

REGULAR MEETING

OF THE

BOARD OF COMMISSIONERS

JANUARY 28, 2024





REGULAR
MEETING

1. Call meeting to order and moment of silence for prayer and reflection;



REGULAR
MEETING

2. Public Comments



REGULAR
MEETING

3. Meritorious Awards



REGULAR
MEETING

4. Approve the minutes of the December 6, 2024 special and December 17, 2024 regular meetings;



CHIEF EXECUTIVE OFFICER'S REPORT



PEOPLE OPERATIONS

CHIEF
EXECUTIVE
OFFICER
REPORT

PROMOTIONS

- Antonio Rodriguez, Attendant Paramedic

TURNOVER

0.36% voluntary turnover

- 1 EMT, declined temporary modified duty order

INJURIES

- 58 hours lost, ICP elbow strain
- 42 hours lost, ICP ankle strain

OUTREACH

- 3 CPR Classes
- 1 Public Speaking Event
- 6 Car Seat Inspections/Installations
- 4 PR Events
- Donation site for Toys for Tots
- Hosted Blood Drive with Gulf Coast Regional



PATIENT EXPERIENCE REPORT

CHIEF
EXECUTIVE
OFFICER
REPORT

97.06 Our Score (Goal: 90)

5 HIGHEST SCORES

- Degree to which the medics listened to you and/or your family: **98.39**
- Degree to which the medics took your problem seriously: **98.39**
- Extent to which the medics cared for you as a person **98.39**
- Concern shown by the person you called for ambulance service: **98.33**
- How well did our staff work together to care for you: **94.47**

5 LOWEST SCORES

- Comfort of the ride: **93.27**
- Extent to which the services received were worth the fees charged: **93.75**
- Extent to which you were told what to do until the ambulance arrived: **94.86**
- Professionalism of the staff in our billing office: **95.00**
- Willingness of the staff in our billing office to address your needs: **95.00**



OPERATIONS

CHIEF EXECUTIVE OFFICER REPORT

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		15598	14504.75		91:35:00	
4948 <small>2024 vs. 2023</small> 144	5729 <small>2024 vs. 2023</small> 101	8:32:43 GOAL <10:00	8:55:21 GOAL <15:00	86% GOAL 85%	Scheduled vs. Actual <small>(1093.25)</small>		790:42:58	12.00%	
TRANSPORTS	TRANSPORT %	LOW ACUITY / NO LIGHTS & SIRENS			CALL OFF	AVG AMBULANCES PER DAY/PEAK HOURS	AVG UHU	AVG UHU TRANS	
3324 <small>2024 vs. 2023</small> 38	67%	AVG Priority 3	AVG Priority 4	48	22	24'S			
		10:02:23 GOAL <15:00	13:29:08 GOAL <20:00	Call-Off Hours <small>705.00</small>		0.34	0.20		
						PEAK			
						0.48	0.26		

VESTA Calls	10-Digit Lines	MUTUAL AID
4851	2861	GIVEN 13 RECEIVED 4



CLINICAL

CHIEF
EXECUTIVE
OFFICER
REPORT

14/20 benchmarks met

- Missed:
 - Appropriate 12 lead interpretation for patient suspected of STEMI (9/14 patients)
 - Aspirin administration for patients suspected of STEMI (10/14 patients)
 - ALS deferred for patients suspected of stroke (6/15 patients)
 - Capnography obtained post patients receiving a paralytic and ET tube/SGA placement (3/4 patients)
 - Sedation provided post patients receiving a paralytic and ET tube/SGA placement (2/3 patients)
 - First attempt success rate for intubations (10/14 patients)



FLEET

CHIEF EXECUTIVE OFFICER REPORT

22 Preventative Maintenance Services

95 Additional Repairs

124,577 Total Miles

107,750 Ambulance Miles

16,824 Support Vehicle Miles

28:30:32 Lost Unit Hours due to Mechanical (Goal: <100 Hours)



INFORMATION TECHNOLOGY

CHIEF
EXECUTIVE
OFFICER
REPORT

Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	0	0.58	-0.58	100.000%
Services	0	15.83	-14.83	100.000%



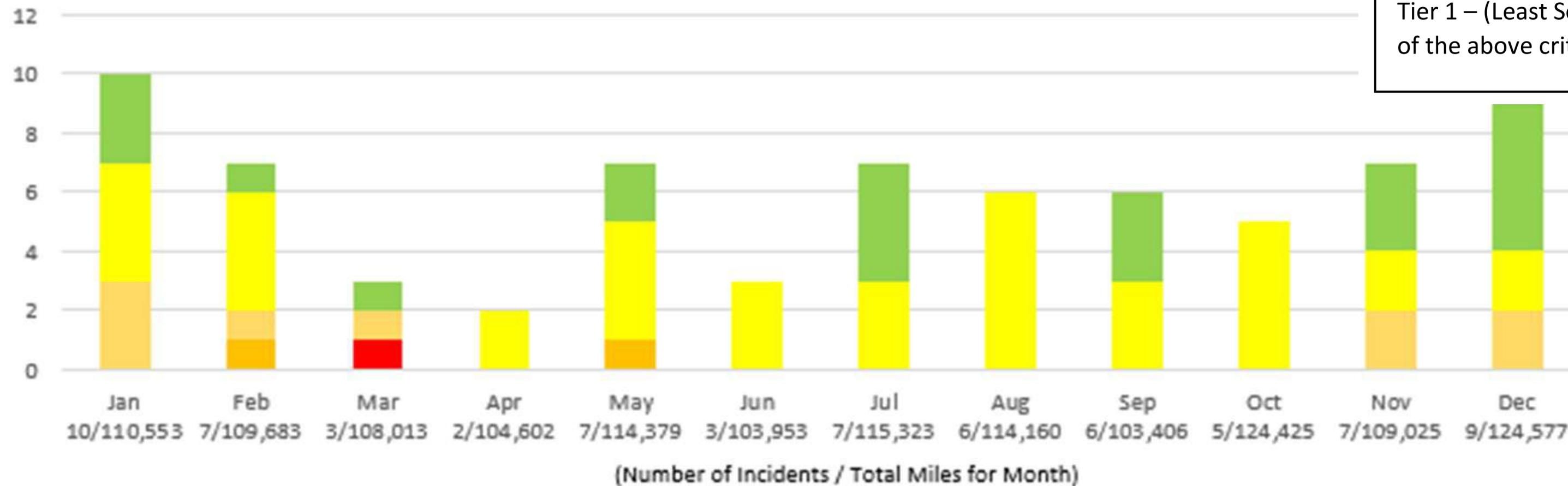
SAFETY

CHIEF EXECUTIVE OFFICER REPORT

Please Note Tier Levels:

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

Driving Incidents by Month



■ Tier 5
 ■ Tier 4
 ■ Tier 3
 ■ Tier 2
 ■ Tier 1



COMPLIANCE

CHIEF
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OFFICER
REPORT

- Department of State Health Services Updates:
No outstanding items
- Requests for Information/Reports/Notifications: 1



CRITICAL FAILURES

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REPORT

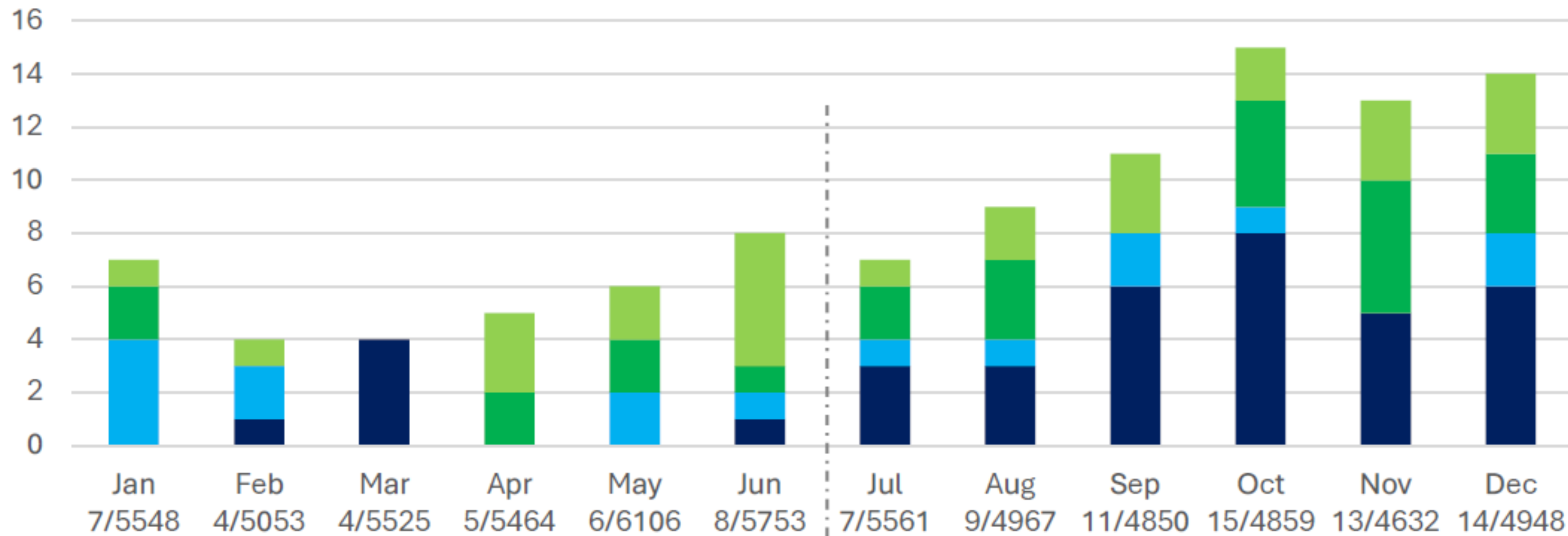
PRIORITY	CATEGORY	TOTAL RESPONSE TIME	PATIENT IMPACT
1	Driving Incident (Collision)	6:38	Transported Non-Emergency
1	Equipment (Auto-Loader)	9:46	Transported Non-Emergency
1	Human Error	11:09	Transported Non-Emergency
1	Mechanical (Misfire/Ignition & Fuel System)	7:03	Transported Non-Emergency
2	Human Error	15:27	Transported Non-Emergency
2	Driving Incident	15:47	Transported Non-Emergency
2	Human Error	10:25	Transported Non-Emergency
2	Human Error	15:01	Transported Non-Emergency
4	Human Error	14:42	Refusal
4	Equipment (Auto-Loader)	18:48	Transported Non-Emergency
4	Equipment (Auto-Loader)	19:00	Transported Non-Emergency
4	Human Error	18:29	Transported Non-Emergency
4	Mechanical (Alternator/Wire Plug)	6:01	Transported Non-Emergency
4	Mechanical (Electrical-Brakes)	12:21	Transported Non-Emergency



CRITICAL FAILURES

CHIEF
EXECUTIVE
OFFICER
REPORT

Critical Failure by Month



Updated Human Error criteria Jul. 2024

■ Human Error ■ Driving Incident ■ Equipment ■ Mechanical

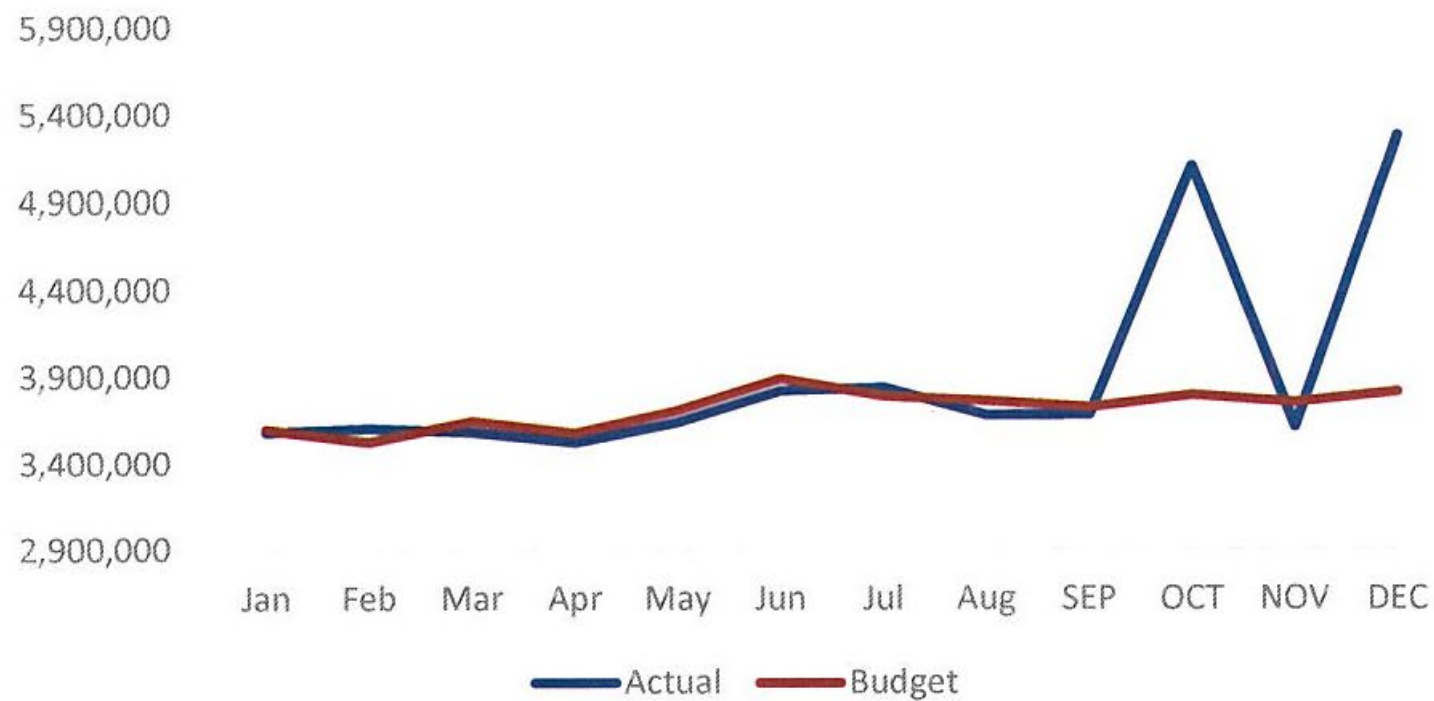


5B. review and approve Field Training and Evaluation Program Agreement with National EMS Management Association;

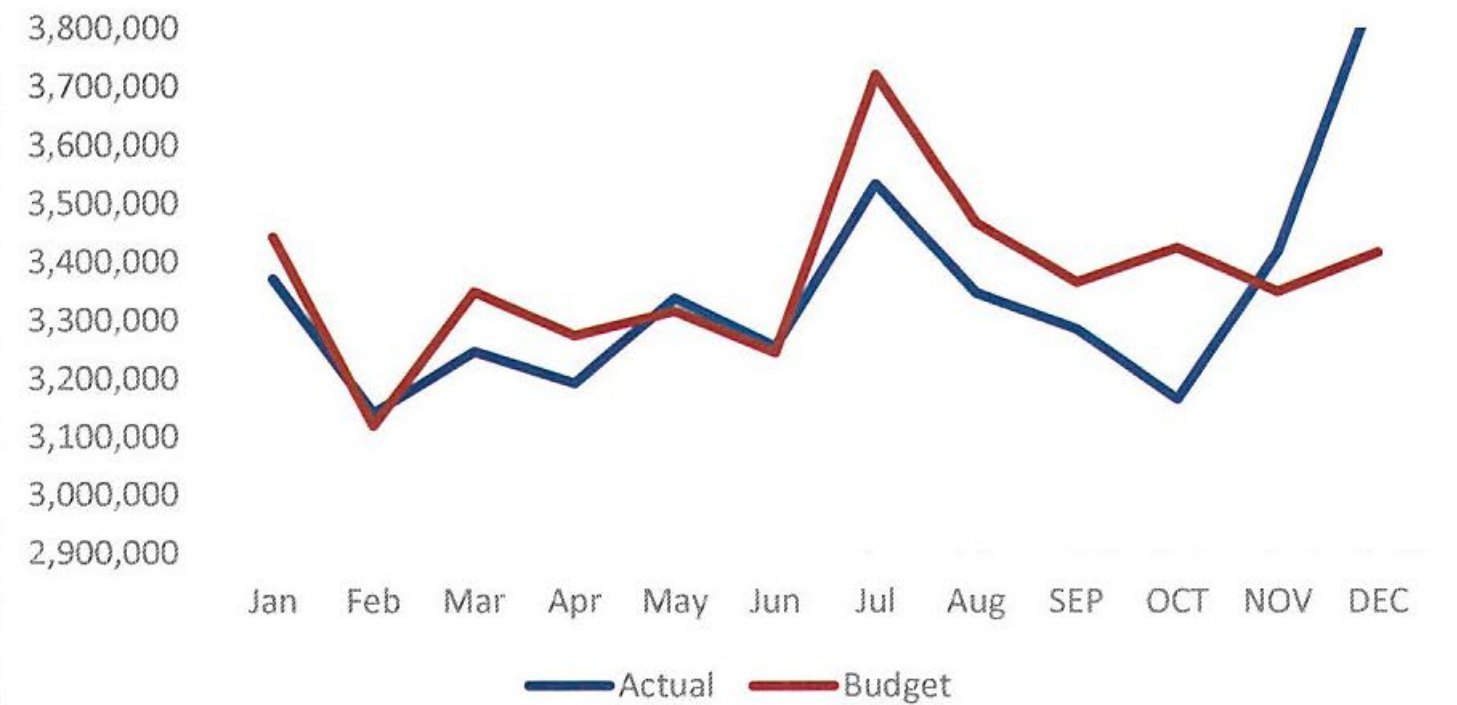


Billing Net Revenue \$3,174,974 Actual vs. Budget \$1,278,113	Property Tax Revenue \$2,022,630 Actual vs. Budget \$228,626	Cash & Cash Equivalents \$16,433,560 Change from last year this month \$7,844,580	Pt Account Collection \$2,122,848 Change from last year this month \$655,157	Property Tax Collection \$3,256,059 Change from last year this month (\$342,289)
Wages & Benefits \$2,594,500 Actual vs. Budget (\$168,490)	Medical Supply \$115,617 Actual vs. Budget (\$14,794)		Debt \$50,940,914 Change from last year this month (\$4,603,492)	Net Assets \$23,651,119 Change from last year this month \$6,762,554

Revenues



Expenses



CHIEF
FINANCIAL
OFFICER
REPORT





CHIEF
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REPORT

6A. Approve payment of bills
and issuance of checks;



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REPORT

6B. Review Investment Report



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REPORT

6C.

authorize loan payments to Trustmark Bank, Regions Capital Advantage, ZMFU, II/Zions Bancorporation and Signature Public Funding Corp.;



REGULAR
MEETING

7. Annual review of Board Fees of Office and Expense Reimbursement Policy;



REGULAR
MEETING

8. Tax Assessor/Collector's Report;



REGULAR
MEETING

9. ATTORNEY'S REPORT, INCLUDING:

- a. review recent Public Information Act requests and status of responses to same, if any; and
- b. review release of District patient protected health information and related depositions, and take any necessary actions on same;



- 10.** District personnel matters, including amending CEO Employment Agreement, annual salary and performance review and take necessary actions on same;



REGULAR
MEETING

11. District real estate matters;



EXECUTIVE SESSION

14. Executive Session pursuant to Chapter 551, Texas Government Code, ("Open Meetings Act") to discuss District matters, as may be necessary;

ADJOURNMENT





PEOPLE OPERATIONS
JANUARY 21, 2025
REPORTING: DECEMBER 2024

PROMOTIONS

- Antonio Rodriguez, Attendant Paramedic

TURNOVER

0.36% voluntary turnover

- 1 EMT, declined temporary modified duty offer

INJURIES

- 58 hours lost, ICP, elbow strain
- 42 hours lost, ICP, ankle strain

OUTREACH

- 3 CPR Classes
- 1 Public Speaking Event
- 6 Car Seat Inspection/Installations
- 4 PR Events
- Donation site for Toys for Tots
- Hosted Blood Drive with Gulf Coast Regional

Harris County Emergency Services District No11

Spring, TX

Client 2805



1515 Center Street

Lansing, MI 48096

(517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

Patient Experience Report

December 01, 2024 to December 31, 2024

Your Score

97.06

Your Patients in this Report

33

Total Patients in this Report

5819

Total EMS Organizations

243



Executive Summary

Your overall score for the period selected is **97.06**, a difference of **+97.06**, compared to your score from the previous year, **0**.

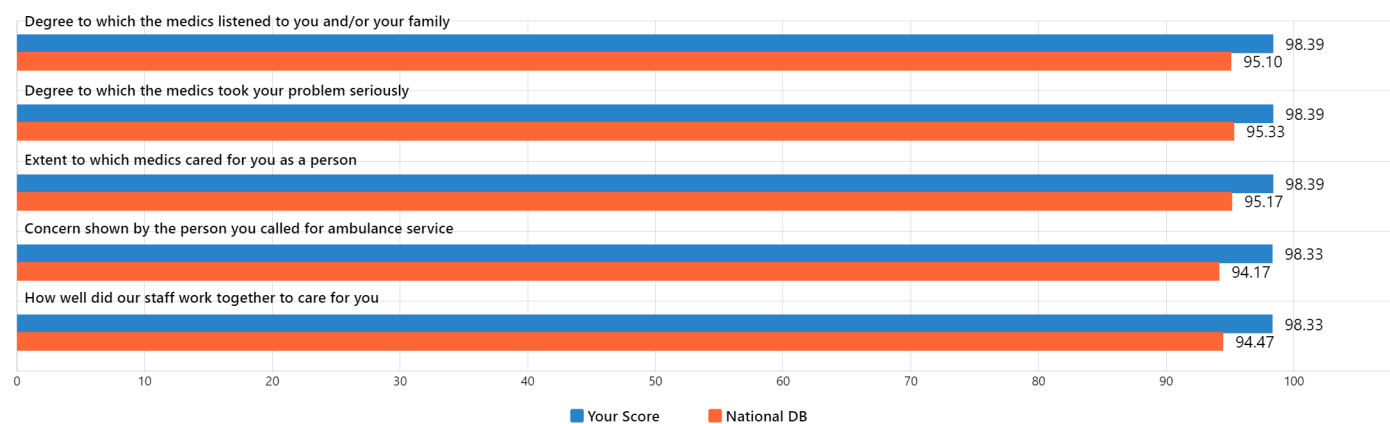
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **90%**.

