REGULAR MEETING OF THE BOARD OF COMMISSIONERS

OCTOBER 28, 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 September 23, 2025 regular meeting;

REGULAR MEETING

5. Hear presentation on Annual Comprehensive Review Report prepared by EVO;

CHIEF EXECUTIVE OFFICER'S REPORT

HUMAN RESOURCES

CHIEF EXECUTIVE OFFICER REPORT

PROMOTIONS

- Zachary Yerian – ICP FTO
- Adam Reshkovsky – ICP FTO
- Thomas Martin – ICP FTO
- Ashley Harrison – Communications Training Officer

TURNOVER

1.44%

- Attendant Paramedic – Could not meet part time requirements
- In Charge Paramedic – Could not meet part time requirements
- Attendant Paramedic – No reason provided
- In Charge Paramedic – No reason provided

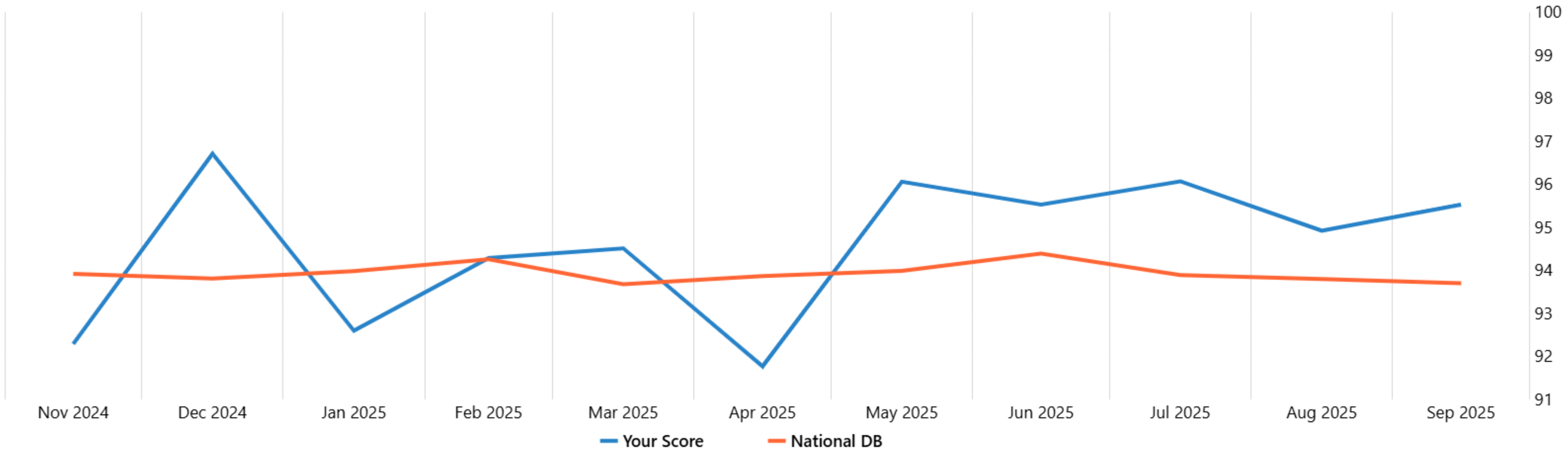
NEW HIRES

- Chelsey Alexander – Telecommunicator
- Corey Bacak – EMT
- Anna Robinson – EMT
- Alexa Johnson - EMT
- Joshua Melvin – EMT
- Greg Parran – EMT
- Matthew Coughran - EMT
- Jennica Slater – Attendant Paramedic
- Eleanor Howard-Kneitz - Attendant Paramedic
- Sierra Owen - Attendant Paramedic
- Christina Townsend - Attendant Paramedic
- Meredith Cabrera - Attendant Paramedic
- Courtland Healey - Attendant Paramedic
- Spencer Tabor - Attendant Paramedic
- Allison Perry - Attendant Paramedic
- Dillon Olvera - Attendant Paramedic
- Ray Arredonondo – In Charge Paramedic
- Chris Rutter - In Charge Paramedic
- Alicia Marshall - In Charge Paramedic
- Caitlin Shadow – PT In Charge Paramedic
- Samuel Scarber - PT In Charge Paramedic

PATIENT EXPERIENCE REPORT

CHIEF EXECUTIVE OFFICER REPORT

MONTHLY OVERALL SCORE TREND:



OPERATIONS

INCIDENTS	
Sept	5692
August	*5825*
vs prev month	+/-
-133	-2.34%

RESPONSES	
Sept	4988
August	*5098*
vs prev month	+/-
-110	-2.21%

TRANSPORTS	
Sept	3331
Aug	*3439*
vs prev month	+/-
-108	-3%

TRANSPORT %
70%

HH:MM:SS <= Level 7
100:01:00
14.00%

AVG Units per day (peak)
23

UHU'S	
Shift	Transp
24'S	
0.35	0.21
PEAK	
0.50	0.30

LIGHTS & SIRENS RESPONSE	
AVG Priority 1	AVG Priority 2
8:09:40	8:41:48
GOAL	GOAL
<10:00	*<15:00*

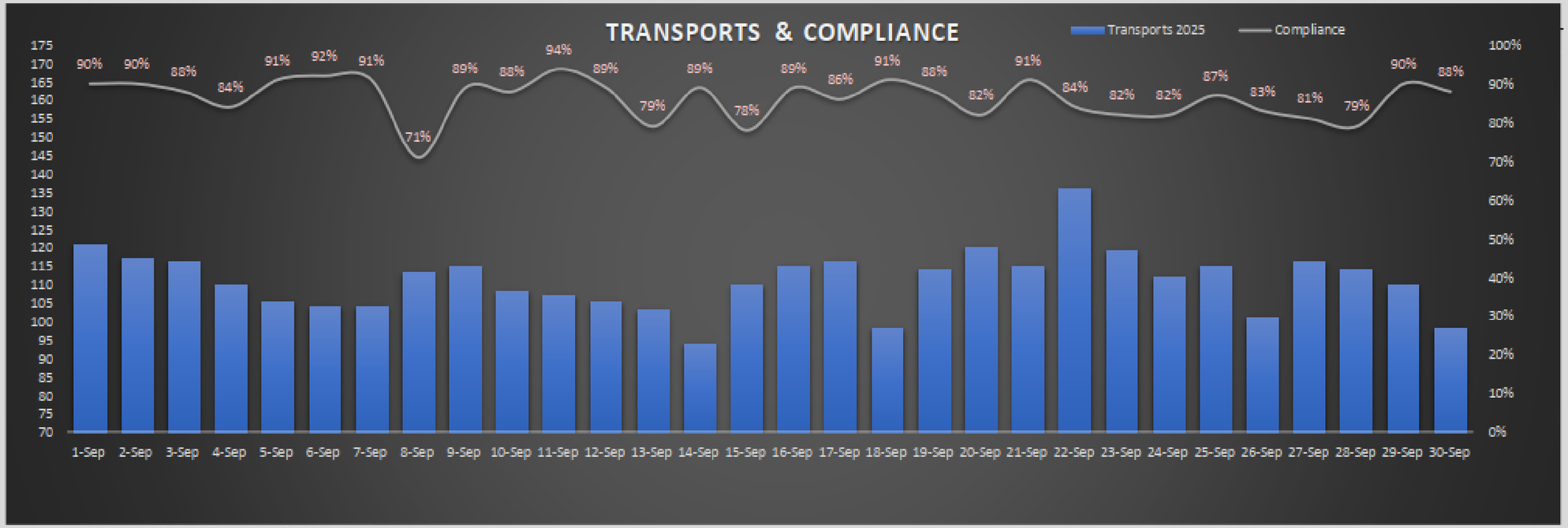
LOW ACUITY / NO LIGHTS & SIRENS	
AVG Priority 3	AVG Priority 4
9:33:36	13:30:34
GOAL	GOAL
<15:01	*<20:00*

COMPLIANCE
86%
GOAL
85%

Row Labels	Call out Type	Hours	% of Type
Call off	5	98.83	6.94%
Call Off-Family Emergency	8	105.75	11.11%
Call off-Illness	45	620.42	62.50%
Call Off-Non Work related injury	6	144	8.33%
call off-Personal	8	106	11.11%
Grand Total	**72**	**1075**	**100.00%**

CALL OFF	Sched UH's	Actual UH's
72	15648	13938.9
Call-Off Hours	**SHIFT COVERAGE**	
1074.97	89%	

Row Labels	Leave Types	Hours	%
Call off	5	98.83	2.27%
Call Off-Family Emergency	8	105.75	3.64%
Call off-Illness	45	620.42	20.45%
Call Off-Non Work related injury	6	144	2.73%
call off-Personal	8	106	3.64%
FMLA	43	900.5	19.55%
Leave	1	24	0.45%
Military Leave	2	48	0.91%
Paid Time Off	83	1242.5	37.73%
Shift Give Away	2	24	0.91%
Workcomp	17	302	7.73%
Grand Total	**220**	**3616**	**100.00%**



Hospital Wall Times AVG (hh:mm:ss)
0:45:31

primary hospitals

CONTROL			
VESTA	10-DIGIT	MUTAL AID	
		Given	*Received*
4845	5543	9	3

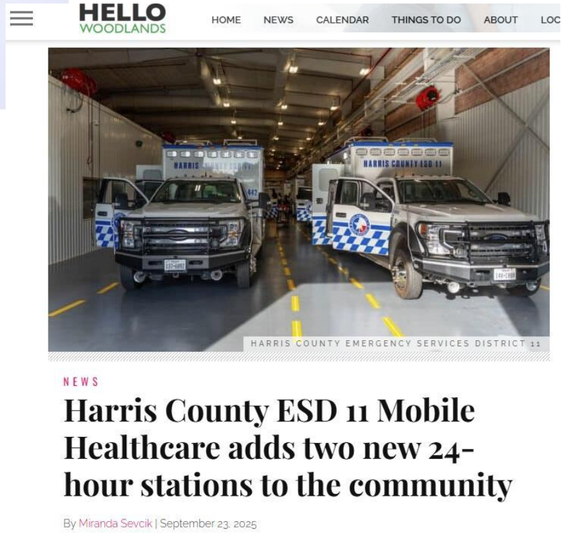
Lost Unit Hours
1213:54:18
LUH Truck Flip
1:42:13
Count of Truck Flip Events
2

PUBLIC RELATIONS

CHIEF EXECUTIVE OFFICER REPORT

MEDIA MENTIONS

- Community Impact Q&A about Jordan Anderson
- Community Impact, Hello Woodlands, Hello Cypress ran press releases about adding two new stations



OUTREACH

- PRs: 6
- CPR / AED classes: 2
- Speaking Engagements: 1 at the RC Health Services EMS Academy
- National Night Out – 6 events
- Community Trunk or Treat attended by more than 100 people

FLEET

CHIEF EXECUTIVE OFFICER REPORT

25 Preventative Maintenance

88 Additional Repairs

100,628 Total Miles

- **83,193** Ambulance Miles
- **17,435** Support Vehicle Miles

11,268 Engine Hours

24:37:21 Lost Unit Hours Due to Mechanical

FLEET

2025 VEHICLE PROCUREMENT UPDATE:

CHIEF EXECUTIVE OFFICER REPORT

3 Supervisor SUV's: Completed. Placed in service Jul. 2025

1 MIH/Supervisor SUV: received, currently at upfitter

3 New Ambulances: build out in process at vendor site

6 Ambulance Remounts

- 2 Regular Cab from SERVs: Complete. Placed in service Sep. 2025
- 2 Extended Cab from SERVs: in progress as remount facility
- 2 Extended Cab from Chastang Ford: Chassis received, awaiting remount

FLEET

2026 VEHICLE PROCUREMENT PLAN:

CHIEF EXECUTIVE OFFICER REPORT

12 Remounts

- Spaced throughout the year
- Likely 3 per quarter dependent on vendor
- Letter of Intent submitted
- Chassis to match current fleet through Chastang Ford Buyboard
- Remount by SERVS/Fleet Plus to match 2025 Remounts

4 New Ambulances

- Chassis & Box to match current 2025 builds
- Letter of Intent submitted
- Expected completion approximately Dec. 31, 2026

INFORMATION TECHNOLOGY

CHIEF EXECUTIVE OFFICER REPORT

Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	0	1.87	-1.87	100.000%
Services	28	29.05	-1.05	99.935%

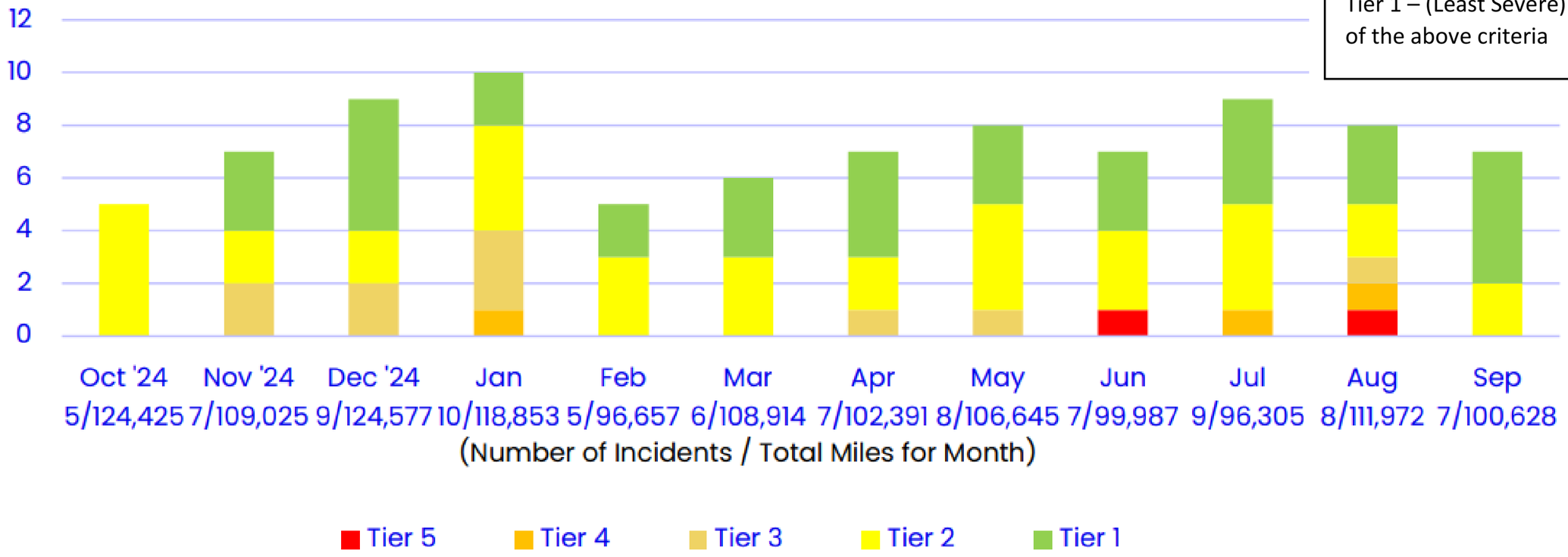
SAFETY

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

DSHS Updates:

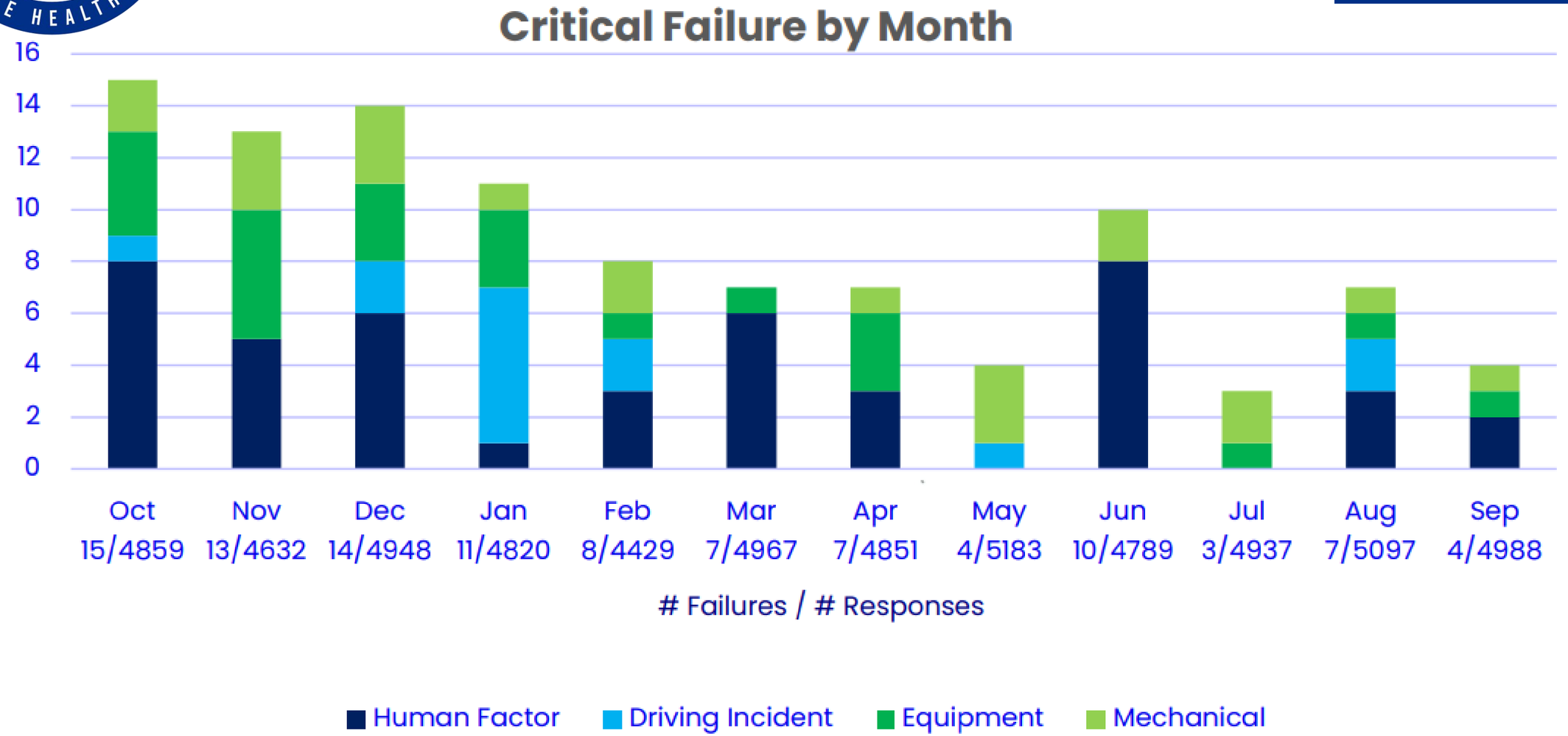
- No open outstanding items

Reports/Notifications: 3

- Completed Self Survey
- Station Location Updates for 411 & 412

CRITICAL FAILURES

CHIEF EXECUTIVE OFFICER REPORT



CHIEF EXECUTIVE OFFICER'S REPORT

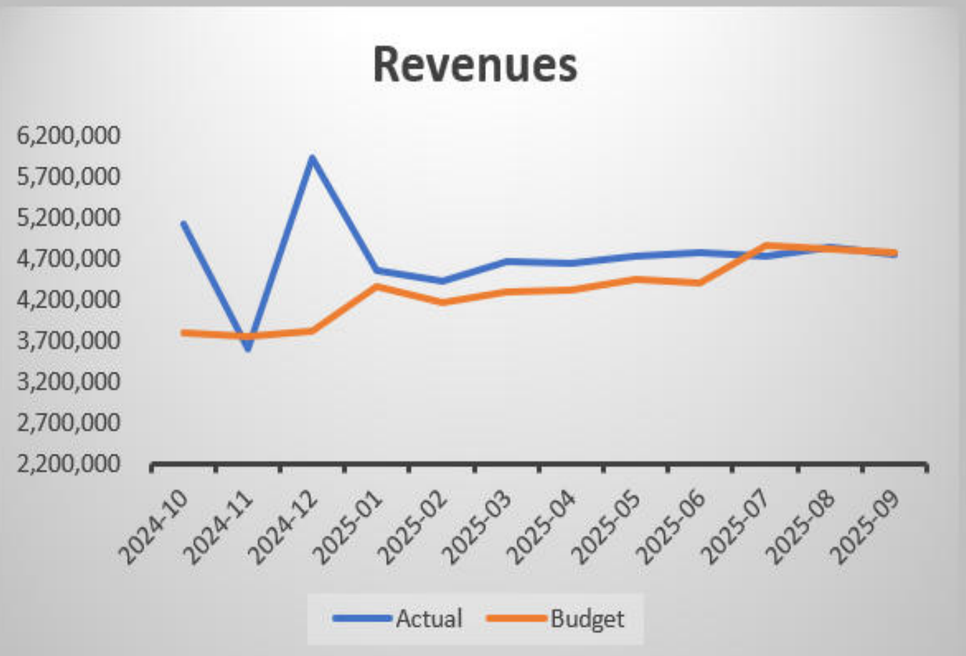
CHIEF FINANCIAL OFFICER REPORT

7. Adopt Order Declaring Property as Surplus or Salvage and Authorizing Sale or Disposal of Same;

CHIEF FINANCIAL OFFICER REPORT

Billing Net Revenue	Property Tax Revenue	Cash & Cash Equivalents	Pt Account Collection	Property Tax Collection
$2,129,612	$2,444,357	$28,046,173	$2,573,229	$29,061
Actual vs. Budget	Actual vs. Budget	Change from last year this month	Change from last year this month	Change from last year this month
($37,354)	($0)	$16,206,401	$36,387	$23,995

Wages & Benefits	Medical Supply		Debt	Net Assets
$2,618,512	$82,347		$46,915,000	$32,890,948
Actual vs. Budget	Actual vs. Budget		Change from last year this month	Change from last year this month
($118,849)	$21,435		($4,025,914)	$12,785,955



CHIEF FINANCIAL OFFICER REPORT

8A. Approve payment of bills and issuance of checks;

CHIEF FINANCIAL OFFICER REPORT

8B. review Investment Report;

CHIEF FINANCIAL OFFICER REPORT

8C. Review and adopt Fiscal Year Ending December 31, 2026 Budget;

REGULAR MEETING

9. Discuss property, liability, workers' compensation and cyber liability insurance renewal through Gallagher (expires December 31st);

REGULAR MEETING

10. Review and approve 2026 employee insurance/benefits;

REGULAR MEETING

11. Tax Assessor/Collector's Report;

REGULAR MEETING

12. Public Hearing on Proposed 2025 Tax Rate;

REGULAR MEETING

13. Adopt order Setting Rate and Levying Tax for 2025;

REGULAR MEETING

14. Attorney's Report, including review recent Public Information Act or subpoena requests and status of responses to the same, if any;

REGULAR MEETING

15.

