REGULAR MEETING OF THE BOARD OF COMMISSIONERS

SEPTEMBER 23, 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 August 26, 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

NEW HIRES

- Ashley Hawkins – Patient Accounts Rep
- Jessica Snead – Telecommunicator
- Katie Gattis - Telecommunicator

TURNOVER

0.74%

- Telecommunicator – No Show
- Attendant Paramedic – Personal
- Patient Accounts Representative

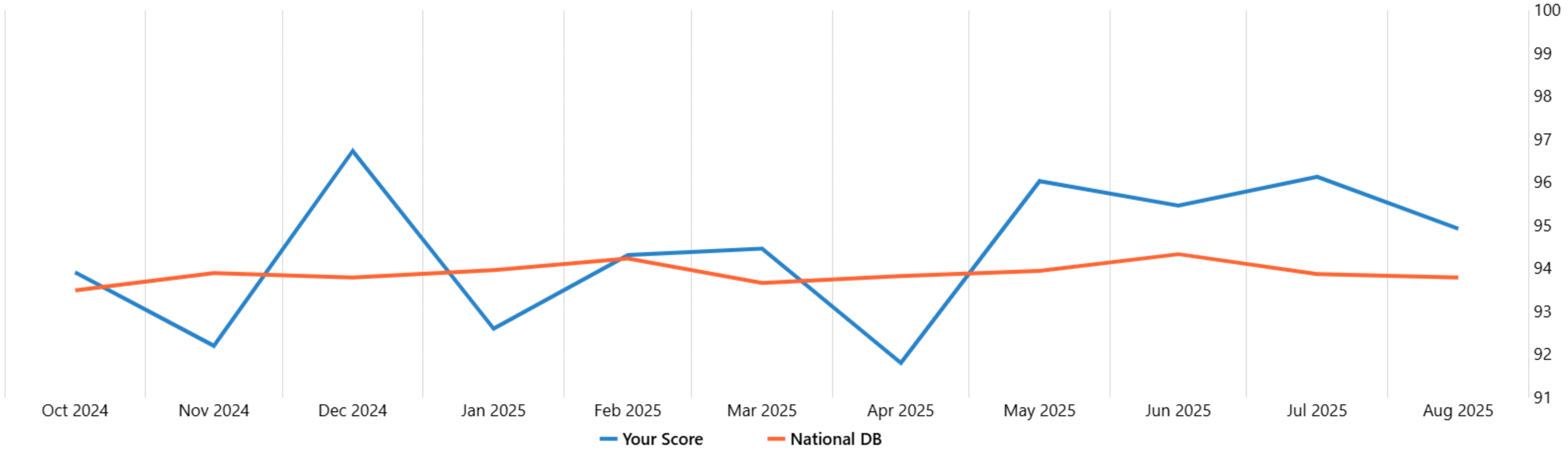
PROMOTIONS

- Priscilla De La Rosa – EMT to Attendant Paramedic
- Savannah Kelly – EMT to Attendant Paramedic
- Noah Lindsey – AEMT to Attendant Paramedic
- Dolores Merlos – Telecommunicator to Communications Quality Officer
- Asiah Medrano – Attendant Paramedic to In Charge Paramedic
- Spencer Kosler – Attendant Paramedic to In Charge Paramedic

PATIENT EXPERIENCE REPORT

CHIEF EXECUTIVE OFFICER REPORT

MONTHLY OVERALL SCORE TREND:



OPERATIONS

INCIDENTS	
August	5825
July	5596
vs prev month	+/-
229	3.93%

RESPONSES	
August	5098
July	4882
vs prev month	+/-
216	4.24%

TRANSPORTS	
July	3439
June	3369
vs prev month	+/-
70	2%

TRANSPORT %
70%

HH:MM:SS <= Level 7
122:39:00
16.00%

AVG Units per day (peak)
23

UHU'S	
Shift	Transp
24'S	
0.35	0.20
PEAK	
0.51	0.29

LIGHTS & SIRENS RESPONSE	
AVG Priority 1	AVG Priority 2
8:20:37	8:57:04
GOAL	GOAL
<10:00	<15:00

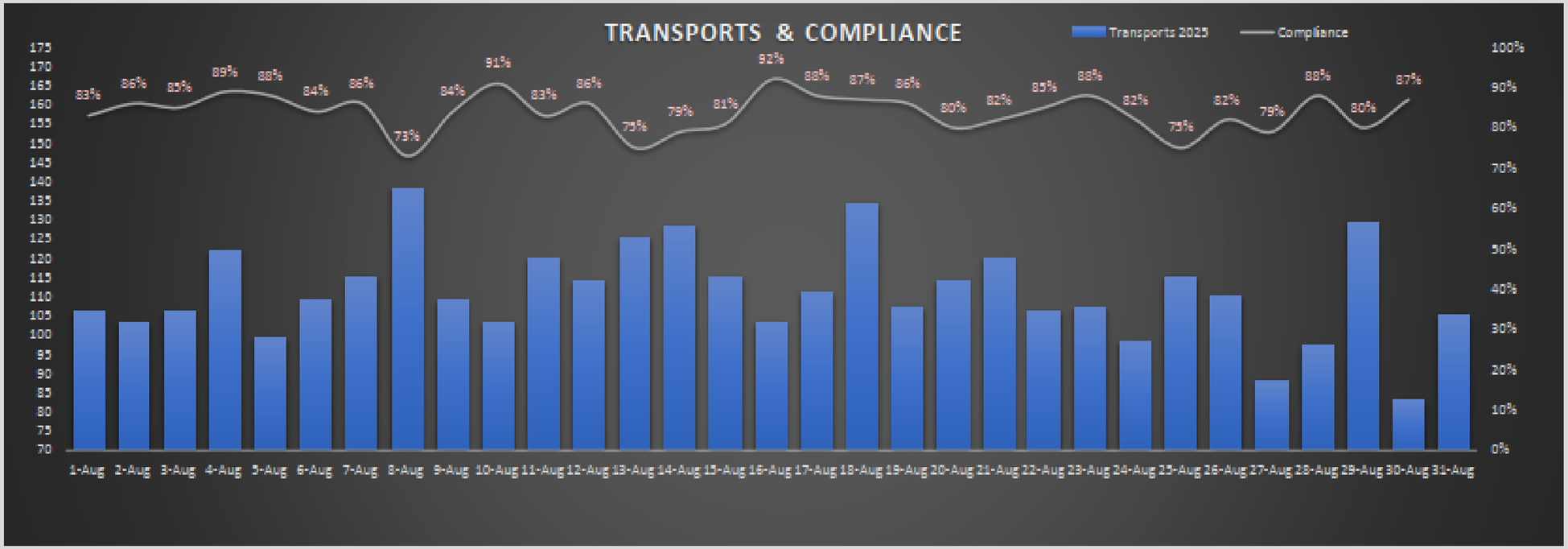
LOW ACUITY / NO LIGHTS & SIRENS	
AVG Priority 3	AVG Priority 4
10:19:56	14:19:56
GOAL	GOAL
<15:01	<20:00

COMPLIANCE
84%
GOAL
85%

Call off Type	Type Count	Sum of Hours	Type %
Bereavement	7	102.02	8.24%
Call off	11	176	12.94%
Call Off-Family Emergency	6	71.5	7.06%
Call off-Illness	47	601.98	55.29%
Call Off-Non Work related injury	2	48	2.35%
call off-Personal	12	154.75	14.12%
Grand Total	85	1154.25	100.00%

CALL OFF	Sched UH's	Actual UH's
85	16116	14268
Call-Off Hours	SHIFT COVERAGE	
1154.25	89%	

Leave Type	Totals	Leave Hrs	Type %
Bereavement	7	102.02	2.75%
Call off	11	176	4.31%
Call Off-Family Emergency	6	71.5	2.35%
Call off-Illness	47	601.98	18.43%
Call Off-Non Work related injury	2	48	0.78%
call off-Personal	12	154.75	4.71%
FMLA	55	1076.5	21.57%
Jury Duty	1	14	0.39%
Leave	3	72	1.18%
Military Leave	1	24	0.39%
Paid Time Off	91	1374.42	35.69%
Shift Give Away	6	96	2.35%
Workcomp	13	181	5.10%
Grand Total	255	3992.17	100.00%



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

primary hospitals

CONTROL			
VESTA	10-DIGIT	MUTAL AID	
		Given	Received
4958	4053	13	8

Lost Unit Hours
1047:45:03
LUH Truck Flip
18:58:51
Count of Truck Flip Events
10

FLEET

CHIEF EXECUTIVE OFFICER REPORT

18 Preventative Maintenance

63 Additional Repairs

111,972 Total Miles

- **85,316** Ambulance Miles
- **26,654** Support Vehicle Miles

11,890 Engine Hours

42:04:18 Lost Unit Hours Due to Mechanical

FLEET

2025 VEHICLE PROCUREMENT UPDATE:

CHIEF EXECUTIVE OFFICER REPORT

3 Supervisor SUVs placed in-service

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 at remount facility, awaiting registration
- 2 Extended Cab from SERVs arrived at remount facility
- 2 Extended Cab from Chastang Ford arrived at ESD, awaiting remount

INFORMATION TECHNOLOGY

CHIEF EXECUTIVE OFFICER REPORT

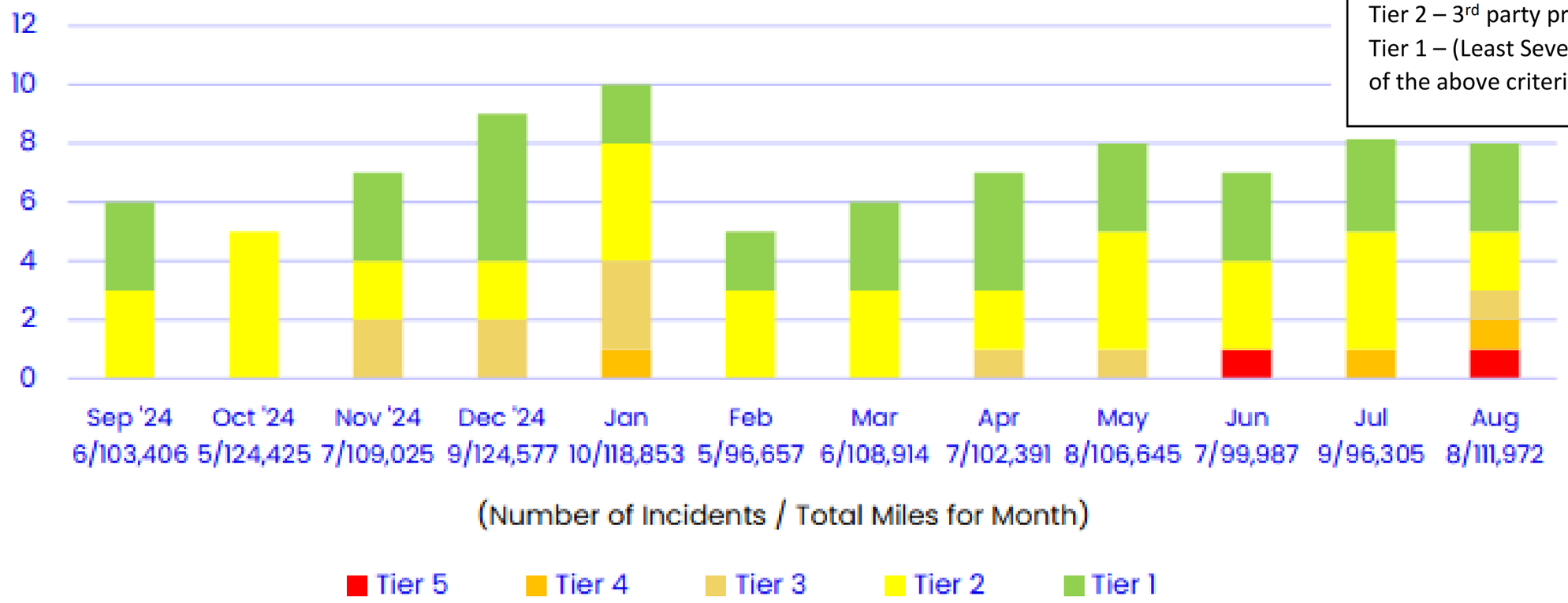
Critical Systems	Lost Minutes	Avg Prev 12 Mo	Difference	Reliability
Network	0	1.72	-1.72	100.000%
Services	0	34.04	-34.04	100.000%

SAFETY

CHIEF EXECUTIVE OFFICER REPORT

Please Note Tier Levels:

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



COMPLIANCE

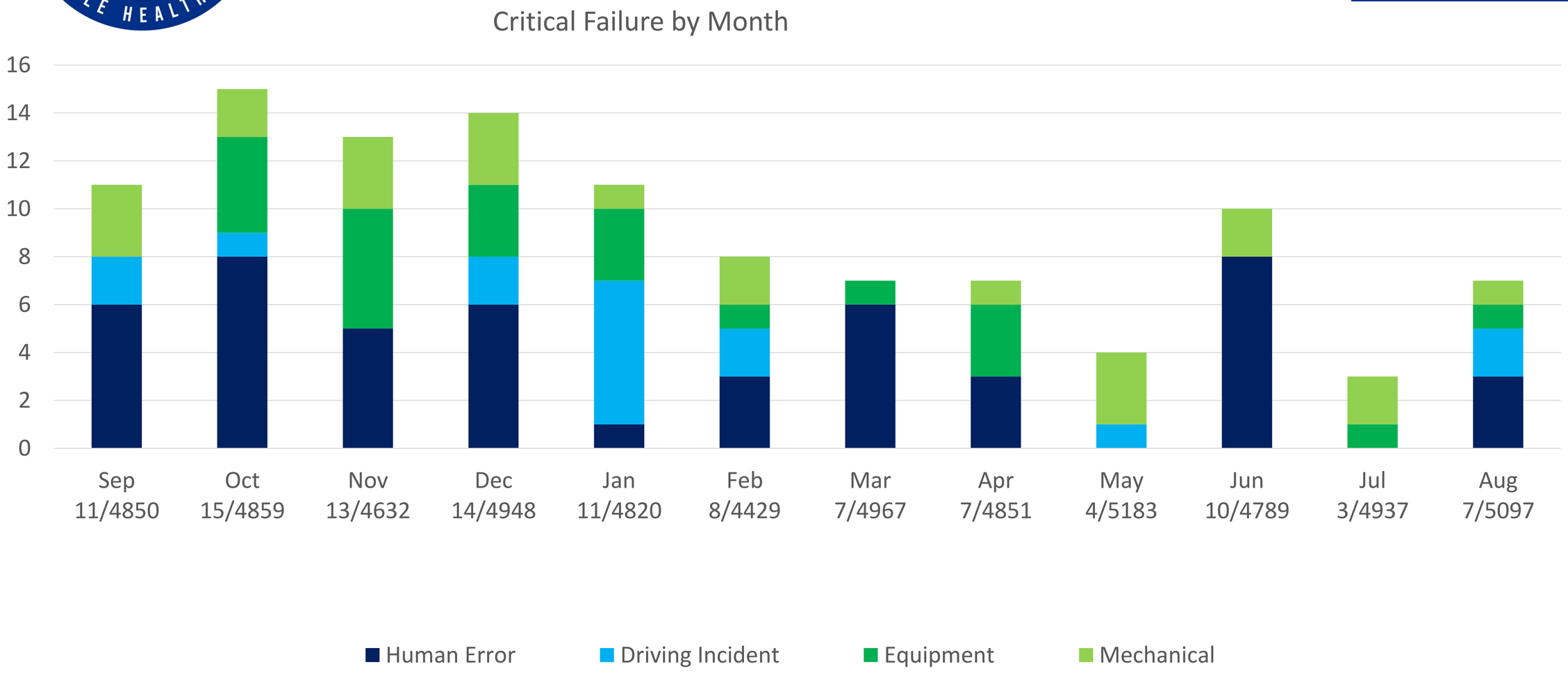
CHIEF EXECUTIVE OFFICER REPORT

- Department of State Health Services Updates:
  No outstanding items

- DSHS Requests for Information/Reports/Notifications: 1

CRITICAL FAILURES

CHIEF EXECUTIVE OFFICER REPORT



PUBLIC RELATIONS

CHIEF EXECUTIVE OFFICER REPORT

MEDIA MENTIONS

- KPRC's Bill Spencer ran a report about the innovative methods utilized by Logistics to ensure ambulances are kept stocked and ready to roll at all times.
- Community Impact did a Q & A interview with Jordan Anderson about his new position. Story to run week of September 22.

OUTREACH

- PRs: 6
- CPR / AED classes: 2
- Speaking Engagements: 1 at the RC Health Services EMS Academy

The race to save your life: Harris County ESD 11's small innovation making a big difference

CHIEF EXECUTIVE OFFICER'S REPORT

CHIEF EXECUTIVE OFFICER REPORT

6B.

review and approve Amended and Restated Interlocal Agreement with Harris County Emergency Services District No. 28; and

CHIEF EXECUTIVE OFFICER REPORT

6C.

authorize CEO to enter into vendor agreements under a certain value on behalf of the District;

REGULAR MEETING

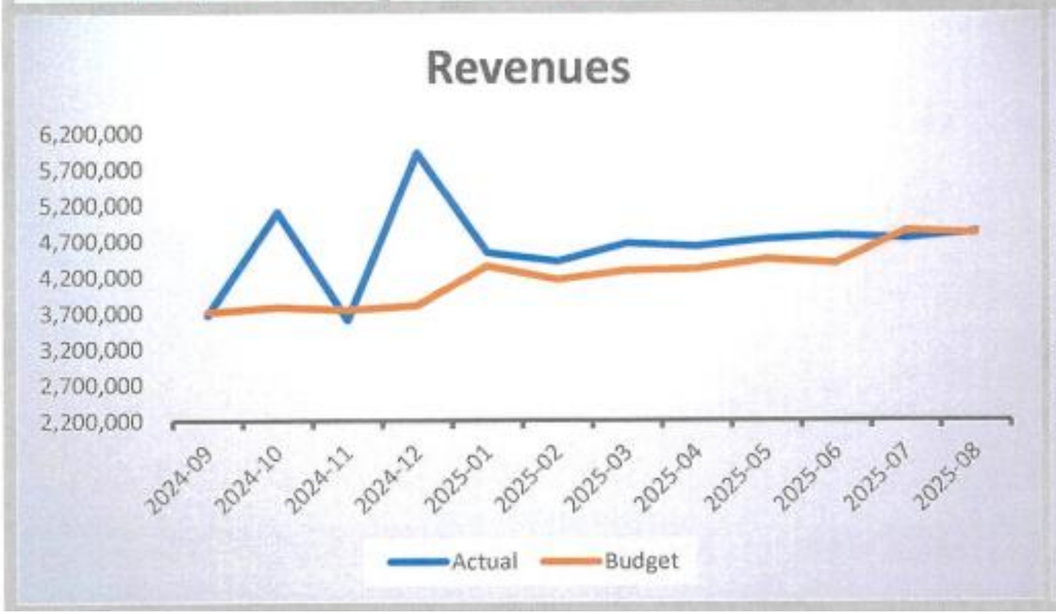
7.