In addition, your rolling **12-** month score of **96.70** is a difference of **+3.53** from the national database score of **93.17**.

When compared to all organizations in the national database, your score of **96.70** is ranked **27th**.

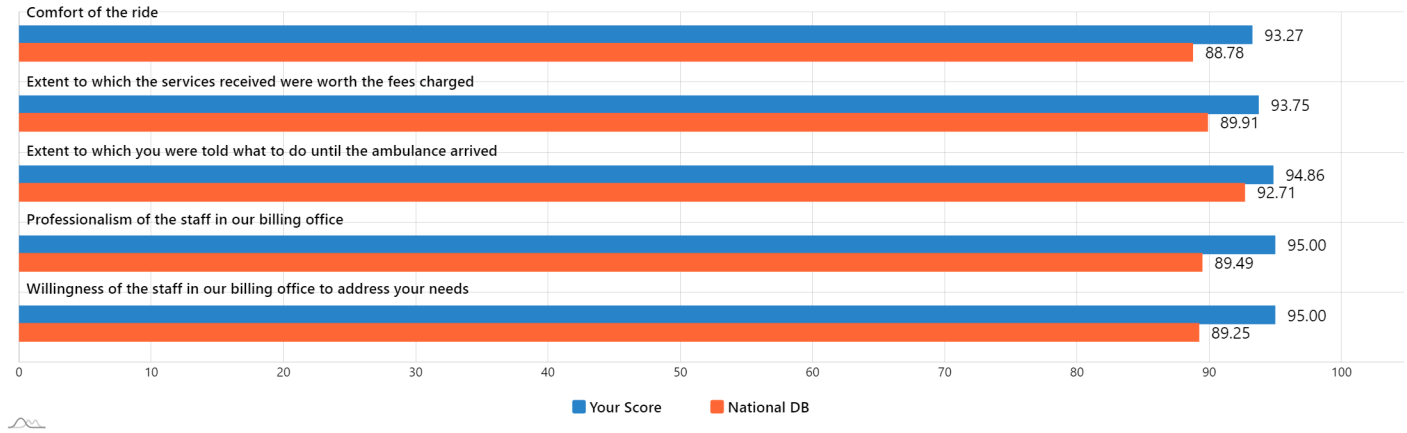
Highest and Lowest Scores

5 Highest Scores





5 Lowest Scores

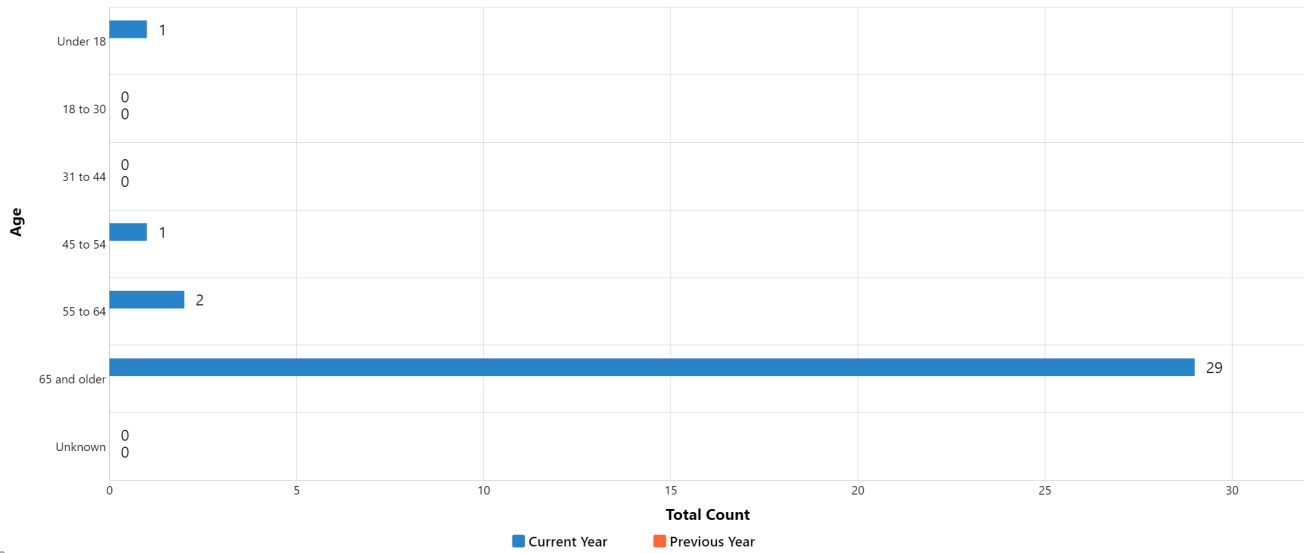




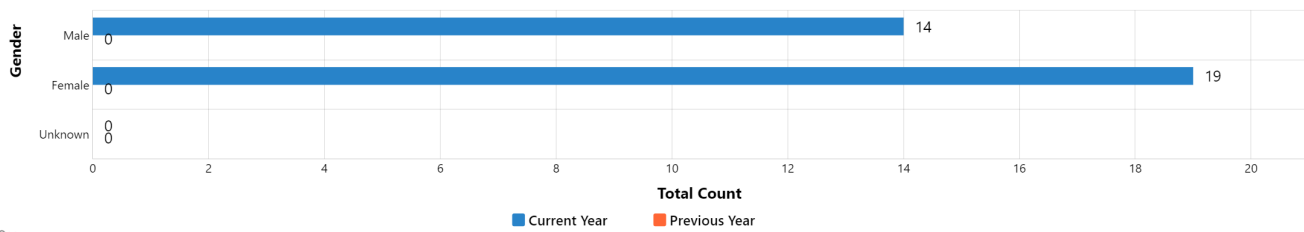
Demographics

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

Age



Gender



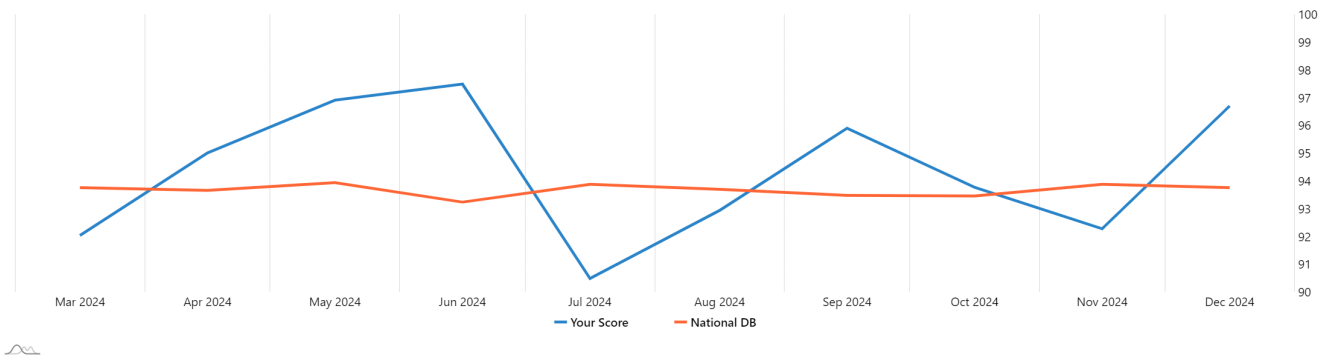


Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Degree to which the medics took your problem seriously	98.39	0.00	+98.39	95.33
Extent to which medics cared for you as a person	98.39	0.00	+98.39	95.18
Degree to which the medics listened to you and/or your family	98.39	0.00	+98.39	95.09
How well did our staff work together to care for you	98.33	0.00	+98.33	94.47
Helpfulness of the person you called for ambulance service	98.33	0.00	+98.33	94.24
Concern shown by the person you called for ambulance service	98.33	0.00	+98.33	94.15
Likelihood of recommending this ambulance service to others	98.21	0.00	+98.21	94.19
Extent to which medics included you in the treatment decisions (if applicable)	98.08	0.00	+98.08	93.66
Care shown by the medics who arrived with the ambulance	97.58	0.00	+97.58	95.53
Skill of the medics	97.58	0.00	+97.58	95.26



Monthly Overall Score Trend





Monthly Breakdown

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

	Dec 2024
Helpfulness of the person you called for ambulance service	98.33
Concern shown by the person you called for ambulance service	98.33
Extent to which you were told what to do until the ambulance arrived	94.86
Extent to which the ambulance arrived in a timely manner	96.77
Cleanliness of the ambulance	97.12
Comfort of the ride	93.27
Skill of the person driving the ambulance	97.12
Care shown by the medics who arrived with the ambulance	97.58
Degree to which the medics took your problem seriously	98.39
Degree to which the medics listened to you and/or your family	98.39
Skill of the medics	97.58
Extent to which the medics kept you informed about your treatment	96.77
Extent to which medics included you in the treatment decisions (if applicable)	98.08
Degree to which the medics relieved your pain or discomfort	95.69
Medics' concern for your privacy	97.41
Extent to which medics cared for you as a person	98.39



	Dec 2024
Professionalism of the staff in our billing office	95.00
Willingness of the staff in our billing office to address your needs	95.00
How well did our staff work together to care for you	98.33
Extent to which our staff eased your entry into the medical facility	97.22
Appropriateness of Emergency Medical Transportation treatment	96.43
Extent to which the services received were worth the fees charged	93.75
Overall rating of the care provided by our Emergency Medical Transportation service	97.58
Likelihood of recommending this ambulance service to others	98.21
Respondents	33
Overall Score	97.06



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
Overall Company Total	1	1	8	55	597	90%	76%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Medic	0	0	4	18	248	91%	82%
Degree to which the medics took your problem seriously	0	0	0	2	29	94%	85%
Medics' concern for your privacy	0	0	1	1	27	93%	81%
Degree to which the medics relieved your pain or discomfort	0	0	1	3	25	86%	75%
Care shown by the medics who arrived with the ambulance	0	0	0	3	28	90%	84%
Extent to which medics cared for you as a person	0	0	0	2	29	94%	85%
Skill of the medics	0	0	0	3	28	90%	84%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	1	0	25	96%	80%
Degree to which the medics listened to you and/or your family	0	0	0	2	29	94%	84%
Extent to which the medics kept you informed about your treatment	0	0	1	2	28	90%	80%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Ambulance	0	1	0	14	94	86%	77%
Skill of the person driving the ambulance	0	0	0	3	23	88%	81%
Comfort of the ride	0	1	0	4	21	81%	67%
Extent to which the ambulance arrived in a timely manner	0	0	0	4	27	87%	78%
Cleanliness of the ambulance	0	0	0	3	23	88%	82%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Overall Experience	0	0	3	13	148	89%	79%
Likelihood of recommending this ambulance service to others	0	0	0	2	26	93%	82%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	3	28	90%	82%
Extent to which our staff eased your entry into the medical facility	0	0	0	3	24	89%	81%
Extent to which the services received were worth the fees charged	0	0	2	1	17	85%	71%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	2	25	89%	81%
How well did our staff work together to care for you	0	0	0	2	28	93%	81%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Billing Office Staff	0	0	0	6	24	80%	66%
Professionalism of the staff in our billing office	0	0	0	3	12	80%	66%
Willingness of the staff in our billing office to address your needs	0	0	0	3	12	80%	66%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Dispatch	1	0	1	4	83	93%	78%
Concern shown by the person you called for ambulance service	0	0	0	2	28	93%	79%
Extent to which you were told what to do until the ambulance arrived	1	0	1	0	27	93%	76%
Helpfulness of the person you called for ambulance service	0	0	0	2	28	93%	80%



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

	Current	Previous	+/-	National DB
Helpfulness of the person you called for ambulance service	98.33	+98.33	0.00	94.25
Concern shown by the person you called for ambulance service	98.33	+98.33	0.00	94.17
Extent to which you were told what to do until the ambulance arrived	94.86	+94.86	0.00	92.71
Overall Composite Score	97.18	+97.18	0.00	93.71

Ambulance Composite

	Current	Previous	+/-	National DB
Extent to which the ambulance arrived in a timely manner	96.77	+96.77	0.00	93.26
Cleanliness of the ambulance	97.12	+97.12	0.00	95.61
Comfort of the ride	93.27	+93.27	0.00	88.78
Skill of the person driving the ambulance	97.12	+97.12	0.00	94.99
Overall Composite Score	96.07	+96.07	0.00	93.16

Medic Composite

	Current	Previous	+/-	National DB
Care shown by the medics who arrived with the ambulance	97.58	+97.58	0.00	95.48
Degree to which the medics took your problem seriously	98.39	+98.39	0.00	95.33
Degree to which the medics listened to you and/or your family	98.39	+98.39	0.00	95.10
Skill of the medics	97.58	+97.58	0.00	95.26
Extent to which the medics kept you informed about your treatment	96.77	+96.77	0.00	93.77
Extent to which medics included you in the treatment decisions (if applicable)	98.08	+98.08	0.00	93.66
Degree to which the medics relieved your pain or discomfort	95.69	+95.69	0.00	91.99
Medics' concern for your privacy	97.41	+97.41	0.00	94.47
Extent to which medics cared for you as a person	98.39	+98.39	0.00	95.17
Overall Composite Score	97.59	+97.59	0.00	94.47

Billing Office Staff Composite

	Current	Previous	+/-	National DB
Professionalism of the staff in our billing office	95.00	+95.00	0.00	89.49
Willingness of the staff in our billing office to address your needs	95.00	+95.00	0.00	89.25
Overall Composite Score	95.00	+95.00	0.00	89.37



Overall Experience Composite

	Current	Previous	+/-	National DB
How well did our staff work together to care for you	98.33	+98.33	0.00	94.47
Extent to which our staff eased your entry into the medical facility	97.22	+97.22	0.00	94.80
Appropriateness of Emergency Medical Transportation treatment	96.43	+96.43	0.00	94.49
Extent to which the services received were worth the fees charged	93.75	+93.75	0.00	89.91
Overall rating of the care provided by our Emergency Medical Transportation service	97.58	+97.58	0.00	94.67
Likelihood of recommending this ambulance service to others	98.21	+98.21	0.00	94.16
Overall Composite Score	96.92	+96.92	0.00	93.75



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the dataset's lifetime. The first column shows your score, and the second details the National DB score.

Medic	Your Score	National DB
Extent to which the medics kept you informed about your treatment	96.67	93.06
Extent to which medics included you in the treatment decisions (if applicable)	98.08	92.96
Degree to which the medics took your problem seriously	98.33	94.68
Care shown by the medics who arrived with the ambulance	97.50	94.94
Degree to which the medics listened to you and/or your family	98.33	94.50
Extent to which medics cared for you as a person	98.33	94.51
Medics' concern for your privacy	97.32	93.84
Degree to which the medics relieved your pain or discomfort	95.54	91.17
Skill of the medics	97.50	94.69

Ambulance	Your Score	National DB
Cleanliness of the ambulance	97.00	95.20
Extent to which the ambulance arrived in a timely manner	96.67	92.56
Comfort of the ride	93.00	88.08
Skill of the person driving the ambulance	97.00	94.46

Billing Office Staff	Your Score	National DB
Professionalism of the staff in our billing office	95.00	89.03
Willingness of the staff in our billing office to address your needs	95.00	88.82

Dispatch	Your Score	National DB
Concern shown by the person you called for ambulance service	98.28	93.60
Helpfulness of the person you called for ambulance service	98.28	93.65
Extent to which you were told what to do until the ambulance arrived	94.68	91.95

Overall Experience	Your Score	National DB
Extent to which our staff eased your entry into the medical facility	97.12	94.21
Extent to which the services received were worth the fees charged	93.42	88.96
Likelihood of recommending this ambulance service to others	98.15	93.36
Appropriateness of Emergency Medical Transportation treatment	96.30	93.85
How well did our staff work together to care for you	98.28	93.80
Overall rating of the care provided by our Emergency Medical Transportation service	97.50	93.95



Benchmark Comparison By Question

	Your Score	Texas
Helpfulness of the person you called for ambulance service	98.33	95.46
Concern shown by the person you called for ambulance service	98.33	94.95
Extent to which you were told what to do until the ambulance arrived	94.86	94.42
Extent to which the ambulance arrived in a timely manner	96.77	94.67
Cleanliness of the ambulance	97.12	96.46
Comfort of the ride	93.27	91.44
Skill of the person driving the ambulance	97.12	95.67
Care shown by the medics who arrived with the ambulance	97.58	95.95
Degree to which the medics took your problem seriously	98.39	95.74
Degree to which the medics listened to you and/or your family	98.39	95.71
Skill of the medics	97.58	95.94
Extent to which the medics kept you informed about your treatment	96.77	95.10
Extent to which medics included you in the treatment decisions (if applicable)	98.08	95.01
Degree to which the medics relieved your pain or discomfort	95.69	93.12
Medics' concern for your privacy	97.41	95.51
Extent to which medics cared for you as a person	98.39	95.74
Professionalism of the staff in our billing office	95.00	90.52
Willingness of the staff in our billing office to address your needs	95.00	90.08
How well did our staff work together to care for you	98.33	95.02
Extent to which our staff eased your entry into the medical facility	97.22	95.32
Appropriateness of Emergency Medical Transportation treatment	96.43	94.86
Extent to which the services received were worth the fees charged	93.75	90.75
Overall rating of the care provided by our Emergency Medical Transportation service	97.58	95.04
Likelihood of recommending this ambulance service to others	98.21	94.67
Overall Score	96.90	94.46



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		243
Minimum score	70.31	1.00
Maximum score	100.00	100.00
Mean score	96.70	93.17
Your Percentile		68th
Your rank		27

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 DECEMBER 2024

DECEMBER OPS SUMMARY

RESPONSES	INCIDENTS	LIGHTS & SIRENS RESPONSE		COMPLIANCE	Scheduled Unit Hours	Actual UH	Lost Unit Hours	HH:MM:SS <= Level 7			
4948 <small>2024 vs. 2023</small> 144	5729 <small>2024 vs. 2023</small> 101	AVG Priority 1	AVG Priority 2		15598	14504.75	790:42:58	91:35:00 12.00%			
		8:32:43 <small>GOAL <10:00</small>	8:55:21 <small>GOAL <15:00</small>	86%	<small>Scheduled vs. Actual</small> (1093.25)						
TRANSPORTS	TRANSPORT %	LOW ACUITY / NO LIGHTS & SIRENS		<table border="1" style="margin: auto;"> <tr><td style="background-color: #d9ead3;">GOAL</td></tr> <tr><td style="background-color: #d9ead3;">85%</td></tr> </table>	GOAL	85%	CALL OFF		AVG AMBULANCES PER DAY/PEAK HOURS	AVG UHU	AVG UHU TRANS
GOAL											
85%											
3324 <small>2024 vs. 2023</small> 38	67%	AVG Priority 3	AVG Priority 4		48 <small>Call-Off Hours</small> 705.00	22	24'S		0.34	0.20	
		10:02:23 <small>GOAL <15:00</small>	13:29:08 <small>GOAL <20:00</small>	85%			PEAK		0.48	0.26	

VESTA Calls	10-Digit Lines	MUTUAL AID
4851	2861	GIVEN 13 RECEIVED 4

OPERATIONS REPORT DECEMBER 2024

EXECUTIVE SUMMARY:

We responded to **4948** calls in December, responses compared December 23 increased **3.21%**.

- Avg responses per day 160.
- Avg transport per day 107.

OPERATIONS REPORT:

- The overall response compliance goal is 85%. For December our response compliance was **86%**.