District real estate matters, including:

a. presentation regarding preliminary site configuration for potential sale of remainder of administrative property; and

b. authorize requesting qualifications for engineering services for same;

REGULAR MEETING

16.

District personnel matters, including:

a. any pending employment related claims, and take any necessary actions on same;

b. discuss CEO annual evaluation process; and

c. review and approve District Organizational Chart;

REGULAR MEETING

17. Authorize Commissioner and staff attendance at SAFE-D Annual Conference

REGULAR MEETING

18. Reschedule November 25, 2025 and December 23, 2025 Board meetings, if necessary;

EXECUTIVE SESSION

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

ADJOURNMENT

HUMAN RESOURCES
OCTOBER 28, 2025
REPORTING: SEPTEMBER 2025

NEW HIRES

- Chelsey Alexander – Telecommunicator
- Corey Bacak – EMT
- Anna Robinson – EMT
- Alexa Johnson - EMT
- Joshua Melvin – EMT
- Greg Parran – EMT
- Matthew Coughran - EMT
- Jennica Slater – Attendant Paramedic
- Eleanor Howard-Kneitz - Attendant Paramedic
- Sierra Owen - Attendant Paramedic
- Christina Townsend - Attendant Paramedic
- Meredith Cabrera - Attendant Paramedic
- Courtland Healey - Attendant Paramedic
- Spencer Tabor - Attendant Paramedic
- Allison Perry - Attendant Paramedic
- Dillon Olvera - Attendant Paramedic
- Ray Arredonondo – In Charge Paramedic
- Chris Rutter - In Charge Paramedic
- Alicia Marshall - In Charge Paramedic
- Caitlin Shadow – PT In Charge Paramedic
- Samuel Scarber - PT In Charge Paramedic

PROMOTIONS

- Zachary Yerian – ICP FTO
- Adam Reshkovsky – ICP FTO
- Thomas Martin – ICP FTO
- Ashley Harrison – Communications Training Officer

VOLUNTARY TURNOVER

1.44%

- Attendant Paramedic – Could not meet part time requirements
- In Charge Paramedic – Could not meet part time requirements
- Attendant Paramedic – No reason provided
- In Charge Paramedic – No reason provided

EMPLOYEE INJURIES

Cause	Injury Area	Role	Hours Lost
Patient Handling	Back	Attendant	45
Exposure	Skin	Attendant	12
Fall/Stumble	Bottom	Attendant	38
Patient Handling	Shoulder	ICP	ongoing
Needlestick	Finger	Attendant	2.5
Repetitive Motion	Hip	Logistics	2

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

September 01, 2025 to September 30, 2025

Your Score

96.72

Your Patients in this Report

24

Number of National Database Patients in this Report

6989

Total EMS Organizations

251

Executive Summary

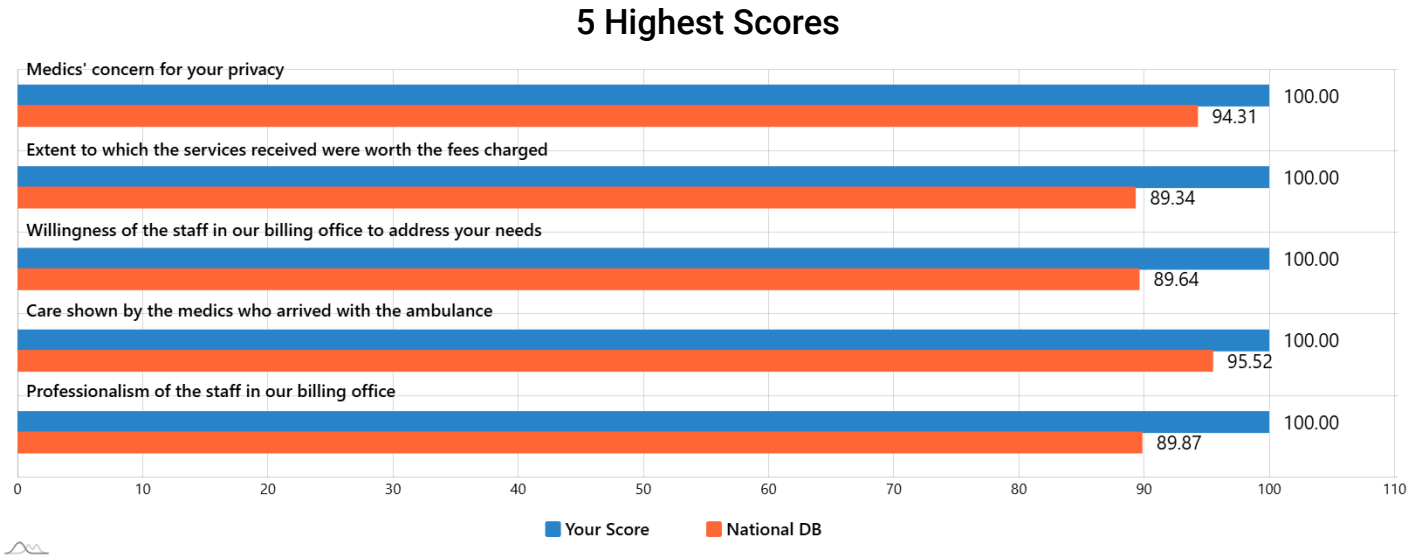
Your overall score for the period selected is **96.72**, a difference of **+0.36**, compared to your score from the previous year, **96.36**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **91**%.

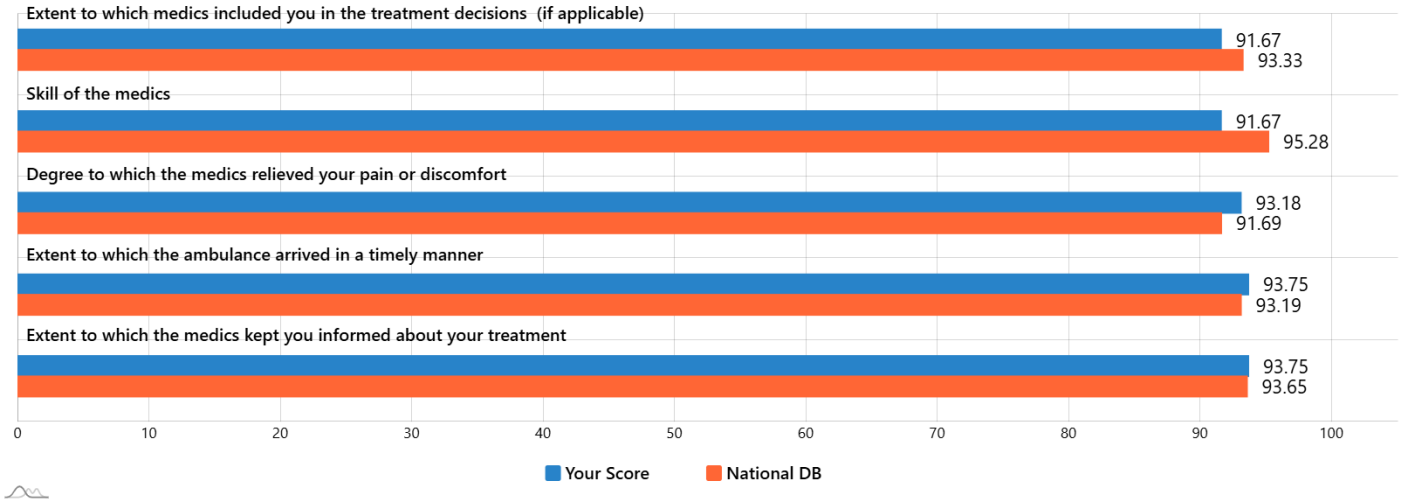
In addition, your rolling **12-** month score of **95.89** is a difference of **+2.41** from the national database score of **93.48**.

When compared to all organizations in the national database, your score of **95.89** is ranked **25th**.

Highest and Lowest Scores



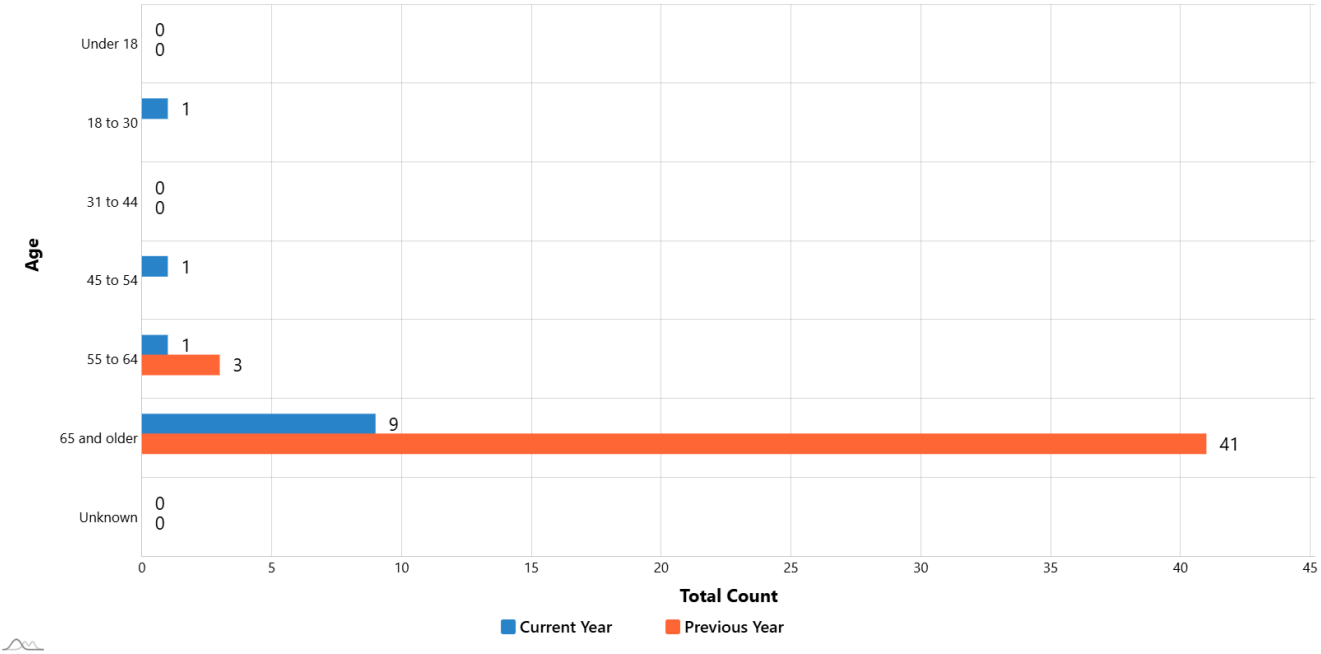
5 Lowest Scores



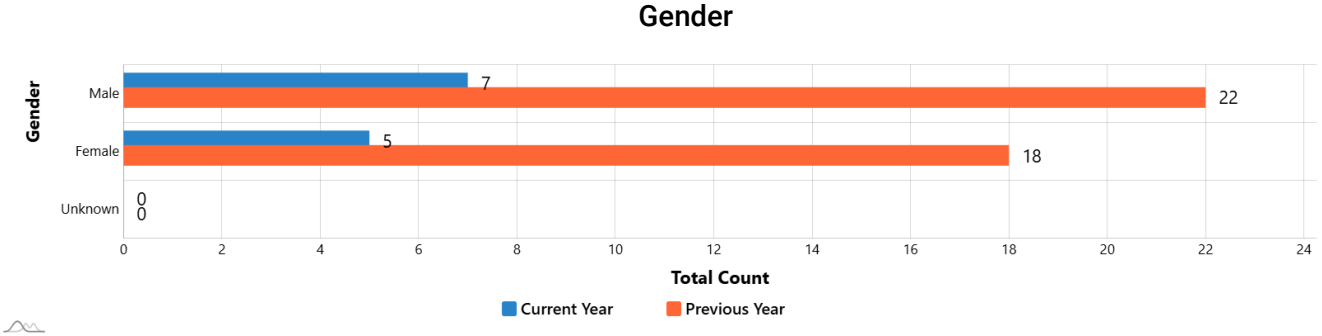
Demographics

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

Age



Gender

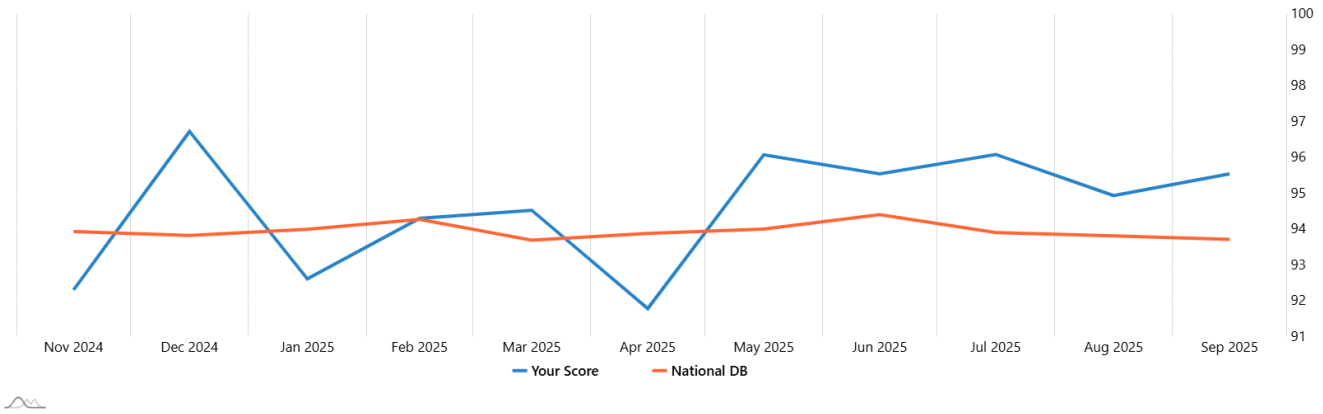


Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	100.00	90.00	+10.00	89.86
Willingness of the staff in our billing office to address your needs	100.00	90.00	+10.00	89.64
Comfort of the ride	97.22	89.29	+7.94	88.09
Extent to which the services received were worth the fees charged	100.00	93.42	+6.58	89.34
Skill of the person driving the ambulance	100.00	95.83	+4.17	94.89
Medics' concern for your privacy	100.00	97.56	+2.44	94.36
Extent to which our staff eased your entry into the medical facility	100.00	97.97	+2.03	94.48
Cleanliness of the ambulance	97.73	95.73	+2.00	95.48
Extent to which you were told what to do until the ambulance arrived	97.22	95.24	+1.98	92.83
Concern shown by the person you called for ambulance service	97.73	96.51	+1.22	93.68

Decreases	Current	Previous	(+/-)	National DB
Skill of the medics	91.67	98.26	-6.59	95.26
Extent to which medics included you in the treatment decisions (if applicable)	91.67	96.62	-4.95	93.33
How well did our staff work together to care for you	93.75	97.56	-3.81	94.53
Overall rating of the care provided by our Emergency Medical Transportation service	95.45	98.75	-3.30	94.67
Helpfulness of the person you called for ambulance service	93.75	96.43	-2.68	94.15
Extent to which the medics kept you informed about your treatment	93.75	96.43	-2.68	93.70
Extent to which the ambulance arrived in a timely manner	93.75	95.35	-1.60	93.19
Degree to which the medics relieved your pain or discomfort	93.18	94.59	-1.41	91.78
Likelihood of recommending this ambulance service to others	95.83	96.79	-0.96	93.99
Degree to which the medics took your problem seriously	97.92	98.84	-0.92	95.31

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.

	Sep 2025
Helpfulness of the person you called for ambulance service	93.75
Concern shown by the person you called for ambulance service	97.73
Extent to which you were told what to do until the ambulance arrived	97.22
Extent to which the ambulance arrived in a timely manner	93.75
Cleanliness of the ambulance	97.73
Comfort of the ride	97.22
Skill of the person driving the ambulance	100.00
Care shown by the medics who arrived with the ambulance	100.00
Degree to which the medics took your problem seriously	97.92
Degree to which the medics listened to you and/or your family	100.00
Skill of the medics	91.67
Extent to which the medics kept you informed about your treatment	93.75
Extent to which medics included you in the treatment decisions (if applicable)	91.67
Degree to which the medics relieved your pain or discomfort	93.18
Medics' concern for your privacy	100.00
Extent to which medics cared for you as a person	100.00

	Sep 2025
Professionalism of the staff in our billing office	100.00
Willingness of the staff in our billing office to address your needs	100.00
How well did our staff work together to care for you	93.75
Extent to which our staff eased your entry into the medical facility	100.00
Appropriateness of Emergency Medical Transportation treatment	97.73
Extent to which the services received were worth the fees charged	100.00
Overall rating of the care provided by our Emergency Medical Transportation service	95.45
Likelihood of recommending this ambulance service to others	95.83
Respondents	24
Overall Score	**96.72**

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	**0**	**3**	**5**	**15**	**236**	**91%**	**77%**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Medic	**0**	**3**	**0**	**5**	**93**	**92%**	**82%**
Degree to which the medics took your problem seriously	0	0	0	1	11	92%	85%
Medics' concern for your privacy	0	0	0	0	10	100%	81%
Degree to which the medics relieved your pain or discomfort	0	0	0	3	8	73%	75%
Care shown by the medics who arrived with the ambulance	0	0	0	0	12	100%	85%
Extent to which medics cared for you as a person	0	0	0	0	12	100%	85%
Skill of the medics	0	1	0	1	10	83%	84%
Extent to which medics included you in the treatment decisions (if applicable)	0	1	0	0	8	89%	80%
Degree to which the medics listened to you and/or your family	0	0	0	0	11	100%	84%
Extent to which the medics kept you informed about your treatment	0	1	0	0	11	92%	80%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Ambulance	**0**	**0**	**1**	**3**	**37**	**90%**	**77%**
Skill of the person driving the ambulance	0	0	0	0	9	100%	81%
Comfort of the ride	0	0	0	1	8	89%	67%
Extent to which the ambulance arrived in a timely manner	0	0	1	1	10	83%	78%
Cleanliness of the ambulance	0	0	0	1	10	91%	83%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Overall Experience	**0**	**0**	**4**	**2**	**67**	**92%**	**80%**
Likelihood of recommending this ambulance service to others	0	0	2	0	22	92%	84%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	0	10	91%	82%
Extent to which our staff eased your entry into the medical facility	0	0	0	0	9	100%	81%
Extent to which the services received were worth the fees charged	0	0	0	0	6	100%	71%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	1	10	91%	81%
How well did our staff work together to care for you	0	0	1	1	10	83%	81%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Billing Office Staff	**0**	**0**	**0**	**0**	**12**	**100%**	**66%**
Professionalism of the staff in our billing office	0	0	0	0	6	100%	66%
Willingness of the staff in our billing office to address your needs	0	0	0	0	6	100%	66%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Dispatch	**0**	**0**	**0**	**5**	**27**	**85%**	**78%**
Concern shown by the person you called for ambulance service	0	0	0	1	10	91%	79%
Extent to which you were told what to do until the ambulance arrived	0	0	0	1	8	89%	76%
Helpfulness of the person you called for ambulance service	0	0	0	3	9	75%	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.

