



## EXECUTIVE SUMMARY

09/24/2024

AUGUST 2024

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### PEOPLE OPERATIONS

- Voluntary Turnover
  - Industry: 8%
  - ESD11 Benchmark: 2%
  - August 2024: 1.13%

### PATIENT EXPERIENCE REPORT

- Survey Score
  - National Database Mean Score: 93.5%
  - ESD11 Benchmark: 90%
  - August 2024: 92.37%

### OPERATIONS

- Mutual Aid
  - Benchmark: More given than received
  - August 2024: 11 Given, 5 Received
- Transports
  - Benchmark: 70%
  - August 2024: 68%
- Compliance
  - Benchmark: 85%
  - August 2024: 86%
- *Request exceptions for declared disasters*



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### CLINICAL

- Lights & Sirens
  - AimHi: <30%
  - ESD11 Benchmark: <30%
  - August 2024:
    - Responding: 50.6%
    - Transporting: 5.7%
- Clinical Metrics
  - 14/19 benchmarks met
    - Missed:
      - Appropriate 12 lead interpretation for patient suspected of STEMI (10/12 patients)
      - Aspirin administration for patients suspected of STEMI (12/14 patients)
      - Adequate preoxygenation prior to patients receiving a paralytic (2/3 patients)
      - Sedation provided post patients receiving a paralytic and ET tube/SGA placement (2/3 patients)
      - Scene time less than 15 minutes for trauma activation (7/12 patients)

### FLEET

- Lost Unit Hours Due to Mechanical
  - ESD11 Benchmark: <100 Hours
  - August 2024: 47:24:10

### IT

- Reliability
  - ESD11 Benchmark: 99.9%
  - August 2024: 99.9%

### SAFETY

*Awaiting AimHi Data*



## PEOPLE OPERATIONS

09/24/2024

AUGUST 2024

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### PROMOTIONS

- Zachary Evenbly, ICP
- Tinton Gunn, Paramedic
- Juliana Hillman, Paramedic
- Douglas Kellner, Paramedic
- Spencer Kosler, Paramedic
- Chance Marusa, Paramedic
- Bishop Miller, Paramedic
- Summer Miller, Paramedic
- Adam Reschkovsky, ICP

### TURNOVER

1.13% voluntary turnover

- PT In Charge - could not meet requirements
- Dispatcher - health concerns
- Logistics Technician - personal reasons

### INJURIES

- 0 hours lost, In Charge Paramedic, right finger fracture, drawer slam
- 192 hours lost, In Charge Paramedic, hip contusion, injury while lifting patient

# Harris County Emergency Services District No11

Spring, TX

Client 2805



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## Patient Experience Report

August 01, 2024 to August 31, 2024

Division:

Your Score

**92.37**

Your Patients in this Report

**54**

Total Patients in this Report

**5800**

Total EMS Organizations

**239**



## Executive Summary

Your overall score for the period selected is **92.37**, a difference of **+92.37**, compared to your score from the previous year, **0**.

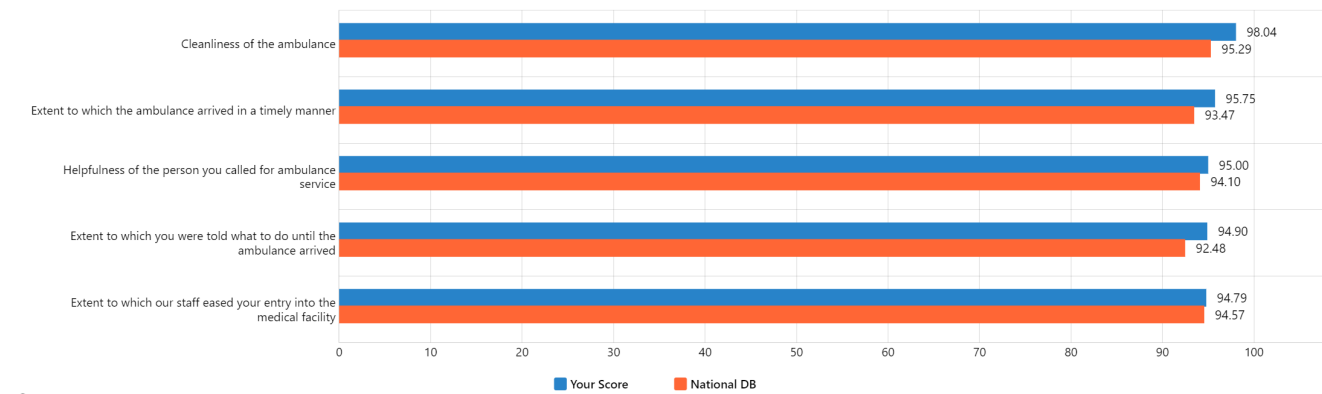
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **79%**.

In addition, your rolling **12-** month score of **94.72** is a difference of **+1.02** from the national database score of **93.70**.

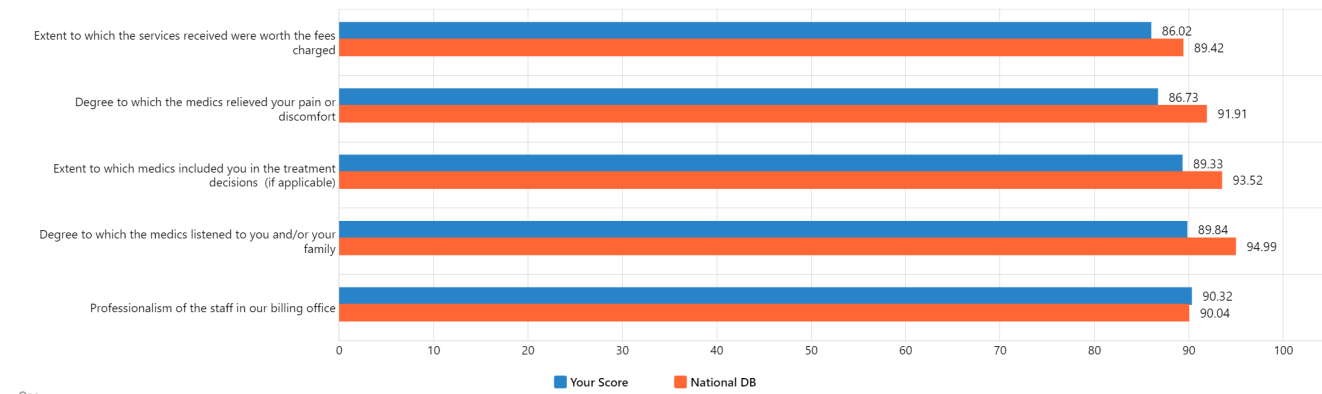
When compared to all organizations in the national database, your score of **94.72** is ranked **23rd**.

## Highest and Lowest Scores

### 5 Highest Scores



### 5 Lowest Scores

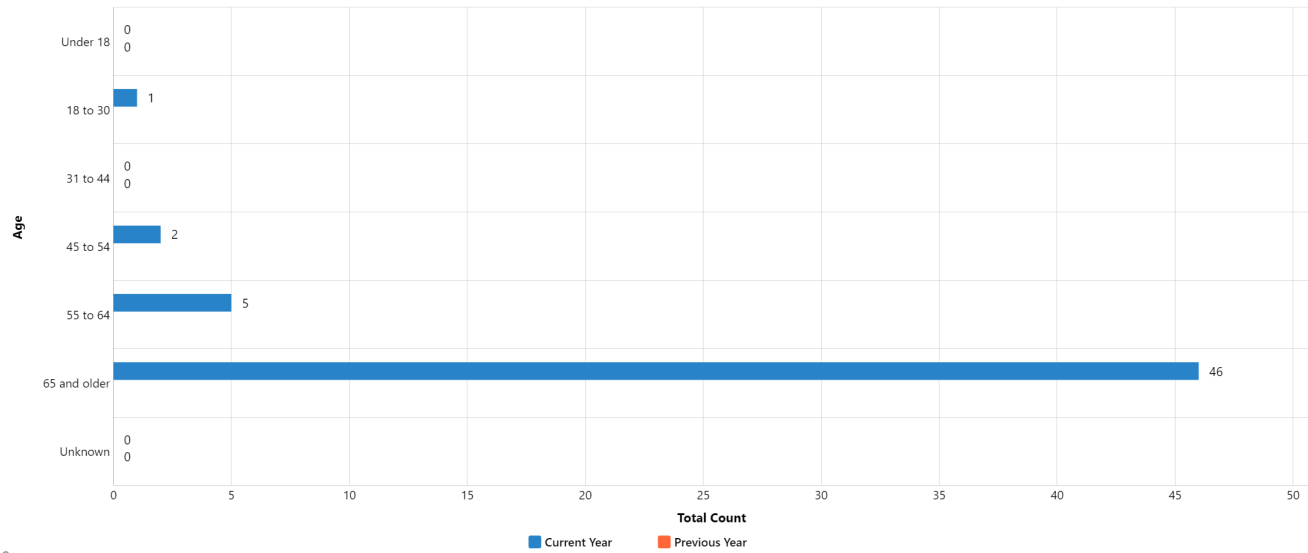




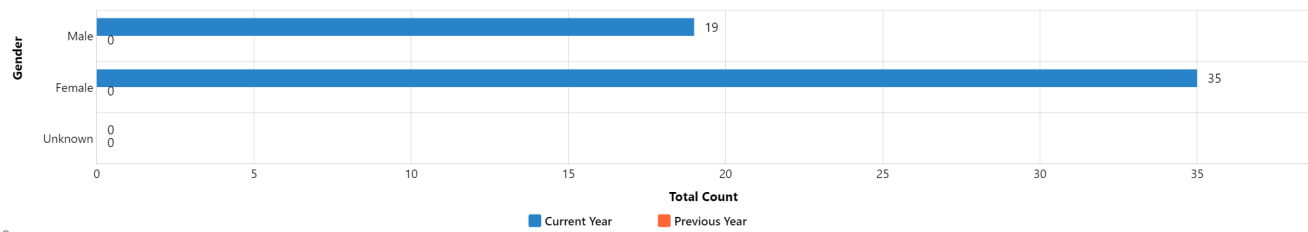
## Demographics

— This report provides basic information about the patients age and gender.

### Age Score



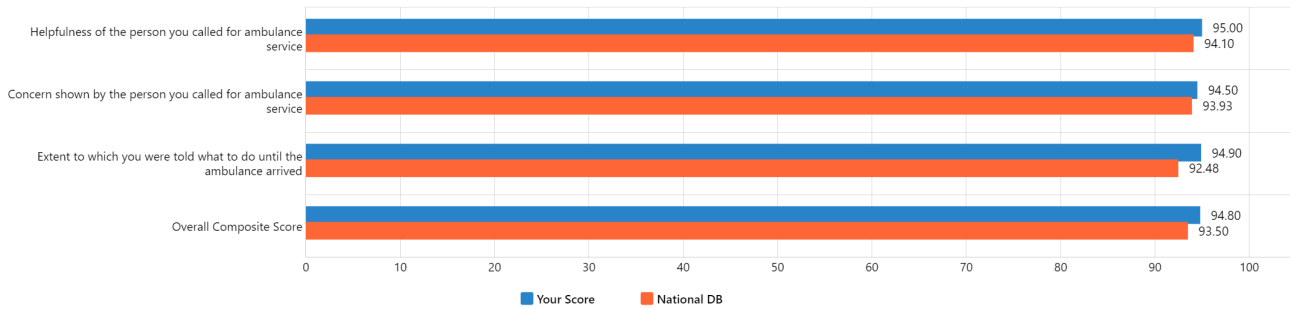
### Gender Scores





## Dispatch Composite

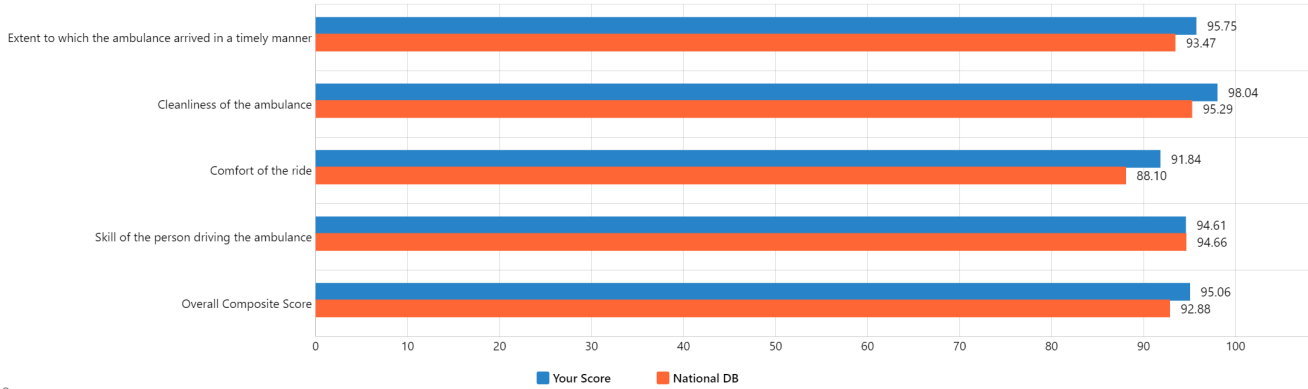
This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





## Ambulance Composite

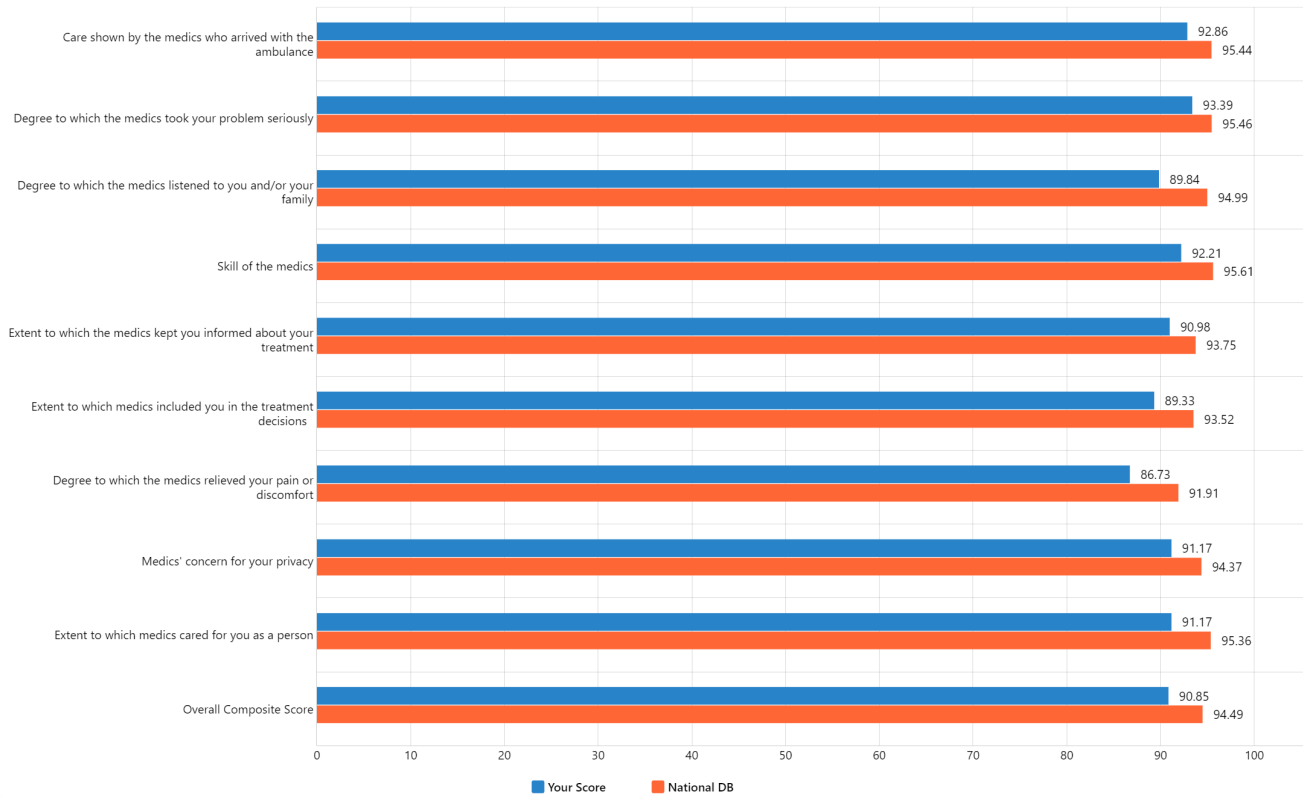
This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





## Medic Composite

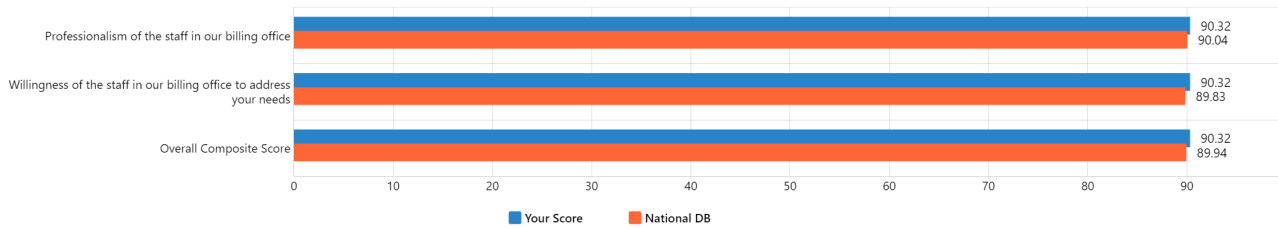
This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





## Billing Office Staff Composite

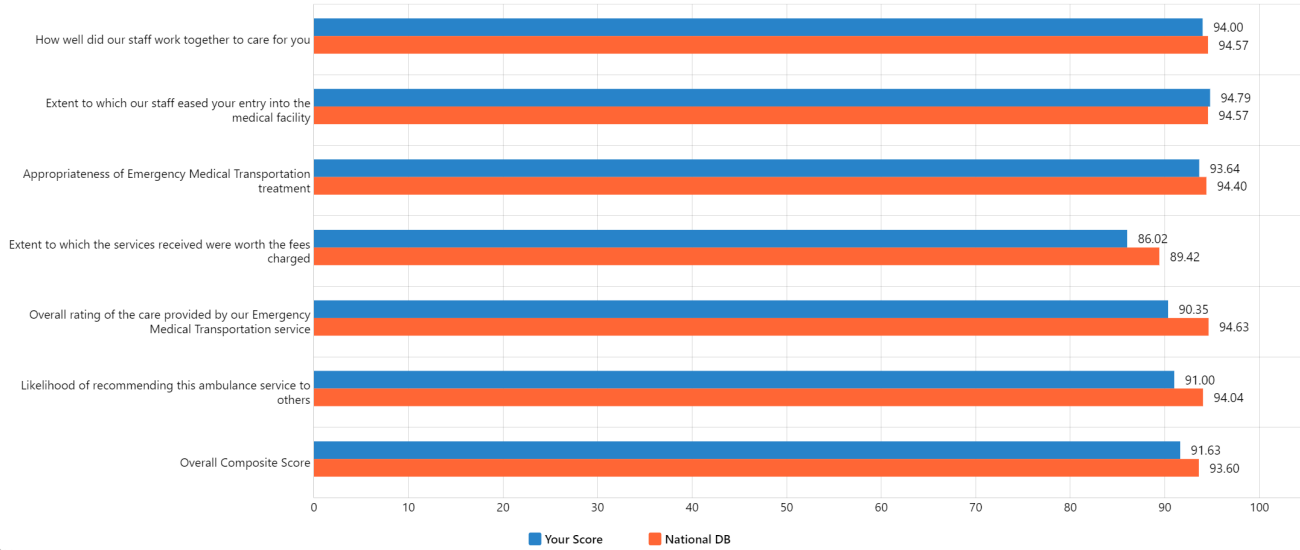
This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





## 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.



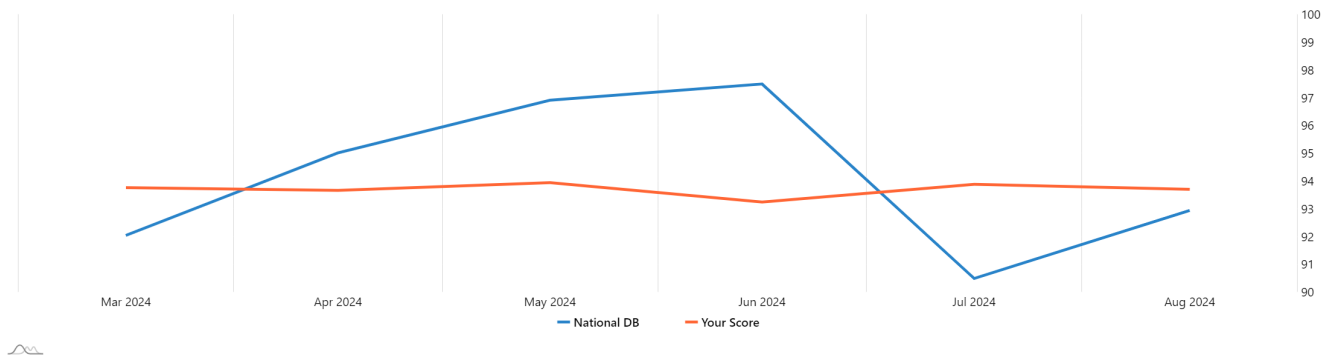


### Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Cleanliness of the ambulance	98.04	0.00	+98.04	95.36
Extent to which the ambulance arrived in a timely manner	95.75	0.00	+95.75	93.49
Helpfulness of the person you called for ambulance service	95.00	0.00	+95.00	94.08
Extent to which you were told what to do until the ambulance arrived	94.90	0.00	+94.90	92.48
Extent to which our staff eased your entry into the medical facility	94.79	0.00	+94.79	94.57
Skill of the person driving the ambulance	94.61	0.00	+94.61	94.69
Concern shown by the person you called for ambulance service	94.50	0.00	+94.50	93.90
How well did our staff work together to care for you	94.00	0.00	+94.00	94.57
Appropriateness of Emergency Medical Transportation treatment	93.64	0.00	+93.64	94.40
Degree to which the medics took your problem seriously	93.39	0.00	+93.39	95.49