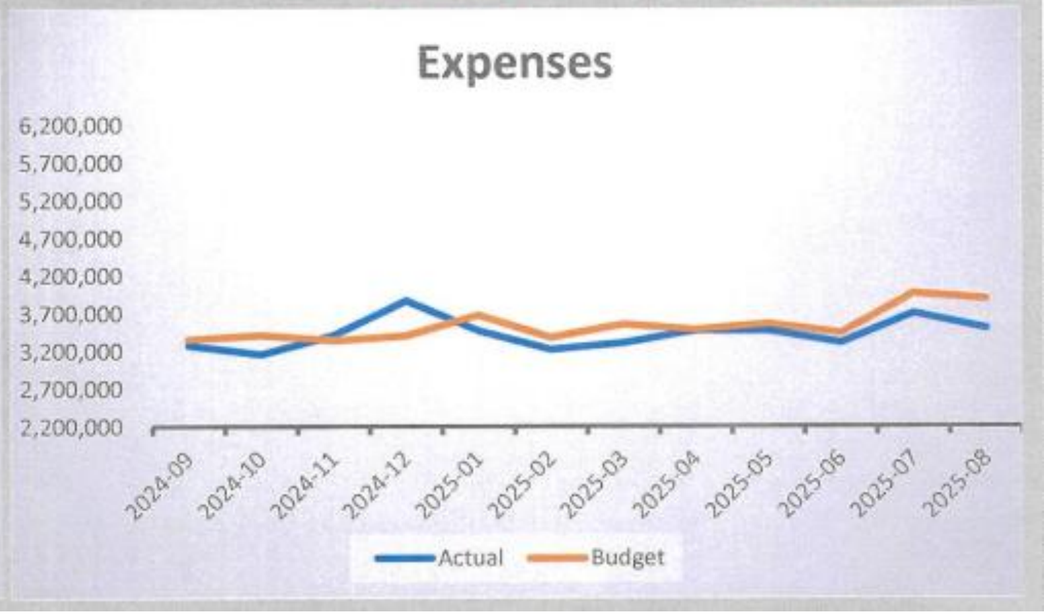
Discuss proposed 2025 tax rate, hear Financial Advisor's recommendation, set public hearing date and authorize publication of Notice of Tax Rate for 2025, if appropriate;

CHIEF FINANCIAL OFFICER REPORT

Billing Net Revenue	Property Tax Revenue	Cash & Cash Equivalents	Pt Account Collection	Property Tax Collection
$2,199,889	$2,455,420	$30,573,116	$2,173,541	$39,199
Actual vs. Budget	Actual vs. Budget	Change from last year this month	Change from last year this month	Change from last year this month
($9,296)	$11,064	$18,056,277	($385,340)	($33,645)

Wages & Benefits	Medical Supply		Debt	Net Assets
$2,286,030	$81,574		$46,915,000	$33,848,325
Actual vs. Budget	Actual vs. Budget		Change from last year this month	Change from last year this month
$327,402	$25,662		($4,550,914)	$14,140,346





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

REGULAR MEETING

11. Tax Assessor/Collector's Report;

REGULAR MEETING

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

13. ELECTION AGENDA

REGULAR MEETING

A. Adopt Order Authorizing New Uniform Election Date for General Election and extend terms of office for Commissioners, if necessary;

REGULAR MEETING

13. DISTRICT REAL ESTATE MATTERS

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

b. Authorize requesting qualifications for engineering services for same;

REGULAR MEETING

14. District personnel matters, including any pending employment related claims, and take any necessary actions on same;

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
SEPTEMBER 23, 2025
REPORTING: AUGUST 2025

NEW HIRES

- Ashley Hawkins – Patient Accounts Rep
- Jessica Snead – Telecommunicator
- Katie Gattis - Telecommunicator

HEADER

- Priscilla De La Rosa – EMT to Attendant Paramedic
- Savannah Kelly – EMT to Attendant Paramedic
- Noah Lindsey – AEMT to Attendant Paramedic
- Dolores Merlos – Telecommunicator to Communications Quality Officer
- Asiah Medrano – Attendant Paramedic to In Charge Paramedic
- Spencer Kosler – Attendant Paramedic to In Charge Paramedic

HEADER

0.74% Voluntary Turnover

- Telecommunicator – No Show
- Attendant Paramedic - Personal

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

August 01, 2025 to August 31, 2025

Your Score

95.01

Your Patients in this Report

48

Number of National Database Patients in this Report

4335

Total EMS Organizations

248

Executive Summary

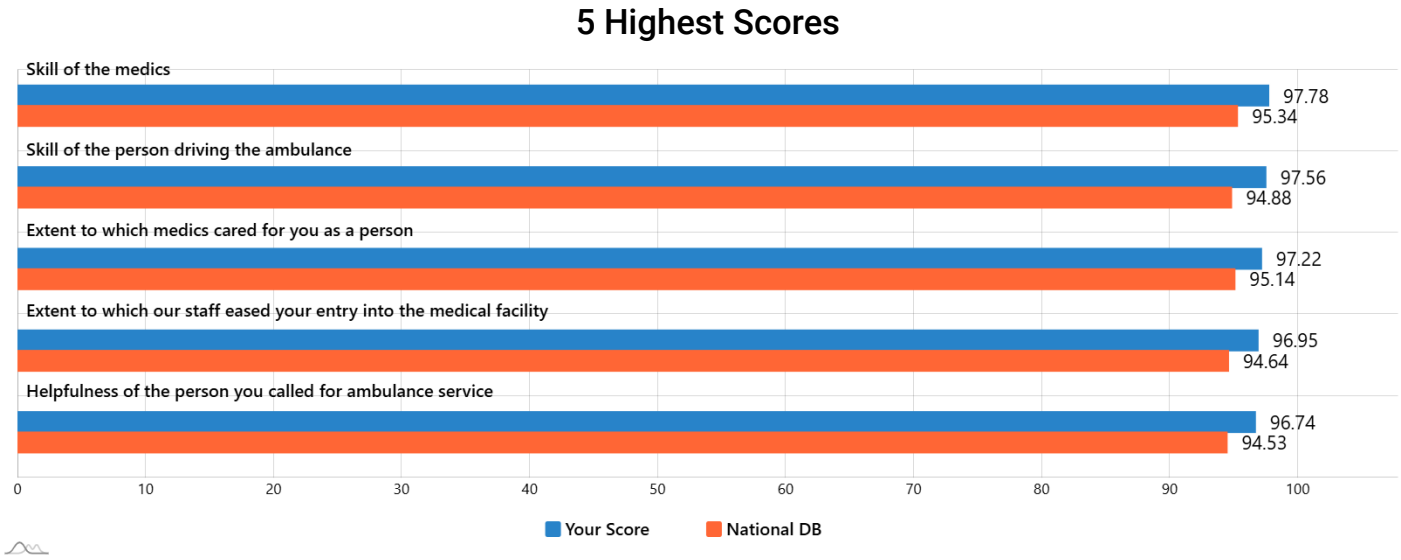
Your overall score for the period selected is **95.01**, a difference of **+2.58**, compared to your score from the previous year, **92.43**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **85**%.

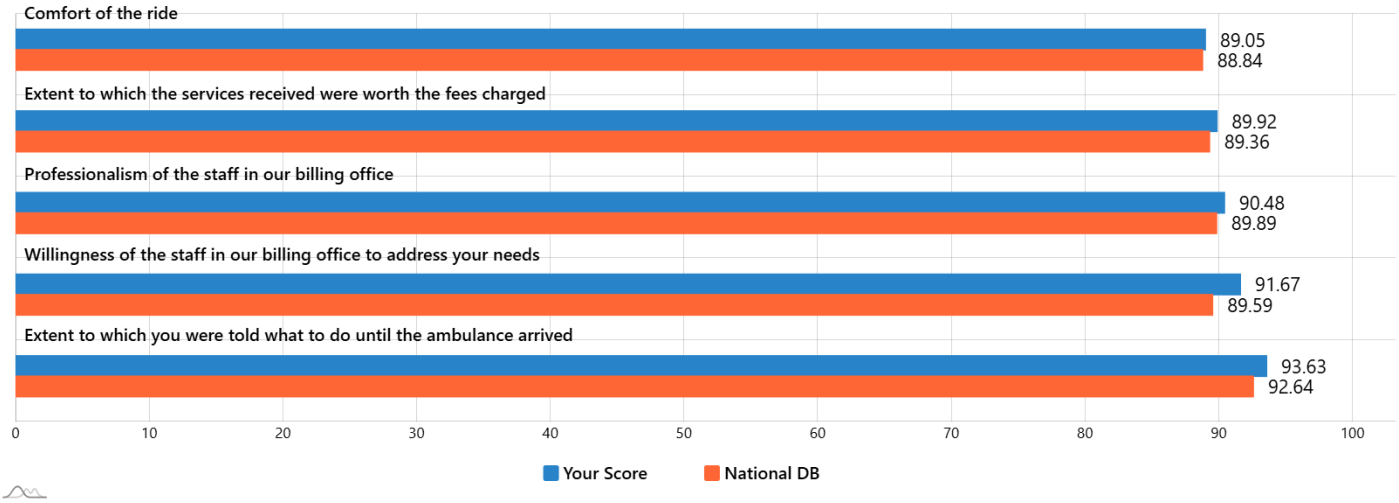
In addition, your rolling **12-** month score of **95.42** is a difference of **+2.54** from the national database score of **92.88**.

When compared to all organizations in the national database, your score of **95.42** is ranked **22nd**.

Highest and Lowest Scores



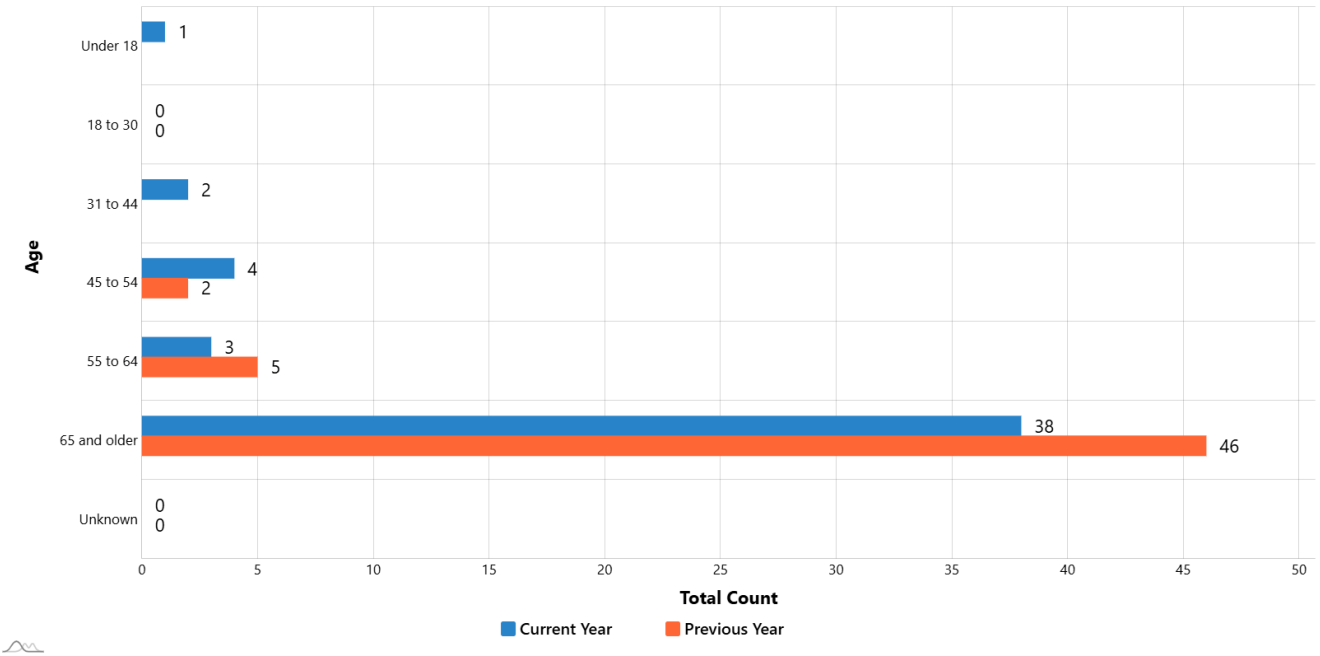
5 Lowest Scores



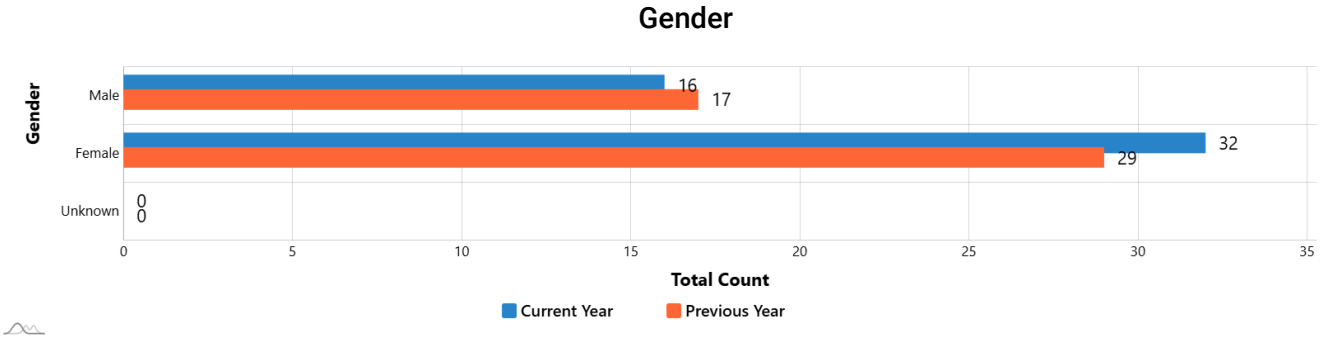
Demographics

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

Age



Gender

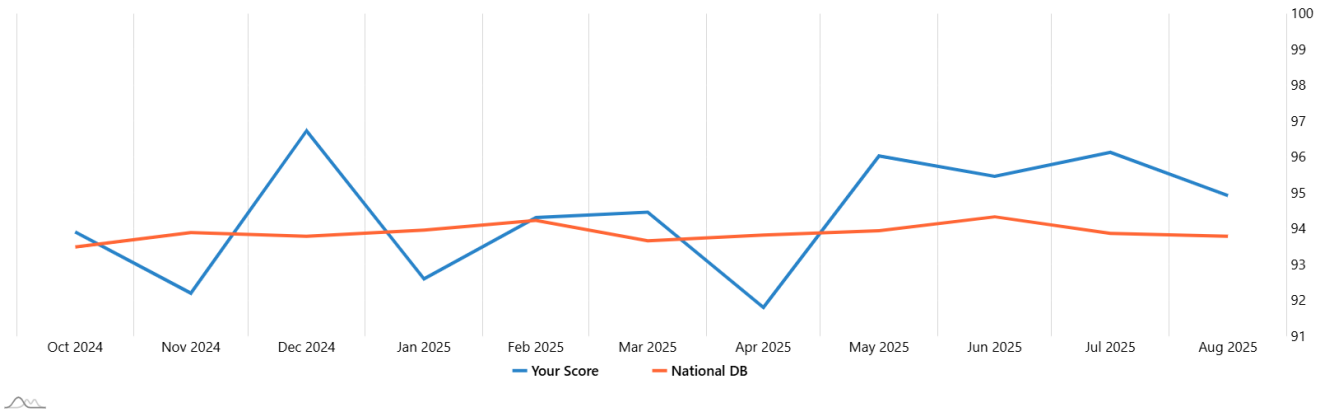


Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Likelihood of recommending this ambulance service to others	93.75	0.00	+93.75	94.06
Degree to which the medics relieved your pain or discomfort	94.40	86.73	+7.67	92.25
Extent to which medics included you in the treatment decisions (if applicable)	96.05	89.33	+6.72	93.70
Extent to which medics cared for you as a person	97.22	91.17	+6.06	95.34
Skill of the medics	97.78	92.21	+5.57	95.37
Degree to which the medics listened to you and/or your family	95.11	89.84	+5.27	95.22
Medics' concern for your privacy	96.43	91.17	+5.26	94.53
Overall rating of the care provided by our Emergency Medical Transportation service	94.89	90.35	+4.54	94.67
Extent to which the medics kept you informed about your treatment	94.89	90.98	+3.91	93.73
Extent to which the services received were worth the fees charged	89.92	86.02	+3.89	89.36

Decreases	Current	Previous	(+/-)	National DB
Comfort of the ride	89.05	91.84	-2.79	88.84
Cleanliness of the ambulance	96.51	98.04	-1.53	95.56
Extent to which the ambulance arrived in a timely manner	94.47	95.75	-1.29	93.17
Extent to which you were told what to do until the ambulance arrived	93.63	94.90	-1.27	92.64

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.

	Aug 2025
Helpfulness of the person you called for ambulance service	96.74
Concern shown by the person you called for ambulance service	95.56
Extent to which you were told what to do until the ambulance arrived	93.63
Extent to which the ambulance arrived in a timely manner	94.47
Cleanliness of the ambulance	96.51
Comfort of the ride	89.05
Skill of the person driving the ambulance	97.56
Care shown by the medics who arrived with the ambulance	95.65
Degree to which the medics took your problem seriously	95.11
Degree to which the medics listened to you and/or your family	95.11
Skill of the medics	97.78
Extent to which the medics kept you informed about your treatment	94.89
Extent to which medics included you in the treatment decisions (if applicable)	96.05
Degree to which the medics relieved your pain or discomfort	94.40
Medics' concern for your privacy	96.43
Extent to which medics cared for you as a person	97.22

	Aug 2025
Professionalism of the staff in our billing office	90.48
Willingness of the staff in our billing office to address your needs	91.67
How well did our staff work together to care for you	95.73
Extent to which our staff eased your entry into the medical facility	96.95
Appropriateness of Emergency Medical Transportation treatment	95.73
Extent to which the services received were worth the fees charged	89.92
Overall rating of the care provided by our Emergency Medical Transportation service	94.89
Likelihood of recommending this ambulance service to others	93.75
Respondents	48
Overall Score	**95.01**

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	**6**	**8**	**16**	**117**	**839**	**85%**	**77%**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Medic	**1**	**1**	**7**	**44**	**339**	**86%**	**82%**
Degree to which the medics took your problem seriously	0	1	0	6	39	85%	85%
Medics' concern for your privacy	0	0	1	4	37	88%	81%
Degree to which the medics relieved your pain or discomfort	1	0	1	3	35	88%	75%
Care shown by the medics who arrived with the ambulance	0	0	1	6	39	85%	85%
Extent to which medics cared for you as a person	0	0	1	3	41	91%	85%
Skill of the medics	0	0	0	4	41	91%	84%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	1	4	33	87%	80%
Degree to which the medics listened to you and/or your family	0	0	1	7	38	83%	84%
Extent to which the medics kept you informed about your treatment	0	0	1	7	36	82%	80%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Ambulance	**2**	**0**	**3**	**24**	**141**	**82%**	**77%**
Skill of the person driving the ambulance	0	0	0	4	37	90%	81%
Comfort of the ride	1	0	3	8	29	71%	67%
Extent to which the ambulance arrived in a timely manner	1	0	0	6	38	84%	78%
Cleanliness of the ambulance	0	0	0	6	37	86%	83%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Overall Experience	**2**	**4**	**2**	**30**	**210**	**84%**	**81%**
Likelihood of recommending this ambulance service to others	0	2	0	5	37	84%	90%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	0	6	37	84%	82%
Extent to which our staff eased your entry into the medical facility	0	0	1	3	37	90%	81%
Extent to which the services received were worth the fees charged	2	0	1	5	29	78%	71%
Appropriateness of Emergency Medical Transportation treatment	0	1	0	4	36	88%	81%
How well did our staff work together to care for you	0	0	0	7	34	83%	81%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Billing Office Staff	**0**	**2**	**2**	**5**	**33**	**78%**	**66%**
Professionalism of the staff in our billing office	0	1	1	3	16	76%	66%
Willingness of the staff in our billing office to address your needs	0	1	1	2	17	81%	66%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Dispatch	**1**	**1**	**2**	**14**	**116**	**86%**	**78%**
Concern shown by the person you called for ambulance service	0	0	1	6	38	84%	79%
Extent to which you were told what to do until the ambulance arrived	1	1	0	4	37	86%	76%
Helpfulness of the person you called for ambulance service	0	0	1	4	41	89%	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	96.95	+2.16	94.79	94.64
Likelihood of recommending this ambulance service to others	93.75	+93.75	0.00	94.06
Extent to which the services received were worth the fees charged	89.92	+3.90	86.02	89.36
How well did our staff work together to care for you	95.73	+1.73	94.00	94.53
Overall rating of the care provided by our Emergency Medical Transportation service	94.89	+4.54	90.35	94.61
Appropriateness of Emergency Medical Transportation treatment	95.73	+2.09	93.64	94.59
Overall Composite Score	94.49	+2.73	91.76	93.63

