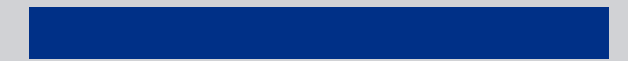


REGULAR MEETING

OF THE

BOARD OF COMMISSIONERS

MAY 15, 2025





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 April 21, 2025 special, April 22, 2025 regular, and April 29, 2025 special meetings;



CHIEF EXECUTIVE OFFICER'S REPORT



HUMAN RESOURCES

CHIEF
EXECUTIVE
OFFICER
REPORT

NEW HIRES

- Lamont Muehr – Maintenance Specialist II
- Halbert “Mo” Irvin – Maintenance Specialist II

PROMOTIONS

- Ricky Perez – Attendant Paramedic to ICP
- Yesenia Tores Bernal – Attendant Paramedic to ICP
- Evelyn Marquez – EMT to Attendant Paramedic
- Howard Sheward – EMT to Attendant Paramedic

TURNOVER

1.5%

- Part Time EMT – No Reason Provided
- ICP – Personal
- Telecommunicator – Relocating
- EMT – Personal

OUTREACH

- 3 CPR/AED Classes
- 1 Speaking Engagements
- 6 PR Events

INJURIES

- Attendant Paramedic – Fall/Stumble – 5 hours lost
- EMT – Chest Pain – 16.5 hour lost



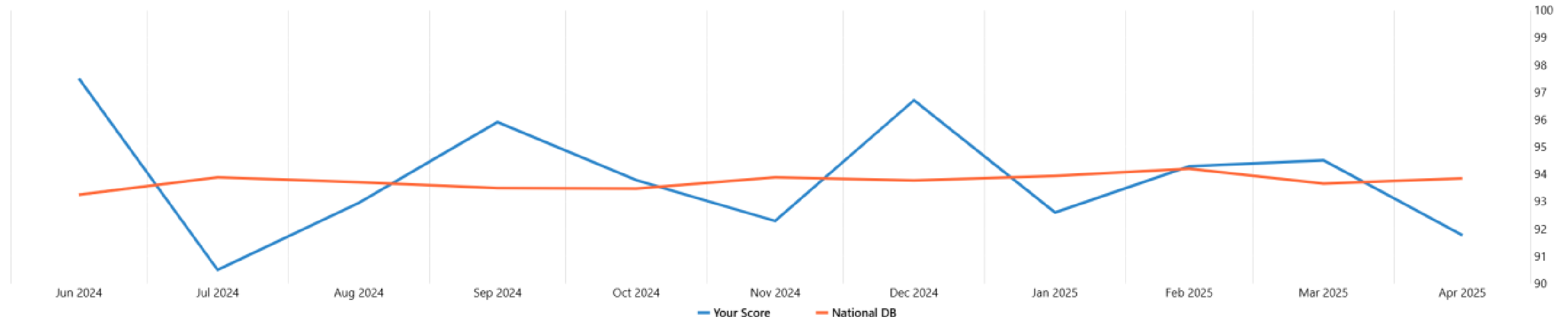
PATIENT EXPERIENCE REPORT

CHIEF
EXECUTIVE
OFFICER
REPORT

92.41 OVERALL SCORE FOR APRIL



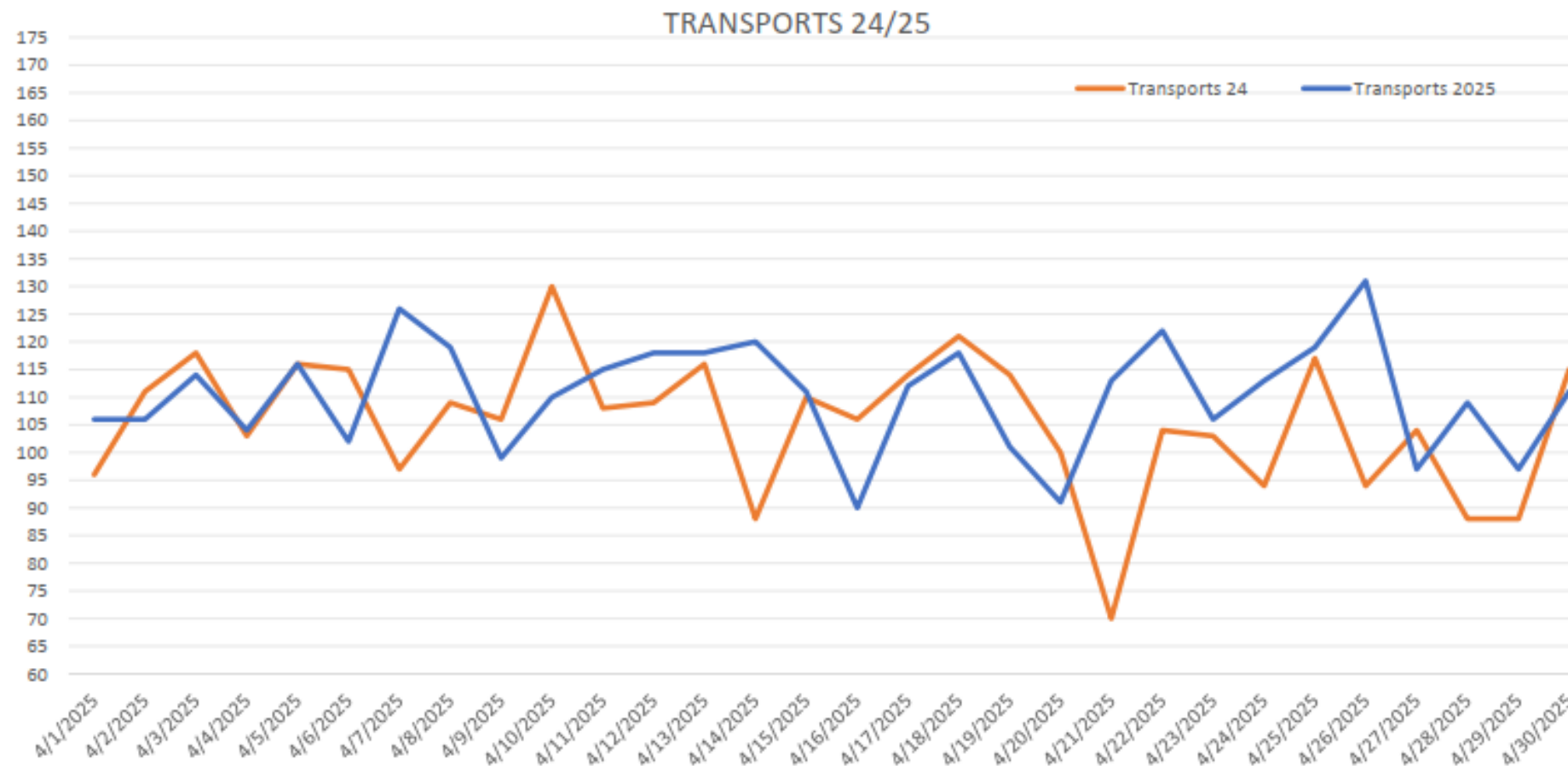
Monthly Overall Score Trend





OPERATIONS

RESPONSES		INCIDENTS		LIGHTS & SIRENS RESPONSE		COMPLIANCE		Scheduled Unit Hours	Actual UH	Lost Unit Hours	HH:MM:SS <= Level 7
4851		5534		AVG Priority 1	AVG Priority 2	<div style="border: 1px solid black; padding: 10px; text-align: center;"> 84% GOAL 85% </div>		15648	13831.75	851:43:22	117:04:00
25 vs 24	+/-	25 vs 24	+/-	8:32:40	8:49:52			SUH/AUH	Shift Coverage		16.00%
89	5.00%	231	1.63%	GOAL <10:00	GOAL <15:00			(1816.25)	88%		
TRANSPORTS		TRANSPORT %		LOW ACUITY / NO LIGHTS & SIRENS		CALL OFF		AVG AMBULANCES PER DAY/PEAK HOURS	AVG UHU SHIFT	AVG UHU TRANS	
3314		71%		AVG Priority 3	AVG Priority 4	56		23	24'S		
25 vs 24	+/-			10:18:02	13:49:40	Call-Off Hours					
150	5%			GOAL <15:00	GOAL <20:00	755.52					



Leave Type	Count	Hours	% of Type
Call off	9	152	16.07%
Call Off-Family Emergency	16	162.85	28.57%
Call off-Illness	26	396.67	46.43%
call off-Personal	5	44	8.93%
Grand Total	56	755.52	100.00%

Leave Type	Count	Hours	% of Type
Bereavement	2	24	1.15%
Call off	9	152	5.17%
Call Off-Family Emergency	16	162.85	9.20%
Call off-Illness	26	396.67	14.94%
call off-Personal	5	44	2.87%
FMLA	29	512	16.67%
Military Leave	3	38	1.72%
Paid Time Off	79	1241.25	45.40%
Shift Give Away	5	81	2.87%
Grand Total	174	2651.77	100.00%

CONTROL			
VESTA	10-DIGIT	MUTAL AID	
		<i>Given</i>	<i>Received</i>
4712	5207	8	12

Hospital Wall Times
AVG (hh:mm:ss)

0:45:14

primary hospitals

CHIEF
EXECUTIVE
OFFICER
REPORT



CLINICAL

CHIEF
EXECUTIVE
OFFICER
REPORT

12/17 benchmarks met

- Missed:
 - 12-lead acquisition less than 10 minutes for patients suspected of STEMI (4/6)
 - Aspirin administration for patients suspected of STEMI (4/5)
 - Scene time less than 15 minutes for patients suspected of STEMI (1/5)
 - DASHH "Definitive Airway Sans Hypoxia/Hypotension" (4/5)
 - Patients transported to Level II or higher for trauma activations (12/14)



PUBLIC INFORMATION

CHIEF EXECUTIVE OFFICER REPORT

MEDIA MENTIONS

- 2 Inquires: Houston Chronicle, Community Impact
- Resulting Coverage: May 7, 2025 CI article about Jordan Anderson being named Interim CEO.

SOCIAL MEDIA

- Facebook: +47 followers
- Instagram: +11 followers



FLEET

CHIEF
EXECUTIVE
OFFICER
REPORT

20 Preventative Maintenance Services

78 Additional Repairs

102,391 Total Miles

88,161 Ambulance Miles

14,230 Support Vehicle Miles

11,840 Engine Hours

34:31:45 Lost Unit Hours due to Mechanical



INFORMATION TECHNOLOGY

CHIEF
EXECUTIVE
OFFICER
REPORT

Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	0	1.61	+9.39	99.975%
Services	0	31.26	-31.26	100.000%



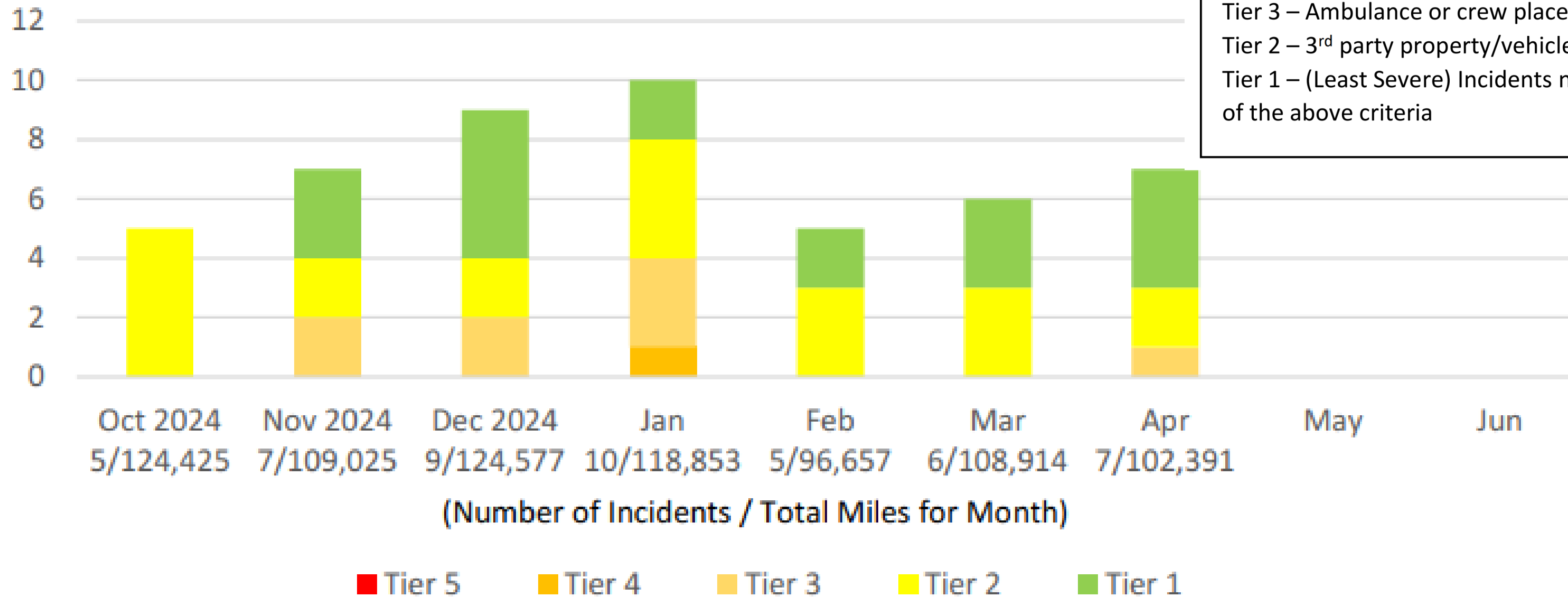
SAFETY

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





COMPLIANCE

CHIEF
EXECUTIVE
OFFICER
REPORT

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



CRITICAL FAILURES

CHIEF EXECUTIVE OFFICER REPORT

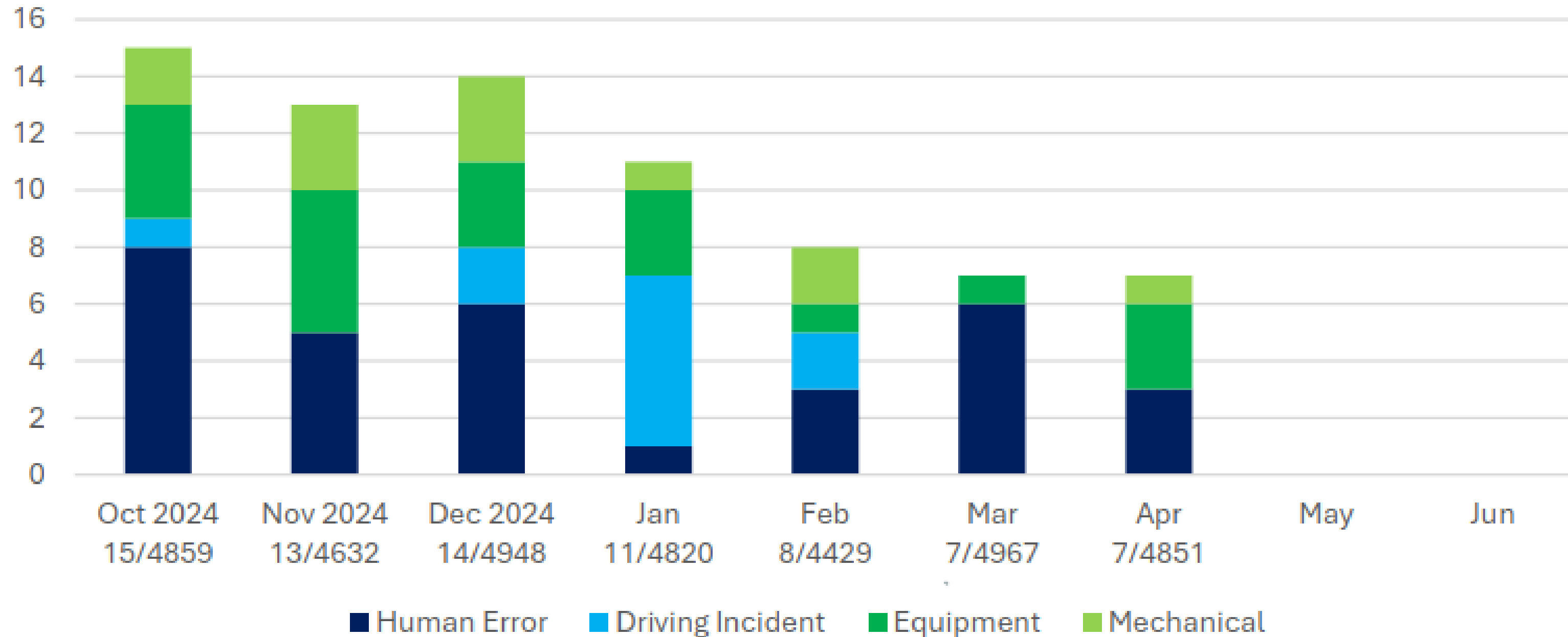
PRIORITY	CATEGORY	TOTAL RESPONSE TIME	PATIENT IMPACT
0	Mechanical (Starter)	10:11	Emergency Transport; No harm
2	Human Error (OOS)	12:39	Non Emergency Transport
2	Human Error (OOS)	13:09	Non Emergency Transport
2	Equipment (Auto-Loader)	11:25	Non Emergency Transport
2	Equipment (Stretcher)	12:04	Non Emergency Transport
3	Human Error (Crew Error)	16:16	No Transport
4	Equipment (Auto-Loader)	17:58	Non Emergency Transport



CRITICAL FAILURES

CHIEF
EXECUTIVE
OFFICER
REPORT

Critical Failure by Month





CHIEF
EXECUTIVE
OFFICER
REPORT

5B. review of EMS Week;



CHIEF
EXECUTIVE
OFFICER
REPORT

5C. review and approve Stryker
Preferred Pricing Agreement;
and



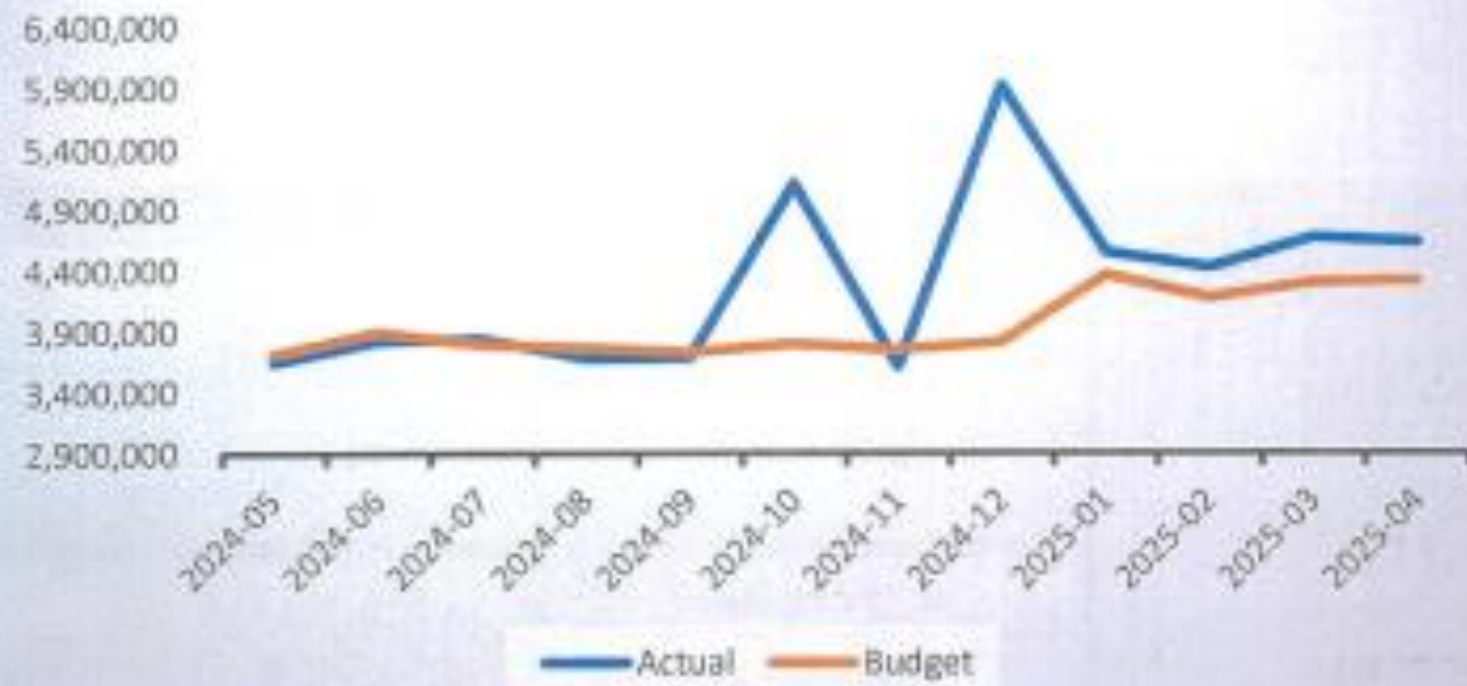
CHIEF
EXECUTIVE
OFFICER
REPORT

5D. review and accept proposal
for human resources
management services;