COMPLIANCE		
Month	2023	2024
November	88%	86%

- 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
0:08:32	0:08:55	0:10:02	0:13:29

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

- Compared to the previous month responses increased **7%**

RESPONSES				
Month	2023	2024	DIFF	%
December	4804	4948	154	3.21%
COMPARED TO PREVIOUS MONTH				
Nov/Dec	4632	4948	326	7%

OPERATIONS REPORT DECEMBER 2024

- Our crews transported **3324** patients to the hospital.
- Transports increased **1.16%** compared to November 2023
- Compared to November transports increased by 6.64%

TRANSPORTS				
Month	2023	2024	Diff	% Diff
December	3286	3324	38	1.16%
COMPARED TO PREVIOUS MONTH				
Nov/Dec	3117	3324	207	6.64%

OPERATIONS REPORT DECEMBER 2024

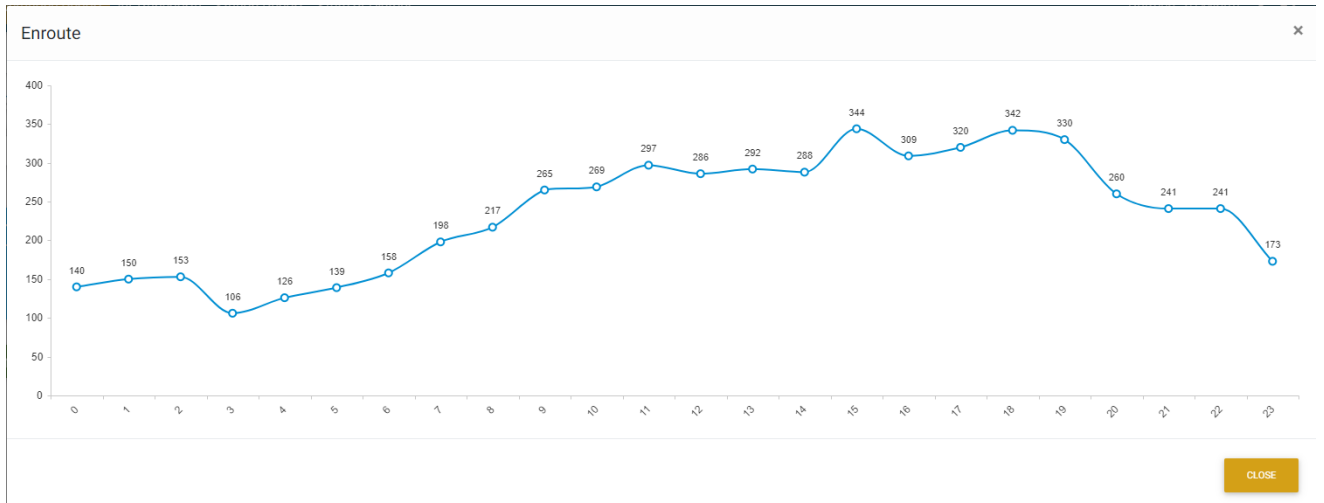


Figure 1 Responses by Time Of Day (TOD)

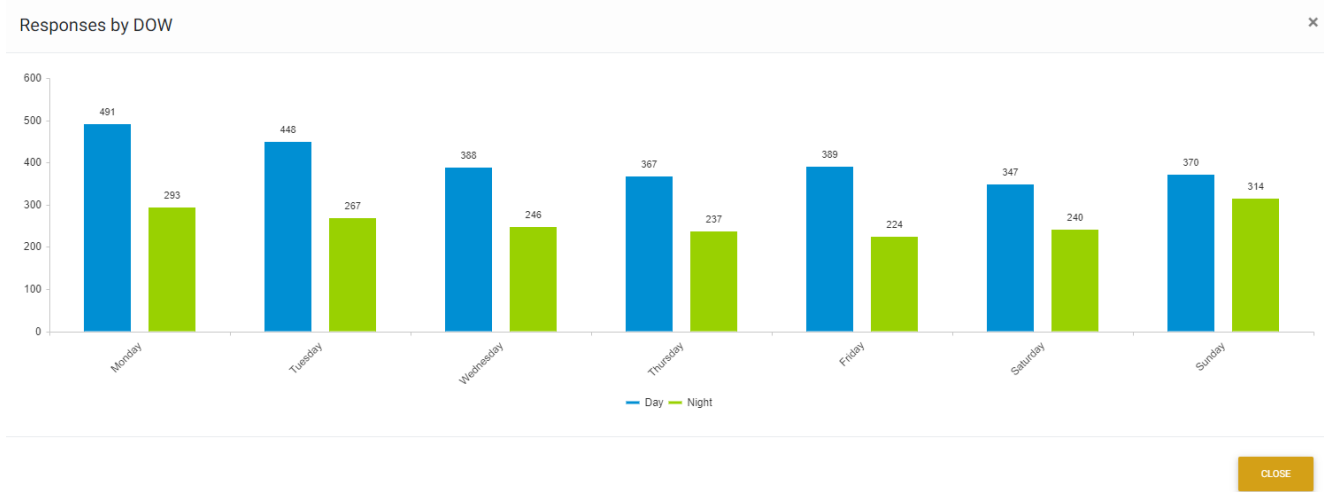
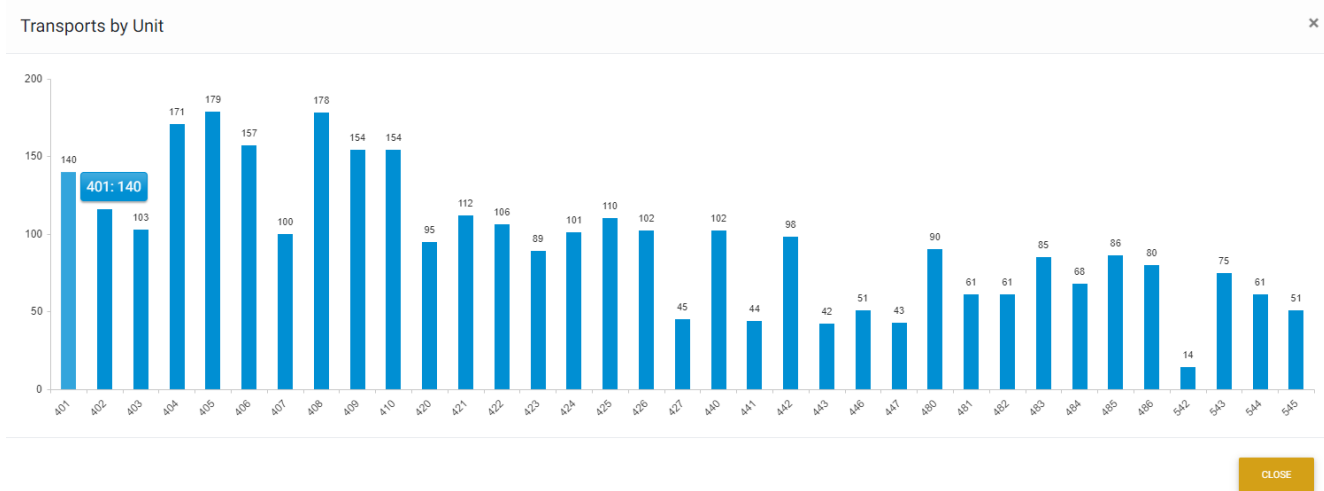


Figure 2 Responses by Day Of Week (DOW)



OPERATIONS REPORT DECEMBER 2024

Figure 3 Transports by Unit

24-Hour Units- 401-410

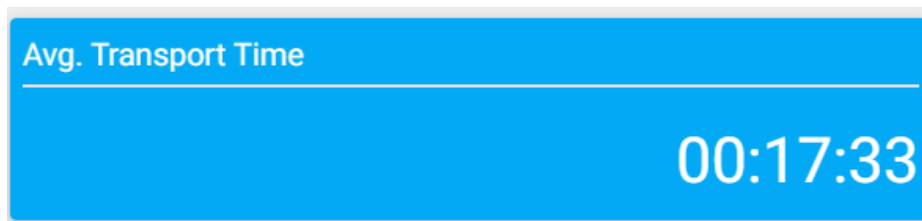
12-Hour Units- 422, 423, 424, 425

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

Peak Demand- 440-447

Night Units – 480-486

14-Hour BLS – 542, 543, 544, 545



Monthly view of % at level 0-7

Level	Level (HH:MM:SS)	% of Month
0	00:02:00	0.004%
1	00:58:00	0.13%
2	01:11:00	0.16%
3	02:40:00	0.36%
4	06:43:00	1%
5	14:33:00	2%
6	25:25:00	3%
7	40:08:00	5%
TOTALS	91:35:00	12%

OPERATIONS REPORT DECEMBER 2024

STAFFING:

- We scheduled **15598** Ambulance Hours for the month
- **705** hours were lost to **48** call-offs.
- Call-off's accounted for **25.53%** of all leave types with illness and personal being the biggest reasons.
- PTO use accounted for **54%** of all leave types.
- **14015.75** of actual Unit Hours were utilized in December.
- Average of 22 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	% of Leave Types
December	15598	14015	48	705	25.53%

Values			
Row Labels	COUNT	TOTAL	% OF TOTAL
Call Off-Personal	12	214.5	6.38%
Call Off-Illness	30	399	15.96%
Call Off-Family Emergency	2	23.5	1.06%
Call Off	2	32	1.06%
Bereavement	2	36	1.06%
FMLA	20	297.5	10.64%
PTO	101	1686.3	53.72%
Shift Give Away	13	164.5	6.91%
Work Comp	6	100	3.19%
Grand Total	188	2953.3	100.00%

Values			
Row Labels	COUNT	TOTAL	% OF TOTAL
Call Off-Personal	12	214.5	25.00%
Call Off-Illness	30	399	62.50%
Call Off-Family Emergency	2	23.5	4.17%
Call Off	2	32	4.17%
Bereavement	2	36	4.17%
Grand Total	48	705	100.00%

OPERATIONS REPORT DECEMBER 2024

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OPERATIONS REPORT DECEMBER 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)
Dec	88%	86%	Dec															Dec								Dec						
1-Dec	92%	0.88	1-Dec	131	140	9	7%	164	166	2	1%	8:20:00	8:32:00	8:11:00	14:59:00	0.30	0.47	1-Dec	84	95	11	0.130952381	0.678571429	0.18	0.26	1-Dec	476	420.5	1	24	18:12:05	20
2-Dec	91%	0.87	2-Dec	168	145	-23	-14%	197	160	-37	-19%	8:28:00	9:08:00	10:31:00	13:36:00	0.27	0.51	2-Dec	117	98	-19	-0.162393162	0.675862069	0.16	0.29	2-Dec	506	458.5	1	14	30:10:03	22
3-Dec	90%	0.9	3-Dec	154	159	5	3%	168	183	15	9%	8:33:00	8:29:00	9:30:00	11:39:00	0.25	0.47	3-Dec	116	105	-11	-0.094827586	0.660377358	0.14	0.27	3-Dec	528	511	0	0	9:28:42	24
4-Dec	80%	0.84	4-Dec	163	172	9	6%	197	200	3	2%	8:38:00	8:45:00	10:10:00	13:05:00	0.31	0.54	4-Dec	117	118	1	0.008547009	0.686046512	0.19	0.28	4-Dec	492	468.5	1	4.5	27:07:39	22
5-Dec	90%	0.89	5-Dec	163	138	-25	-15%	185	162	-23	-12%	8:30:00	8:53:00	10:04:00	11:55:00	0.28	0.41	5-Dec	102	90	-12	-0.117647059	0.652173913	0.16	0.24	5-Dec	504	492.5	2	8.5	33:58:03	23
6-Dec	80%	0.83	6-Dec	170	165	-5	-3%	190	198	8	4%	8:32:00	9:16:00	10:42:00	12:58:00	0.30	0.49	6-Dec	128	110	-18	-0.140625	0.666666667	0.17	0.26	6-Dec	530	484	2	9	12:57:06	23
7-Dec	86%	0.89	7-Dec	152	151	-1	-1%	172	173	1	1%	8:52:00	9:48:00	10:02:00	12:20:00	0.35	0.55	7-Dec	105	98	-7	-0.066666667	0.649006623	0.20	0.31	7-Dec	486	419.5	2	24	15:26:21	20
8-Dec	90%	0.83	8-Dec	144	153	9	6%	187	189	2	1%	8:52:00	9:20:00	8:58:00	14:23:00	0.36	0.55	8-Dec	89	116	27	0.303370787	0.758169935	0.24	0.30	8-Dec	476	415	2	36	38:59:12	20
9-Dec	84%	0.79	9-Dec	179	194	15	8%	213	219	6	3%	9:00:00	8:45:00	10:54:00	15:56:00	0.39	0.56	9-Dec	122	128	6	0.049180328	0.659793814	0.21	0.31	9-Dec	506	477.5	0	0	22:18:34	23
10-Dec	87%	0.85	10-Dec	181	163	-18	-10%	203	177	-26	-13%	8:28:00	9:15:00	8:35:00	14:20:00	0.24	0.47	10-Dec	122	104	-18	-0.147540984	0.63803681	0.14	0.27	10-Dec	528	507.5	2	19.5	28:55:19	24
11-Dec	86%	0.78	11-Dec	157	164	7	4%	178	198	20	11%	8:50:00	9:26:00	10:51:00	14:17:00	0.34	0.47	11-Dec	105	111	6	0.057142857	0.676829268	0.20	0.27	11-Dec	492	492	0	0	16:32:38	23
12-Dec	87%	0.85	12-Dec	150	167	17	11%	169	192	23	14%	8:12:00	8:20:00	10:35:00	18:41:00	0.32	0.48	12-Dec	98	111	13	0.132653061	0.664670659	0.19	0.24	12-Dec	504	485.25	1	9.5	31:19:21	23
13-Dec	88%	0.81	13-Dec	139	174	35	25%	153	204	51	33%	9:11:00	9:59:00	12:00:00	17:30:00	0.45	0.57	13-Dec	90	115	25	0.277777778	0.66091954	0.25	0.30	13-Dec	530	481	5	60.5	0:00:00	23
14-Dec	82%	0.82	14-Dec	180	191	11	6%	224	230	6	3%	8:52:00	9:00:00	10:50:00	13:25:00	0.43	0.55	14-Dec	117	129	12	0.102564103	0.67539267	0.25	0.30	14-Dec	486	458	2	22	23:25:21	22
15-Dec	88%	0.85	15-Dec	158	161	3	2%	184	189	5	3%	8:06:00	8:57:00	13:18:00	13:51:00	0.32	0.48	15-Dec	106	101	-5	-0.047169811	0.627329193	0.19	0.26	15-Dec	476	439.5	2	36	16:19:54	21
16-Dec	87%	0.87	16-Dec	175	172	-3	-2%	203	198	-5	-2%	9:07:00	8:53:00	11:36:00	13:25:00	0.35	0.48	16-Dec	115	122	7	0.060869565	0.709302326	0.19	0.27	16-Dec	506	476	1	22.5	17:32:27	23
17-Dec	91%	0.88	17-Dec	145	153	8	6%	168	172	4	2%	9:08:00	8:13:00	8:20:00	12:05:00	0.38	0.47	17-Dec	97	111	14	0.144329897	0.725490196	0.21	0.27	17-Dec	528	478	1	24	21:32:52	23
18-Dec	91%	0.79	18-Dec	140	175	35	25%	155	202	47	30%	9:14:00	9:52:00	10:39:00	14:22:00	0.36	0.42	18-Dec	89	101	12	0.134831461	0.577142857	0.21	0.22	18-Dec	492	476.5	2	22.5	19:01:10	23
19-Dec	90%	0.83	19-Dec	140	179	39	28%	176	199	23	13%	8:49:00	9:25:00	10:17:00	14:49:00	0.39	0.55	19-Dec	94	121	27	0.287234043	0.675977654	0.23	0.26	19-Dec	504	473	1	12	24:43:29	23
20-Dec	91%	0.88	20-Dec	169	168	-1	-1%	197	196	-1	-1%	8:05:00	8:52:00	9:41:00	12:52:00	0.35	0.52	20-Dec	125	112	-13	-0.104	0.666666667	0.23	0.26	20-Dec	530	459.5	5	69	39:19:16	22
21-Dec	92%	0.85	21-Dec	168	140	-28	-17%	190	163	-27	-14%	8:11:00	9:18:00	11:23:00	12:17:00	0.31	0.43	21-Dec	116	93	-23	-0.198275862	0.664285714	0.16	0.26	21-Dec	486	438.5	3	56	30:00:42	21
22-Dec	88%	0.9	22-Dec	140	125	-15	-11%	165	156	-9	-5%	8:11:00	8:48:00	9:02:00	10:06:00	0.27	0.31	22-Dec	91	78	-13	-0.142857143	0.624	0.18	0.18	22-Dec	476	476	1	24	7:54:31	23
23-Dec	88%	0.86	23-Dec	127	168	41	32%	194	195	1	1%	8:24:00	8:46:00	9:44:00	13:38:00	0.33	0.47	23-Dec	102	125	23	0.225490196	0.744047619	0.20	0.27	23-Dec	506	477	1	24	31:40:56	23
24-Dec	88%	0.89	24-Dec	169	140	-29	-17%	198	164	-34	-17%	7:54:00	8:07:00	8:13:00	10:40:00	0.32	0.39	24-Dec	108	91	-17	-0.157407407	0.65	0.21	0.21	24-Dec	528	484.5	1	24	19:25:03	23
25-Dec	89%	0.91	25-Dec	140	168	28	20%	159	190	31	19%	8:18:00	8:15:00	9:09:00	12:09:00	0.28	0.44	25-Dec	100	111	11	0.11	0.660714286	0.20	0.28	25-Dec	492	462	1	24	28:27:11	22
26-Dec	90%	0.88	26-Dec	148	159	11	7%	174	179	5	3%	7:40:00	8:59:00	10:42:00	16:47:00	0.40	0.5	26-Dec	108	113	5	0.046296296	0.710691824	0.23	0.27	26-Dec	504	476	1	12	33:05:43	23
27-Dec	81%	0.91	27-Dec	159	153	-6	-4%	181	180	-1	-1%	8:03:00	8:31:00	7:42:00	11:19:00	0.27	0.4	27-Dec	118	100	-18	-0.152542373	0.653594771	0.18	0.21	27-Dec	530	457	2	38	29:52:13	22
28-Dec	90%	0.91	28-Dec	164	152	-12	-7%	188	168	-20	-11%	8:13:00	8:04:00	10:16:00	11:28:00	0.39	0.43	28-Dec	110	102	-8	-0.072727273	0.671052632	0.24	0.25	28-Dec	486	433	1	14	42:38:11	21
29-Dec	93%	0.83	29-Dec	132	149	17	13%	153	163	10	7%	8:38:00	9:40:00	11:21:00	13:38:00	0.41	0.45	29-Dec	98	101	3	0.030612245	0.677852349	0.22	0.25	29-Dec	476	446.5	1	5.5	28:32:52	21
30-Dec	87%	0.88	30-Dec	154	149	-5	-3%	178	175	-3	-2%	7:59:00	7:37:00	9:59:00	12:22:00	0.31	0.42	30-Dec	109	109	0	0	0.731543624	0.19	0.26	30-Dec	506	492	1	50	25:38:47	23
31-Dec	89%	0.86	31-Dec	145	161	16	11%	165	189	24	15%	9:36:00	9:23:00	7:59:00	13:11:00	0.44	0.51	31-Dec	88	105	17	0.193181818	0.652173913	0.24	0.29	31-Dec	528	489	2	16	66:07:17	23
Grand Total	88%	86%	Grand Total	4804	4948	144	4%	5628	5729	101	2%	8:32:43	8:55:21	10:02:23	13:29:08	0.34	0.48	Grand Total	3286	3324	38	1%	67%	0.20	0.26	Grand Total	15598.00	14504.75	48	705	790:42:58	22

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.

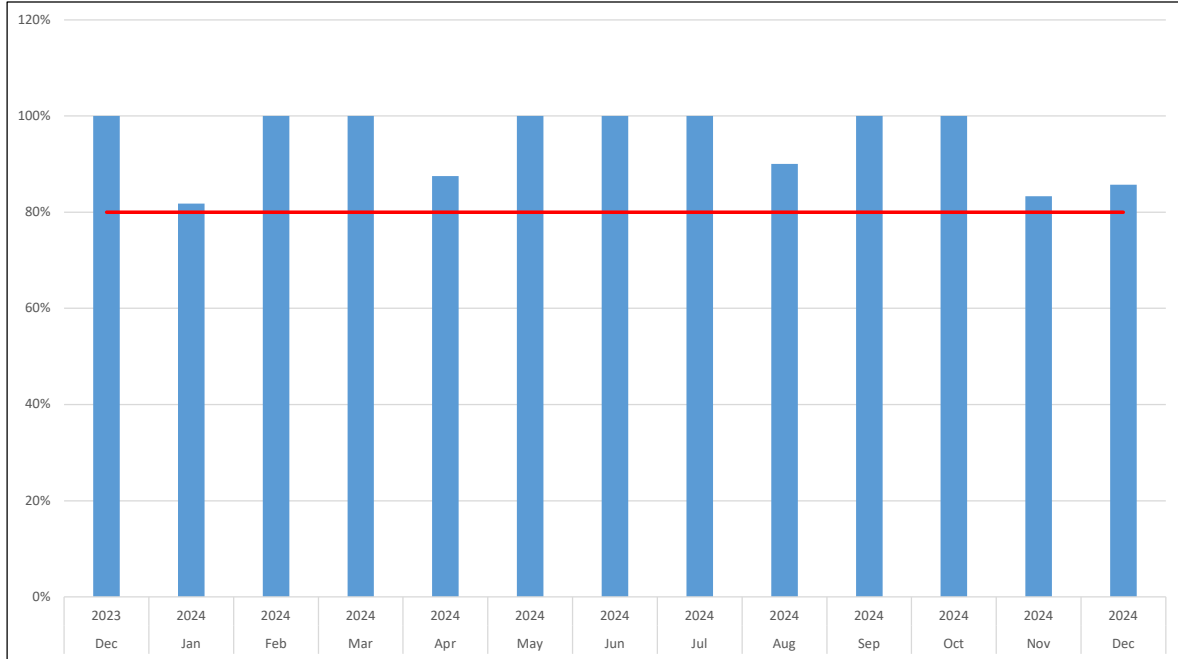
Scheduled UHU- Amount of Unit Hours scheduled.