Ambulance Composite

	Current	Previous	+/-	National DB
Skill of the person driving the ambulance	97.56	+2.95	94.61	94.88
Extent to which the ambulance arrived in a timely manner	94.47	-1.28	95.75	93.08
Comfort of the ride	89.05	-2.79	91.84	88.84
Cleanliness of the ambulance	96.51	-1.53	98.04	95.51
Overall Composite Score	94.40	-0.66	95.06	93.08

Dispatch Composite

	Current	Previous	+/-	National DB
Extent to which you were told what to do until the ambulance arrived	93.63	-1.27	94.90	92.64
Concern shown by the person you called for ambulance service	95.56	+1.06	94.50	94.36
Helpfulness of the person you called for ambulance service	96.74	+1.74	95.00	94.53
Overall Composite Score	95.31	+0.51	94.80	93.84

Medic Composite

	Current	Previous	+/-	National DB
Degree to which the medics relieved your pain or discomfort	94.40	+7.67	86.73	92.21
Extent to which the medics kept you informed about your treatment	94.89	+3.91	90.98	93.61
Extent to which medics included you in the treatment decisions (if applicable)	96.05	+6.72	89.33	93.69
Degree to which the medics took your problem seriously	95.11	+1.72	93.39	95.29
Degree to which the medics listened to you and/or your family	95.11	+5.27	89.84	95.06
Care shown by the medics who arrived with the ambulance	95.65	+2.79	92.86	95.38

	Current	Previous	+/-	National DB
Skill of the medics	97.78	+5.57	92.21	95.34
Extent to which medics cared for you as a person	97.22	+6.05	91.17	95.14
Medics' concern for your privacy	96.43	+5.26	91.17	94.39
Overall Composite Score	95.85	+5.00	90.85	94.46

Billing Office Staff Composite

	Current	Previous	+/-	National DB
Professionalism of the staff in our billing office	90.48	+0.16	90.32	89.89
Willingness of the staff in our billing office to address your needs	91.67	+1.35	90.32	89.59
Overall Composite Score	91.07	+0.75	90.32	89.74

Cumulative Comparisons

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

Medic	Your Score	National DB
Extent to which the medics kept you informed about your treatment	94.77	93.19
Care shown by the medics who arrived with the ambulance	95.56	94.93
Degree to which the medics took your problem seriously	95.00	94.84
Medics' concern for your privacy	96.34	94.02
Extent to which medics included you in the treatment decisions (if applicable)	96.05	93.26
Extent to which medics cared for you as a person	97.16	94.70
Degree to which the medics relieved your pain or discomfort	94.26	91.70
Skill of the medics	97.73	95.05
Degree to which the medics listened to you and/or your family	95.00	94.61

Billing Office Staff	Your Score	National DB
Willingness of the staff in our billing office to address your needs	91.67	89.26
Professionalism of the staff in our billing office	90.48	89.50

Ambulance	Your Score	National DB
Cleanliness of the ambulance	96.51	95.10
Comfort of the ride	89.05	88.40
Skill of the person driving the ambulance	97.56	94.41
Extent to which the ambulance arrived in a timely manner	94.34	92.57

Dispatch	Your Score	National DB
Concern shown by the person you called for ambulance service	95.45	94.00
Helpfulness of the person you called for ambulance service	96.67	94.11
Extent to which you were told what to do until the ambulance arrived	93.48	92.17

Overall Experience	Your Score	National DB
Overall rating of the care provided by our Emergency Medical Transportation service	94.77	94.12
Extent to which our staff eased your entry into the medical facility	96.95	94.33
Appropriateness of Emergency Medical Transportation treatment	95.63	94.28
How well did our staff work together to care for you	95.63	94.16
Extent to which the services received were worth the fees charged	89.92	88.79
Likelihood of recommending this ambulance service to others	93.60	93.69

Benchmark Comparison By Question

	Your Score	Texas
Helpfulness of the person you called for ambulance service	96.74	96.04
Concern shown by the person you called for ambulance service	95.56	95.83
Extent to which you were told what to do until the ambulance arrived	93.63	94.64
Extent to which the ambulance arrived in a timely manner	94.47	95.06
Cleanliness of the ambulance	96.51	97.07
Comfort of the ride	89.05	92.83
Skill of the person driving the ambulance	97.56	96.38
Care shown by the medics who arrived with the ambulance	95.65	96.49
Degree to which the medics took your problem seriously	95.11	96.56
Degree to which the medics listened to you and/or your family	95.11	96.41
Skill of the medics	97.78	96.68
Extent to which the medics kept you informed about your treatment	94.89	95.70
Extent to which medics included you in the treatment decisions (if applicable)	96.05	95.89
Degree to which the medics relieved your pain or discomfort	94.40	94.14
Medics' concern for your privacy	96.43	96.07
Extent to which medics cared for you as a person	97.22	96.43
Professionalism of the staff in our billing office	90.48	90.88
Willingness of the staff in our billing office to address your needs	91.67	91.00
How well did our staff work together to care for you	95.73	96.63
Extent to which our staff eased your entry into the medical facility	96.95	96.48
Appropriateness of Emergency Medical Transportation treatment	95.73	96.82
Extent to which the services received were worth the fees charged	89.92	91.28
Overall rating of the care provided by our Emergency Medical Transportation service	94.89	96.44
Likelihood of recommending this ambulance service to others	93.75	95.85
Overall Score	**94.80**	**95.32**

Benchmark Comparison

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

	Your Company	National DB
Number of organizations in compare group		248
Minimum score	35.73	1.00
Maximum score	100.00	100.00
Mean score	95.42	92.88
Your Percentile		74th
Your rank		22

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
SEPTEMBER 23, 2025
REPORTING: AUGUST 2025

INCIDENTS	
August	5825
July	*5596*
vs prev month	+/-
229	3.93%

RESPONSES	
August	5098
July	*4882*
vs prev month	+/-
216	4.24%

TRANSPORTS	
July	3439
June	*3369*
vs prev month	+/-
70	2%

TRANSPORT %
70%

HH:MM:SS <= Level 7
122:39:00
16.00%

AVG Units per day (peak)
23

UHU'S	
Shift	Transp
24'S	
0.35	0.20
PEAK	
0.51	0.29

LIGHTS & SIRENS RESPONSE	
AVG Priority 1	AVG Priority 2
8:20:37	8:57:04
GOAL	GOAL
<10:00	*<15:00*

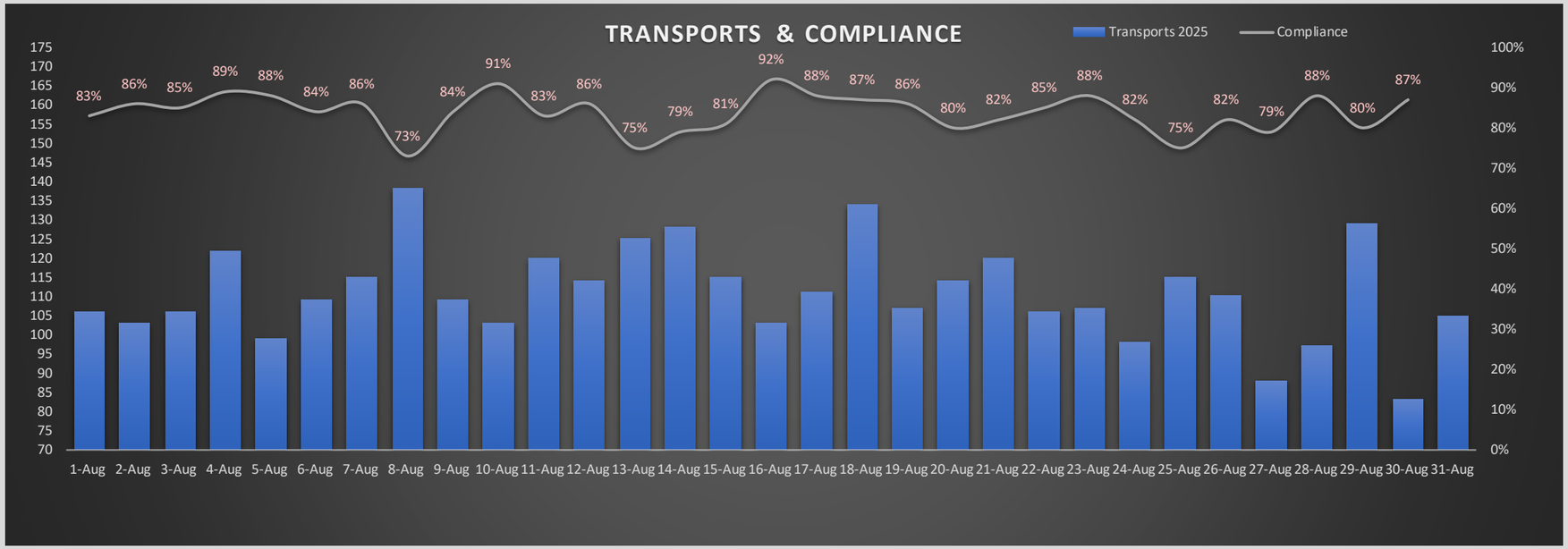
LOW ACUITY / NO LIGHTS & SIRENS	
AVG Priority 3	AVG Priority 4
10:19:56	14:19:56
GOAL	GOAL
<15:01	*<20:00*

COMPLIANCE
84%
GOAL
85%

Call off Type	Type Count	Sum of Hours	Type %
Bereavement	7	102.02	8.24%
Call off	11	176	12.94%
Call Off-Family Emergency	6	71.5	7.06%
Call off-Illness	47	601.98	55.29%
Call Off-Non Work related injury	2	48	2.35%
call off-Personal	12	154.75	14.12%
Grand Total	**85**	**1154.25**	**100.00%**

CALL OFF	Sched UH's	Actual UH's
85	16116	14268
Call-Off Hours	**SHIFT COVERAGE**	
1154.25	89%	

Leave Type	Totals	Leave Hrs	Type %
Bereavement	7	102.02	2.75%
Call off	11	176	4.31%
Call Off-Family Emergency	6	71.5	2.35%
Call off-Illness	47	601.98	18.43%
Call Off-Non Work related injury	2	48	0.78%
call off-Personal	12	154.75	4.71%
FMLA	55	1076.5	21.57%
Jury Duty	1	14	0.39%
Leave	3	72	1.18%
Military Leave	1	24	0.39%
Paid Time Off	91	1374.42	35.69%
Shift Give Away	6	96	2.35%
Workcomp	13	181	5.10%
Grand Total	**255**	**3992.17**	**100.00%**



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

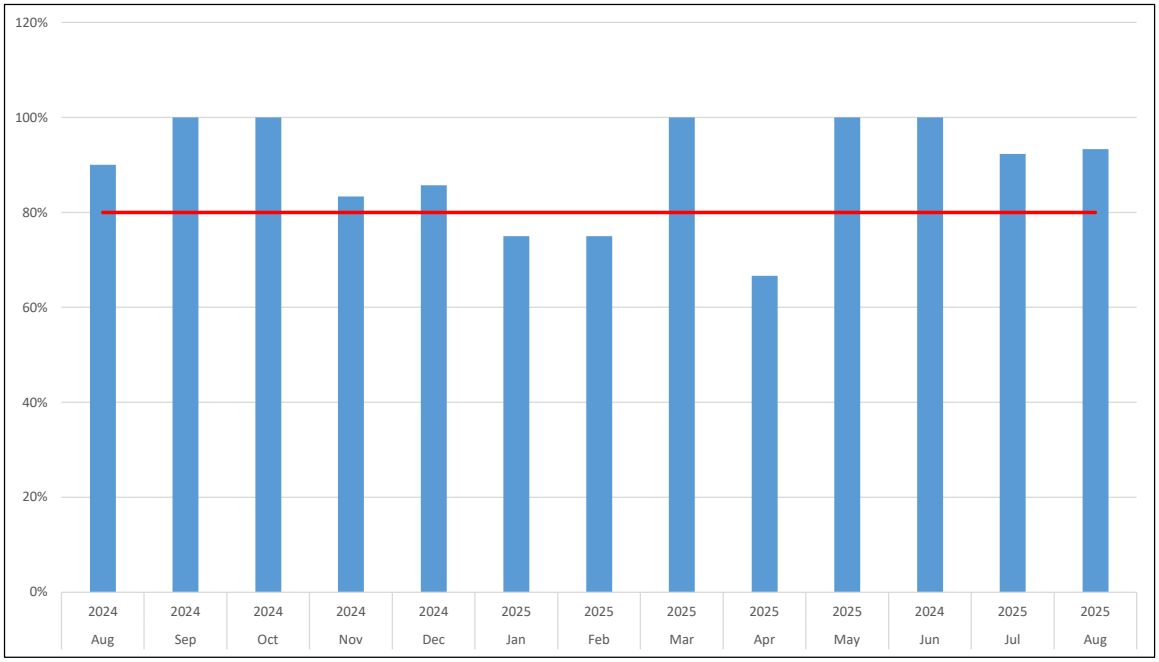
primary hospitals

CONTROL			
VESTA	10-DIGIT	MUTAL AID	
		Given	*Received*
4958	4053	13	8

Lost Unit Hours
1047:45:03
LUH Truck Flip
18:58:51
Count of Truck Flip Events
10

STEMI-01

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



Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2024	2025	2025
Numerator:	9	11	6	5	12	9	6	8	4	6	12	12	14
Denominator:	10	11	6	6	14	12	8	8	6	6	12	13	15
Percentage:	90%	100%	100%	83%	86%	75%	75%	100%	67%	100%	100%	92%	93%
Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

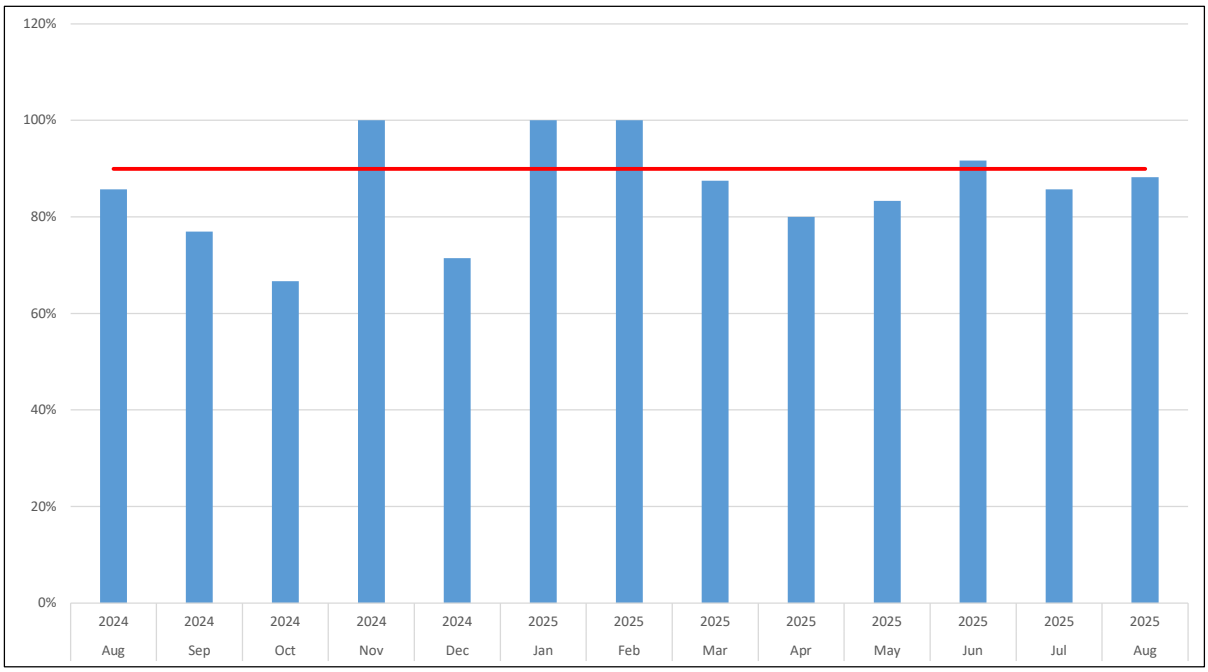
Numerator:	12-lead acquired less than (or equal to) 10 minutes from Patient Contact time Obtained by CQI review PCR, documented times, with Zoll data confirmation

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

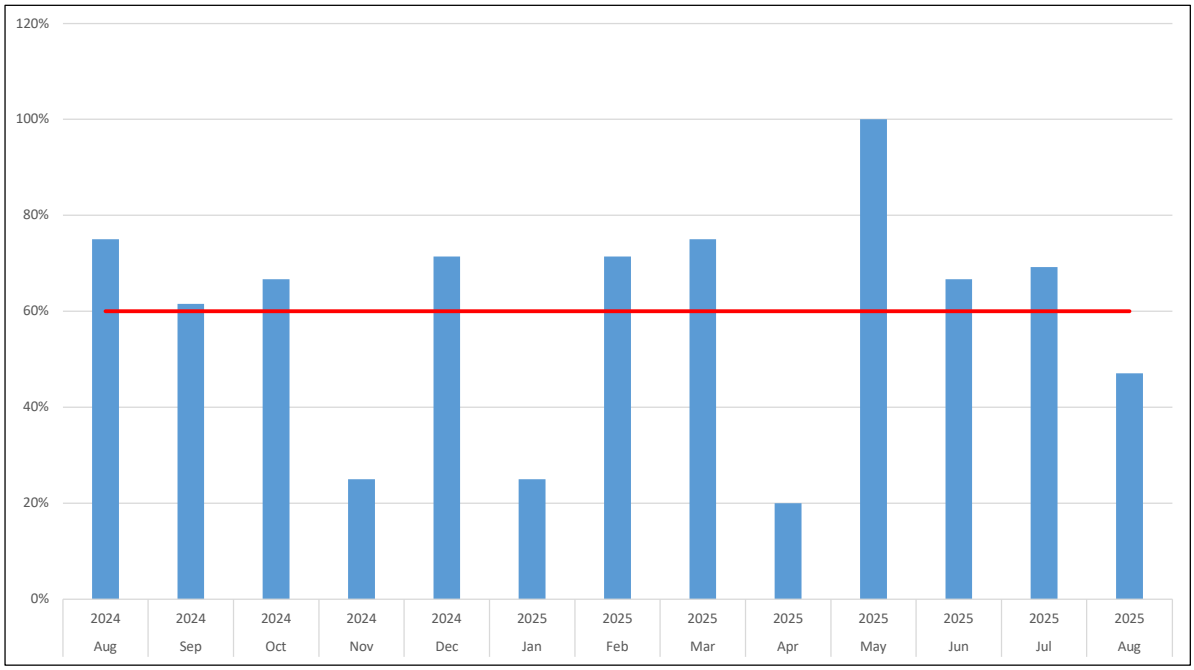
Numerator:	Patients that received 324mg ASA PTA self-administered, as directed by ESD11 calltaker, or by Obtained by CQI review of interventions and narrative

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

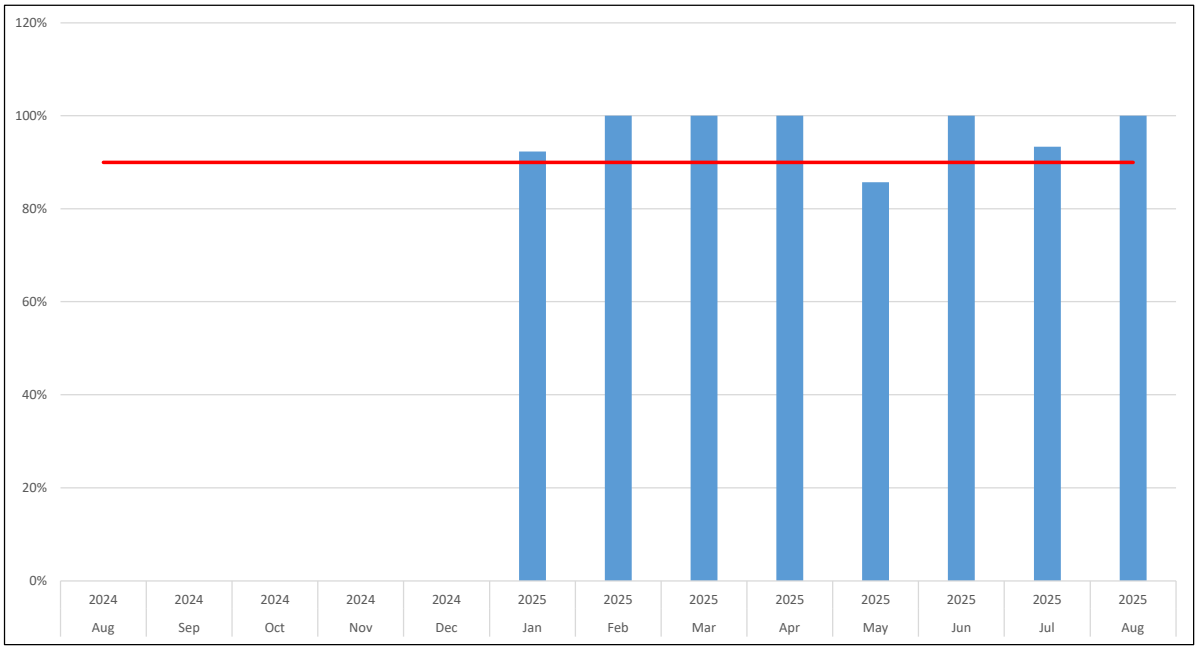
Numerator:	Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport' Obtained by CQI review and documented time.