### Monthly Overall Survey Score





## Monthly Breakdown

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

	Aug 2024
Helpfulness of the person you called for ambulance service	95.00
Concern shown by the person you called for ambulance service	94.50
Extent to which you were told what to do until the ambulance arrived	94.90
Extent to which the ambulance arrived in a timely manner	95.75
Cleanliness of the ambulance	98.04
Comfort of the ride	91.84
Skill of the person driving the ambulance	94.61
Care shown by the medics who arrived with the ambulance	92.86
Degree to which the medics took your problem seriously	93.39
Degree to which the medics listened to you and/or your family	89.84
Skill of the medics	92.21
Extent to which the medics kept you informed about your treatment	90.98
Extent to which medics included you in the treatment decisions (if applicable)	89.33
Degree to which the medics relieved your pain or discomfort	86.73
Medics' concern for your privacy	91.17
Extent to which medics cared for you as a person	91.17
Professionalism of the staff in our billing office	90.32
Willingness of the staff in our billing office to address your needs	90.32



	<b>Aug 2024</b>
How well did our staff work together to care for you	94.00
Extent to which our staff eased your entry into the medical facility	94.79
Appropriateness of Emergency Medical Transportation treatment	93.64
Extent to which the services received were worth the fees charged	86.02
Overall rating of the care provided by our Emergency Medical Transportation service	90.35
Likelihood of recommending this ambulance service to others	91.00
Respondents	54
<b>Overall Score</b>	<b>92.37</b>



## 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	National DB % Very Good
<b>Overall Company Total</b>	19	7	32	182	882	79%	76%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
<b>Medic</b>	12	4	10	75	324	76%	82%
Degree to which the medics took your problem seriously	1	1	0	6	41	84%	85%
Medics' concern for your privacy	1	0	1	11	35	73%	81%
Degree to which the medics relieved your pain or discomfort	3	0	2	8	32	71%	75%
Care shown by the medics who arrived with the ambulance	0	0	3	8	38	78%	84%
Extent to which medics cared for you as a person	1	0	1	11	35	73%	85%
Skill of the medics	1	1	0	8	38	79%	84%
Extent to which medics included you in the treatment decisions (if applicable)	2	1	0	7	32	76%	80%
Degree to which the medics listened to you and/or your family	2	0	2	8	37	76%	84%
Extent to which the medics kept you informed about your treatment	1	1	1	8	36	77%	80%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
<b>Ambulance</b>	0	0	6	28	170	83%	76%
Skill of the person driving the ambulance	0	0	2	7	42	82%	81%
Comfort of the ride	0	0	3	10	36	73%	67%
Extent to which the ambulance arrived in a timely manner	0	0	1	7	45	85%	77%
Cleanliness of the ambulance	0	0	0	4	47	92%	82%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
<b>Overall Experience</b>	7	1	10	42	222	78%	79%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Likelihood of recommending this ambulance service to others	2	0	3	3	39	83%	82%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	2	7	38	78%	82%
Extent to which our staff eased your entry into the medical facility	0	0	1	8	39	81%	81%
Extent to which the services received were worth the fees charged	2	1	2	8	28	68%	70%
Appropriateness of Emergency Medical Transportation treatment	1	0	0	8	38	81%	81%
How well did our staff work together to care for you	0	0	2	8	40	80%	81%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
<b>Billing Office Staff</b>	0	2	4	10	46	74%	66%
Professionalism of the staff in our billing office	0	1	2	5	23	74%	66%
Willingness of the staff in our billing office to address your needs	0	1	2	5	23	74%	66%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
<b>Dispatch</b>	0	0	2	27	120	80%	77%
Concern shown by the person you called for ambulance service	0	0	0	11	39	78%	78%
Extent to which you were told what to do until the ambulance arrived	0	0	1	8	40	82%	76%
Helpfulness of the person you called for ambulance service	0	0	1	8	41	82%	79%



## 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

### Dispatch Composite

	Client Score	Change	Last Period	Total Score
Helpfulness of the person you called for ambulance service	95.00	+95.00	0.00	94.10
Concern shown by the person you called for ambulance service	94.50	+94.50	0.00	93.93
Extent to which you were told what to do until the ambulance arrived	94.90	+94.90	0.00	92.48
Overall Composite Score	94.80	+94.80	0.00	93.50

### Ambulance Composite

	Client Score	Change	Last Period	Total Score
Extent to which the ambulance arrived in a timely manner	95.75	+95.75	0.00	93.47
Cleanliness of the ambulance	98.04	+98.04	0.00	95.29
Comfort of the ride	91.84	+91.84	0.00	88.10
Skill of the person driving the ambulance	94.61	+94.61	0.00	94.66
Overall Composite Score	95.06	+95.06	0.00	92.88

### Medic Composite

	Client Score	Change	Last Period	Total Score
Care shown by the medics who arrived with the ambulance	92.86	+92.86	0.00	95.44
Degree to which the medics took your problem seriously	93.39	+93.39	0.00	95.46
Degree to which the medics listened to you and/or your family	89.84	+89.84	0.00	94.99
Skill of the medics	92.21	+92.21	0.00	95.61
Extent to which the medics kept you informed about your treatment	90.98	+90.98	0.00	93.75
Extent to which medics included you in the treatment decisions (if applicable)	89.33	+89.33	0.00	93.52
Degree to which the medics relieved your pain or discomfort	86.73	+86.73	0.00	91.91
Medics' concern for your privacy	91.17	+91.17	0.00	94.37
Extent to which medics cared for you as a person	91.17	+91.17	0.00	95.36
Overall Composite Score	90.85	+90.85	0.00	94.49

### Billing Office Staff Composite

	Client Score	Change	Last Period	Total Score
Professionalism of the staff in our billing office	90.32	+90.32	0.00	90.04



	Client Score	Change	Last Period	Total Score
Willingness of the staff in our billing office to address your needs	90.32	+90.32	0.00	89.83
<b>Overall Composite Score</b>	<b>90.32</b>	<b>+90.32</b>	<b>0.00</b>	<b>89.94</b>

**Overall Experience Composite**

	Client Score	Change	Last Period	Total Score
How well did our staff work together to care for you	94.00	+94.00	0.00	94.57
Extent to which our staff eased your entry into the medical facility	94.79	+94.79	0.00	94.57
Appropriateness of Emergency Medical Transportation treatment	93.64	+93.64	0.00	94.40
Extent to which the services received were worth the fees charged	86.02	+86.02	0.00	89.42
Overall rating of the care provided by our Emergency Medical Transportation service	90.35	+90.35	0.00	94.63
Likelihood of recommending this ambulance service to others	91.00	+91.00	0.00	94.04
<b>Overall Composite Score</b>	<b>91.63</b>	<b>+91.63</b>	<b>0.00</b>	<b>93.60</b>



## 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.

<b>Medic</b>	<b>Your Score</b>	<b>Total DB</b>
Degree to which the medics relieved your pain or discomfort	86.43	91.09
Extent to which medics included you in the treatment decisions (if applicable)	89.68	92.73
Medics' concern for your privacy	90.98	93.73
Extent to which medics cared for you as a person	90.98	94.65
Degree to which the medics listened to you and/or your family	89.63	94.23
Degree to which the medics took your problem seriously	93.25	94.73
Skill of the medics	92.04	95.01
Care shown by the medics who arrived with the ambulance	92.71	94.78
Extent to which the medics kept you informed about your treatment	91.33	93.06

<b>Dispatch</b>	<b>Your Score</b>	<b>Total DB</b>
Extent to which you were told what to do until the ambulance arrived	94.79	91.72
Concern shown by the person you called for ambulance service	94.90	93.32
Helpfulness of the person you called for ambulance service	94.90	93.41

<b>Ambulance</b>	<b>Your Score</b>	<b>Total DB</b>
Cleanliness of the ambulance	98.00	94.80
Extent to which the ambulance arrived in a timely manner	95.67	92.78
Comfort of the ride	91.67	87.20
Skill of the person driving the ambulance	94.50	94.04

<b>Billing Office Staff</b>	<b>Your Score</b>	<b>Total DB</b>
Willingness of the staff in our billing office to address your needs	90.00	89.26
Professionalism of the staff in our billing office	90.00	89.47

<b>Overall Experience</b>	<b>Your Score</b>	<b>Total DB</b>
How well did our staff work together to care for you	93.88	93.95
Extent to which the services received were worth the fees charged	85.68	88.46
Extent to which our staff eased your entry into the medical facility	94.68	93.87
Likelihood of recommending this ambulance service to others	90.80	93.23
Overall rating of the care provided by our Emergency Medical Transportation service	90.15	93.89
Appropriateness of Emergency Medical Transportation treatment	93.50	93.69



## Benchmark Comparison By Question

	Your Score	Texas
Appropriateness of Emergency Medical Transportation treatment	93.64	94.79
Care shown by the medics who arrived with the ambulance	92.86	96.40
Cleanliness of the ambulance	98.04	96.49
Comfort of the ride	91.84	90.16
Concern shown by the person you called for ambulance service	94.50	94.98
Degree to which the medics listened to you and/or your family	89.84	95.38
Degree to which the medics relieved your pain or discomfort	86.73	92.88
Degree to which the medics took your problem seriously	93.39	96.03
Extent to which medics cared for you as a person	91.17	95.72
Extent to which medics included you in the treatment decisions (if applicable)	89.33	93.80
Extent to which our staff eased your entry into the medical facility	94.79	95.23
Extent to which the ambulance arrived in a timely manner	95.75	95.60
Extent to which the medics kept you informed about your treatment	90.98	94.33
Extent to which the services received were worth the fees charged	86.02	89.70
Extent to which you were told what to do until the ambulance arrived	94.90	93.96
Helpfulness of the person you called for ambulance service	95.00	95.09
How well did our staff work together to care for you	94.00	95.39
Likelihood of recommending this ambulance service to others	91.00	94.96
Medics' concern for your privacy	91.17	94.89
Overall rating of the care provided by our Emergency Medical Transportation service	90.35	95.00
Professionalism of the staff in our billing office	90.32	90.79
Skill of the medics	92.21	96.21
Skill of the person driving the ambulance	94.61	95.38
Willingness of the staff in our billing office to address your needs	90.32	90.09
<b>Overall Score</b>	<b>92.20</b>	<b>94.30</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	National DB
NUMBER OF ORGANIZATIONS IN COMPARE GROUP		239
MINIMUM SCORE	70.26	1.00
MAXIMUM SCORE	100.00	100.00
MEAN SCORE	92.93	93.50
YOUR PERCENTILE		64th
YOUR RANK		30

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.

# OPERATIONS REPORT AUGUST 2024

## AUGUST OPS SUMMARY

RESPONSES	INCIDENTS	LIGHTS & SIRENS RESPONSE		COMPLIANCE	Scheduled Unit Hours	Actual UH	Lost Unit Hours	HH:MM:SS <= Level 7	
		AVG Priority 1	AVG Priority 2		15518	14260.75		80:14:00	
<b>4967</b> <small>2024 vs. 2023</small> 113	<b>5830</b> <small>2024 vs. 2023</small> 148	<b>8:10:27</b> GOAL <10:00	<b>8:46:56</b> GOAL <15:00	<div style="background-color: #e0f7fa; padding: 10px; text-align: center;"> <b>86%</b>                      GOAL                      85%                 </div>	Scheduled vs. Actual (1257.25)		<b>765:26:18</b>	11.00%	
TRANSPORTS	TRANSPORT %	LOW ACUITY / NO LIGHTS & SIRENS			CALL OFF	AVG AMBULANCES PER DAY/PEAK HOURS		AVG UHU SHIFT	AVG UHU TRANS
<b>3362</b> <small>2024 vs. 2023</small> 94	<b>68%</b>	<b>10:05:50</b> GOAL <15:00	<b>13:25:48</b> GOAL <20:00	<b>61</b> Call-Off Hours 914.00	<b>23</b>	<b>24'S</b> 0.33    0.20			
						<b>PEAK</b> 0.49    0.28			
VESTA Calls	10-Digit Lines	MUTUAL AID							
<b>4972</b>	<b>2665</b>	GIVEN 11 RECEIVED 5							

# OPERATIONS REPORT AUGUST 2024

## EXECUTIVE SUMMARY:

We responded to **4967** calls in August, that is a **4%** increase in responses compared to August 23.

- Avg responses per day was 160.
- Avg transport per day 108.

## OPERATIONS REPORT:

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

COMPLIANCE		
Month	2023	2024
August	88%	87%

- Avg response times can be found below.

AVG RESPONSE TIMES			
Lights & Sirens		No Lights & Sirens	
P1	P2	P3	P4
≤10:00	≤15:00	≤15:00	≤20:00
0:08:10	0:08:47	0:10:06	0:13:25

*\*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 ESDII 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\**

- Our medic crews responded to **4967** calls.
- This was a **2.33%** increase compared to August 2023.
- Compared to the previous month responses decreased by **12%**

RESPONSES				
Month	2023	2024	DIFF	%
July	4854	4967	113	2.33%
COMPARED TO PREVIOUS MONTH				
July/Aug	5561	4967	594	-12%

## OPERATIONS REPORT AUGUST 2024

- Our crews transported **3362** patients to the hospital.
- This was **13%** over the previous year or an average of 108 transports per day.
- Transports decreased by **12%** compared to July

TRANSPORTS				
Month	2023	2024	Diff	% Diff
August	3268	3362	94	3%
COMPARED TO PREVIOUS MONTH				
July/August	3362	3758	396	-12%

# OPERATIONS REPORT AUGUST 2024

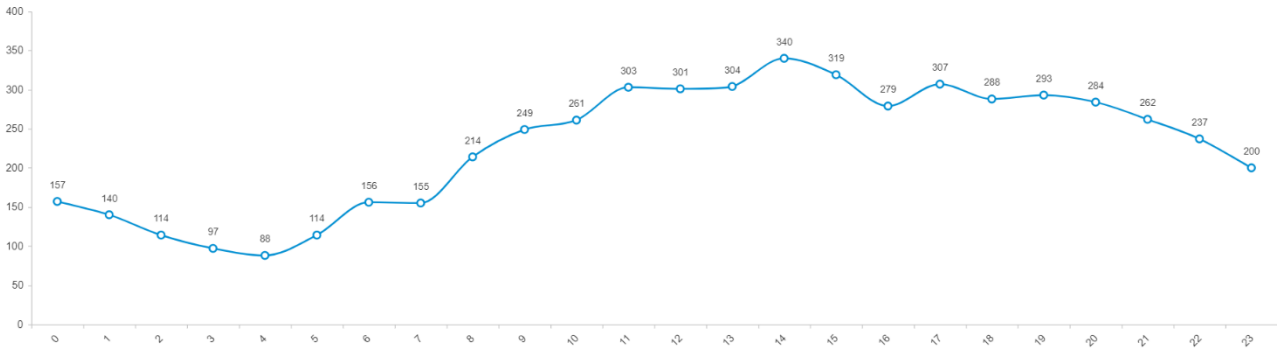


Figure 1 Responses by Time Of Day (TOD)

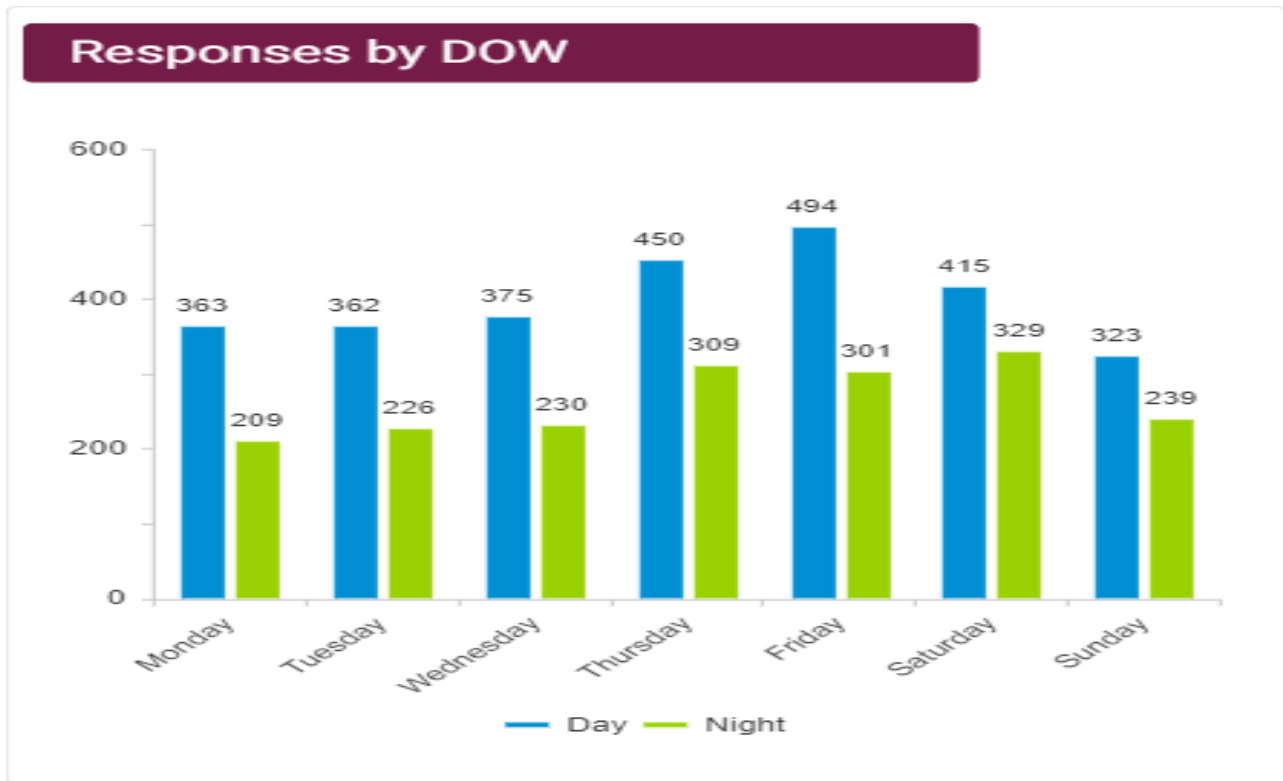


Figure 2 Responses by Day Of Week (DOW)

# OPERATIONS REPORT AUGUST 2024

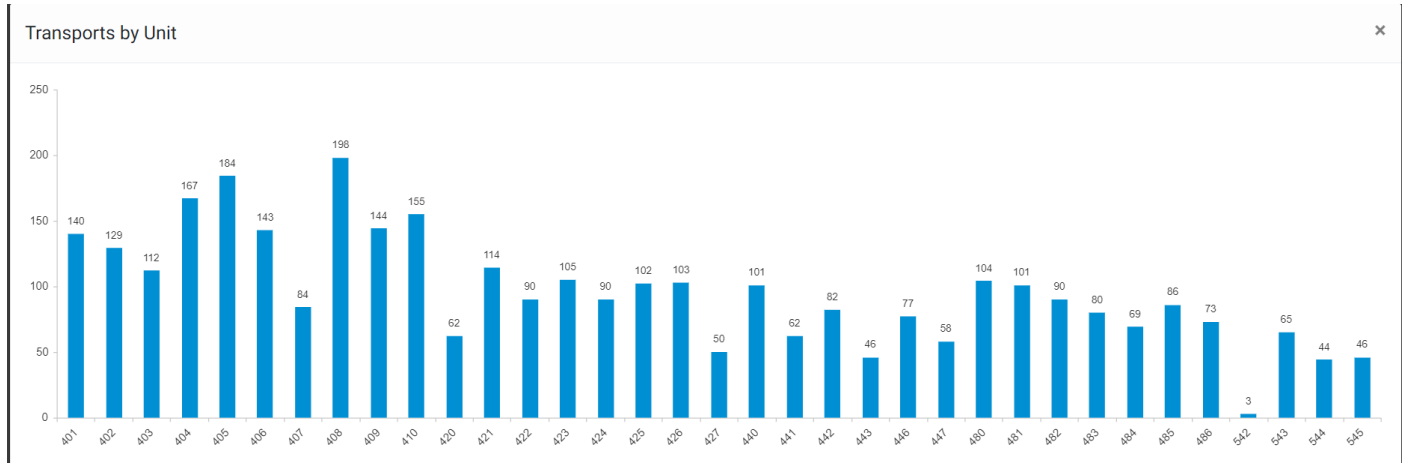


Figure 3 Transports by Unit

24-Hour Units- 401-410

12-Hour Units- 422, 423, 424, 425

14-Hour Units- 420, 421, 426, 427

Peak Demand- 440-447

Night Units – 480-486

14-Hour BLS – 542, 543, 544, 545

Average of Unit Depart Scene to At Hospital ▼

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00:17:01

# OPERATIONS REPORT AUGUST 2024

Monthly view of % at level 0-7

Level	Mins at Level	% of Month
0	0	0%
1	0	0%
2	18	0.04%
3	87	0.19%
4	232	0.52%
5	500	1.12%
6	1506	3.37%
7	2471	5.54%
<b>TOTALS</b>	<b>4814</b>	<b>11%</b>