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



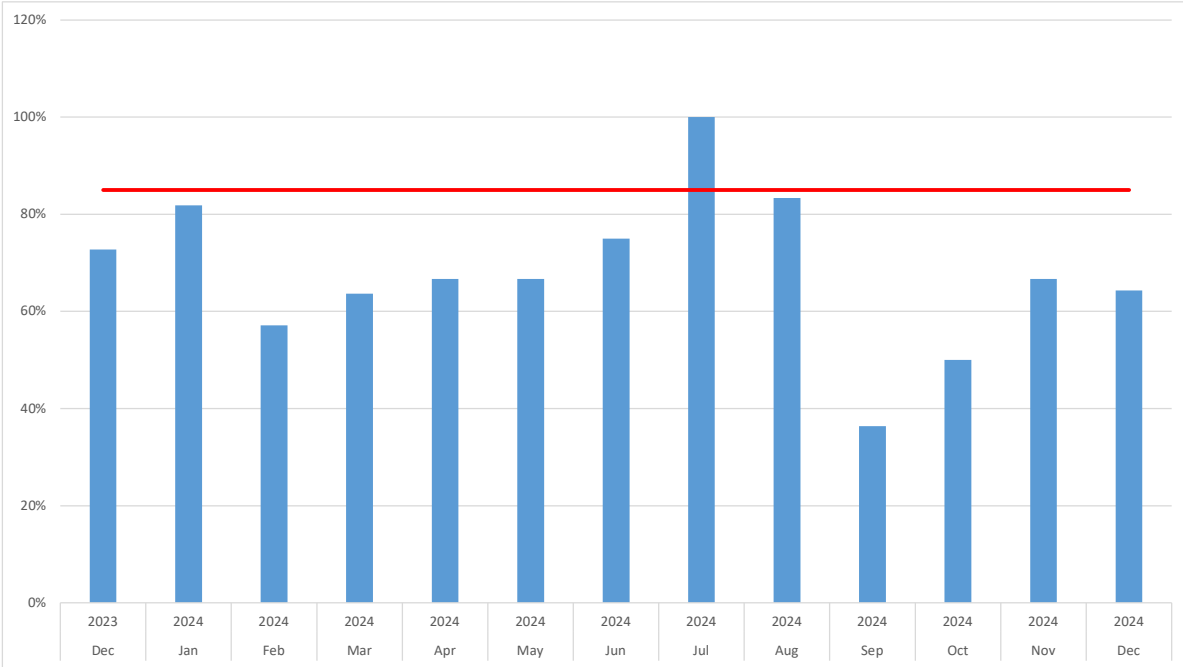
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	9	9	11	7	7	6	4	8	9	11	6	5	12
Denominator:	9	11	11	7	8	6	4	8	10	11	6	6	14
Percentage:	100%	82%	100%	100%	88%	100%	100%	100%	90%	100%	100%	83%	86%
Goal	80%	80%	80%	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



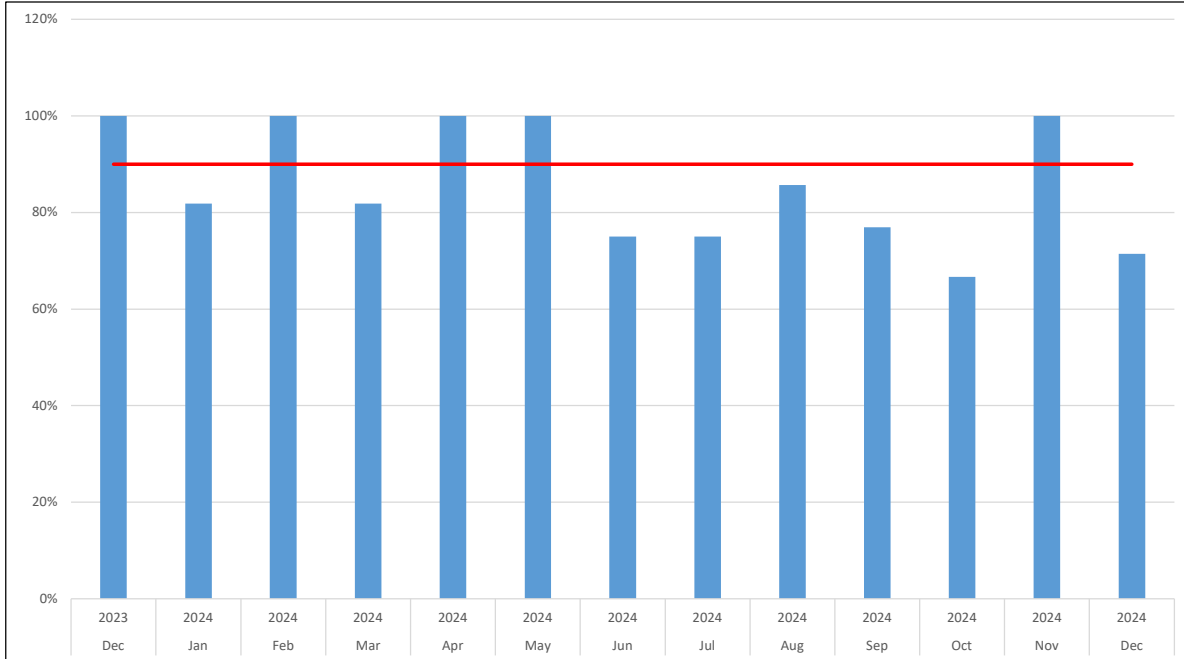
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	8	9	4	7	6	6	3	9	10	4	3	4	9
Denominator:	11	11	7	11	9	9	4	9	12	11	6	6	14
Percentage:	73%	82%	57%	64%	67%	67%	75%	100%	83%	36%	50%	67%	64%
Goal	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

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

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

Exclusions: STEMI transfers

ASPIRIN ADMINISTRATION FOR PATIENTS SUSPECTED OF STEMI



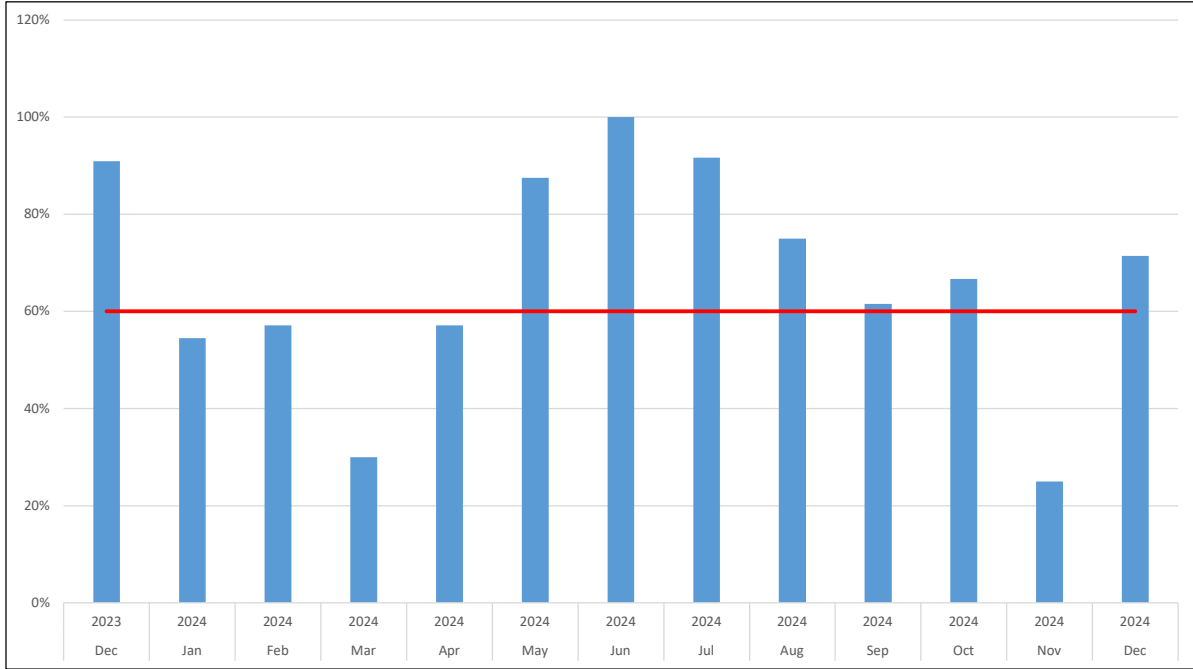
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	11	9	7	9	9	11	3	9	12	10	4	7	10
Denominator:	11	11	7	11	9	11	4	12	14	13	6	7	14
Percentage:	100%	82%	100%	82%	100%	100%	75%	75%	86%	77%	67%	100%	71%
Goal	90%	90%	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



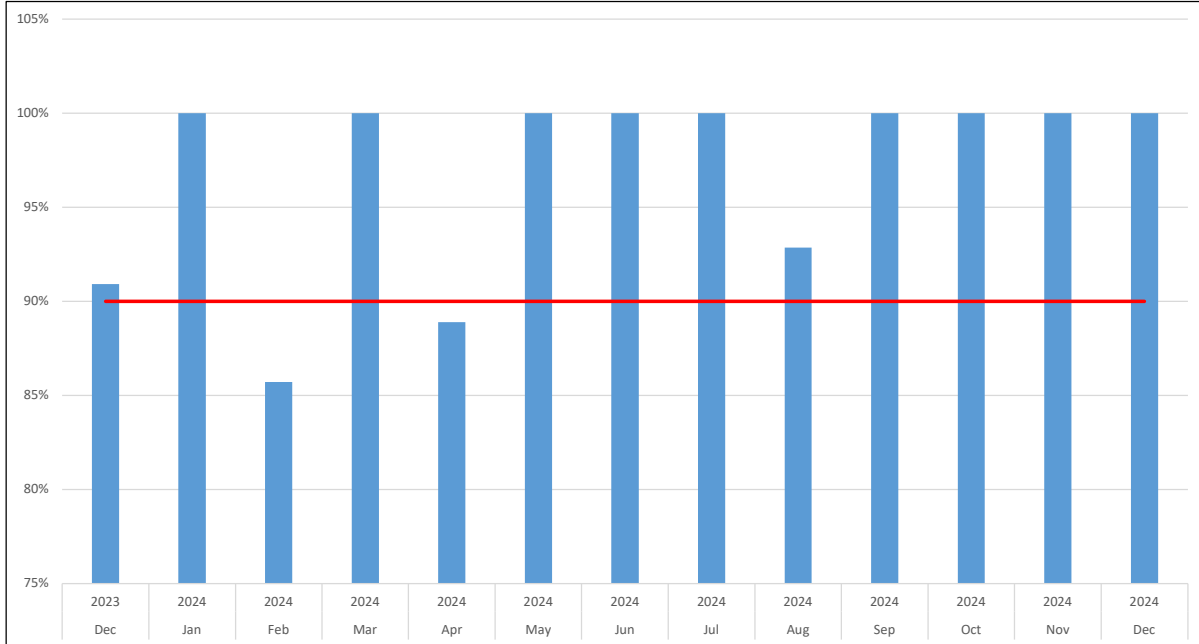
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	10	6	4	3	4	7	3	11	9	8	4	2	10
Denominator:	11	11	7	10	7	8	3	12	12	13	6	8	14
Percentage:	91%	55%	57%	30%	57%	88%	100%	92%	75%	62%	67%	25%	71%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

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

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

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

ADVANCED HOSPITAL NOTIFICATION FOR PATIENTS SUSPECTED OF STEMI



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

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

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

Exclusions: None

TRANSPORT TO APPROPRIATE DESTINATION FOR PATIENTS SUSPECTED OF STEMI



Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	11	11	7	12	9	11	5	12	14	13	6	8	8
Denominator:	11	11	7	12	9	11	5	12	14	13	6	8	8
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%

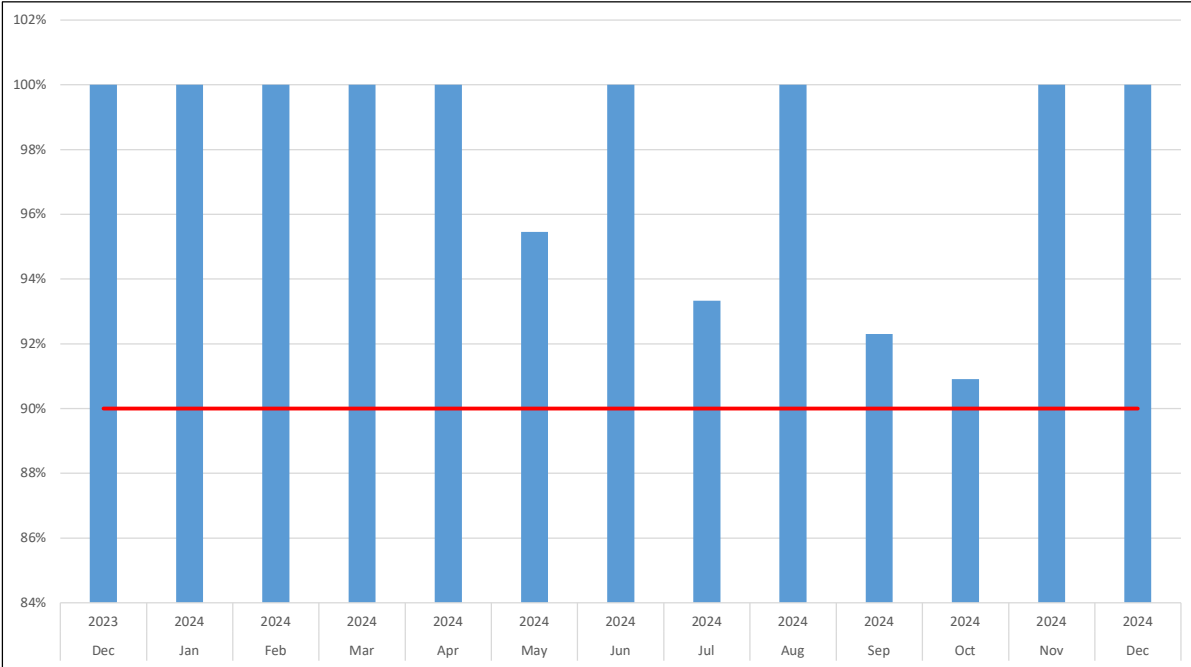
Numerator: Patients that were transported to a PCI center
 Obtained by CQI review and compared to CG-29 Destination Determination Grid

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:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	16	18	21	13	18	21	17	14	17	12	10	26	15
Denominator:	16	18	21	13	18	22	17	15	17	13	11	26	15
Percentage:	100%	100%	100%	100%	100%	95%	100%	93%	100%	92%	91%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

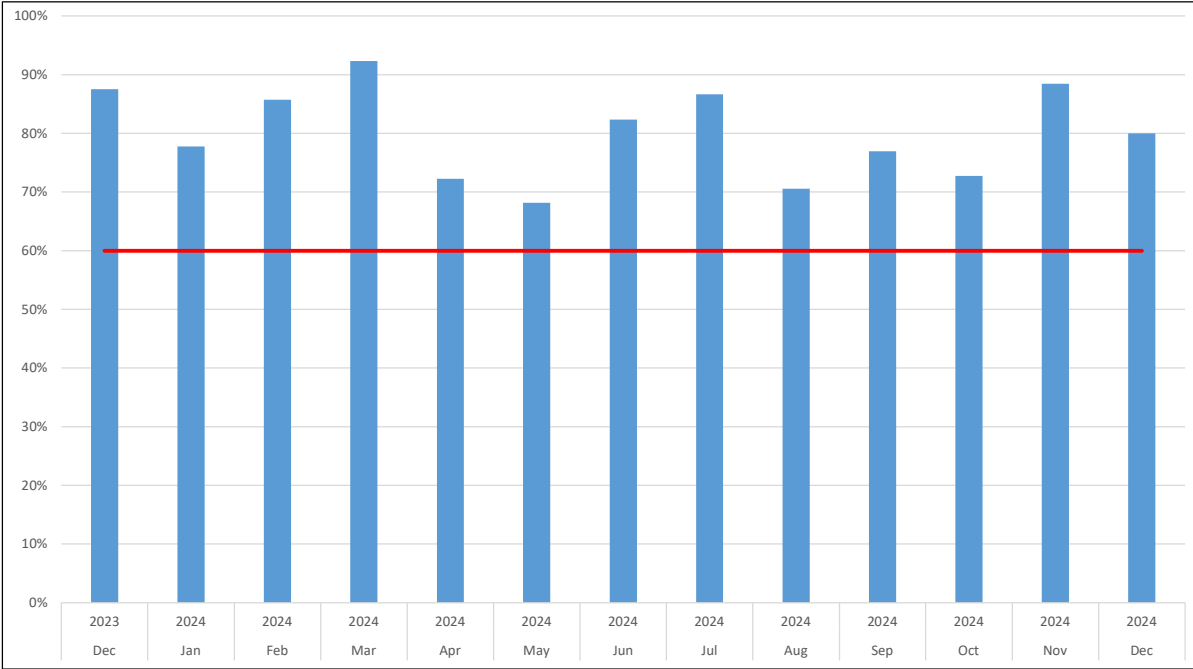
Glucose documented within PCR
Numerator:
 Obtained by CQI review PCR

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

Exclusions: Interfacility transfer

STROKE-02 (LAMS > 3 only)

SCENE TIME LESS THAN 15 MINUTES FOR PATIENTS SUSPECTED OF STROKE



Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	14	14	18	12	13	15	14	13	12	10	8	23	12
Denominator:	16	18	21	13	18	22	17	15	17	13	11	26	15
Percentage:	88%	78%	86%	92%	72%	68%	82%	87%	71%	77%	73%	88%	80%
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

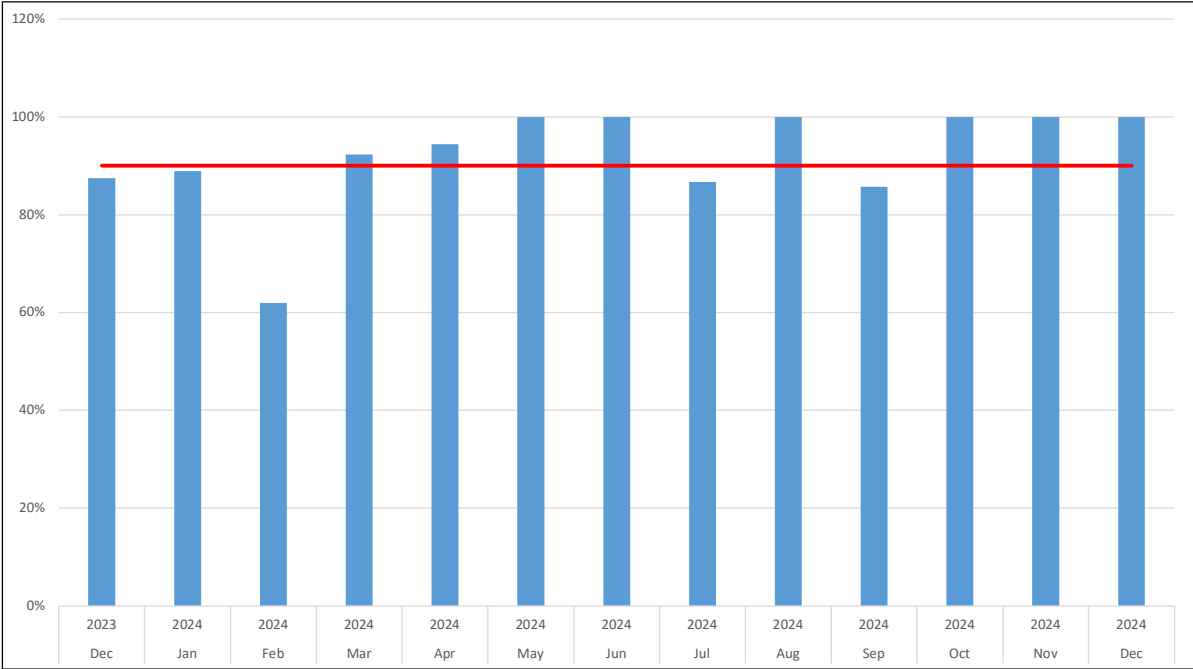
Denominator: Includes patients that ESD11 provider suspected stroke

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:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	14	16	13	12	17	22	17	13	17	12	11	26	15
Denominator:	16	18	21	13	18	22	17	15	17	14	11	26	15
Percentage:	88%	89%	62%	92%	94%	100%	100%	87%	100%	86%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

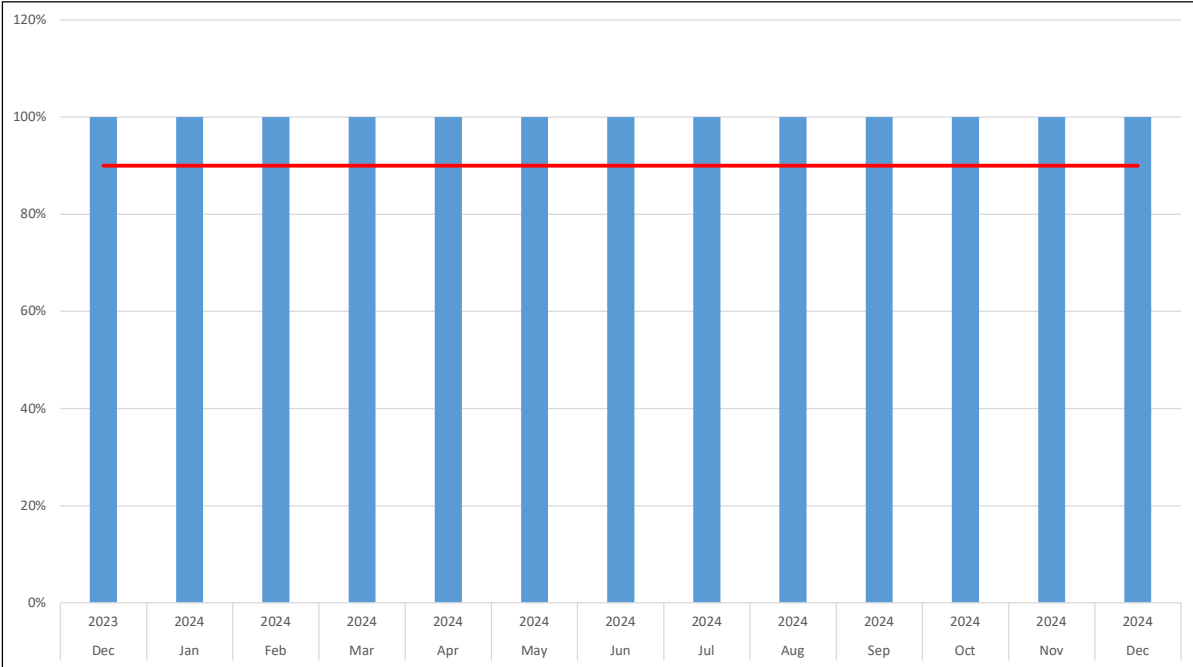
Advanced notification documented (intervention, narrative, otherwise)
Numerator:
 Obtained by CQI review of PCR

Includes patients that ESD11 provider suspected Stroke
Denominator:
 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:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	16	18	21	13	18	22	17	15	17	13	11	26	15
Denominator:	16	18	21	13	18	22	17	15	17	13	11	26	15
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%