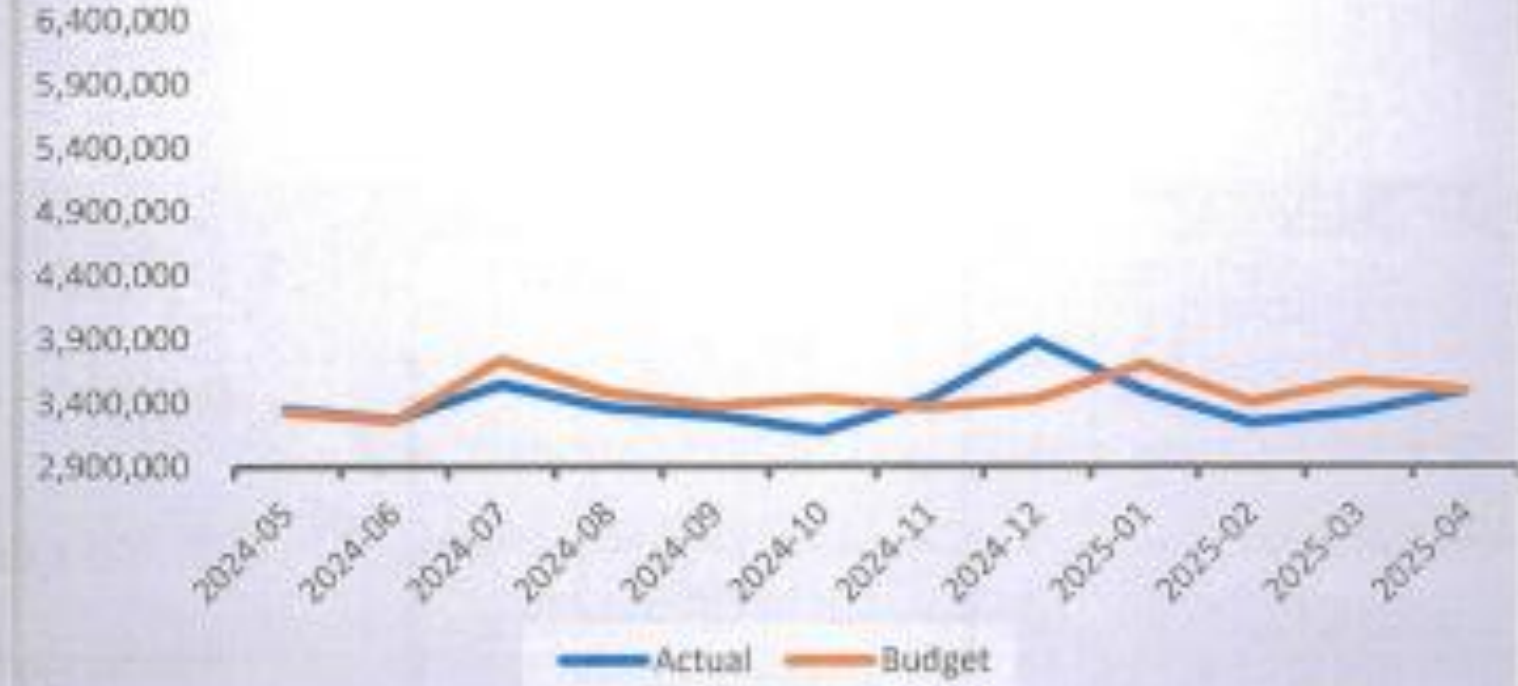


Billing Net Revenue \$2,055,610 Actual vs. Budget \$303,724	Property Tax Revenue \$2,444,446 Actual vs. Budget \$89	Cash & Cash Equivalents \$33,599,887 Change from last year this month \$17,437,724	Pt Account Collection \$2,587,273 Change from last year this month \$690,562	Property Tax Collection \$289,140 Change from last year this month \$116,943
Wages & Benefits \$2,452,184 Actual vs. Budget \$59,651	Medical Supply \$128,189 Actual vs. Budget (\$24,406)		Debt \$46,915,000 Change from last year this month (\$4,663,407)	Net Assets \$51,341,569 Change from last year this month \$31,890,933

Revenues



Expenses



CHIEF
FINANCIAL
OFFICER
REPORT





CHIEF
FINANCIAL
OFFICER
REPORT

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



6B. review and approve
TexPool Resolution
Amending Authorized
Representatives;



CHIEF
FINANCIAL
OFFICER
REPORT

6C. review Investment Report;



CHIEF
FINANCIAL
OFFICER
REPORT

6D. annual review of District
Investment Policy; and



CHIEF
FINANCIAL
OFFICER
REPORT

6E. review Chargemaster and take any necessary actions on same;



REGULAR
MEETING

7. Tax Assessor/Collector's Report;



- 8.** Attorney's Report, including review recent PIA requests and status of responses to the same, if any;



REGULAR
MEETING

9. District real estate matters;



- 10.** District personnel matters and take necessary actions on the same, including;
- a. pending claims; and
 - b. CEO search;



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
MAY 15, 2025
REPORTING: APRIL 2025

NEW HIRES

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- Halbert “Mo” Irvin – Maintenance Specialist II

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VOLUNTARY TURNOVER

1.5%

- Part Time EMT – No Reason Provided
- ICP – Personal
- Telecommunicator – Relocating
- EMT – Personal

EMPLOYEE INJURIES

- Attendant Paramedic – Fall/Stumble Knee Strike – 5 hours lost
- EMT – Chest Pain – 16.5 hour lost

COMMUNITY

- 3 CPR/AED Classes
- 6 PR events
- 1 Speaking Engagement

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

April 01, 2025 to April 30, 2025

Your Score

92.41

Your Patients in this Report

41

Total Patients in this Report

5811

Total EMS Organizations

248



Executive Summary

Your overall score for the period selected is **92.41**, a difference of **-2.71**, compared to your score from the previous year, **95.12**.

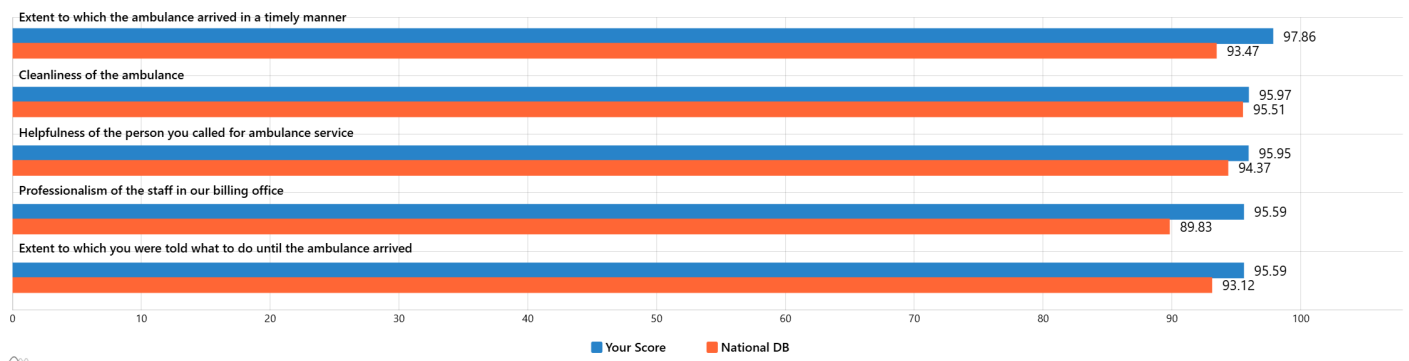
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **81%**.

In addition, your rolling **12-** month score of **92.46** is a difference of **-0.75** from the national database score of **93.21**.

When compared to all organizations in the national database, your score of **92.46** is ranked **30th**.

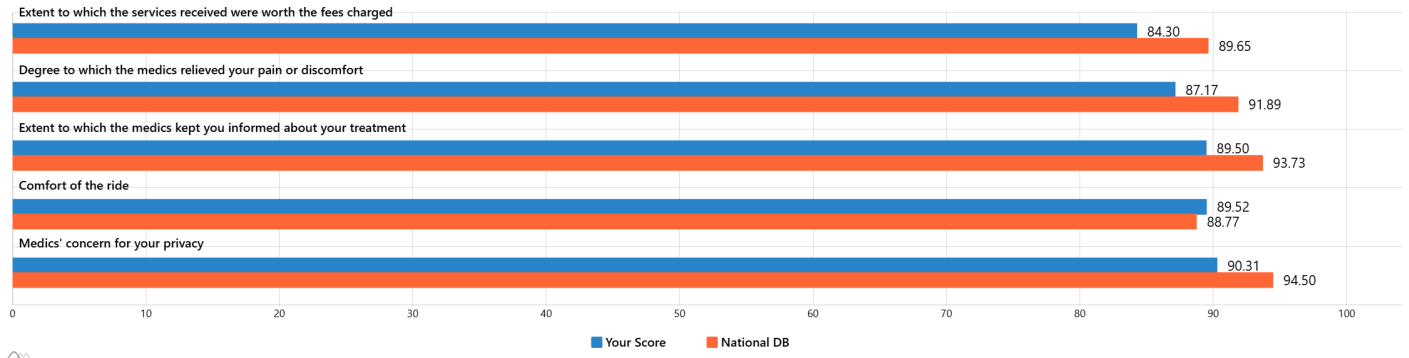
Highest and Lowest Scores

5 Highest Scores





5 Lowest Scores

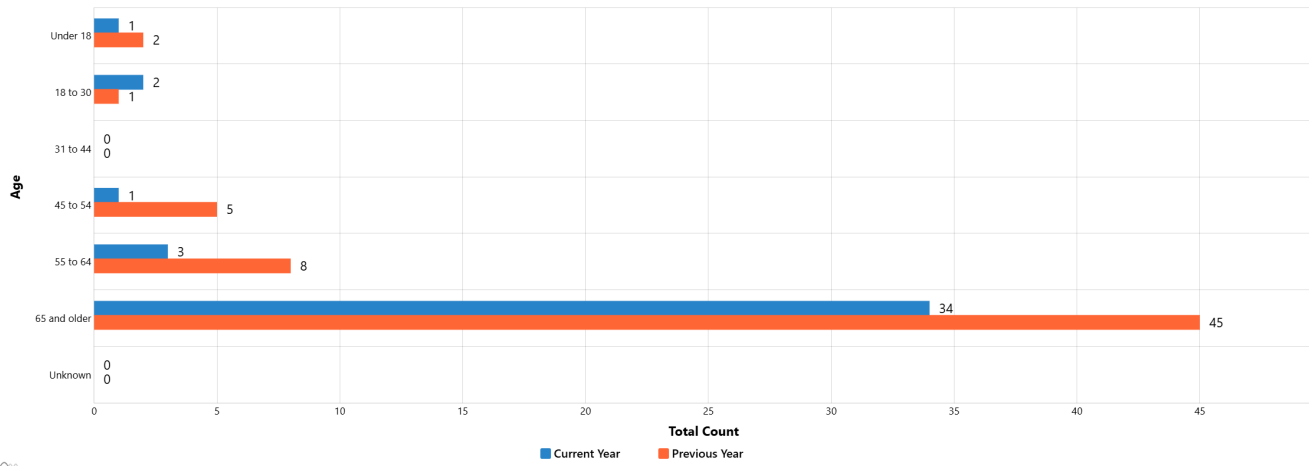




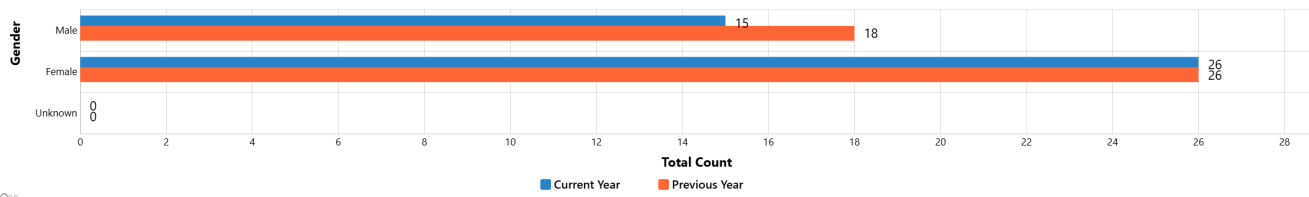
Demographics

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

Age



Gender





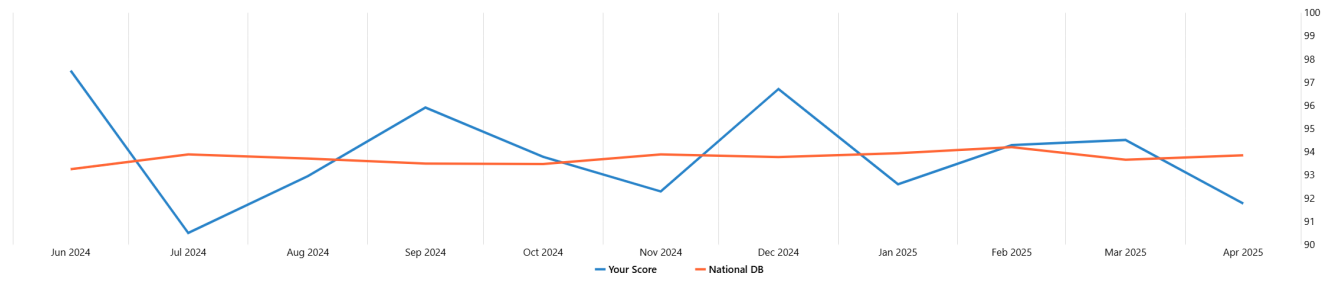
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Willingness of the staff in our billing office to address your needs	95.00	89.29	+5.71	89.81
Professionalism of the staff in our billing office	95.59	91.30	+4.28	89.85
Extent to which the ambulance arrived in a timely manner	97.86	94.64	+3.21	93.52
Extent to which you were told what to do until the ambulance arrived	95.59	94.90	+0.69	93.12

Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	84.30	94.51	-10.22	89.71
Degree to which the medics relieved your pain or discomfort	87.17	94.71	-7.54	91.95
Extent to which the medics kept you informed about your treatment	89.50	95.09	-5.59	93.83
Medics' concern for your privacy	90.31	95.85	-5.55	94.52
Extent to which our staff eased your entry into the medical facility	91.16	96.57	-5.41	94.52
Degree to which the medics took your problem seriously	91.05	95.61	-4.56	95.52
How well did our staff work together to care for you	91.94	96.30	-4.36	94.60
Care shown by the medics who arrived with the ambulance	92.97	97.32	-4.35	95.56
Appropriateness of Emergency Medical Transportation treatment	90.94	94.71	-3.77	94.52
Concern shown by the person you called for ambulance service	92.36	96.00	-3.64	94.23



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.

	Apr 2025
Helpfulness of the person you called for ambulance service	95.95
Concern shown by the person you called for ambulance service	92.36
Extent to which you were told what to do until the ambulance arrived	95.59
Extent to which the ambulance arrived in a timely manner	97.86
Cleanliness of the ambulance	95.97
Comfort of the ride	89.52
Skill of the person driving the ambulance	94.17
Care shown by the medics who arrived with the ambulance	92.97
Degree to which the medics took your problem seriously	91.05
Degree to which the medics listened to you and/or your family	93.62
Skill of the medics	92.79
Extent to which the medics kept you informed about your treatment	89.50
Extent to which medics included you in the treatment decisions (if applicable)	90.94
Degree to which the medics relieved your pain or discomfort	87.17
Medics' concern for your privacy	90.31
Extent to which medics cared for you as a person	94.62



	Apr 2025
Professionalism of the staff in our billing office	95.59
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	91.94
Extent to which our staff eased your entry into the medical facility	91.16
Appropriateness of Emergency Medical Transportation treatment	90.94
Extent to which the services received were worth the fees charged	84.30
Overall rating of the care provided by our Emergency Medical Transportation service	92.68
Likelihood of recommending this ambulance service to others	93.37
Respondents	41
Overall Score	92.41



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	15	7	30	99	638	81%	76%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Medic	9	3	18	33	271	81%	82%
Degree to which the medics took your problem seriously	1	2	0	4	32	82%	85%
Medics' concern for your privacy	1	1	2	3	29	81%	81%
Degree to which the medics relieved your pain or discomfort	1	0	4	6	24	69%	75%
Care shown by the medics who arrived with the ambulance	1	0	2	3	33	85%	85%
Extent to which medics cared for you as a person	1	0	1	2	33	89%	85%
Skill of the medics	1	0	1	5	31	82%	84%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	2	4	26	79%	80%
Degree to which the medics listened to you and/or your family	1	0	2	2	34	87%	84%
Extent to which the medics kept you informed about your treatment	1	0	4	4	29	76%	80%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Ambulance	0	1	3	19	104	81%	77%
Skill of the person driving the ambulance	0	1	0	4	25	83%	81%
Comfort of the ride	0	0	3	7	21	68%	67%
Extent to which the ambulance arrived in a timely manner	0	0	0	3	32	91%	78%
Cleanliness of the ambulance	0	0	0	5	26	84%	83%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Overall Experience	6	2	6	27	148	78%	79%
Likelihood of recommending this ambulance service to others	1	0	1	2	26	87%	82%
Overall rating of the care provided by our Emergency Medical Transportation service	1	0	1	4	28	82%	82%
Extent to which our staff eased your entry into the medical facility	1	0	1	5	24	77%	81%
Extent to which the services received were worth the fees charged	1	2	1	5	18	67%	71%
Appropriateness of Emergency Medical Transportation treatment	1	0	1	6	25	76%	81%
How well did our staff work together to care for you	1	0	1	5	27	79%	81%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Billing Office Staff	0	0	0	6	26	81%	66%
Professionalism of the staff in our billing office	0	0	0	3	14	82%	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	0	1	3	14	89	83%	78%
Concern shown by the person you called for ambulance service	0	1	2	4	29	81%	79%
Extent to which you were told what to do until the ambulance arrived	0	0	0	6	28	82%	76%
Helpfulness of the person you called for ambulance service	0	0	1	4	32	86%	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	95.95	-1.05	97.00	94.37
Concern shown by the person you called for ambulance service	92.36	-3.64	96.00	94.21
Extent to which you were told what to do until the ambulance arrived	95.59	+0.69	94.90	93.12
Overall Composite Score	94.63	-1.34	95.97	93.90

Ambulance Composite

	Current	Previous	+/-	National DB
Extent to which the ambulance arrived in a timely manner	97.86	+3.22	94.64	93.47
Cleanliness of the ambulance	95.97	-0.18	96.15	95.51
Comfort of the ride	89.52	-2.32	91.84	88.77
Skill of the person driving the ambulance	94.17	-1.24	95.41	94.92
Overall Composite Score	94.38	-0.13	94.51	93.17

Medic Composite

	Current	Previous	+/-	National DB
Care shown by the medics who arrived with the ambulance	92.97	-4.35	97.32	95.53
Degree to which the medics took your problem seriously	91.05	-4.56	95.61	95.50
Degree to which the medics listened to you and/or your family	93.62	-1.12	94.74	95.09
Skill of the medics	92.79	-3.26	96.05	95.42
Extent to which the medics kept you informed about your treatment	89.50	-5.59	95.09	93.73
Extent to which medics included you in the treatment decisions (if applicable)	90.94	-1.71	92.65	93.50
Degree to which the medics relieved your pain or discomfort	87.17	-7.54	94.71	91.89
Medics' concern for your privacy	90.31	-5.54	95.85	94.50
Extent to which medics cared for you as a person	94.62	-1.87	96.49	95.30
Overall Composite Score	91.44	-3.95	95.39	94.50

Billing Office Staff Composite

	Current	Previous	+/-	National DB
Professionalism of the staff in our billing office	95.59	+4.29	91.30	89.83
Willingness of the staff in our billing office to address your needs	95.00	+5.71	89.29	89.81
Overall Composite Score	95.29	+4.99	90.30	89.82



Overall Experience Composite

	Current	Previous	+/-	National DB
How well did our staff work together to care for you	91.94	-4.36	96.30	94.57
Extent to which our staff eased your entry into the medical facility	91.16	-5.41	96.57	94.51
Appropriateness of Emergency Medical Transportation treatment	90.94	-3.77	94.71	94.53
Extent to which the services received were worth the fees charged	84.30	-10.21	94.51	89.65
Overall rating of the care provided by our Emergency Medical Transportation service	92.68	-2.69	95.37	94.69
Likelihood of recommending this ambulance service to others	93.37	-0.65	94.02	94.37
Overall Composite Score	90.73	-4.52	95.25	93.72



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.