## OPERATIONS REPORT AUGUST 2024

### STAFFING:

- We scheduled **15518** Ambulance Hours for the month
- **914** hours were lost to **61** call-offs.
- Call-off's accounted for 31% of all leave types with illness being the biggest reason for call off.
- PTO use accounted for 37% of all leave types.
- **14260.75** of actual Unit Hours were utilized for August.
- 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
<b>August</b>	<b>15278</b>	<b>1426.75</b>	<b>61</b>	<b>914</b>

Type of Leave	Count of Type	% of Type	Leave Hours
Bereavement	3	1.54%	72
Call Off	4	2.05%	32
Call Off-Family emergency	13	6.67%	242
Call Off-Illness	27	13.85%	382
Call Off-Non work related injury	2	1.03%	48
Call Off-Personal	15	7.69%	210
FMLA	6	3.08%	94
Jury Duty	2	1.03%	16
Leave	36	18.46%	432
PTO	73	37.44%	1150
Shift Give Away	6	3.08%	47
Work Comp	8	4.10%	162
<b>Grand Total</b>	<b>195</b>	<b>100.00%</b>	<b>2887</b>

## **OPERATIONS REPORT AUGUST 2024**

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## OPERATIONS REPORT AUGUST 2024

COMPLIANCE			RESPONSES (DISPATCHED & ENROUTE)				INCIDENT CREATED				RESPONSE TIMES (AVG)				SHIFT UHU'S (AVG)		TRANSPORTS				TRANSPORT UHU'S (AVG)		SCHEDULED AMBU HRS   ACTUAL HRS   CALL OFFS   CO HRS   LOST UNIT HRS									
Month	2023	2024	Month	RESP 23	RESP 24	RESP Diff	% Diff	INCI 23	INCI 24	INCI DIFF	DIFF %	P1	P2	P3	P4	UHU (24s)	UHU (PEAK)	Month	2023	Transports 2024	Trans Diff	Diff Transport %	Transport %	UHU (24s)	UHU (PEAK)	Month	Scheduled UHU	Actual UH	Call Offs	Call off Hours	Lost Unit Hour	Avg Ambulance/hour (PEAK)
Aug	88%	86%	Aug															Aug								Aug						
1-Aug	93%	0.87	1-Aug	161	155	-6	-4%	180	179	-1	-1%	8:15:00	6:15:00	8:42:00	10:20:00	0.27	0.43	1-Aug	101	99	-2	-2%	64%	0.18	0.25	1-Aug	504	471	4	48	17:15:47	24
2-Aug	89%	0.86	2-Aug	168	173	5	3%	184	193	9	5%	8:41:00	8:29:00	10:42:00	11:34:00	0.37	0.53	2-Aug	102	121	19	19%	70%	0.22	0.30	2-Aug	440	449	1	24	33:08:25	22
3-Aug	88%	0.72	3-Aug	169	173	4	2%	197	227	30	15%	9:40:00	9:07:00	14:17:00	18:11:00	0.40	0.53	3-Aug	106	109	3	3%	63%	0.24	0.33	3-Aug	486	384	3	54	41:17:17	19
4-Aug	93%	0.81	4-Aug	165	155	-10	-6%	211	193	-18	-9%	7:48:00	10:19:00	14:18:00	15:54:00	0.33	0.51	4-Aug	107	110	3	3%	71%	0.22	0.28	4-Aug	476	423	1	24	15:03:48	21
5-Aug	83%	0.93	5-Aug	179	154	-25	-14%	200	180	-20	-10%	7:15:00	8:43:00	9:20:00	12:03:00	0.29	0.47	5-Aug	125	91	-34	-27%	59%	0.17	0.25	5-Aug	506	449.5	2	48	18:42:36	22
6-Aug	93%	0.88	6-Aug	172	165	-7	-4%	201	193	-8	-4%	8:57:00	8:27:00	9:47:00	11:11:00	0.30	0.55	6-Aug	96	115	19	20%	70%	0.18	0.36	6-Aug	528	495.5	0	0	14:33:58	25
7-Aug	91%	0.76	7-Aug	166	170	4	2%	191	198	7	4%	9:00:00	9:49:00	13:04:00	14:30:00	0.43	0.56	7-Aug	115	122	7	6%	72%	0.25	0.32	7-Aug	492	461	3	28	12:59:04	23
8-Aug	87%	0.85	8-Aug	150	161	11	7%	179	185	6	3%	7:55:00	8:32:00	10:42:00	13:03:00	0.30	0.46	8-Aug	101	112	11	11%	70%	0.17	0.28	8-Aug	504	503.5	0	0	13:10:39	25
9-Aug	90%	0.86	9-Aug	155	162	7	5%	172	182	10	6%	8:05:00	8:34:00	10:00:00	11:57:00	0.31	0.41	9-Aug	111	111	0	0%	69%	0.20	0.25	9-Aug	530	470.5	3	55	39:28:57	24
10-Aug	88%	0.88	10-Aug	172	176	4	2%	195	202	7	4%	8:04:00	8:36:00	9:33:00	11:55:00	0.35	0.49	10-Aug	138	118	-20	-14%	67%	0.22	0.27	10-Aug	486	463	1	9	18:24:48	23
11-Aug	86%	0.85	11-Aug	176	151	-25	-14%	198	180	-18	-9%	8:45:00	8:58:00	7:57:00	14:36:00	0.28	0.51	11-Aug	112	89	-23	-21%	59%	0.17	0.27	11-Aug	476	430	0	0	9:05:27	22
12-Aug	87%	0.87	12-Aug	157	140	-17	-11%	176	166	-10	-6%	8:18:00	8:24:00	7:56:00	12:28:00	0.27	0.47	12-Aug	108	102	-6	-6%	73%	0.17	0.28	12-Aug	506	452.5	4	60	11:53:53	23
13-Aug	91%	0.86	13-Aug	128	157	29	23%	142	197	55	39%	8:01:00	9:46:00	7:52:00	13:27:00	0.34	0.56	13-Aug	72	121	49	68%	77%	0.21	0.33	13-Aug	528	437.5	3	36	44:27:54	22
14-Aug	90%	0.8	14-Aug	151	166	15	10%	177	222	45	25%	8:23:00	9:22:00	11:40:00	14:33:00	0.36	0.48	14-Aug	107	108	1	1%	65%	0.23	0.28	14-Aug	492	444	4	72	45:17:10	22
15-Aug	88%	0.79	15-Aug	157	183	26	17%	178	207	29	16%	9:14:00	9:12:00	11:00:00	14:29:00	0.40	0.56	15-Aug	107	135	28	26%	74%	0.26	0.32	15-Aug	504	480	2	31	9:40:01	24
16-Aug	88%	0.79	16-Aug	136	170	34	25%	158	199	41	26%	8:41:00	9:54:00	10:28:00	16:23:00	0.33	0.49	16-Aug	94	122	28	30%	72%	0.21	0.29	16-Aug	530	488	2	12	16:21:07	24
17-Aug	83%	0.88	17-Aug	169	134	-35	-21%	193	158	-35	-18%	7:35:00	8:57:00	11:31:00	12:28:00	0.26	0.44	17-Aug	116	71	-45	-39%	53%	0.13	0.24	17-Aug	486	377.5	5	81	27:59:13	19
18-Aug	89%	0.81	18-Aug	165	171	6	4%	194	190	-4	-2%	8:21:00	8:07:00	12:11:00	14:23:00	0.40	0.56	18-Aug	101	119	18	18%	70%	0.24	0.33	18-Aug	476	427	2	26	28:29:34	21
19-Aug	75%	0.76	19-Aug	174	161	-13	-7%	243	184	-59	-24%	8:54:00	9:21:00	10:53:00	19:22:00	0.39	0.52	19-Aug	109	118	9	8%	73%	0.24	0.32	19-Aug	506	445	2	14	69:18:56	22
20-Aug	82%	0.93	20-Aug	165	150	-15	-9%	193	171	-22	-11%	8:06:00	8:20:00	8:21:00	11:25:00	0.32	0.43	20-Aug	112	111	-1	-1%	74%	0.19	0.26	20-Aug	528	472.75	4	37	37:15:18	24
21-Aug	89%	0.81	21-Aug	134	158	24	18%	160	199	39	24%	8:20:00	9:37:00	9:17:00	15:06:00	0.31	0.51	21-Aug	95	106	11	12%	67%	0.20	0.29	21-Aug	492	467	4	49	31:42:21	23
22-Aug	85%	0.92	22-Aug	108	170	62	57%	180	199	19	11%	7:20:00	8:42:00	9:04:00	11:50:00	0.31	0.45	22-Aug	108	103	-5	-5%	61%	0.17	0.25	22-Aug	504	488.5	1	12	14:45:53	24
23-Aug	86%	0.89	23-Aug	159	184	25	16%	181	201	20	11%	8:01:00	9:29:00	9:30:00	11:33:00	0.35	0.54	23-Aug	103	121	18	17%	66%	0.19	0.31	23-Aug	530	502	2	48	25:24:16	25
24-Aug	93%	0.9	24-Aug	140	153	13	9%	173	166	-7	-4%	7:37:00	8:17:00	10:13:00	11:31:00	0.31	0.46	24-Aug	96	104	8	8%	68%	0.19	0.27	24-Aug	486	459	2	48	36:29:18	23
25-Aug	87%	0.95	25-Aug	154	129	-25	-16%	182	156	-26	-14%	7:14:00	8:32:00	7:26:00	12:17:00	0.32	0.34	25-Aug	112	85	-27	-24%	66%	0.20	0.20	25-Aug	476	462	2	48	34:16:25	23
26-Aug	90%	0.9	26-Aug	153	159	6	4%	173	189	16	9%	7:53:00	7:43:00	7:15:00	13:42:00	0.24	0.41	26-Aug	104	102	-2	-2%	64%	0.17	0.22	26-Aug	506	506	0	0	13:47:09	25
27-Aug	90%	0.92	27-Aug	155	147	-8	-5%	180	168	-12	-7%	7:30:00	8:17:00	10:21:00	12:04:00	0.23	0.46	27-Aug	101	93	-8	-8%	63%	0.13	0.26	27-Aug	528	485	0	0	28:10:22	24
28-Aug	85%	0.87	28-Aug	172	157	-15	-9%	189	189	0	0%	7:38:00	8:50:00	10:18:00	12:32:00	0.36	0.45	28-Aug	114	106	-8	-7%	68%	0.22	0.26	28-Aug	492	464	1	24	4:48:39	23
29-Aug	85%	0.88	29-Aug	149	155	6	4%	168	178	10	6%	7:40:00	8:51:00	8:50:00	13:36:00	0.31	0.47	29-Aug	105	104	-1	-1%	67%	0.18	0.26	29-Aug	504	480	2	12	19:10:51	24
30-Aug	90%	0.81	30-Aug	141	161	20	14%	160	181	21	13%	8:00:00	8:25:00	10:17:00	14:35:00	0.31	0.55	30-Aug	95	117	22	23%	73%	0.19	0.31	30-Aug	530	489	0	0	9:12:15	24
31-Aug	93%	0.9	31-Aug	154	167	13	8%	174	198	24	14%	8:13:00	8:20:00	10:16:00	13:22:00	0.36	0.58	31-Aug	95	117	22	23%	70%	0.22	0.34	31-Aug	486	434	1	14	23:44:57	22
<b>Grand Total</b>	<b>88%</b>	<b>86%</b>	<b>Grand Total</b>	<b>4854</b>	<b>4967</b>	<b>113</b>	<b>4%</b>	<b>5682</b>	<b>5830</b>	<b>148</b>	<b>4%</b>	<b>8:10:27</b>	<b>8:46:56</b>	<b>10:05:50</b>	<b>13:25:48</b>	<b>0.33</b>	<b>0.49</b>	<b>Grand Total</b>	<b>3268</b>	<b>3362</b>	<b>94</b>	<b>3%</b>	<b>68%</b>	<b>0.20</b>	<b>0.28</b>	<b>Grand Total</b>	<b>15518</b>	<b>14260.75</b>	<b>61</b>	<b>914</b>	<b>765:26:18</b>	<b>23</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.

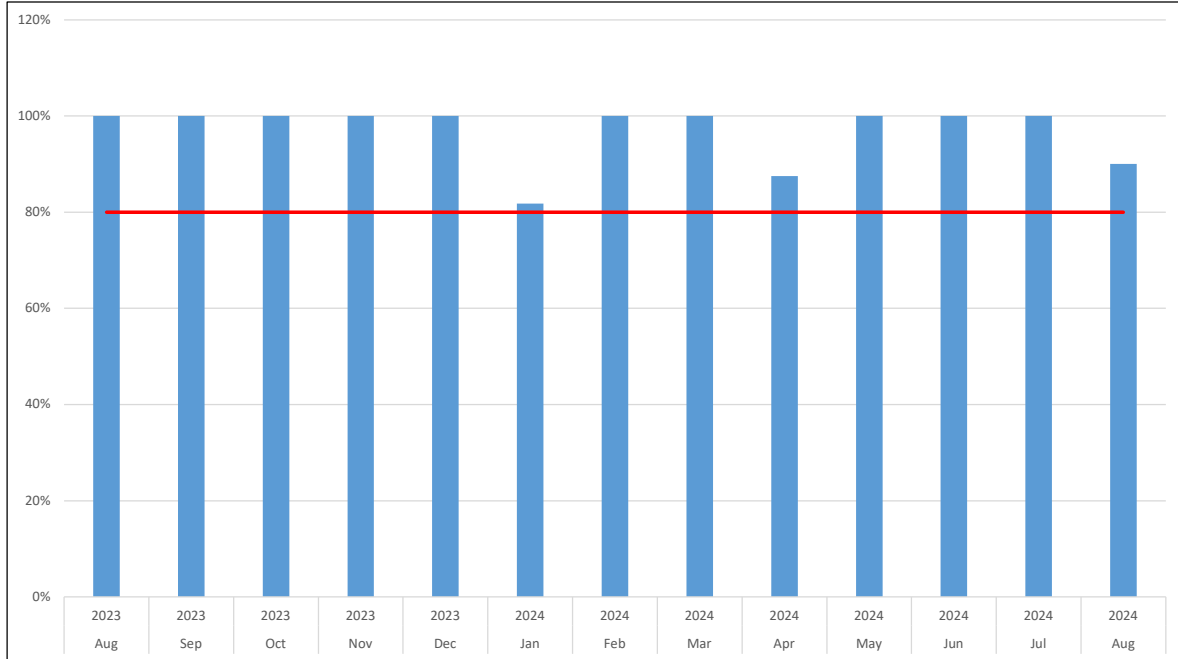
**Scheduled UHU-** Amount of Unit Hours scheduled.

**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

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



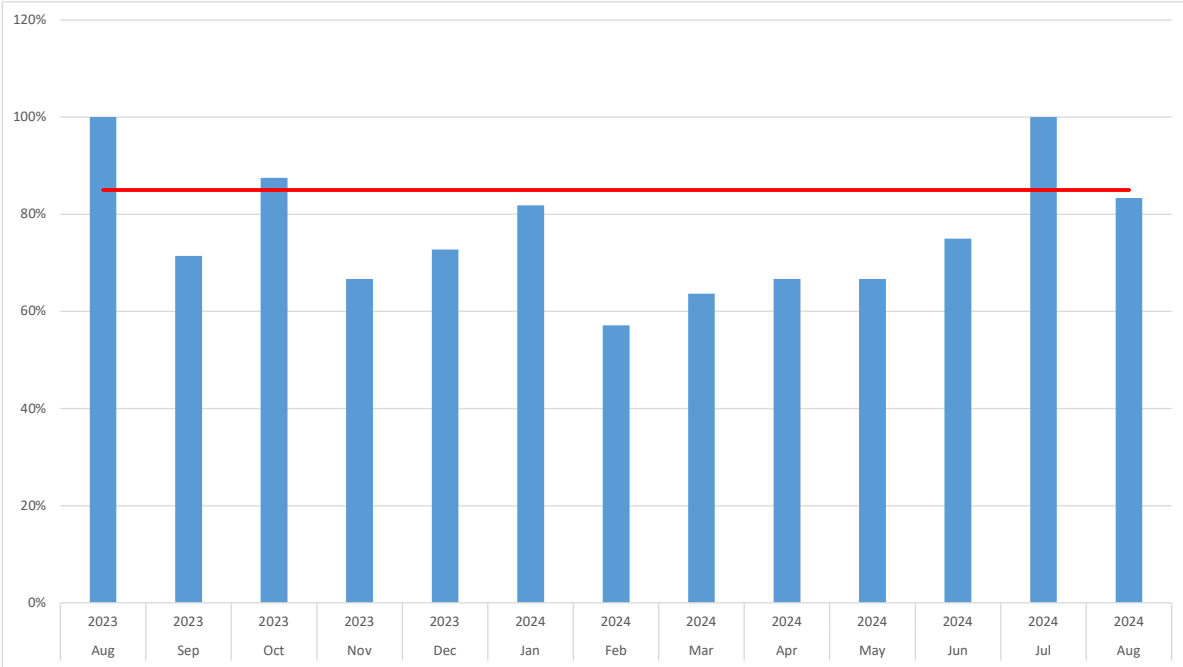
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	6	7	9	9	9	11	7	7	6	4	8	9
Denominator:	6	6	7	9	9	11	11	7	8	6	4	8	10
Percentage:	100%	100%	100%	100%	100%	82%	100%	100%	88%	100%	100%	100%	90%
Goal	80%	80%	80%	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**



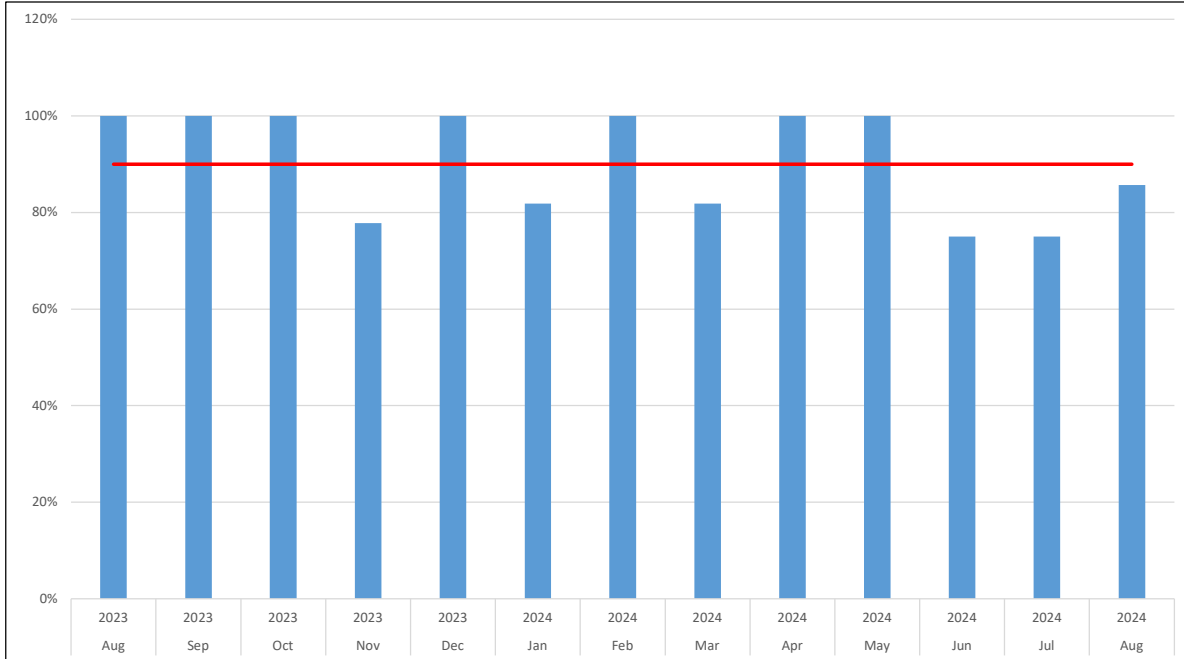
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	5	7	6	8	9	4	7	6	6	3	9	10
Denominator:	6	7	8	9	11	11	7	11	9	9	4	9	12
Percentage:	100%	71%	88%	67%	73%	82%	57%	64%	67%	67%	75%	100%	83%
Goal	85%	85%	85%	85%	85%	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**