Overall Experience Composite

	Current	Previous	+/-	National DB
Extent to which our staff eased your entry into the medical facility	100.00	+2.03	97.97	94.49
Likelihood of recommending this ambulance service to others	95.83	-0.96	96.79	93.96
Extent to which the services received were worth the fees charged	100.00	+6.58	93.42	89.34
How well did our staff work together to care for you	93.75	-3.81	97.56	94.52
Overall rating of the care provided by our Emergency Medical Transportation service	95.45	-3.30	98.75	94.65
Appropriateness of Emergency Medical Transportation treatment	97.73	-0.35	98.08	94.41
Overall Composite Score	97.13	+0.03	97.10	93.56

Ambulance Composite

	Current	Previous	+/-	National DB
Skill of the person driving the ambulance	100.00	+4.17	95.83	94.88
Extent to which the ambulance arrived in a timely manner	93.75	-1.60	95.35	93.19
Comfort of the ride	97.22	+7.93	89.29	88.09
Cleanliness of the ambulance	97.73	+2.00	95.73	95.42
Overall Composite Score	97.17	+3.12	94.05	92.89

Dispatch Composite

	Current	Previous	+/-	National DB
Extent to which you were told what to do until the ambulance arrived	97.22	+1.98	95.24	92.83
Concern shown by the person you called for ambulance service	97.73	+1.22	96.51	93.74
Helpfulness of the person you called for ambulance service	93.75	-2.68	96.43	94.14
Overall Composite Score	96.23	+0.17	96.06	93.57

Medic Composite

	Current	Previous	+/-	National DB
Degree to which the medics relieved your pain or discomfort	93.18	-1.41	94.59	91.69
Extent to which the medics kept you informed about your treatment	93.75	-2.68	96.43	93.65
Extent to which medics included you in the treatment decisions (if applicable)	91.67	-4.95	96.62	93.33
Degree to which the medics took your problem seriously	97.92	-0.92	98.84	95.31
Degree to which the medics listened to you and/or your family	100.00	+1.16	98.84	94.95
Care shown by the medics who arrived with the ambulance	100.00	+1.16	98.84	95.52

	Current	Previous	+/-	National DB
Skill of the medics	91.67	-6.59	98.26	95.28
Extent to which medics cared for you as a person	100.00	+1.19	98.81	95.32
Medics' concern for your privacy	100.00	+2.44	97.56	94.31
Overall Composite Score	96.46	-1.18	97.64	94.37

Billing Office Staff Composite

	Current	Previous	+/-	National DB
Professionalism of the staff in our billing office	100.00	+10.00	90.00	89.87
Willingness of the staff in our billing office to address your needs	100.00	+10.00	90.00	89.64
Overall Composite Score	100.00	+10.00	90.00	89.75

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
Medics' concern for your privacy	100.00	93.90
Degree to which the medics took your problem seriously	97.92	94.92
Degree to which the medics relieved your pain or discomfort	93.18	91.20
Degree to which the medics listened to you and/or your family	100.00	94.56
Extent to which medics included you in the treatment decisions (if applicable)	91.67	92.98
Skill of the medics	91.67	94.92
Extent to which medics cared for you as a person	100.00	94.94
Care shown by the medics who arrived with the ambulance	100.00	95.18
Extent to which the medics kept you informed about your treatment	93.75	93.28

Ambulance	Your Score	National DB
Comfort of the ride	97.22	87.65
Cleanliness of the ambulance	97.73	95.09
Skill of the person driving the ambulance	100.00	94.56
Extent to which the ambulance arrived in a timely manner	93.75	92.72

Dispatch	Your Score	National DB
Helpfulness of the person you called for ambulance service	93.75	93.75
Extent to which you were told what to do until the ambulance arrived	97.22	92.43
Concern shown by the person you called for ambulance service	97.73	93.36

Billing Office Staff	Your Score	National DB
Professionalism of the staff in our billing office	100.00	89.62
Willingness of the staff in our billing office to address your needs	100.00	89.39

Overall Experience	Your Score	National DB
Likelihood of recommending this ambulance service to others	95.83	93.42
Extent to which our staff eased your entry into the medical facility	100.00	94.08
Overall rating of the care provided by our Emergency Medical Transportation service	95.45	94.24
Appropriateness of Emergency Medical Transportation treatment	97.73	94.07
Extent to which the services received were worth the fees charged	100.00	88.88
How well did our staff work together to care for you	93.75	94.13

Benchmark Comparison By Question

	Your Score	Texas
Helpfulness of the person you called for ambulance service	93.75	95.68
Concern shown by the person you called for ambulance service	97.73	95.31
Extent to which you were told what to do until the ambulance arrived	97.22	94.85
Extent to which the ambulance arrived in a timely manner	93.75	94.37
Cleanliness of the ambulance	97.73	96.83
Comfort of the ride	97.22	90.94
Skill of the person driving the ambulance	100.00	95.95
Care shown by the medics who arrived with the ambulance	100.00	96.41
Degree to which the medics took your problem seriously	97.92	95.93
Degree to which the medics listened to you and/or your family	100.00	94.99
Skill of the medics	91.67	95.55
Extent to which the medics kept you informed about your treatment	93.75	94.68
Extent to which medics included you in the treatment decisions (if applicable)	91.67	94.06
Degree to which the medics relieved your pain or discomfort	93.18	92.21
Medics' concern for your privacy	100.00	95.14
Extent to which medics cared for you as a person	100.00	95.90
Professionalism of the staff in our billing office	100.00	91.45
Willingness of the staff in our billing office to address your needs	100.00	91.09
How well did our staff work together to care for you	93.75	95.33
Extent to which our staff eased your entry into the medical facility	100.00	95.42
Appropriateness of Emergency Medical Transportation treatment	97.73	95.46
Extent to which the services received were worth the fees charged	100.00	91.75
Overall rating of the care provided by our Emergency Medical Transportation service	95.45	95.80
Likelihood of recommending this ambulance service to others	95.83	95.67
Overall Score	**97.01**	**94.62**

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		251
Minimum score	60.93	1.00
Maximum score	100.00	100.00
Mean score	95.89	93.48
Your Percentile		71st
Your rank		25

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
TUESDAY, OCTOBER 28, 2025
REPORTING: SEPTEMBER 2025

INCIDENTS	
Sept	5692
August	*5825*
vs prev month	+/-
-133	-2.34%

RESPONSES	
Sept	4988
August	*5098*
vs prev month	+/-
-110	-2.21%

TRANSPORTS	
Sept	3331
Aug	*3439*
vs prev month	+/-
-108	-3%

TRANSPORT %
70%

HH:MM:SS <= Level 7
100:01:00
14.00%

AVG Units per day (peak)
23

UHU'S	
Shift	Transp
24'S	
0.35	0.21
PEAK	
0.50	0.30

LIGHTS & SIRENS RESPONSE	
AVG Priority 1	AVG Priority 2
8:09:40	8:41:48
GOAL	GOAL
<10:00	*<15:00*

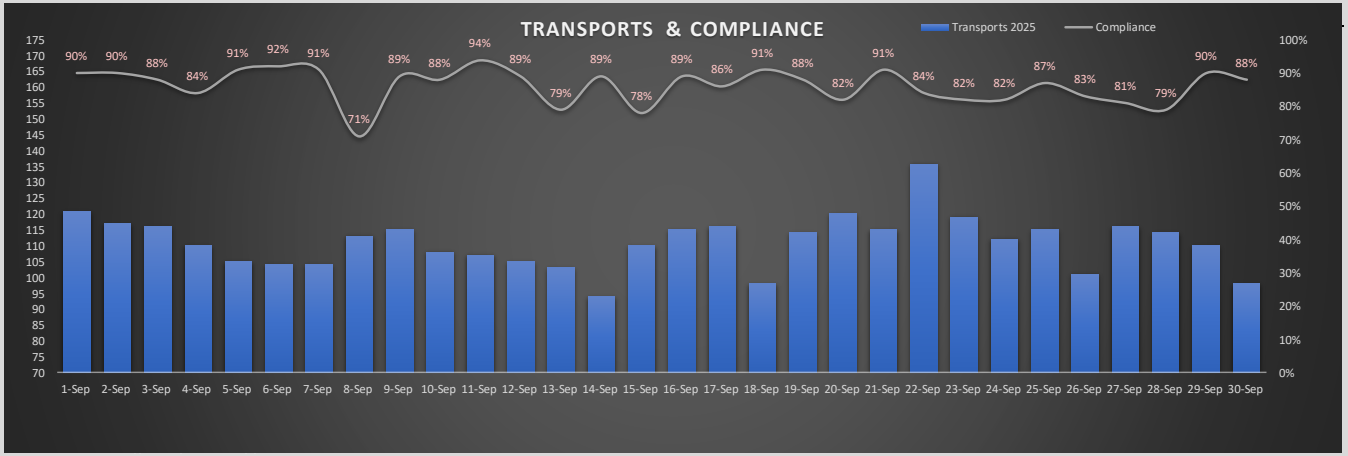
LOW ACUITY / NO LIGHTS & SIRENS	
AVG Priority 3	AVG Priority 4
9:33:36	13:30:34
GOAL	GOAL
<15:01	*<20:00*

COMPLIANCE
86%
GOAL
85%

Row Labels	Call out Type	Hours	% of Type
Call off	5	98.83	6.94%
Call Off-Family Emergency	8	105.75	11.11%
Call off-Illness	45	620.42	62.50%
Call Off-Non Work related injury	6	144	8.33%
call off-Personal	8	106	11.11%
Grand Total	**72**	**1075**	**100.00%**

CALL OFF	Sched UH's	Actual UH's
72	15648	13938.9
Call-Off Hours	**SHIFT COVERAGE**	
1074.97	89%	

Row Labels	Leave Types	Hours	%
Call off	5	98.83	2.27%
Call Off-Family Emergency	8	105.75	3.64%
Call off-Illness	45	620.42	20.45%
Call Off-Non Work related injury	6	144	2.73%
call off-Personal	8	106	3.64%
FMLA	43	900.5	19.55%
Leave	1	24	0.45%
Military Leave	2	48	0.91%
Paid Time Off	83	1242.5	37.73%
Shift Give Away	2	24	0.91%
Workcomp	17	302	7.73%
Grand Total	**220**	**3616**	**100.00%**



Hospital Wall Times AVG (hh:mm:ss)
0:45:31

primary hospitals

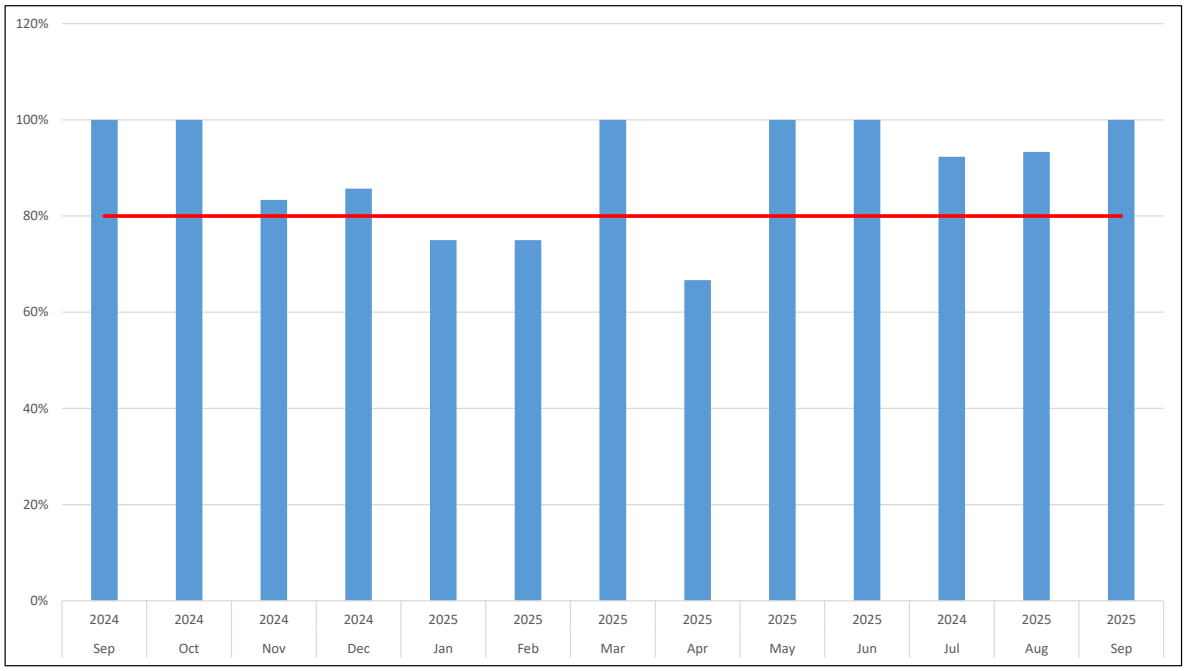
CONTROL			
VESTA	10-DIGIT	MUTAL AID	
		Given	*Received*
4845	5543	9	3

Lost Unit Hours
1213:54:18
LUH Truck Flip
1:42:13
Count of Truck Flip Events
2

Prepared by: Kevin Nutt

STEMI-01

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



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2024	2025	2025
Numerator:	11	6	5	12	9	6	8	4	6	12	12	14	4
Denominator:	11	6	6	14	12	8	8	6	6	12	13	15	4
Percentage:	100%	100%	83%	86%	75%	75%	100%	67%	100%	100%	92%	93%	100%
Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

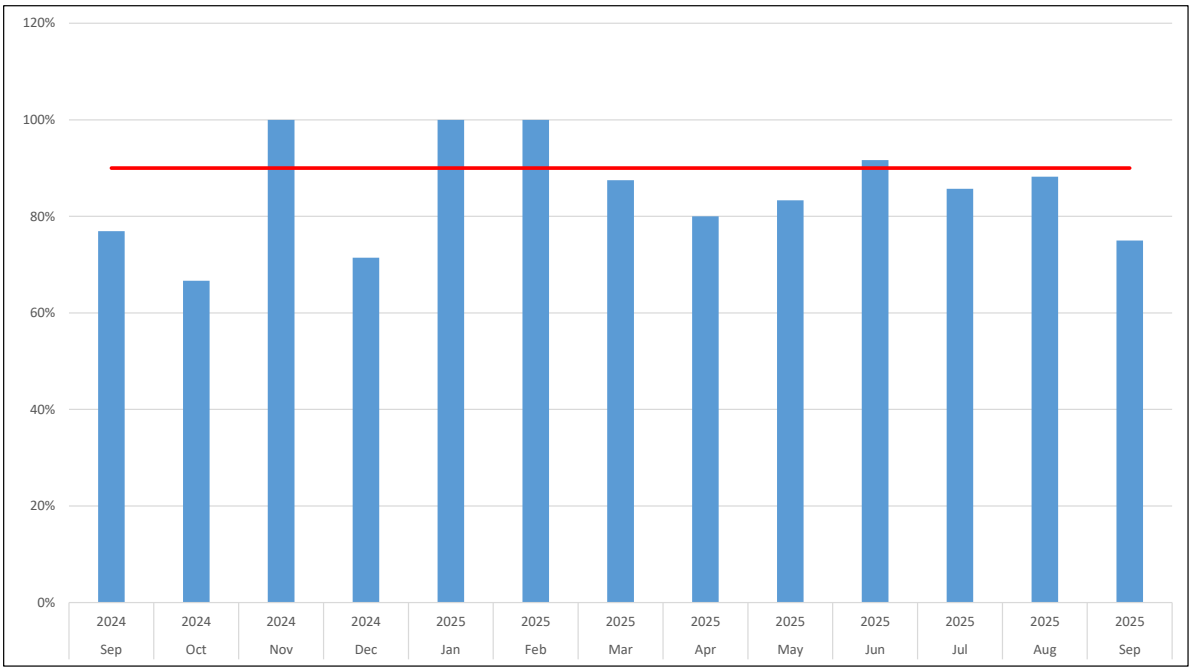
Numerator:	12-lead acquired less than (or equal to) 10 minutes from Patient Contact time Obtained by CQI review PCR, documented times, with Zoll data confirmation

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

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

STEMI-02

ASPIRIN ADMINISTRATION FOR PATIENTS SUSPECTED OF STEMI



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	10	4	7	10	13	8	7	4	5	11	12	15	6
Denominator:	13	6	7	14	13	8	8	5	6	12	14	17	8
Percentage:	77%	67%	100%	71%	100%	100%	88%	80%	83%	92%	86%	88%	75%
Goal	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

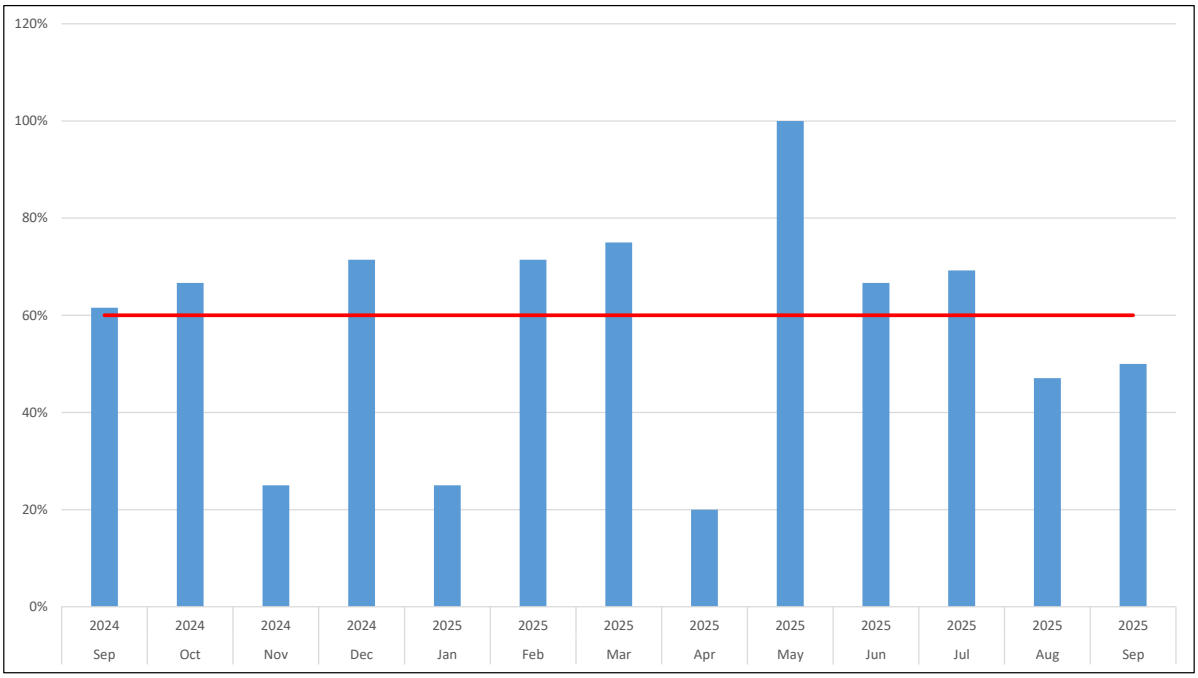
Numerator:	Patients that received 324mg ASA PTA self-administered, as directed by ESD11 calltaker, or by Obtained by CQI review of interventions and narrative

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	

STEMI-03

SCENE TIME LESS THAN 15 MINUTES FOR PATIENTS SUSPECTED OF STEMI



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	8	4	2	10	2	10	6	1	6	8	9	8	2
Denominator:	13	6	8	14	8	14	8	5	6	12	13	17	4
Percentage:	62%	67%	25%	71%	25%	71%	75%	20%	100%	67%	69%	47%	50%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

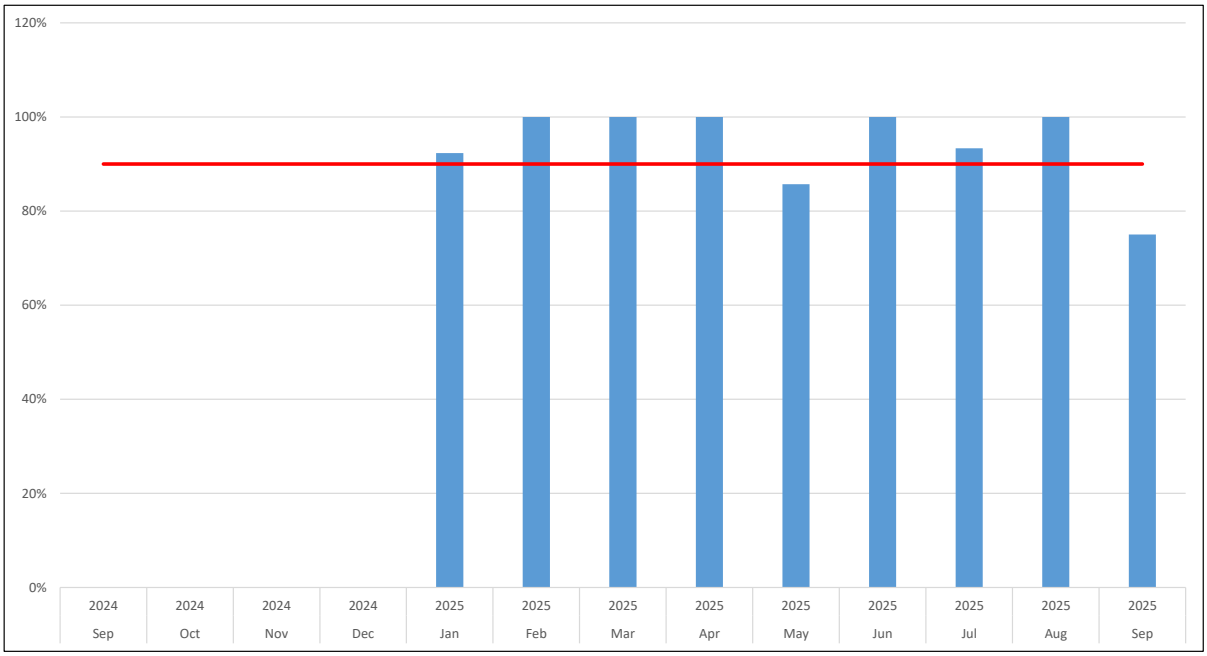
Numerator:	Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport' Obtained by CQI review and documented time.