Billing Office Staff	Your Score	National DB
Professionalism of the staff in our billing office	95.59	89.39
Willingness of the staff in our billing office to address your needs	95.00	89.43

Medic	Your Score	National DB
Extent to which medics cared for you as a person	94.15	94.66
Care shown by the medics who arrived with the ambulance	92.39	94.85
Extent to which the medics kept you informed about your treatment	88.60	93.02
Medics' concern for your privacy	89.42	93.87
Degree to which the medics listened to you and/or your family	93.08	94.47
Degree to which the medics took your problem seriously	90.31	94.81
Skill of the medics	92.17	94.83
Degree to which the medics relieved your pain or discomfort	86.39	91.04
Extent to which medics included you in the treatment decisions (if applicable)	90.35	92.78

Dispatch	Your Score	National DB
Helpfulness of the person you called for ambulance service	95.59	93.72
Extent to which you were told what to do until the ambulance arrived	95.31	92.45
Concern shown by the person you called for ambulance service	91.67	93.63

Ambulance	Your Score	National DB
Skill of the person driving the ambulance	93.97	94.42
Comfort of the ride	89.17	88.13
Extent to which the ambulance arrived in a timely manner	97.73	92.74
Cleanliness of the ambulance	95.83	95.02

Overall Experience	Your Score	National DB
Likelihood of recommending this ambulance service to others	92.89	93.71
Extent to which our staff eased your entry into the medical facility	90.87	93.91
How well did our staff work together to care for you	91.44	93.95
Appropriateness of Emergency Medical Transportation treatment	90.35	93.97
Overall rating of the care provided by our Emergency Medical Transportation service	92.22	94.07
Extent to which the services received were worth the fees charged	83.69	89.01



Benchmark Comparison By Question

	Your Score	Texas
Helpfulness of the person you called for ambulance service	95.95	95.37
Concern shown by the person you called for ambulance service	92.36	95.06
Extent to which you were told what to do until the ambulance arrived	95.59	94.67
Extent to which the ambulance arrived in a timely manner	97.86	94.79
Cleanliness of the ambulance	95.97	96.39
Comfort of the ride	89.52	91.20
Skill of the person driving the ambulance	94.17	95.37
Care shown by the medics who arrived with the ambulance	92.97	95.85
Degree to which the medics took your problem seriously	91.05	95.55
Degree to which the medics listened to you and/or your family	93.62	95.40
Skill of the medics	92.79	95.51
Extent to which the medics kept you informed about your treatment	89.50	94.41
Extent to which medics included you in the treatment decisions (if applicable)	90.94	93.79
Degree to which the medics relieved your pain or discomfort	87.17	92.92
Medics' concern for your privacy	90.31	94.92
Extent to which medics cared for you as a person	94.62	95.73
Professionalism of the staff in our billing office	95.59	91.41
Willingness of the staff in our billing office to address your needs	95.00	91.18
How well did our staff work together to care for you	91.94	95.09
Extent to which our staff eased your entry into the medical facility	91.16	94.99
Appropriateness of Emergency Medical Transportation treatment	90.94	95.13
Extent to which the services received were worth the fees charged	84.30	91.03
Overall rating of the care provided by our Emergency Medical Transportation service	92.68	95.42
Likelihood of recommending this ambulance service to others	93.37	95.17
Overall Score	92.47	94.43



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		248
Minimum score	29.09	1.00
Maximum score	100.00	100.00
Mean score	92.46	93.21
Your Percentile		65th
Your rank		30

Minimum Score - This is the lowest score in the benchmark group.

Maximum Score - This is the highest score in the benchmark group.

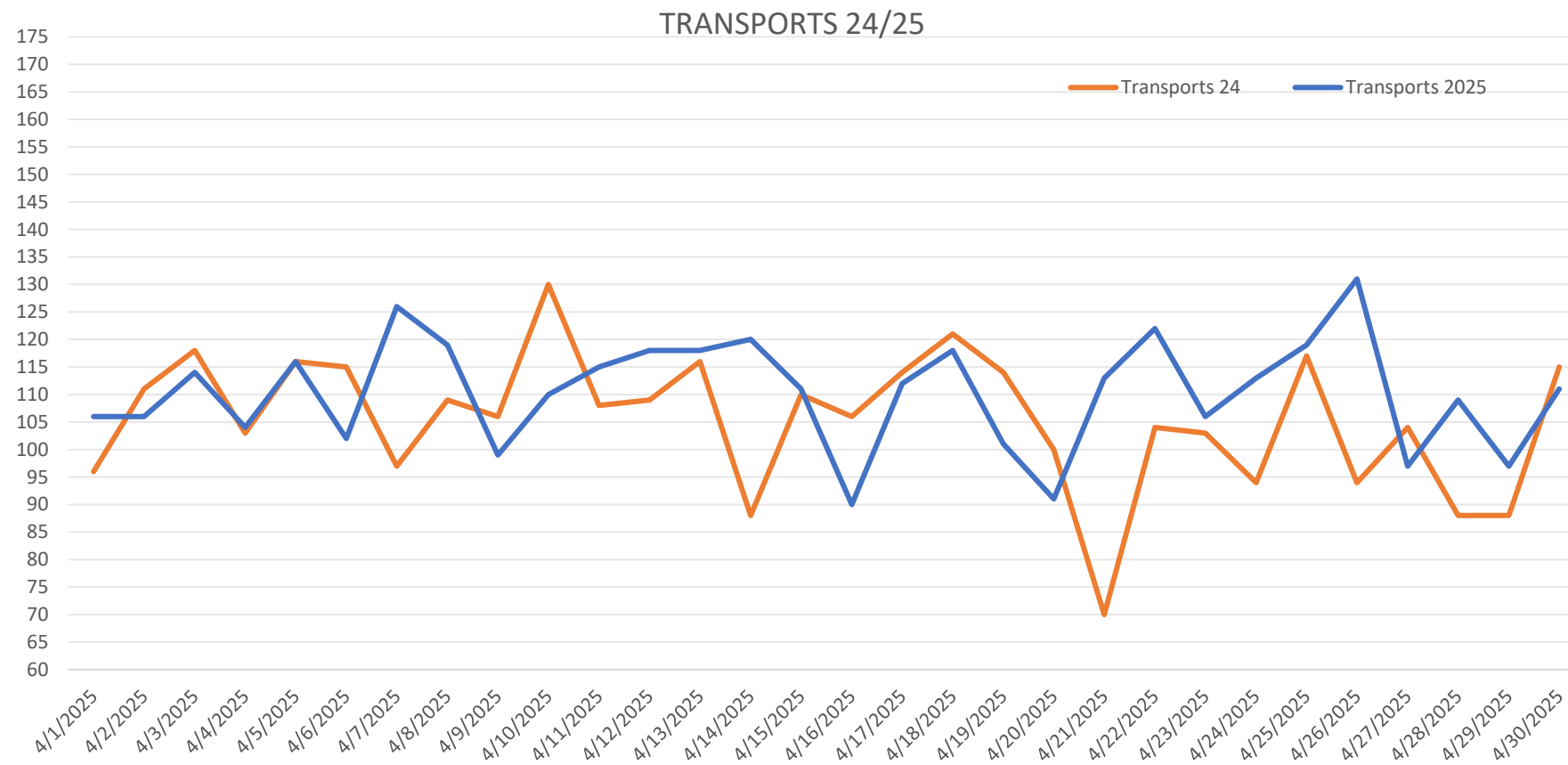
Mean Score - This is where your mean score ranks against others in the compare group.

Your Percentile - This is the percentage of scores that fall below your mean score.

Your Rank - This is where your mean score ranks against others in the compare group.

APRIL OPERATIONS REPORT

RESPONSES		INCIDENTS		LIGHTS & SIRENS RESPONSE		COMPLIANCE	Scheduled Unit Hours	Actual UH	Lost Unit Hours	HH:MM:SS <= Level 7	
4851		5534		AVG Priority 1	AVG Priority 2		15648	13831.75	851:43:22	117:04:00	
25 vs 24	+/-	25 vs 24	+/-	GOAL	GOAL		SUH/AUH	Shift Coverage			
89	5.00%	231	1.63%	<10:00	<15:00	(1816.25)	88%		16.00%		
TRANSPORTS		TRANSPORT %		LOW ACUITY / NO LIGHTS & SIRENS		84%	CALL OFF		AVG AMBULANCES PER DAY/PEAK HOURS	AVG UHU SHIFT	AVG UHU TRANS
3314		71%		AVG Priority 3	AVG Priority 4		GOAL	56	23	24'S	
25 vs 24	+/-			10:18:02	13:49:40		85%			0.35	0.21
150	5%			GOAL	GOAL		Call-Off Hours		PEAK		
				<15:00	<20:00		755.52		0.50	0.28	



Leave Type	Count	Hours	% of Type
Call off	9	152	16.07%
Call Off-Family Emergency	16	162.85	28.57%
Call off-Illness	26	396.67	46.43%
call off-Personal	5	44	8.93%
Grand Total	56	755.52	100.00%

Leave Type	Count	Hours	% of Type
Bereavement	2	24	1.15%
Call off	9	152	5.17%
Call Off-Family Emergency	16	162.85	9.20%
Call off-Illness	26	396.67	14.94%
call off-Personal	5	44	2.87%
FMLA	29	512	16.67%
Military Leave	3	38	1.72%
Paid Time Off	79	1241.25	45.40%
Shift Give Away	5	81	2.87%
Grand Total	174	2651.77	100.00%

CONTROL			
VESTA	10-DIGIT	MUTAL AID	
		Given	Received
4712	5207	8	12

Hospital Wall Times
AVG (hh:mm:ss)

0:45:14

primary hospitals

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



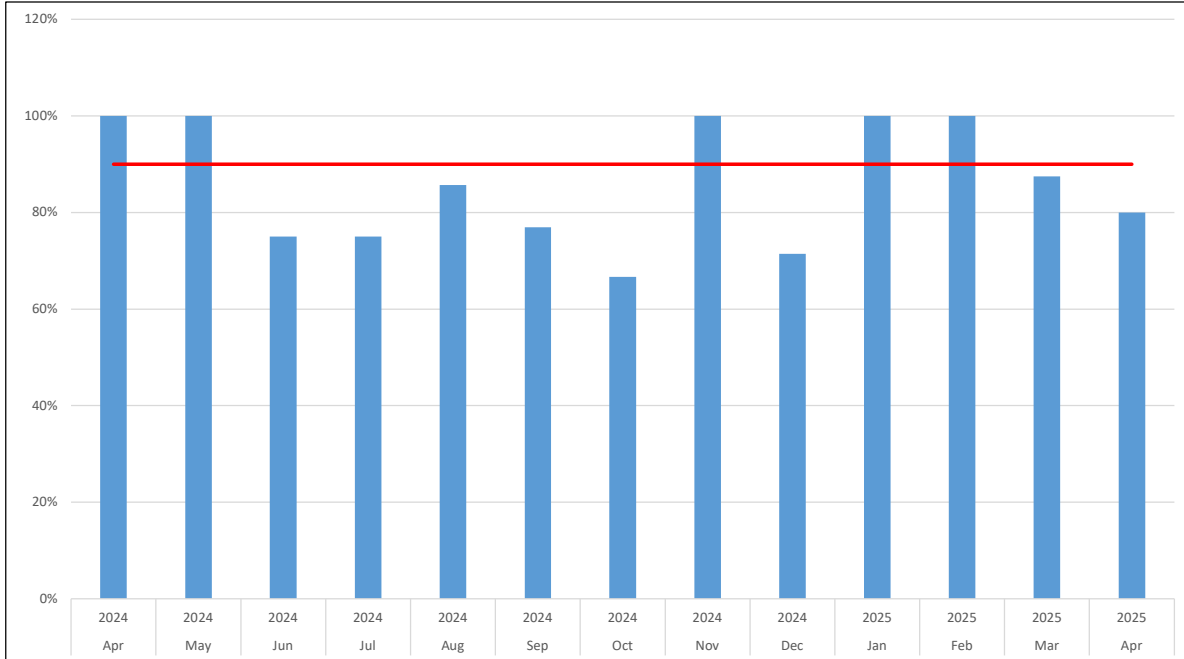
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	7	6	4	8	9	11	6	5	12	9	6	8	4
Denominator:	8	6	4	8	10	11	6	6	14	12	8	8	6
Percentage:	88%	100%	100%	100%	90%	100%	100%	83%	86%	75%	75%	100%	67%
Goal	80%	80%	80%	80%	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

ASPIRIN ADMINISTRATION FOR PATIENTS SUSPECTED OF STEMI



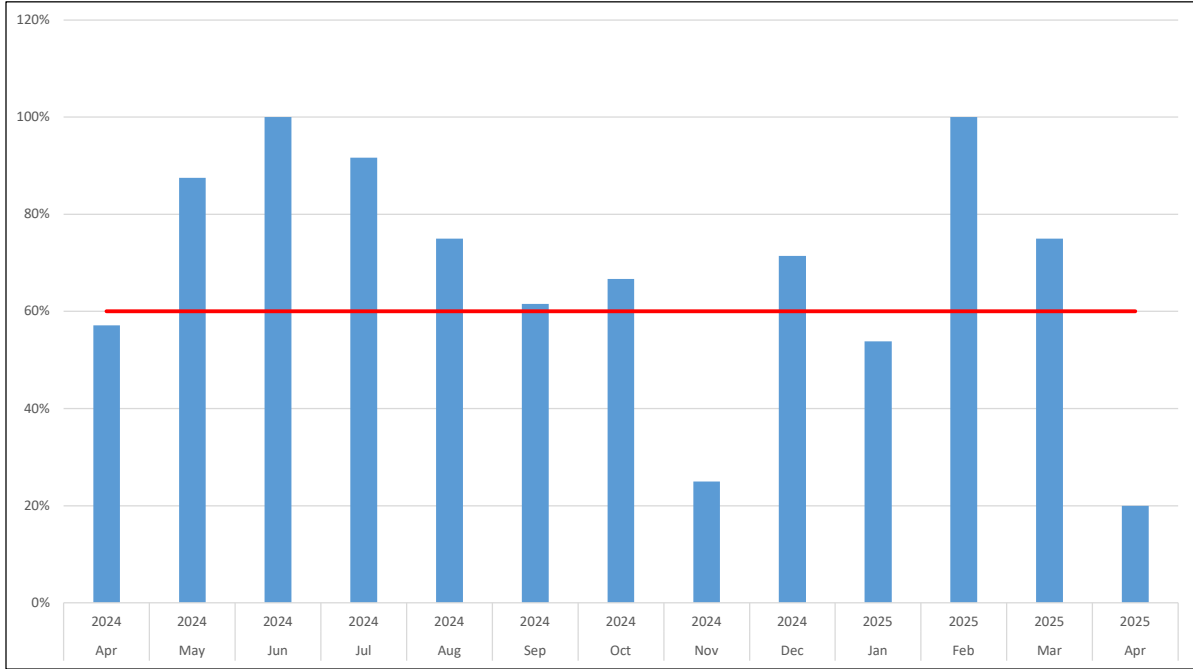
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	9	11	3	9	12	10	4	7	10	13	8	7	4
Denominator:	9	11	4	12	14	13	6	7	14	13	8	8	5
Percentage:	100%	100%	75%	75%	86%	77%	67%	100%	71%	100%	100%	88%	80%
Goal	90%	90%	90%	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



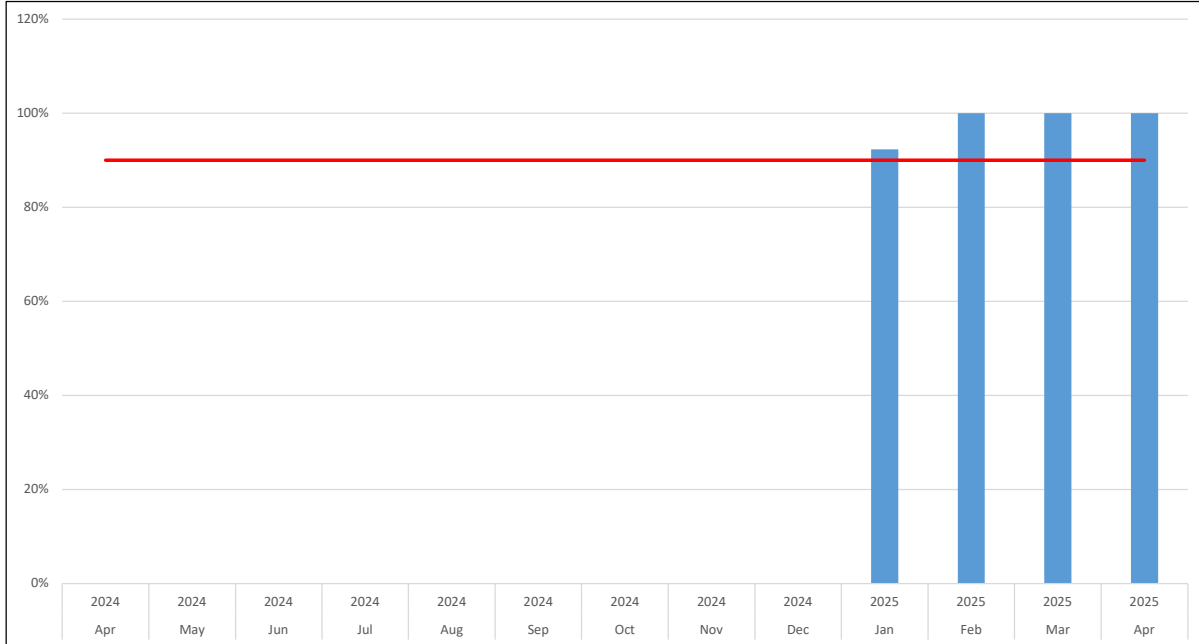
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	4	7	3	11	9	8	4	2	10	7	5	6	1
Denominator:	7	8	3	12	12	13	6	8	14	13	5	8	5
Percentage:	57%	88%	100%	92%	75%	62%	67%	25%	71%	54%	100%	75%	20%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