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

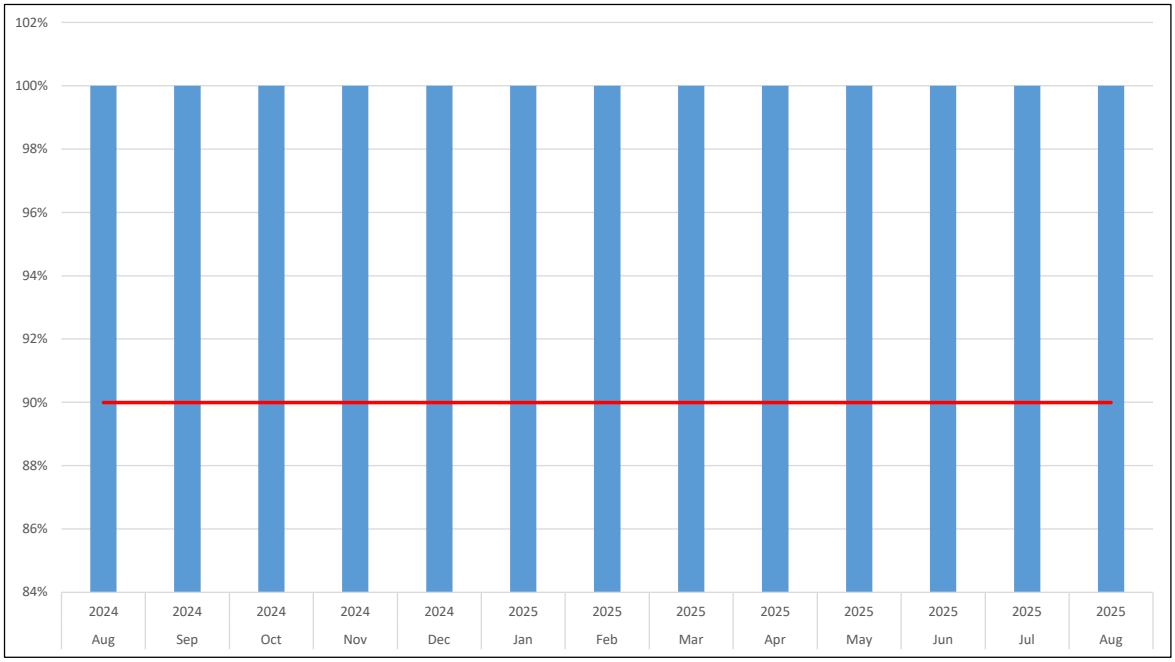
Numerator:	Advanced notification documented (intervention, narrative, otherwise) Obtained by CQI review of PCR

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

Exclusions:	None

STEMI-05

TRANSPORT TO APPROPRIATE DESTINATION FOR PATIENTS SUSPECTED OF STEMI



Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	11	5	12	14	13	6	8	8	6	7	12	15	17
Denominator:	11	5	12	14	13	6	8	8	6	7	12	15	17
Percentage:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

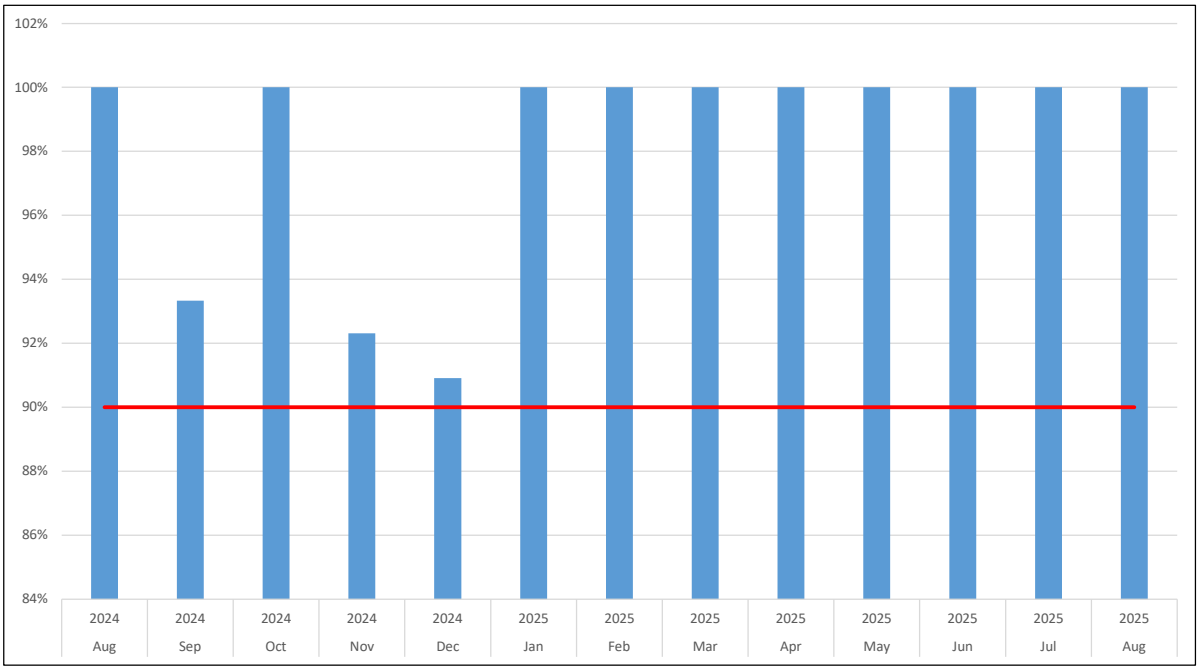
Numerator:	Patients that were transported to a PCI center Obtained by CQI review and compared to CG-29 Destination Determination Grid

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

Exclusions:	None

STROKE-01 (LAMS > 3 only)

GLUCOSES VERIFIED FOR PATIENTS SUSPECTED OF STROKE



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

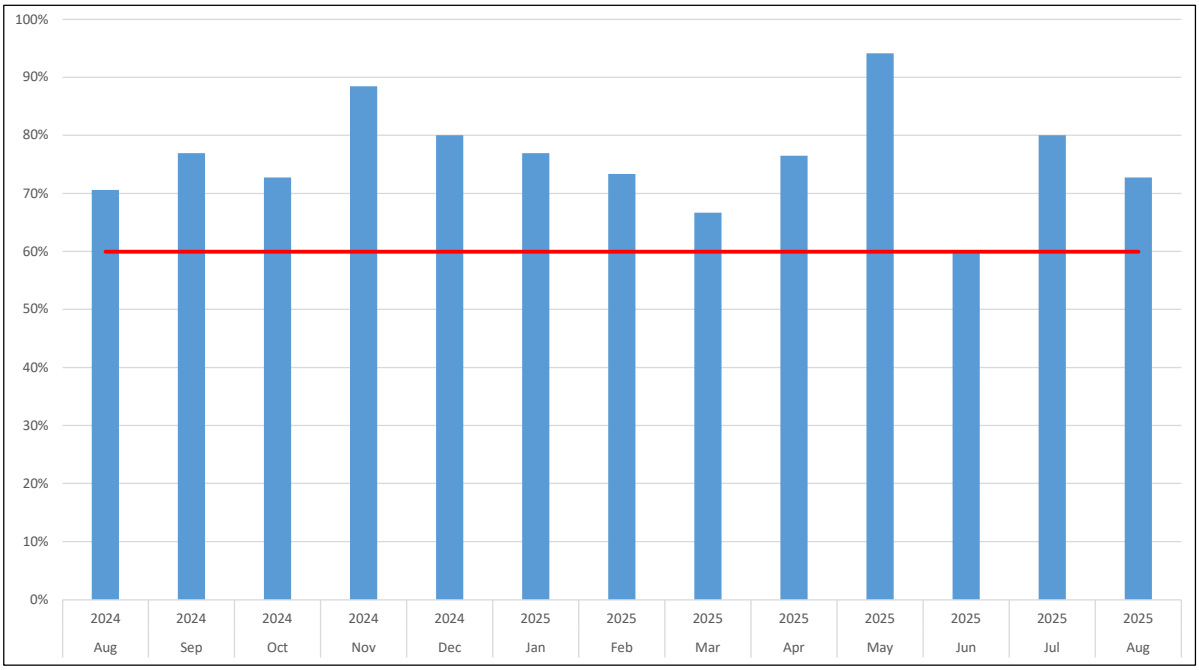
Numerator:	Glucose documented within PCR Obtained by CQI review PCR

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	12	10	8	23	12	10	11	10	13	16	9	8	16
Denominator:	17	13	11	26	15	13	15	15	17	17	15	10	22
Percentage:	71%	77%	73%	88%	80%	77%	73%	67%	76%	94%	60%	80%	73%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

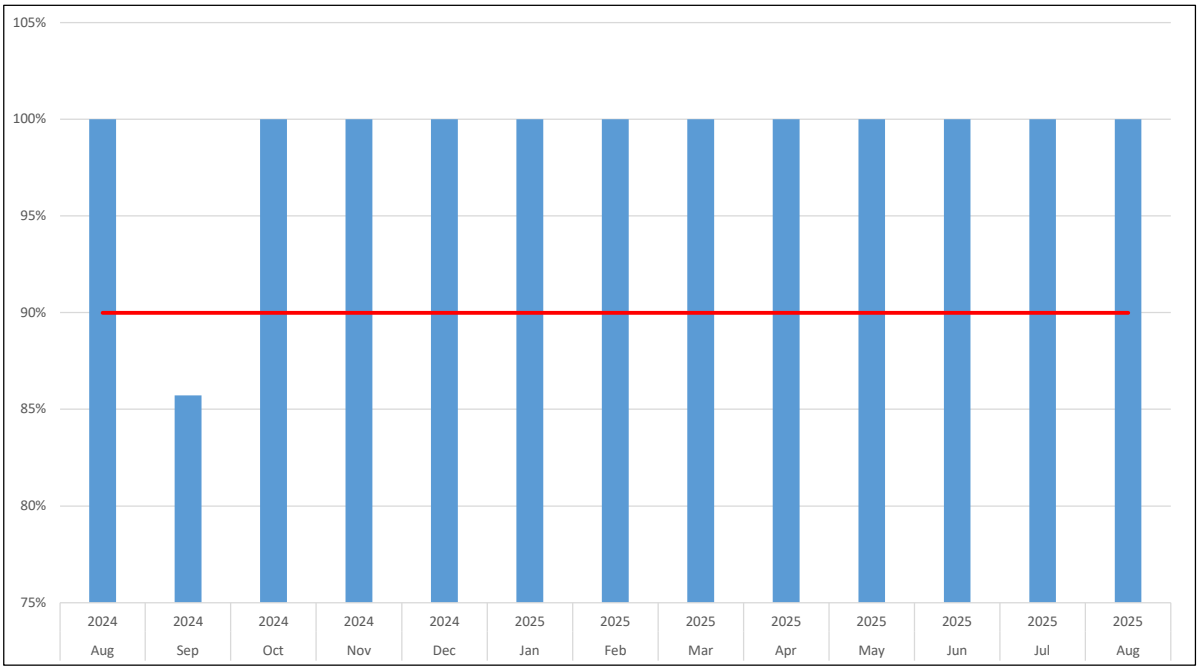
Numerator:	Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport' Obtained by CQI review and documented time. Justification is subjective determination by CQI reviewer

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

Exclusions:	Interfacility transfer

STROKE-03 (LAMS > 3 only)

ADVANCE HOSPITAL NOTIFICATION FOR PATIENTS SUSPECTED OF STROKE



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

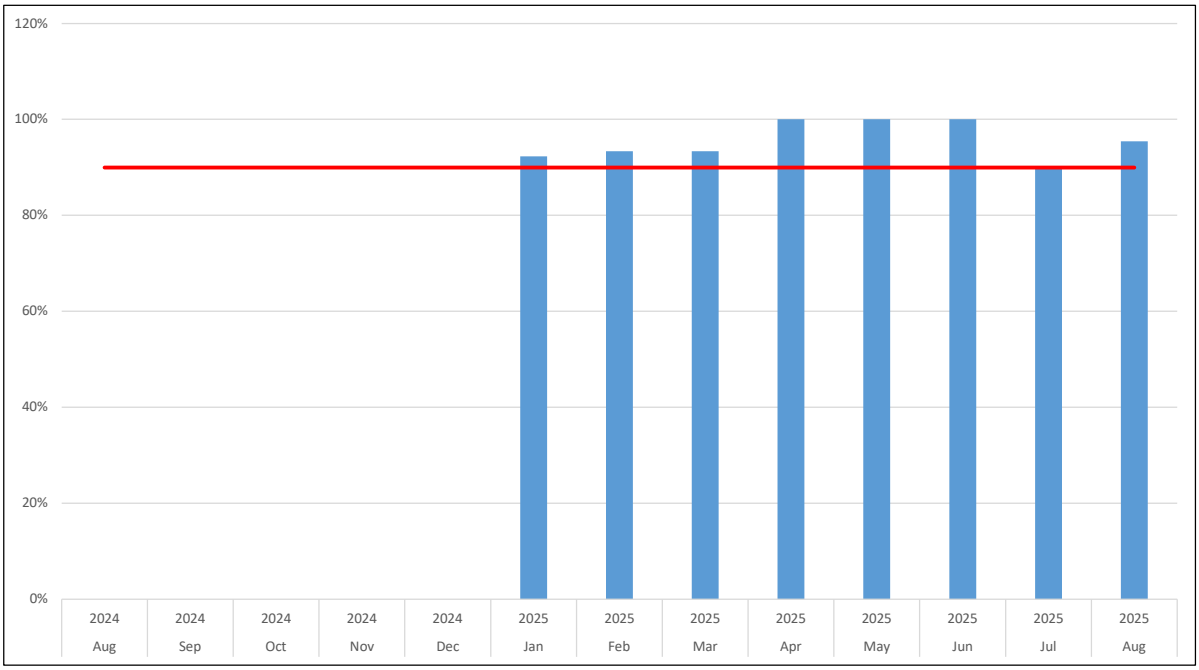
Numerator:	Advanced notification documented (intervention, narrative, otherwise) Obtained by CQI review of PCR

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

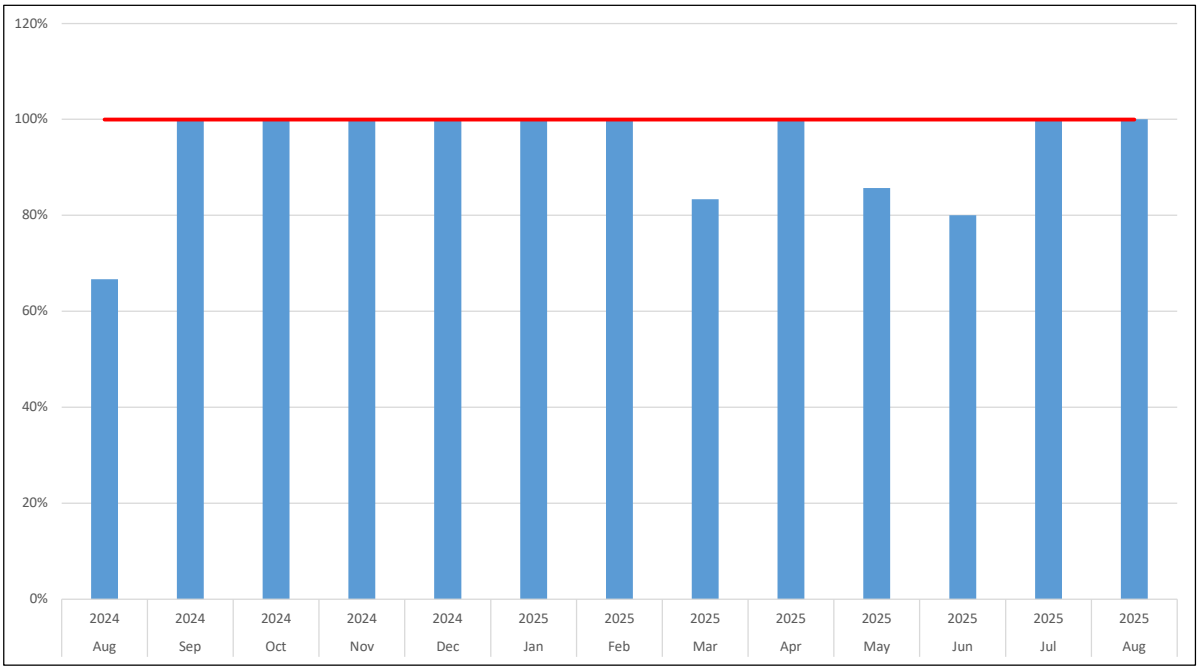
Numerator:	Patients that were transported to the correct stroke center (Primary versus Comprehensive) Obtained by CQI review and compared to AM-04 CVA flowchart and CG-29 Destination Determination Grid

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	2	3	3	3	4	6	6	5	5	6	4	7	4
Denominator:	3	3	3	3	4	6	6	6	5	7	5	7	4
Percentage:	67%	100%	100%	100%	100%	100%	100%	83%	100%	86%	80%	100%	100%
Goal:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

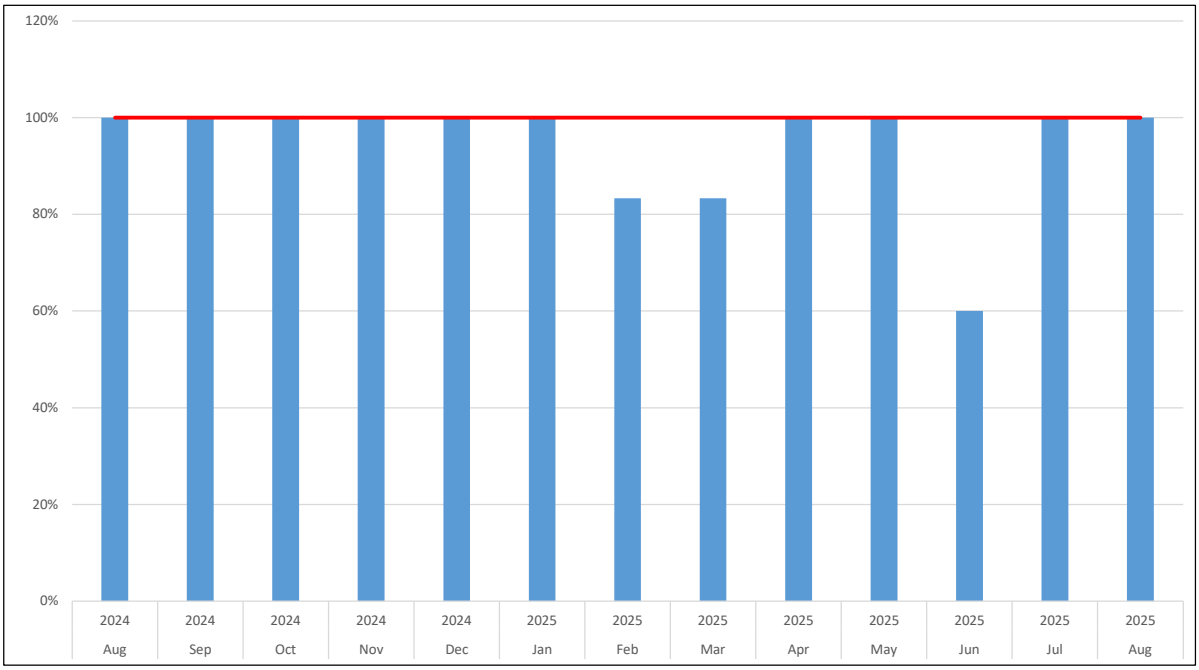
Numerator:	SPO2 > 94% for greater than 3 minutes prior to Rocuronium administration Obtained by CQI review and verified with Zoll Data.