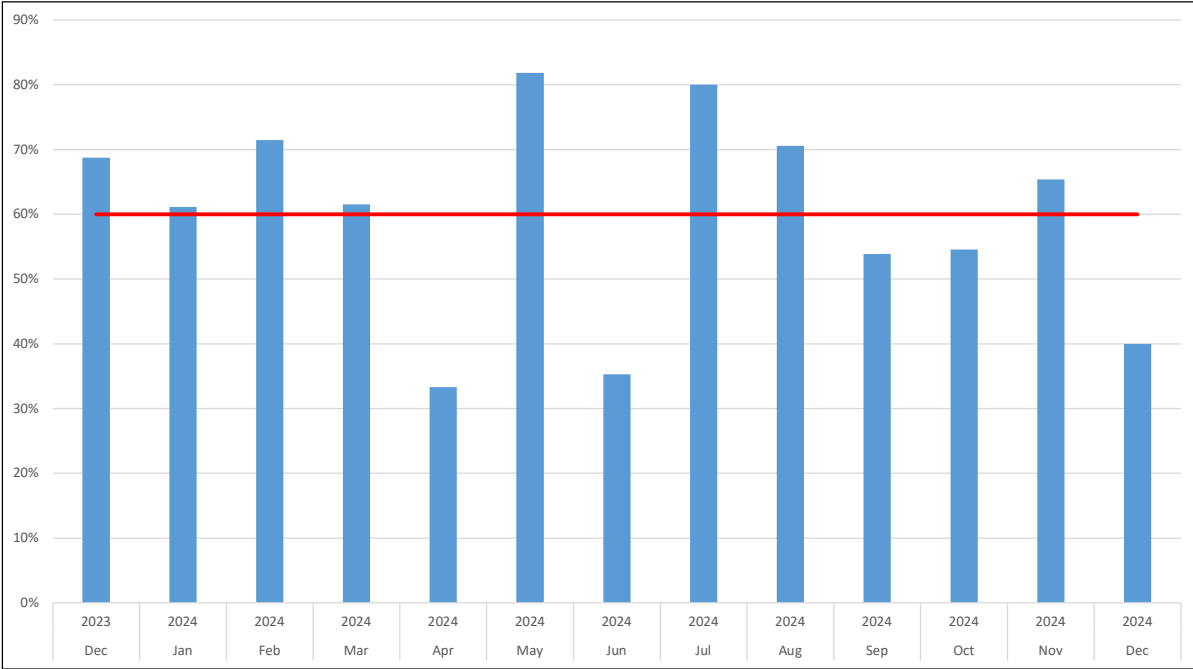
Numerator: Patients that were transported to the correct stroke center (Primary versus Comprehensive)
 Obtained by CQI review and compared to AM-04 CVA flowchart and CG-29 Destination Determination Grid

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



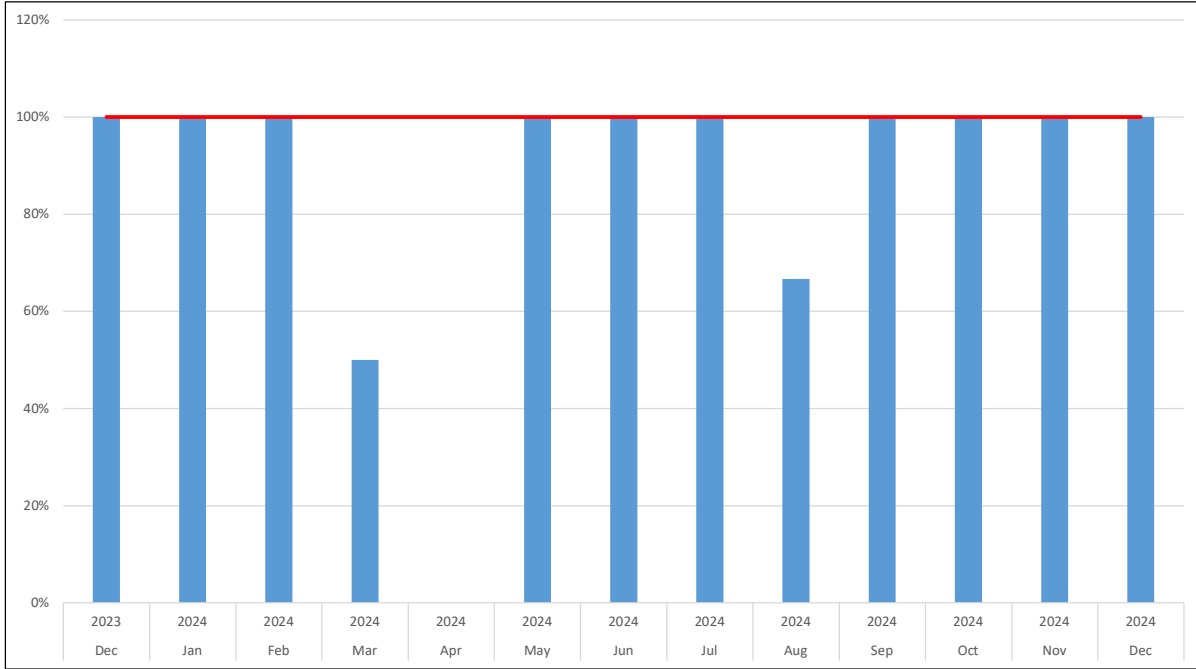
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	11	11	15	8	6	18	6	12	12	7	6	17	6
Denominator:	16	18	21	13	18	22	17	15	17	13	11	26	15
Percentage:	69%	61%	71%	62%	33%	82%	35%	80%	71%	54%	55%	65%	40%
Goal:	60%	60%	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



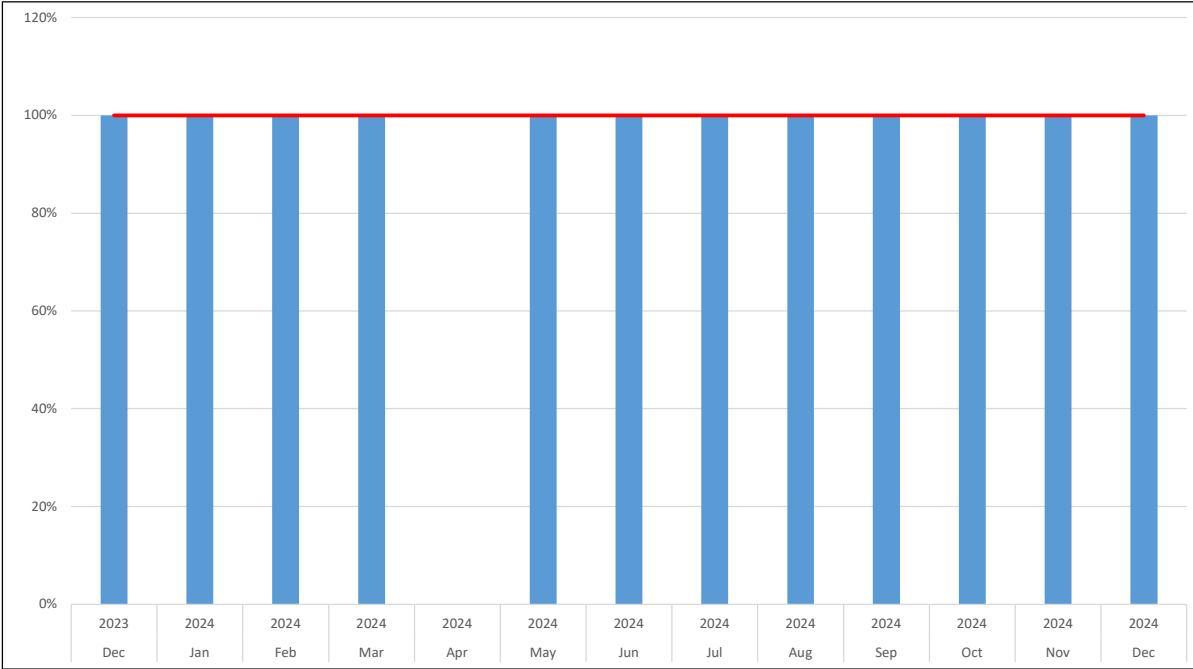
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	4	5	3	1	0	2	3	1	2	3	3	3	4
Denominator:	4	5	3	2	0	2	3	1	3	3	3	3	4
Percentage:	100%	100%	100%	50%	#####	100%	100%	100%	67%	100%	100%	100%	100%
Goal:	100%	100%	100%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



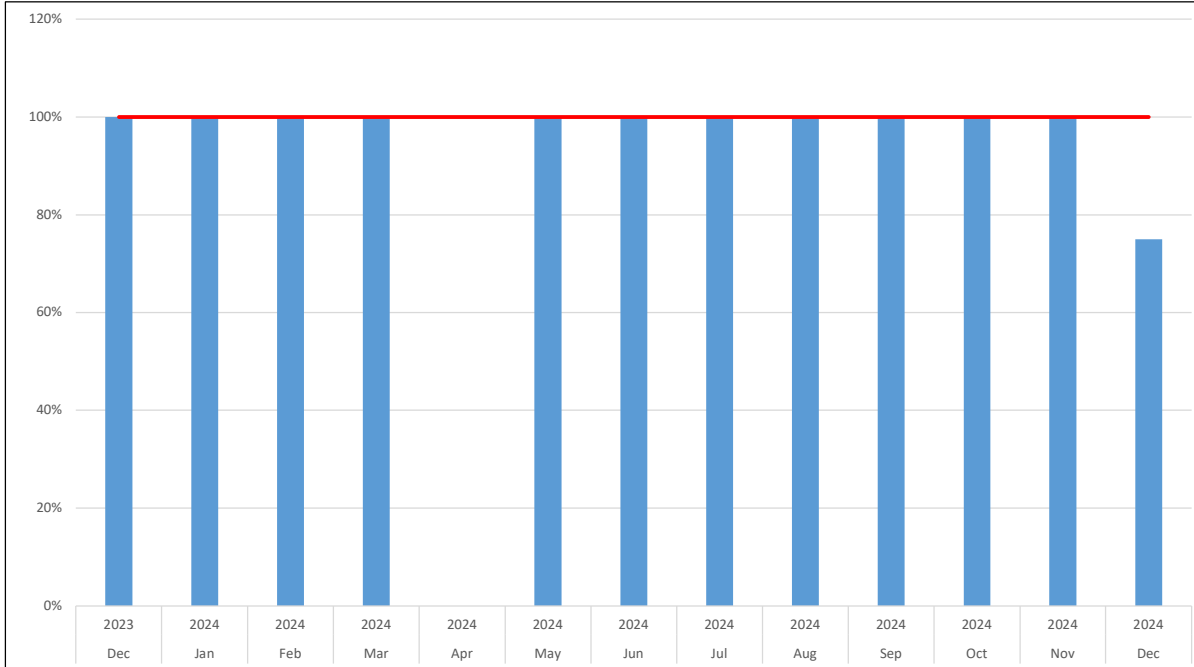
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	4	5	3	2	0	2	3	1	3	3	3	3	4
Denominator:	4	5	3	2	0	2	3	1	3	3	3	3	4
Percentage:	100%	100%	100%	100%	#####	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	100%	100%	100%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

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

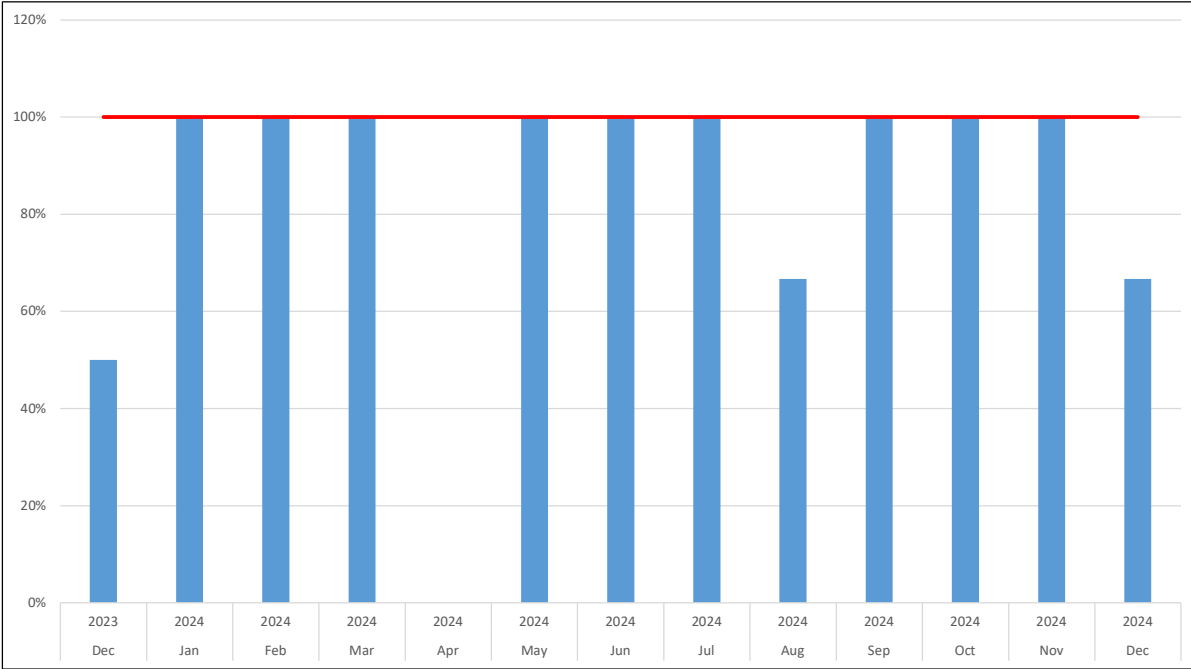
Denominator: Includes patients that received Rocuronium

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



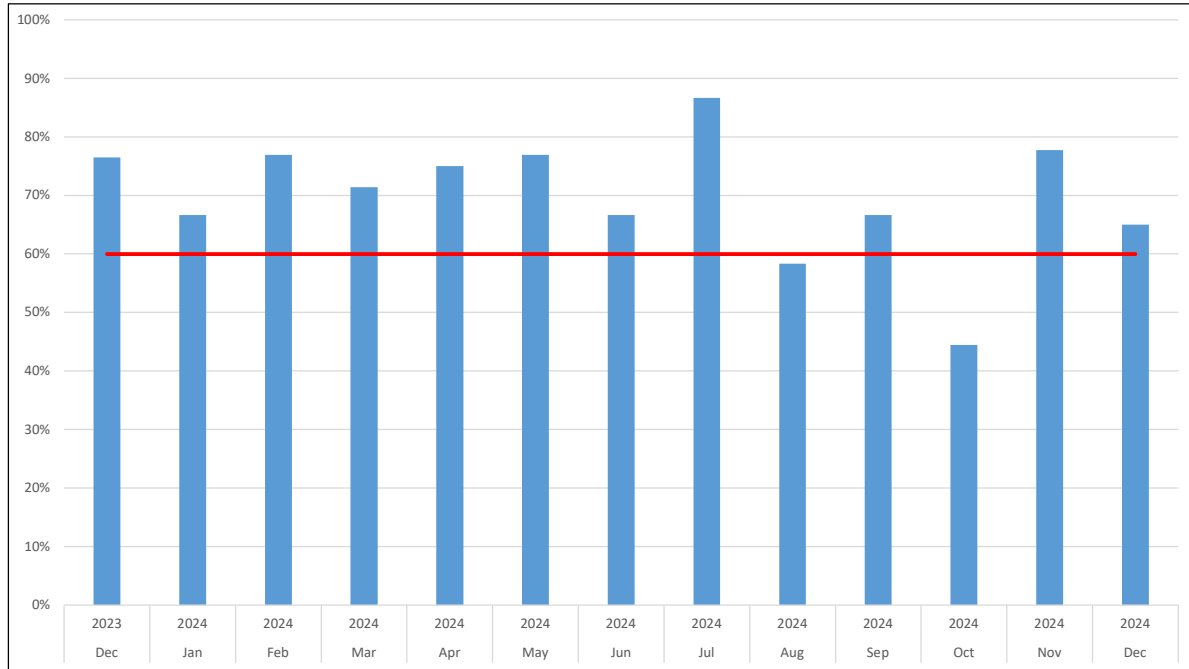
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	2	5	3	2	0	2	3	1	2	3	3	3	2
Denominator:	4	5	3	2	0	2	3	1	3	3	3	3	3
Percentage:	50%	100%	100%	100%	#####	100%	100%	100%	67%	100%	100%	100%	67%
Goal:	100%	100%	100%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



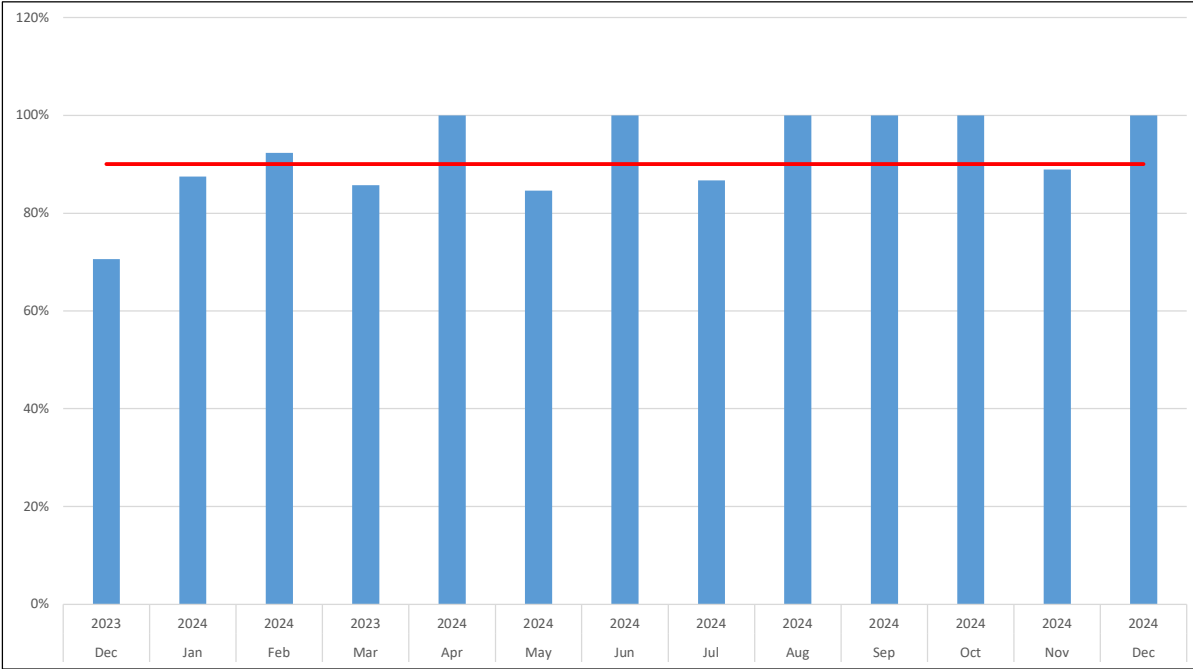
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	13	6	10	5	3	10	12	13	7	10	4	14	13
Denominator:	17	9	13	7	4	13	18	15	12	15	9	18	20
Percentage:	76%	67%	77%	71%	75%	77%	67%	87%	58%	67%	44%	78%	65%
Goal:	60%	60%	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



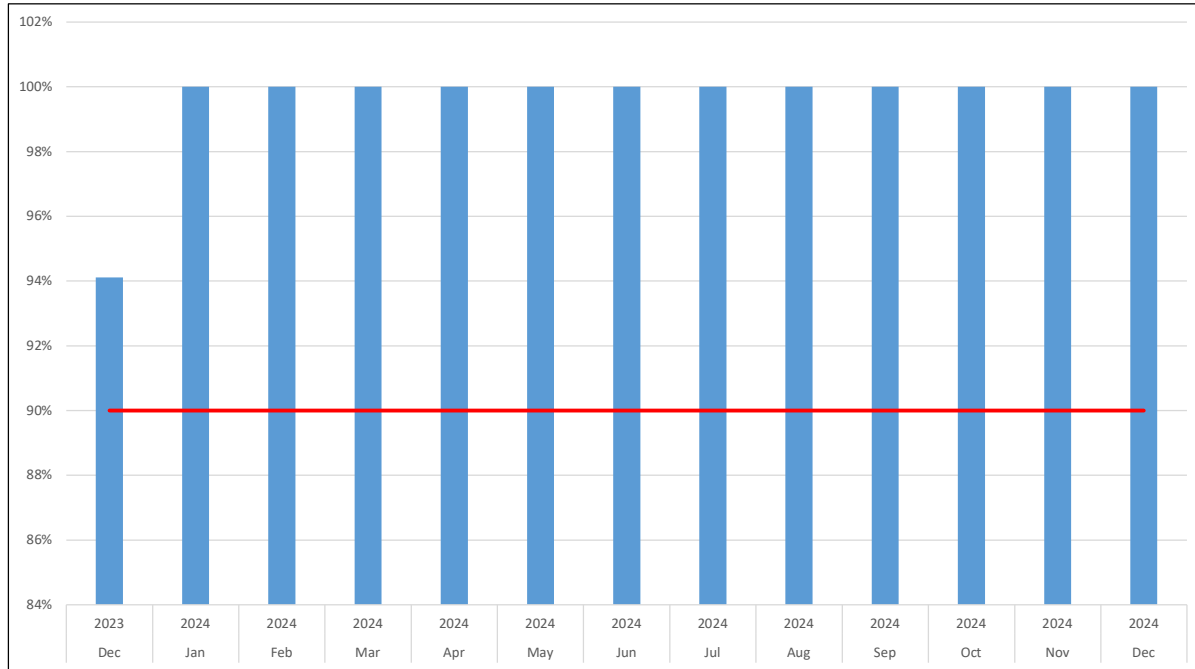
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	12	7	12	6	4	11	18	13	12	15	9	16	20
Denominator:	17	8	13	7	4	13	18	15	12	15	9	18	20
Percentage:	71%	88%	92%	86%	100%	85%	100%	87%	100%	100%	100%	89%	100%
Goal:	90%	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