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

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

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

STEMI ACTIVATION LESS THAN 10 MINS AFTER POSITIVE STEMI 12 LEAD



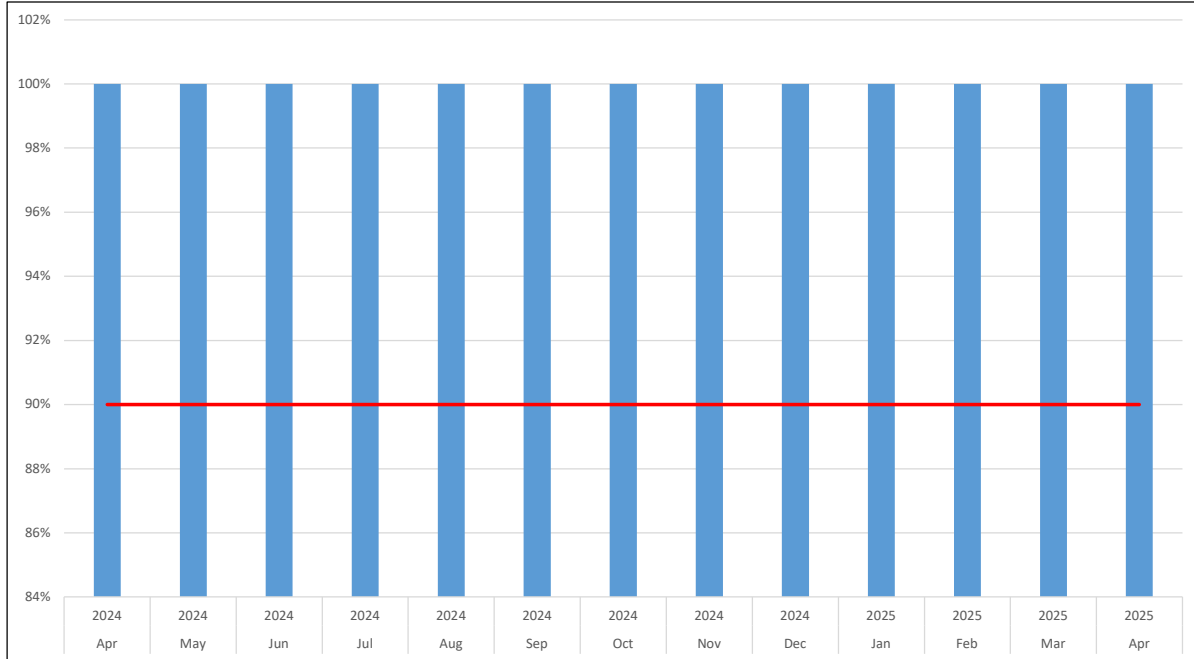
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:										12	5	8	6
Denominator:										13	5	8	6
Percentage:	#DIV/0!	#####	#####	#####	#####	#####	#####	#####	#####	#DIV/0!	92%	100%	100%
Goal:	90%	90%	90%	90%	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:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	9	11	5	12	14	13	6	8	8	13	5	8	6
Denominator:	9	11	5	12	14	13	6	8	8	13	5	8	6
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%

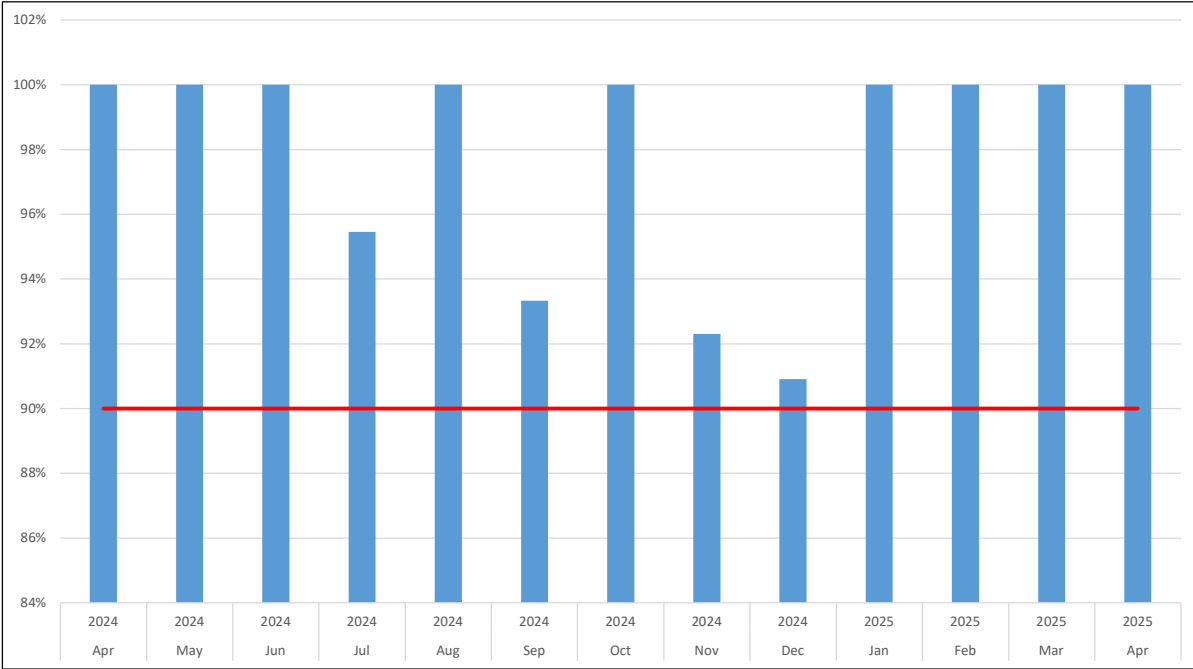
Numerator: Patients that were transported to a PCI center
 Obtained by CQI review and compared to CG-29 Destination Determination Grid

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:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	21	13	18	21	17	14	17	12	10	13	15	15	17
Denominator:	21	13	18	22	17	15	17	13	11	13	15	15	17
Percentage:	100%	100%	100%	95%	100%	93%	100%	92%	91%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

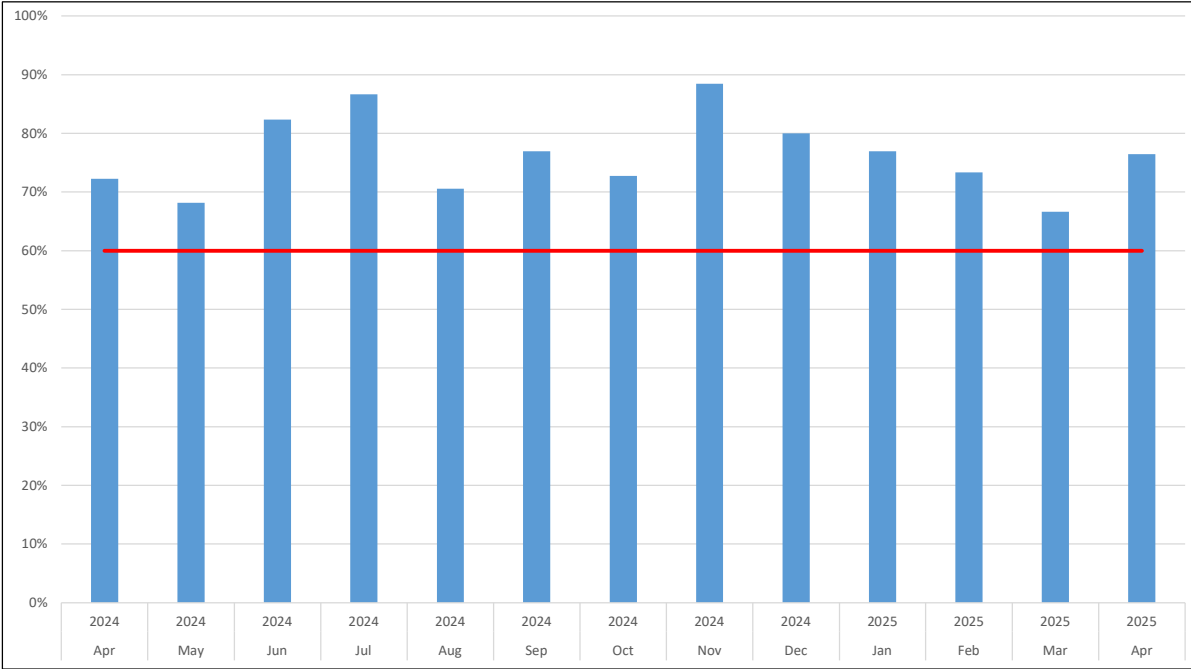
Glucose documented within PCR
Numerator:
 Obtained by CQI review PCR

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

Exclusions: Interfacility transfer

STROKE-02 (LAMS > 3 only)

SCENE TIME LESS THAN 15 MINUTES FOR PATIENTS SUSPECTED OF STROKE



Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	13	15	14	13	12	10	8	23	12	10	11	10	13
Denominator:	18	22	17	15	17	13	11	26	15	13	15	15	17
Percentage:	72%	68%	82%	87%	71%	77%	73%	88%	80%	77%	73%	67%	76%
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

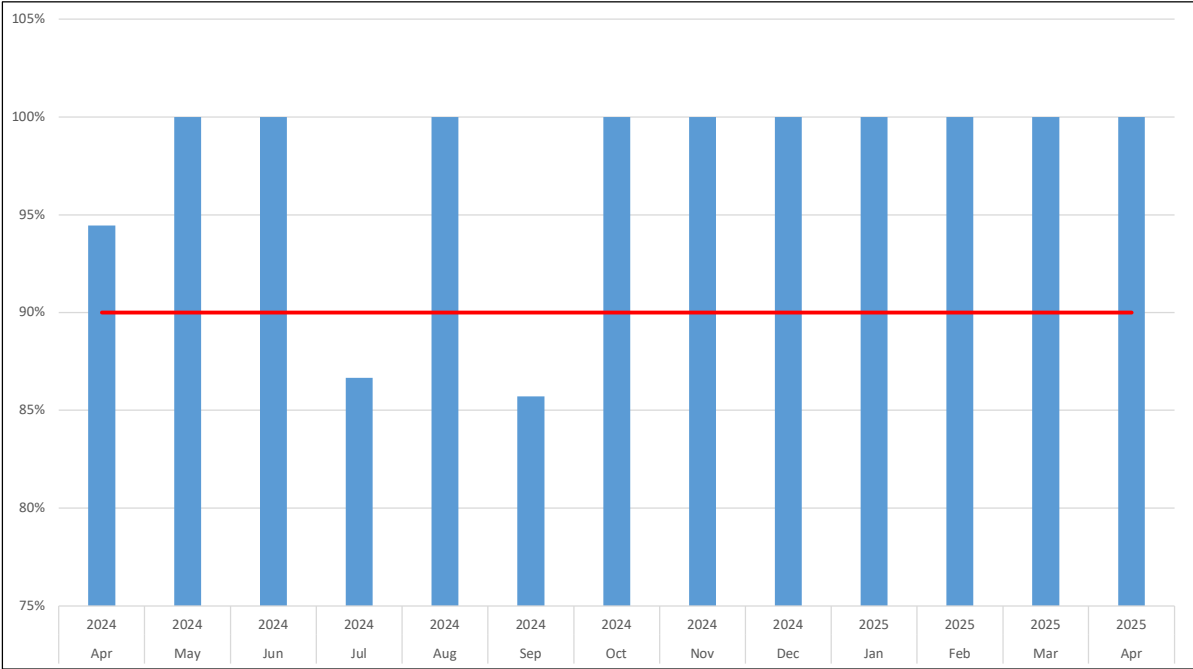
Denominator: Includes patients that ESD11 provider suspected stroke

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:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	17	22	17	13	17	12	11	26	15	13	15	15	17
Denominator:	18	22	17	15	17	14	11	26	15	13	15	15	17
Percentage:	94%	100%	100%	87%	100%	86%	100%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

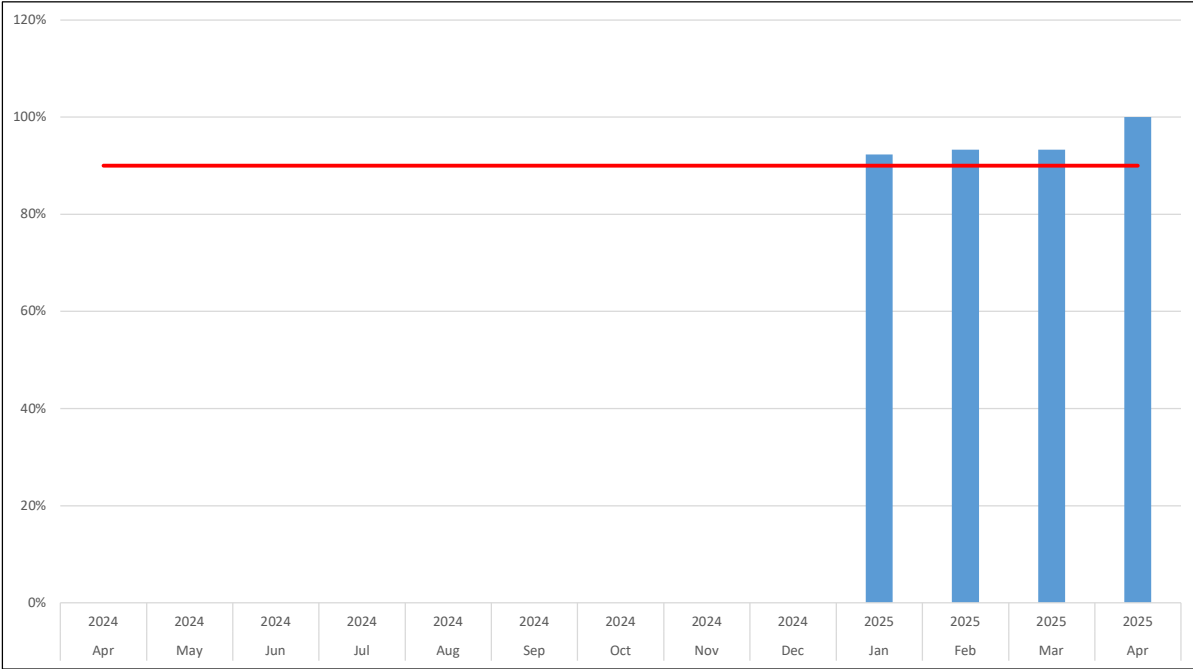
Advanced notification documented (intervention, narrative, otherwise)
Numerator:
 Obtained by CQI review of PCR

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 COMPREHENSIVE STROKE CENTER FOR PATIENTS SUSPECTED OF STROKE



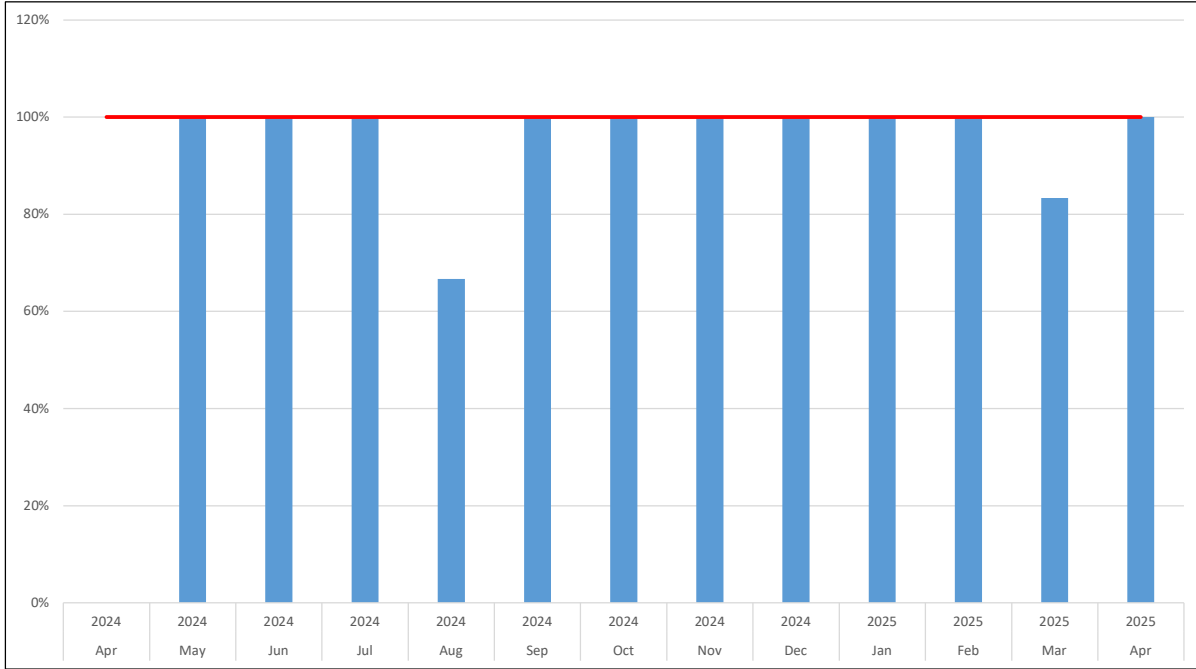
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:										12	14	14	17
Denominator:										13	15	15	17
Percentage:	#####	#DIV/0!	#####	#####	#####	#####	#####	#####	#DIV/0!	92%	93%	93%	100%
Goal:	90%	90%	90%	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

ADEQUATE PREOXYGENATION *PRIOR TO* PATIENTS RECEIVING A PARALYTIC



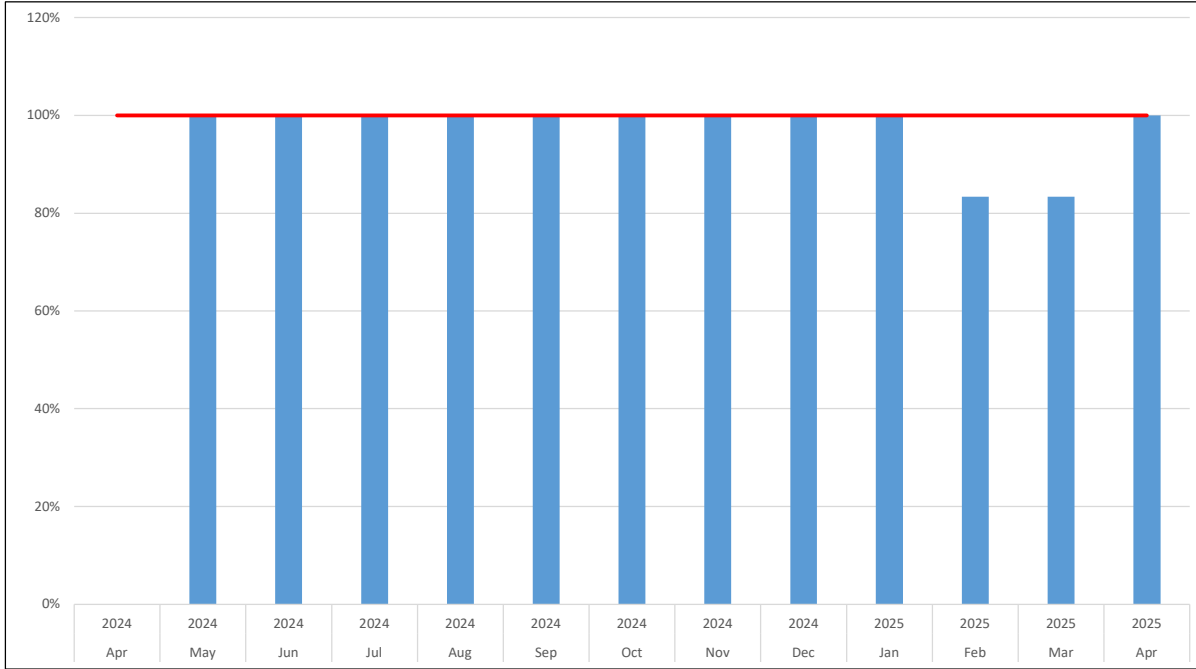
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025
Numerator:	0	2	3	1	2	3	3	3	4	6	6	5	5
Denominator:	0	2	3	1	3	3	3	3	4	6	6	6	5
Percentage:	#####	100%	100%	100%	67%	100%	100%	100%	100%	100%	100%	83%	100%
Goal:	100%	100%	100%	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:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025
Numerator:	0	2	3	1	3	3	3	3	4	6	5	5	5
Denominator:	0	2	3	1	3	3	3	3	4	6	6	6	5
Percentage:	#####	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	83%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Systolic blood pressure >90mmHg prior to Rocuronium administration

Numerator:

Obtained by CQI review and verified with Zoll Data.