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

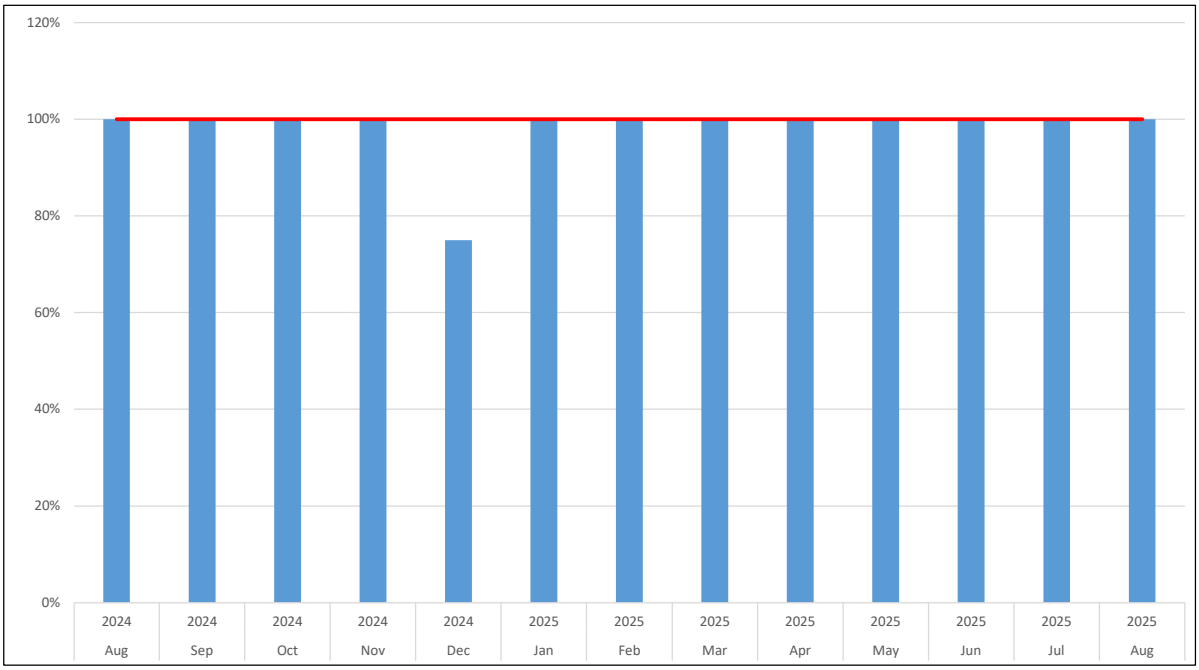
Numerator:	Systolic blood pressure >90mmHg prior to Rocuronium administration Obtained by CQI review and verified with Zoll Data.

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

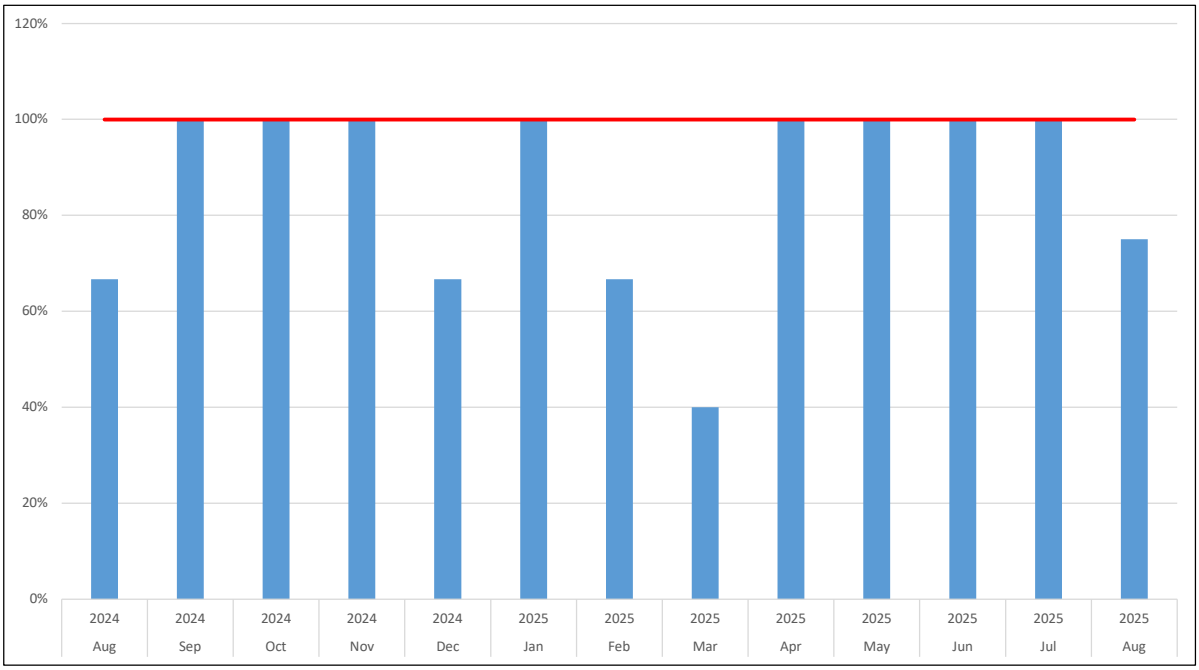
Numerator:	Waveform capnography obtained following Rocuronium administration and ET tube/SGA placement Obtained by CQI review and verified with Zoll Data.

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

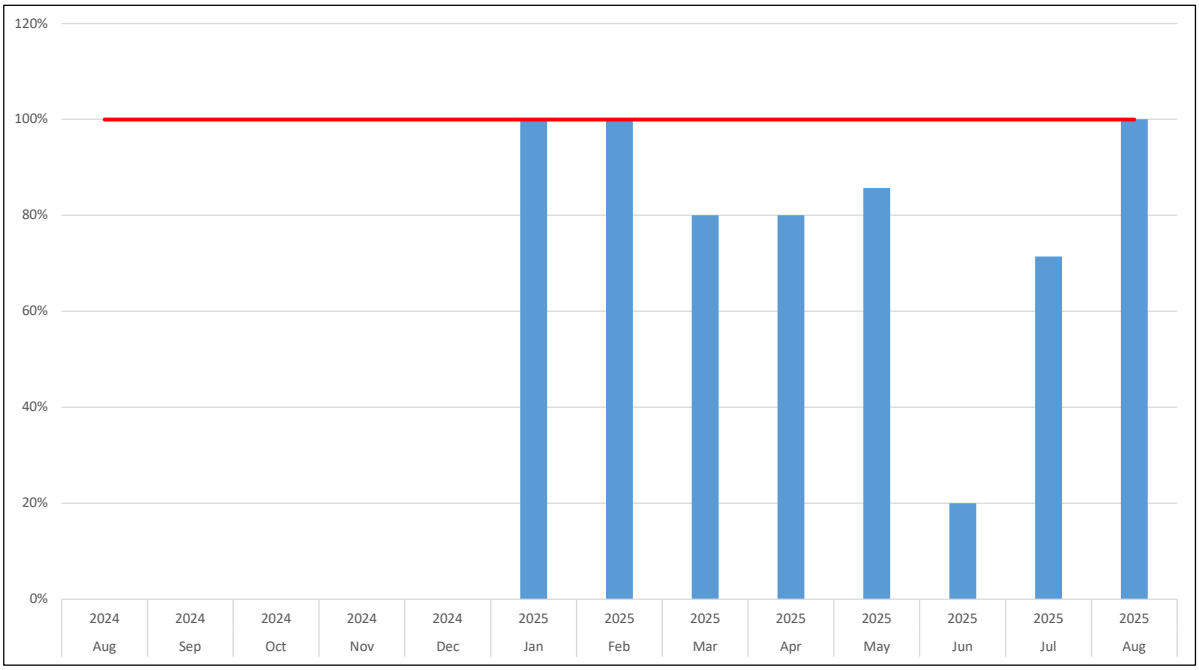
Numerator:	Ketamine, or Midazolam administered following Rocuronium and ET tube/SGA placement Obtained by CQI review

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

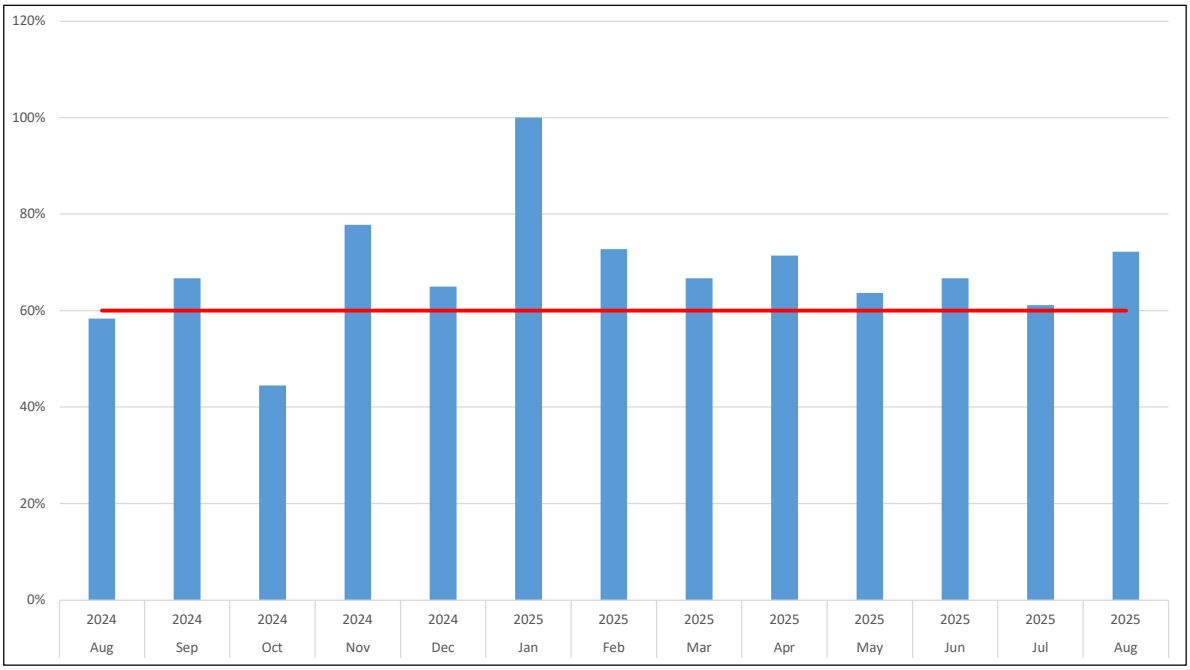
Numerator:	ET Tube Placement, or SGA placed, ETCO2 waveform present without 1) SPO2 below 90% at any point, nor 2) Systolic Blood Pressure < 90mmhg during the time period between Rocuronium and placement Obtained by CQI review with Zoll data confirmation

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	7	10	4	14	13	11	8	12	10	7	6	11	13
Denominator:	12	15	9	18	20	11	11	18	14	11	9	18	18
Percentage:	58%	67%	44%	78%	65%	100%	73%	67%	71%	64%	67%	61%	72%
Goal:	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%

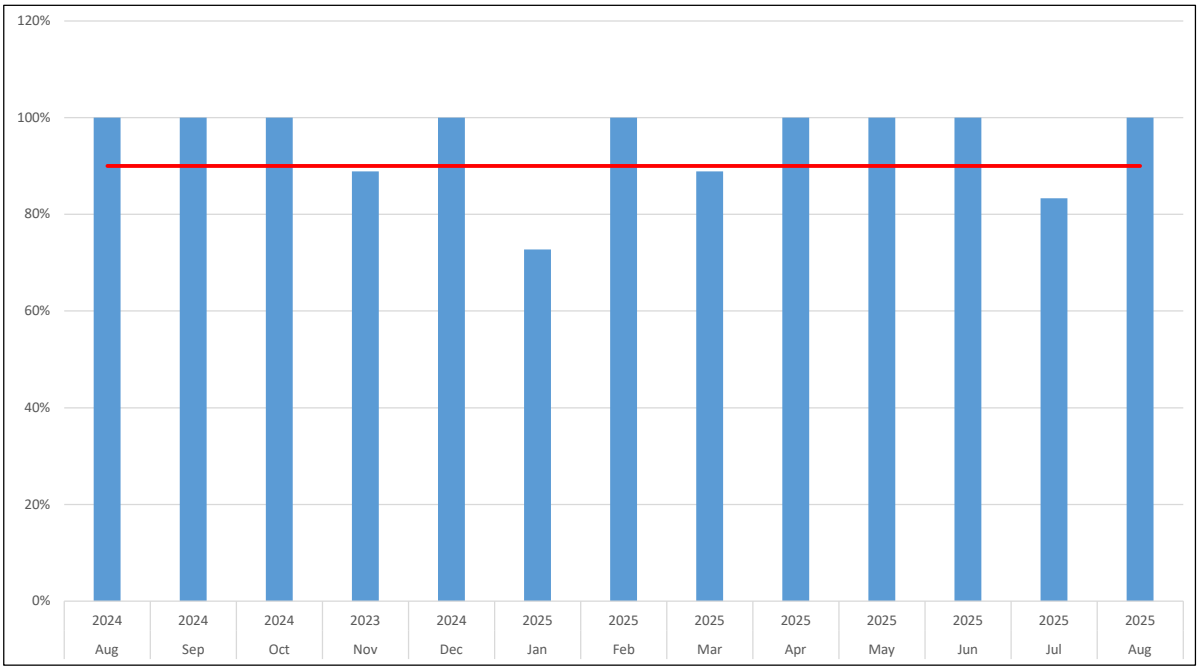
Numerator:	Scene time less than (or equal) to 15 minutes. Calculated from 'Patient Contact' to 'Transport' Obtained by CQI review and documented time.

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2023	2024	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:	12	15	9	16	20	8	11	16	14	11	9	15	18
Denominator:	12	15	9	18	20	11	11	18	14	11	9	18	18
Percentage:	100%	100%	100%	89%	100%	73%	100%	89%	100%	100%	100%	83%	100%
Goal:	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

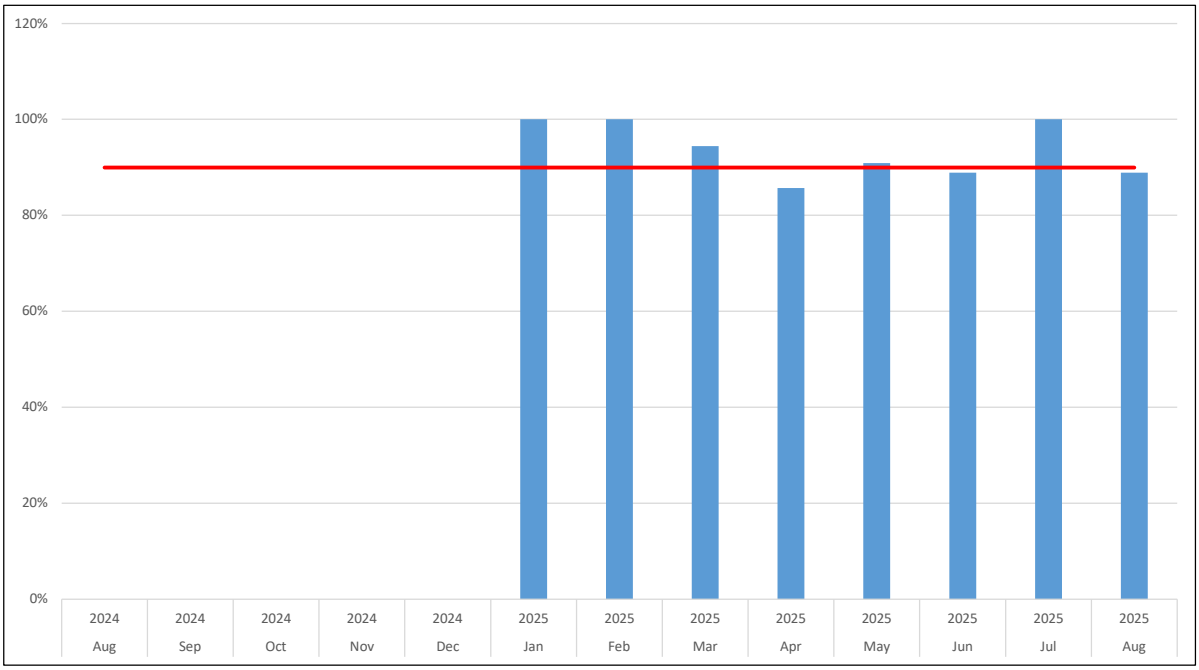
Numerator:	Advanced notification documented (intervention, narrative, otherwise) Obtained by CQI review of PCR

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

Exclusions:	None

TRAUMA-03

PATIENTS TRANSPORTED TO LEVEL II OR HIGHER FOR TRAUMA ACTIVATIONS



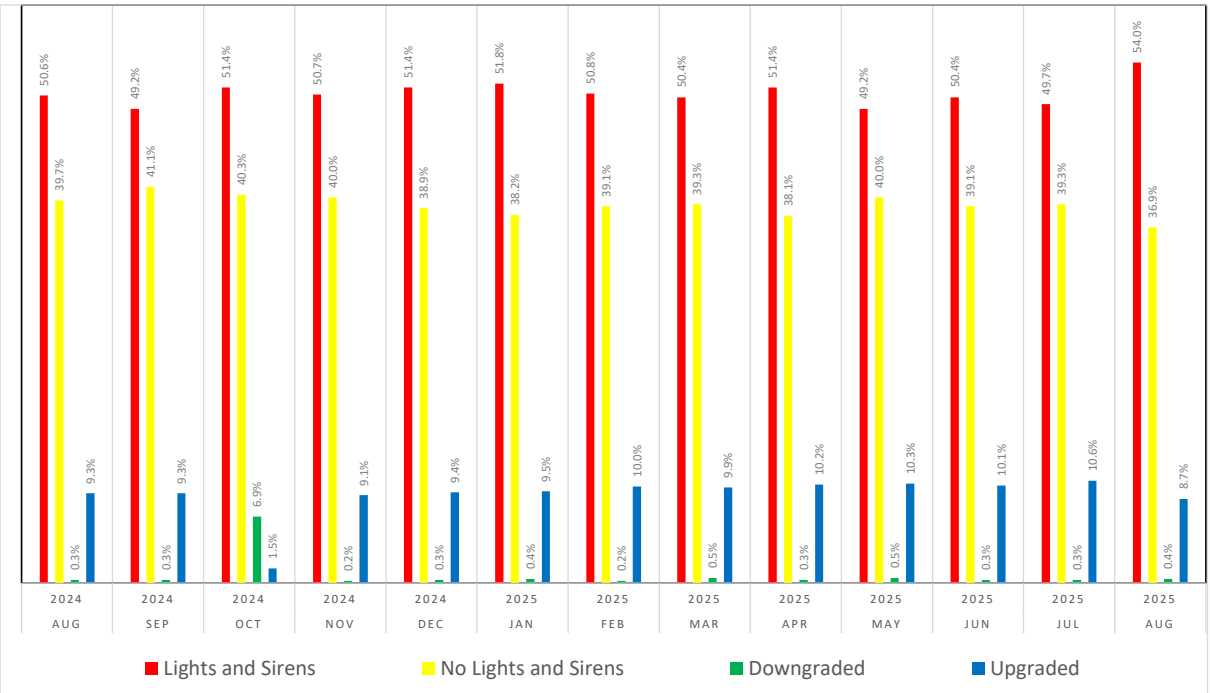
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Numerator:						11	11	17	12	10	8	18	16
Denominator:						11	11	18	14	11	9	18	18
Percentage:	#####	#DIV/0!	#####	#####	#####	100%	100%	94%	86%	91%	89%	100%	89%
Goal:	90%	90%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