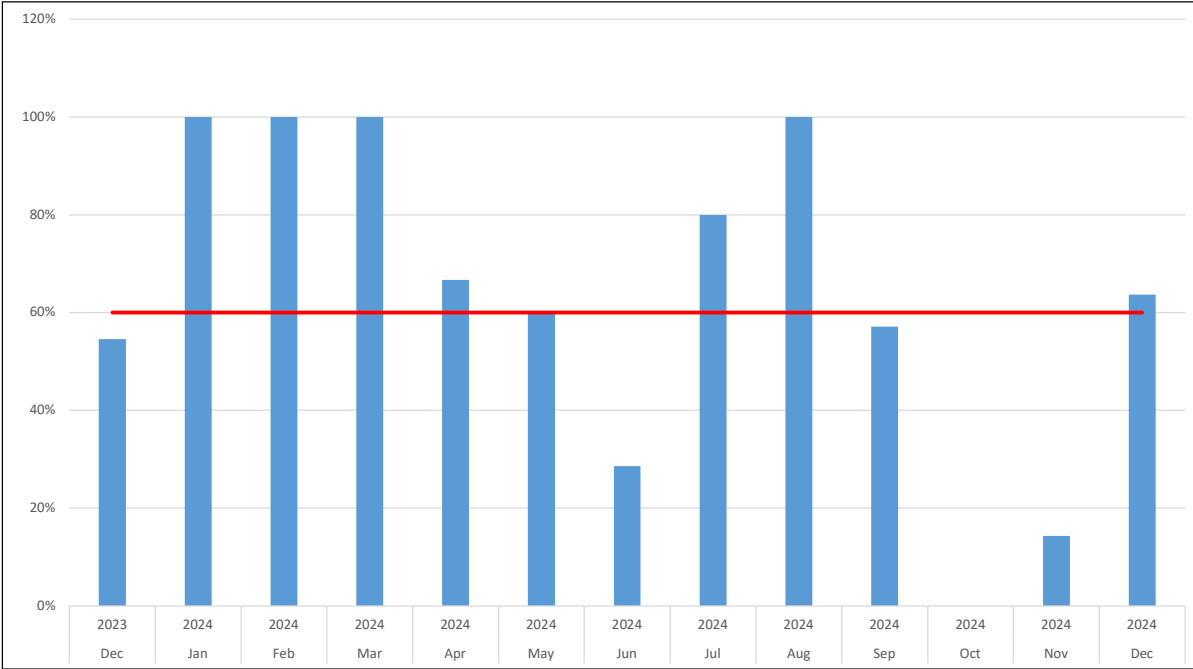
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	16	8	13	7	4	13	18	15	12	15	9	18	20
Denominator:	17	8	13	7	4	13	18	15	12	15	9	18	20
Percentage:	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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

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

Exclusions: None

TRANEXAMIC ACID ADMINISTERED FOR TRAUMA ACTIVATIONS WITH HYPOTENSION



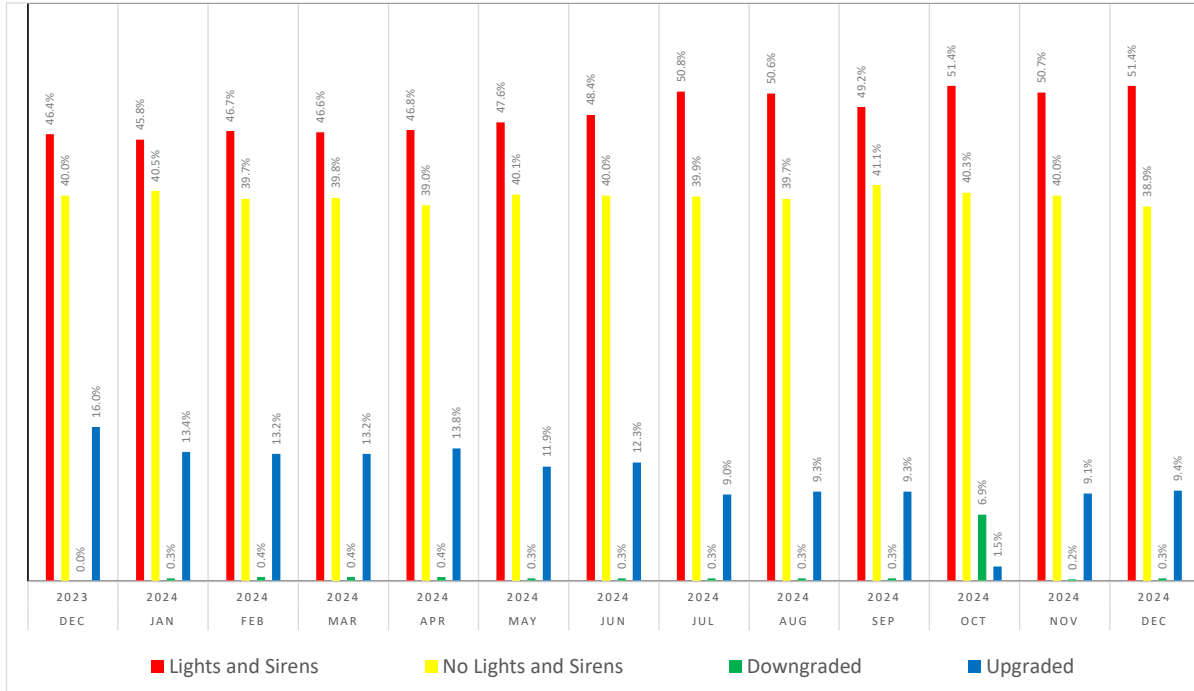
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	3	5	1	2	3	2	4	6	4	0	1	7
Denominator:	11	3	5	1	3	5	7	5	6	7	2	7	11
Percentage:	55%	100%	100%	100%	67%	60%	29%	80%	100%	57%	0%	14%	64%
Goal:	60%	60%	60%	60%	60%	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



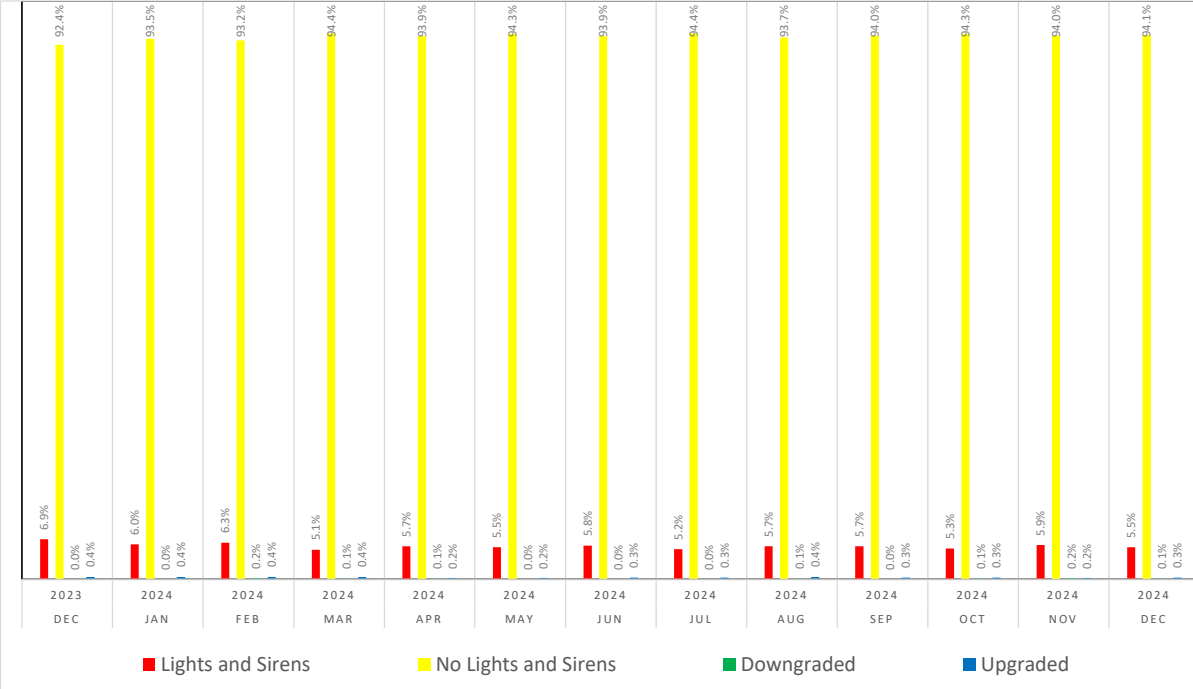
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Lights and Sirens	46.4%	45.8%	46.7%	46.6%	46.8%	47.6%	48.4%	50.8%	50.6%	49.2%	51.4%	50.7%	51.4%
No Lights and Sirens	40.0%	40.5%	39.7%	39.8%	39.0%	40.1%	40.0%	39.9%	39.7%	41.1%	40.3%	40.0%	38.9%
Downgraded	<0.1%	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	6.9%	0.2%	0.3%
Upgraded	16.0%	13.4%	13.2%	13.2%	13.8%	11.9%	12.3%	9.0%	9.3%	9.3%	1.5%	9.1%	9.4%

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

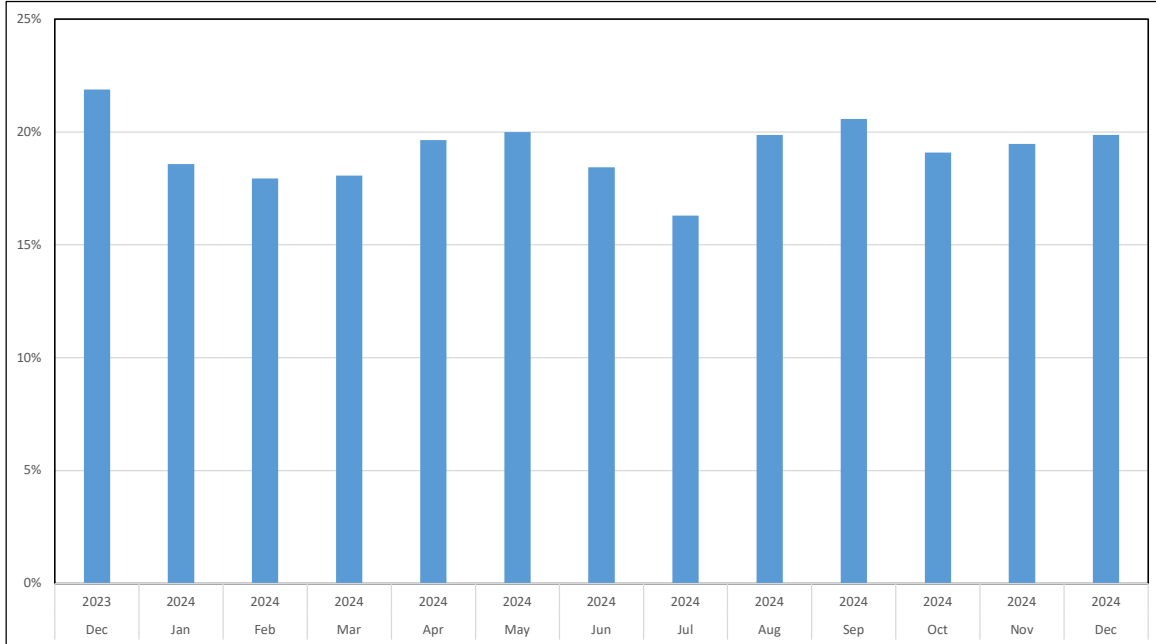


Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Lights and Sirens	6.9%	6.0%	6.3%	5.1%	5.7%	5.5%	5.8%	5.2%	5.7%	5.7%	5.3%	5.9%	5.5%
No Lights and Sirens	92.4%	93.5%	93.2%	94.4%	93.9%	94.3%	93.9%	94.4%	93.7%	94.0%	94.3%	94.0%	94.1%
Downgraded	<0.1%	<0.1%	0.2%	0.1%	0.1%	<0.1%	<0.1%	<0.1%	0.1%	<0.1%	0.1%	0.2%	0.1%
Upgraded	0.4%	0.4%	0.4%	0.4%	0.2%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.2%	0.3%

Automated report by ImageTrend

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

PERCENTAGE OF PATIENT CARE RECORDS RECEIVING CQI REVIEW



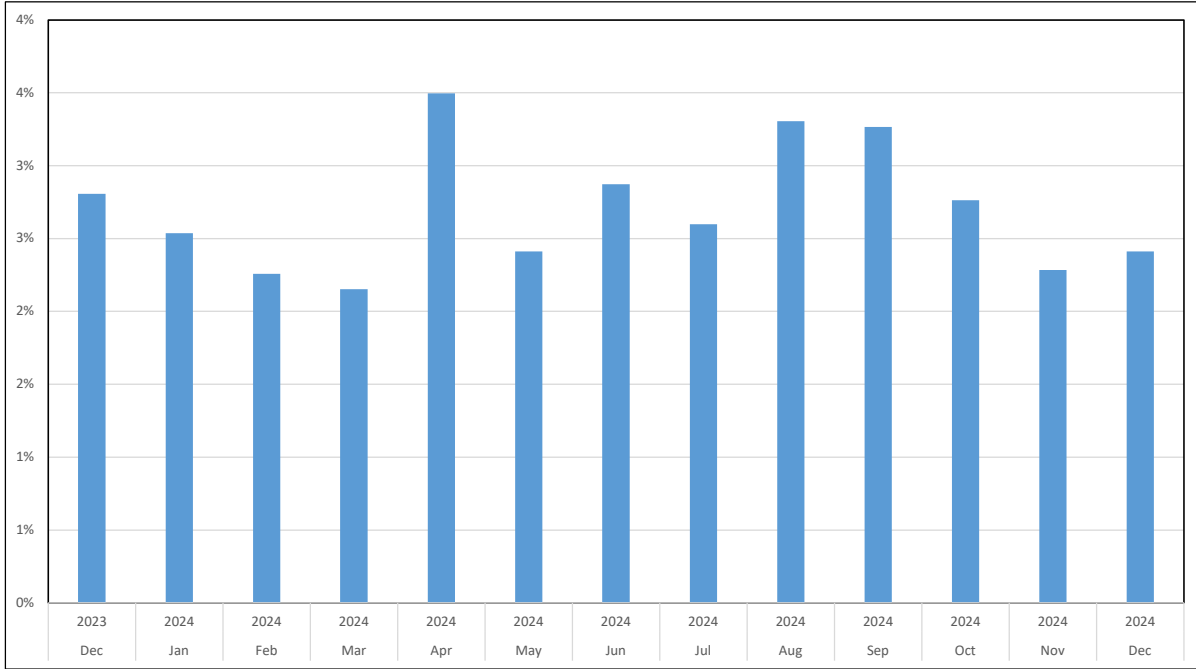
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
CQI Review:	1169	922	802	856	932	1053	905	859	1010	1008	939	921	1005
Total:	5344	4964	4471	4740	4748	5265	4909	5271	5085	4900	4921	4730	5059
Percentage:	22%	19%	18%	18%	20%	20%	18%	16%	20%	21%	19%	19%	20%

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

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

Exclusions: None

PERCENTAGE OF PATIENT CARE RECORDS RECEIVING DIRECT CQI FEEDBACK



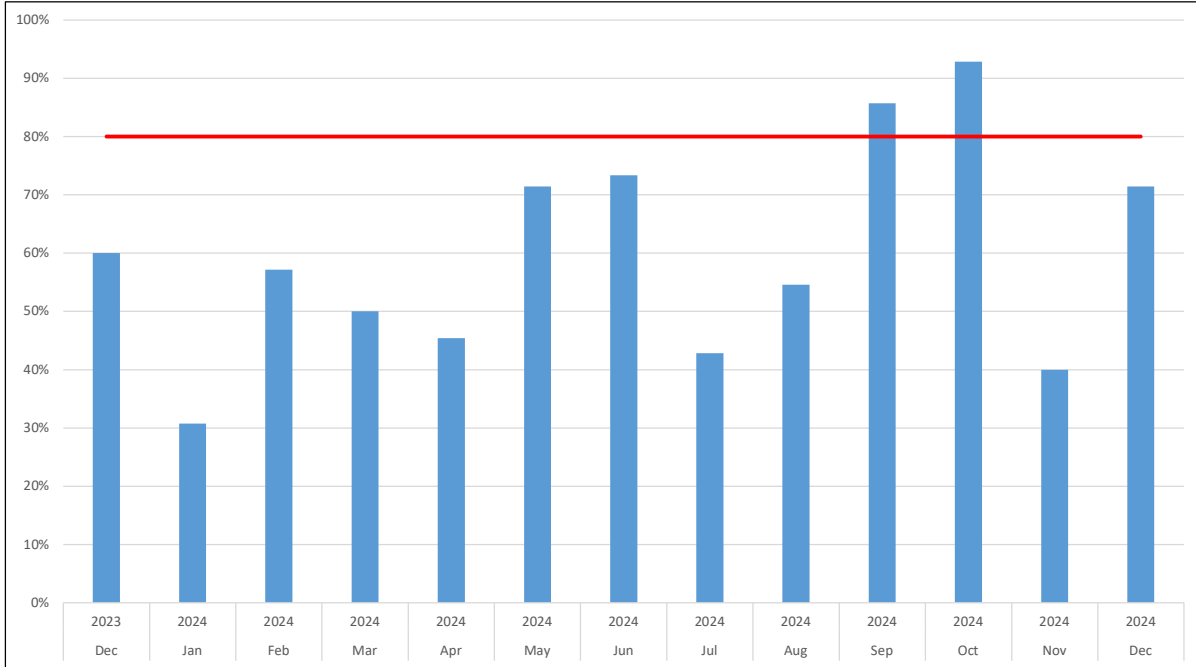
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Feedback:	150	126	101	102	166	127	141	137	168	160	136	108	122
Total:	5344	4964	4471	4740	4748	5265	4909	5271	5085	4900	4921	4730	5059
Percentage:	3%	3%	2%	2%	3%	2%	3%	3%	3%	3%	3%	2%	2%

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

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

Exclusions: None

FIRST ATTEMPT SUCCESS RATE FOR INTUBATIONS



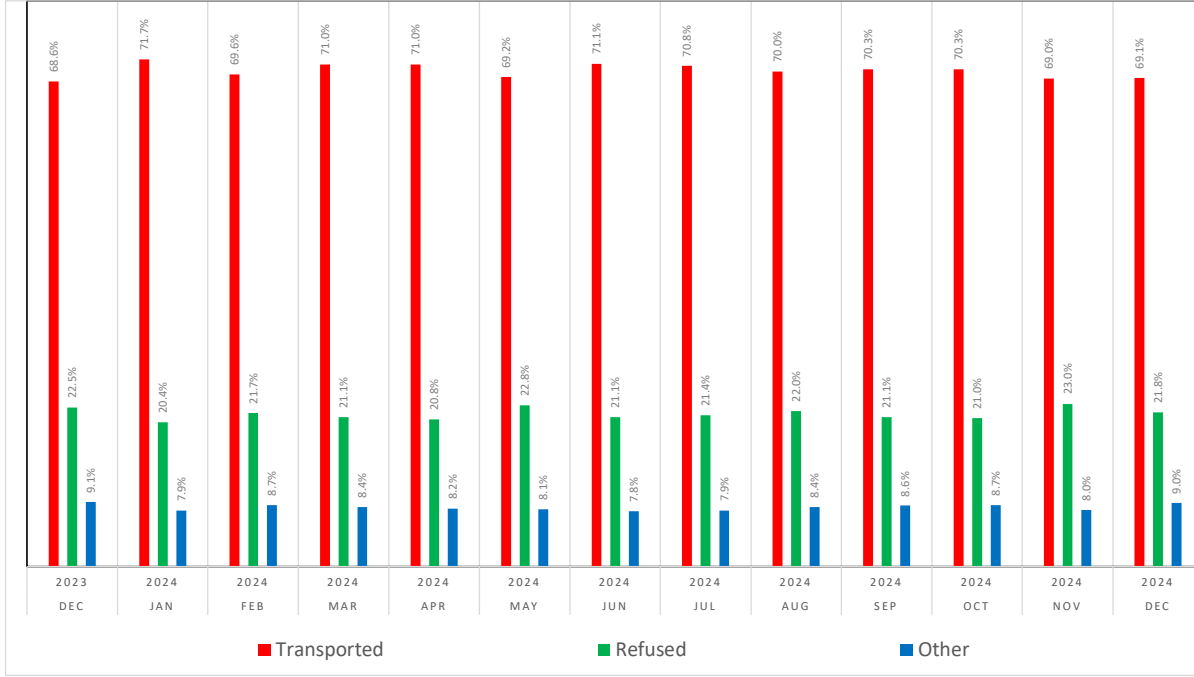
Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Numerator:	6	4	4	4	5	5	11	3	6	6	13	2	10
Denominator:	10	13	7	8	11	7	15	7	11	7	14	5	14
Percentage:	60%	31%	57%	50%	45%	71%	73%	43%	55%	86%	93%	40%	71%
Goal:	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

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

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

Exclusions: Orotracheal intubations only. Does NOT include SGA

Dispositions



Month:	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year:	2023	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
Transported	68.6%	71.7%	69.6%	71.0%	71.0%	69.2%	71.1%	70.8%	70.0%	70.3%	70.3%	69.0%	69.1%
Refused	22.5%	20.4%	21.7%	21.1%	20.8%	22.8%	21.1%	21.4%	22.0%	21.1%	21.0%	23.0%	21.8%
Other	9.1%	7.9%	8.7%	8.4%	8.2%	8.1%	7.8%	7.9%	8.4%	8.6%	8.7%	8.0%	9.0%

Automated report by ImageTrend

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

Data:

Transported = "Treated/transported"

Refusal = "Refused Transport AMA"

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



FLEET
JANUARY 21, 2025
REPORTING: DECEMBER 2024

- The fleet department has performed 22 preventative maintenance services during this period. Also, 95 additional repairs were made on the fleet in this period.
- Ambulance fleet miles this period is 107,750. Support vehicle miles this period is 16,827, total fleet miles this period is 124,577 Also the fleet accumulated engine hours.
- There was 28:30:32 reported lost unit hours due to mechanical reported for December.
- There were 3 reported critical failures related to mechanical issues in December.