Includes patients that received Rocuronium

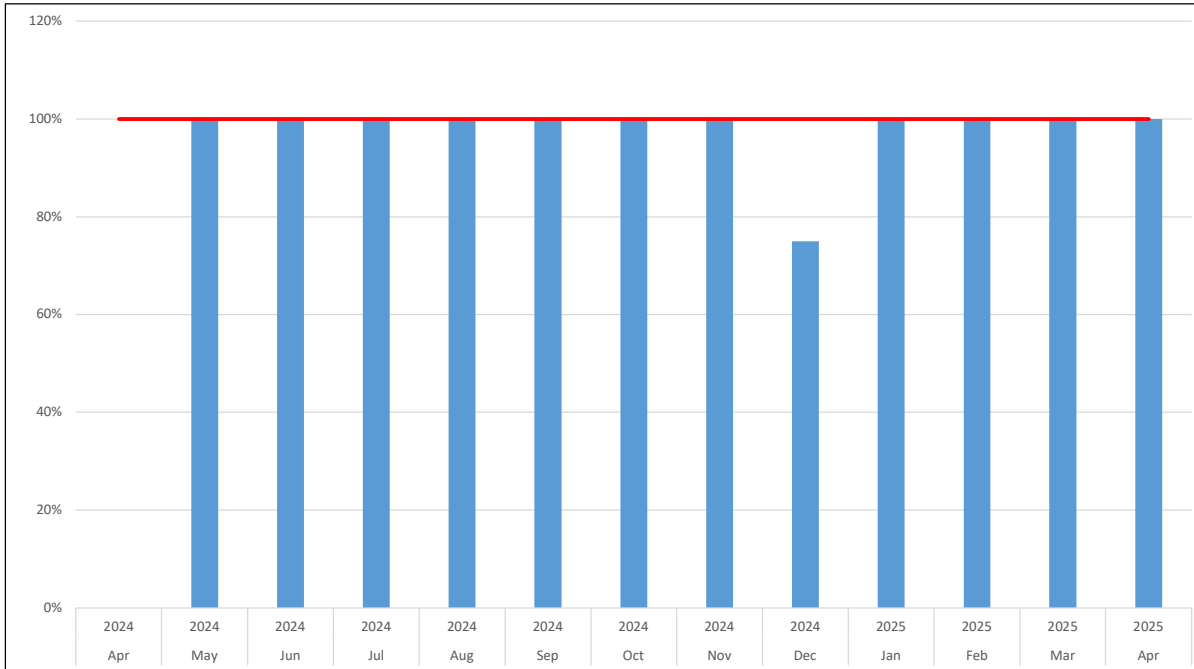
Denominator:

Documentation includes Rocuronium as a procedure

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

Exclusions:

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



Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	0	2	3	1	3	3	3	3	3	6	6	6	5
Denominator:	0	2	3	1	3	3	3	3	4	6	6	6	5
Percentage:	#####	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

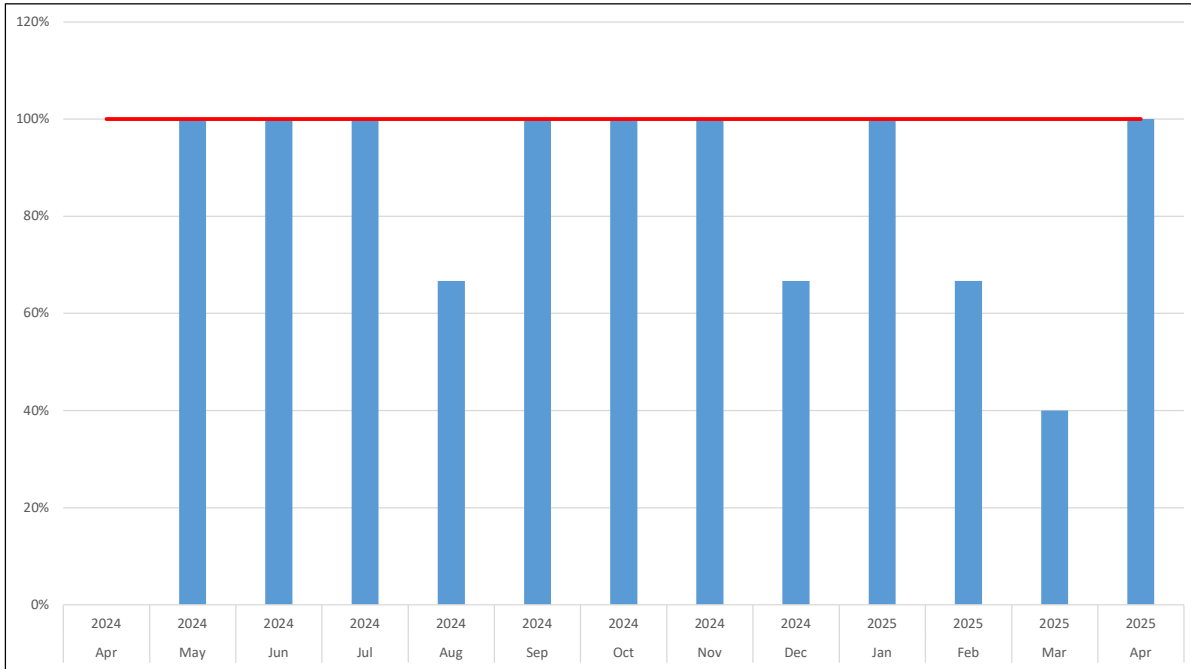
Obtained by CQI review and verified with Zoll Data.

Denominator: Includes patients that received Rocuronium

Documentation includes Rocuronium as a procedure

Exclusions: Cardiac Arrest during Rocuronium (Cardiac Arrest post Rocuronium is included)
(Equipment failures are NOT excluded)

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



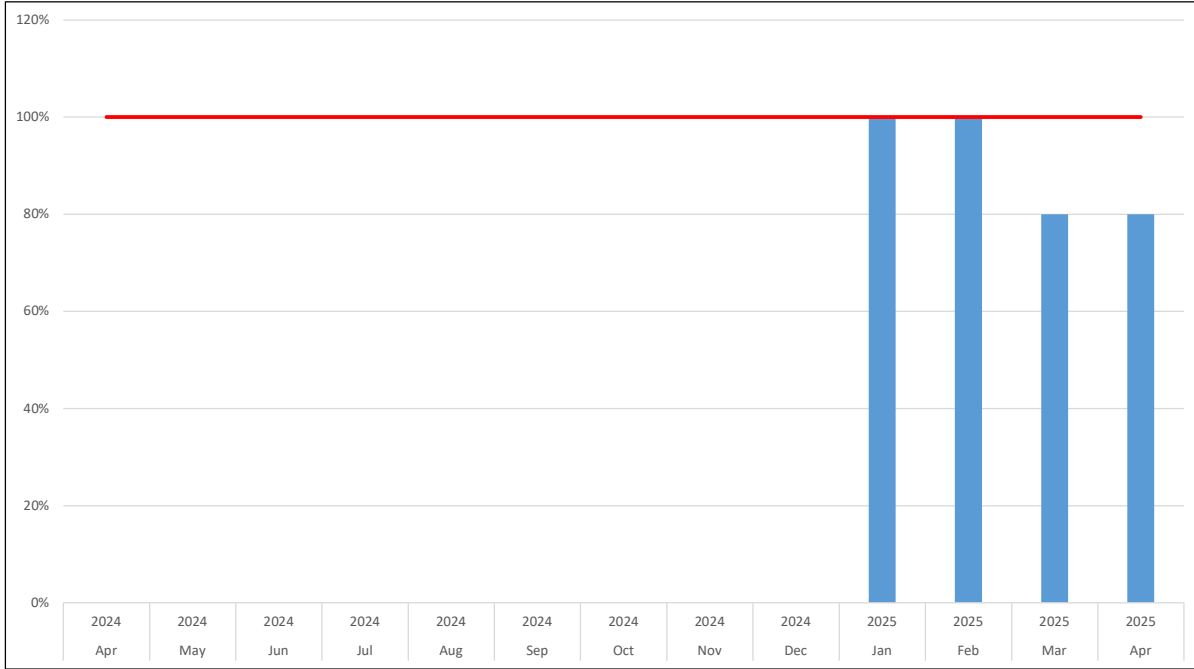
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	0	2	3	1	2	3	3	3	2	6	4	2	5
Denominator:	0	2	3	1	3	3	3	3	3	6	6	5	5
Percentage:	#####	100%	100%	100%	67%	100%	100%	100%	67%	100%	67%	40%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

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

DASHH - "DEFINITIVE AIRWAY SANS HYPOXIA/HYPOTENSION"



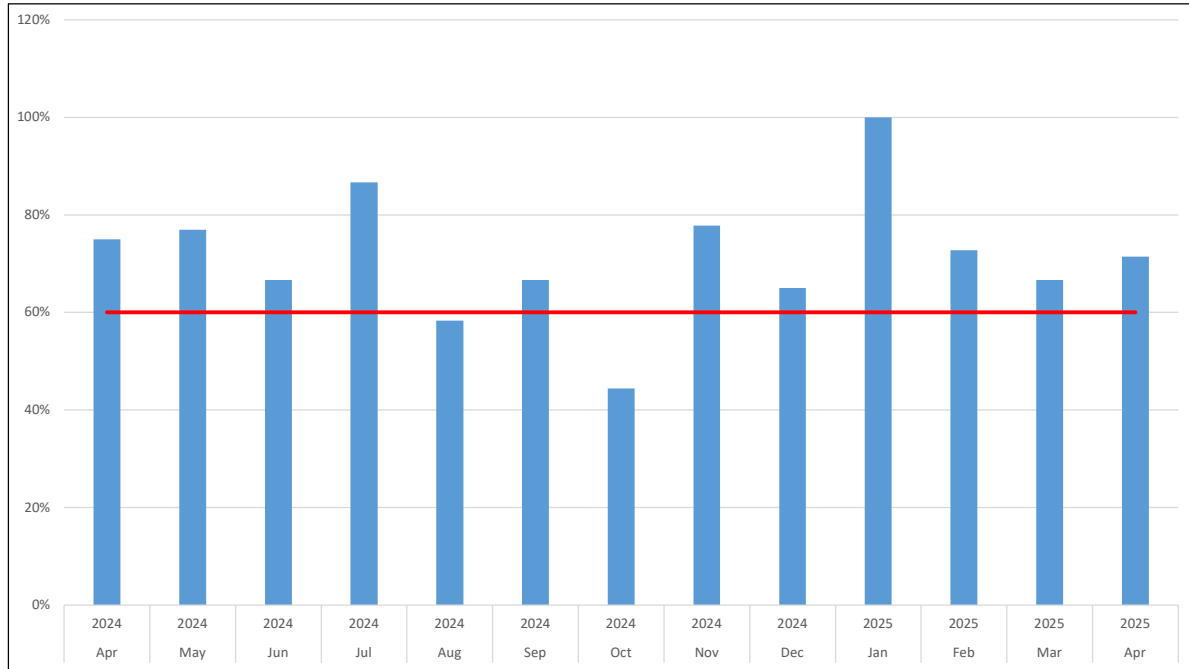
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:										5	6	4	4
Denominator:										5	6	5	5
Percentage:	#####	#DIV/0!	#####	#####	#####	#####	#####	#####	#DIV/0!	100%	100%	80%	80%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

ET Tube Placement, or SGA placed, ETCO2 waveform present without 1) SPO2 below 90% at any point, nor 2) Systolic Blood Pressure < 90mmhg during the time period between
 Numerator: Rocuronium and placement
 Obtained by CQI review with Zoll data confirmation

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

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

SCENE TIME LESS THAN 15 MINUTES FOR TRAUMA ACTIVATIONS



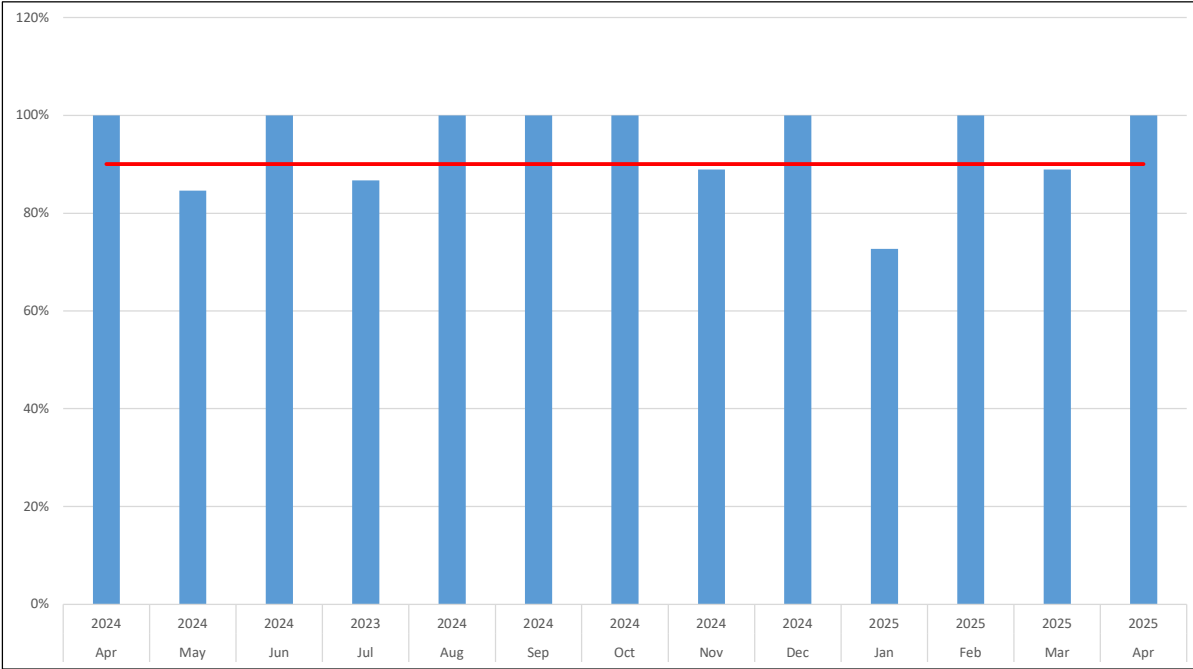
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	3	10	12	13	7	10	4	14	13	11	8	12	10
Denominator:	4	13	18	15	12	15	9	18	20	11	11	18	14
Percentage:	75%	77%	67%	87%	58%	67%	44%	78%	65%	100%	73%	67%	71%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

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

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

Exclusions: None

ADVANCE HOSPITAL NOTIFICATION FOR TRAUMA ACTIVATIONS



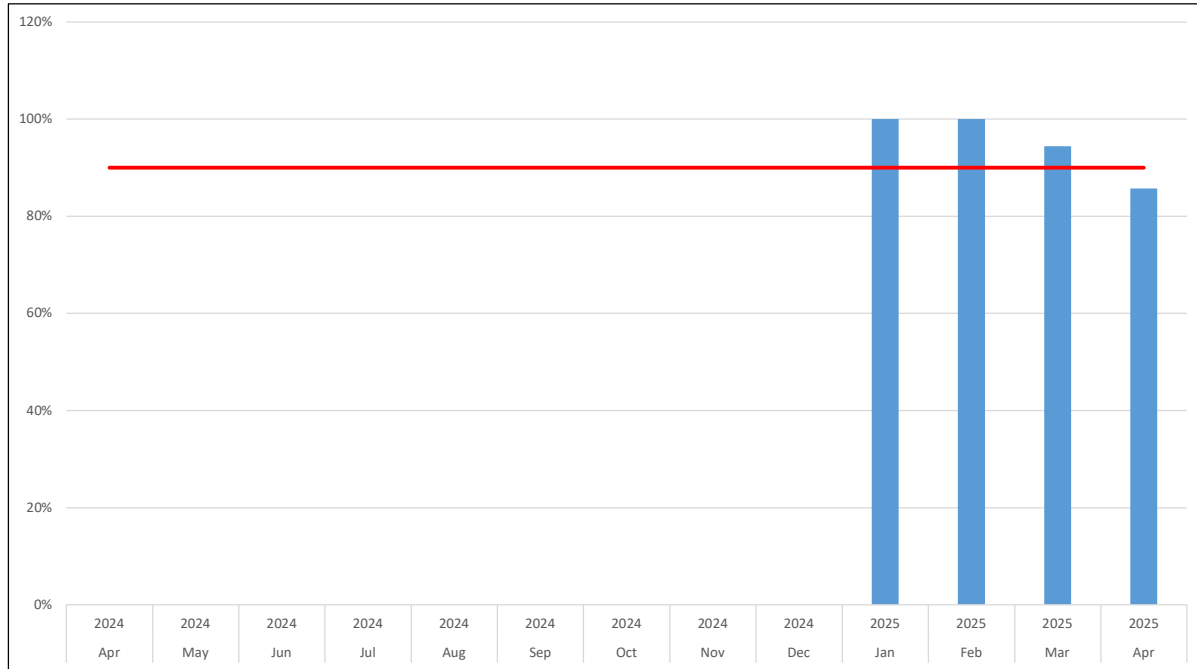
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2023	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:	4	11	18	13	12	15	9	16	20	8	11	16	14
Denominator:	4	13	18	15	12	15	9	18	20	11	11	18	14
Percentage:	100%	85%	100%	87%	100%	100%	100%	89%	100%	73%	100%	89%	100%
Goal:	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 LEVEL II OR HIGHER FOR TRAUMA ACTIVATIONS