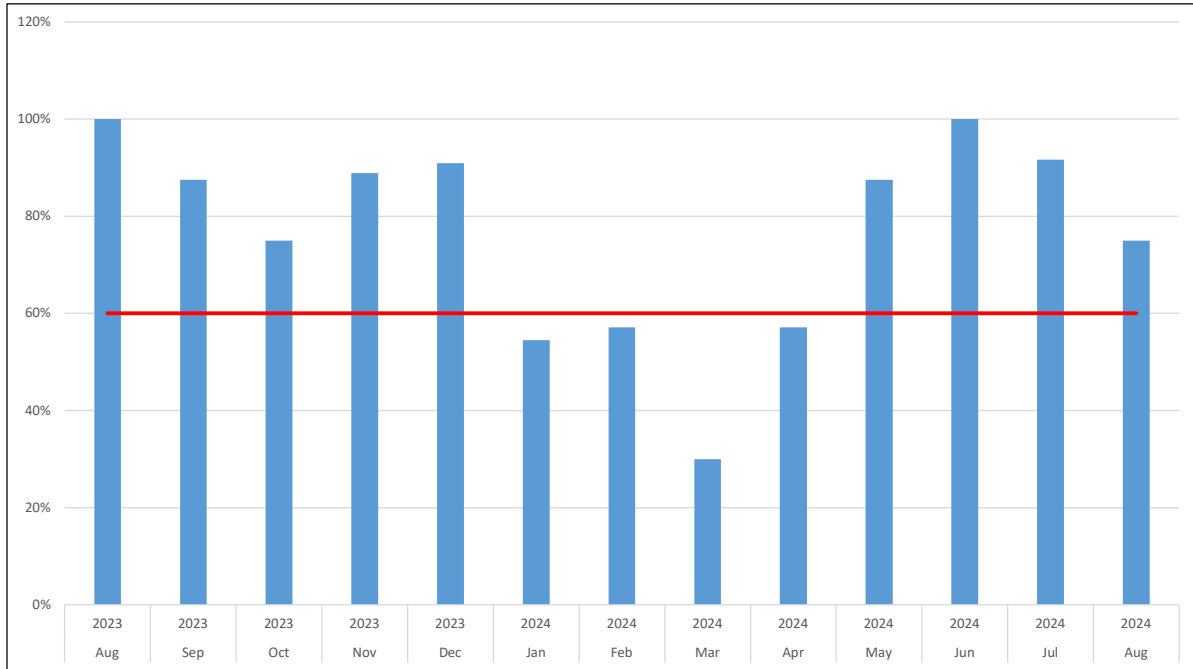
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	8	12	7	11	9	7	9	9	11	3	9	12
Denominator:	6	8	12	9	11	11	7	11	9	11	4	12	14
Percentage:	100%	100%	100%	78%	100%	82%	100%	82%	100%	100%	75%	75%	86%
Goal	90%	90%	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**



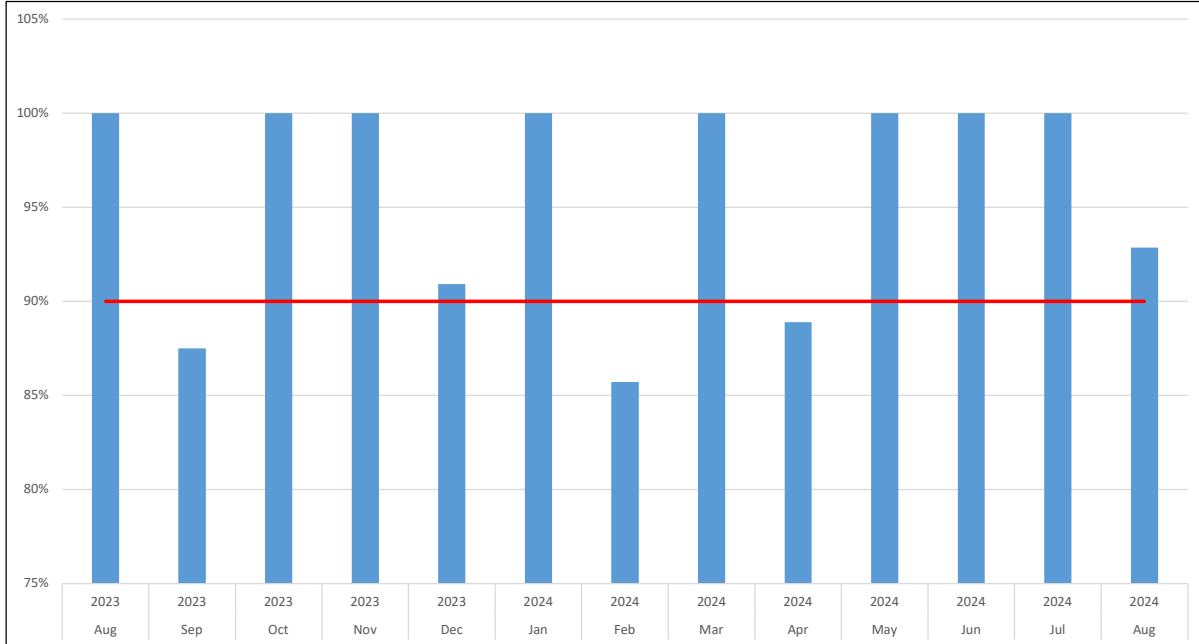
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	7	9	8	10	6	4	3	4	7	3	11	9
Denominator:	6	8	12	9	11	11	7	10	7	8	3	12	12
Percentage:	100%	88%	75%	89%	91%	55%	57%	30%	57%	88%	100%	92%	75%
Goal:	60%	60%	60%	60%	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.

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  
 On-scene Cardiac Arrest

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



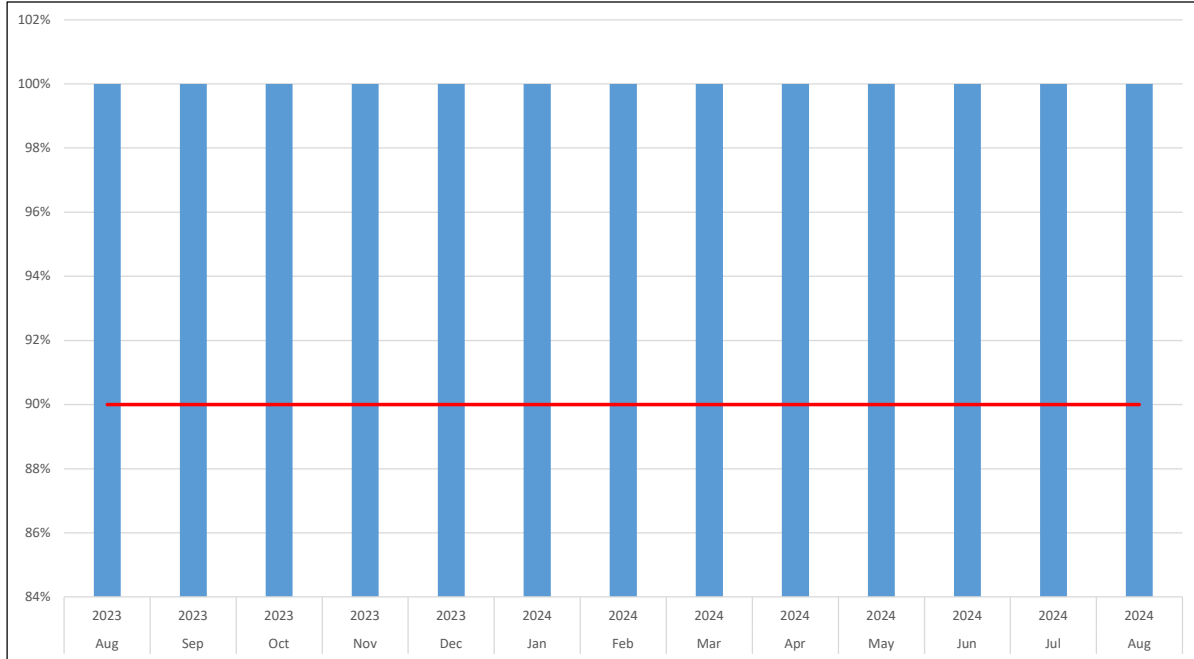
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	7	12	9	10	11	6	12	8	11	5	12	13
Denominator:	6	8	12	9	11	11	7	12	9	11	5	12	14
Percentage:	100%	88%	100%	100%	91%	100%	86%	100%	89%	100%	100%	100%	93%
Goal:	90%	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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	8	12	9	11	11	7	12	9	11	5	12	14
Denominator:	6	8	12	9	11	11	7	12	9	11	5	12	14
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%

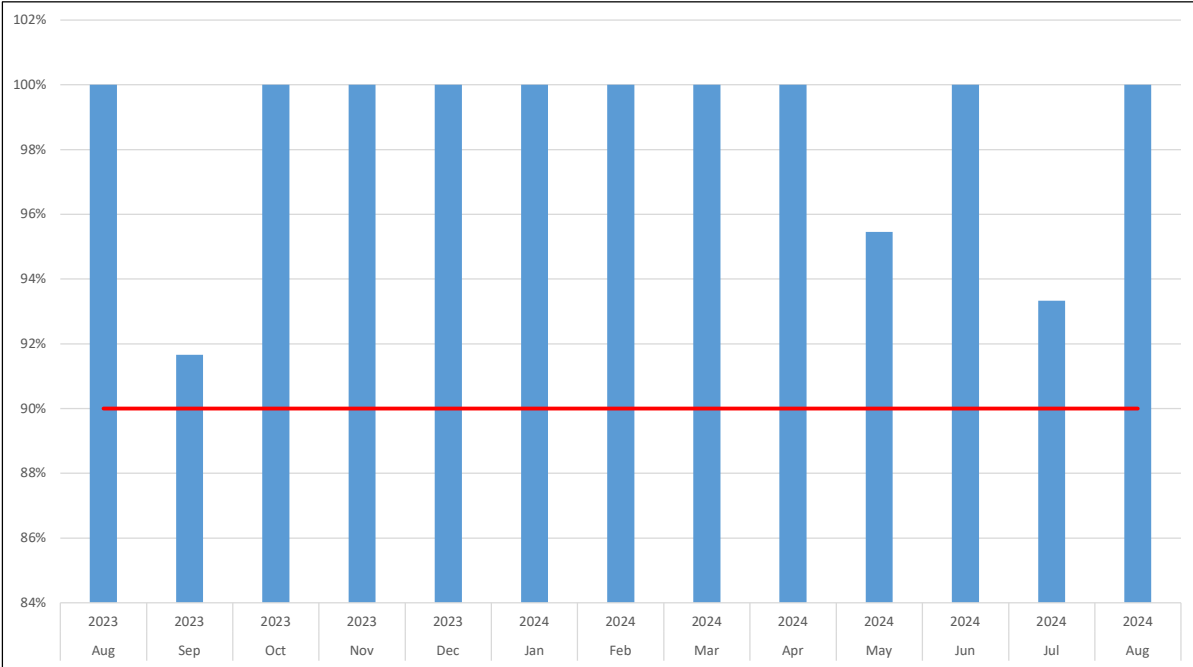
**Numerator:** Patients that were transported to a PCI center  
 Obtained by CQI review and compared to CG-29 Destination Determination Grid

**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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	19	11	16	14	16	18	21	13	18	21	17	14	17
Denominator:	19	12	16	14	16	18	21	13	18	22	17	15	17
Percentage:	100%	92%	100%	100%	100%	100%	100%	100%	100%	95%	100%	93%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

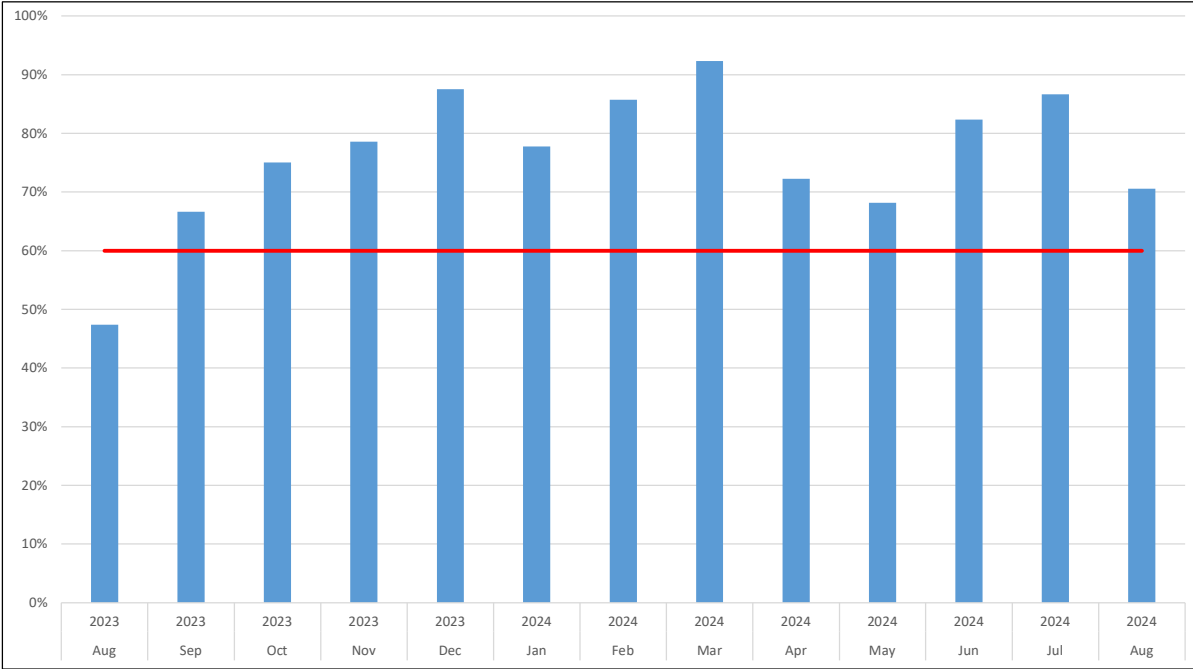
Glucose documented within PCR  
**Numerator:**  
 Obtained by CQI review PCR

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	9	8	12	11	14	14	18	12	13	15	14	13	12
Denominator:	19	12	16	14	16	18	21	13	18	22	17	15	17
Percentage:	47%	67%	75%	79%	88%	78%	86%	92%	72%	68%	82%	87%	71%
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

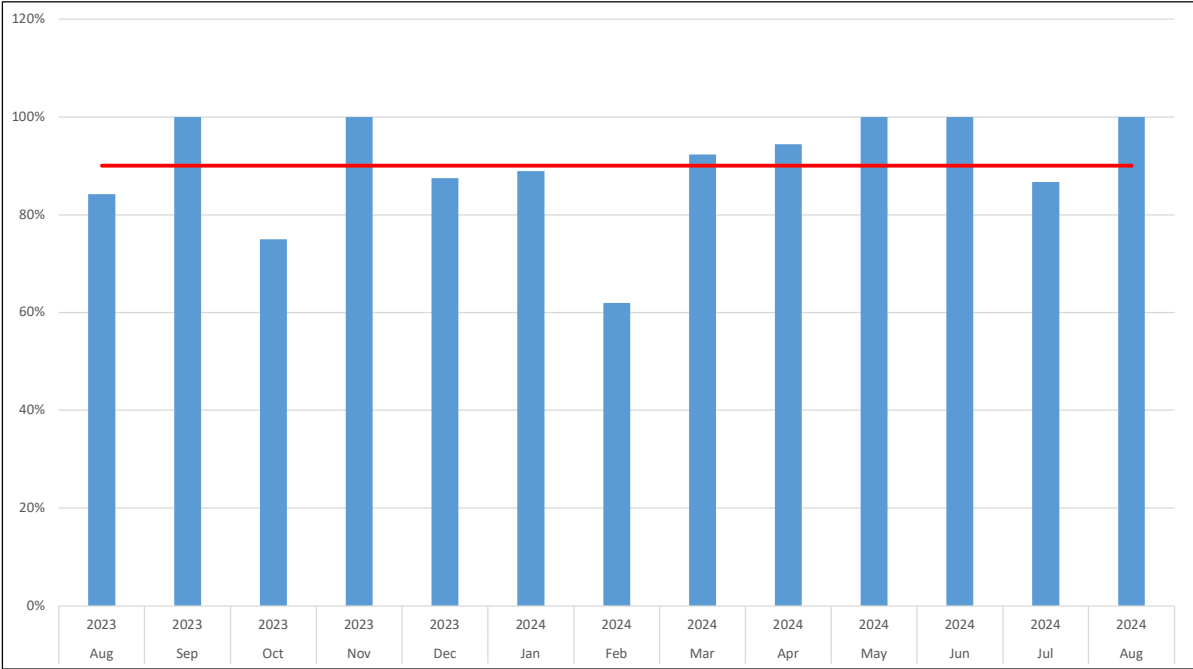
**Denominator:** Includes patients that ESD11 provider suspected stroke

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	16	12	12	14	14	16	13	12	17	22	17	13	17
Denominator:	19	12	16	14	16	18	21	13	18	22	17	15	17
Percentage:	84%	100%	75%	100%	88%	89%	62%	92%	94%	100%	100%	87%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

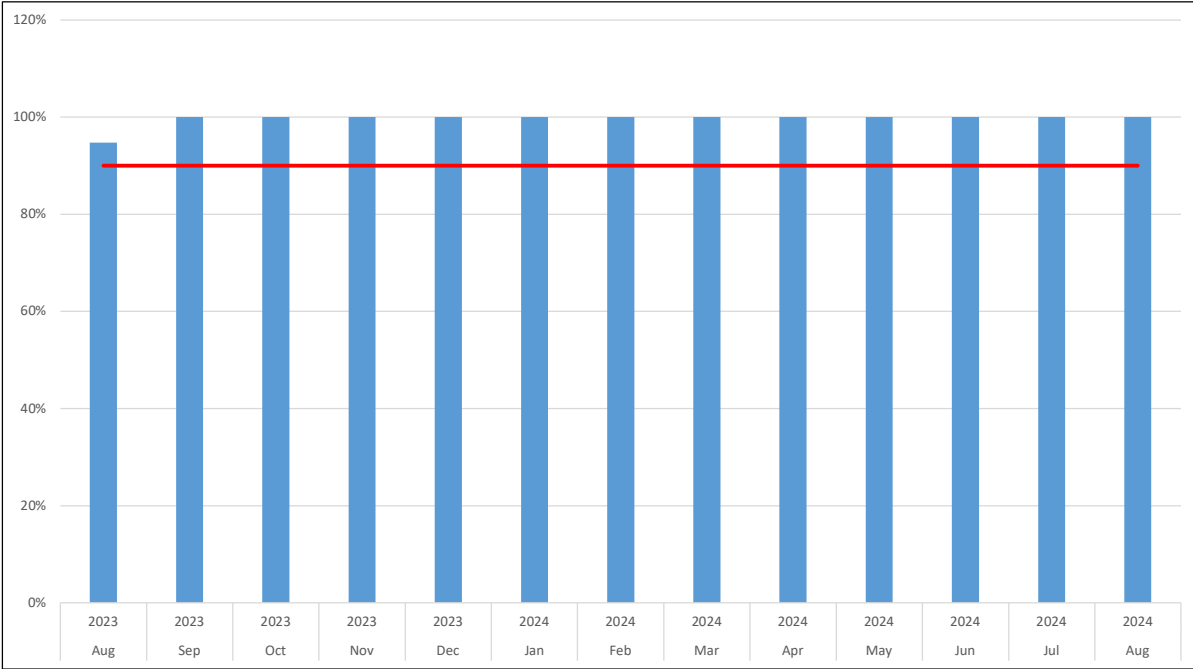
Numerator: Advanced notification documented (intervention, narrative, otherwise)  
Obtained by CQI review of PCR

Denominator: Includes patients that ESD11 provider suspected 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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	18	12	16	14	16	18	21	13	18	22	17	15	17
Denominator:	19	12	16	14	16	18	21	13	18	22	17	15	17
Percentage:	95%	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%

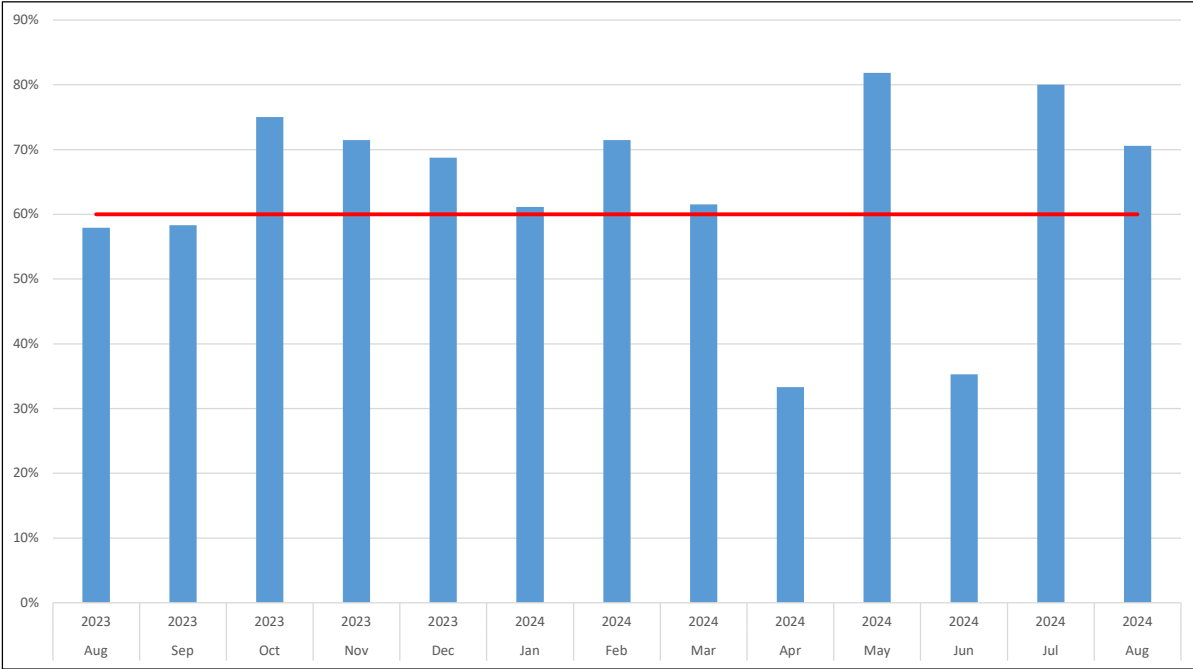
**Numerator:** Patients that were transported to the correct stroke center (Primary versus Comprehensive)  
 Obtained by CQI review and compared to AM-04 CVA flowchart and CG-29 Destination Determination Grid