1/15/2025 - 8:55 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, Annual State Inspection, A-pm 4K Service (non ambulance) , A-pm 5k service, Battery replacement , B-pm 10k service, B-pm 8K service (non ambulance), Brake Service, Cooling system repair, Differential Service , Filter Service, Scheduled Repairs, Steering and Suspension Repair , Tire Replacement/ Tire Repair, Transmission repairs, Transmission Service, Tune Up, Unscheduled Repairs

Maintenance Date = Previous Month

Maintenance Date = Previous Month

Count(Work Order Number)
117
117

Schedule Name: A/C system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
276	12/4/2024	14045		52,548	\$1,002.69	\$630.00	\$1,632.69	7844

Schedule Name: Accident Repairs/Accidental Damage

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
292	12/11/2024	14068		114,161	\$1,051.00	\$420.00	\$1,471.00	7867
359	12/11/2024	14064		107,819	\$0.00	\$0.00	\$0.00	7863

Schedule Name: Annual State Inspection

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
289	12/17/2024	14097		100,637	\$25.00	\$105.00	\$130.00	7896

Schedule Name: A-pm 4K Service (non ambulance)

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
982	12/9/2024	14060	the tires will need to be replaced next pm.	173,985	\$43.33	\$420.00	\$463.33	7859

Schedule Name: A-pm 5k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
359	12/30/2024	14152		0	\$0.00	\$0.00	\$0.00	7951

360	12/27/2024	14145	Headlight right side bottom unserviceable Windshield spray inop	105,000	\$43.73	\$0.00	\$43.73	7944
355	12/19/2024	14115	the brakes and the rear tires needed to be replaced.	99,700	\$43.73	\$630.00	\$673.73	7914
358	12/19/2024	14118	Wind shield spray inop Coolant leak from pump under chassis	107,904	\$43.73	\$0.00	\$43.73	7917
282	12/18/2024	14112	Head light side marker bulb right side Steel plate rear panel missing rivets Steering pulls to the right Dump enable inoperable Patient compartment interior jump box relay 36 brunt Transmission slight leak Coolant pump under chassis slight leak. Brake service recommended	100,004	\$38.89	\$0.00	\$38.89	7911
270	12/17/2024	14101	Performed tune up. Replaced all spark plugs and wires.	98,189	\$38.89	\$420.00	\$458.89	7900
274	12/17/2024	14098	G tires G batt G brakes	112,246	\$43.73	\$420.00	\$463.73	7897
267	12/16/2024	14092	Performed pm service as per pm.	92,121	\$38.89	\$420.00	\$458.89	7891
356	12/6/2024	14055	Batteries replaced Transmission heat shield replaced Transmission has slight leak Coolant leak at hose connection to coolant pump to pump under chassis Back diamond plate replace rivets	93,301	\$38.89	\$420.00	\$458.89	7854
360	12/4/2024	14047	Batteries replaced due to specs Patient compartment has a bubble on the floor Wind shield wiper does not spray Head light marker light inop left side Wind shield has small nick	95,200	\$38.89	\$0.00	\$38.89	7846

Schedule Name: Battery replacement

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
293	12/23/2024	14125		112,756	\$262.78	\$157.50	\$420.28	7924
356	12/9/2024	14058		93,301	\$0.00	\$0.00	\$0.00	7857
360	12/4/2024	14048		95,200	\$279.92	\$105.00	\$384.92	7847

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	12/31/2024	14153	Patient compartment electric box, Transmission slight leak Coolant leak radiator	113,552	\$47.02	\$0.00	\$47.02	7952
288	12/30/2024	14150	Park brake idle does not engage Master cylinder cap replaced due to damage Transmission heat shield replaced due to wear.	82,148	\$77.80	\$0.00	\$77.80	7949
266	12/23/2024	14133	checked the brakes and tires.	109,953	\$43.73	\$420.00	\$463.73	7932
286	12/23/2024	14127	Diff service Trans service	93,882	\$43.73	\$0.00	\$43.73	7926
278	12/17/2024	14103	G tires Y brakes G battery	87,127	\$43.73	\$420.00	\$463.73	7902
283	12/17/2024	14095	G tires G brakes G battery	77,794	\$43.73	\$420.00	\$463.73	7894

289	12/17/2024	14096	Y tires G brakes G battery	101,357	\$43.73	\$420.00	\$463.73	7895
290	12/16/2024	14090	G tire G battery G brake Did notice after changing the oil that the vehicle had a knock found that the steering wheel was bent.	91,498	\$43.73	\$420.00	\$463.73	7889
272	12/11/2024	14065	hydraulic leak from hose connected to liquid spring Coolant leak from pump under frame	81,756	\$38.89	\$0.00	\$38.89	7864
361	12/3/2024	14040	exterior compartments tighten fasteners Slight coolant leak from coolant pump under chassis Transmission service included	99,007	\$38.89	\$0.00	\$38.89	7838

Schedule Name: B-pm 8K service (non ambulance)

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
981	12/13/2024	14081	found both rear tires were low on tread.	146,309	\$27.94	\$420.00	\$447.94	7880
983	12/13/2024	14082	found one if the tires had a gas in the tread	144,429	\$27.94	\$420.00	\$447.94	7881

Schedule Name: Brake Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
286	12/27/2024	14139		93,882	\$1,932.59	\$840.00	\$2,772.59	7938
355	12/27/2024	14142		99,700	\$985.75	\$892.50	\$1,878.25	7941
272	12/12/2024	14078		81,770	\$1,389.65	\$0.00	\$1,389.65	7877
356	12/9/2024	14061		93,394	\$1,392.83	\$0.00	\$1,392.83	7860
360	12/5/2024	14049		95,800	\$1,775.96	\$0.00	\$1,775.96	7848
279	12/2/2024	14034		93,021	\$1,672.14	\$2,520.00	\$4,192.14	7832

Schedule Name: Check Sheet Request

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
359	12/30/2024	14151		110,538	\$21.98	\$300.00	\$321.98	7950
286	12/23/2024	14130		94,250	\$148.99	\$105.00	\$253.99	7929
358	12/18/2024	14113		107,832	\$990.00	\$420.00	\$1,410.00	7912
271	12/17/2024	14111		115,090	\$10.99	\$105.00	\$115.99	7910
279	12/17/2024	14110		94,420	\$0.00	\$52.50	\$52.50	7909
284	12/17/2024	14109		101,225	\$10.99	\$105.00	\$115.99	7908
354	12/17/2024	14108		111,521	\$2.67	\$52.50	\$55.17	7907
356	12/17/2024	14107		93,979	\$52.98	\$105.00	\$157.98	7906
358	12/17/2024	14106		107,773	\$10.99	\$150.00	\$160.99	7905

361	12/17/2024	14105		100,002	\$10.99	\$105.00	\$115.99	7904
269	12/13/2024	14085		110,184	\$1,233.60	\$420.00	\$1,653.60	7884
266	12/11/2024	14071		109,373	\$10.99	\$105.00	\$115.99	7870
356	12/3/2024	14041		93,142	\$1,151.60	\$630.00	\$1,781.60	7840

Schedule Name: Cooling system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
292	12/23/2024	14134		114,965	\$646.25	\$630.00	\$1,276.25	7933
358	12/20/2024	14122		107,917	\$124.93	\$0.00	\$124.93	7921
272	12/13/2024	14083		81,770	\$124.93	\$0.00	\$124.93	7882
266	12/11/2024	14073		109,373	\$17.06	\$450.00	\$467.06	7872
356	12/10/2024	14063		93,394	\$124.93	\$0.00	\$124.93	7862
361	12/4/2024	14044		98,820	\$0.00	\$105.00	\$105.00	7843

Schedule Name: Differential Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
286	12/23/2024	14129		93,882	\$81.65	\$52.50	\$134.15	7928
355	12/19/2024	14117		99,700	\$81.65	\$105.00	\$186.65	7916

Schedule Name: Filter Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
355	12/27/2024	14141		99,700	\$56.07	\$105.00	\$161.07	7940
286	12/23/2024	14131		93,869	\$56.07	\$52.50	\$108.57	7930
278	12/17/2024	14104		87,127	\$56.07	\$105.00	\$161.07	7903
290	12/16/2024	14091		91,498	\$56.07	\$105.00	\$161.07	7890
356	12/9/2024	14056		93,301	\$35.53	\$52.50	\$88.03	7855

Schedule Name: Scheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
982	12/30/2024	14149		176,125	\$172.70	\$210.00	\$382.70	7948
290	12/27/2024	14136		91,498	\$291.50	\$210.00	\$501.50	7935
360	12/27/2024	14147		103,000	\$10.99	\$0.00	\$10.99	7946

358	12/20/2024	14124		107,917	\$43.95	\$0.00	\$43.95	7923
267	12/19/2024	14120		92,308	\$1,404.03	\$525.00	\$1,929.03	7919
289	12/13/2024	14088		100,638	\$292.97	\$0.00	\$292.97	7887
981	12/13/2024	14089		146,309	\$1,888.48	\$525.00	\$2,413.48	7888
266	12/11/2024	14072		109,373	\$262.90	\$315.00	\$577.90	7871
266	12/11/2024	14074		109,373	\$0.00	\$210.00	\$210.00	7873
983	12/11/2024	14069		144,286	\$5.99	\$105.00	\$110.99	7868
279	12/5/2024	14050		93,066	\$751.70	\$1,680.00	\$2,431.70	7849
356	12/3/2024	14043		93,142	\$286.00	\$900.00	\$1,186.00	7842
275	12/2/2024	14037		95,209	\$432.48	\$420.00	\$852.48	7835
277	12/2/2024	14036		79,331	\$331.54	\$150.00	\$481.54	7834

Schedule Name: Steering and Suspension Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
358	12/20/2024	14121		107,917	\$348.76	\$0.00	\$348.76	7920
272	12/13/2024	14084		81,770	\$0.00	\$0.00	\$0.00	7883
279	12/5/2024	14051		93,066	\$683.99	\$1,050.00	\$1,733.99	7850

Schedule Name: Tire Replacement/ Tire Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
355	12/27/2024	14143		99,700	\$616.80	\$210.00	\$826.80	7942
358	12/20/2024	14123		107,917	\$616.80	\$0.00	\$616.80	7922
270	12/18/2024	14114		98,189	\$1,233.60	\$315.00	\$1,548.60	7913
356	12/10/2024	14062		93,394	\$0.00	\$0.00	\$0.00	7861
361	12/5/2024	14053		99,007	\$616.80	\$210.00	\$826.80	7852
279	12/2/2024	14035		93,021	\$2,717.12	\$840.00	\$3,557.12	7833

Schedule Name: Transmission repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
292	12/11/2024	14067		114,161	\$6,099.41	\$1,050.00	\$7,149.41	7866

Schedule Name: Transmission Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
286	12/23/2024	14128		93,882	\$159.51	\$210.00	\$369.51	7927
355	12/19/2024	14116		99,700	\$152.04	\$262.50	\$414.54	7915
274	12/17/2024	14099		112,246	\$194.83	\$262.50	\$457.33	7898
272	12/13/2024	14086		81,770	\$152.04	\$210.00	\$362.04	7885
981	12/13/2024	14080		146,309	\$119.82	\$315.00	\$434.82	7879
356	12/9/2024	14057		93,301	\$186.46	\$0.00	\$186.46	7856
360	12/5/2024	14052		95,200	\$159.51	\$210.00	\$369.51	7851
361	12/4/2024	14046		99,007	\$159.51	\$210.00	\$369.51	7845
281	12/2/2024	14039		75,331	\$84.81	\$0.00	\$84.81	7837

Schedule Name: Tune Up

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
358	12/19/2024	14119		107,904	\$298.56	\$0.00	\$298.56	7918
270	12/17/2024	14102		98,189	\$287.94	\$315.00	\$602.94	7901
982	12/9/2024	14059		173,985	\$128.70	\$30.00	\$158.70	7858

Schedule Name: Unscheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
981	12/30/2024	14148		149,078	\$0.00	\$210.00	\$210.00	7947
266	12/27/2024	14144		110,263	\$0.00	\$210.00	\$210.00	7943
266	12/27/2024	14146		110,263	\$168.11	\$315.00	\$483.11	7945
272	12/27/2024	14140		83,121	\$0.00	\$105.00	\$105.00	7939
292	12/27/2024	14138		114,978	\$36.10	\$105.00	\$141.10	7937
294	12/27/2024	14137		108,569	\$1,870.24	\$315.00	\$2,185.24	7936
983	12/26/2024	14135		145,753	\$215.08	\$315.00	\$530.08	7934
981	12/23/2024	14132		148,623	\$172.70	\$315.00	\$487.70	7931
278	12/16/2024	14093		86,710	\$1,246.08	\$420.00	\$1,666.08	7892
284	12/16/2024	14094		101,074	\$256.08	\$210.00	\$466.08	7893
266	12/13/2024	14087		109,406	\$0.00	\$525.00	\$525.00	7886
275	12/12/2024	14079		95,213	\$5,256.07	\$4,515.00	\$9,771.07	7878
277	12/11/2024	14077		80,408	\$228.80	\$525.00	\$753.80	7876
279	12/11/2024	14070		93,604	\$10.99	\$150.00	\$160.99	7869

283	12/11/2024	14076	76,212	\$121.40	\$630.00	\$751.40	<u>7875</u>
287	12/11/2024	14075	61,387	\$0.00	\$840.00	\$840.00	<u>7874</u>
355	12/11/2024	14066	98,221	\$156.05	\$315.00	\$471.05	<u>7865</u>
357	12/3/2024	14042	101,569	\$0.00	\$750.00	\$750.00	<u>7841</u>
363	12/2/2024	14038	105,194	\$0.00	\$157.50	\$157.50	<u>7836</u>

Resource	Hours Scheduled	Actual Hours	Delayed Activation	Breaks	Staffing	Crew Change	Fuel	Supplies	IT	Decon	Admin	Return Equipment	Crew Injury	Accident	Meeting	Fleet	Mechanical	Critical Failure	Out Of Service - Other	Total Lost Hours
401	744:00:00	741:10:06	6:12:02	3:51:52	2:05:43	3:32:40	0:00:00	1:16:24	0:00:00	0:30:47	1:28:28	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:50:04	0:00:00	0:00:00	19:48:00
402	744:00:00	706:02:40	25:39:20	0:36:17	31:09:52	0:48:48	0:00:00	0:28:12	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	58:42:29
403	805:00:00	807:37:10	5:24:16	0:00:00	0:12:55	1:07:34	0:00:00	0:29:49	0:23:05	0:00:00	1:41:03	1:00:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	10:19:15
404	744:00:00	719:03:35	20:06:37	1:46:17	17:33:23	3:15:28	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:14:13	12:05:16	0:00:00	0:00:00	0:00:00	1:20:07	0:00:00	0:00:00	56:21:21
405	744:00:00	739:47:14	7:31:41	1:19:58	21:16:02	14:41:26	0:00:00	0:58:28	0:00:00	0:00:00	0:30:09	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:22:57	0:00:00	0:00:00	48:40:41
406	744:00:00	741:29:13	5:17:57	43:08:54	5:55:23	0:59:26	0:00:00	1:00:46	0:02:21	0:00:00	1:01:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:16:35	0:00:00	0:00:00	58:42:55
407	744:00:00	744:55:53	5:18:05	0:00:00	0:41:42	1:24:25	0:00:00	2:30:42	0:32:45	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	10:27:39
408	720:00:00	700:40:31	10:46:48	1:21:06	8:04:34	23:48:48	0:00:00	1:21:08	0:18:37	0:00:00	1:18:27	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:17:45	0:00:00	0:00:00	49:17:13
409	744:00:00	742:49:16	7:38:14	3:08:56	1:41:15	0:46:28	0:00:00	1:29:24	0:00:00	0:00:00	1:09:47	0:33:10	0:00:00	0:00:00	0:00:00	0:05:00	3:24:27	0:00:00	0:00:00	19:56:41
410	744:00:00	736:52:55	8:13:03	0:00:00	10:27:48	2:17:11	0:00:00	0:00:00	0:00:00	5:44:45	1:21:08	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:01:39	0:00:00	0:00:00	29:05:34
420	322:00:00	311:09:16	6:59:28	0:00:00	27:47:28	26:46:10	0:00:00	0:56:05	0:00:00	0:00:00	1:28:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:26:31	0:00:00	0:00:00	65:24:00
421	359:30:00	352:01:50	5:00:47	0:00:00	1:31:26	0:28:50	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	0:00:00	0:00:00	7:01:03
422	370:30:00	371:05:04	3:58:33	1:04:10	2:27:13	0:01:21	0:00:00	0:00:00	0:00:00	0:00:00	1:03:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	8:35:02
423	337:00:00	335:31:04	1:18:40	0:00:00	1:13:38	13:01:25	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:22:56	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	16:56:39
424	354:30:00	353:52:14	3:44:56	0:00:00	12:28:50	14:50:29	0:00:00	0:00:00	0:00:00	0:00:00	1:22:56	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:45:18	0:00:00	0:00:00	33:12:29
425	372:00:00	364:17:53	0:53:52	0:51:30	6:35:34	0:19:09	0:00:00	0:00:00	0:00:00	0:00:00	0:15:32	0:00:00	0:00:00	0:00:00	0:00:00	0:44:59	0:56:29	0:00:00	0:00:00	10:37:05
426	320:00:00	287:53:56	5:40:37	1:17:37	29:07:56	29:02:30	0:00:00	0:00:00	0:00:00	0:00:00	0:52:34	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:05:05	0:00:00	0:00:00	68:06:19
427	182:00:00	184:46:32	0:45:01	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:34:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:19:41
440	365:30:00	356:19:28	3:43:10	0:44:29	9:58:28	0:46:48	0:00:00	0:28:41	0:00:00	0:36:39	0:09:36	0:00:00	0:50:42	0:00:00	0:00:00	0:00:00	2:50:48	0:00:00	0:00:00	20:09:21
441	187:00:00	164:23:43	2:10:52	0:00:00	15:13:17	0:14:28	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:28:47	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	18:07:24
442	313:00:00	305:06:21	3:16:23	0:28:01	3:18:25	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:47:25	0:00:00	0:00:00	0:00:00	0:00:00	2:30:45	0:00:00	0:00:00	10:20:59
443	187:00:00	174:46:47	4:03:41	0:00:00	2:06:23	0:17:22	0:00:00	0:05:59	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	6:33:25
446	180:00:00	177:08:46	1:36:32	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:05:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:41:35
447	178:00:00	169:26:29	2:15:18	0:46:07	3:27:00	2:26:12	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	8:54:37
480	375:30:00	356:36:53	3:54:34	0:00:00	5:12:25	0:23:46	0:00:00	0:00:00	0:00:00	0:00:00	1:06:19	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:31:24	0:00:00	11:08:28
481	288:00:00	272:00:13	5:50:00	0:00:00	1:42:34	0:00:00	0:00:00	1:39:23	0:00:00	0:00:00	0:00:00	0:54:22	0:00:00	0:00:00	0:00:00	0:00:00	0:09:21	0:00:00	0:00:00	10:15:40
482	277:30:00	253:40:52	6:19:10	0:00:00	14:44:27	1:11:33	0:00:00	1:41:57	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	23:57:07
483	360:00:00	345:32:41	5:55:56	0:00:00	1:54:41	0:18:10	0:00:00	1:32:32	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:31:43	0:33:47	0:00:00	10:46:49
484	326:30:00	318:05:46	3:12:40	0:00:00	1:54:46	0:00:00	0:00:00	0:35:08	0:00:00	1:27:50	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	7:10:24
485	349:30:00	336:41:34	5:38:26	0:00:00	2:20:03	0:00:10	0:00:00	0:20:35	0:00:00	0:00:00	0:20:10	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:03:39	0:00:00	0:00:00	9:43:03
486	360:00:00	350:00:59	1:08:23	0:00:00	4:32:02	0:00:00	0:00:00	0:24:17	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	6:04:42
542	74:35:00	69:23:53	0:32:30	0:00:00	0:59:02	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:31:32
543	367:00:00	331:00:52	4:54:36	0:00:00	20:27:40	17:50:00	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	2:13:00	0:47:02	0:00:00	46:12:18
544	348:00:00	323:24:40	8:25:14	0:05:07	15:33:56	1:22:43	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	0:38:37	0:00:00	0:00:00	26:05:37
545	322:00:00	301:21:32	1:01:36	0:30:41	20:41:40	0:00:00	0:00:00	0:00:00	0:00:00	0:44:31	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:45:42	0:00:00	0:00:00	23:44:10
901-PR	23:15:00	23:59:54	0:32:27	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:32:27
Total	14976:50:00	14570:07:45	195:01:25	61:01:02	304:27:31	162:03:20	0:00:00	17:19:30	1:16:48	9:04:32	15:49:28	3:58:30	14:18:54	0:00:00	0:00:00	0:49:59	28:30:32	1:52:13	0:00:00	815:33:44

1/14/2025 - 9:45 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	7	0
2024	265	0	0
2024	266	1,967	263
2024	267	3,317	415
2024	268	2,211	264
2024	269	3,367	388
2024	270	3,304	398
2024	271	3,664	410
2024	272	2,893	362
2024	273	3,963	0
2024	274	3,792	430
2024	275	2,635	125
2024	276	2,507	298
2024	277	4,112	284
2024	278	3,085	177
2024	279	2,612	314
2024	280	2,831	256
2024	281	2,136	153
2024	282	13	744
2024	283	2,978	232
2024	284	4,070	355
2024	285	0	0
2024	286	2,572	225
2024	287	29	8
2024	288	2,343	180
2024	289	1,680	141
2024	290	1,702	98
2024	291	0	0
2024	292	2,187	287
2024	293	3,339	-6,823
2024	294	1,402	106
2024	305	1,470	115
2024	306	1,992	180
2024	354	3,191	397
2024	355	2,615	349
2024	356	2,296	313
2024	357	2,955	365
2024	358	2,414	309
2024	359	3,124	384
2024	360	15,900	0
2024	361	1,412	182

2024	362	0	0
2024	363	3,132	362
2024	4609	760	-13,963
2024	494	0	0
2024	498	0	0
2024	7509	0	0
2024	7510	1,344	105
2024	7758	0	0
2024	981	5,013	632
2024	982	3,288	533
2024	983	2,953	363
105248		124,577	-9,282

Unit Number: 189

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	9,593	7	12/31/2024	367	0
			7	0		

Unit Number: 265

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		60,598	0		4,821	0
			0	0		

Unit Number: 266

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	110,692	1,967	12/31/2024	10,346	263
			1,967	263		

Unit Number: 267

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	93,613	3,317	12/31/2024	8,842	415
			3,317	415		

Unit Number: 268

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	114,056	2,211	12/31/2024	10,024	264
			2,211	264		

Unit Number: 269

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	112,460	3,367	12/31/2024	10,888	388
			3,367	388		

Unit Number: 270

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	99,668	3,304	12/31/2024	9,698	398
			3,304	398		

Unit Number: 271

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	116,659	3,664	12/31/2024	10,773	410
			3,664	410		

Unit Number: 272

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	83,574	2,893	12/31/2024	7,751	362
			2,893	362		

Unit Number: 273

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/30/2024	75,059	3,963		5,682	0
			3,963	0		

Unit Number: 274

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	112,822	3,792	12/31/2024	11,051	430
			3,792	430		