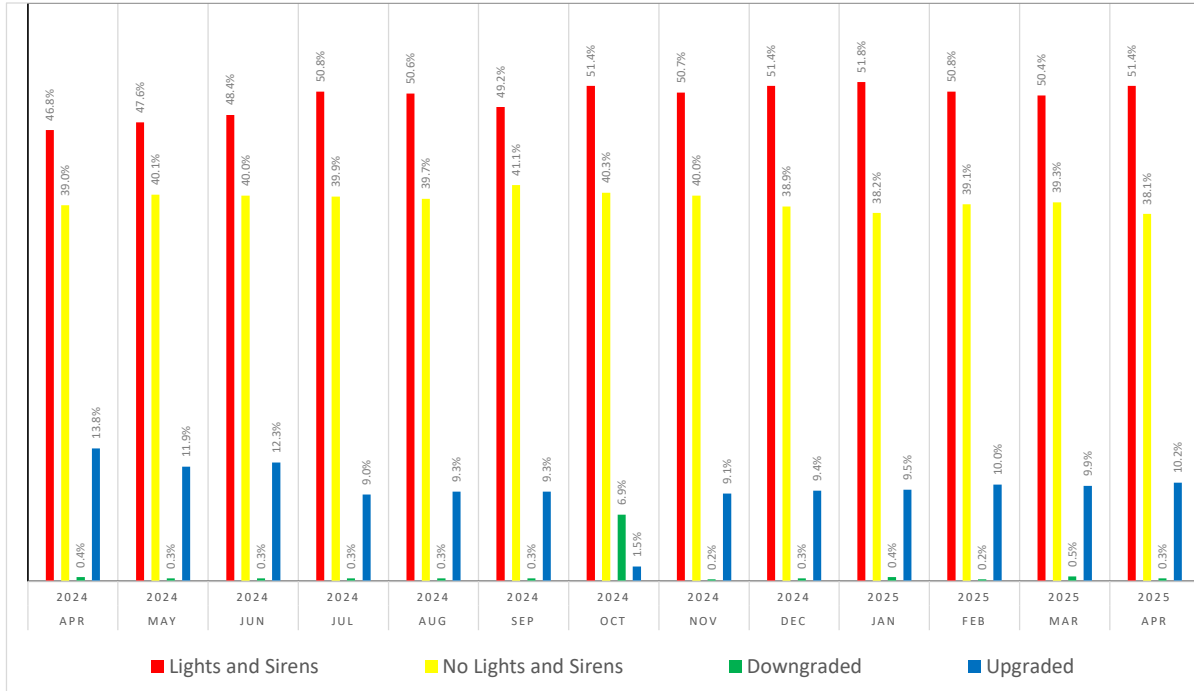
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Numerator:										11	11	17	12
Denominator:										11	11	18	14
Percentage:	#####	#DIV/0!	#####	#####	#####	#####	#####	#####	#DIV/0!	100%	100%	94%	86%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Numerator: Closest Level II Trauma Center. Differences of 5 minutes considered negligible.
 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

Responses and use of Lights and Sirens



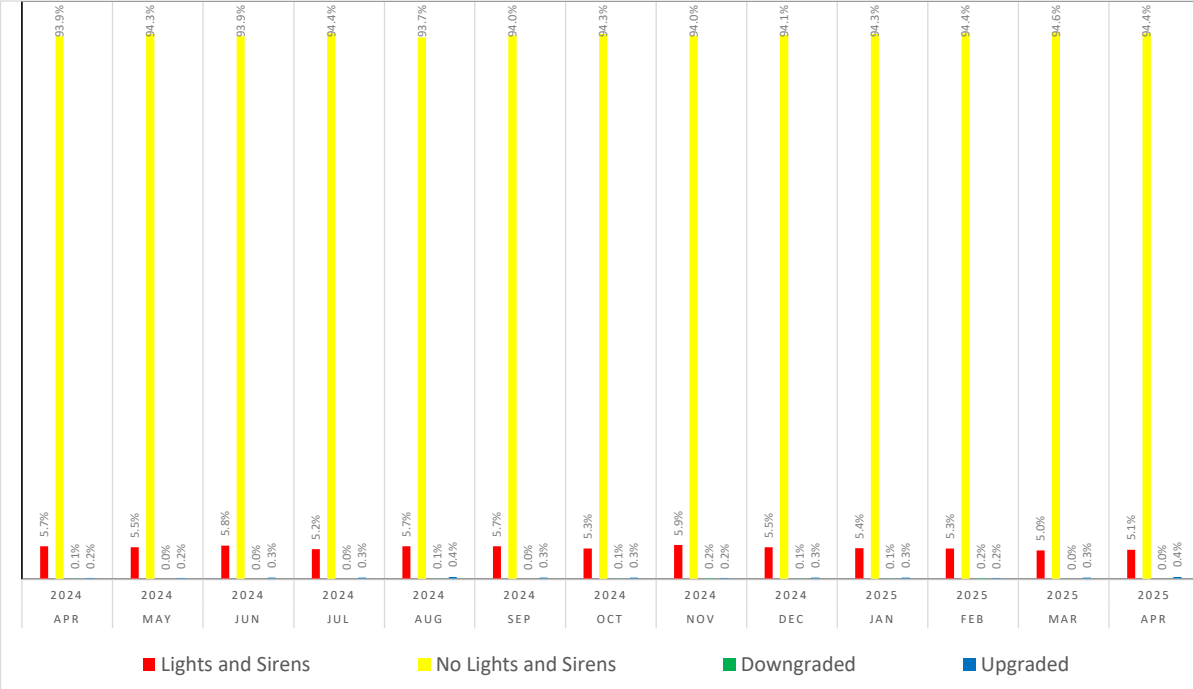
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Lights and Sirens	46.8%	47.6%	48.4%	50.8%	50.6%	49.2%	51.4%	50.7%	51.4%	51.8%	50.8%	50.4%	51.4%
No Lights and Sirens	39.0%	40.1%	40.0%	39.9%	39.7%	41.1%	40.3%	40.0%	38.9%	38.2%	39.1%	39.3%	38.1%
Downgraded	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	6.9%	0.2%	0.3%	0.4%	0.2%	0.5%	0.3%
Upgraded	13.8%	11.9%	12.3%	9.0%	9.3%	9.3%	1.5%	9.1%	9.4%	9.5%	10.0%	9.9%	10.2%

Automated report by ImageTrend

Data:

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

Transports and use of Lights and Sirens

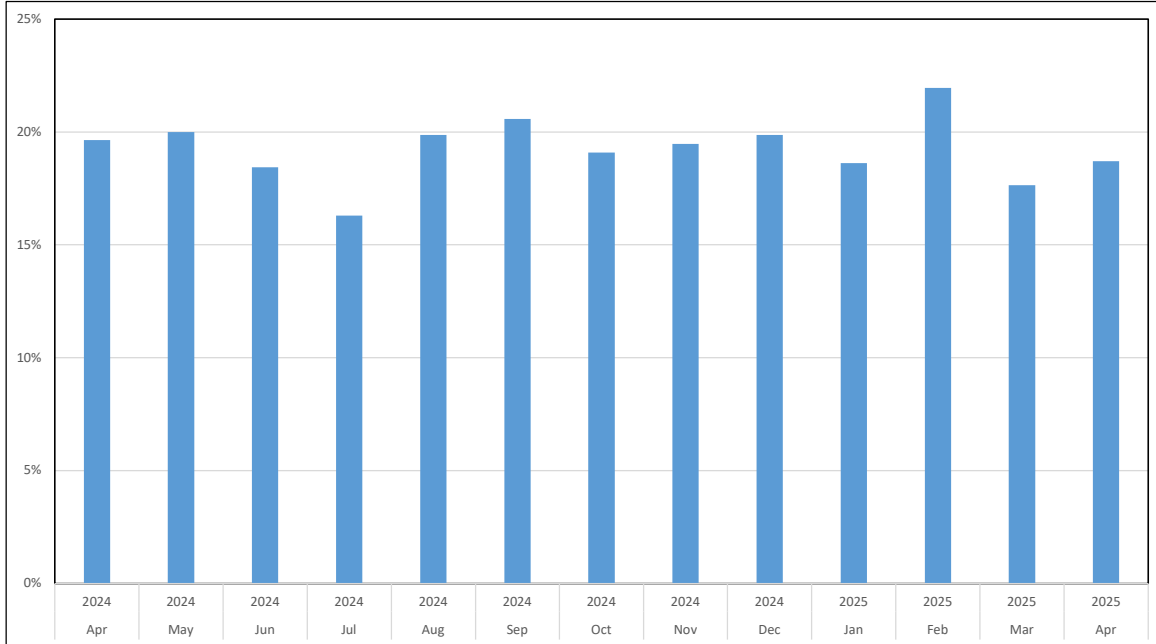


Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Lights and Sirens	5.7%	5.5%	5.8%	5.2%	5.7%	5.7%	5.3%	5.9%	5.5%	5.4%	5.3%	5.0%	5.1%
No Lights and Sirens	93.9%	94.3%	93.9%	94.4%	93.7%	94.0%	94.3%	94.0%	94.1%	94.3%	94.4%	94.6%	94.4%
Downgraded	0.1%	<0.1%	<0.1%	<0.1%	0.1%	<0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	<0.1%	<0.1%
Upgraded	0.2%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.4%

Automated report by ImageTrend

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

PERCENTAGE OF PATIENT CARE RECORDS RECEIVING CQI REVIEW



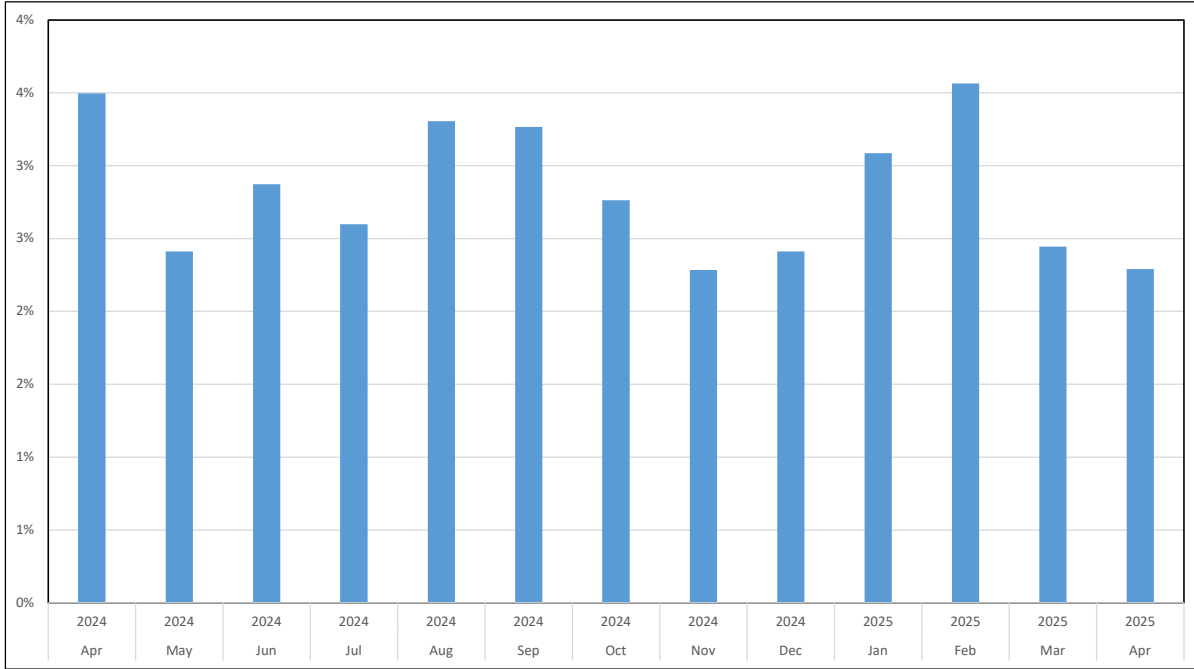
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
CQI Review:	932	1053	905	859	1010	1008	939	921	1005	905	998	881	915
Total:	4748	5265	4909	5271	5085	4900	4921	4730	5059	4860	4546	4993	4892
Percentage:	20%	20%	18%	16%	20%	21%	19%	19%	20%	19%	22%	18%	19%

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



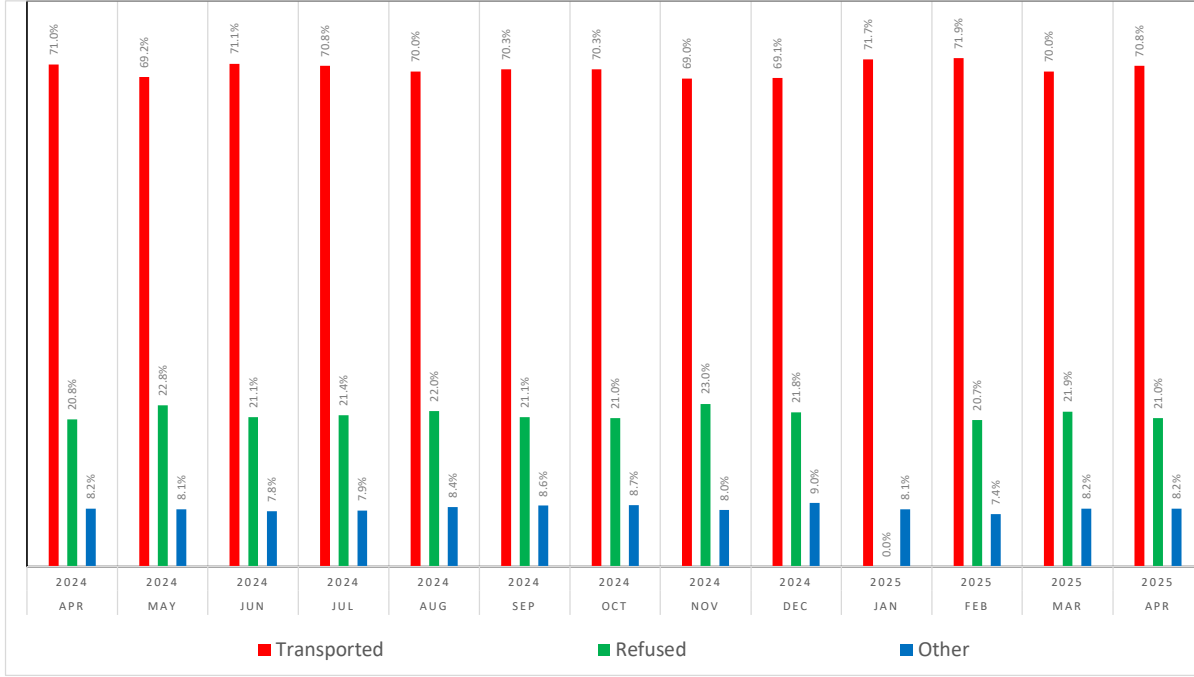
Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Feedback:	166	127	141	137	168	160	136	108	122	150	162	122	112
Total:	4748	5265	4909	5271	5085	4900	4921	4730	5059	4860	4546	4993	4892
Percentage:	3%	2%	3%	3%	3%	3%	3%	2%	2%	3%	4%	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

Dispositions



Month:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Year:	2024	2024	2024	2024	2024	2024	2024	2024	2024	2025	2025	2025	2025
Transported	71.0%	69.2%	71.1%	70.8%	70.0%	70.3%	70.3%	69.0%	69.1%	71.7%	71.9%	70.0%	70.8%
Refused	20.8%	22.8%	21.1%	21.4%	22.0%	21.1%	21.0%	23.0%	21.8%	20.3%	20.7%	21.9%	21.0%
Other	8.2%	8.1%	7.8%	7.9%	8.4%	8.6%	8.7%	8.0%	9.0%	8.1%	7.4%	8.2%	8.2%

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"



PIO
MAY 15. 2025
REPORTING: APRIL 2025

Media Mentions

Inquiries: 2 (The Houston Chronicle, Community Impact)

Enterprised: 0

Resulting Coverage:

- May 7, 2025 Article in Community Impact about Jordan Anderson being named interim CEO
- Uploaded and distributed “Hey Dr. K- Can You Tell Us How to Prevent Drowning This Summer?”



Upcoming Planned Media:

- Facilitated an interview with Community Impact and Jordan Anderson about his Fentanyl vs. Ketamine story.
- Planning a pitch to Community Impact in April about what to do if you come across a drowning victim.
- Categorizing and filing all still and video clips from Cy Creek Fire shoot
- Planning another Hey Dr. K program about snake bites for May.
- Completing the edit for the “Meet Your ESD: Logistics”.
- Shot and edited “Medic Minute” reel featuring an ESD employee for social media platforms.

Social Media Planning:

- Calendar has been built to prepare for summer Child Safety social media content distribution.



PIO
MAY 15, 2025
REPORTING: APRIL 2025

- Waiting for approval from Regina Adams to start using

Hootsuite.

Social Media Analytics:

Facebook

Number of posts: 17

Interactions: 1.8K

Reach: 8.8K

Visits: 6K

Followers: +47

Top post of the month by Interactions: Maci Kennedy's Promotion

Instagram:

Number of posts: 16

Views: 5.7K

Reach: 716

Visits: 144

Followers: +11

Top post of the month by Interactions: National Telecommunicator Week Celebrations

Linkedin:

Number of posts: 7

Impressions: 2105

Reactions: 85

Reposts: 0

You Tube:

Subscribers:

Videos:

HCESD11 Website Analytics

Google page website visits from profile: 401 97% increase

Total users: 2,768



PIO
MAY 15. 2025
REPORTING: APRIL 2025

New users: 2.480

Engagement Rate: 60.5%

Top pages: Home, Careers< open Government & Compliance



FLEET
MAY 15, 2025
REPORTING: APRIL 2025

- The fleet department has performed 20 preventative maintenance services during this period. Also, 78 additional repairs were made on the fleet in this period.
- Ambulance fleet miles this period is 88,161. Support vehicle miles this period is 14,230, total fleet miles this period is 102,391 Also the fleet accumulated 11,840 engine hours.
- There was 34:31:45 reported lost unit hours due to mechanical reported for April.
- There was 1 reported critical failures related to mechanical issues in April.