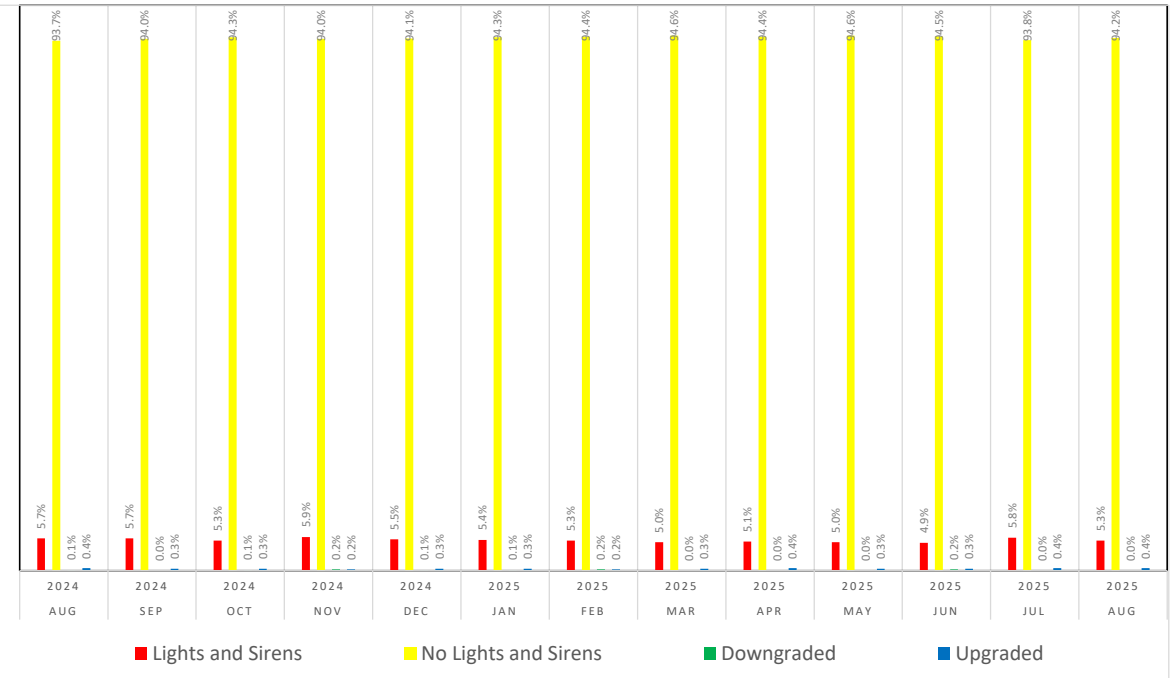
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Lights and Sirens	50.6%	49.2%	51.4%	50.7%	51.4%	51.8%	50.8%	50.4%	51.4%	49.2%	50.4%	49.7%	54.0%
No Lights and Sirens	39.7%	41.1%	40.3%	40.0%	38.9%	38.2%	39.1%	39.3%	38.1%	40.0%	39.1%	39.3%	36.9%
Downgraded	0.3%	0.3%	6.9%	0.2%	0.3%	0.4%	0.2%	0.5%	0.3%	0.5%	0.3%	0.3%	0.4%
Upgraded	9.3%	9.3%	1.5%	9.1%	9.4%	9.5%	10.0%	9.9%	10.2%	10.3%	10.1%	10.6%	8.7%

Automated report by ImageTrend

Data:

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

Transports and use of Lights and Sirens



Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Lights and Sirens	5.7%	5.7%	5.3%	5.9%	5.5%	5.4%	5.3%	5.0%	5.1%	5.0%	4.9%	5.8%	5.3%
No Lights and Sirens	93.7%	94.0%	94.3%	94.0%	94.1%	94.3%	94.4%	94.6%	94.4%	94.6%	94.5%	93.8%	94.2%
Downgraded	0.1%	<0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	<0.1%	<0.1%	<0.1%	0.2%	<0.1%	<0.1%
Upgraded	0.4%	0.3%	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.4%	0.3%	0.3%	0.4%	0.4%

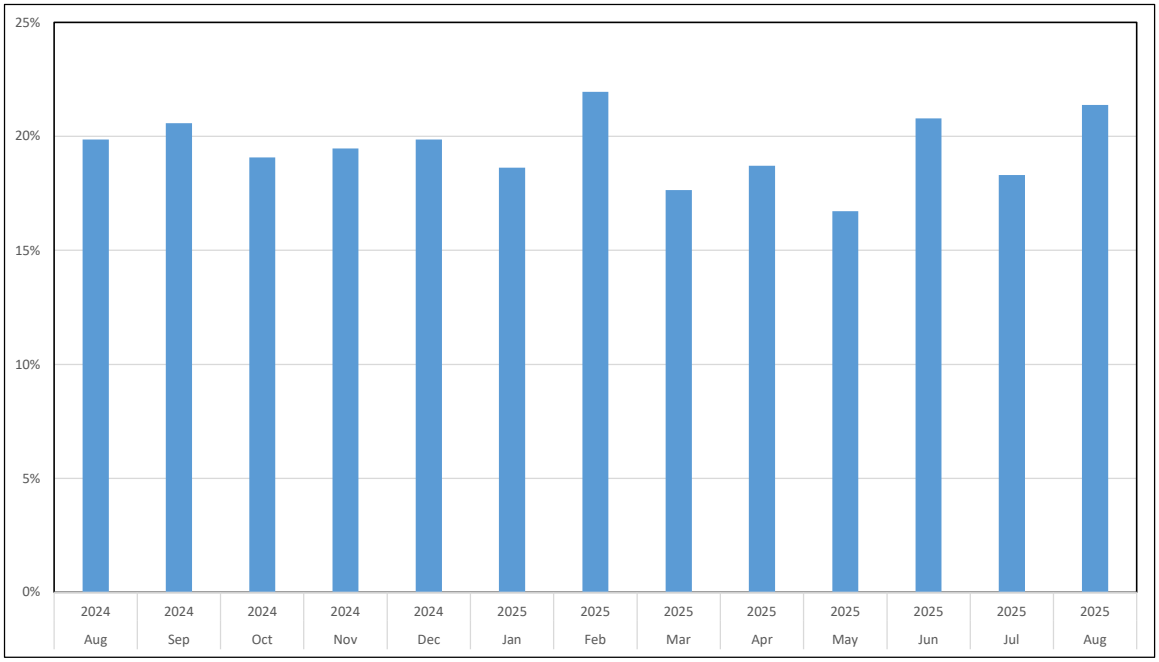
Automated report by ImageTrend

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:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
CQI Review:	1010	1008	939	921	1005	905	998	881	915	881	1014	927	1116
Total:	5085	4900	4921	4730	5059	4860	4546	4993	4892	5268	4877	5064	5220
Percentage:	20%	21%	19%	19%	20%	19%	22%	18%	19%	17%	21%	18%	21%

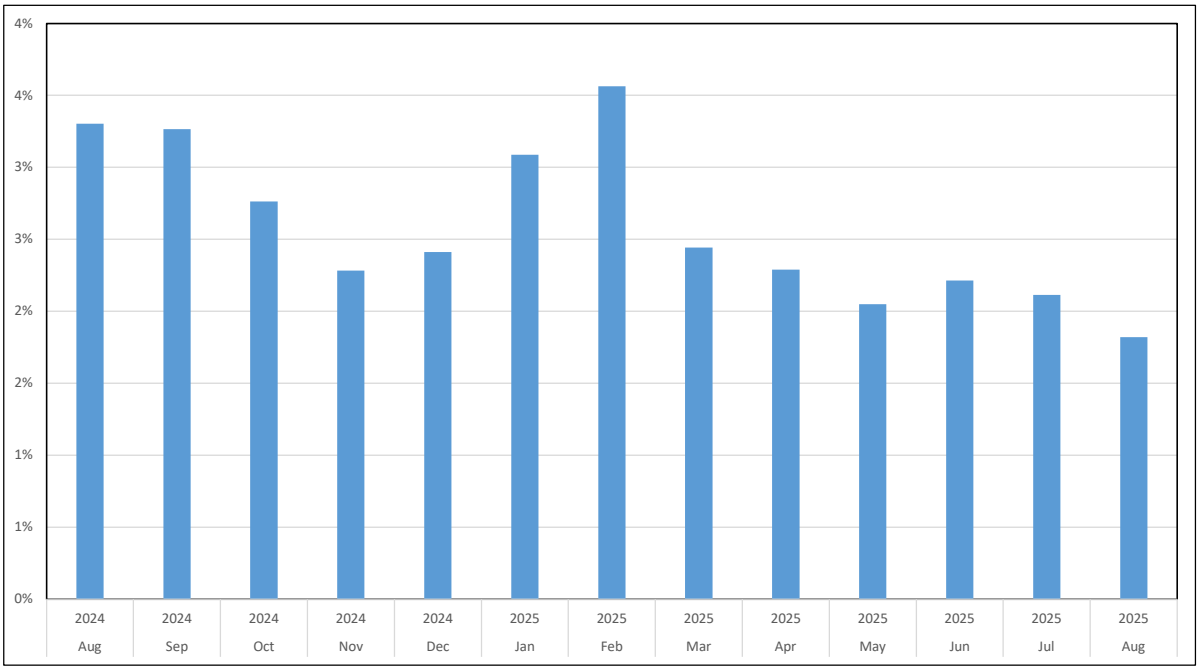
Numerator:	Incidents which received retrospective chart analysis Automated report by ImageTrend. Includes charts reviewed by Clinical Enhancement Specialists, Clinical Practice Manager, Chief Clinical Officer, and the Medical Director.

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



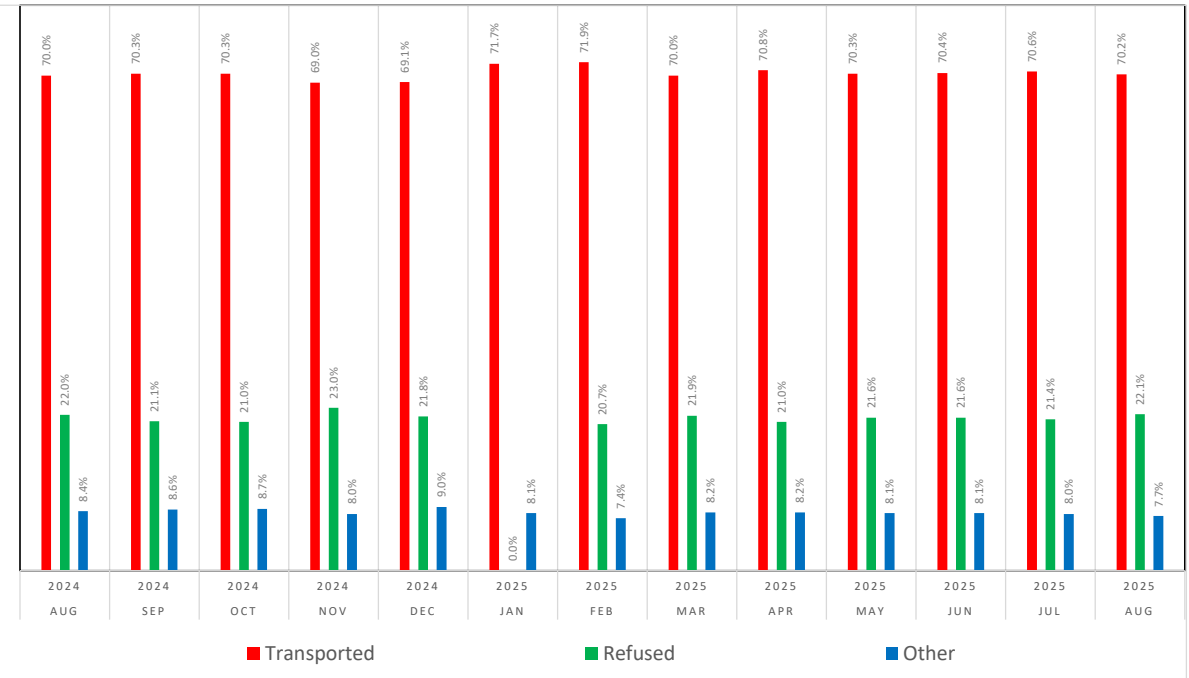
Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Feedback:	168	160	136	108	122	150	162	122	112	108	108	107	95
Total:	5085	4900	4921	4730	5059	4860	4546	4993	4892	5268	4877	5064	5220
Percentage:	3%	3%	3%	2%	2%	3%	4%	2%	2%	2%	2%	2%	2%

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

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

Exclusions:	None

Dispositions



Month:	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Year:	2024	2024	2024	2024	2024	2025	2025	2025	2025	2025	2025	2025	2025
Transported	70.0%	70.3%	70.3%	69.0%	69.1%	71.7%	71.9%	70.0%	70.8%	70.3%	70.4%	70.6%	70.2%
Refused	22.0%	21.1%	21.0%	23.0%	21.8%	20.3.%	20.7%	21.9%	21.0%	21.6%	21.6%	21.4%	22.1%
Other	8.4%	8.6%	8.7%	8.0%	9.0%	8.1%	7.4%	8.2%	8.2%	8.1%	8.1%	8.0%	7.7%

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
SEPTEMBER 23. 2025
REPORTING: AUGUST 26 – SEPTEMBER 23 2025

MEDIA MENTIONS

MEDIA INQUIRIES:

Enterprised: 1

Calls: 1

The race to save your life: Harris County ESD 11's small innovation making a big difference

- KPRC's Bill Spencer ran a report about the innovative methods utilized by Logistics to ensure ambulances are kept stocked and ready to roll at all times.
- Community Impact did a Q & A interview with Jordan Anderson about his new position. Story to run week of September 22.

AUGUST SOCIAL MEDIA ANALYTICS:

Facebook

Number of posts: 18
Interactions: 1,867
Reach: 25,612
Visits: 4,579
Followers: plus 51
Top post of the month by Interactions: Asiah's Promotion

Instagram:
Number of posts: 15
Views: 16,801
Reach: 1,476
Visits: 171
Followers: plus 10
Top post of the month by Interactions: Asiah's Promotion

Linkedin:

Number of posts: 15
Impressions: 4,973
Reactions: 221
Reposts: 1

You Tube:
Subscribers: 53
Videos: 10
Views: 1,582

HCESD11 Website Analytics

- Total Users: 2,296
- Impressions: 28,209

Top Pages:

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

Community Outreach

- PRs: 6
- CPR / AED classes: 2
- Hosted the Cody Stephens Foundation Heart Screening
- Speaking Engagements: 1 at the RC Health Services EMS Academy

Patient Experience Report:

95.1 Score Overall

Highest scores:

- Skill of medics
- Skill of person driving ambulance
- Extent to which medics cared for you as a person
- Extent to which staff eased entry into medical facility
- Helpfulness of the person you called for ambulance services

Lowest scores:

- Comfort of ride
- Fees
- Billing office
- And extent to which you were told what to do until ambulance arrived

FLEET
9-23-25
REPORTING: 8-25

Fleet Summary

- The fleet department has performed 18 preventative maintenance services during this period. Also, 63 additional repairs were made on the fleet in this period. 366 Pre-trip inspections were performed.

- Ambulance fleet miles this period is 85,316. Support vehicle miles this period is 26,654, total fleet miles this period is 111,972 Also the fleet accumulated 11,890 engine hours.

- There was 42:04:18 reported lost unit hours due to mechanical reported for August.

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

9/16/2025 - 10:53 AM

Fleet Maintenance Log

Fleet Maintenance Log with Part, Labor and Fuel Cost (updated in library 3/7/18)
Schedule Name = (blank), A/C system repair, Accident Repairs/Accidental Damage, Alignment, Annual State Inspection, A-pm 4K Service (non ambulance) , A-pm 5k service, Battery replacement , B-pm 10k service, B-pm 8K service (non ambulance), Brake Service, Differential Service , Filter Service, Scheduled Repairs, Software Update, Steering and Suspension Repair , Tire Replacement/ Tire Repair, Transmission repairs, Transmission Service, Unscheduled Repairs

Maintenance Date = Previous Month

Maintenance Date = Previous Month

Count(Work Order Number)
81
81

Schedule Name: A/C system repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
276	8/20/2025	14971		75,784	$75.85	$840.00	$915.85	8786

Schedule Name: Accident Repairs/Accidental Damage

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
275	8/4/2025	14924		117,188	$218.97	$420.00	$638.97	8735

Schedule Name: Alignment

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
358	8/19/2025	14988		124,814	$0.00	$105.00	$105.00	8803

Schedule Name: Annual State Inspection

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
189	8/7/2025	14948		10,395	$0.00	$105.00	$105.00	8759
189	8/7/2025	14949		10,395	$0.00	$0.00	$0.00	8760
270	8/7/2025	14945		117,181	$0.00	$105.00	$105.00	8756
275	8/7/2025	14947		117,434	$18.50	$105.00	$123.50	8758
284	8/7/2025	14946		121,960	$18.50	$105.00	$123.50	8757
305	8/7/2025	14944		89,022	$18.50	$105.00	$123.50	8755

306	8/7/2025	14943		104,503	$18.50	$105.00	$123.50	8754
7510	8/7/2025	14950		149,969	$0.00	$105.00	$105.00	8761

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
306	8/28/2025	14994	Everything checked satisfactory, except long crack in windshield and again right front grill emergency light inop.	106,186	$25.03	$420.00	$445.03	8810
189	8/8/2025	14951	Currently no faults	10,395	$28.12	$420.00	$448.12	8762
001	8/5/2025	14928	Tire pressure was low in all 4, almost like someone took pressure out, front tires are supposed to have 36 and rear 38, there was lots of oil in front of engine, could not find any leaks, oil filter was tight. Everything else was within specifications.	3,100	$25.03	$420.00	$445.03	8739
305	8/5/2025	14927	tires were worn 5/32 on the outside but 7/32 in the middle, Gary made the command decision not the change them at this time. Everything else checked within limits.	89,011	$25.03	$420.00	$445.03	8738
817	8/5/2025	14929	tire pressure was low as in the other Explorer, everything else was within in limits	2,956	$42.22	$0.00	$42.22	8740