**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



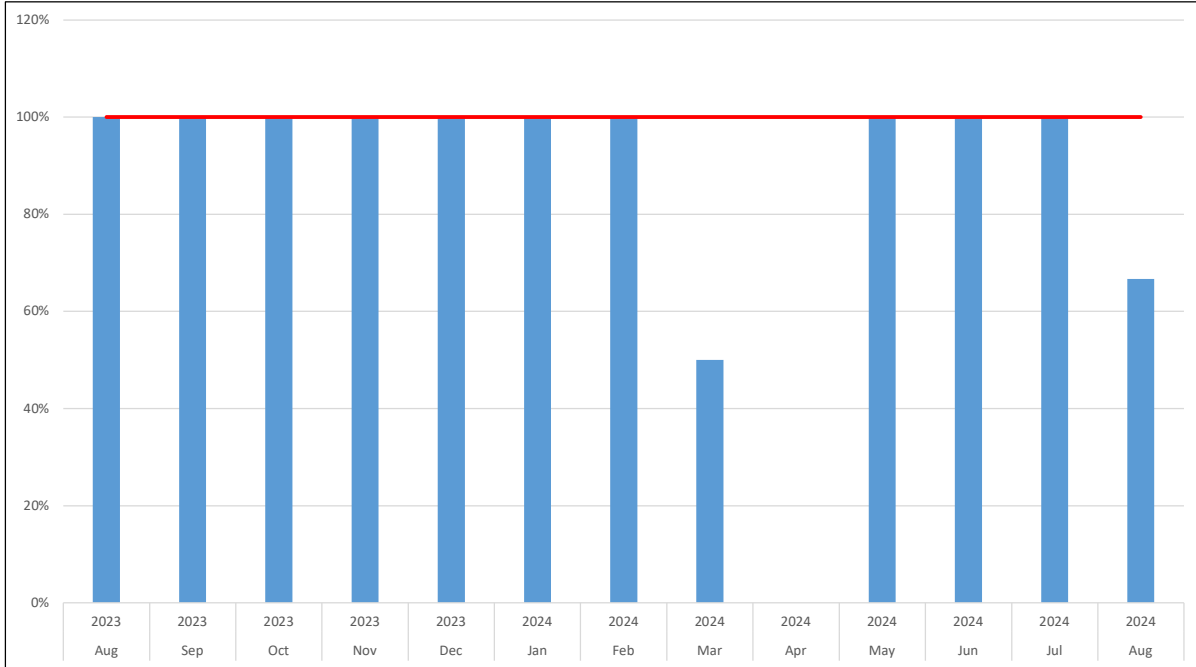
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	11	7	12	10	11	11	15	8	6	18	6	12	12
Denominator:	19	12	16	14	16	18	21	13	18	22	17	15	17
Percentage:	58%	58%	75%	71%	69%	61%	71%	62%	33%	82%	35%	80%	71%
Goal:	60%	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**



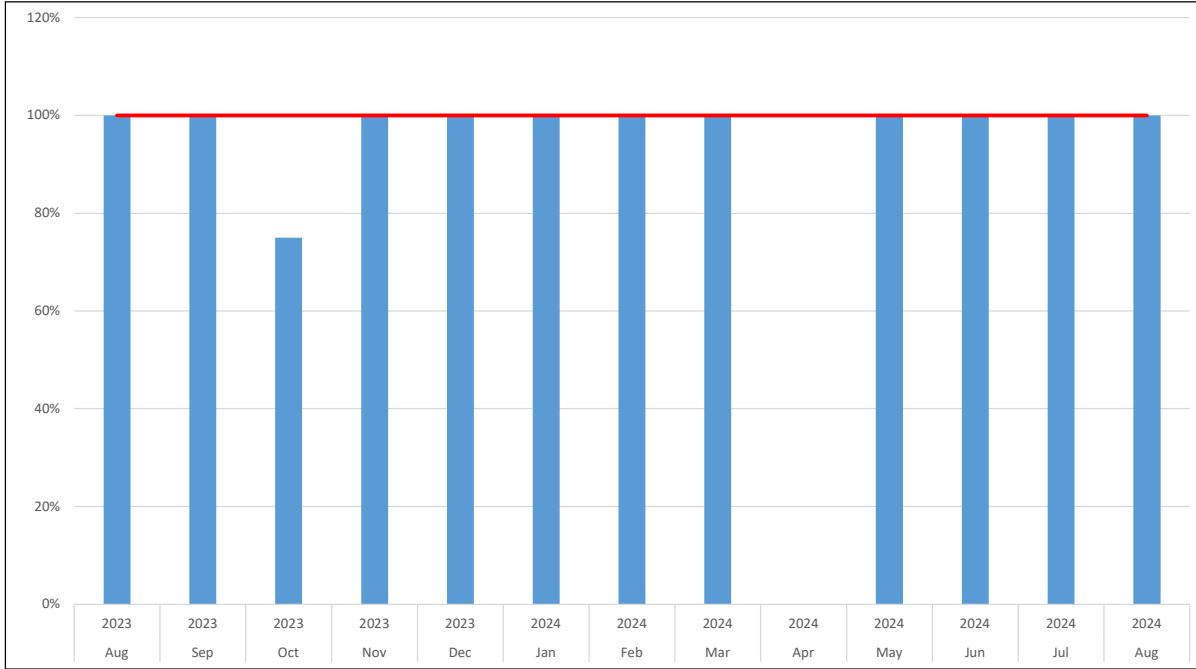
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	2	3	4	1	4	5	3	1	0	2	3	1	2
Denominator:	2	3	4	1	4	5	3	2	0	2	3	1	3
Percentage:	100%	100%	100%	100%	100%	100%	100%	50%	#DIV/0!	100%	100%	100%	67%
Goal:	100%	100%	100%	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**



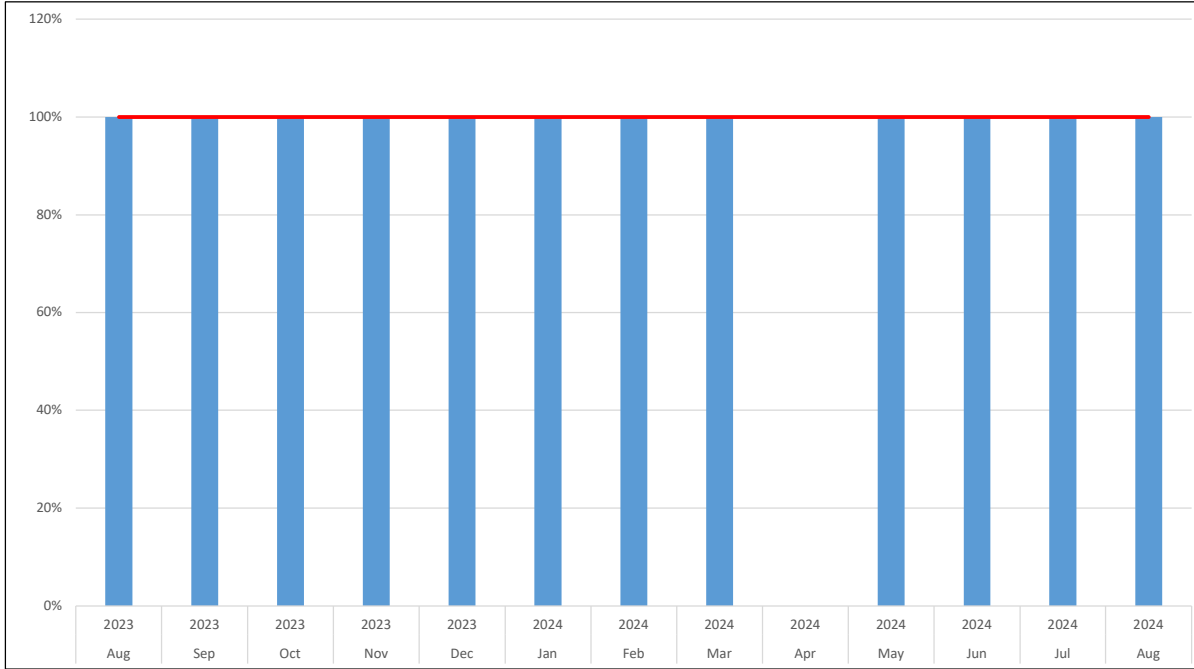
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	2	3	3	1	4	5	3	2	0	2	3	1	3
Denominator:	2	3	4	1	4	5	3	2	0	2	3	1	3
Percentage:	100%	100%	75%	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%
Goal:	100%	100%	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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	2	3	4	1	4	5	3	2	0	2	3	1	3
Denominator:	2	3	4	1	4	5	3	2	0	2	3	1	3
Percentage:	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	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.

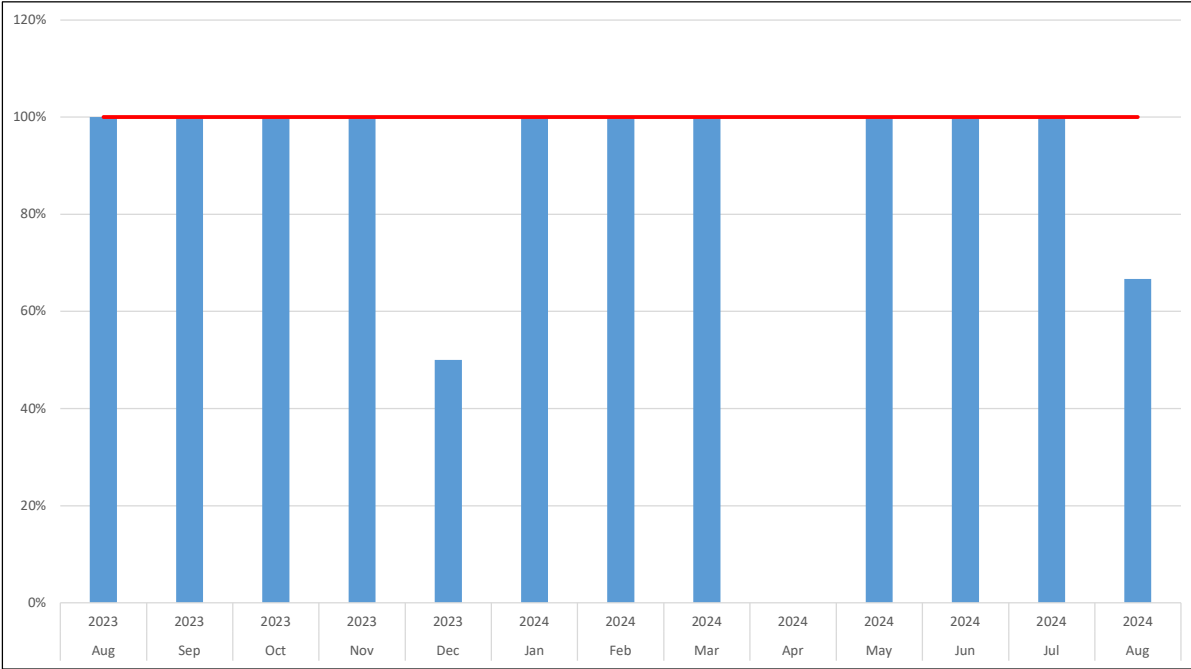
**Denominator:** Includes patients that received Rocuronium

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**



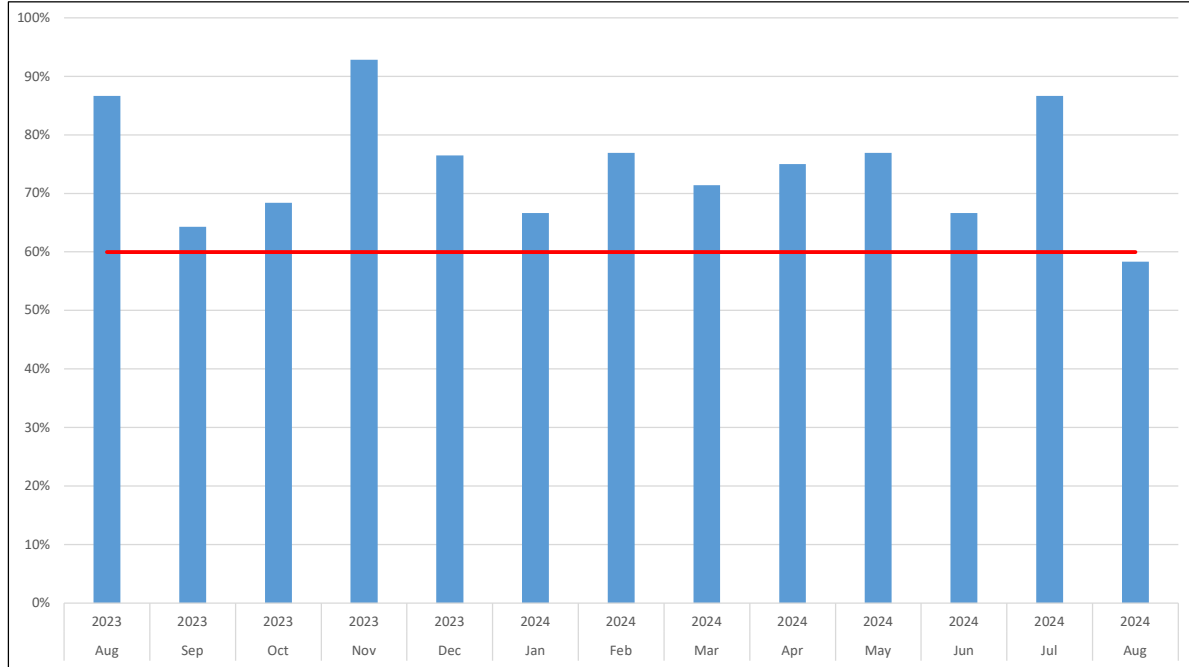
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	2	2	4	1	2	5	3	2	0	2	3	1	2
Denominator:	2	2	4	1	4	5	3	2	0	2	3	1	3
Percentage:	100%	100%	100%	100%	50%	100%	100%	100%	#DIV/0!	100%	100%	100%	67%
Goal:	100%	100%	100%	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



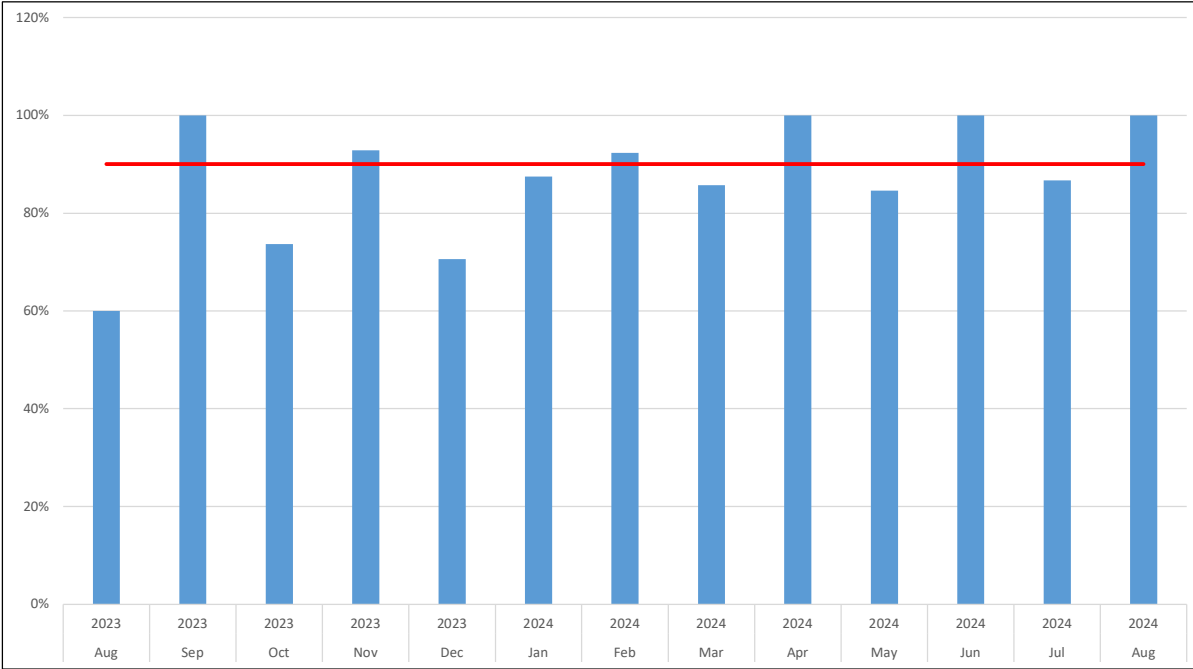
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	13	9	13	13	13	6	10	5	3	10	12	13	7
Denominator:	15	14	19	14	17	9	13	7	4	13	18	15	12
Percentage:	87%	64%	68%	93%	76%	67%	77%	71%	75%	77%	67%	87%	58%
Goal:	60%	60%	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**



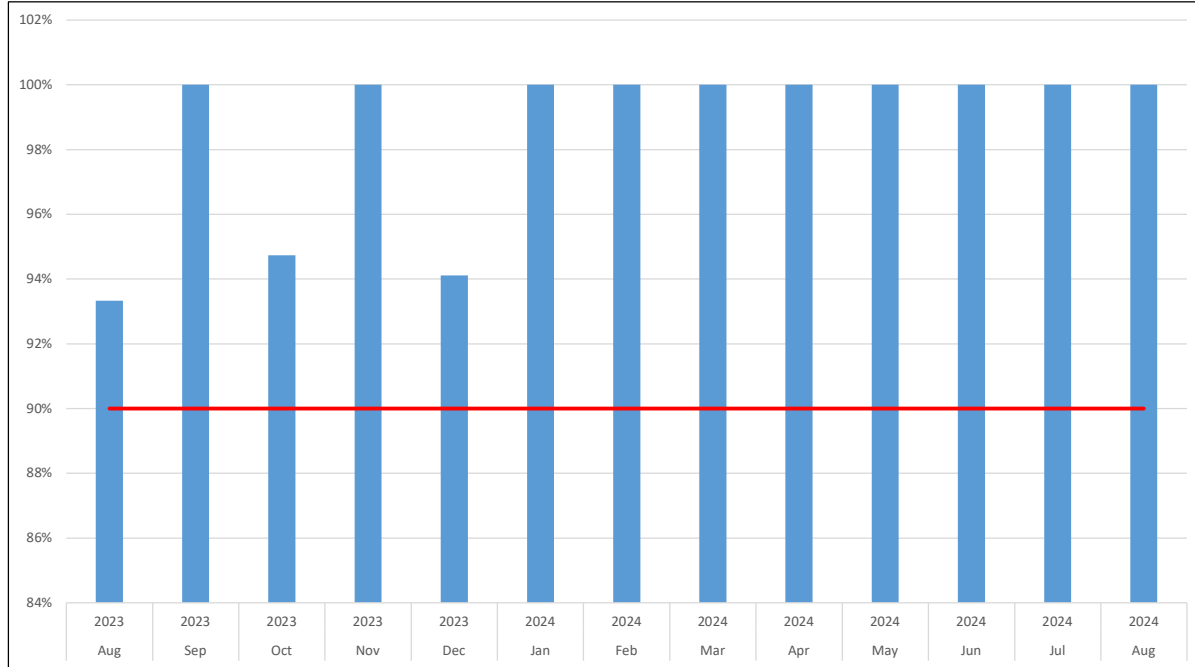
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	9	14	14	13	12	7	12	6	4	11	18	13	12
Denominator:	15	14	19	14	17	8	13	7	4	13	18	15	12
Percentage:	60%	100%	74%	93%	71%	88%	92%	86%	100%	85%	100%	87%	100%
Goal:	90%	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 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**