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
303	12:00:00	1:04:24	0:00:00	0:00:00	10:14:14	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	10:14:14
401	744:30:00	736:28:18	7:46:07	4:02:43	26:22:52	2:26:02	0:20:03	1:18:07	0:00:00	0:54:45	2:31:52	0:13:40	0:00:00	0:00:00	0:00:00	0:00:00	2:13:52	0:00:00	0:00:00	48:10:03
402	716:00:00	710:58:50	6:47:12	2:50:18	12:00:00	0:38:27	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	0:21:32	0:00:00	0:00:00	0:00:00	22:37:29
403	720:00:00	717:54:21	3:52:04	1:02:15	16:05:04	1:13:04	0:00:00	0:11:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:18:43	0:00:00	0:00:00	22:43:04
404	720:00:00	710:15:12	4:23:49	4:54:16	14:20:02	3:21:16	0:00:00	2:20:34	0:00:00	0:00:00	0:51:46	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:45:50	0:00:00	0:00:00	31:57:33
405	715:15:00	703:39:36	12:51:36	3:27:14	14:41:59	15:46:37	0:00:00	0:52:46	0:00:00	2:11:46	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:23:08	3:39:16	0:00:00	0:00:00	55:54:22
406	744:30:00	717:52:27	3:58:08	3:55:07	34:01:13	0:42:36	0:00:00	0:35:10	0:00:00	0:00:00	0:30:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	4:27:56	0:11:43	0:00:00	48:22:42
407	720:00:00	718:44:35	5:52:51	0:02:50	7:18:55	3:02:18	0:00:00	0:00:00	0:00:00	0:15:48	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:20:48	0:00:00	0:00:00	18:53:30
408	720:00:00	717:45:34	7:23:51	1:10:19	2:56:05	4:18:07	0:00:00	2:24:03	0:00:00	0:14:35	0:59:34	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:23:24	0:00:00	0:00:00	19:49:58
409	720:00:00	716:34:22	8:12:06	3:57:33	11:20:54	16:12:44	0:00:00	0:56:40	0:00:00	0:36:05	2:36:31	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:04:01	0:00:00	0:00:00	45:56:34
410	710:15:00	705:44:40	7:33:31	3:16:50	1:01:27	4:36:49	0:00:00	0:54:50	0:00:00	0:00:00	0:00:00	0:00:00	2:33:52	0:00:00	0:00:00	0:00:00	3:07:02	0:00:00	0:00:00	23:04:21
420	328:00:00	312:11:30	4:57:38	0:30:03	15:49:27	0:44:21	0:00:00	0:00:00	0:00:00	0:00:00	3:10:41	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:51:48	0:00:00	0:00:00	27:03:58
421	339:30:00	326:29:00	2:57:49	0:00:00	12:52:27	15:08:05	0:00:00	0:00:00	0:00:00	0:00:00	3:44:20	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	34:42:41
422	303:00:00	287:26:53	6:56:58	0:42:44	0:00:00	18:11:42	0:00:00	0:22:30	0:00:00	0:00:00	1:58:50	7:19:34	0:00:00	0:00:00	0:00:00	0:00:00	1:59:38	0:00:00	0:00:00	37:31:56
423	334:30:00	329:09:25	1:06:16	0:00:00	14:56:08	28:34:59	0:00:00	0:00:00	0:00:00	0:00:00	5:04:32	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	49:41:55
424	309:30:00	303:10:01	1:42:19	0:53:20	18:23:49	26:28:13	0:00:00	1:36:31	0:00:00	0:00:00	0:58:12	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	50:02:24
425	348:00:00	343:48:09	1:26:51	0:00:00	0:51:24	0:00:00	0:00:00	0:49:25	0:00:00	0:00:00	1:06:09	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:44:11	0:00:00	0:00:00	4:58:00
426	351:30:00	332:01:36	1:00:40	0:00:00	15:54:40	42:39:19	0:00:00	0:00:00	0:00:00	1:52:53	0:46:38	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:36:54	0:00:00	0:00:00	62:51:04
427	260:00:00	246:35:53	1:20:00	0:00:00	10:56:31	1:05:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	13:22:07
440	357:30:00	343:55:40	4:37:00	0:00:00	14:09:08	24:27:03	0:00:00	0:00:00	0:00:00	1:53:15	3:39:46	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	48:46:12
441	360:00:00	347:22:27	4:41:25	0:37:08	1:07:45	0:00:00	0:00:00	0:55:24	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:36:22	0:00:00	0:00:00	8:58:04
442	343:30:00	333:02:28	1:49:52	0:00:00	18:44:26	29:32:18	0:00:00	0:47:14	0:00:00	1:37:39	0:00:00	0:00:00	4:07:48	0:00:00	0:00:00	4:24:13	2:57:42	0:00:00	0:00:00	64:01:12
443	235:30:00	220:04:39	1:56:53	0:54:52	8:33:14	17:16:46	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	28:41:45
446	256:00:00	230:29:37	0:59:52	0:14:01	32:58:16	2:07:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	36:20:39
447	181:00:00	161:17:05	2:40:53	0:30:07	9:56:50	30:44:57	0:00:00	0:00:00	0:00:00	0:00:00	0:53:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	44:46:09
480	348:00:00	323:04:23	4:18:09	0:00:00	11:51:07	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:55:46	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:06:28	0:00:00	0:00:00	19:11:30
481	348:00:00	333:32:56	2:59:16	0:29:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:40:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	4:09:37
482	241:00:00	230:54:30	1:32:52	0:00:20	12:00:04	16:50:02	0:00:00	0:00:00	0:00:00	0:00:00	0:02:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:39:31	0:00:00	0:00:00	32:05:22
483	324:00:00	307:51:56	4:13:48	0:00:00	0:43:17	13:24:08	0:00:00	0:00:00	0:00:00	0:00:00	0:27:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	18:48:53
484	336:00:00	322:55:48	5:04:22	0:00:00	0:25:20	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	12:56:37	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	18:26:19
485	336:00:00	322:16:45	4:25:21	0:00:00	0:02:07	0:00:00	0:00:00	0:57:53	0:00:00	0:00:00	0:40:44	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:38:19	0:00:00	0:00:00	6:44:24
486	360:00:00	347:22:49	2:17:41	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:15:02	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:32:43
499	6:03:00	6:11:08	0:00:41	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:41
543	204:30:00	170:24:25	5:25:47	0:13:02	42:19:11	2:16:48	0:00:00	0:24:30	0:00:00	0:00:00	1:01:50	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	51:41:08
544	74:30:00	67:18:17	2:18:46	0:00:00	0:30:02	14:31:48	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	17:20:36
545	195:00:00	191:49:05	1:10:00	0:27:42	30:22:02	25:42:21	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	57:42:05
901-PR	23:50:00	24:15:34	0:19:09	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:19:09
902-PR	12:31:00	12:30:38	0:03:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:03:54
903-PR	12:30:00	12:44:39	0:04:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:34:04	0:00:00	0:00:00	0:00:00	2:38:08
Total	14371:54:00	13947:19:35	141:09:31	34:12:20	423:50:00	362:04:11	0:20:03	15:27:31	0:00:00	9:36:46	45:54:44	7:33:14	6:41:40	0:00:00	0:00:00	9:42:57	34:31:45	0:11:43	0:00:00	1091:16:25

5/6/2025 - 9:43 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, 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, Filter Service, Scheduled Repairs, Software Update, Steering and Suspension Repair , Tire Replacement/ Tire Repair, Transmission repairs, Transmission Service, Unscheduled Repairs

Maintenance Date = Previous Month

Maintenance Date = Previous Month

Count(Work Order Number)	98
	98

Schedule Name: A/C system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
274	4/25/2025	14572		123,628	\$0.00	\$210.00	\$210.00	8375
283	4/15/2025	14536		88,794	\$0.00	\$0.00	\$0.00	8339
283	4/15/2025	14537		88,794	\$0.00	\$105.00	\$105.00	8340
360	4/15/2025	14531		96,374	\$2,784.36	\$3,675.00	\$6,459.36	8334
278	4/11/2025	14518		100,153	\$0.00	\$840.00	\$840.00	8321
280	4/11/2025	14524		109,108	\$0.00	\$630.00	\$630.00	8327
277	4/9/2025	14503		91,242	\$1,202.72	\$2,520.00	\$3,722.72	8306

Schedule Name: Accident Repairs/Accidental Damage

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
278	4/28/2025	14596		102,435	\$3,557.11	\$1,680.00	\$5,237.11	8399

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	4/16/2025	14540	Check engine light is on. Coolant leak found and repaired. Rattle sound in dash, fixed. Everything else was satisfactory.	190,317	\$28.87	\$420.00	\$448.87	8343

Schedule Name: A-pm 5k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
274	4/25/2025	14565	Roof top fan inop Stabilizer bar replaced Ground lights inop driver side bad wire connection	123,614	\$39.61	\$420.00	\$459.61	8368
267	4/24/2025	14558	Center console damaged light switch Brake fluid reservoir cap damaged Coolant heater pump slight leak	104,006	\$46.73	\$420.00	\$466.73	8361
292	4/22/2025	14552	missing rivet in rear kick panel, replaced, driver's seat is worn, steering wheel horn cover is torn at ford symbol, brake pedal cover is worn, steering stabilizer leaking, replaced, batteries are bad, replaced, and last but not least, right rear inner tire has strange split in sidewall, replaced with new. Everything else was satisfactory.	120,761	\$33.57	\$420.00	\$453.57	8355
279	4/21/2025	14548	No Faults found	108,429	\$64.27	\$420.00	\$484.27	8351
359	4/21/2025	14547	Driver seat cover worn/torn, batteries tested bad, replaced both, windshield inop, found a connector broken and replaced. No tire valve extensions on rear wheels, added. All else checked out satisfactory.	119,780	\$39.61	\$420.00	\$459.61	8350
358	4/17/2025	14544	Currently no faults found	116,534	\$64.27	\$420.00	\$484.27	8347
278	4/11/2025	14516	Batteries replaced Transmission slight leak.	100,140	\$39.61	\$420.00	\$459.61	8319
280	4/10/2025	14510	batteries tested bad, driver's seat torn at seam, after consulting with Nathan, the track bar is bad, has a transmission leak, AC40 system not performing as expected, fans not coming on. Liquid Spring rear left side leaking at a class 2 level. Everything else was satisfactory.	109,097	\$39.61	\$840.00	\$879.61	8313
284	4/1/2025	14486	Tires, brakes are good, all items checked satisfactory.	111,521	\$39.34	\$420.00	\$459.34	8289

Schedule Name: Battery replacement

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
268	4/14/2025	14527		122,202	\$319.92	\$52.50	\$372.42	8330
278	4/11/2025	14519		100,153	\$319.92	\$52.50	\$372.42	8322
285	4/10/2025	14512		54,165	\$372.90	\$210.00	\$582.90	8315

Schedule Name: B-pm 10k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
275	4/30/2025	14579	Marker light left side inop	105,138	\$64.27	\$525.00	\$589.27	8382
275	4/30/2025	14580		105,138	\$0.00	\$0.00	\$0.00	8383
275	4/30/2025	14581	Marker light left side inop	105,138	\$39.61	\$525.00	\$564.61	8384

289	4/16/2025	14538	Transmission slight leak liquid spring slight leak Transmission heat shield left side missing Tires 2 new mount and balanced	109,729	\$24.66	\$525.00	\$549.66	8341
283	4/14/2025	14528	Roof Top condenser fan inop Relay 35 burnt wire Coolant slight leak heater pump under chassis	88,794	\$64.27	\$525.00	\$589.27	8331
361	4/10/2025	14511	Marker light right side replaced Heater pump slight leak under chassis Damper bar replaced	107,292	\$39.61	\$525.00	\$564.61	8314
357	4/9/2025	14502	Transmission slight leak, checked fluid level	113,134	\$38.89	\$525.00	\$563.89	8305
294	4/8/2025	14500	Track bar worn Front shocks worn	117,890	\$38.89	\$525.00	\$563.89	8303
293	4/7/2025	14498	Transmission excessive leak from output seal. Liquid spring slight leak left side	122,120	\$38.89	\$525.00	\$563.89	8301

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	4/2/2025	14491	Driver's seat torn, good batteries, brakes and tires, everything else checked out good.	163,391	\$0.00	\$420.00	\$420.00	8294

Schedule Name: Brake Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
290	4/28/2025	14577		102,273	\$1,935.63	\$840.00	\$2,775.63	8380

Schedule Name: Check Sheet Request

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
273	4/30/2025	14578		87,309	\$0.00	\$105.00	\$105.00	8381
274	4/25/2025	14570		123,628	\$68.86	\$52.50	\$121.36	8373
278	4/23/2025	14554		101,407	\$24.66	\$210.00	\$234.66	8357
283	4/15/2025	14532		88,829	\$156.05	\$315.00	\$471.05	8335
293	4/7/2025	14497		122,120	\$0.00	\$0.00	\$0.00	8300
273	4/1/2025	14488		84,210	\$156.05	\$420.00	\$576.05	8291

Schedule Name: Cooling system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
267	4/24/2025	14568		104,006	\$124.93	\$105.00	\$229.93	8371
283	4/15/2025	14535		88,794	\$133.67	\$105.00	\$238.67	8338
361	4/11/2025	14521		107,292	\$228.14	\$105.00	\$333.14	8324
279	4/10/2025	14514		107,585	\$659.44	\$840.00	\$1,499.44	8317

355

4/1/2025

14489

108,455

\$908.37

\$1,155.00

\$2,063.37

[8292](#)

Schedule Name: Filter Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
274	4/25/2025	14569		123,628	\$56.07	\$0.00	\$56.07	8372
358	4/22/2025	14553		116,616	\$56.07	\$52.50	\$108.57	8356
982	4/16/2025	14539		190,317	\$36.31	\$105.00	\$141.31	8342
283	4/14/2025	14533		88,794	\$56.07	\$52.50	\$108.57	8336
361	4/11/2025	14520		107,292	\$56.07	\$52.50	\$108.57	8323
280	4/10/2025	14509		109,097	\$55.21	\$105.00	\$160.21	8312
277	4/9/2025	14504		91,242	\$56.07	\$150.00	\$206.07	8307

Schedule Name: Scheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
275	4/30/2025	14584		105,152	\$8.18	\$52.50	\$60.68	8387
290	4/30/2025	14583		102,273	\$0.00	\$630.00	\$630.00	8386
274	4/25/2025	14573		123,628	\$0.00	\$105.00	\$105.00	8376
983	4/25/2025	14566		155,482	\$28.87	\$105.00	\$133.87	8369
292	4/24/2025	14559		120,917	\$0.00	\$105.00	\$105.00	8362
359	4/24/2025	14563		119,791	\$223.30	\$210.00	\$433.30	8366
293	4/23/2025	14556		123,827	\$0.00	\$315.00	\$315.00	8359
359	4/22/2025	14549		119,778	\$319.92	\$105.00	\$424.92	8352
359	4/22/2025	14550		119,778	\$3.87	\$105.00	\$108.87	8353
359	4/22/2025	14551		119,778	\$0.00	\$105.00	\$105.00	8354
982	4/17/2025	14545		190,317	\$349.53	\$105.00	\$454.53	8348
982	4/16/2025	14541		190,317	\$0.00	\$105.00	\$105.00	8344
982	4/16/2025	14542		190,317	\$0.00	\$105.00	\$105.00	8345
285	4/14/2025	14529		54,166	\$85.80	\$210.00	\$295.80	8332
361	4/11/2025	14523		107,292	\$8.18	\$52.50	\$60.68	8326
280	4/10/2025	14515		109,108	\$319.92	\$105.00	\$424.92	8318
285	4/10/2025	14513		54,165	\$2.67	\$105.00	\$107.67	8316
982	4/9/2025	14501		22,013	\$59.16	\$210.00	\$269.16	8304
277	4/3/2025	14494		91,241	\$0.00	\$210.00	\$210.00	8297

288	4/2/2025	14493		86,474	\$0.00	\$210.00	\$210.00	8296
981	4/2/2025	14492		163,391	\$7.12	\$105.00	\$112.12	8295
267	4/1/2025	14487		101,590	\$156.05	\$210.00	\$366.05	8290

Schedule Name: Software Update

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
360	4/15/2025	14530		96,532	\$0.00	\$105.00	\$105.00	8333

Schedule Name: Steering and Suspension Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
274	4/25/2025	14571		123,628	\$59.18	\$105.00	\$164.18	8374
359	4/23/2025	14555		119,791	\$348.76	\$525.00	\$873.76	8358
280	4/11/2025	14525		109,108	\$348.76	\$420.00	\$768.76	8328
361	4/11/2025	14522		107,292	\$59.18	\$105.00	\$164.18	8325
294	4/8/2025	14506		117,890	\$348.76	\$315.00	\$663.76	8309

Schedule Name: Tire Replacement/ Tire Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
290	4/30/2025	14585		102,273	\$616.80	\$210.00	\$826.80	8388
982	4/28/2025	14575		190,507	\$215.08	\$420.00	\$635.08	8378
292	4/24/2025	14560		120,917	\$308.40	\$105.00	\$413.40	8363
289	4/16/2025	14543		109,742	\$616.80	\$210.00	\$826.80	8346
287	4/7/2025	14496		68,845	\$1,544.02	\$525.00	\$2,069.02	8299

Schedule Name: Transmission repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
293	4/7/2025	14499		122,132	\$22.41	\$105.00	\$127.41	8302

Schedule Name: Transmission Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
267	4/24/2025	14567		104,006	\$163.70	\$210.00	\$373.70	8370
358	4/21/2025	14546		116,534	\$158.31	\$210.00	\$368.31	8349

283	4/15/2025	14534		88,794	\$158.31	\$210.00	\$368.31	8337
357	4/9/2025	14505		113,145	\$14.94	\$52.50	\$67.44	8308
981	4/2/2025	14490		163,391	\$52.29	\$210.00	\$262.29	8293

Schedule Name: **Unscheduled Repairs**

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
363	4/30/2025	14582		115,540	\$0.00	\$0.00	\$0.00	8385
982	4/28/2025	14574		190,507	\$402.05	\$1,680.00	\$2,082.05	8377
270	4/24/2025	14561		106,758	\$485.66	\$420.00	\$905.66	8364
270	4/24/2025	14562		106,769	\$254.10	\$840.00	\$1,094.10	8365
272	4/24/2025	14564		94,828	\$229.48	\$840.00	\$1,069.48	8367
356	4/23/2025	14557		104,274	\$2,173.04	\$7,140.00	\$9,313.04	8360
268	4/14/2025	14526		122,202	\$0.00	\$315.00	\$315.00	8329
270	4/11/2025	14517		106,501	\$0.00	\$210.00	\$210.00	8320
287	4/4/2025	14495		68,804	\$5,045.19	\$9,240.00	\$14,285.19	8298

5/6/2025 - 9:40 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
2025	189	0	0
2025	265	0	0
2025	266	3,153	404
2025	267	3,083	399
2025	268	3,081	369
2025	269	2,525	340
2025	270	2,126	267
2025	271	2,940	377
2025	272	2,948	381
2025	273	3,100	0
2025	274	3,152	392
2025	275	3,247	270
2025	276	3,472	314
2025	277	3,155	280
2025	278	2,928	309
2025	279	3,239	319
2025	280	2,505	237
2025	281	661	49
2025	282	0	720
2025	283	3,266	320
2025	284	3,657	336
2025	285	1	0
2025	286	1	1
2025	287	1,801	167
2025	288	1	0
2025	289	2,247	273
2025	290	3,588	205
2025	291	0	0
2025	292	2,847	390
2025	293	3,022	353
2025	294	3,004	282
2025	305	0	0
2025	306	3,331	292
2025	354	3,222	404
2025	355	2,976	387
2025	356	1,857	237
2025	357	3,056	374
2025	358	871	143
2025	359	2,303	242
2025	360	1,463	0
2025	361	2,985	391

2025	362	0	0
2025	363	678	87
2025	4609	0	0
2025	494	0	0
2025	498	0	0
2025	7509	0	0
2025	7510	1,629	101
2025	7758	0	0
2025	981	4,201	683
2025	982	2,901	382
2025	983	2,168	364
105300		102,391	11,840

Unit Number: 189

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025		9,778	0		373	0
			0			0

Unit Number: 265

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025		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
4/1/2025	4/30/2025	122,001	3,153	4/30/2025	11,844	404
			3,153			404

Unit Number: 267

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	104,633	3,083	4/30/2025	10,289	399
			3,083			399

Unit Number: 268

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	124,021	3,081	4/30/2025	11,352	369
			3,081			369

Unit Number: 269

Mileage	Engine Hours

Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	121,404	2,525	4/30/2025	12,141	340
			2,525			340

Unit Number: 270

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	108,350	2,126	4/30/2025	10,844	267
			2,126			267

Unit Number: 271

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	126,145	2,940	4/30/2025	12,018	377
			2,940			377

Unit Number: 272

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	95,388	2,948	4/30/2025	9,220	381
			2,948			381

Unit Number: 273

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	87,309	3,100	4/1/2025	5,682	0
			3,100			0

Unit Number: 274

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	124,283	3,152	4/30/2025	12,544	392
			3,152			392

Unit Number: 275

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	105,152	3,247	4/30/2025	6,794	270
			3,247			270