Schedule Name: A-pm 5k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
363	8/29/2025	14995	Liquid springs slight leak	126,785	$34.40	$420.00	$454.40	8811
267	8/28/2025	14993	Rivets missing back plate Wind shield washer jets worn	113,226	$34.40	$420.00	$454.40	8809
266	8/25/2025	14983	Batteries bad, replaced with new and brakes worn past limits, performed brake job, everything else checked out ok	131,414	$34.40	$420.00	$454.40	8798
358	8/18/2025	14967	Chassis batteries tested bad, replaced with new. Drag link and tie rod ends worn, Abel replaced with new.	124,814	$33.85	$420.00	$453.85	8781
268	8/14/2025	14961	5k service performed, found leaking coolant hoses, replaced with new	132,330	$33.85	$420.00	$453.85	8773
359	8/6/2025	14930	right windshield washer jet plugged, replaced with new, brakes are 7/32 so probably going to need a brake service next time, everything else was good	128,495	$0.00	$0.00	$0.00	8741
271	8/5/2025	14926	Head light bulb left bottom inoperable Tire side wall damage Brakes pads below specs Rear back plate damaged Batteries below spec voltage	134,885	$33.85	$420.00	$453.85	8737

Schedule Name: Battery replacement

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
189	8/8/2025	14954		10,396	$159.96	$52.50	$212.46	8765
271	8/6/2025	14935		134,885	$319.92	$52.50	$372.42	8746

Schedule Name: B-pm 10k service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
285	8/25/2025	14982	Brake service recommended	58,510	$34.40	$525.00	$559.40	8797
354	8/21/2025	14976	Tire right front damaged Missing rub rail ground light wheel well flare missing	133,555	$34.40	$525.00	$559.40	8791
269	8/19/2025	14970	Transmission slight leak Crossmember slight damage	131,492	$34.40	$525.00	$559.40	8784

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

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
001	8/27/2025	14992		13,828	$0.00	$0.00	$0.00	8808
4609	8/8/2025	14952	Rear shocks worn recommend service Transmission slight leak out put seal	158,748	$25.03	$0.00	$25.03	8763
7758	8/7/2025	14934	Left CV joint leaking, battery ok, brakes ok, and tires ok. Driver's seat controls inop, seat back adjustment handle broken off. Everything else is checked okay.	163,747	$25.03	$420.00	$445.03	8745

Schedule Name: Brake Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
285	8/26/2025	14998		58,510	$1,954.63	$840.00	$2,794.63	8814
269	8/19/2025	14979		131,492	$1,272.10	$630.00	$1,902.10	8794
271	8/6/2025	14939		134,885	$1,293.24	$0.00	$1,293.24	8750

Schedule Name: Check Sheet Request

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
271	8/18/2025	14964	Replaced both rim and tire.	135,900	$541.59	$315.00	$856.59	8777
274	8/15/2025	14962		134,181	$255.25	$420.00	$675.25	8774
356	8/13/2025	14956		114,631	$255.25	$210.00	$465.25	8767
277	8/7/2025	14942		104,133	$2.67	$105.00	$107.67	8753

Schedule Name: Differential Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
354	8/21/2025	14977		133	$74.91	$52.50	$127.41	8792
354	8/21/2025	14980		133,555	$147.41	$52.50	$199.91	8795
359	8/6/2025	14931		128,495	$74.91	$105.00	$179.91	8742

Schedule Name: Filter Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
266	8/25/2025	14984		131,414	$56.07	$105.00	$161.07	8799
268	8/18/2025	14965		132,608	$56.07	$105.00	$161.07	8778

Schedule Name: Scheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
267	8/28/2025	14997		113,226	$49.50	$105.00	$154.50	8813
266	8/26/2025	14990		131,425	$319.92	$105.00	$424.92	8805
272	8/26/2025	14989		102,959	$0.00	$315.00	$315.00	8804
356	8/20/2025	14973		114,876	$93.83	$420.00	$513.83	8788
268	8/18/2025	14966		132,608	$0.00	$0.00	$0.00	8780
358	8/18/2025	14968		124,825	$319.92	$105.00	$424.92	8782
358	8/18/2025	14991		125,104	$545.13	$210.00	$755.13	8806
270	8/13/2025	14959		117,808	$319.92	$105.00	$424.92	8770
265	8/11/2025	14960		60,598	$0.00	$420.00	$420.00	8771
277	8/7/2025	14941		104,133	$260.76	$420.00	$680.76	8752
7758	8/7/2025	14933		163,747	$93.96	$450.00	$543.96	8744
271	8/6/2025	14936		134,885	$10.99	$105.00	$115.99	8747
271	8/6/2025	14937		134,885	$368.18	$52.50	$420.68	8748
359	8/6/2025	14932		128,495	$24.75	$105.00	$129.75	8743

Schedule Name: Software Update

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
4609	8/7/2025	14940		158,748	$0.00	$0.00	$0.00	8751

Schedule Name: Steering and Suspension Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
358	8/18/2025	14986		124,814	$367.29	$210.00	$577.29	8801

Schedule Name: Tire Replacement/ Tire Repair

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
267	8/28/2025	14996		113,226	$0.00	$210.00	$210.00	8812
354	8/25/2025	14981		133,555	$705.18	$210.00	$915.18	8796
271	8/7/2025	14938		134,885	$0.00	$105.00	$105.00	8749

Schedule Name: Transmission repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
277	8/13/2025	14958		104,133	$6,336.41	$2,100.00	$8,436.41	8769
289	8/13/2025	14957		121,103	$5,839.46	$1,260.00	$7,099.46	8768

Schedule Name: Transmission Service

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
269	8/25/2025	14978		131,492	$175.91	$210.00	$385.91	8793

Schedule Name: Unscheduled Repairs

Unit Number	Maintenance Date	Work Order	Notes	Mileage	Cost of Parts	Cost of Labor	Cost Total	View ID
358	8/25/2025	14985		125,012	$156.05	$210.00	$366.05	8800
280	8/20/2025	14974		120,706	$0.00	$0.00	$0.00	8789
280	8/20/2025	14975		120,706	$5,768.21	$1,050.00	$6,818.21	8790
356	8/20/2025	14972		114,870	$748.22	$840.00	$1,588.22	8787
268	8/18/2025	14965		132,604	$0.00	$315.00	$315.00	8779
355	8/18/2025	14969		119,932	$10,401.55	$5,775.00	$16,176.55	8783
294	8/15/2025	14963		128,173	$4,220.34	$5,775.00	$9,995.34	8775
272	8/11/2025	14955		101,414	$10,180.89	$5,775.00	$15,955.89	8766
357	8/11/2025	14953		125,277	$255.25	$420.00	$675.25	8764
269	8/4/2025	14921		129,875	$0.00	$105.00	$105.00	8732
270	8/4/2025	14925		116,948	$335.17	$525.00	$860.17	8736

275	8/4/2025	14922		117,188	$1.68	$315.00	$316.68	8733
275	8/4/2025	14923		117,188	$0.00	$210.00	$210.00	8734
284	8/4/2025	14920		121,765	$0.00	$105.00	$105.00	8731
278	8/1/2025	14919		107,111	$37.95	$420.00	$457.95	8730
356	8/1/2025	14918		113,685	$0.00	$105.00	$105.00	8728

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	732:00:00	740:01:39	6:40:03	2:09:59	5:26:21	2:55:42	0:00:00	0:00:00	0:00:00	0:31:39	0:00:00	1:42:10	4:20:53	0:00:00	0:00:00	0:00:00	1:06:54	0:00:00	0:00:00	24:53:41
402	744:00:00	739:25:02	6:01:26	1:05:19	1:52:17	1:33:26	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:06:49	0:00:00	0:00:00	11:39:17
403	768:00:00	765:53:29	4:32:01	0:00:00	9:17:00	1:27:05	0:00:00	0:19:34	0:00:00	0:00:00	0:47:09	3:54:59	2:40:36	0:00:00	0:00:00	0:00:00	1:43:42	0:20:58	0:00:00	25:03:04
404	744:00:00	734:11:28	3:46:50	0:15:10	24:30:17	1:41:21	0:00:00	1:43:51	0:00:00	0:42:00	0:53:22	0:00:00	0:59:47	0:00:00	13:06:04	0:00:00	0:00:00	0:42:20	0:00:00	48:21:02
405	732:00:00	742:34:33	5:32:36	2:11:13	18:20:30	2:07:52	0:00:00	0:13:58	0:00:00	0:49:17	0:00:00	0:00:00	1:58:22	0:00:00	0:56:25	0:00:00	3:07:52	0:00:00	0:00:00	35:18:05
406	721:00:00	719:00:34	5:08:55	1:27:20	33:15:26	5:07:24	0:00:00	0:00:00	0:00:00	2:12:02	0:00:00	3:24:43	2:20:47	0:00:00	0:00:00	0:00:00	1:07:02	0:00:00	0:00:00	54:03:39
407	765:11:00	764:18:50	4:54:08	0:18:21	0:34:53	1:02:19	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	6:49:41
408	754:03:00	747:54:10	6:54:25	0:17:32	8:39:28	5:03:12	0:00:00	0:53:42	0:00:00	2:42:29	0:00:00	0:55:04	0:00:00	0:00:00	0:00:00	0:00:00	2:58:47	0:00:24	0:00:00	28:25:03
409	744:15:00	738:13:06	7:16:02	1:05:05	7:43:52	19:11:39	0:00:00	0:00:00	0:00:00	1:03:50	0:00:00	0:00:00	1:12:34	0:51:07	0:00:00	0:00:00	0:42:00	0:00:00	0:00:00	39:06:09
410	744:00:00	732:20:14	6:09:07	1:31:46	22:33:52	3:30:33	0:00:00	1:35:28	0:00:00	0:58:21	0:00:00	0:00:00	0:32:51	0:15:29	0:00:00	0:00:00	2:57:01	0:00:00	0:00:00	40:04:28
420	350:00:00	348:35:15	5:45:02	0:00:00	32:58:30	27:39:46	0:44:34	0:00:00	0:00:00	0:00:00	0:00:00	1:20:38	0:51:22	0:00:00	0:00:00	0:00:00	1:02:37	0:02:32	0:00:00	70:25:01
421	320:00:00	322:04:29	0:24:40	0:00:00	110:24:39	0:33:55	0:00:00	0:00:00	0:00:00	0:30:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:32:20	0:00:00	0:00:00	112:25:38
422	335:00:00	328:01:31	2:37:51	0:00:00	14:30:02	12:25:12	0:00:00	0:00:00	0:00:00	0:00:00	0:18:42	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:37:12	0:00:00	0:00:00	30:28:59
423	348:00:00	341:53:16	3:39:40	0:00:00	2:28:41	13:56:07	15:13:29	0:16:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:11:27	0:00:00	0:00:00	38:46:09
424	360:00:00	354:34:13	3:03:23	0:20:07	5:39:49	15:13:18	0:09:19	2:24:00	0:00:00	0:00:00	0:00:00	1:02:21	0:00:00	0:02:43	0:00:00	0:00:00	1:58:18	0:00:00	0:00:00	29:53:18
425	368:00:00	360:58:00	0:29:01	0:22:39	1:57:00	2:54:57	0:00:00	0:00:00	0:00:00	1:32:40	0:00:00	0:21:57	0:00:00	0:00:00	0:00:00	0:00:00	4:28:59	0:00:00	0:00:00	12:07:13
426	335:00:00	318:06:10	1:22:36	0:00:00	24:45:47	16:50:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:53:59	0:13:12	0:22:27	0:00:00	0:06:16	1:16:08	0:00:00	0:00:00	46:51:10
427	305:00:00	299:50:14	2:06:16	0:42:36	2:49:10	16:43:38	0:00:00	0:16:21	0:00:00	0:00:00	0:00:00	0:00:00	1:00:47	0:00:00	0:00:00	0:00:00	1:42:09	0:00:00	0:00:00	25:20:57
440	372:00:00	361:11:10	4:33:00	0:54:16	2:32:48	13:32:04	1:12:24	0:00:00	0:00:00	1:16:30	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:02:59	0:00:00	0:00:00	25:04:01
441	337:00:00	317:58:05	5:53:47	1:03:44	23:17:47	13:42:27	0:00:00	1:44:06	0:00:00	0:00:00	0:00:00	0:00:00	0:00:34	0:00:00	0:00:00	0:00:00	0:42:27	0:00:00	0:00:00	46:24:52
442	323:30:00	295:59:40	1:31:02	0:31:05	37:17:40	0:34:11	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:08:11	1:43:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	42:45:49
443	248:00:00	240:13:35	1:35:37	0:18:03	3:14:50	14:14:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:17:43	0:00:00	0:00:00	20:40:35
446	274:30:00	274:47:50	2:29:18	0:15:24	1:58:46	27:08:51	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	4:02:10	0:00:00	0:00:00	35:54:29
447	175:01:00	171:54:37	1:57:34	1:32:27	0:36:47	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:04:11	0:00:00	0:00:00	7:10:59
480	372:00:00	358:23:02	2:25:07	0:23:47	11:41:45	0:00:00	0:00:00	0:48:09	0:00:00	0:00:00	0:00:00	0:00:00	0:10:48	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	15:29:36
481	337:00:00	324:48:20	2:46:34	0:39:06	10:28:38	1:10:52	0:00:00	0:58:33	0:00:00	0:00:00	0:00:00	0:00:00	1:18:21	0:00:00	0:00:00	0:00:00	0:28:54	0:00:00	0:00:00	17:50:58
482	288:00:00	281:46:57	1:14:01	0:00:00	10:52:03	0:00:00	0:00:00	0:00:00	0:00:00	0:24:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:17:50	0:00:00	0:00:00	0:00:00	13:48:12
483	325:30:00	312:10:24	3:53:34	0:00:00	11:44:26	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:46:37	0:00:00	0:00:00	17:24:37
484	346:02:00	327:02:36	4:24:19	0:00:00	20:15:01	0:00:00	0:11:16	0:00:00	0:00:00	2:06:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:17:01	0:00:00	0:00:00	0:00:00	30:14:26
485	348:30:00	335:36:29	6:19:03	0:00:00	11:58:29	0:00:00	0:29:27	1:08:39	0:00:00	0:00:00	0:00:00	0:00:00	0:08:26	0:31:55	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	20:35:59
486	300:00:00	289:13:52	2:55:55	0:00:00	2:39:40	0:02:25	0:01:00	0:00:00	0:00:00	0:03:51	0:00:00	0:00:00	0:00:00	0:10:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	5:53:45
499	33:00:00	23:25:59	9:30:57	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	9:30:57
541	40:30:00	36:25:17	2:02:30	0:00:00	0:00:00	14:15:02	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	16:17:32
542	14:00:00	10:40:44	2:41:59	0:00:00	0:00:00	13:08:01	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	15:50:00
543	180:00:00	171:39:20	2:09:30	0:00:00	0:09:01	0:00:00	1:36:20	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:54:51
544	132:30:00	120:31:07	5:26:48	0:00:00	3:54:58	48:48:25	5:01:34	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	3:11:38	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	66:23:23
545	166:30:00	159:20:02	3:12:31	0:44:07	8:58:23	25:43:21	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	1:09:29	0:00:00	0:00:00	0:00:00	39:47:51
901-PR	8:30:00	7:27:09	0:28:11	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:28:11
Total	14791:32:00	14518:32:28	143:55:19	18:09:06	489:28:36	322:18:12	24:39:23	12:23:06	0:00:00	14:53:50	1:59:13	15:44:02	22:44:38	2:14:35	14:02:29	5:50:36	42:04:18	1:06:14	0:00:00	1131:33:37

9/16/2025 - 10:57 AM

Miles and Engine Hours Driven

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

Date = Previous Month

Miles and Engine Hours Driven Summary

Year	Unit Number	Miles	Engine Hours
2025	001	10,728	1,812
2025	189	80	4
2025	265	0	0
2025	266	2,508	361
2025	267	2,664	374
2025	268	2,628	348
2025	269	2,750	362
2025	270	2,303	365
2025	271	2,568	347
2025	272	2,261	309
2025	273	70	0
2025	274	2,784	395
2025	275	4,053	310
2025	276	3,674	280
2025	277	2,147	227
2025	278	3,866	347
2025	279	0	0
2025	280	2,165	208
2025	281	3,501	253
2025	282	263	4
2025	283	3,638	346
2025	284	2,877	309
2025	285	2,151	211
2025	286	0	0
2025	287	2,562	224
2025	288	0	0
2025	289	2,552	232
2025	290	2,336	229
2025	291	0	0
2025	292	2,926	384
2025	293	2,985	395
2025	294	1,543	199
2025	305	932	67
2025	306	2,316	188
2025	354	2,693	386
2025	355	1,455	191
2025	356	2,190	318

2025	357	945	145
2025	358	2,315	333
2025	359	2,564	351
2025	360	2,374	0
2025	361	2,942	385
2025	362	982	139
2025	363	3,081	422
2025	4609	2,498	0
2025	494	0	0
2025	498	0	0
2025	7509	0	0
2025	7510	0	0
2025	7758	6,556	0
2025	817	2,789	0
2025	821	0	0
2025	981	108	10
2025	982	186	13
2025	983	462	57
111375		**111,972**	**11,890**

Unit Number: 001

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/27/2025	13,828	10,728	8/27/2025	1,812	1,812
			10,728			**1,812**

Unit Number: 189

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/28/2025	10,470	80	8/28/2025	393	4
			80			**4**

Unit Number: 265

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/11/2025	60,598	0	8/7/2025	4,821	0
			0			**0**

Unit Number: 266

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	131,708	2,508	8/31/2025	13,173	361

			2,508			**361**

Unit Number: 267

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	113,559	2,664	8/31/2025	11,454	374
			2,664			**374**

Unit Number: 268

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/30/2025	133,699	2,628	8/30/2025	12,677	348
			2,628			**348**

Unit Number: 269

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	132,396	2,750	8/31/2025	13,627	362
			2,750			**362**

Unit Number: 270

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/29/2025	119,090	2,303	8/29/2025	12,305	365
			2,303			**365**

Unit Number: 271

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	137,153	2,568	8/31/2025	13,552	347
			2,568			**347**

Unit Number: 272

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	103,378	2,261	8/31/2025	10,254	309
			2,261			**309**

Unit Number: 273

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

	8/1/2025	8/1/2025	95,709	70	5,682	0
				70		**0**

Unit Number: 274

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	135,623	2,784	8/31/2025	14,034	395
			2,784			**395**

Unit Number: 275

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	120,803	4,053	8/31/2025	7,934	310
			4,053			**310**

Unit Number: 276

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	77,563	3,674	8/31/2025	6,287	280
			3,674			**280**

Unit Number: 277

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	105,430	2,147	8/31/2025	7,510	227
			2,147			**227**

Unit Number: 278

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	110,946	3,866	8/31/2025	7,801	347
			3,866			**347**

Unit Number: 279

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025		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
8/1/2025	8/26/2025	120,910	2,165	8/26/2025	8,942	208
			2,165			**208**

Unit Number: 281

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	100,752	3,501	8/31/2025	6,610	253
			3,501			**253**

Unit Number: 282

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/29/2025	100,281	263	8/29/2025	7,288	4
			263			**4**

Unit Number: 283

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	101,643	3,638	8/31/2025	7,336	346
			3,638			**346**

Unit Number: 284

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	124,577	2,877	8/31/2025	9,675	309
			2,877			**309**

Unit Number: 285

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	58,781	2,151	8/31/2025	3,960	211
			2,151			**211**

Unit Number: 286

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025		100,605	0		7,083	0
			0			**0**

Unit Number: 287

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	82,550	2,562	8/31/2025	6,222	224
			2,562			**224**

Unit Number: 288

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025		86,475	0		7,597	0
			0			**0**

Unit Number: 289

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/29/2025	122,643	2,552	8/29/2025	8,497	232
			2,552			**232**

Unit Number: 290

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	113,403	2,336	8/31/2025	8,618	229
			2,336			**229**

Unit Number: 291

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025		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
8/1/2025	8/31/2025	130,763	2,926	8/31/2025	12,536	384
			2,926			**384**

Unit Number: 293

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	135,544	2,985	8/31/2025	13,304	395
			2,985			**395**

Unit Number: 294

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	129,716	1,543	8/31/2025	11,465	199
			1,543			**199**

Unit Number: 305

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	89,939	932	8/31/2025	3,389	67
			932			**67**

Unit Number: 306

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/28/2025	106,186	2,316	8/28/2025	7,539	188
			2,316			**188**

Unit Number: 354

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	134,465	2,693	8/31/2025	13,613	386
			2,693			**386**

Unit Number: 355

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	121,216	1,455	8/31/2025	12,944	191
			1,455			**191**

Unit Number: 356

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	115,851	2,190	8/31/2025	11,644	318
			2,190			**318**

Unit Number: 357

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/29/2025	125,335	945	8/29/2025	12,834	145
			945			**145**

Unit Number: 358

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	125,554	2,315	8/31/2025	12,498	333
			2,315			**333**

Unit Number: 359

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	130,674	2,564	8/31/2025	13,169	351
			2,564			**351**

Unit Number: 360

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/28/2025	108,243	2,374		4,693	0
			2,374			**0**

Unit Number: 361

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	121,342	2,942	8/31/2025	12,331	385
			2,942			**385**

Unit Number: 362

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	72,748	982	8/31/2025	6,251	139
			982			**139**

Unit Number: 363

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	127,003	3,081	8/31/2025	12,750	422
			3,081			**422**

Unit Number: 4609

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/8/2025	158,748	2,498	8/8/2025	14,383	13,125

			2,498			**13,125**

Unit Number: 494

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025		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
8/1/2025		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
8/1/2025		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
8/1/2025	8/7/2025	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
8/1/2025	8/7/2025	163,747	6,556	8/7/2025	15,469	15,075
			6,556			**15,075**

Unit Number: 817

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/5/2025	2,956	2,789		0	0
			2,789			**0**

Unit Number: 821

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

8/1/2025	7,579	0	0	0	
		0			**0**

Unit Number: 981

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/28/2025	173,981	108	8/28/2025	20,905	10
			108			**10**

Unit Number: 982

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/29/2025	196,507	186	8/29/2025	23,032	13
			186			**13**

Unit Number: 983

	Mileage			Engine Hours		
Date	Mileage Reported On	Mileage	Miles Driven	Hours Reported On	Hours	Hours Driven
8/1/2025	8/31/2025	159,785	462	8/31/2025	17,284	57
			462			**57**

INFORMATION TECHNOLOGY
6/17/2025
REPORTING PERIOD MAY, 2025

NOTABLE EVENTS

On August 23rd we performed a network equivalent of a heart transplant. Our core switches were scheduled for capital replacement this year. The new switches also extend more of our security strategy deeper into the network to prevent rogue devices from traversing across network segments.