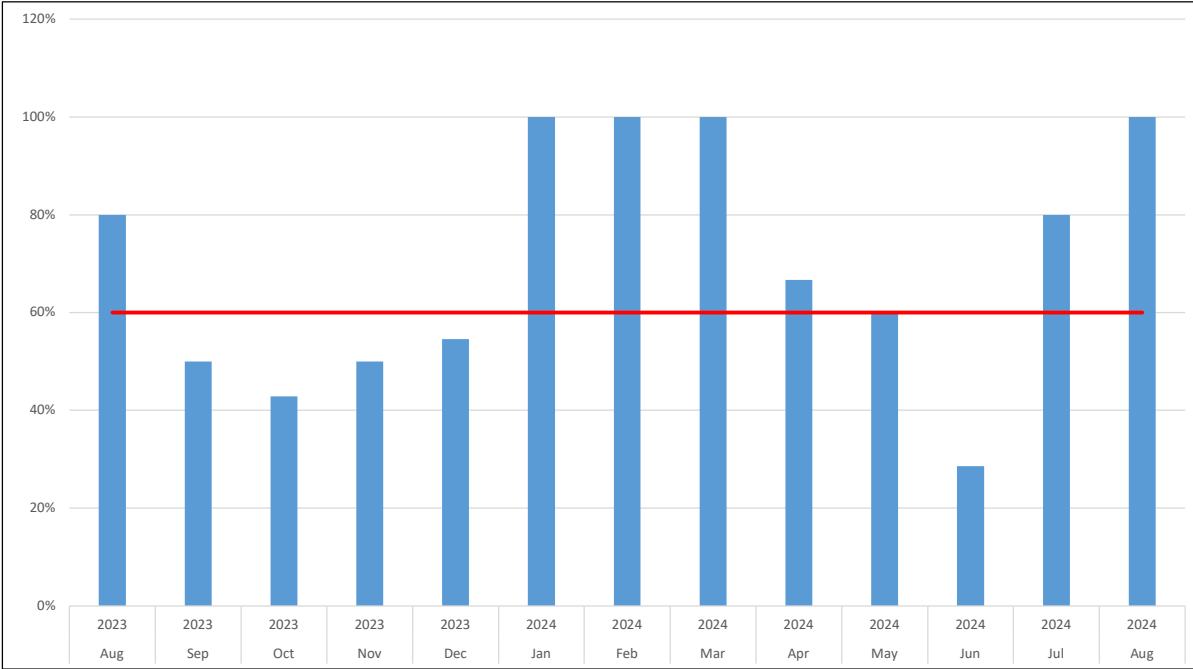
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	14	14	18	14	16	8	13	7	4	13	18	15	12
Denominator:	15	14	19	14	17	8	13	7	4	13	18	15	12
Percentage:	93%	100%	95%	100%	94%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	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.  
 Denominator: 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

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



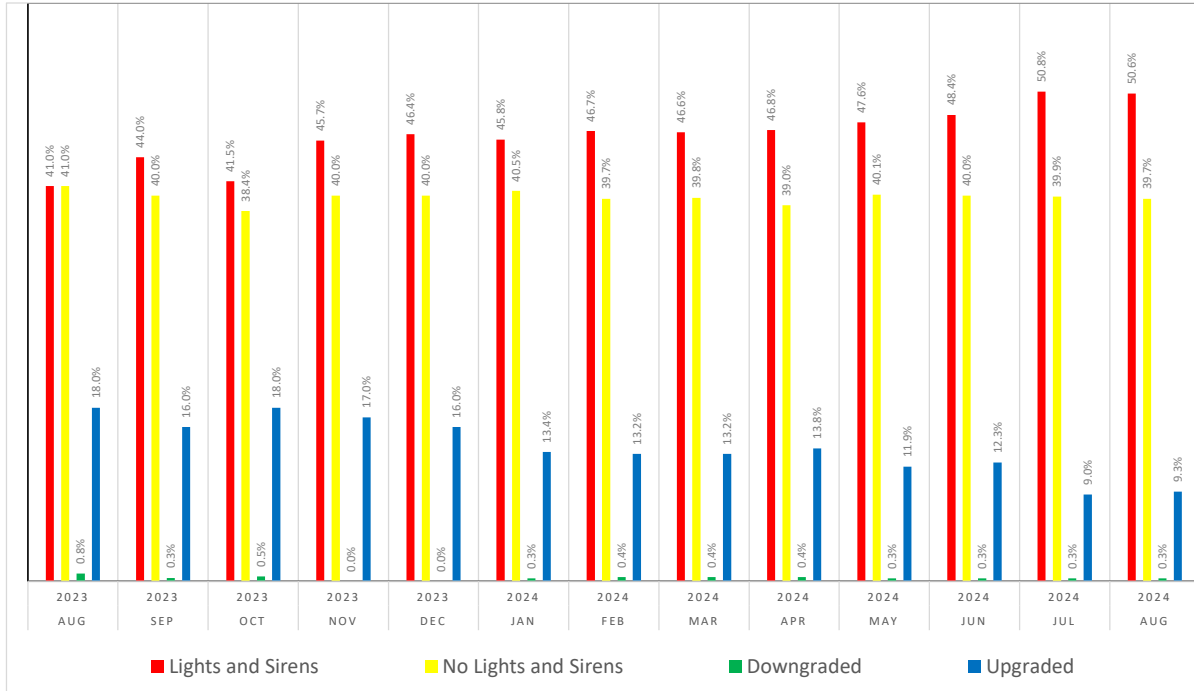
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	4	3	3	2	6	3	5	1	2	3	2	4	6
Denominator:	5	6	7	4	11	3	5	1	3	5	7	5	6
Percentage:	80%	50%	43%	50%	55%	100%	100%	100%	67%	60%	29%	80%	100%
Goal:	60%	60%	60%	60%	60%	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



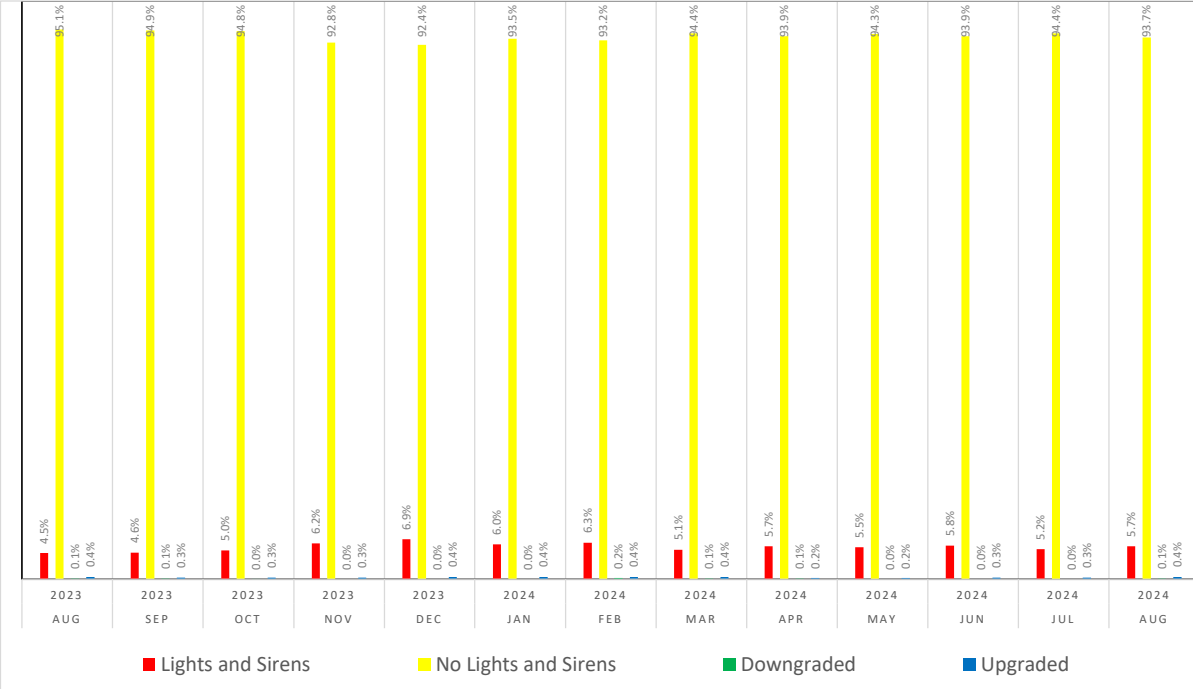
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Lights and Sirens	41.0%	44.0%	41.5%	45.7%	46.4%	45.8%	46.7%	46.6%	46.8%	47.6%	48.4%	50.8%	50.6%
No Lights and Sirens	41.0%	40.0%	38.4%	40.0%	40.0%	40.5%	39.7%	39.8%	39.0%	40.1%	40.0%	39.9%	39.7%
Downgraded	0.8%	0.3%	0.5%	<0.1%	<0.1%	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%
Upgraded	18.0%	16.0%	18.0%	17.0%	16.0%	13.4%	13.2%	13.2%	13.8%	11.9%	12.3%	9.0%	9.3%

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2023	2023	2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024
Lights and Sirens	4.5%	4.6%	5.0%	6.2%	6.9%	6.0%	6.3%	5.1%	5.7%	5.5%	5.8%	5.2%	5.7%
No Lights and Sirens	95.1%	94.9%	94.8%	92.8%	92.4%	93.5%	93.2%	94.4%	93.9%	94.3%	93.9%	94.4%	93.7%
Downgraded	0.1%	0.1%	0.0%	0.0%	<0.1%	<0.1%	0.2%	0.1%	0.1%	<0.1%	<0.1%	<0.1%	0.1%
Upgraded	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.2%	0.2%	0.3%	0.3%	0.4%

Automated report by ImageTrend

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



**FLEET**  
**09/24/2024**  
**AUGUST, 2024**

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- Fleet department has performed 22 preventative maintenance services this period. Also, 95 additional repairs were made on the fleet in this period.
- Ambulance fleet miles this period is 94,145. Support vehicle miles this period is 20,015 total fleet miles this period is 114,160 Also the fleet accumulated 10,819 engine hours.
- There were 47:24:10 reported lost unit hours due to mechanical reported for August.
- There was 2 reported critical failures related to mechanical issues in August.

9/20/2024 - 9:50 AM

## 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 , Annual State Inspection, A-pm 5k service, Battery replacement , B-pm 10k service, Brake Service, Cooling system repair, Differential Service , Drive Belt Inspection Replace, Filter Service, Scheduled Repairs, Steering and Suspension Repair , Tire Replacement/ Tire Repair, Transmission repairs, Transmission Service, Unscheduled Repairs

Maintenance Date = Previous Month

Maintenance Date = Previous Month

Count(Work Order Number)
117
<b>117</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
283	8/29/2024	13710		67,506	\$4.27	\$210.00	\$214.27	<a href="#">7498</a>
288	8/28/2024	13702		73,144	\$65.12	\$1,260.00	\$1,325.12	<a href="#">7490</a>
267	8/23/2024	13703		81,406	\$0.00	\$420.00	\$420.00	<a href="#">7491</a>
274	8/23/2024	13687		98,940	\$928.07	\$1,050.00	\$1,978.07	<a href="#">7474</a>
355	8/23/2024	13688		87,293	\$928.07	\$1,050.00	\$1,978.07	<a href="#">7475</a>
289	8/15/2024	13670		89,439	\$1,188.51	\$1,575.00	\$2,763.51	<a href="#">7457</a>
268	8/13/2024	13662		106,902	\$762.50	\$630.00	\$1,392.50	<a href="#">7449</a>
357	8/13/2024	13661		92,782	\$270.60	\$420.00	\$690.60	<a href="#">7448</a>
275	8/8/2024	13644		86,257	\$117.56	\$525.00	\$642.56	<a href="#">7431</a>
270	8/6/2024	13637		84,628	\$25.98	\$525.00	\$550.98	<a href="#">7424</a>
294	8/6/2024	13636		98,002	\$1,165.60	\$1,260.00	\$2,425.60	<a href="#">7423</a>
271	8/1/2024	13604		100,871	\$0.00	\$840.00	\$840.00	<a href="#">7391</a>
283	8/1/2024	13612		64,184	\$270.60	\$315.00	\$585.60	<a href="#">7399</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
359	8/16/2024	13672		97,235	\$550.18	\$525.00	\$1,075.18	<a href="#">7459</a>
358	8/12/2024	13654		94,255	\$575.18	\$525.00	\$1,100.18	<a href="#">7441</a>
267	8/1/2024	13606		78,529	\$125.18	\$420.00	\$545.18	<a href="#">7393</a>

### Schedule Name: Alternator

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
363	8/28/2024	13705		98,130	\$1,197.90	\$315.00	\$1,512.90	<a href="#">7493</a>

### Schedule Name: Annual State Inspection

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
269	8/28/2024	13707		100,565	\$25.00	\$105.00	\$130.00	<a href="#">7495</a>
271	8/28/2024	13706		103,350	\$25.00	\$105.00	\$130.00	<a href="#">7494</a>
270	8/8/2024	13647		84,710	\$0.00	\$105.00	\$105.00	<a href="#">7434</a>
275	8/8/2024	13645		86,257	\$0.00	\$105.00	\$105.00	<a href="#">7432</a>
266	8/6/2024	13635		97,775	\$0.00	\$105.00	\$105.00	<a href="#">7422</a>
267	8/1/2024	13605		78,529	\$0.00	\$0.00	\$0.00	<a href="#">7392</a>
268	8/1/2024	13607		106,262	\$0.00	\$105.00	\$105.00	<a href="#">7394</a>
272	8/1/2024	13613		73,147	\$0.00	\$105.00	\$105.00	<a href="#">7400</a>
274	8/1/2024	13614		97,446	\$0.00	\$105.00	\$105.00	<a href="#">7401</a>
279	8/1/2024	13615		82,653	\$0.00	\$105.00	\$105.00	<a href="#">7402</a>
281	8/1/2024	13616		67,420	\$0.00	\$105.00	\$105.00	<a href="#">7403</a>
288	8/1/2024	13610		72,863	\$0.00	\$105.00	\$105.00	<a href="#">7397</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
983	8/26/2024	13697	Currently no faults,	135,195	\$32.49	\$420.00	\$452.49	<a href="#">7485</a>
267	8/22/2024	13685	Windshield wipers spray hose disconnected Patient compartment interior cabinet does not latch Transmission slight leak Transmission mount contaminated with ATF and is deuterating Liquid spring slight leak	80,981	\$38.89	\$420.00	\$458.89	<a href="#">7472</a>
280	8/21/2024	13684	Transmission slight leak liquid shocks slight leak Jump seat has tears in it. Tire right rear inside lowest tread 5/32 highest tread 11/32 Brake job recommended.	90,607	\$38.89	\$420.00	\$458.89	<a href="#">7471</a>

272	8/20/2024	13675	Bulb right side maker light, bulb replaced Roof fan inop left front, relay replaced Hydraulic rear shocks have slight leak. at the main fitting.	74,697	\$47.07	\$420.00	\$467.07	<a href="#">7462</a>
361	8/20/2024	13677	Batteries changed per specifications Tire uneven wear right front Air horn replaced front left Patient compartment interior bench seat left side latch does not lock Relay connector burnt wire, performed repair. Steering has tire oull. Brake service performed	91,665	\$38.89	\$420.00	\$458.89	<a href="#">7464</a>
363	8/14/2024	13666	Roof fan inop, due to worn burnt wires, repaired wiring. Patient compartment bench seat left latch does not catch. Captain seat difficult to adjust. Transmission slight leak Hydraulic rear shock slight leak Steering pulls to the left	96,866	\$45.22	\$420.00	\$465.22	<a href="#">7453</a>
358	8/12/2024	13657	Tires left side worn and below specs, replaced Coolant slight leak, tighten clamps test drove rechecked clamps, currently no leaks Hydraulic rear shocks slight leak. Batteries replaced per specs. Brake reservoir cap replaced due to damage. Switch to center console damaged	94,160	\$38.89	\$420.00	\$458.89	<a href="#">7444</a>
270	8/9/2024	13652	Simulator replaced left front Coolant slight leak from pump under chassis	84,721	\$38.89	\$420.00	\$458.89	<a href="#">7439</a>
292	8/7/2024	13639	Exhaust vent patient compartment has no air coming out, has vacuum on other side of vent. Stryker plastic part left side arm replaced Coolant slight leak from reservoir connection Transmission slight leak.	101,518	\$38.89	\$420.00	\$458.89	<a href="#">7426</a>
356	8/5/2024	13628	Head light left bottom inop Steering wheel not clocked center Fasteners missing from patient compartment interior bench seat, replaced Transmission slight leak	82,099	\$38.89	\$420.00	\$458.89	<a href="#">7415</a>
7509	8/2/2024	13623	Currently no faults	138,718	\$28.49	\$420.00	\$448.49	<a href="#">7410</a>

Schedule Name: Battery replacement

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
363	8/28/2024	13704		98,130	\$279.92	\$210.00	\$489.92	<a href="#">7492</a>
358	8/12/2024	13659		94,160	\$262.78	\$210.00	\$472.78	<a href="#">7446</a>
288	8/1/2024	13611		72,863	\$262.78	\$210.00	\$472.78	<a href="#">7398</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
293	8/30/2024	13717	Transmission slight leak from output seal Brake revisor cap replaced Tires all 6 replaced	102,017	\$45.22	\$420.00	\$465.22	<a href="#">7505</a>
294	8/29/2024	13712	Patient interior compartment cabinets adjusted to latch Tires all rear tires removed due to wear and tread under specs.	100,202	\$38.89	\$420.00	\$458.89	<a href="#">7500</a>
283	8/28/2024	13708	Roof fan installed Coolant pump installed, 2 gallons of coolant O2 compartment light recommend service Alignment performed Connector to relay replaced # 37 Rub rail installed Flare right side installed	67,501	\$65.82	\$420.00	\$485.82	<a href="#">7496</a>
305	8/27/2024	13699	Currently no faults	73,626	\$28.49	\$420.00	\$448.49	<a href="#">7487</a>
982	8/26/2024	13692	found the rear brakes to be low and found that the upper control arms had play in them and found coolant leaks.	158,053	\$28.49	\$210.00	\$238.49	<a href="#">7480</a>
282	8/23/2024	13686	Transmission slight leak from output seal Transmission mount	92,794	\$38.89	\$420.00	\$458.89	<a href="#">7473</a>
982	8/21/2024	13683	found the rear brakes low, found coolant leaks and found play in the upper control arms.	158,053	\$0.00	\$0.00	\$0.00	<a href="#">7470</a>
357	8/20/2024	13681	Exterior latch replaced Ram replaced for O2 cylinder	93,032	\$38.89	\$420.00	\$458.89	<a href="#">7468</a>
281	8/13/2024	13660	Transmission slight leak Hydraulic rear shock slight leak. Interior cabinets do not latch secure.	68,392	\$42.18	\$420.00	\$462.18	<a href="#">7447</a>
274	8/8/2024	13650	Tires all rear tires are excessively worn and under spec	98,141	\$38.89	\$420.00	\$458.89	<a href="#">7437</a>
284	8/2/2024	13619	Stryker replaced plastic piece Rivets installed Coolant valve rests against engine.	86,138	\$38.89	\$420.00	\$458.89	<a href="#">7406</a>

Schedule Name: Brake Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
982	8/26/2024	13696		158,053	\$661.97	\$45.00	\$706.97	<a href="#">7484</a>

Schedule Name: Check Sheet Request

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
293	8/30/2024	13718		102,017	\$1,850.40	\$315.00	\$2,165.40	<a href="#">7506</a>
266	8/29/2024	13711		100,302	\$279.92	\$210.00	\$489.92	<a href="#">7499</a>
294	8/29/2024	13714		100,202	\$925.20	\$315.00	\$1,240.20	<a href="#">7502</a>
356	8/27/2024	13700		84,438	\$156.06	\$210.00	\$366.06	<a href="#">7488</a>
267	8/23/2024	13689		80,982	\$25.96	\$210.00	\$235.96	<a href="#">7476</a>
361	8/23/2024	13691		92,370	\$1,197.90	\$262.50	\$1,460.40	<a href="#">7479</a>
270	8/20/2024	13676		85,946	\$279.92	\$105.00	\$384.92	<a href="#">7463</a>
357	8/20/2024	13682		93,032	\$1,558.67	\$0.00	\$1,558.67	<a href="#">7469</a>
361	8/20/2024	13678		91,665	\$279.92	\$105.00	\$384.92	<a href="#">7465</a>
266	8/12/2024	13655		98,399	\$123.20	\$105.00	\$228.20	<a href="#">7442</a>
270	8/12/2024	13656		85,044	\$123.20	\$105.00	\$228.20	<a href="#">7443</a>

269	8/9/2024	13651		98,356	\$270.60	\$0.00	\$270.60	7438
270	8/8/2024	13646		84,710	\$167.05	\$945.00	\$1,112.05	7433
277	8/7/2024	13642		70,422	\$0.00	\$0.00	\$0.00	7429
282	8/6/2024	13634		90,730	\$10.99	\$157.50	\$168.49	7421
359	8/6/2024	13632		96,329	\$14.28	\$105.00	\$119.28	7419
361	8/6/2024	13633		90,683	\$14.28	\$105.00	\$119.28	7420
292	8/5/2024	13627		101,277	\$0.00	\$210.00	\$210.00	7414
356	8/5/2024	13629		82,099	\$262.78	\$210.00	\$472.78	7416
356	8/5/2024	13630		82,099	\$36.62	\$210.00	\$246.62	7417
356	8/5/2024	13631		82,099	\$0.00	\$210.00	\$210.00	7418
358	8/5/2024	13624		93,490	\$0.00	\$840.00	\$840.00	7411
358	8/5/2024	13625		93,490	\$0.00	\$420.00	\$420.00	7412
354	8/2/2024	13618		98,790	\$262.78	\$210.00	\$472.78	7405
7758	8/2/2024	13621	Bellow left front worn recommend replacement	157,191	\$28.49	\$420.00	\$448.49	7408
354	8/1/2024	13602		98,680	\$0.00	\$210.00	\$210.00	7389
354	8/1/2024	13603		98,680	\$0.00	\$315.00	\$315.00	7390
354	8/1/2024	13617		98,684	\$106.00	\$525.00	\$631.00	7404