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-04

STEMI ACTIVATION LESS THAN 10 MINS AFTER POSITIVE STEMI 12 LEAD



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:					12	5	8	6	6	12	14	17	6
Denominator:					13	5	8	6	7	12	15	17	8
Percentage:	#DIV/0!	#####	#####	#####	92%	100%	100%	100%	86%	100%	93%	100%	75%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

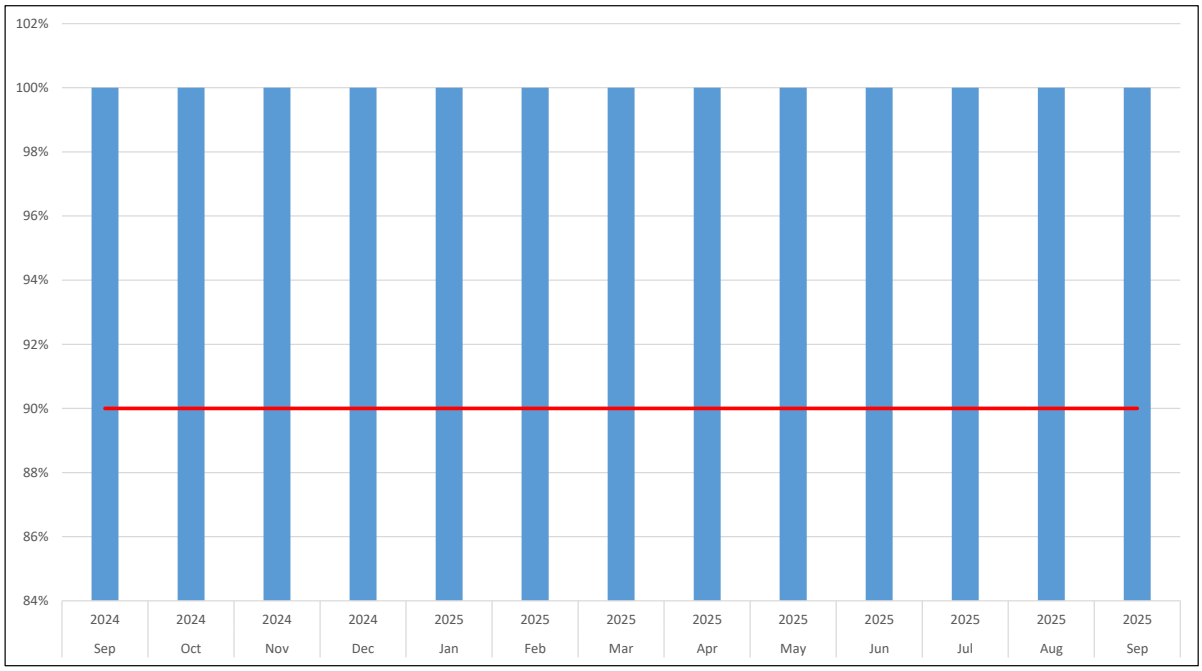
Numerator:	Advanced notification documented (intervention, narrative, otherwise) Obtained by CQI review of PCR

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

Exclusions:	None

STEMI-05

TRANSPORT TO APPROPRIATE DESTINATION FOR PATIENTS SUSPECTED OF STEMI



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	5	12	14	13	6	8	8	6	7	12	15	17	8
Denominator:	5	12	14	13	6	8	8	6	7	12	15	17	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%

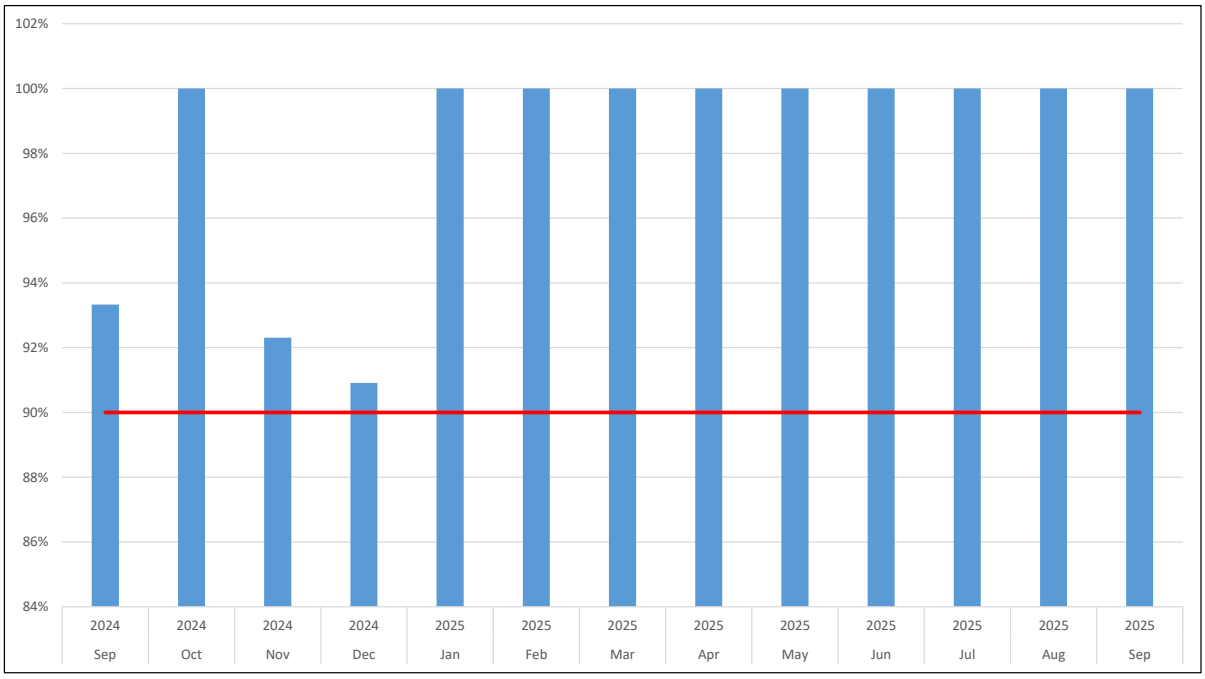
Numerator:	Patients that were transported to a PCI center Obtained by CQI review and compared to CG-29 Destination Determination Grid

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:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	14	17	12	10	13	15	15	17	17	15	10	22	16
Denominator:	15	17	13	11	13	15	15	17	17	15	10	22	16
Percentage:	93%	100%	92%	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

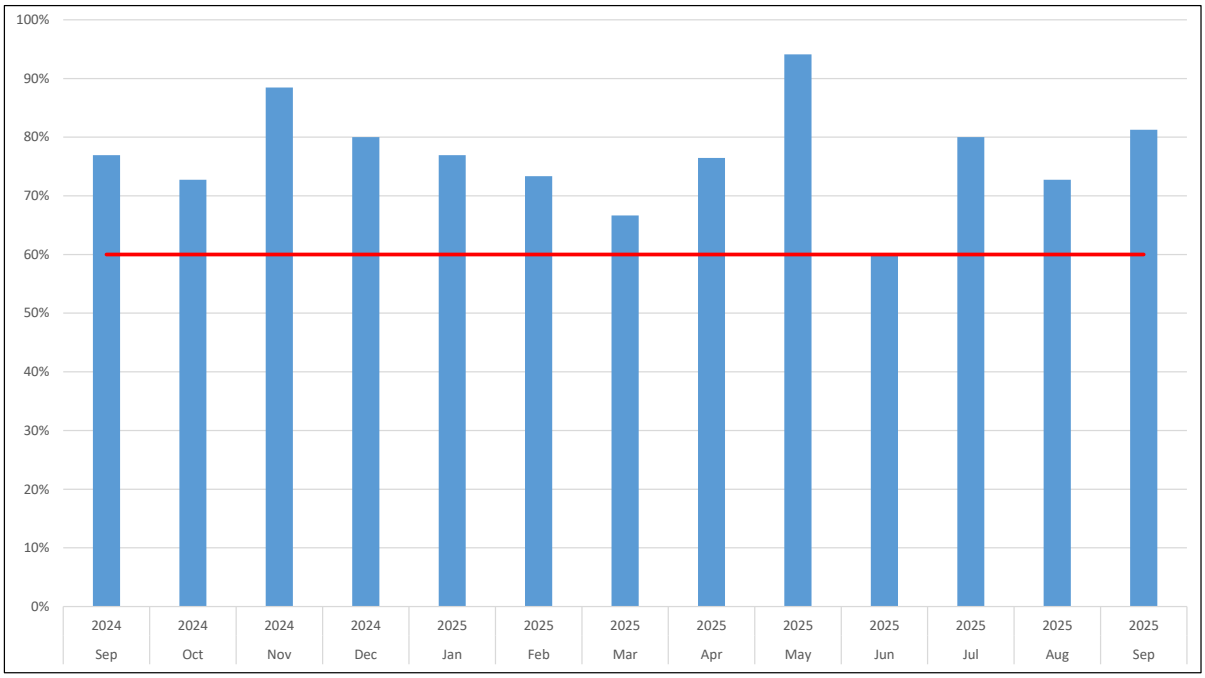
Numerator:	Glucose documented within PCR Obtained by CQI review PCR

Denominator:	Includes patients that ESD11 provider suspected Stroke 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:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	10	8	23	12	10	11	10	13	16	9	8	16	13
Denominator:	13	11	26	15	13	15	15	17	17	15	10	22	16
Percentage:	77%	73%	88%	80%	77%	73%	67%	76%	94%	60%	80%	73%	81%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

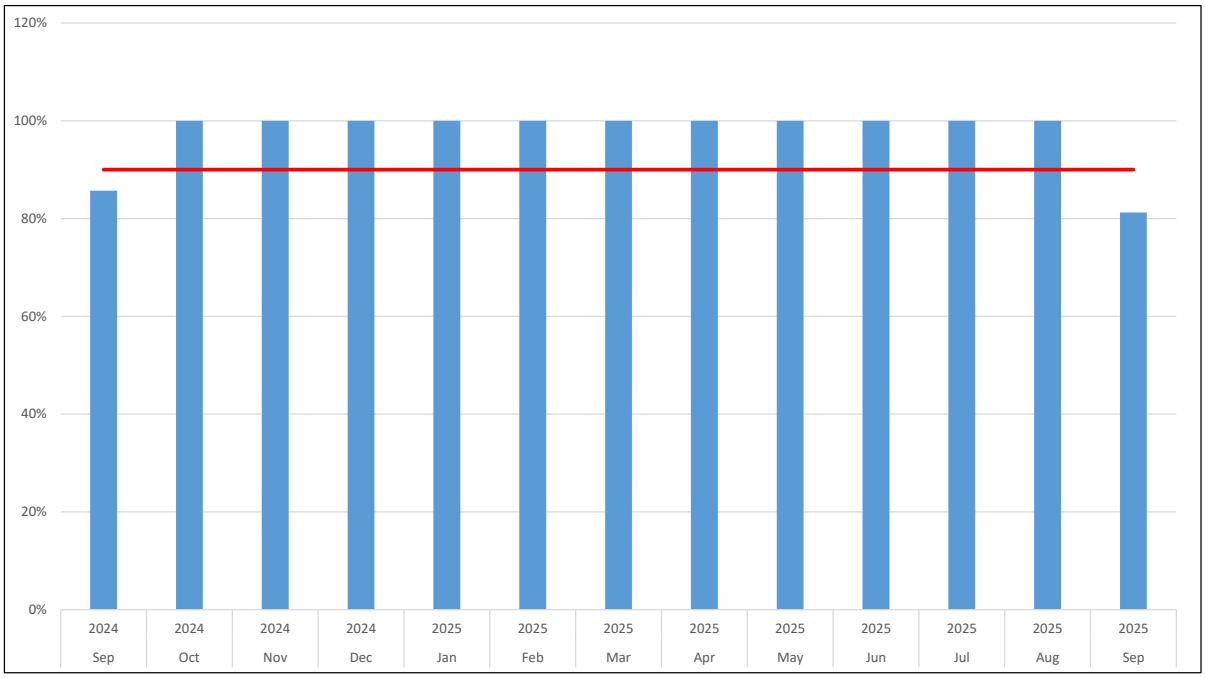
Numerator:	Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport' Obtained by CQI review and documented time. Justification is subjective determination by CQI reviewer

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:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	12	11	26	15	13	15	15	17	17	15	10	22	13
Denominator:	14	11	26	15	13	15	15	17	17	15	10	22	16
Percentage:	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	81%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

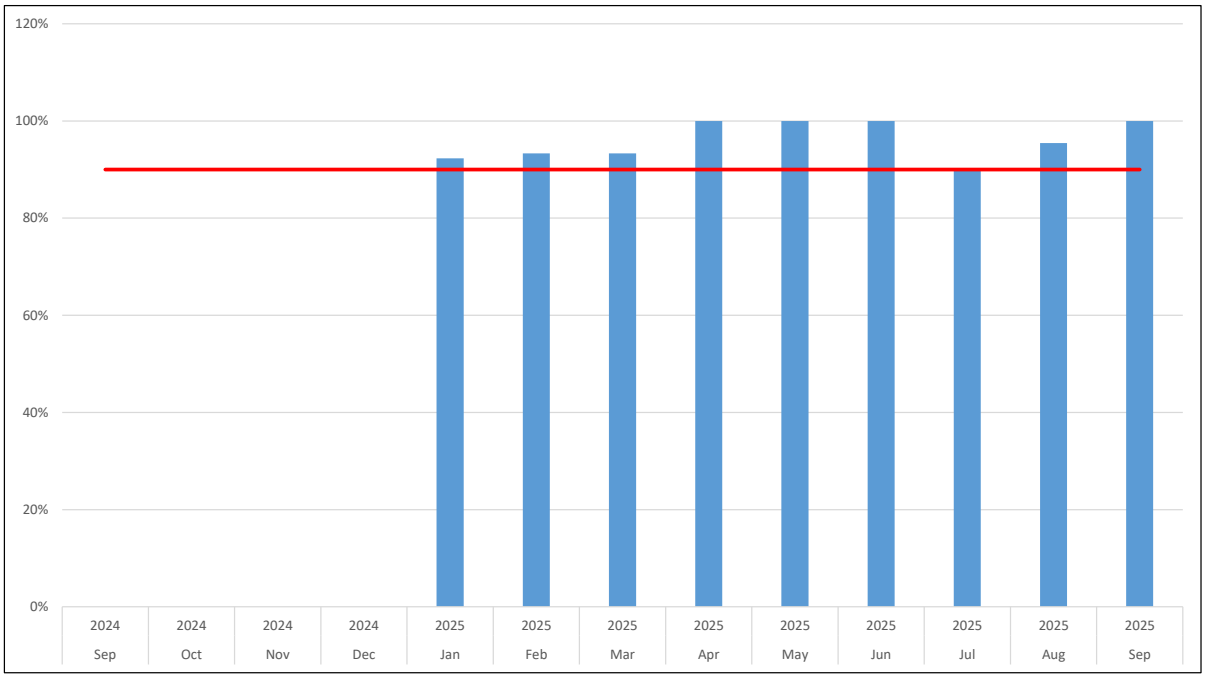
Numerator:	Advanced notification documented (intervention, narrative, otherwise) Obtained by CQI review of PCR

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

Exclusions:	Interfacility transfer

STROKE-04 (LAMS > 3 only)

TRANSPORT TO COMPREHENSIVE STROKE CENTER FOR PATIENTS SUSPECTED OF STROKE



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:					12	14	14	17	17	15	9	21	16
Denominator:					13	15	15	17	17	15	10	22	16
Percentage:	#####	#DIV/0!	#####	#####	92%	93%	93%	100%	100%	100%	90%	95%	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

DSI-01

ADEQUATE PREOXYGENATION *PRIOR TO* PATIENTS RECEIVING A PARALYTIC

Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	3	3	3	4	6	6	5	5	6	4	7	4	8
Denominator:	3	3	3	4	6	6	6	5	7	5	7	4	8
Percentage:	100%	100%	100%	100%	100%	100%	83%	100%	86%	80%	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:

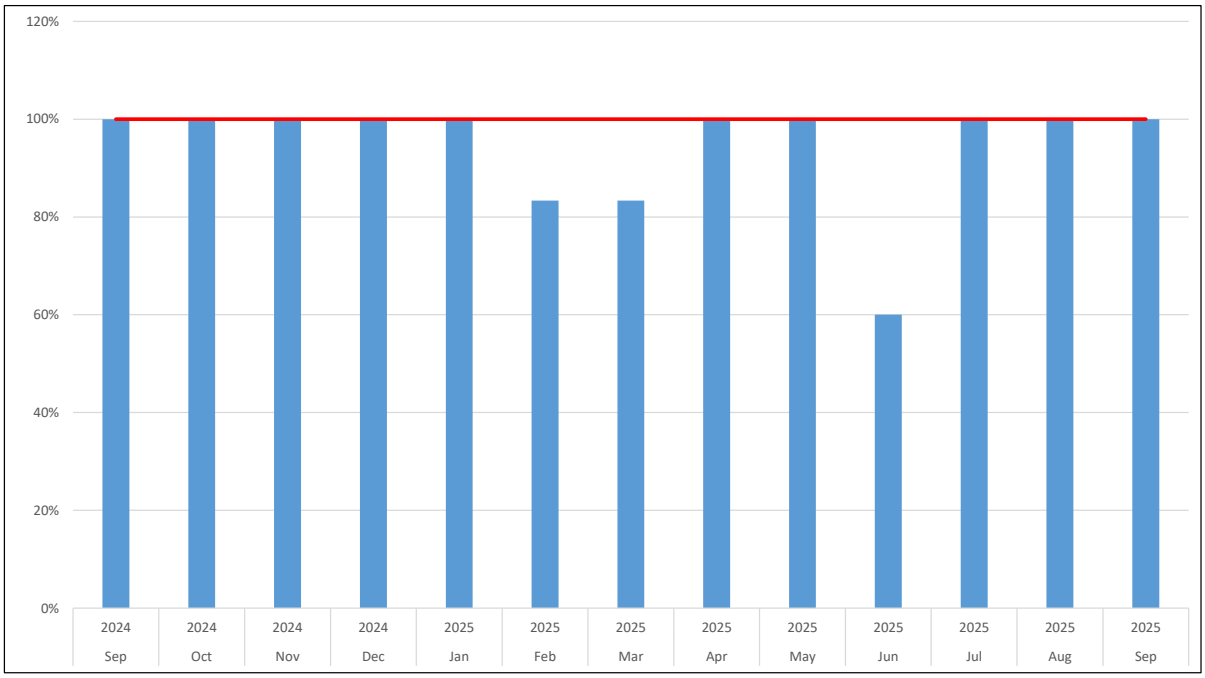
Includes patients that received Rocuronium

Documentation includes Rocuronium as a procedure

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

DSI-02

ADEQUATE PERFUSION *PRIOR TO* PATIENTS RECEIVING A PARALYTIC



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	3	3	3	4	6	5	5	5	7	3	7	4	8
Denominator:	3	3	3	4	6	6	6	5	7	5	7	4	8
Percentage:	100%	100%	100%	100%	100%	83%	83%	100%	100%	60%	100%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

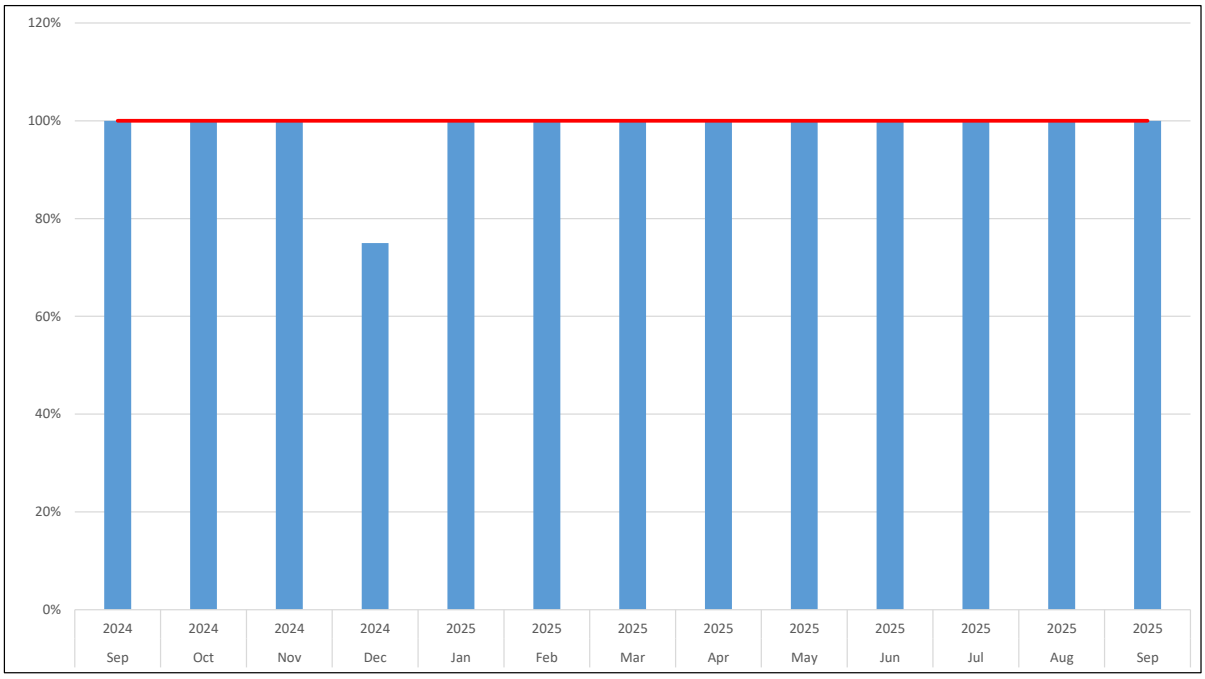
Numerator:	Systolic blood pressure >90mmHg prior to Rocuronium administration Obtained by CQI review and verified with Zoll Data.