PROJECTS

- SysAid Ticketing System – Implementation is complete. We are actively working tickets that come from various sources. The last stage is to roll out the self-service portal, which we hope to have complete in Q4.
- Station Alerting – Integration with Spring FD's US Digital station alerting system is in progress. We have Station 406 on line and are waiting on Spring FD to program the other stations before we add our device.
- Lightning Strike - all assessments have been completed, and repairs are in progress. Due to the scale involved with replacing all the fiber optic cable, that aspect may reach into October before completion.

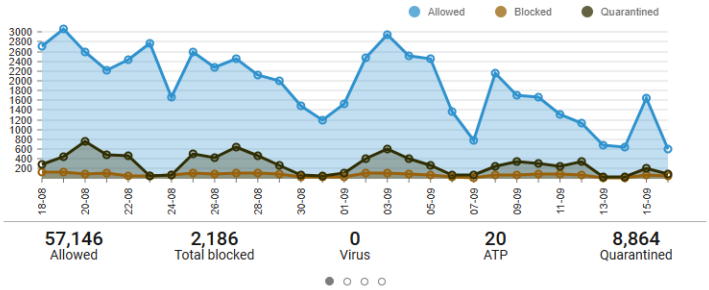
SYSTEMS RELIABILITY

Critical Systems	Reliability	Lost Minutes	Avg Prev 12 Mo	Difference
Network	100.000%	0	1.72	-1..72
Services	100.000%	0	34.04	-34.04

The graphic normally shown here is unvailable due to a product upgrade incompatibility. We are working to resolve this, but suffice it to say the graph would reflect the 100% uptime this reporting period.

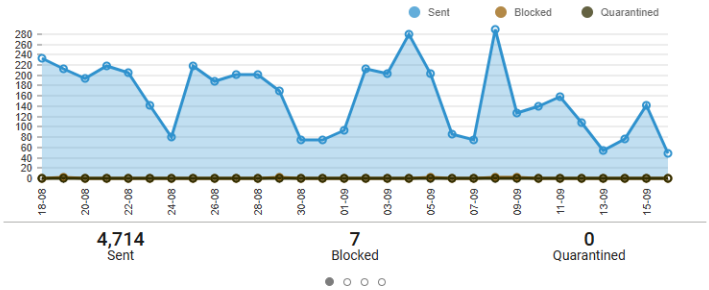
CYBERSECURITY/THREAT MITIGATION

Inbound Email Statistics Overview



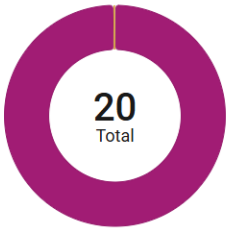
57,146	2,186	0	20	8,864
Allowed	Total blocked	Virus	ATP	Quarantined

Outbound Email Statistics Overview



4,714	7	0
Sent	Blocked	Quarantined

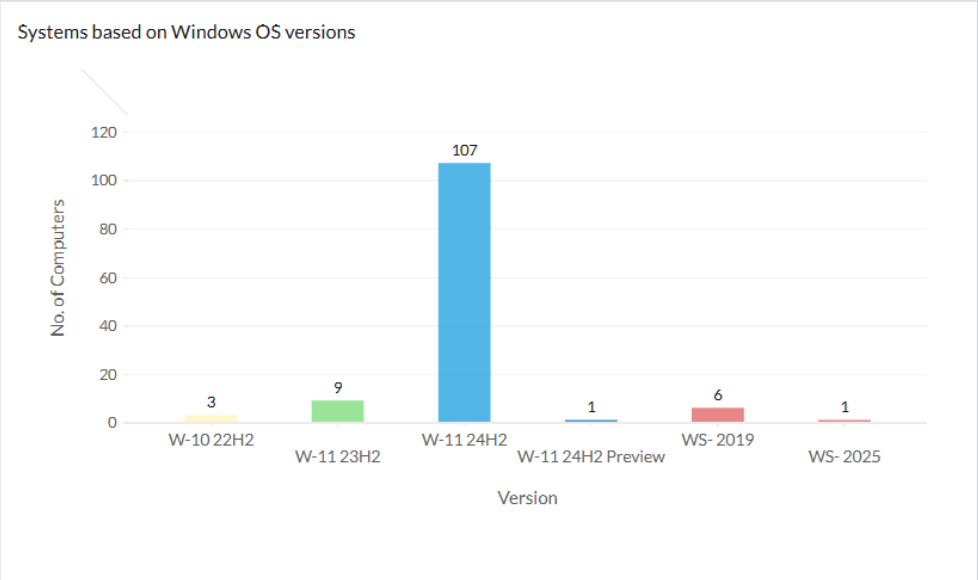
Total Threats / Viruses Overview

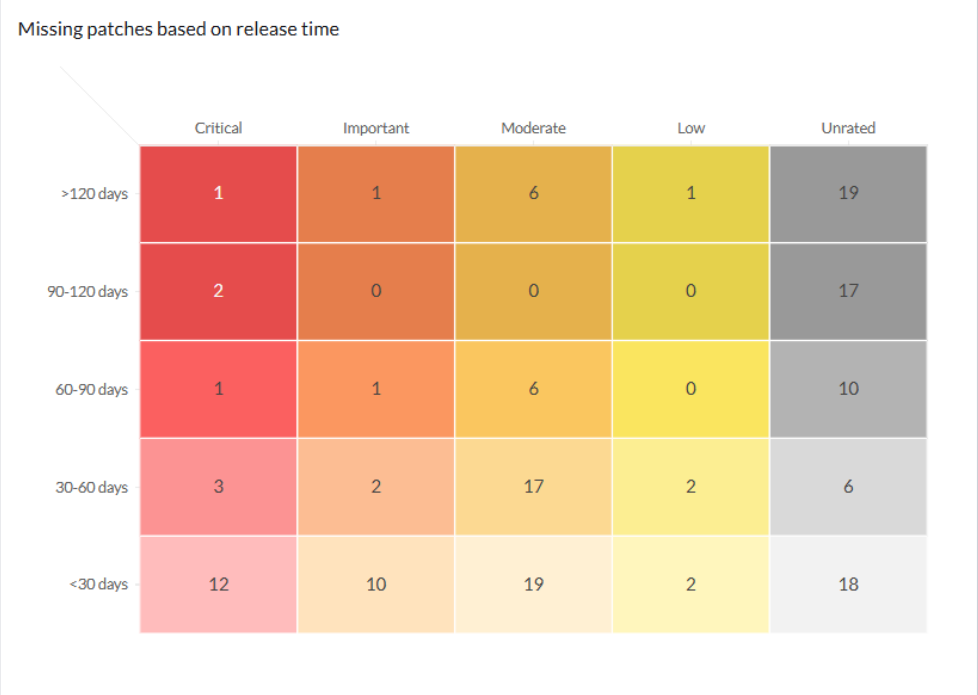


Threats / Viruses Detected

Category	Total	Percentage
Viruses	0	0 %
Advanced Threats	20	100 %

ENDPOINT MANAGEMENT





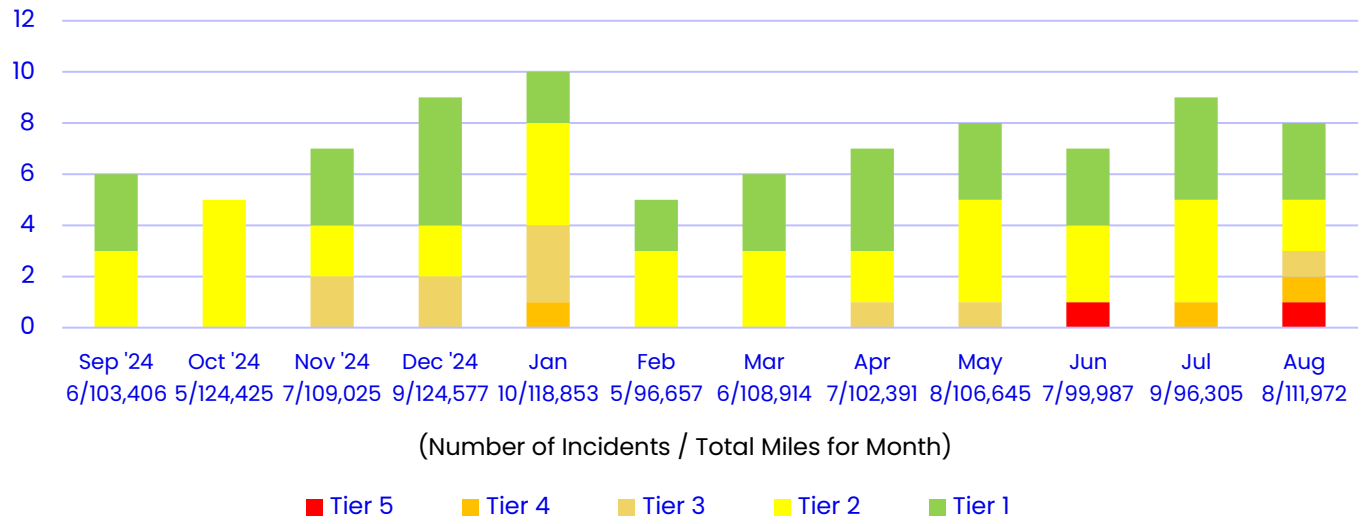
*Patches are released weekly, thus there will often be numbers in the <30 days category. Only critical and security patches are applied to sensitive systems.

COMPLIANCE
9/23/2025
REPORTING: AUGUST 1ST – 31ST, 2025

SAFETY

- Driving Incidents:
  - 8 total incidents
    - Tier 5 – 1
    - Tier 4 – 1
    - Tier 3 – 1 (1 Critical Failure)
    - Tier 2 – 2 (1 Pt Loaded)
    - Tier 1 – 3 (1 Critical Failure)

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



- August 2025 Leading Root Causes:
  - Lack of spatial/situational awareness – 7
  - Backing – 1

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

Prepared by: Katie Conn

- 2023 (Jan-Dec): 17 (1 open, 6 w/$0 incurred)
- 2024 (Jan-Dec): 14 (0 open, 7 w/$0 incurred)
- 2025 (Jan-Jul): 16

- Driver Monitoring cameras scoring for August 1st through 31st, 65% (123/189) of drivers at or above benchmark. Agency score of 60 (benchmark of 80).
- Driver Monitoring system identified August's highest risk factor as mobile device usage (including several instances of personal devices).

FACILITIES

August Maintenance Log Summary: 108 work orders completed/progressed

- 56 preventative or routine maintenance tasks completed (including 11 HVAC services)
- 37 unscheduled repairs completed (including 19 HVAC)
- 4 shoreline repairs/replacements
- 11 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: 1

AUGUST 2025 CRITICAL FAILURES REVIEW:

7 Total:

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

P1 – 8/14/2025 – Human Factor (Crew Contact)

M403 was dispatched to a 13D01 Diabetic Problem. Following dispatch, M403 never acknowledged the call and did not answer radio or phone contacts. M406 was dispatched to the call and made scene. Total time from first keystroke to first unit on scene was 8 minutes 27 seconds. M406 transported the patient to the hospital non-emergency. Incident was reviewed by Quality Team and resulted in No patient harm.

P2 – 8/8/2025 – Human Factor (Crew Illness)

M404 was dispatched to a 12C04 Seizures/Convulsions. Following dispatch, M404 reported that they were unable to respond to the call. M405 was dispatched to the call and made scene. Total time from first keystroke to first unit on scene was 11 minutes 33 seconds. M405 transported the patient Non-Emergency Transport to the hospital. Incident was reviewed by Quality Team and resulted in No patient harm.

P2 – 8/13/2025 – Driving Incident (Curb Strike - Flat Tire)

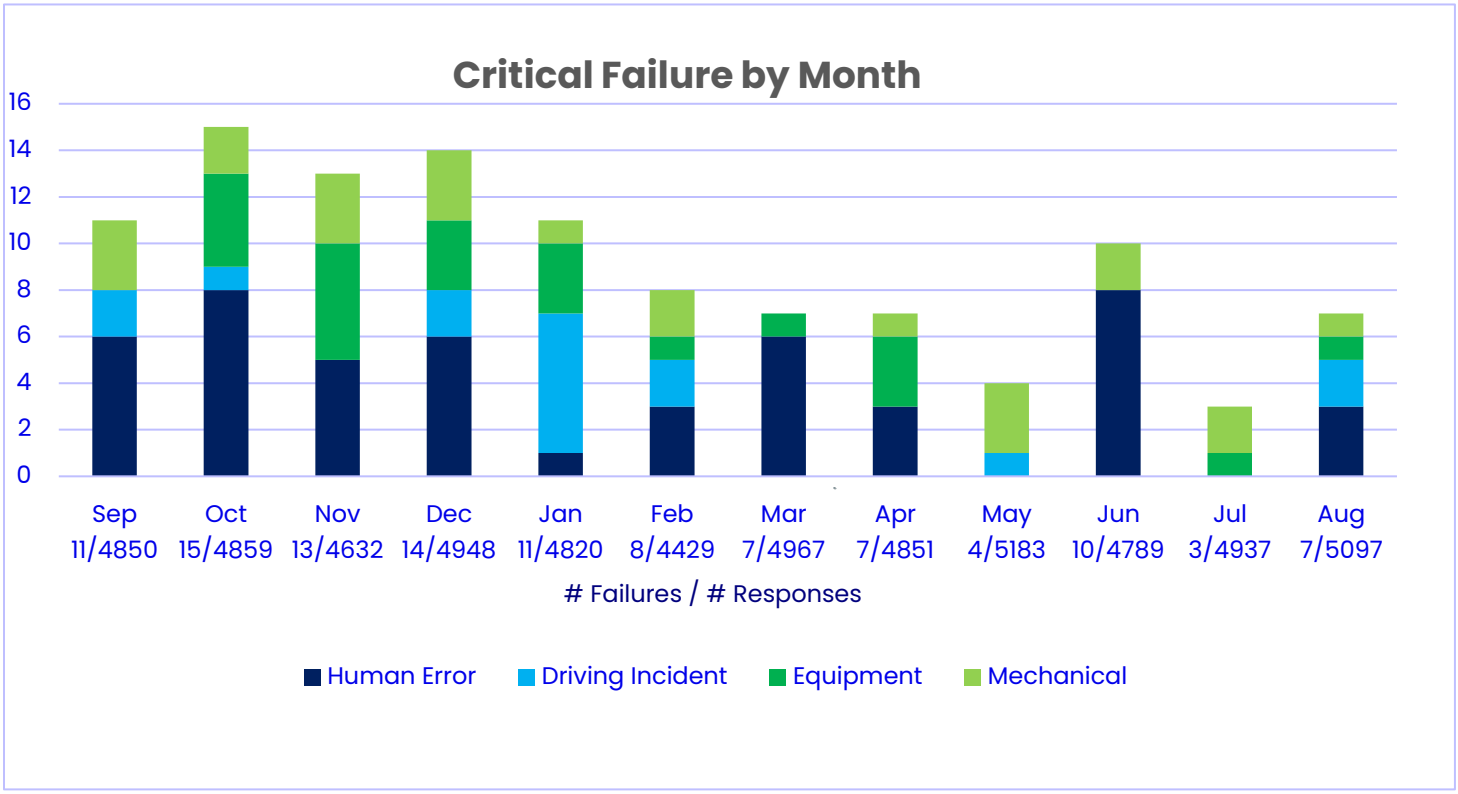
M482 was dispatched to a 12C01 Seizures/Convulsions. En route to the call, M482 struck a curb and reported that they were unable to respond to the call. M443 was dispatched to the call and made scene. Total time from first keystroke to first unit on scene was 23 minutes 01 second, missing compliance. M443 transported the patient to the hospital non-emergency. Incident was reviewed by Quality Team and resulted in No patient harm.

P2 – 8/16/2025 – Equipment (Stretcher)
M405 was dispatched to a 21B01 Hemorrhage/Laceration and made scene. Total time from first keystroke to first unit on scene was 16 minutes 24 seconds, missing compliance. While preparing for transport, M403 had a stretcher issue and were unable to load the patient for transport. M426 was dispatched and made scene. M403 continued patient care using M426's truck to transport the patient to the hospital non-emergency. Incident was reviewed by Quality Team and resulted in no patient harm.

P2 – 8/17/2025 – Mechanical (Engine)
M405 was dispatched to a 21B01 Hemorrhage/Laceration. While en route, M405's truck lost power and they had to pull over and contact control. M408 was dispatched and made scene. Total time from first keystroke to first unit on scene was 22 minutes 59 seconds, missing compliance. M408 transported the patient to the hospital emergency. Incident was reviewed by Quality Team and resulted in no patient harm.

P3 – 8/15/2025 – Driving Incident (Fleet Incident)
M484 was dispatched to a 38 Assist Law Enforcement and made scene. Total time from first keystroke to first unit on-scene was 11 minutes 33 seconds. While on scene, M484 was involved in fleet collision and requested a second unit to take over patient care. M544 was dispatched to the call, made scene and took over patient care. M544 completed the call with no transport and release from standby. Incident was reviewed by Quality Team and resulted in no patient harm.

P4 – 8/8/2025 – Human Factor (Crew Illness)
M404 was dispatched to a 16A01 Eye Problem/Injury. Following dispatch, M404 reported that they were unable to respond to the call. M483 was dispatched to the call and made scene. Total time from first keystroke to first unit on-scene was 8 minutes 51 seconds. M483 completed the call with no transport. 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
Sep 11/4850
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
Failures / # Responses
Human Error
Driving Incident
Equipment
Mechanical