Schedule Name: Cooling system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
271	8/26/2024	13698		103,220	\$884.66	\$840.00	\$1,724.66	7486
982	8/26/2024	13693		158,053	\$564.89	\$630.00	\$1,194.89	7481
363	8/15/2024	13669		96,866	\$0.00	\$210.00	\$210.00	7456

Schedule Name: Differential Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
361	8/20/2024	13679		91,665	\$0.00	\$0.00	\$0.00	7466
361	8/20/2024	13680		91,665	\$88.16	\$105.00	\$193.16	7467
358	8/12/2024	13658		94,160	\$108.15	\$210.00	\$318.15	7445
274	8/8/2024	13649		98,141	\$85.65	\$210.00	\$295.65	7436

Schedule Name: Drive Belt Inspection Replace

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
982	8/26/2024	13695		158,053	\$144.43	\$600.00	\$744.43	7483
983	8/8/2024	13643		133,141	\$147.46	\$420.00	\$567.46	7430

Schedule Name: Filter Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
294	8/30/2024	13713		100,202	\$51.45	\$105.00	\$156.45	7501
284	8/2/2024	13620		86,138	\$51.45	\$105.00	\$156.45	7407

Schedule Name: Scheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
286	8/30/2024	13715		87,456	\$270.60	\$420.00	\$690.60	7503
288	8/30/2024	13716		73,169	\$381.70	\$0.00	\$381.70	7504
267	8/23/2024	13690		80,982	\$0.00	\$210.00	\$210.00	7478
274	8/19/2024	13674		98,832	\$331.37	\$420.00	\$751.37	7461
360	8/8/2024	13648		73,414	\$262.78	\$0.00	\$262.78	7435
270	8/7/2024	13640		84,628	\$10.99	\$105.00	\$115.99	7427
270	8/7/2024	13641		84,628	\$25.96	\$210.00	\$235.96	7428

Schedule Name: Steering and Suspension Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
982	8/26/2024	13694		158,053	\$199.65	\$315.00	\$514.65	7482
268	8/1/2024	13608		106,478	\$319.82	\$420.00	\$739.82	7395

Schedule Name: Tire Replacement/ Tire Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
363	8/15/2024	13668		96,866	\$0.00	\$315.00	\$315.00	7455

Schedule Name: Transmission repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
354	8/28/2024	13701		100,482	\$5,943.95	\$1,050.00	\$6,993.95	<a href="#">7489</a>
288	8/15/2024	13671		73,047	\$140.80	\$1,365.00	\$1,505.80	<a href="#">7458</a>
268	8/1/2024	13609		106,232	\$128.70	\$1,365.00	\$1,493.70	<a href="#">7396</a>

Schedule Name: Transmission Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
363	8/14/2024	13667		96,866	\$155.66	\$210.00	\$365.66	<a href="#">7454</a>

Schedule Name: Unscheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
276	8/16/2024	13673		43,698	\$1,477.82	\$420.00	\$1,897.82	<a href="#">7460</a>
277	8/14/2024	13664		71,125	\$10.99	\$420.00	\$430.99	<a href="#">7451</a>
289	8/14/2024	13663		89,337	\$270.60	\$420.00	\$690.60	<a href="#">7450</a>
294	8/14/2024	13665		98,694	\$0.00	\$315.00	\$315.00	<a href="#">7452</a>
360	8/12/2024	13653		73,640	\$229.90	\$420.00	\$649.90	<a href="#">7440</a>
363	8/7/2024	13638		96,142	\$31.01	\$420.00	\$451.01	<a href="#">7425</a>
355	8/5/2024	13626		86,185	\$0.00	\$210.00	\$210.00	<a href="#">7413</a>
289	8/2/2024	13622		88,345	\$1,469.37	\$840.00	\$2,309.37	<a href="#">7409</a>
357	8/1/2024	13601		91,506	\$602.36	\$1,680.00	\$2,282.36	<a href="#">7388</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
321	12:00:00	12:47:31	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
401	768:00:00	785:41:26	7:57:45	2:23:43	10:20:41	4:14:47	0:00:00	0:00:00	0:00:00	0:00:00	2:41:31	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:16:37	0:00:00	0:00:00	30:55:04
402	744:00:00	738:52:48	3:50:15	0:30:01	6:31:19	6:34:25	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	1:05:50	0:00:00	0:00:00	18:31:50
403	756:00:00	765:54:04	3:30:36	0:00:00	8:25:37	1:48:14	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:37:57	0:00:00	0:00:00	0:00:00	1:54:03	0:00:00	0:00:00	18:16:27
404	769:12:00	763:09:13	9:11:05	4:04:44	0:00:00	3:06:07	0:00:00	0:54:27	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	5:03:57	0:00:00	0:00:00	22:20:20
405	744:01:00	726:30:42	8:43:52	2:22:43	51:32:11	1:01:38	0:00:00	0:00:00	0:00:00	1:17:35	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:10:57	0:00:00	0:00:00	65:08:56
406	769:00:00	764:51:29	4:38:37	43:43:25	9:35:20	0:34:57	0:00:00	1:03:38	0:00:00	0:27:43	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:34:20	0:00:00	0:00:00	60:38:00
407	744:00:00	743:07:55	1:39:13	1:09:34	0:00:00	3:16:10	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	1:02:02	0:00:00	0:00:00	7:06:59
408	741:00:00	731:35:45	5:40:44	1:59:09	10:47:45	1:40:29	0:00:00	0:00:00	0:00:00	1:20:14	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:21:29	0:00:00	0:00:00	22:49:50
409	793:30:00	792:16:06	5:33:03	24:28:59	1:07:55	0:39:14	0:00:00	0:00:00	0:00:00	0:00:00	2:06:42	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:14:10	0:00:00	0:00:00	34:10:03
410	744:00:00	741:50:52	6:04:14	0:30:03	0:18:38	2:04:37	0:00:00	0:00:00	0:00:00	0:22:20	1:49:53	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	4:13:37	0:00:00	0:00:00	15:23:22
420	264:00:00	256:55:33	2:15:54	0:00:00	37:23:55	14:25:02	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	1:52:48	0:00:00	0:00:00	55:57:39
421	362:00:00	346:31:45	14:49:02	0:00:00	29:16:55	14:09:04	0:00:00	0:30:13	0:00:00	0:00:00	3:35:09	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:06:40	0:00:00	0:00:00	63:27:03
422	312:00:00	308:34:29	1:40:58	0:00:00	23:07:06	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:10	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:33:41	0:00:00	0:00:00	25:21:55
423	348:00:00	338:48:25	2:39:33	0:10:33	1:50:20	0:00:00	0:00:00	0:00:00	0:00:00	1:30:09	1:44:15	0:04:29	0:00:00	0:00:00	0:00:00	0:00:00	1:02:29	0:00:00	0:00:00	9:01:48
424	347:00:00	323:52:41	5:02:53	0:00:00	22:47:12	18:35:33	0:00:00	0:03:56	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	46:29:34
425	348:00:00	346:16:18	1:45:17	0:00:00	0:30:31	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:04:31	0:34:17	0:00:00	0:00:00	0:00:00	0:00:00	2:56:07	0:00:00	0:00:00	5:50:43
426	348:00:00	341:59:36	2:01:10	0:36:10	0:06:41	0:00:00	0:00:00	0:09:10	0:00:00	2:00:00	1:14:00	0:12:36	0:00:00	0:00:00	0:00:00	0:00:00	4:24:21	0:00:00	0:00:00	10:44:08
427	194:00:00	192:37:22	3:38:21	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	2:42:18	0:00:00	0:00:00	6:20:39
440	345:00:00	325:58:38	3:06:12	0:00:00	28:33:50	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	1:04:44	0:00:00	0:00:00	32:44:46
441	198:00:00	199:39:32	2:24:22	0:00:00	0:00:00	0:25:58	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	0:00:00	1:11:50	0:00:00	0:00:00	4:02:10
442	306:30:00	292:11:52	3:55:31	0:00:00	7:13:49	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	11:09:20
443	156:00:00	152:30:18	1:44:13	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	1:44:13
446	242:00:00	233:55:14	4:31:41	0:00:00	0:00:00	14:10:58	0:00:00	0:00:00	0:00:00	2:18:58	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:44:05	0:00:00	0:00:00	21:45:42
447	210:30:00	200:03:13	7:01:31	1:04:46	3:43:14	0:45:30	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	12:35:01
480	371:30:00	360:35:50	2:45:49	0:00:00	2:53:02	0:00:00	0:00:00	0:50:16	0:00:00	0:19:46	1:28:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:55:57	0:00:00	0:00:00	10:13:35
481	353:00:00	330:41:41	5:01:21	0:29:46	8:52:01	4:46:38	0:00:00	0:00:00	0:00:00	0:00:00	0:53:53	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:48:53	0:00:00	0:00:00	20:52:32
482	360:30:00	347:54:29	5:58:08	0:00:00	2:19:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:10:50	0:00:00	0:00:00	0:00:00	0:00:00	0:58:49	0:00:00	0:00:00	10:26:47
483	345:00:00	336:43:03	4:14:34	0:00:00	11:26:38	0:00:00	0:00:00	0:37:13	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:23:31	0:00:00	0:00:00	16:41:56
484	288:00:00	288:47:35	2:38:47	0:10:23	1:22:30	0:00:00	0:00:00	0:48:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:25:02	0:00:00	0:00:00	5:25:36
485	372:00:00	364:22:45	3:39:51	0:00:00	0:00:00	0:00:00	0:00:00	0:05:49	0:00:00	1:01:10	0:10:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:05:46	0:00:00	0:00:00	8:02:39
486	278:00:00	272:32:57	3:09:36	0:00:00	4:23:43	0:00:00	0:00:00	0:00:00	0:00:00	1:03:35	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:45:56	0:00:00	0:00:00	10:22:50
499	18:45:00	4:06:01	3:59:28	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:59:28
542	12:00:00	12:11:48	0:09:36	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	0:09:36
543	304:00:00	283:21:08	2:56:02	0:00:00	21:26:57	0:00:00	0:00:00	0:14:34	0:00:00	0:00:00	0:17:27	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:42:52	0:00:00	0:00:00	25:37:52
544	273:00:00	233:36:53	4:03:09	0:10:02	32:27:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:51:51	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:41:19	0:00:00	0:00:00	39:13:57
545	259:30:00	245:40:18	2:47:05	0:00:00	0:02:12	0:37:47	0:00:00	0:00:00	0:00:00	0:00:00	1:43:13	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	5:10:17
901-PR	20:00:00	15:07:32	0:35:45	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	0:35:45
902-PR	6:30:00	4:05:44	0:20:09	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	0:20:09
Total	14827:28:00	14526:20:31	155:45:22	83:54:01	338:26:38	92:57:08	0:00:00	5:18:10	0:00:00	11:41:30	19:41:23	2:02:12	2:37:57	0:00:00	0:00:00	0:00:00	47:24:10	0:00:00	0:00:00	759:48:31

9/20/2024 - 9:19 AM

# 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	22	2
2024	265	0	0
2024	266	3,305	366
2024	267	3,240	384
2024	268	2,795	334
2024	269	3,260	393
2024	270	3,092	358
2024	271	2,880	370
2024	272	2,075	239
2024	273	3,299	0
2024	274	2,488	311
2024	275	2,379	165
2024	276	2,518	232
2024	277	2,405	219
2024	278	307	15
2024	279	2,952	256
2024	280	2,920	275
2024	281	2,621	185
2024	282	3,385	744
2024	283	3,425	262
2024	284	3,078	279
2024	285	0	3
2024	286	2,814	223
2024	287	0	0
2024	288	306	46
2024	289	2,626	200
2024	290	3,480	244
2024	291	2	1
2024	292	3,390	365
2024	293	3,171	230
2024	294	2,376	234
2024	305	1,865	133
2024	306	1,888	162
2024	354	2,170	234
2024	355	2,459	280
2024	356	3,115	390
2024	357	2,838	352
2024	358	3,242	396
2024	359	1,599	203
2024	360	2,236	0
2024	361	2,837	365

2024	362	0	0
2024	363	3,058	376
2024	4609	9	0
2024	494	0	0
2024	498	0	0
2024	7509	8,704	80
2024	7510	0	0
2024	7758	0	0
2024	981	1	0
2024	982	4,397	540
2024	983	3,129	371
<b>105248</b>		<b>114,160</b>	<b>10,819</b>

Unit Number: 189

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/12/2024	9,289	22	8/12/2024	357	2
			<b>22</b>			<b>2</b>

Unit Number: 265

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024		60,598	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
8/1/2024	8/31/2024	100,522	3,305	8/31/2024	9,194	366
			<b>3,305</b>			<b>366</b>

Unit Number: 267

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	81,769	3,240	8/31/2024	7,402	384
			<b>3,240</b>			<b>384</b>

Unit Number: 268

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	109,018	2,795	8/31/2024	9,410	334
			<b>2,795</b>			<b>334</b>

Unit Number: 269

Mileage	Engine Hours

Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	100,829	3,260	8/31/2024	9,566	393
			<b>3,260</b>			<b>393</b>

Unit Number: 270

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	87,297	3,092	8/31/2024	8,188	358
			<b>3,092</b>			<b>358</b>

Unit Number: 271

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	103,703	2,880	8/31/2024	9,237	370
			<b>2,880</b>			<b>370</b>

Unit Number: 272

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	75,154	2,075	8/31/2024	6,723	239
			<b>2,075</b>			<b>239</b>

Unit Number: 273

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/30/2024	62,819	3,299		3,967	0
			<b>3,299</b>			<b>0</b>

Unit Number: 274

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	99,894	2,488	8/31/2024	9,502	311
			<b>2,488</b>			<b>311</b>

Unit Number: 275

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	87,867	2,379	8/31/2024	5,589	165
			<b>2,379</b>			<b>165</b>

Unit Number: 276

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	44,596	2,518	8/31/2024	3,032	232

2,518 232

Unit Number: 277

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	72,275	2,405	8/31/2024	4,715	219	
			<b>2,405</b>				<b>219</b>

Unit Number: 278

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/20/2024	78,292	307	8/20/2024	5,273	15	
			<b>307</b>				<b>15</b>

Unit Number: 279

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	85,596	2,952	8/31/2024	5,895	256	
			<b>2,952</b>				<b>256</b>

Unit Number: 280

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	91,324	2,920	8/31/2024	6,355	275	
			<b>2,920</b>				<b>275</b>

Unit Number: 281

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	70,041	2,621	8/31/2024	4,525	185	
			<b>2,621</b>				<b>185</b>

Unit Number: 282

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	93,485	3,385	8/31/2024	3,353	744	
			<b>3,385</b>				<b>744</b>

Unit Number: 283

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/29/2024	67,506	3,425	8/29/2024	4,334	262	
			<b>3,425</b>				<b>262</b>

Unit Number: 284

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	89,207	3,078	8/31/2024	6,252	279
			<b>3,078</b>	<b>279</b>		

Unit Number: 285

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/26/2024	54,165	0	8/26/2024	3,514	3
			<b>0</b>	<b>3</b>		

Unit Number: 286

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/30/2024	87,456	2,814	8/30/2024	5,816	223
			<b>2,814</b>	<b>223</b>		

Unit Number: 287

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/7/2024	57,691	0	8/7/2024	3,818	0
			<b>0</b>	<b>0</b>		

Unit Number: 288

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/30/2024	73,170	306	8/30/2024	6,434	46
			<b>306</b>	<b>46</b>		

Unit Number: 289

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	90,939	2,626	8/31/2024	5,786	200
			<b>2,626</b>	<b>200</b>		

Unit Number: 290

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	84,265	3,480	8/31/2024	6,442	244
			<b>3,480</b>	<b>244</b>		

Unit Number: 291

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/20/2024	75,049	2	8/20/2024	6,538	1	
			<b>2</b>				<b>1</b>

Unit Number: 292

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	104,182	3,390	8/31/2024	9,074	365	
			<b>3,390</b>				<b>365</b>

Unit Number: 293

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/30/2024	102,017	3,171	8/30/2024	9,155	230	
			<b>3,171</b>				<b>230</b>

Unit Number: 294

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	100,306	2,376	8/31/2024	8,568	234	
			<b>2,376</b>				<b>234</b>

Unit Number: 305

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/29/2024	73,913	1,865	8/29/2024	2,135	133	
			<b>1,865</b>				<b>133</b>

Unit Number: 306

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	80,688	1,888	8/31/2024	5,385	162	
			<b>1,888</b>				<b>162</b>

Unit Number: 354

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	100,837	2,170	8/31/2024	9,293	234	
			<b>2,170</b>				<b>234</b>

Unit Number: 355

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/31/2024	88,274	2,459	8/31/2024	8,538	280

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2,459

280

Unit Number: 356

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	84,908	3,115	8/31/2024	7,522	390	
			<b>3,115</b>				<b>390</b>

Unit Number: 357

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	94,266	2,838	8/31/2024	8,801	352	
			<b>2,838</b>				<b>352</b>

Unit Number: 358

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	96,321	3,242	8/31/2024	8,654	396	
			<b>3,242</b>				<b>396</b>

Unit Number: 359

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/28/2024	97,347	1,599	8/28/2024	8,921	203	
			<b>1,599</b>				<b>203</b>

Unit Number: 360

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/30/2024	75,650	2,236	8/12/2024	4,693	0	
			<b>2,236</b>				<b>0</b>

Unit Number: 361

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	93,021	2,837	8/31/2024	8,610	365	
			<b>2,837</b>				<b>365</b>

Unit Number: 362

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/23/2024	71,730	0	8/23/2024	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
8/1/2024	8/31/2024	98,481	3,058	8/31/2024	9,084	376
			<b>3,058</b>	<b>376</b>		

Unit Number: 4609

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/16/2024	150,165	9	8/16/2024	165	0
			<b>9</b>	<b>0</b>		

Unit Number: 494

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024		226	0		44	0
			<b>0</b>	<b>0</b>		

Unit Number: 498

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024		230	0		50	0
			<b>0</b>	<b>0</b>		

Unit Number: 7509

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/25/2024	141,243	8,704	8/25/2024	1,675	80
			<b>8,704</b>	<b>80</b>		

Unit Number: 7510

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024		128,179	0		429	0
			<b>0</b>	<b>0</b>		

Unit Number: 7758

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2024	8/2/2024	157,191	0	8/2/2024	394	0
			<b>0</b>	<b>0</b>		

Unit Number: 981

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/30/2024	132,379	1	8/30/2024	15,717	0	
			<b>1</b>				<b>0</b>

Unit Number: 982

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	159,018	4,397	8/31/2024	18,034	540	
			<b>4,397</b>				<b>540</b>

Unit Number: 983

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
8/1/2024	8/31/2024	135,655	3,129	8/31/2024	14,013	371	
			<b>3,129</b>				<b>371</b>



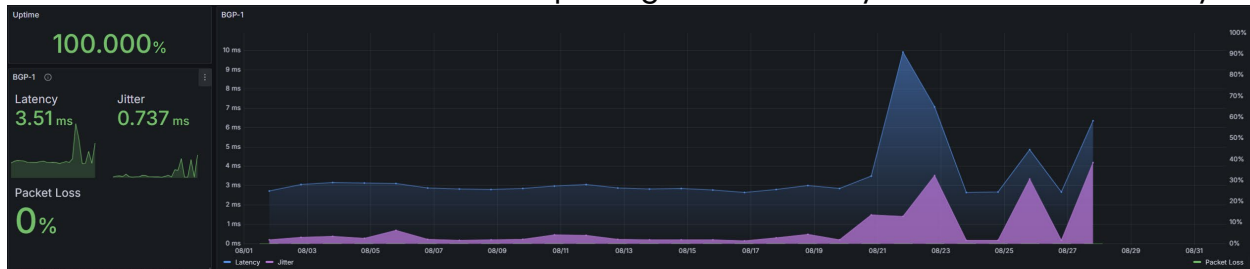
## PROJECTS

- Field phone updates are complete.
- Budget planning and forecasting.
- Attended APCO conference.

## NETWORK AND SYSTEMS RELIABILITY

Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	0	0.58	-0.58	100.000%
Services	94	7.8	86.2	99.789%

This is our third consecutive month reporting 100% reliability on network availability.

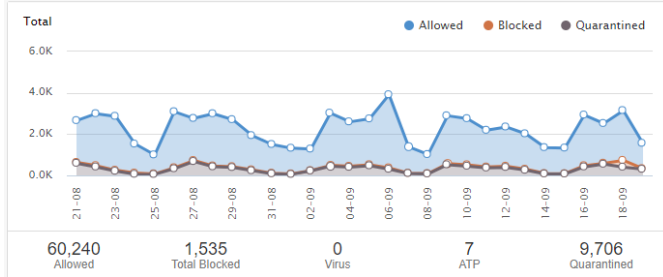


A security (over)reaction from our telephone service provider Telnix caused a 94-minute loss of non-emergency inbound calls. Inbound calls for Control were automatically diverted to the back-up cellphones, and the Patient Accounts primary line is handled by another vendor, so the impact was minimized. The rest of the organization was able to place calls, just not receive outside calls. Calling between field users and all other extensions was unaffected.