Unit Number: 276

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	65,228	3,472	4/30/2025	5,212	314

3,472

314

Unit Number: 277

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	94,292	3,155	4/30/2025	6,447	280	
			3,155				280

Unit Number: 278

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	102,263	2,928	4/30/2025	6,983	309	
			2,928				309

Unit Number: 279

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	109,642	3,239	4/30/2025	8,121	319	
			3,239				319

Unit Number: 280

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	110,432	2,505	4/30/2025	8,010	237	
			2,505				237

Unit Number: 281

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	86,376	661	4/30/2025	5,674	49	
			661				49

Unit Number: 282

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	100,017	0	4/30/2025	9,161	720	
			0				720

Unit Number: 283

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	90,472	3,266	4/30/2025	6,380	320	
			3,266				320

Unit Number: 284

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	115,178	3,657	4/30/2025	8,598	336
			3,657	336		

Unit Number: 285

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	54,166	1	4/30/2025	3,514	0
			1	0		

Unit Number: 286

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/22/2025	100,604	1	4/22/2025	7,083	1
			1	1		

Unit Number: 287

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	70,592	1,801	4/30/2025	5,070	167
			1,801	167		

Unit Number: 288

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/10/2025	86,475	1	4/10/2025	7,597	0
			1	0		

Unit Number: 289

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	110,670	2,247	4/30/2025	7,384	273
			2,247	273		

Unit Number: 290

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	102,274	3,588	4/30/2025	7,685	205
			3,588	205		

Unit Number: 291

Mileage	Engine Hours
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Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025		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	
4/1/2025	4/30/2025	121,546	2,847	4/30/2025	11,245	390	
			2,847				390

Unit Number: 293

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	124,725	3,022	4/30/2025	3,623	353	
			3,022				353

Unit Number: 294

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	120,229	3,004	4/30/2025	10,389	282	
			3,004				282

Unit Number: 305

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/7/2025	85,285	0	4/7/2025	3,011	0	
			0				0

Unit Number: 306

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	97,571	3,331	4/30/2025	6,820	292	
			3,331				292

Unit Number: 354

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	124,384	3,222	4/30/2025	12,273	404	
			3,222				404

Unit Number: 355

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	111,417	2,976	4/30/2025	11,572	387

2,976

387

Unit Number: 356

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	105,030	1,857	4/30/2025	10,169	237	
			1,857				237

Unit Number: 357

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	115,487	3,056	4/30/2025	11,462	374	
			3,056				374

Unit Number: 358

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	116,617	871	4/30/2025	11,267	143	
			871				143

Unit Number: 359

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	119,792	2,303	4/30/2025	11,709	242	
			2,303				242

Unit Number: 360

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	97,138	1,463		4,693	0	
			1,463				0

Unit Number: 361

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025	4/30/2025	109,461	2,985	4/30/2025	10,761	391	
			2,985				391

Unit Number: 362

Date	Mileage			Engine Hours			
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven	
4/1/2025		71,730	0		6,110	0	
			0				0

Unit Number: 363

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	115,540	678	4/30/2025	11,230	87
			678	87		

Unit Number: 4609

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025		156,250	0		1,258	0
			0	0		

Unit Number: 494

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025		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
4/1/2025		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
4/1/2025		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
4/1/2025	4/24/2025	149,969	1,629	4/24/2025	885	101
			1,629	101		

Unit Number: 7758

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025		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
4/1/2025	4/30/2025	167,341	4,201	4/30/2025	20,016	683
			4,201			683

Unit Number: 982

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/28/2025	190,507	2,901	4/28/2025	22,257	382
			2,901			382

Unit Number: 983

Date	Mileage			Engine Hours		
	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
4/1/2025	4/30/2025	155,988	2,168	4/30/2025	16,693	364
			2,168			364

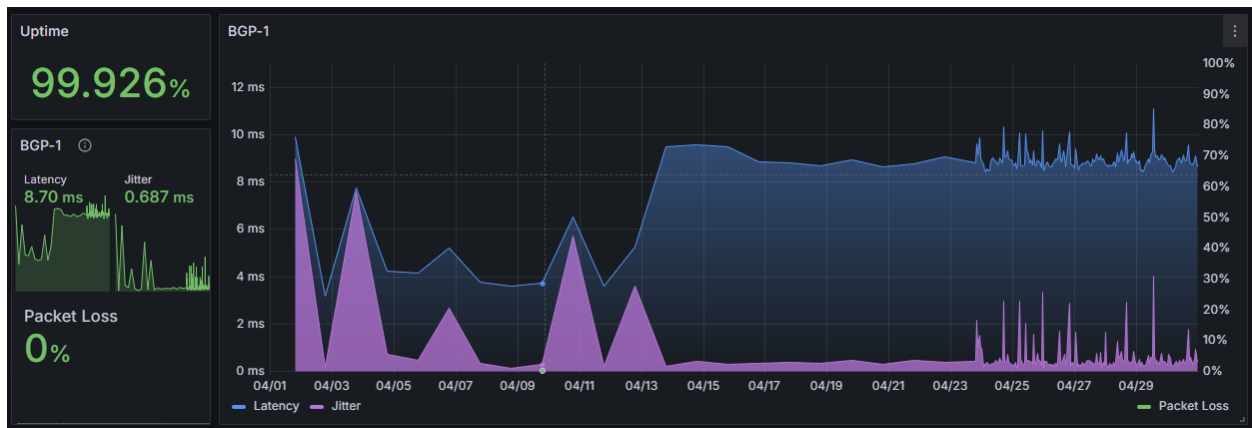


INFORMATION TECHNOLOGY
5/15/2025
REPORTING PERIOD APRIL, 2025

PROJECTS

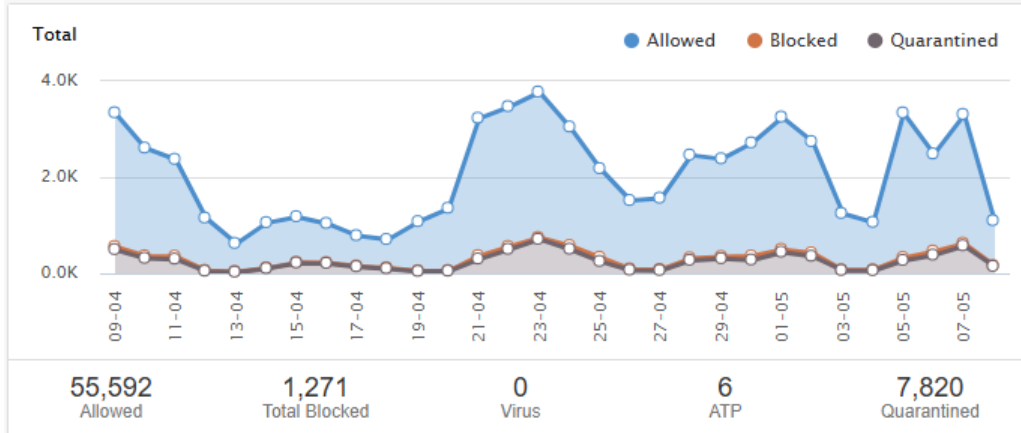
- SysAid Ticketing System Implementation – this project is underway following the Board approval in March of this year. Once fully implemented, this report will include performance statistics on IT service tickets.
- Updates to vehicle network equipment to add redundancy and reduce overall cost of operation.
- Station Alerting – Secondary notification devices are being installed at the 24 hour stations to help insure crews are getting dispatch notifications.

Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	11	1.61	+9.39	99.975%
Services	0	31.26	-31.26	100.000%

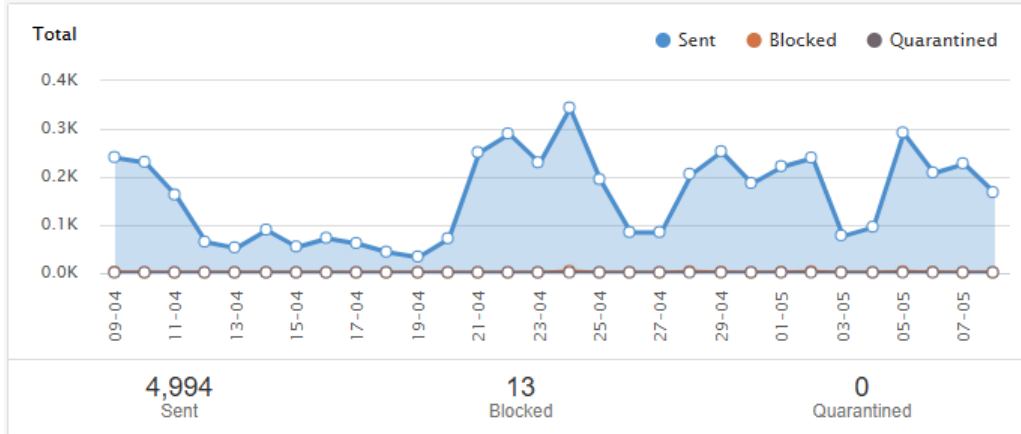




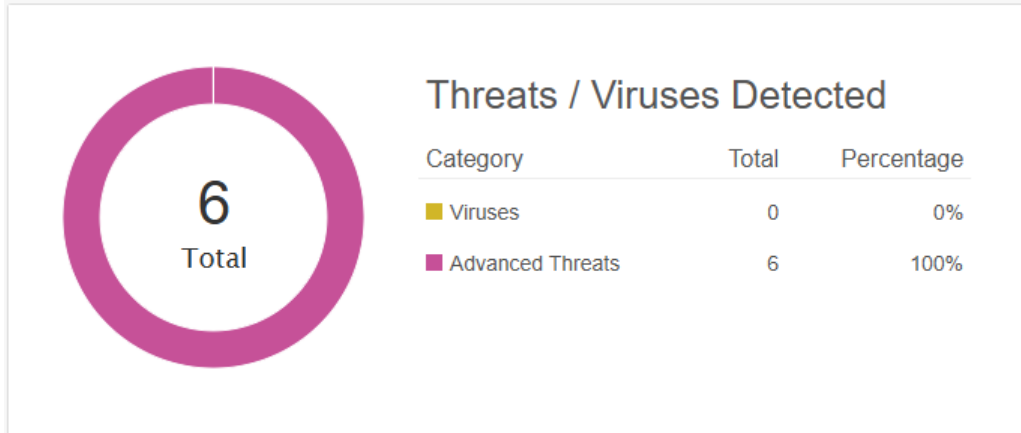
CYBERSECURITY/THREAT MITIGATION



Outbound Email Statistics: Overview

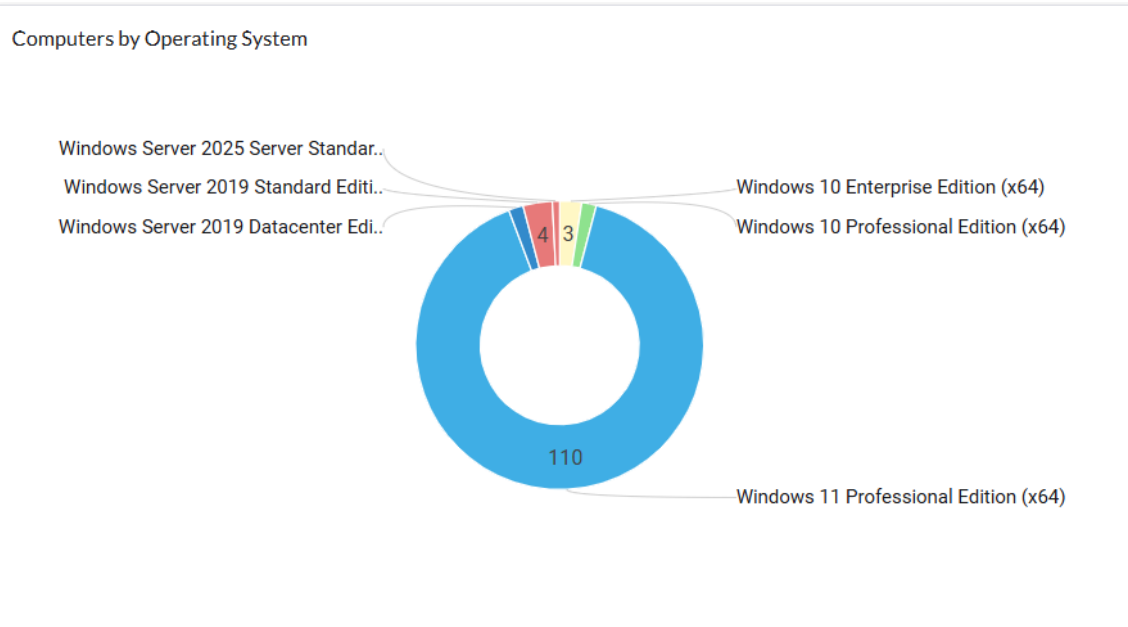


Total Threats / Viruses: Overview





ENDPOINT MANAGEMENT



Missing patches based on release time

	Critical	Important	Moderate	Low	Unrated
>120 days	Severity : Critical Age : 90-120 days	0	0	0	7
90-120 days	1	1	0	1	12
60-90 days	0	0	2	1	4
30-60 days	1	0	0	0	7
<30 days	6	4	0	0	22

*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

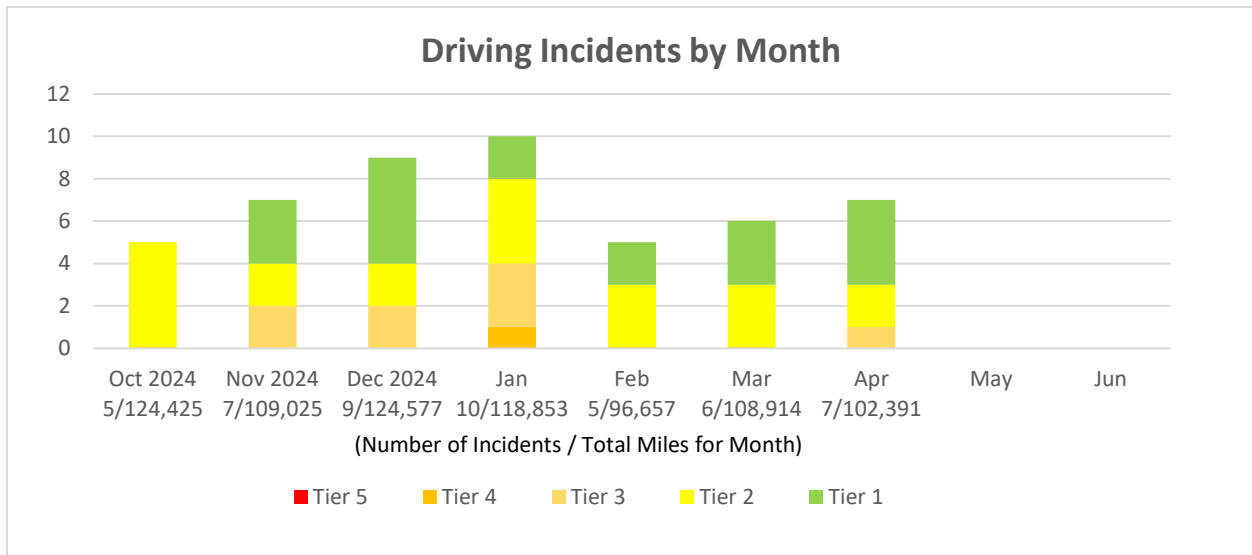
APRIL 1ST-30TH, 2025

Safety Items:

- Driving Incidents:
 - 7 total incidents
 - Tier 5 – 0
 - Tier 4 – 0
 - Tier 3 – 1
 - Tier 2 – 2
 - Tier 1 – 4 (2 Patient 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



- April 2025 Leading Root Causes:
 - Lack of spatial/situational awareness – 6
 - Backing – 0
 - 3rd party cause – 1

- 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 (1 open, 6 w/\$0 incurred)
 - 2024 (Jan-Dec): 14 (0 open, 7 w/\$0 incurred)
 - 2025 (Jan-Apr): 6
- Injury statistics included in Human Resources Report.
- Driver Monitoring cameras scoring for April 1st through 30th, 74.5% (158/212) of drivers at or above benchmark. Agency score of 82 (benchmark of 80).
- Driver Monitoring system identified April's highest risk factors as mobile device usage (including several instances of personal devices) and speeding.

Facilities Highlights or Milestone Items:

- April Maintenance Logs: 108 total
 - 40 preventative or routine maintenance tasks completed
 - 48 unscheduled repairs completed
 - 6 shoreline repairs/replacements
 - 14 miscellaneous requests
- Two maintenance technicians onboarded and trained.
- Continue punch list items on updated housing for M408
- Hurricane preparedness in progress (includes reviewing back up generator and fuel maintenance options, shoreline placement review, assist operations in preparing additional housing as needed)

Compliance Items:

- DSHS Updates: No outstanding items
 - DSHS Reports/Notifications: 1



APRIL 2025 CRITICAL FAILURES REVIEW:

7 Total:

- P0 – 1 (1 Mechanical)
- P1 – 0
- P2 – 4 (2 Human Error, 2 Equipment)
- P3 – 1 (1 Human Error)
- P4 – 1 (1 Equipment)

P0 – 4/1/2025 – Mechanical (Starter)

M409 was dispatched to a 9E01 Cardiac Arret. Following dispatch, Crew contacted Control and advised that their engine would not start. Call was reassigned to M440, who made scene. Total time from first keystroke to first unit on scene was 10 minutes 11 seconds, missing compliance. M440 transported the patient emergency to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 4/2/2025 – Human Error (Out of Service)

M408 was dispatched to a 26C02 Sick Person. Following dispatch, S300 contacted Control and requested M408 be taken out of service with no further explanation. Call was reassigned to M441, who made scene. Total time from first keystroke to first unit on scene was 12 minutes 39 seconds, missing compliance. M441 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 4/5/2025 – Human Error (Out of Service)

M447 was dispatched to a 26C01 Sick Person. Following dispatch, S300 contacted Control and requested M447 be taken out of service per CG50 Managing Stress Related Critical Incidents. Control assigned the call to M481, who made scene. Total time from first keystroke to first unit on scene was 13 minutes 9 seconds, missing compliance. M481 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 4/14/2025 – Equipment (Auto-Loader)

M425 was dispatched to a 10C01 Chest Pain and made scene. Total time from first keystroke to first unit on scene was 11 minutes 25 seconds, missing compliance. While on scene, M425 was unable to operate their stretcher to load the patient and requested a second unit for transport. Control assigned M440, who made

scene and took over patient care. M440 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 4/27/2025 – Equipment (Stretcher)

M410 was dispatched to a 6C01 Breathing Problems and made scene. Total time from first keystroke to first unit on scene was 12 minutes 4 seconds, missing compliance. While on scene, M410 was unable to operate their stretcher rails and requested a second unit for transport. Control assigned M483 who made scene and took over patient care. M483 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

P3 – 4/12/2025 – Human Error (Crew Error)

M406 was dispatched to a 10A01 Chest Pain. Following dispatch, S321 contacted Control and advised to place M406 out of service due to low fuel levels. Control reassigned the call to M403 who made scene. Total time from first keystroke to first unit on scene was 16 minutes 16 seconds, missing compliance. M403 completed the call with no patient transport. Incident was reviewed by Quality Team and resulted in no patient harm.

P4 – 4/7/2025 – Equipment (Auto-Loader)

M441 was dispatched to a 26A08 Sick Person and made scene. Total time from first keystroke to first unit on scene was 17 minutes 58 seconds. While on scene, M441 was unable to operate their stretcher to load the patient and requested a second unit for transport. Control assigned M423 to the call, who made scene and took over patient care. M423 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.