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

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

DSI-03

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



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	3	3	3	3	6	6	6	5	7	7	7	4	8
Denominator:	3	3	3	4	6	6	6	5	7	7	7	4	8
Percentage:	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

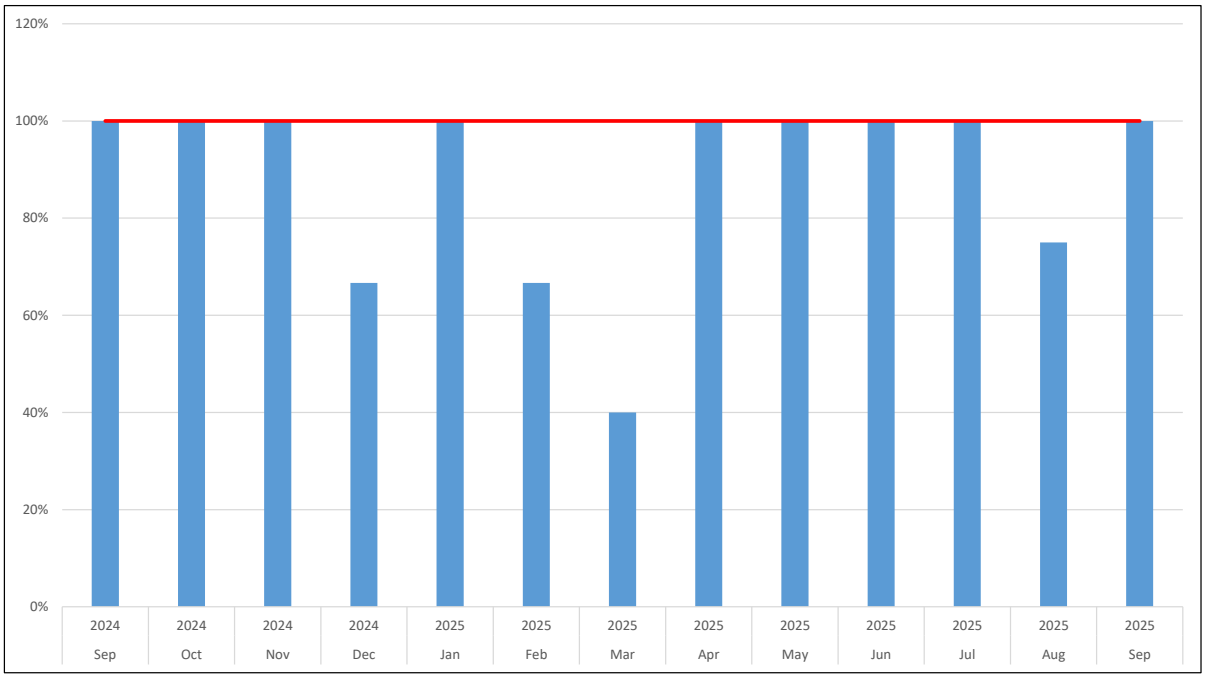
Numerator:	Waveform capnography obtained following Rocuronium administration and ET tube/SGA placement Obtained by CQI review and verified with Zoll Data.

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

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

DSI-04

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



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	3	3	3	2	6	4	2	5	6	5	7	3	8
Denominator:	3	3	3	3	6	6	5	5	6	5	7	4	8
Percentage:	100%	100%	100%	67%	100%	67%	40%	100%	100%	100%	100%	75%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

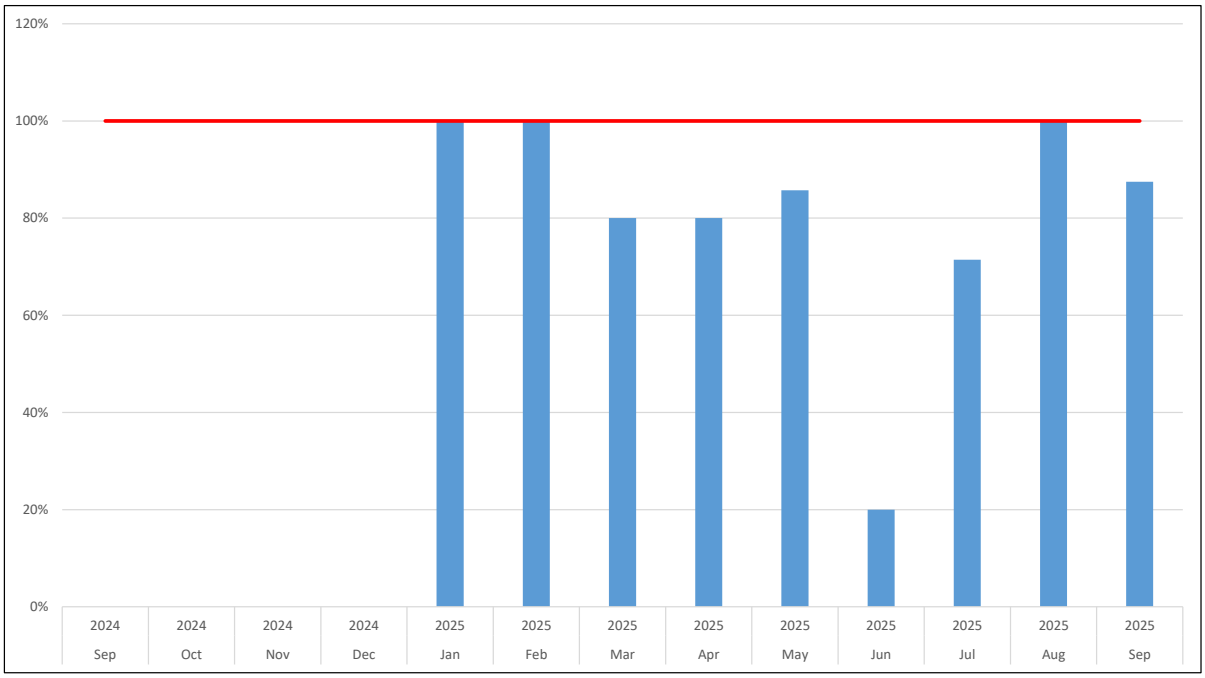
Numerator:	Ketamine, or Midazolam administered following Rocuronium and ET tube/SGA placement Obtained by CQI review

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.

DSI-05

DASHH - "DEFINITIVE AIRWAY SANS HYPOXIA/HYPOTENSION"



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:					5	6	4	4	6	1	5	4	7
Denominator:					5	6	5	5	7	5	7	4	8
Percentage:	#####	#DIV/0!	#####	#####	100%	100%	80%	80%	86%	20%	71%	100%	88%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

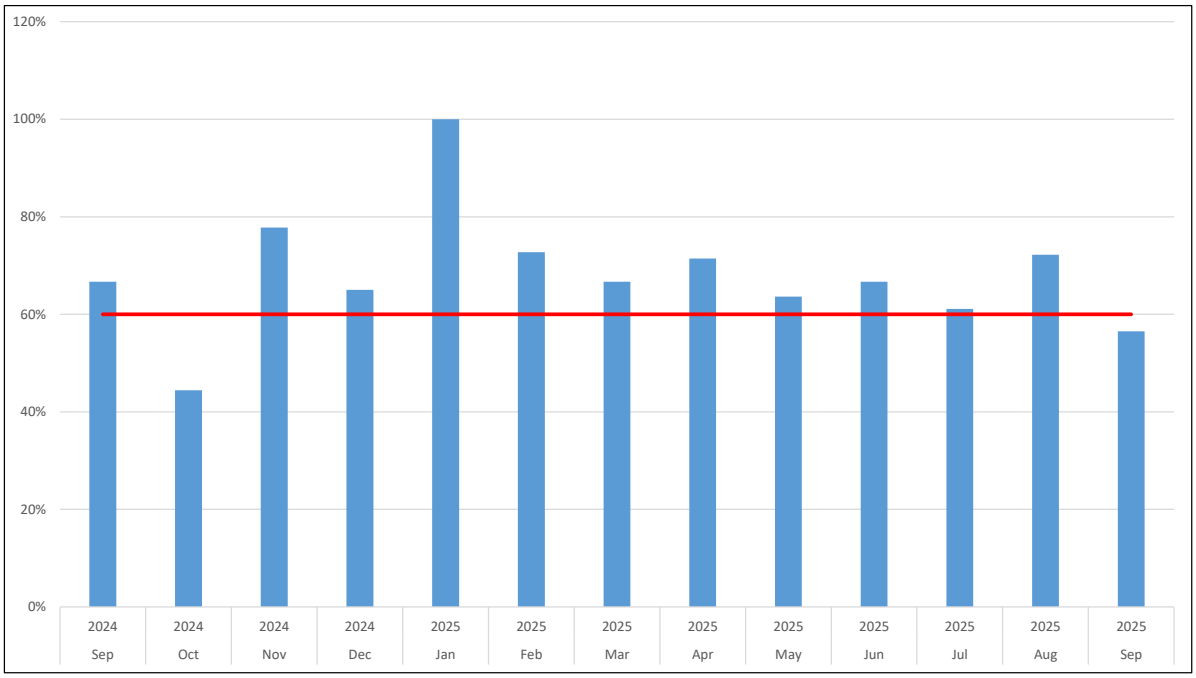
Numerator:	ET Tube Placement, or SGA placed, ETCO2 waveform present without 1) SPO2 below 90% at any point, nor 2) Systolic Blood Pressure < 90mmhg during the time period between Rocuronium and placement Obtained by CQI review with Zoll data confirmation

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

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

TRAUMA-01

SCENE TIME LESS THAN 15 MINUTES FOR TRAUMA ACTIVATIONS



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	10	4	14	13	11	8	12	10	7	6	11	13	13
Denominator:	15	9	18	20	11	11	18	14	11	9	18	18	23
Percentage:	67%	44%	78%	65%	100%	73%	67%	71%	64%	67%	61%	72%	57%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

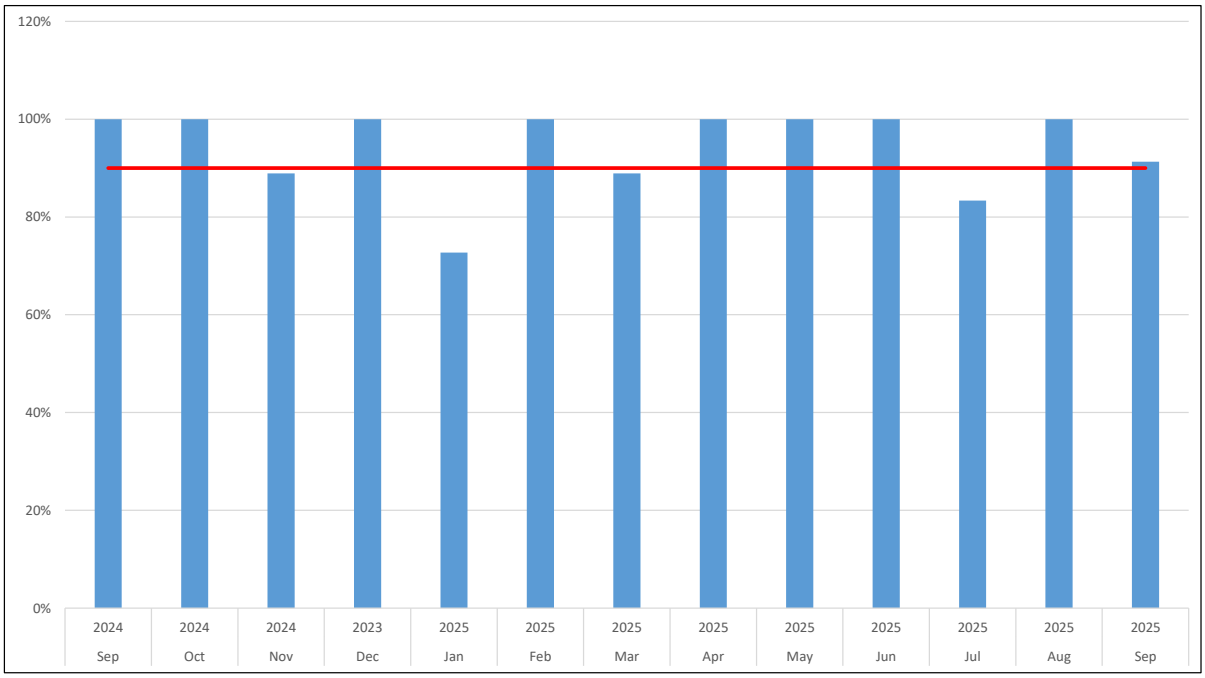
Numerator:	Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport' Obtained by CQI review and documented time.

Denominator:	Includes patients that 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

TRAUMA-02

ADVANCE HOSPITAL NOTIFICATION FOR TRAUMA ACTIVATIONS



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2023	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	15	9	16	20	8	11	16	14	11	9	15	18	21
Denominator:	15	9	18	20	11	11	18	14	11	9	18	18	23
Percentage:	100%	100%	89%	100%	73%	100%	89%	100%	100%	100%	83%	100%	91%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

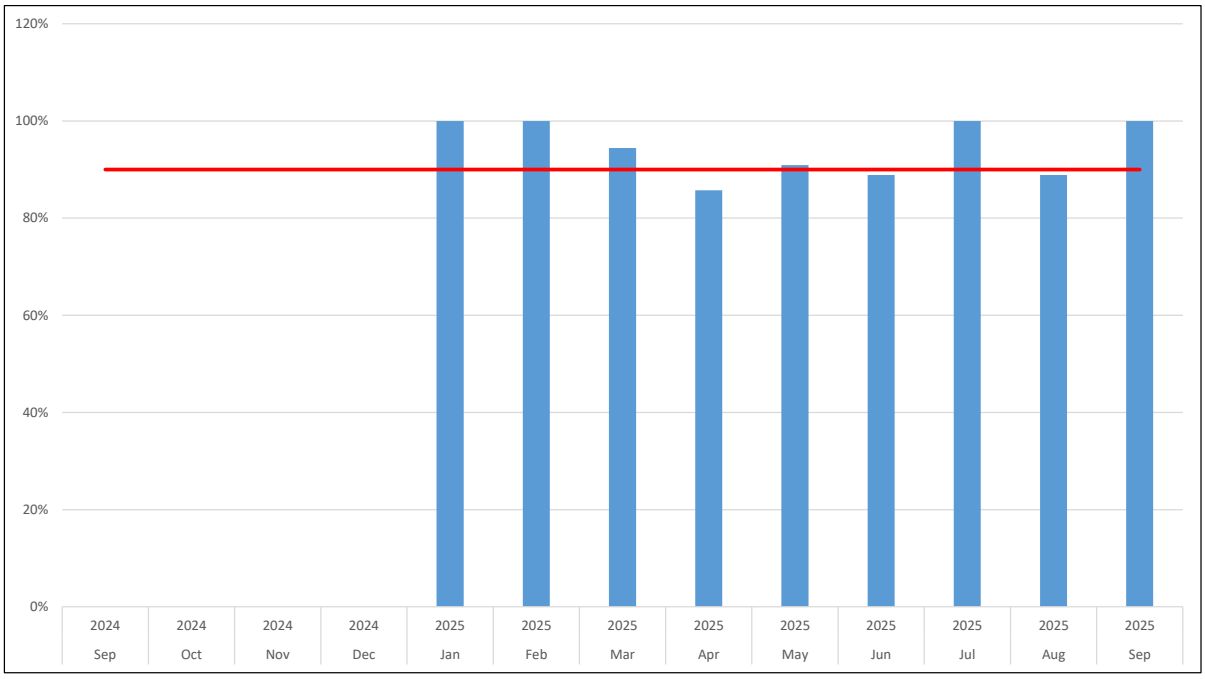
Numerator:	Advanced notification documented (intervention, narrative, otherwise) Obtained by CQI review of PCR

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

TRAUMA-03

PATIENTS TRANSPORTED TO LEVEL II OR HIGHER FOR TRAUMA ACTIVATIONS



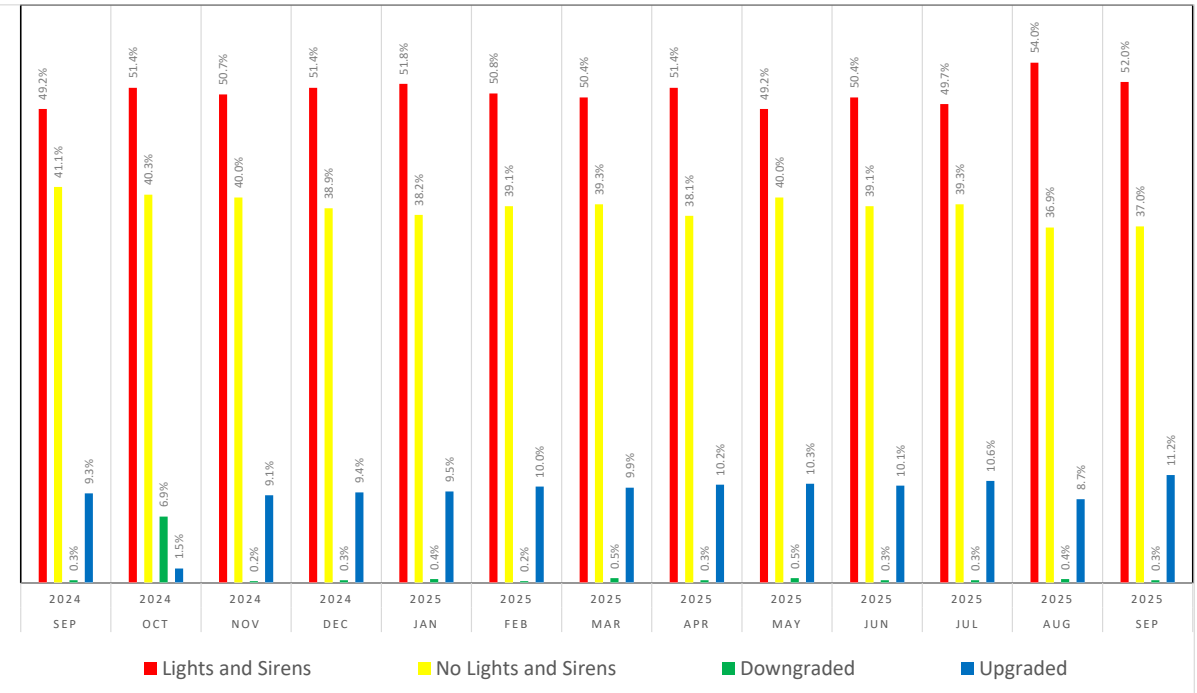
Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:					11	11	17	12	10	8	18	16	23
Denominator:					11	11	18	14	11	9	18	18	23
Percentage:	#####	#DIV/0!	#####	#####	100%	100%	94%	86%	91%	89%	100%	89%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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