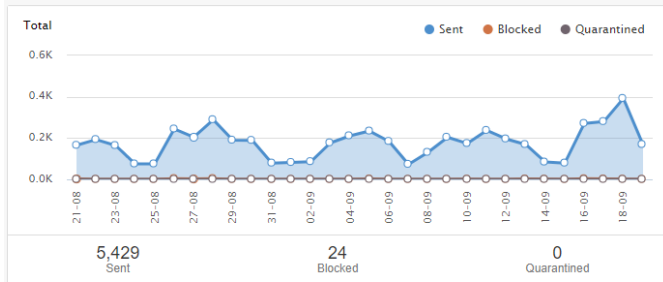


## CYBERSECURITY/THREAT MITIGATION

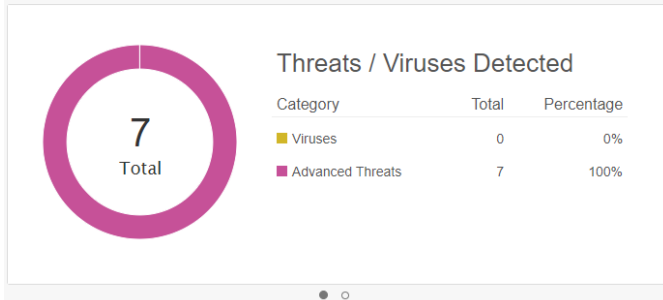
Inbound Email Statistics: Overview



Outbound Email Statistics: Overview

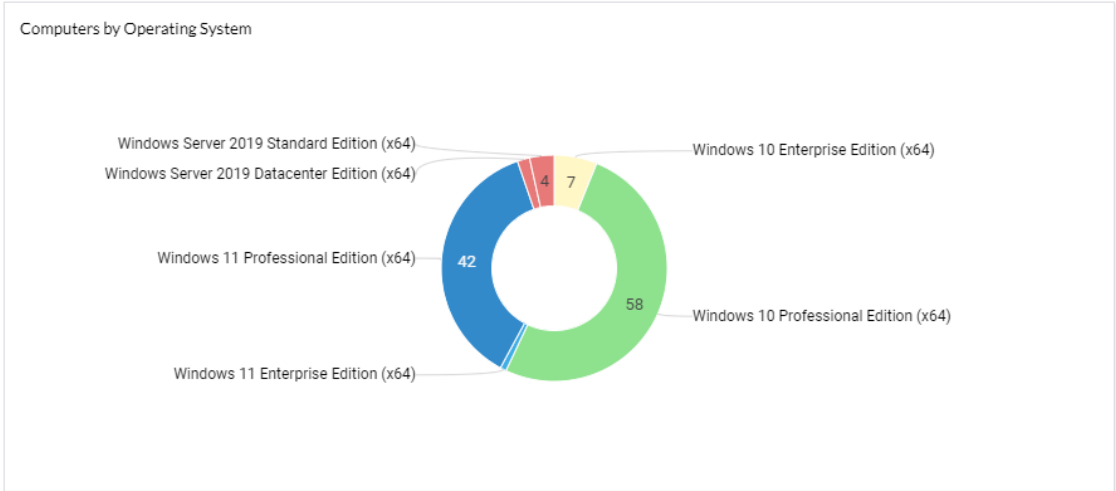


Total Threats / Viruses: Overview





## ENDPOINT MANAGEMENT



Missing patches based on release time

	Critical	Important	Moderate	Low	Unrated
>120 days	0	0	0	0	1
90-120 days	1	0	0	0	4
60-90 days	1	3	0	1	4
30-60 days	3	0	0	1	6
<30 days	3	4	1	0	6

\*Patches are released weekly, thus there will often be numbers in the <30 days category. Only critical and security patches are applied to sensitive systems.



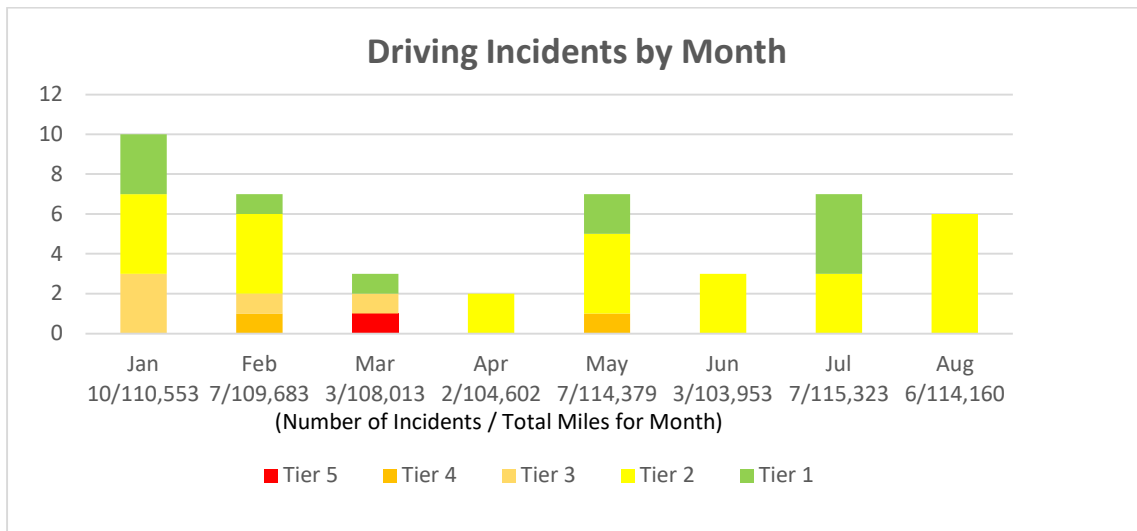
## REGULATORY AFFAIRS & OPERATIONS SUPPORT REPORT

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

**Safety Items:**

- Driving Incidents:
  - 6 total incidents
    - Tier 5 – 0
    - Tier 4 – 0
    - Tier 3 – 0
    - Tier 2 – 6 (1 Patient Loaded, 1 Crit Fail)
    - Tier 1 – 0

**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



- August 2024 Leading Root Causes:
  - Lack of spatial awareness – 4
  - Third party cause – 1
  - Backing – 1
- Driving Instructor course held on site with 16 employees earning the VFIS Emergency Vehicle Driver Training Instructor certification to assist with drivers training during NEOP programs and refresher courses.

- Annual Auto Claims Trends:
  - 2021 (Sep-Dec): 10
  - 2022 (Jan-Dec): 19 (1 open)
  - 2023 (Jan-Dec): 17 (1 open)
  - 2024 (Jan-Jul): 10 (4 open)
- Injury statistics included in Human Resources Report

**Facilities Highlights or Milestone Items:**

- August Maintenance Logs:
  - 19 pre-scheduled preventative maintenance or routine maintenance completed
  - 45 unscheduled repairs completed
  - 1 miscellaneous request fulfilled
  - Work on updated housing for M408 including mobile home search, utility estimates, and permitting and licensing preparations.
  - Facility Damage at M403 sustained during Hurricane Beryl submitted to and approved by insurance. Repairs initiated.
  - Facility Damage at Administration campus sustained during Hurricane Beryl did not meet insurance deductible minimums. Repairs completed.
- Ongoing Long-Term Projects:
  - M408 Updated Housing
  - Land Planning (assistance as needed)
  - Admin Campus traffic reversal

**Compliance Items:**

- DSHS Updates: No outstanding items
  - Requests for Information/Reports/Notifications: 0



## **AUGUST 2024 CRITICAL FAILURES REVIEW:**

9 Total:

- P1 – 1 (1 Mechanical)
- P2 – 4 (1 Mechanical, 1 Driving Incident, 1 Human Error, 1 Equipment)
- P3 – 3 (2 Human Error, 1 Equipment)
- P4 – 1 (1 Equipment)

### **P1 – 8/8/2024 – Mechanical**

- M486 was dispatched to a 6D02 Breathing Problems. After arriving on scene and preparing for transport, the crew requested a second unit because their ambulance would not start. M481 was dispatched to the call, took over patient care and transported the patient to the hospital non-emergency. A supervisor was able to get the unit started and it was placed OOS in Fleet. Incident was reviewed by Quality Team and resulted in no patient harm.

### **P2 – 8/11/2024 – Driving Incident**

- M440 was dispatched to a 26C02 Sick Person. As they were pulling away from a gas pump, the unit struck a concrete barrier. The unit contacted Control and a supervisor to report the fleet incident. M410 was dispatched and made scene. Total time from first keystroke to first unit on-scene was 15 minutes 25 seconds. M410 transported the patient non-emergency to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

### **P2 – 8/14/2024 – Mechanical**

- M403 was dispatched to a 17B01 Fall. After marking En Route, the crew advised Control they were unable to start their vehicle. M406 was dispatched and made scene. Total time from first keystroke to first unit on-scene was 20 minutes 22 seconds. M406 transported the patient to the hospital non-emergency. Incident was reviewed by Quality Team and resulted in no patient harm.

**P2 – 8/25/2024 – Human Error**

- M406 was dispatched to a 10C01 Chest Pain. Shortly after being dispatched, the ICP contacted 301 and reported she was due to have a break in 5 minutes. M441 was dispatched and made scene. Total time from first keystroke to first unit on-scene was 8 minutes 43 seconds. M441 transported the patient to the hospital non-emergency. Incident was reviewed by Quality team and resulted in no patient harm.

**P2 – 8/29/2024 – Equipment Malfunction**

- M422 was dispatched to a 29C02 Motor Vehicle Accident. Immediately after being dispatched, the crew reported a failure with their narcotics safe. M484 was dispatched and made scene. Total time from first keystroke to first unit on-scene was 11 minutes 00 seconds. M484 transported the patient to the hospital non-emergency. Incident was reviewed by Quality team and resulted in no patient harm.

**P3 – 8/18/2024 – Human Error**

- M425 was dispatched to a 25C01 Psychiatric. Total time from first keystroke to first unit on-scene was 12 minutes 48 seconds. After arriving on scene, the crew reported they had left their stretcher at the previous destination. The crew made patient contact and M422 was assigned to the call. M422 arrived and transported the patient to the hospital non-emergency. Incident was reviewed by Quality team and resulted in no patient harm.

**P3 – 8/19/2024 – Human Error**

- M404 was dispatched to a 38B04 Advanced Send shortly after arriving at Deployment to resupply their main oxygen. Immediately after dispatch, the unit contacted Control and advised they were unable to take the call because Fleet was examining a nail in their tire. M408 was assigned to the call and made scene. Total time from first keystroke to first unit on-scene was 22 minutes 6 seconds. M408 transported the patient to the hospital non-emergency. Incident was reviewed by Quality team and resulted in no patient harm.

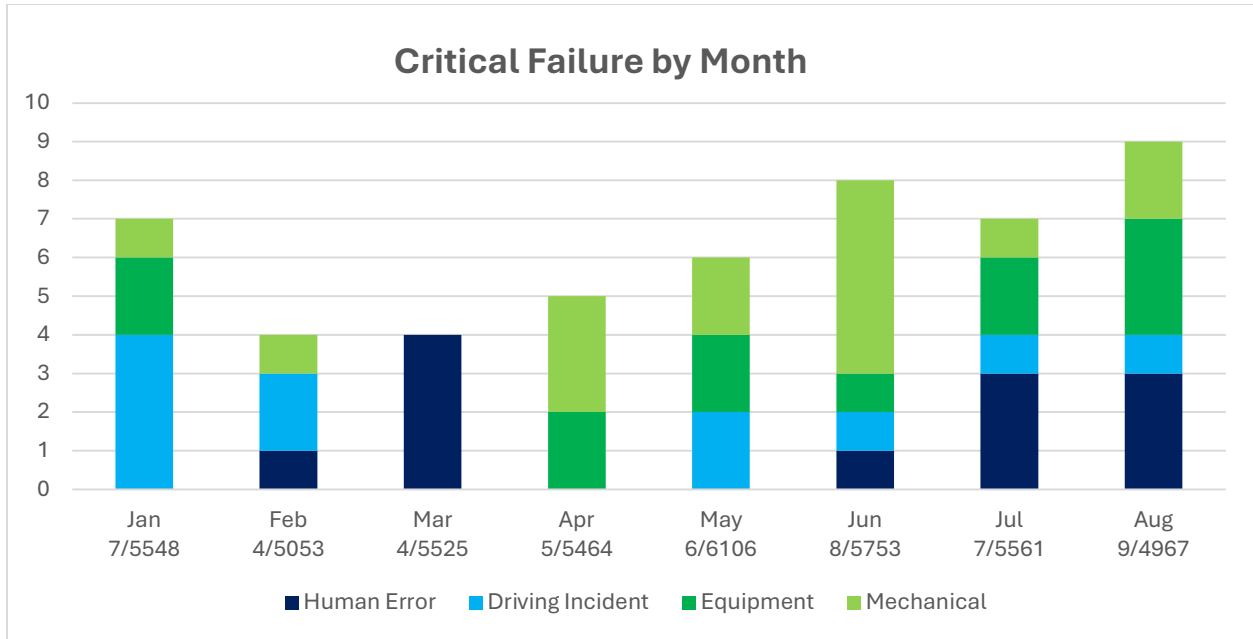
**P3 – 8/24/2024 – Equipment Malfunction**

- M485 was dispatched to a 38A03 Advanced Send (Law Enforcement). After arriving on scene, the crew reported a stretcher failure and requested a second unit. Total time from first key stroke to on-scene was 12 minutes 54 seconds. An attempt to troubleshoot the stretcher was made without success. M410 was assigned to the call, made scene and transported non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

**P4 – 8/8/2024 – Equipment Malfunction**

- M545 was dispatched to a 26A02 Sick Person. The call was acknowledged, but the unit did not mark En Route. Control contacted the crew who stated one member was in the restroom and one of their phones did not alert. Due to the extended En Route time,

M407 was added to the call. Total time from first key stroke to on-scene was 16 minutes 24 seconds. M407 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.





# HARRIS COUNTY ESD 11 MOBILE HEALTHCARE

## Statement of Activities

AUGUST 2024

	AUGUST 2024				YTD 2024			
	Act	Budget	Var. \$	Var. %	Act	Budget	Var. \$	Var. %
Gross Billings	9,465,910	9,818,719	(352,810)	-4%	73,855,355	75,594,756	(1,739,400)	-2%
Billing Adjustments	(7,663,205)	(7,973,976)	310,771	-4%	(59,863,709)	(61,606,865)	1,743,156	-3%
Estimated Bad Debts	-	-	-		-	-	-	
<b>Net Billing Revenue</b>	<b>1,802,704</b>	<b>1,844,743</b>	<b>(42,039)</b>	<b>-2%</b>	<b>13,991,646</b>	<b>13,987,890</b>	<b>3,756</b>	<b>0%</b>
Property Tax Revenue	1,760,894	1,794,004	(33,110)	-2%	14,270,760	14,352,035	(81,275)	-1%
Other Revenue	111,344	120,417	(9,072)	-8%	985,367	1,133,333	(147,966)	-13%
<b>Total Revenue</b>	<b>3,674,943</b>	<b>3,759,164</b>	<b>(84,221)</b>	<b>-2%</b>	<b>29,247,773</b>	<b>29,473,258</b>	<b>(225,485)</b>	<b>-1%</b>
Salaries - Administration	(300,137)	(288,073)	(12,064)	4%	(2,240,021)	(2,251,083)	11,061	0%
Salaries - Regular	(994,579)	(997,335)	2,756	0%	(7,932,865)	(7,833,857)	(99,007)	1%
Salaries - Ot/Events/Oot	(354,926)	(363,015)	8,089	-2%	(2,542,235)	(2,798,767)	256,532	-9%
Commissioner Fees	-	(3,049)	3,049	-100%	(10,214)	(24,000)	13,786	-57%
Salaries - PTO	(91,327)	(111,824)	20,498	-18%	(787,306)	(861,379)	74,073	-9%
Employee Benefits-Other Paid Leave	(2,890)	(3,024)	135	-4%	(23,981)	(23,902)	(79)	0%
Employee Benefits-Insurance	(258,929)	(272,310)	13,381	-5%	(2,079,823)	(2,260,758)	180,935	-8%
Employee Benefits-Pension	(170,190)	(178,851)	8,661	-5%	(1,402,895)	(1,460,731)	57,836	-4%
Employee Benefits-Other	(2,837)	(3,706)	869	-23%	(27,445)	(28,791)	1,346	-5%
Payroll Taxes - Fica/Med.	(130,677)	(131,137)	460	0%	(1,028,846)	(968,677)	(60,170)	6%
Payroll Taxes - Suta	(7,243)	(4,446)	(2,797)	63%	(26,595)	(34,501)	7,905	-23%
Workmans Comp Insurance	(44,891)	(58,254)	13,363	-23%	(352,540)	(443,486)	90,946	-21%
<b>Wage Expenses</b>	<b>(2,358,626)</b>	<b>(2,415,023)</b>	<b>56,397</b>	<b>-2%</b>	<b>(18,454,768)</b>	<b>(18,989,932)</b>	<b>535,164</b>	<b>-3%</b>
Maintenance	(41,444)	(42,167)	723	-2%	(369,211)	(316,421)	(52,790)	17%
Supplies-Operations	(111,265)	(99,106)	(12,159)	12%	(743,283)	(770,159)	26,876	-3%
Vehicle Related Expenses	(135,544)	(148,053)	12,509	-8%	(1,088,491)	(1,099,915)	11,424	-1%
Uniforms	(9,994)	(34,365)	24,371	-71%	(66,175)	(140,590)	74,415	-53%
Utilities	(12,149)	(13,470)	1,321	-10%	(96,026)	(107,373)	11,347	-11%
Occupancy	(9,000)	(10,000)	1,000	-10%	(69,343)	(80,000)	10,657	-13%
Other Direct Expenses	(25,467)	(5,923)	(19,544)	330%	(94,729)	(22,182)	(72,548)	327%
<b>Direct Expenses</b>	<b>(344,863)</b>	<b>(353,084)</b>	<b>8,221</b>	<b>-2%</b>	<b>(2,527,258)</b>	<b>(2,536,640)</b>	<b>9,381</b>	<b>0%</b>
Contracted Service	(153,089)	(154,344)	1,256	-1%	(1,286,182)	(1,323,867)	37,685	-3%
Marketing & Public Relationship	(7,602)	(10,744)	3,142	-29%	(52,144)	(72,266)	20,122	-28%
Employee Expense	(12,047)	(17,786)	5,739	-32%	(74,630)	(105,703)	31,073	-29%
Supplies & Equipment	(42,815)	(28,715)	(14,101)	49%	(234,851)	(237,101)	2,250	-1%
Insurance	(69,563)	(69,935)	372	-1%	(557,432)	(550,455)	(6,976)	1%
Legal Expenses	(20,535)	(46,284)	25,750	-56%	(434,655)	(450,275)	15,621	-3%
Appraisal District	(17,035)	(15,182)	(1,853)	12%	(132,660)	(100,308)	(32,352)	32%
Tax Assessor Collection Fee	(296)	(8,399)	8,103	-96%	(94,203)	(65,180)	(29,023)	45%
Commissioner Expenses	-	-	-		(636)	(6,421)	5,785	-90%
Notice Fee	-	(1,500)	1,500	-100%	(4,500)	(12,000)	7,500	-63%
Travel	(10,095)	(23,924)	13,829	-58%	(48,294)	(83,225)	34,931	-42%
Interest Expense	(101,209)	(100,373)	(836)	1%	(808,474)	(790,034)	(18,440)	2%
Others	(20,878)	(32,026)	11,148	-35%	(283,511)	(262,616)	(20,895)	8%
<b>General &amp; Admin Expenses</b>	<b>(455,163)</b>	<b>(509,211)</b>	<b>54,048</b>	<b>-11%</b>	<b>(4,012,172)</b>	<b>(4,059,451)</b>	<b>47,279</b>	<b>-1%</b>
<b>Total Expenses</b>	<b>(3,158,652)</b>	<b>(3,277,319)</b>	<b>118,667</b>	<b>-4%</b>	<b>(24,994,198)</b>	<b>(25,586,022)</b>	<b>591,824</b>	<b>-2%</b>
Depreciation & Other Expenses	(250,848)	(253,125)	2,276	-1%	(1,987,195)	(1,847,866)	(139,329)	8%
Asset Disposition Gain/Loss	-	-	-		-	-	-	
Gain/Loss On Investments	58,998	62,082	(3,084)	-5%	553,033	497,784	55,249	11%
<b>Net Income</b>	<b>324,441</b>	<b>290,803</b>	<b>33,638</b>	<b>12%</b>	<b>2,819,414</b>	<b>2,537,155</b>	<b>282,259</b>	<b>11%</b>
<b>EBITDA (before interests expense)</b>	<b>676,498</b>	<b>644,301</b>	<b>32,198</b>	<b>5%</b>	<b>5,615,082</b>	<b>5,175,055</b>	<b>440,028</b>	<b>9%</b>