOBILE HEALTHCARE

### Debt Statement

MARCH 2024

Bank	Loan Purpose	Loan Interest Rate	Loan Amount	Principal Paid	Loan Balance	FY24 Principal Due	FY24 Interest Due	FY24 Total Due	2024 Paid Principal	2024 Paid Interest	2024 Paid Total	2024 Remaining Principal Due	2024 Remaining Interest Due	2024 Total Remaining Due
Trustmark	Construction of station 513	2.710%	1,616,138	1,422,731	193,407	223,373	6,740	230,112	110,999	4,057	115,056	112,373	2,683	115,056
Amegy	Stuebner Airline Property	1.580%	8,500,000	1,550,000	6,950,000	525,000	109,810	634,810		54,905	54,905	525,000	54,905	579,905
Amegy / Zion	Phase I Construction	2.420%	20,000,000	3,440,000	16,560,000	1,175,000	414,970	1,589,970	1,175,000	214,531	1,389,531	-	200,439	200,439
Region	Ambulances Purchase	1.360%	14,500,000	4,635,000	9,865,000	1,565,000	144,806	1,709,806	1,565,000	77,724	1,642,724	-	67,082	67,082
Signature	Phase II Construction	2.379%	11,700,000	1,330,000	10,370,000	675,000	254,731	929,731	675,000	131,380	806,380	-	123,351	123,351
ZMFU II/Zion	Real Estate Improvement	3.240%	8,500,000	860,000	7,640,000	440,000	253,878	693,878	440,000	130,492	570,492	-	123,386	123,386
<b>Total</b>			<b>64,816,138</b>	<b>13,237,731</b>	<b>51,578,407</b>	<b>4,603,373</b>	<b>1,184,935</b>	<b>5,788,307</b>	<b>3,965,999</b>	<b>613,088</b>	<b>4,579,088</b>	<b>637,373</b>	<b>571,846</b>	<b>1,209,220</b>

### 2024 Debt Payment Schedule by Due Date

Bank	Loan Purpose		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	FY 2024
Trustmark	Construction of station 513	Principal			110,999						112,373				223,373
		Interest			4,173						2,683				
Amegy	Stuebner Airline Property	Principal										525,000			525,000
		Interest				54,905						54,905			
Amegy / Zion	Phase I Construction	Principal			1,175,000										1,175,000
		Interest			214,594						200,376				
Region	Ambulances Purchase	Principal			1,565,000										1,565,000
		Interest			77,724						67,082				
Signature	Phase II Construction	Principal			675,000										675,000
		Interest			131,380						123,351				
ZMFU II/Zion	Real Estate Improvement	Principal			440,000										440,000
		Interest			130,492						123,386				
<b>Total</b>			-	-	<b>4,524,362</b>	<b>54,905</b>	-	-	-	-	<b>629,251</b>	<b>579,905</b>	-	-	<b>5,788,423</b>

As some of loan payments are due on the first day of the month, the same payments are therefore computed one month in advance in Debt Statement to meet the due date.