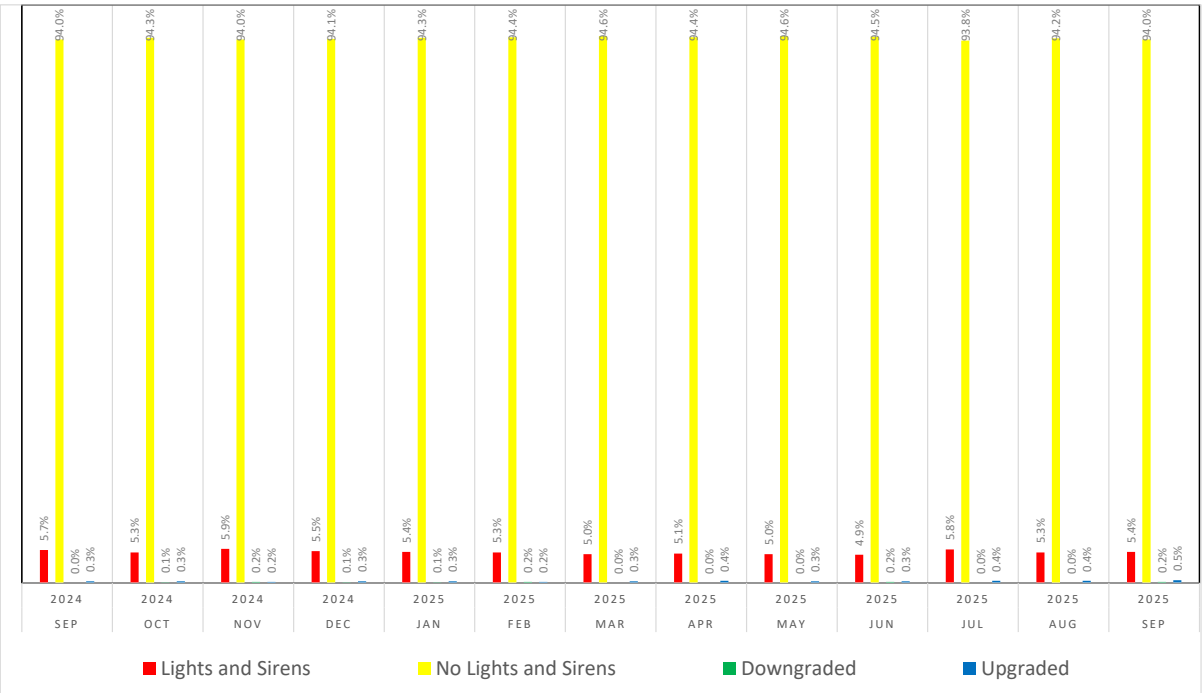
Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Lights and Sirens	49.2%	51.4%	50.7%	51.4%	51.8%	50.8%	50.4%	51.4%	49.2%	50.4%	49.7%	54.0%	52.0%
No Lights and Sirens	41.1%	40.3%	40.0%	38.9%	38.2%	39.1%	39.3%	38.1%	40.0%	39.1%	39.3%	36.9%	37.0%
Downgraded	0.3%	6.9%	0.2%	0.3%	0.4%	0.2%	0.5%	0.3%	0.5%	0.3%	0.3%	0.4%	0.3%
Upgraded	9.3%	1.5%	9.1%	9.4%	9.5%	10.0%	9.9%	10.2%	10.3%	10.1%	10.6%	8.7%	11.2%

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:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Lights and Sirens	5.7%	5.3%	5.9%	5.5%	5.4%	5.3%	5.0%	5.1%	5.0%	4.9%	5.8%	5.3%	5.4%
No Lights and Sirens	94.0%	94.3%	94.0%	94.1%	94.3%	94.4%	94.6%	94.4%	94.6%	94.5%	93.8%	94.2%	94.0%
Downgraded	<0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	<0.1%	<0.1%	<0.1%	0.2%	<0.1%	<0.1%	0.2%
Upgraded	0.3%	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.4%	0.3%	0.3%	0.4%	0.4%	0.5%

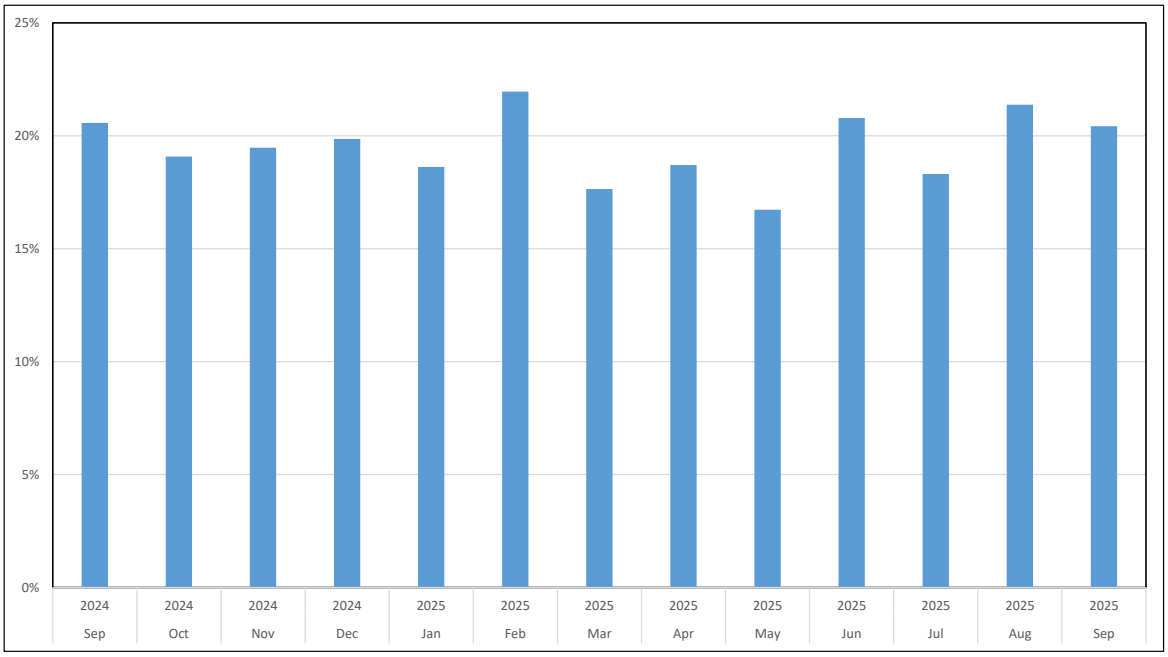
Automated report by ImageTrend

Data:

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

Misc-03

PERCENTAGE OF PATIENT CARE RECORDS RECEIVING CQI REVIEW



Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
CQI Review:	1008	939	921	1005	905	998	881	915	881	1014	927	1116	1041
Total:	4900	4921	4730	5059	4860	4546	4993	4892	5268	4877	5064	5220	5098
Percentage:	21%	19%	19%	20%	19%	22%	18%	19%	17%	21%	18%	21%	20%

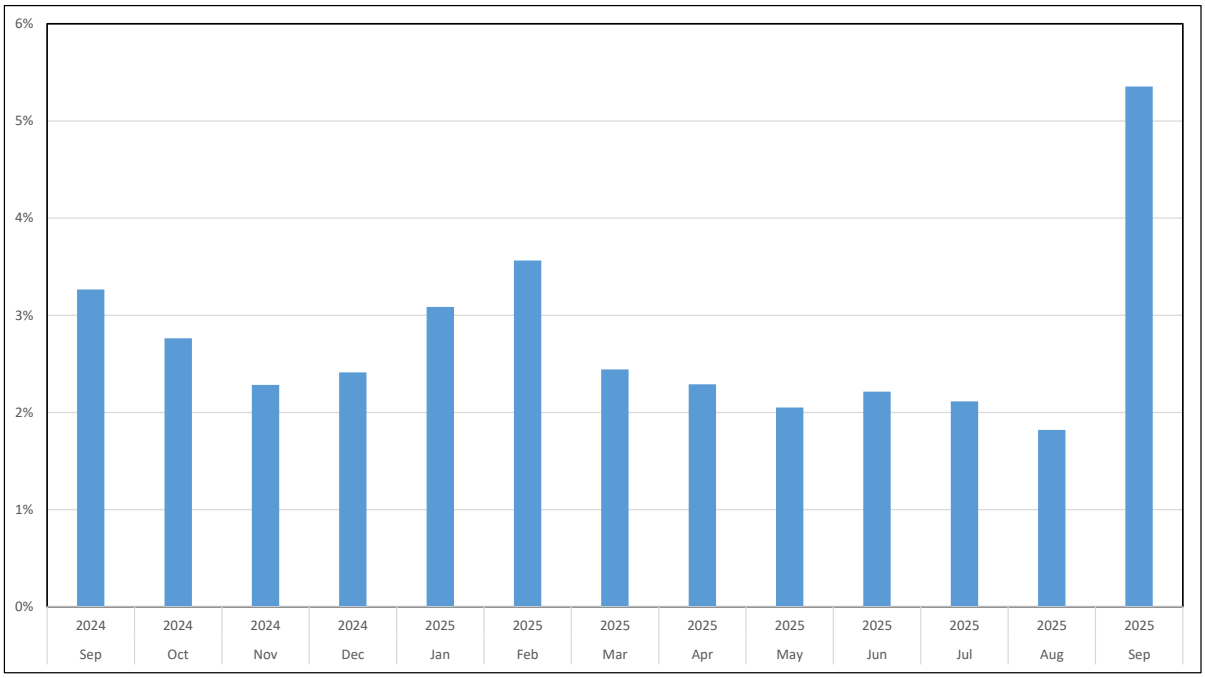
Numerator:	Incidents which received retrospective chart analysis Automated report by ImageTrend. Includes charts reviewed by Clinical Enhancement Specialists, Clinical Practice Manager, Chief Clinical Officer, and the Medical Director.

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

Exclusions:	None

Misc-04

PERCENTAGE OF PATIENT CARE RECORDS RECEIVING DIRECT CQI FEEDBACK



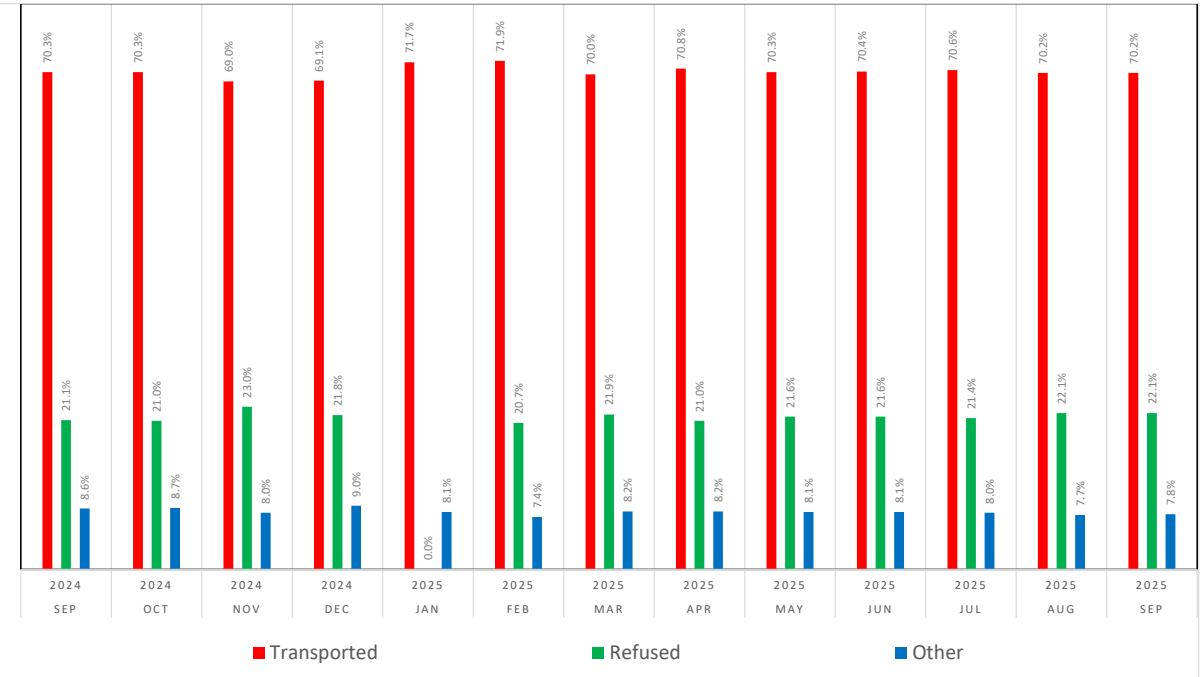
Month:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Feedback:	160	136	108	122	150	162	122	112	108	108	107	95	273
Total:	4900	4921	4730	5059	4860	4546	4993	4892	5268	4877	5064	5220	5098
Percentage:	3%	3%	2%	2%	3%	4%	2%	2%	2%	2%	2%	2%	5%

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:	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Year:	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025	2025
Transported	70.3%	70.3%	69.0%	69.1%	71.7%	71.9%	70.0%	70.8%	70.3%	70.4%	70.6%	70.2%	70.2%
Refused	21.1%	21.0%	23.0%	21.8%	20.3.%	20.7%	21.9%	21.0%	21.6%	21.6%	21.4%	22.1%	22.1%
Other	8.6%	8.7%	8.0%	9.0%	8.1%	7.4%	8.2%	8.2%	8.1%	8.1%	8.0%	7.7%	7.8%

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"

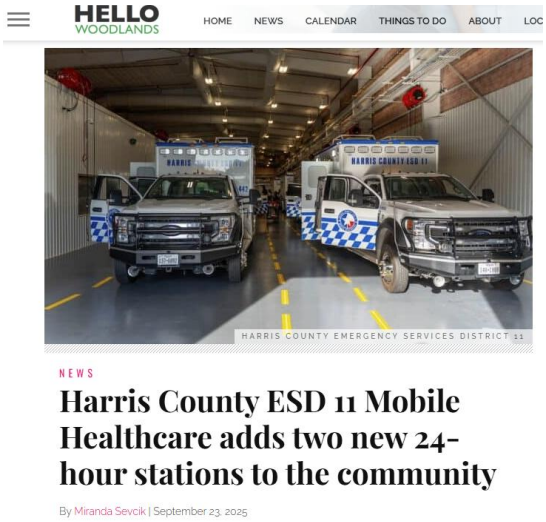
PIO REPORT
OCTOBER 28. 2025
REPORTING: SEPTEMBER 23- OCTOBER 27 2025

MEDIA MENTIONS

MEDIA:

Enterprised: 2

- Community Impact Q & A story about Jordan Anderson September 24.



- Community Impact, Hello Woodlands and Hello Cypress ran press releases about HCESD11 adding two new stations.

SEPTEMBER SOCIAL MEDIA ANALYTICS:

Facebook

Number of posts: 21
Interactions: 1.6K
Reach: 31.3K
Visits: 109.2K
Followers: +94
Top post of the month by Interactions: Additional 24 Hour Stations

Instagram:
Number of posts: 15
Views: 18k
Reach: 1.6k
Visits: 198
Followers: +24
Top post of the month by Interactions: New Uniforms

Linkedin:

Number of posts: 9
Impressions: 4,166
Reactions: 116
Reposts: 0

You Tube:
Subscribers: 67
Videos: 17
Views: 3,104

HCESD11 Website Analytics

- Total Users: 2,185
- Impressions: 28,302

Top Pages:

1. Homepage
2. Careers Page
3. Patient Accounts
4. Contact
5. About Us

Community Outreach

- PRs: 6
- CPR / AED classes: 2
- Cypress Creek Structure Burn Training and standby activities
- Speaking Engagements: 1 at the RC Health Services EMS Academy
- National Night Out engagement with 6 different events October 7
- Community Trunk or Treat event attended by more than 100 people on campus October 16, event listed in 8 online community calendars.

Patient Experience Report:

96.72 Score Overall (Up from 95.1 Score Overall in September)

Highest scores:

- Medics concern for patients.
- Care shown by medics.
- Extent to which services received were worth the fees charged.
- Willingness of the staff in the billing office to address your needs.
- Professionalism of the staff in the billing office.

FLEET
OCTOBER 28, 2025
REPORTING: SEPTEMBER 2025

- The fleet department has performed 25 preventative maintenance services during this period. Also, 88 additional repairs were made on the fleet in this period. 365 Pre-trip inspections were performed.

- Ambulance fleet miles this period is 83,193. Support vehicle miles this period is 17,435, total fleet miles this period is 100,628 Also the fleet accumulated 11,268 engine hours.

- There was 24:37:21 reported lost unit hours due to mechanical for September.

- There was 1 reported critical failure related to mechanical issues in September.

10/21/2025 - 2:51 PM

Fleet Maintenance Log

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

Schedule Name = (blank), A/C system repair, Accident Repairs/Accidental Damage, Alignment, A-pm 4K Service (non ambulance) , A-pm 5k service, Battery replacement , B-pm 10k service, 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)
113
113

Schedule Name: A/C system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
287	9/17/2025	15059		83,839	$0.00	$105.00	$105.00	8877
278	9/16/2025	15053		111,815	$1,945.40	$1,260.00	$3,205.40	8871
280	9/15/2025	15050		120,910	$2,797.07	$2,310.00	$5,107.07	8868
362	9/2/2025	15003		72,871	$1,393.36	$2,100.00	$3,493.36	8819

Schedule Name: Accident Repairs/Accidental Damage

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
268	9/2/2025	14999		133,699	$430.16	$210.00	$640.16	8815

Schedule Name: Alignment

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
359	9/26/2025	15101		124,005	$0.00	$210.00	$210.00	8921

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
001	9/19/2025	15072	left front tire bad, changed both front tires due to different tread design on new tires, replaced damaged shield and nut clips from earlier damage, everything else was within limits	17,567	$25.03	$420.00	$445.03	8890

821	9/9/2025	15033	left rear tpms showing bad, everything else is satisfactory.	14,376	$25.03	$420.00	$445.03	8850

Schedule Name: A-pm 5k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
356	9/30/2025	15104	number 35 relay fuse holder burned, replaced with new, everything else was within limits	118,282	$34.40	$420.00	$454.40	8924
294	9/29/2025	15096	all checked within limits	132,514	$38.40	$420.00	$458.40	8916
272	9/25/2025	15093	Fenderette damaged on right rear, rub rail dented below patient compartment side door,damage to right side air horn, looks like it was hit, right side rear brakes had excessive wear compared to the left rear, rear calipers, rotors and pads were replaced, everything else was within limits	105,179	$34.40	$420.00	$454.40	8912
289	9/22/2025	15074	Headlight left bottom serviced Relay 35 fuse holder replaced due to burn Front suspension overhauled due to wear, shocks, draglink, track bar.	123,985	$34.40	$420.00	$454.40	8892
270	9/17/2025	15056	everything is ok except right front wheel simulator was damaged and brake reservoir cap cracked, replaced both with new. Transmission has leak.	120,519	$47.01	$420.00	$467.01	8874
293	9/15/2025	15048	Wind shield washer jets replaced Hydo boost slight leak replaced Liquid spring slight leak. Batteries replaced	136,646	$34.40	$420.00	$454.40	8866
361	9/12/2025	15041	Steering vibration at 60-70 mph Patient Compartment rear doors latch worn Transmission slight leak	122,121	$34.40	$420.00	$454.40	8859
283	9/9/2025	15034	Batteries bad, replaced, upper left headlight inop, replaced, brakes worn, need replaced along with rotors, pads, and calipers. Everything esle satisfactory.	102,953	$34.40	$420.00	$454.40	8851
292	9/9/2025	15031	Wind shield washer no spray Rivet back panel missing Rub rail right side middle damaged	131,422	$34.40	$420.00	$454.40	8848
278	9/5/2025	15023	Roof top fans inop, due to bad fuse	111,489	$34.40	$420.00	$454.40	8840
275	9/4/2025	15010	Headlight top right side inoperable Windshield washers spray inoperable Latch P/C right front compartment inoperable Batteries under spec Steering slight vibration	121,285	$34.40	$420.00	$454.40	8827
290	9/2/2025	15002	Windshield jet inoperable Rivets missing Battery connector damaged	113,548	$34.40	$420.00	$454.40	8818