Unit Number: 275

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	97,844	2,635	12/31/2024	6,207	125
			2,635	125		

Unit Number: 276

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	54,945	2,507	12/31/2024	4,125	298

2,507

298

Unit Number: 277

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	83,297	4,112	12/31/2024	5,581	284
			4,112	284		

Unit Number: 278

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	87,646	3,085	12/31/2024	5,859	177
			3,085	177		

Unit Number: 279

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	95,633	2,612	12/31/2024	6,841	314
			2,612	314		

Unit Number: 280

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	101,397	2,831	12/31/2024	7,260	256
			2,831	256		

Unit Number: 281

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	77,467	2,136	12/31/2024	5,015	153
			2,136	153		

Unit Number: 282

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	100,017	13	12/31/2024	6,282	744
			13	744		

Unit Number: 283

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	78,451	2,978	12/31/2024	5,220	232
			2,978	232		

Unit Number: 284

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	103,016	4,070	12/31/2024	7,463	355
			4,070	355		

Unit Number: 285

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		54,165	0		3,539	0
			0	0		

Unit Number: 286

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	93,897	2,572	12/31/2024	6,456	225
			2,572	225		

Unit Number: 287

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	61,414	29	12/31/2024	4,173	8
			29	8		

Unit Number: 288

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	82,176	2,343	12/31/2024	7,222	180
			2,343	180		

Unit Number: 289

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	101,816	1,680	12/31/2024	6,524	141
			1,680	141		

Unit Number: 290

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	91,823	1,702	12/31/2024	6,934	98
			1,702	98		

Unit Number: 291

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		75,049	0		6,538	0
			0			0

Unit Number: 292

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	115,443	2,187	12/31/2024	10,410	287
			2,187			287

Unit Number: 293

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	113,601	3,339	12/31/2024	2,332	-6,823
			3,339			-6,823

Unit Number: 294

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	108,951	1,402	12/31/2024	9,465	106
			1,402			106

Unit Number: 305

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	80,010	1,470	12/31/2024	2,581	115
			1,470			115

Unit Number: 306

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	89,187	1,992	12/31/2024	6,125	180
			1,992			180

Unit Number: 354

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	112,963	3,191	12/31/2024	10,794	397
			3,191			397

Unit Number: 355

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	100,028	2,615	12/31/2024	10,063	349

2,615

349

Unit Number: 356

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	95,308	2,296	12/31/2024	8,883	313
			2,296	313		

Unit Number: 357

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	104,512	2,955	12/31/2024	10,066	365
			2,955	365		

Unit Number: 358

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	108,691	2,414	12/31/2024	10,134	309
			2,414	309		

Unit Number: 359

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	109,968	3,124	12/31/2024	10,429	384
			3,124	384		

Unit Number: 360

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	106,000	15,900	12/27/2024	4,693	0
			15,900	0		

Unit Number: 361

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/19/2024	100,002	1,412	12/19/2024	9,494	182
			1,412	182		

Unit Number: 362

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/12/2024	71,730	0	12/12/2024	6,110	0
			0	0		

Unit Number: 363

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	108,326	3,132	12/31/2024	10,274	362
			3,132	362		

Unit Number: 4609

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/27/2024	156,249	760	12/27/2024	176	-13,963
			760	-13,963		

Unit Number: 494

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		226	0		44	0
			0	0		

Unit Number: 498

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		230	0		50	0
			0	0		

Unit Number: 7509

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		141,243	0		1,675	0
			0	0		

Unit Number: 7510

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024	12/31/2024	142,238	1,344	12/31/2024	648	105
			1,344	105		

Unit Number: 7758

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
12/1/2024		157,191	0		394	0
			0	0		

Unit Number: 981

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
12/1/2024	12/31/2024	149,356	5,013	12/31/2024	17,584	632	
			5,013				632

Unit Number: 982

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
12/1/2024	12/31/2024	176,125	3,288	12/31/2024	20,366	533	
			3,288				533

Unit Number: 983

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
12/1/2024	12/31/2024	146,255	2,953	12/31/2024	15,280	363	
			2,953				363



INFORMATION TECHNOLOGY

12/17/24

REPORTING PERIOD NOVEMBER, 2024

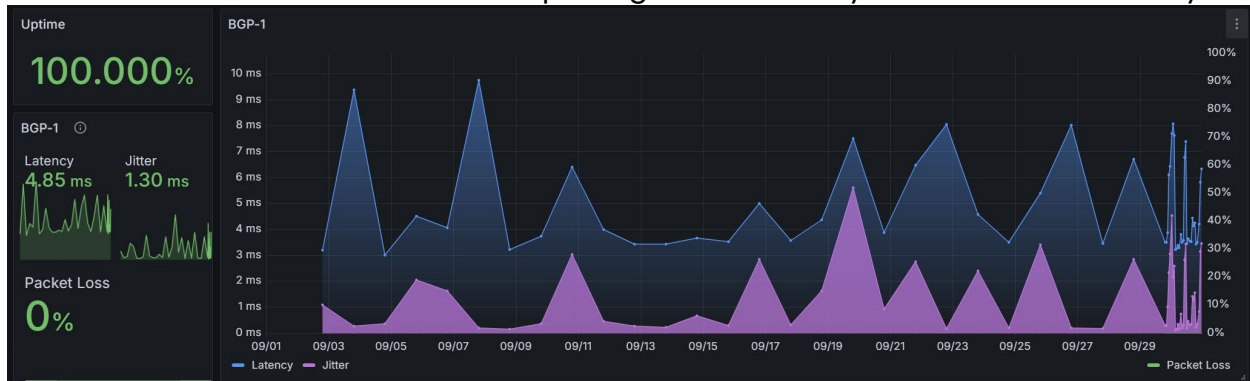
PROJECTS

- Updated MDC hardware is being prepped for installation
- Radio system interoperability enhancements planned
- Planned and prepped for an IT maintenance and update on all fleet vehicles
- Implemented more advanced cybersecurity tools to detect and block undesired activity on our public-facing servers.

NETWORK AND SYSTEMS RELIABILITY

Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	0	0.58	-0.58	100.000%
Services	0	15.83	-14.83	100.000%

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

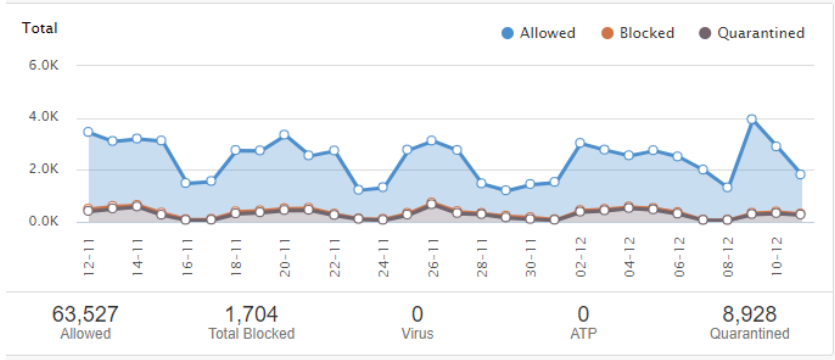




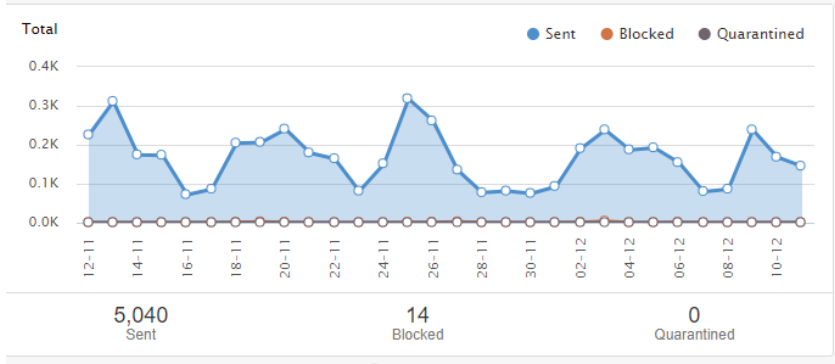
INFORMATION TECHNOLOGY
12/17/24
REPORTING PERIOD NOVEMBER, 2024

CYBERSECURITY/THREAT MITIGATION

Inbound Email Statistics: Overview



Outbound Email Statistics: Overview



Total Threats / Viruses: Overview

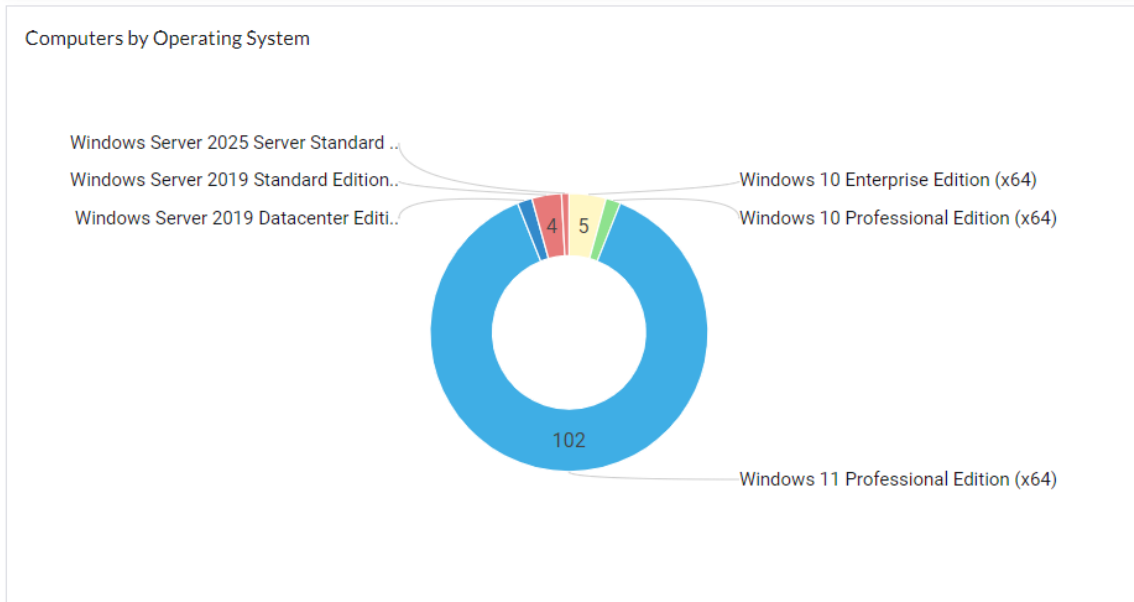
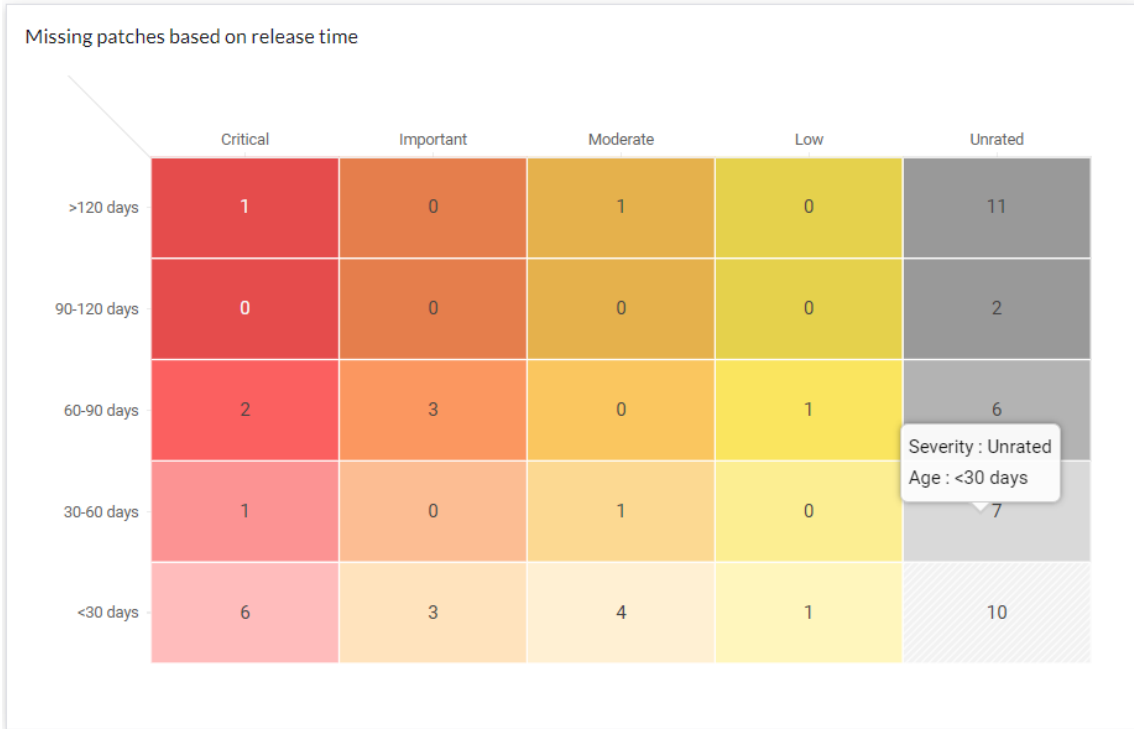
Threats / Viruses Detected

0
Total

Category	Total	Percentage
Viruses	0	0%
Advanced Threats	0	0%



ENDPOINT MANAGEMENT



*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

DECEMBER 1ST-30TH, 2024

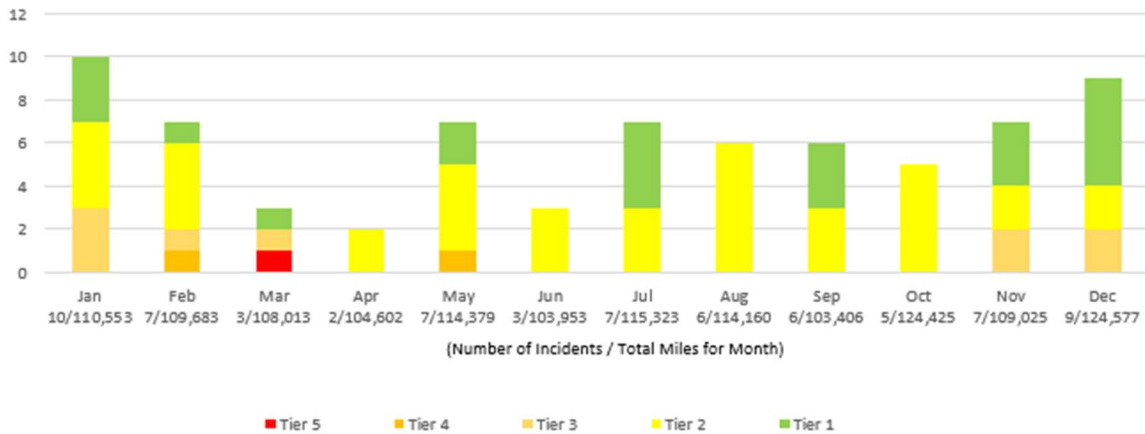
Safety Items:

- Driving Incidents:
 - 9 total incidents
 - Tier 5 – 0
 - Tier 4 – 0
 - Tier 3 – 2 (1 Critical Failure)
 - Tier 2 – 2 (1 Critical Failure & Patient Loaded)
 - Tier 1 – 5 (1 Pt Loaded)

Please Note Tier Levels:

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

Driving Incidents by Month



- December 2024 Leading Root Causes:
 - Lack of spatial awareness – 7
 - Third party cause – 2
 - Backing – 0
 - Unavoidable (Unsecured Load) – 0

- Annual Auto Claims Trends:
 - 2021 (Sep-Dec): 10 (0 open, 3 w/\$0 incurred)
 - 2022 (Jan-Dec): 19 (1 open, 4 w/\$0 incurred)
 - 2023 (Jan-Dec): 17 (0 open, 6 w/\$0 incurred)
 - 2024 (Jan-Dec): 14 (0 open, 7 w/\$0 incurred)
- Injury statistics included in Human Resources Report
- Driver Monitoring cameras installed in ambulances throughout Q4 2024. Scoring algorithms and scoring system established. Safety will continue to monitor scoring algorithm and affect on overall agency driver performance.

Facilities Highlights or Milestone Items:

- December Maintenance Logs:
 - 6 preventative maintenance or routine maintenance tasks completed
 - 18 unscheduled repairs completed
 - 3 shoreline replacements
 - 8 miscellaneous/administrative requests
 - Continue work on updated housing for M408 including mobile home purchase, utility installation and/or updates, permitting and licensing preparations and work with Architect.
- Ongoing Long-Term Projects:
 - M408 Updated Housing
 - Admin Campus traffic reversal

Compliance Items:

- DSHS Updates: No outstanding items
 - Requests for Information/Reports/Notifications: 1



DECEMBER 2024 CRITICAL FAILURES REVIEW:

14 Total:

- P1 – 4 (1 Human Error, 1 Mechanical, 1 Equipment, 1 Driving Incident)
- P2 – 4 (3 Human Error, 1 Driving Incident)
- P3 – 0
- P4 – 6 (2 Human Error, 2 Mechanical, 2 Equipment)

P1 – 12/16/2024 – Driving Incident (Collision)

- M409 was dispatched to a 24D04 Pregnancy. M409 was dispatched, made scene and began non-emergency transport to the hospital. Total time from first keystroke to first unit on scene was 6 minutes 38 seconds. During transport, M409 was involved in a fleet collision. M403 was dispatched to M409's location, took over patient care and transported the patient non-emergency to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P1 – 12/25/2024 – Equipment (Auto-Loader)

- M407 was dispatched to a 31D04 Unconscious/Fainting. After arriving on scene, M407 experienced a stretcher failure and requested a second unit for transport. Total time from first keystroke to first unit on scene was 9 minutes 46 seconds. M486 was dispatched, took over patient care and transported the patient non-emergency to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P1 – 12/27/2024 – Human Error

- M406 was dispatched to a 12D02 Seizure. After being dispatched, S303 contacted control to reassign the call due to a personal break for M406. M483 was dispatched and made scene. Total time from first key stroke to first unit on-scene was 11 minutes 9 seconds, missing compliance. M483 transported the patient non-emergency to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P1 – 12/31/2024 – Mechanical (Misfire/Ignition & Fuel System)

- M480 was dispatched to a 26D01 Sick Person. After going in route, M480 reported engine trouble. The call was reassigned to M483 who made scene. Total time from first keystroke to 1st unit on scene was 7 minutes 3 seconds. M483 transported the patient to the hospital non-emergency. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 12/1/2024 – Human Error

- M401 was dispatched to a 10C03 Chest Pain. After being dispatched, M401 contacted control and advised one of their crew members was decontaminating their uniform. The call was reassigned to M486 who made scene. Total time from first keystroke to first unit on scene was 15 minutes 27 seconds, missing compliance. M486 transported the patient to the hospital non-emergency. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 12/10/2024 – Driving Incident

- M442 was dispatched to a 26C01 Sick Person. While en route to the scene, the crew struck a piece of concrete in the parking lot causing a flat tire. M406 was dispatched and made scene. Total time from first keystroke to 1st unit on scene was 15 minutes 47 seconds, missing compliance. M406 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P2 – 12/15/2024 – Human Error

- M409 was dispatched to a 26C03 Sick Person. Following dispatch S301 contacted Control and advised that M409 was Out of Service at Deployment. Control dispatched the call to M442 who made scene. Total time from first keystroke to first unit on scene was 10 minutes 25 seconds. M442 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P2 – 12/19/2024 – Human Error

- M406 was dispatched to a 38C05 Advanced Send. Following dispatch, S303 contacted Control and requested the call be reassigned due to M406 needing a personal break. M403 was dispatched and made scene. Total time from first keystroke to first unit on scene was 15 minutes 1 seconds, missing compliance. M403 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P4 – 12/5/2024 – Human Error

- M543 was dispatched to a 17A02 Fall. While en route to the scene, S301 advised M543 needed to be Out of Service for a crew family emergency. Control dispatched M403 who made scene. Total time from first keystroke to first unit on scene was 14 minutes 42 seconds. M403 obtained a patient refusal. Incident was reviewed by Quality team and resulted in no patient harm.

P4 – 12/5/2024 – Equipment (Auto-Loader)

- M483 was dispatched to a 26O26 Sick Person. M483 made scene and began patient care. Total time from first key stroke to first unit on scene was 18 minutes 48 seconds, missing compliance. While attempting to load the patient into the ambulance, M483 was unable to lock the stretcher in place. M483 requested a second unit for patient transport. Control dispatched M403 who made scene and took over patient care. M403 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P4 – 12/8/2024 – Equipment (Auto-Loader)

- M543 was dispatched to a 30A02 Traumatic Injury. M543 made scene and began patient care. Total time from first key stroke to first unit on scene was 19 minutes 00 seconds, missing compliance. While attempting to load the patient into the ambulance, M543 was unable to lock the stretcher in place. M543 requested a second unit for patient transport. Control dispatched M405 who made scene and took over patient care. M405 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P4 – 12/13/2024 – Human Error

- M403 was dispatched to a 30A01 Traumatic Injury. Following dispatch, S303 contacted Control to reassign the call due to M403 needing a break. Control dispatched M481 who made scene. Total time from first key stroke to on scene was 18 minutes 29 seconds, missing compliance. M481 transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P4 – 12/16/2024 – Mechanical (Alternator/Plug Wire)

- M409 was dispatched to a 26A04 Fall. M409 made scene and made patient contact. T and began transporting the patient non-emergency to the hospital. Total time from first key stroke to on scene was 6 minutes 1 second. While transporting the patient, M409 contacted Control, advised they were experiencing engine trouble and requested a second unit to complete transport. M410 was dispatched, took over

patient care and transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

P4 – 12/17/2024 – Mechanical (Electrical-Brakes)

- M440 was dispatched to a 17A02 Fall. M440 made scene and made patient contact. T and began transporting the patient non-emergency to the hospital. Total time from first key stroke to on scene was 12 minutes 21 second. While transporting the patient to the hospital, M440 contacted Control, advised they were having engine trouble and requested a second unit to complete transport. M543 was dispatched, took over patient care and transported the patient non-emergency to the hospital. Incident was reviewed by Quality team and resulted in no patient harm.