Schedule Name: Battery replacement

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
4609	9/18/2025	15065		158,748	$159.96	$105.00	$264.96	8883

7510	9/18/2025	15066		149,969	$183.96	$105.00	$288.96	8884
293	9/15/2025	15060		136,646	$319.92	$105.00	$424.92	8878
275	9/4/2025	15019		121,285	$319.92	$52.50	$372.42	8836

Schedule Name: B-pm 10k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
283	9/30/2025	15103	Currently no faults at this time	105,146	$34.40	$525.00	$559.40	8923
271	9/29/2025	15095	Stryker does not lock out in extended position O2 compartment Ram recommend replacement Transmission slight leak Crossmember rear is damaged and cracked	139,187	$34.40	$525.00	$559.40	8914
359	9/25/2025	15094	Wind shield jet replaced Tire and wheel damaged Tie rod worn replaced	133,018	$0.00	$0.00	$0.00	8913
284	9/24/2025	15090	Wind shield jet replaced Transmission slight leak	127,157	$34.40	$525.00	$559.40	8908
360	9/24/2025	15081	number 35 in electrical cabinet had burned fuse holder/fuse, replaced with new, everything else checked within limits, rotated tires.	110,331	$38.40	$420.00	$458.40	8899
277	9/23/2025	15076	chip in windshield, left side second from forward dome light out and replaced, left shoreline cover broken, replace by Nathan, everything else was withing limits	106,837	$34.40	$420.00	$454.40	8894
281	9/18/2025	15064	Headlight right side bottom serviced Roof top fan serviced Relay 37 burnt wire replaced and repaired	102,186	$34.40	$525.00	$559.40	8882
275	9/17/2025	15063	R & R nonworking left upper headlight lamp, everything else was within parameters, probably going to need tires next PM.	122,670	$34.40	$420.00	$454.40	8881
287	9/16/2025	15054	Head light, bottom left inoperable. Roof fan inoperable Tire and wheel right outside excessive damage	83,825	$43.01	$525.00	$568.01	8872
274	9/12/2025	15047	Needs brake job, did not rotate tires because will do during brake service. hood struts are a little weak, transmission has a little leak at the rear. Besides that, all else good.	136,649	$34.40	$0.00	$34.40	8865
276	9/3/2025	15007	Found coolant leak asked Julian and Nathan to look at it, they found leaking from the radiator, heater control valve and pump. R&R pump and rotated just the front two tires per Gary. A/C in patient compartment was warmer than normal, truck had complaints about both units. Probably going to need a brake job and new tires next PM. Everything else checked satisfactory.	77,921	$34.40	$420.00	$454.40	8825

Schedule Name: Brake Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
272	9/30/2025	15109		105,179	$1,032.76	$630.00	$1,662.76	8930
359	9/26/2025	15102		124,005	$1,315.31	$630.00	$1,945.31	8922
281	9/19/2025	15088		102,186	$0.00	$840.00	$840.00	8906
281	9/19/2025	15089		102,186	$2,168.91	$840.00	$3,008.91	8907
293	9/16/2025	15062		136,646	$560.03	$420.00	$980.03	8880
274	9/15/2025	15067		136,647	$1,315.31	$1,260.00	$2,575.31	8885
283	9/12/2025	15046		102,966	$2,200.15	$1,365.00	$3,565.15	8864
292	9/10/2025	15044		131,434	$784.68	$420.00	$1,204.68	8862

Schedule Name: Check Sheet Request

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
269	9/29/2025	15095		133,137	$319.92	$105.00	$424.92	8915
358	9/23/2025	15079		127,566	$368.18	$105.00	$473.18	8897
360	9/23/2025	15078		110,331	$368.18	$105.00	$473.18	8896
281	9/19/2025	15071		102,199	$10.99	$105.00	$115.99	8889
267	9/5/2025	15026		113,804	$118.28	$1,260.00	$1,378.28	8843
272	9/4/2025	15012		103,530	$0.00	$210.00	$210.00	8829
292	9/4/2025	15013		131,114	$10.99	$105.00	$115.99	8830

Schedule Name: Cooling system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
360	9/3/2025	15007		108,243	$1,387.75	$840.00	$2,227.75	8823

Schedule Name: Differential Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
294	9/30/2025	15108		132,551	$50.00	$105.00	$155.00	8929
361	9/12/2025	15042		122,121	$157.32	$52.50	$209.82	8860
292	9/9/2025	15043		131,434	$65.00	$52.50	$117.50	8861

Schedule Name: Filter Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID

356	9/30/2025	15105		118,282	$48.81	$105.00	$153.81	8925
278	9/8/2025	15029		111,534	$56.07	$52.50	$108.57	8846
290	9/2/2025	15004		133,578	$56.07	$52.50	$108.57	8820

Schedule Name: Scheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
356	9/30/2025	15106		118,282	$0.00	$105.00	$105.00	8927
357	9/29/2025	15097		126,930	$572.02	$525.00	$1,097.02	8917
277	9/24/2025	15082		106,939	$55.77	$105.00	$160.77	8900
269	9/23/2025	15077		132,854	$55.44	$210.00	$265.44	8895
278	9/23/2025	15075		111,841	$0.00	$210.00	$210.00	8893
289	9/22/2025	15083		123,985	$10.99	$105.00	$115.99	8901
289	9/22/2025	15084		123,985	$0.00	$105.00	$105.00	8902
292	9/22/2025	15073		131,990	$0.00	$315.00	$315.00	8891
278	9/19/2025	15070		111,815	$2,319.38	$630.00	$2,949.38	8888
275	9/18/2025	15068		122,670	$10.99	$105.00	$115.99	8886
281	9/18/2025	15086		102,186	$10.99	$105.00	$115.99	8904
281	9/18/2025	15087		102,186	$0.00	$105.00	$105.00	8905
291	9/18/2025	15069		75,049	$55.44	$105.00	$160.44	8887
287	9/17/2025	15058		83,839	$10.99	$52.50	$63.49	8876
293	9/17/2025	15055		136,675	$296.57	$420.00	$716.57	8873
276	9/16/2025	15052		79,391	$1,500.35	$840.00	$2,340.35	8870
280	9/15/2025	15051		120,911	$0.00	$105.00	$105.00	8869
293	9/15/2025	15061		136,646	$49.50	$105.00	$154.50	8879
982	9/12/2025	15045		196,637	$125.33	$840.00	$965.33	8863
283	9/10/2025	15038		102,966	$319.92	$105.00	$424.92	8855
283	9/10/2025	15039		102,966	$10.99	$0.00	$10.99	8856
361	9/10/2025	15037		122,052	$726.72	$210.00	$936.72	8854
292	9/9/2025	15032		131,422	$253.23	$630.00	$883.23	8849
360	9/9/2025	15035		109,129	$625.12	$630.00	$1,255.12	8852
273	9/4/2025	15011		96,382	$4,726.85	$5,775.00	$10,501.85	8828
275	9/4/2025	15020		121,285	$10.99	$52.50	$63.49	8837
275	9/4/2025	15022		121,285	$5.74	$52.50	$58.24	8839

276	9/3/2025	15009		77,921	$124.93	$105.00	$229.93	8826
360	9/3/2025	15008		108,243	$0.00	$840.00	$840.00	8824
272	9/2/2025	15001		103,429	$317.90	$210.00	$527.90	8817
290	9/2/2025	15005		133,578	$50.31	$0.00	$50.31	8821

Schedule Name: Steering and Suspension Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
359	9/25/2025	15100		124,005	$139.70	$210.00	$349.70	8920
289	9/23/2025	15085		123,985	$652.60	$525.00	$1,177.60	8903
275	9/4/2025	15021		121,285	$0.00	$52.50	$52.50	8838

Schedule Name: Tire Replacement/ Tire Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
359	9/25/2025	15099		124,005	$0.00	$105.00	$105.00	8919
821	9/23/2025	15080		14,376	$188.59	$210.00	$398.59	8898
287	9/17/2025	15057		83,839	$645.24	$315.00	$960.24	8875
290	9/3/2025	15006		133,578	$860.32	$420.00	$1,280.32	8822

Schedule Name: Transmission repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
355	9/5/2025	15024		121,646	$5,766.92	$1,050.00	$6,816.92	8841

Schedule Name: Transmission Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
283	9/30/2025	15117		105,146	$190.85	$210.00	$400.85	8938
294	9/30/2025	15107		132,551	$183.38	$315.00	$498.38	8928
359	9/25/2025	15098		124,005	$190.85	$525.00	$715.85	8918
292	9/9/2025	15036		131,434	$190.85	$210.00	$400.85	8853

Schedule Name: Tune Up

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
285	9/8/2025	15028		59,640	$312.15	$105.00	$417.15	8845

Schedule Name: Unscheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
269	9/24/2025	15091		132,854	$438.15	$420.00	$858.15	8909
292	9/15/2025	15049		131,636	$8.80	$525.00	$533.80	8867
363	9/11/2025	15040		128,443	$911.54	$840.00	$1,751.54	8858
354	9/9/2025	15030		134,955	$1,243.00	$420.00	$1,663.00	8847
285	9/8/2025	15027		59,640	$1,144.00	$840.00	$1,984.00	8844
357	9/5/2025	15025		125,411	$5,226.21	$5,250.00	$10,476.21	8842
276	9/4/2025	15016		77,921	$265.28	$315.00	$580.28	8833
289	9/4/2025	15017		122,830	$156.05	$210.00	$366.05	8834
294	9/4/2025	15015		130,017	$0.00	$315.00	$315.00	8832
356	9/4/2025	15014		116,116	$0.00	$315.00	$315.00	8831
360	9/4/2025	15018		108,716	$255.25	$315.00	$570.25	8835
270	9/2/2025	15000		119,090	$317.90	$210.00	$527.90	8816

Resource	Hours Scheduled	Actual Hours	Delayed Activation	Breaks	Staffing	Crew Change	Truck Flip	Truck Swap	Fuel	Supplies	IT	Decon	Admin	Return Equipment	Crew Injury	Fleet	Mechanical	Critical Failure	Out Of Service - Other	Total Lost Hours
401	696:00:00	692:02:57	9:11:40	0:00:00	16:13:40	17:51:00	0:00:00	0:45:56	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:58:52	0:00:00	0:00:00	45:01:08
402	718:15:00	692:16:05	5:08:38	0:00:00	24:05:16	7:07:08	0:00:00	0:54:24	0:00:00	0:31:30	0:00:00	1:04:59	2:02:24	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	40:54:19
403	720:00:00	716:11:04	5:29:32	0:27:56	4:55:41	4:54:07	0:00:00	0:00:00	0:00:00	1:40:33	0:00:00	1:05:34	2:26:51	0:17:12	0:00:00	0:29:46	2:17:34	0:03:32	0:00:00	24:08:18
404	672:00:00	657:26:24	5:59:50	1:50:48	18:09:01	6:40:50	0:00:00	0:00:00	0:00:00	1:46:03	0:53:01	1:41:22	5:25:44	0:00:00	0:00:00	1:04:46	1:45:33	0:00:00	0:00:00	45:16:58
405	720:00:00	707:03:37	9:50:27	2:51:40	24:02:46	1:35:18	0:00:00	0:08:14	0:00:00	1:18:12	0:00:00	0:00:00	3:03:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	42:50:26
406	695:15:00	690:52:52	4:46:23	27:48:10	12:25:25	16:56:22	0:00:00	2:13:17	0:00:00	0:00:00	0:00:00	2:35:58	3:26:00	0:53:44	0:00:00	0:00:00	3:07:09	0:00:00	0:00:00	74:12:28
407	723:01:00	721:43:40	7:07:52	0:02:41	8:57:30	3:11:22	0:00:00	1:20:54	0:00:00	0:31:55	0:00:00	0:25:53	1:27:01	0:00:00	5:00:13	0:00:00	0:00:00	0:00:00	0:00:00	28:05:21
408	656:15:00	645:56:22	5:36:39	1:13:54	33:32:07	2:34:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:56:58	0:00:00	0:00:00	0:08:58	3:14:39	0:00:00	0:00:00	47:17:15
409	708:00:00	705:13:18	6:03:59	2:09:42	20:23:01	2:00:49	0:00:00	0:22:21	0:00:00	0:32:00	0:00:00	0:18:47	0:00:00	1:57:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	33:48:28
410	706:30:00	706:07:12	6:50:10	1:11:46	34:38:43	5:07:29	0:00:00	0:12:09	0:00:00	0:01:43	0:00:00	1:47:32	0:00:00	0:15:27	3:37:20	0:00:00	0:00:00	0:00:00	0:00:00	53:42:19
411	688:48:00	712:36:06	16:02:24	0:00:00	35:01:16	2:09:07	0:00:00	2:08:25	0:00:00	1:31:34	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:09:26	0:00:00	0:00:00	59:02:12
412	237:30:00	232:26:28	4:37:47	1:23:29	28:30:31	1:27:59	0:00:00	0:00:00	0:00:00	0:39:17	0:00:00	2:24:17	1:09:10	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	40:12:30
420	364:00:00	356:54:50	4:37:31	0:00:00	13:56:51	13:46:23	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:50:07	0:00:00	0:34:00	0:00:00	0:00:00	1:33:36	0:00:00	0:00:00	35:18:28
421	341:00:00	323:55:19	3:21:05	0:32:47	60:06:59	1:25:32	1:42:13	0:00:00	0:00:00	0:14:45	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	67:23:21
422	336:00:00	326:22:12	5:45:34	0:53:17	11:39:34	13:04:35	0:00:00	1:00:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:16:43	2:35:03	0:00:00	0:00:00	0:00:00	0:00:00	37:14:49
423	323:00:00	310:23:28	3:12:52	0:30:05	12:30:16	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	16:13:13
424	336:30:00	333:27:05	2:35:21	0:00:00	13:19:42	38:34:56	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:57:21	0:42:27	1:28:55	0:00:00	0:00:00	57:38:42
425	334:00:00	329:21:36	2:30:12	0:17:43	10:18:15	14:53:32	0:00:00	0:00:00	0:00:00	0:21:24	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:04:21	0:00:00	0:00:00	29:25:27
426	336:00:00	324:35:44	0:44:50	0:00:00	0:14:33	16:28:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	12:34:34	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	30:02:00
427	351:00:00	337:55:22	5:06:57	0:00:00	19:51:05	15:14:53	0:00:00	0:00:00	0:00:00	2:09:35	1:16:52	0:00:00	0:09:21	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	43:48:43
440	360:00:00	351:04:18	4:19:26	0:00:00	14:53:55	0:40:16	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:37:01	0:15:30	0:00:00	0:00:00	3:40:02	0:00:00	0:00:00	24:26:10
441	325:00:00	317:22:51	3:04:22	0:00:00	39:11:33	1:13:49	0:00:00	0:00:00	0:00:00	2:11:21	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	45:41:05
442	320:45:00	311:17:50	3:04:27	0:00:00	37:09:49	0:41:20	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	2:05:50	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	43:01:26
443	272:00:00	271:30:52	2:27:19	0:10:02	2:20:14	15:40:44	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:34:35	0:00:00	0:00:00	21:12:54
446	244:00:00	259:22:17	1:47:57	0:00:00	22:19:58	0:42:39	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	24:50:34
447	206:30:00	201:10:11	1:29:01	0:00:00	2:42:46	0:36:14	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	4:48:01
480	335:15:00	320:10:28	1:47:51	0:16:44	63:52:09	0:46:34	0:00:00	0:00:00	0:00:00	1:01:50	0:00:00	1:11:15	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	68:56:23
481	246:30:00	237:13:38	2:59:57	0:00:00	0:11:37	14:07:02	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	17:18:36
482	314:00:00	305:11:39	3:11:47	0:00:00	3:32:38	0:00:00	0:04:11	1:22:30	0:00:00	0:26:55	0:00:00	2:15:25	0:00:00	1:08:25	0:00:00	1:37:24	0:26:18	0:00:00	0:00:00	14:05:33
483	350:00:00	324:12:26	7:30:39	0:00:00	20:25:25	0:36:31	0:00:00	0:00:00	0:00:00	0:41:53	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	29:14:28
484	288:30:00	277:17:44	4:11:21	0:00:00	2:25:07	0:20:40	0:00:00	0:00:00	0:00:00	1:26:07	0:00:00	0:00:00	0:14:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	8:37:48
485	109:00:00	105:40:48	2:03:45	0:00:00	1:18:25	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:22:10
486	206:30:00	188:00:49	3:44:45	0:00:00	22:28:39	14:58:01	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:10:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	41:22:05
499	1:30:00	0:15:08	1:26:12	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	0:00:00	0:00:00	0:00:00	1:26:12
543	231:57:00	217:25:47	5:02:36	0:00:00	23:43:33	1:40:56	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:46:51	0:00:00	0:00:00	0:00:00	0:00:00	1:04:32	0:00:00	0:00:00	32:18:28
544	84:30:00	64:33:05	14:44:26	1:26:00	14:54:18	2:39:19	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	33:44:03
545	176:00:00	150:25:47	1:55:06	0:00:00	30:42:39	30:13:02	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:11:49	1:11:58	0:00:00	65:14:34
901-PR	28:05:00	28:51:14	0:42:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:42:33
Total	14763:06:00	14453:58:33	180:13:13	43:06:44	705:04:57	270:00:32	1:46:24	10:28:13	0:00:00	17:06:37	2:09:53	18:33:50	33:44:06	7:38:50	12:09:57	4:03:21	24:37:21	1:15:30	0:00:00	1331:59:28

10/21/2025 - 2:48 PM

Miles and Engine Hours Driven

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

Date = Previous Month

Miles and Engine Hours Driven Summary

Year	Unit Number	Miles	Engine Hours
2025	001	3,739	400
2025	189	165	4
2025	265	2	0
2025	266	2,640	347
2025	267	2,177	326
2025	268	2,612	328
2025	269	860	123
2025	270	2,344	294
2025	271	2,118	299
2025	272	2,154	318
2025	273	2,722	0
2025	274	1,965	275
2025	275	3,414	251
2025	276	3,821	344
2025	277	1,946	260
2025	278	1,419	171
2025	279	0	0
2025	280	1,169	105
2025	281	2,306	202
2025	282	0	1
2025	283	3,528	314
2025	284	3,221	359
2025	285	4,158	289
2025	287	2,745	254
2025	289	2,272	257
2025	290	3,004	201
2025	291	0	0
2025	292	1,765	271
2025	293	2,418	312
2025	294	2,861	359
2025	305	1,768	135
2025	306	2,063	178
2025	354	2,130	314
2025	355	2,741	368
2025	356	2,431	327
2025	357	1,613	253
2025	358	2,425	341

2025	359	2,650	328
2025	360	2,486	300
2025	361	2,392	318
2025	362	1,860	314
2025	363	2,824	327
2025	4609	90	2
2025	494	0	0
2025	498	0	0
2025	7509	0	0
2025	7510	0	0
2025	7758	0	0
2025	817	0	0
2025	821	6,797	400
2025	981	0	0
2025	982	375	27
2025	983	2,438	372
107325		**100,628**	**11,268**

Unit Number: 001

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/19/2025	17,567	3,739		1,812	0
			3,739			**0**

Unit Number: 189

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/25/2025	10,635	165	9/25/2025	397	4
			165			**4**

Unit Number: 265

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	60,600	2	9/30/2025	4,821	0
			2			**0**

Unit Number: 266

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	134,348	2,640	9/30/2025	13,520	347
			2,640			**347**

Unit Number: 267

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	115,736	2,177	9/30/2025	11,780	326
			2,177			**326**

Unit Number: 268

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	136,311	2,612	9/30/2025	13,005	328
			2,612			**328**

Unit Number: 269

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	133,256	860	9/30/2025	13,750	123
			860			**123**

Unit Number: 270

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	121,433	2,344	9/30/2025	12,599	294
			2,344			**294**

Unit Number: 271

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	139,270	2,118	9/30/2025	13,852	299
			2,118			**299**

Unit Number: 272

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	105,531	2,154	9/30/2025	10,572	318
			2,154			**318**

Unit Number: 273

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	98,431	2,722	9/4/2025	5,682	0
			2,722			**0**

Unit Number: 274

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	137,588	1,965	9/30/2025	14,309	275
			1,965			**275**

Unit Number: 275

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	124,217	3,414	9/30/2025	8,185	251
			3,414			**251**

Unit Number: 276

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	81,385	3,821	9/30/2025	6,632	344
			3,821			**344**

Unit Number: 277

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	107,376	1,946	9/30/2025	7,770	260
			1,946			**260**

Unit Number: 278

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	112,364	1,419	9/30/2025	7,972	171
			1,419			**171**

Unit Number: 279

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025		113,430	0		8,434	0
			0			**0**

Unit Number: 280

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	122,079	1,169	9/30/2025	9,047	105

			1,169			**105**

Unit Number: 281

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	103,058	2,306	9/30/2025	6,812	202
			2,306			**202**

Unit Number: 282

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/11/2025	100,281	0	9/11/2025	7,289	1
			0			**1**

Unit Number: 283

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	105,171	3,528	9/30/2025	7,650	314
			3,528			**314**

Unit Number: 284

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	127,798	3,221	9/30/2025	10,034	359
			3,221			**359**

Unit Number: 285

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	62,939	4,158	9/30/2025	4,249	289
			4,158			**289**

Unit Number: 287

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	85,296	2,745	9/30/2025	6,476	254
			2,745			**254**

Unit Number: 289

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

	9/1/2025	9/30/2025	124,914	2,272	9/30/2025	8,754	257
				2,272			**257**

Unit Number: 290

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	116,406	3,004	9/30/2025	8,819	201
			3,004			**201**

Unit Number: 291

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/18/2025	75,049	0		6,538	0
			0			**0**

Unit Number: 292

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	132,528	1,765	9/30/2025	12,807	271
			1,765			**271**

Unit Number: 293

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	137,962	2,418	9/30/2025	13,616	312
			2,418			**312**

Unit Number: 294

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	132,578	2,861	9/30/2025	11,824	359
			2,861			**359**

Unit Number: 305

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	91,707	1,768	9/30/2025	3,524	135
			1,768			**135**

Unit Number: 306

	Mileage			Engine Hours		

Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	108,249	2,063	9/30/2025	7,718	178
			2,063			**178**

Unit Number: 354

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	136,595	2,130	9/30/2025	13,927	314
			2,130			**314**

Unit Number: 355

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	123,958	2,741	9/30/2025	13,312	368
			2,741			**368**

Unit Number: 356

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	118,282	2,431	9/30/2025	11,971	327
			2,431			**327**

Unit Number: 357

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	126,948	1,613	9/30/2025	13,087	253
			1,613			**253**

Unit Number: 358

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	127,979	2,425	9/30/2025	12,838	341
			2,425			**341**

Unit Number: 359

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	133,324	2,650	9/30/2025	13,496	328
			2,650			**328**

Unit Number: 360

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	110,729	2,486	9/9/2025	4,693	0
			2,486			**0**

Unit Number: 361

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	123,734	2,392	9/30/2025	12,649	318
			2,392			**318**

Unit Number: 362

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	74,608	1,860	9/30/2025	6,564	314
			1,860			**314**

Unit Number: 363

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	129,827	2,824	9/30/2025	13,077	327
			2,824			**327**

Unit Number: 4609

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/24/2025	158,838	90	9/24/2025	1,259	-13,124
			90			**-13,124**

Unit Number: 494

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025		226	0		44	0
			0			**0**

Unit Number: 498

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025		230	0		50	0
			0			**0**

Unit Number: 7509

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025		141,243	0		1,675	0
			0			**0**

Unit Number: 7510

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/18/2025	149,969	0		885	0
			0			**0**

Unit Number: 7758

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025		163,747	0		15,469	0
			0			**0**

Unit Number: 817

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025		2,956	0		0	0
			0			**0**

Unit Number: 821

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/23/2025	14,376	6,797		0	0
			6,797			**0**

Unit Number: 981

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/22/2025	173,981	0	9/22/2025	20,905	0
			0			**0**

Unit Number: 982

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	196,883	375	9/30/2025	23,059	27
			375			**27**

Unit Number: 983

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
9/1/2025	9/30/2025	162,223	2,438	9/30/2025	17,656	372
			2,438			**372**

INFORMATION TECHNOLOGY
10/21/2025
REPORTING PERIOD SEPTEMBER, 2025

NOTABLE EVENTS

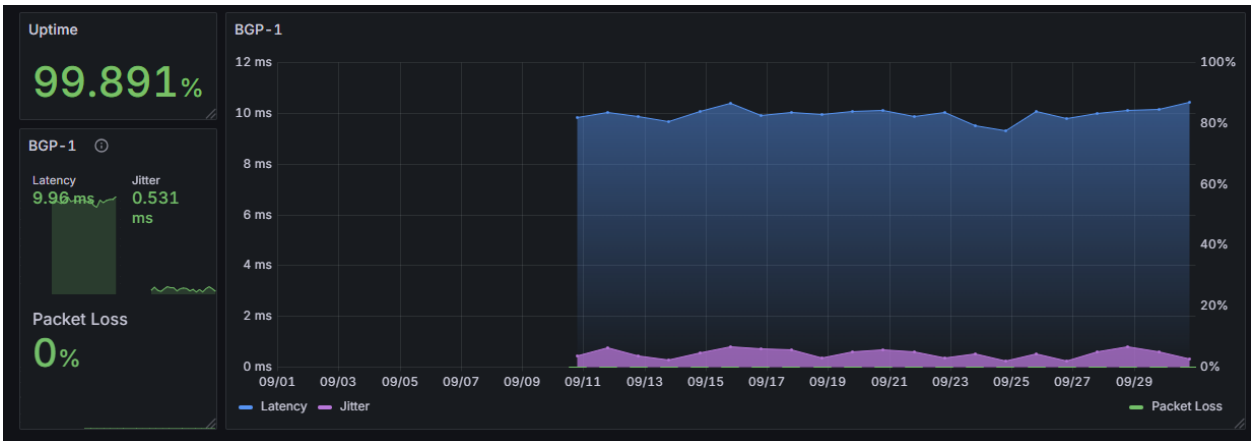
- We are planning for a partial shutdown of non-essential systems on November 8th for a planned power outage to upgrade electrical service to Building G (Facilities). During this four-hour period IT systems will be running on UPS only, generators will be offline. We are working with SETRAC to use a mobile HVAC system to keep the network core and servers within temperature range. This is a significant event that requires planning and coordination between Facilities, I.T., Communications, GHC 911, and several vendors.

PROJECTS

- Physical Security Updates – FY2025 Capital Projects related to access control and security cameras have been green-lit and we are working with vendors to get them implemented.
- Lightning Strike – replacement equipment has been procured and configured for the remaining functionality lost with the lightning strike of July 13, 2025. The replacement of the fiber optic cable should be scheduled soon. This required significant coordination among sub-specialties to ensure the installation goes smoothly.

SYSTEMS RELIABILITY

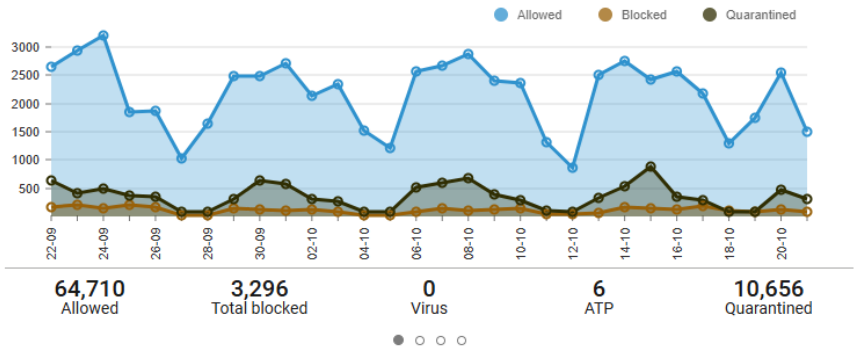
Critical Systems	Reliability	Lost Minutes	Avg Prev 12 Mo	Difference
Network	100.000%	0	1.87	-1.87
Services	99.935%	28	29.05	-1.05



The graphic shown here is incomplete due to a product upgrade incompatibility. We have resolved this. The graph would reflect the 100% uptime this reporting period.

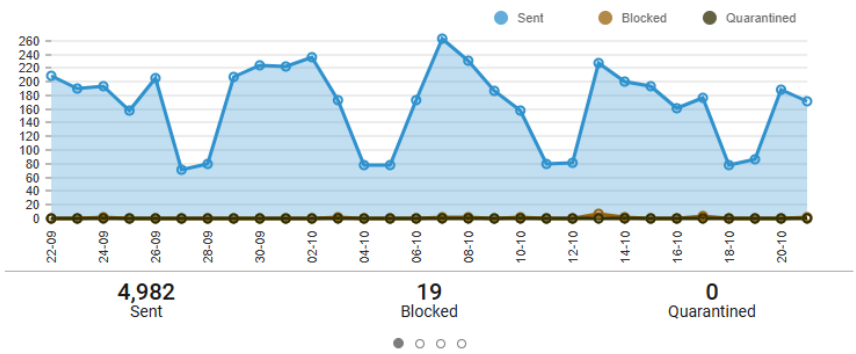
CYBERSECURITY/THREAT MITIGATION

Inbound Email Statistics Overview



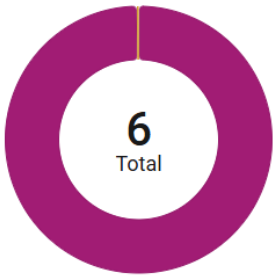
64,710	3,296	0	6	10,656
Allowed	Total blocked	Virus	ATP	Quarantined

Outbound Email Statistics Overview



4,982	19	0
Sent	Blocked	Quarantined

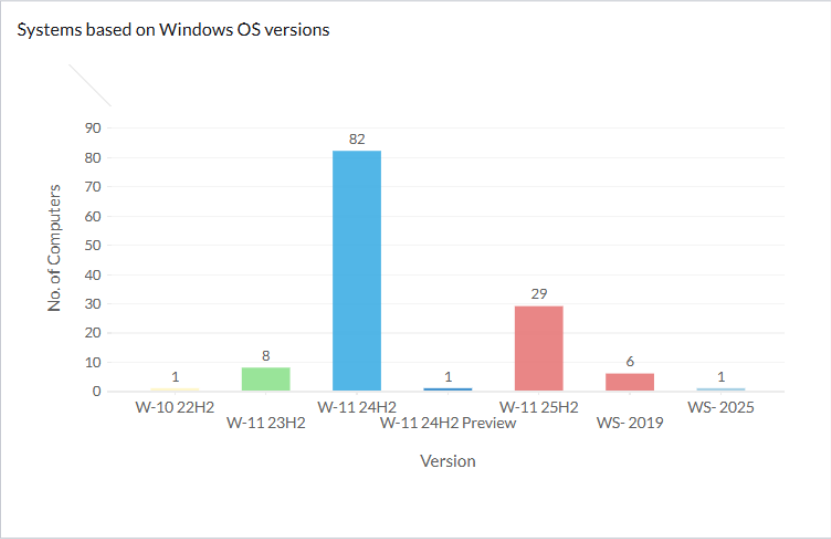
Total Threats / Viruses Overview



Threats / Viruses Detected

Category	Total	Percentage
Viruses	0	0 %
Advanced Threats	6	100 %

ENDPOINT MANAGEMENT



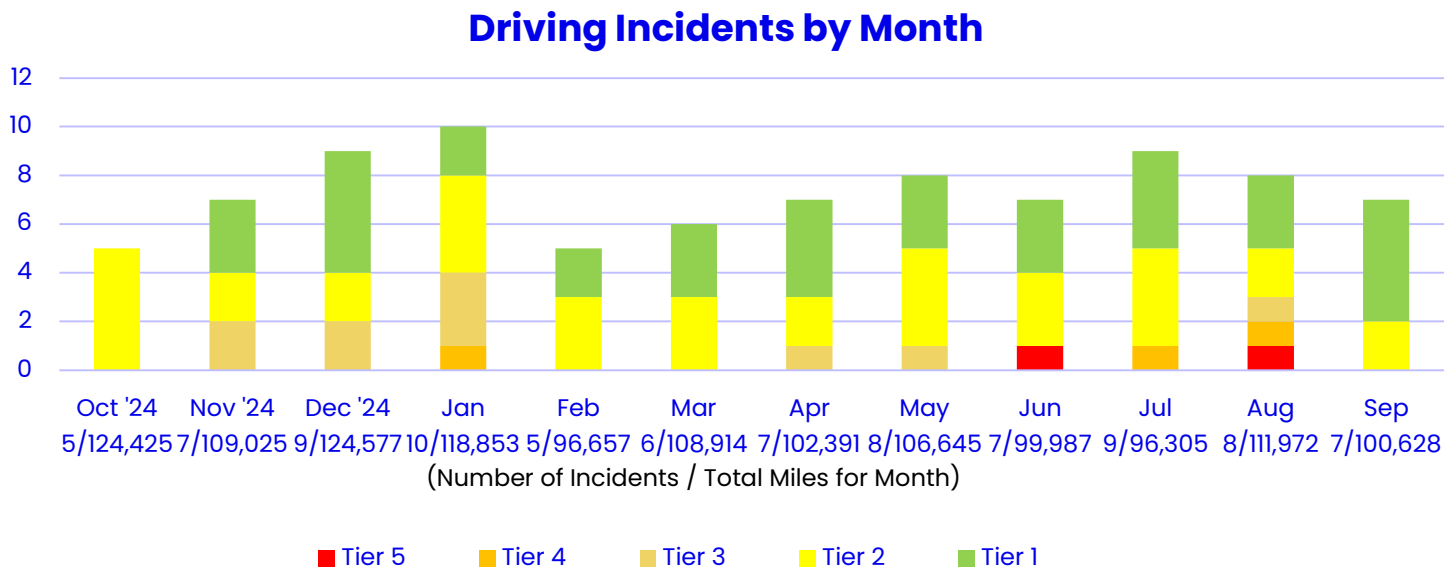
*Patches are released weekly, thus there will often be numbers in the <30 days category. Only critical and security patches are applied to sensitive systems.

COMPLIANCE
10/28/2025
REPORTING: SEPTEMBER 1ST – 30TH, 2025

SAFETY

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



- September 2025 Leading Root Causes:
  - Lack of spatial/situational awareness – 5

- Annual Auto Claims Trends:
  - 2021 (Sep-Dec): 10 (0 open, 3 w/$0 incurred)
  - 2022 (Jan-Dec): 19 (0 open, 4 w/$0 incurred)
  - 2023 (Jan-Dec): 17 (1 open, 6 w/$0 incurred)

Prepared by: Katie Conn

  - 2024 (Jan-Dec): 14 (0 open, 7 w/$0 incurred)
  - 2025 (Jan-Sep): 17
- Driver Monitoring cameras scoring for September 1st through 30th, 69% (132/191) of drivers at or above benchmark. Agency score of 67 (benchmark of 80).
- Driver Monitoring system identified September's highest risk factor as mobile device usage while driving (including several instances of personal devices).

FACILITIES

September Maintenance Log Summary: 57 work orders completed/progressed

- 15 preventative or routine maintenance tasks completed
- 25 unscheduled repairs completed (including 19 HVAC)
- 1 shoreline repair/replacement
- 16 miscellaneous/employee initiated requests

- Hurricane preparedness progress continues (includes shoreline placement at additional fire stations for hard posting options; tree removals at Administrative Campus and M403 completed)
- 2026-2029 capital budget items submitted
- Continuing to add in-house HVAC preventative maintenance and repairs

COMPLIANCE

DSHS Updates:

- No open outstanding Items
- DSHS Reports/Notifications: 3
  - Compliance Self Survey as required by DSHS. The purpose of the survey is to assist EMS Providers with improvements and determine whether the organization is compliant with all aspects of the Texas Administrative Code. TX DSHS has acknowledged receipt and is reviewing the submission and documentation.
  - Station Location updates for M411 and M412
  - Personnel Updates

SEPTEMBER 2025 CRITICAL FAILURES REVIEW:

4 Total:

- P1 – 0
- P2 – 1 (1 Equipment)
- P3 – 1 (1 Human Factor)
- P4 – 2 (1 Human Factor, 1 Mechanical)

P2 – 9/10/2025 – Equipment (Autoloader)

M406 was dispatched to a 6C02 Breathing Problems and made scene. Total time from first keystroke to first unit on scene was 8 minutes 52 seconds. While on scene, M406 experienced stretcher problems and was unable to operate the stretcher. M406 requested a second unit for patient transport. M403 was dispatched, made scene and took over patient care. M403 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in No patient harm.

P3 – 9/25/2025 – Human Factor (Crew Communication)

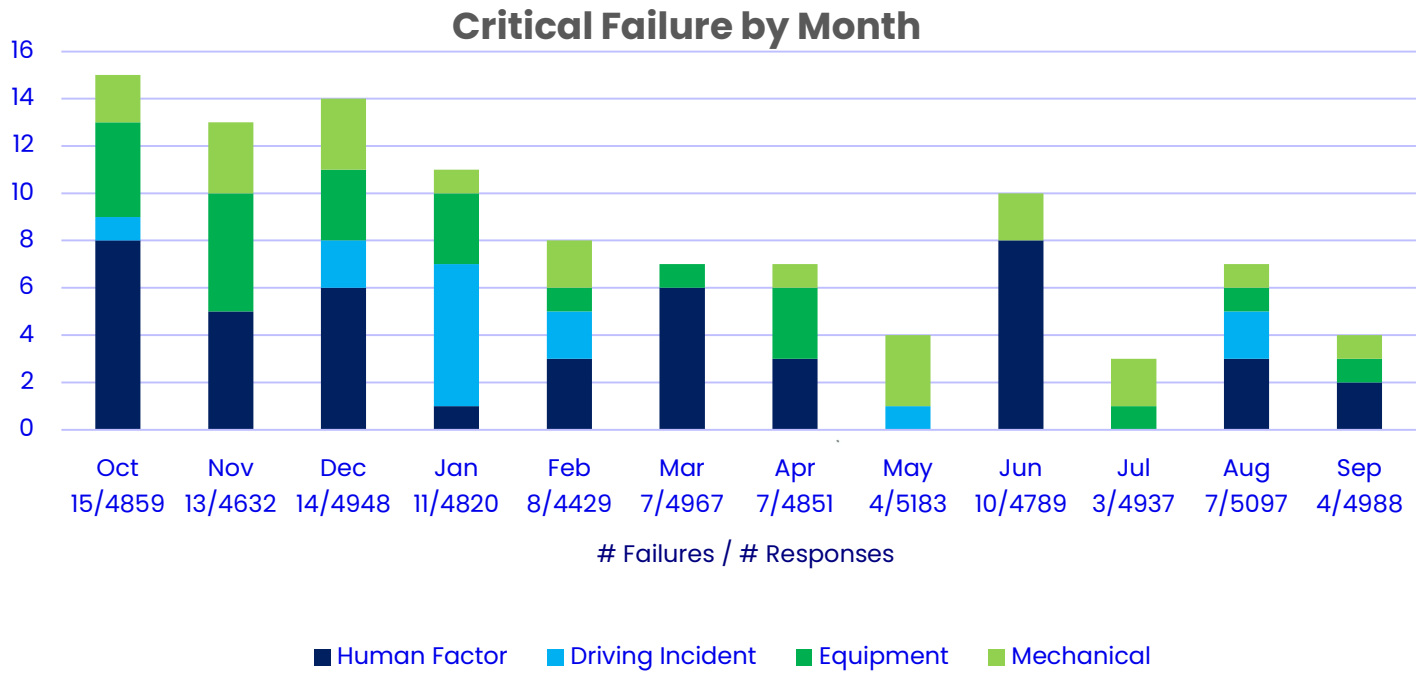
M403 was dispatched to a 38B01 Advanced Send. Crew did not respond or go en route for several minutes. Control dispatched M486 who went en route and made scene. Total time from first keystroke to first unit on scene was 10 minutes 23 seconds. M486 transported the patient Refusal to the hospital. Incident was reviewed by Quality Team and resulted in No patient harm. When contact was eventually made with M403 it was found that one crewmember phone was dead and the second crewmember did not hear their phone.

P4 – 9/20/2025 – Mechanical (A/C System)

M545 was dispatched to a 26A01 Sick Person. En route to the call they reported to Control they were having vehicle trouble. M401 was dispatched to the call and made scene. Total time from first keystroke to first unit on scene was 52 minutes 23 seconds, missing compliance. M401 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in No patient harm.

P4 – 9/26/2025 – Human Error (Crew Error)

M545 was dispatched to a 17A02 Fall. After going en route, M545 requested they be removed from the call due to a family emergency. Total time from first keystroke to first unit on scene was 24 minutes 9 seconds, missing compliance. M403 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in no patient harm.


Critical Failure by Month
16
14
12
10
8
6
4
2
0
Oct 15/4859
Nov 13/4632
Dec 14/4948
Jan 11/4820
Feb 8/4429
Mar 7/4967
Apr 7/4851
May 4/5183
Jun 10/4789
Jul 3/4937
Aug 7/5097
Sep 4/4988
Failures / # Responses
Human Factor
Driving Incident
Equipment
Mechanical