Cash on hand vs. budget	Category	Indicator	Oct-17		Range Key	
Operating expenses vs. budget	Financials			Celebrate	Monitor	Act Now
Patient receipts vs. budget   Soudget   Soud		Cash on hand vs. budget		> budget	< 1-10%	< 10%+
Emergency transports vs. budget		Operating expenses vs. budget		< budget	> 1-5%	> 5%+
Patient Financials  Coding productivity  Avg. # of new claims billed per day  Pre-verifying productivity  Avg. # of new claims worked per day  Overall productivity**  Avg. days to bill*  ** Must be reported several months behind to calculate data  Patient Satisfaction  Overall satisfaction survey score - East*  Overall satisfaction survey score - West*  *Top box excellent score for July - Sept 2017  Technology  Celebrate Monitor Act N  Lost unit hours due to IT issues - East  Ortical system downtime during working hours  Marketing/Communications/EMSAcare  Media hits  Media hits  Media hits  Website visits  Social media fans (increase over previous month)  Civic engagement  Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  79.3%  Social media FMSAcare subscribers-Tulsa (Oct.'17)  79.3%  Celebrate Monitor  Act N  Celebrate Monitor  Act N  Social media fans (increase over previous month)  29  >75  50-75  50-75  50-75  50-75  50-75  50-75  50-75  50-75  50-75  50-75  50-75  60-9545  60-969-545  60-96		Patient receipts vs. budget		> budget	< 1-5%	< 5%+
Coding productivity		Emergency transports vs. budget		> budget	< 1-5%	< 5%+
Avg. # of new claims billed per day  Pre-verifying productivity  Avg. # of new claims worked per day  Section 20	Patient Fin	ancials		Celebrate	Monitor	Act Now
Pre-verifying productivity		Coding productivity				
Avg. # of new claims worked per day		Avg. # of new claims billed per day	549	>= 550	549-525	<= 524
Avg. # of new claims worked per day		Pre-verifying productivity				
Overall productivity**  Avg. days to bill*  ** Must be reported several months behind to calculate data  Patient Satisfaction  Overall satisfaction survey score - East*  Overall satisfaction survey score - West*  93.27%  990%  90%  *70p box excellent score for July - Sept 2017  Technology  Celebrate Monitor Act N  Lost unit hours due to IT issues - East  10st unit hours due to IT issues - West  Critical system downtime during working hours  Public engagement  Media hits  Media hits  Newsletters/meetings (beneficiary cities)  Civic engagement  Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  79.3%			560	>= 570	569-545	<= 544
Avg. days to bill*   9		Avg. Wornew claims worked per day	300	7-370	303 343	\- J++
Avg. days to bill*   9		Overall productivity**				
Patient Satisfaction       Celebrate       Monitor       Act N         Overall satisfaction survey score - East*       93.27%       > 90%       90%       < 90%			9	<=8	9-12	> 13
Overall satisfaction survey score - East* Overall satisfaction survey score - West* 93.50% > 90% 90% < 90% *Top box excellent score for July - Sept 2017  Technology  Lost unit hours due to IT issues - East Lost unit hours due to IT issues - West Critical system downtime during working hours  Public engagement  Media hits  Public engagement  Website visits Social media fans (increase over previous month) Community events - East Community events - West Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare Utility program EMSAcare subscribers-Tulsa (Oct.'17)  93.27% 990% 90% 90% 90% 90% 90% 90% 90% 90% 9	** Must be	reported several months behind to calculate data				
Overall satisfaction survey score - West*   93.50%   > 90%   90%   < 90%   *Top box excellent score for July - Sept 2017	Patient Satisfaction			Celebrate	Monitor	Act Now
*Top box excellent score for July - Sept 2017  Technology  Lost unit hours due to IT issues - East Lost unit hours due to IT issues - West Critical system downtime during working hours  Marketing/Communications/EMSAcare Public engagement Media hits Media hits Mebsite visits Social media fans (increase over previous month) Community events - East Community events - West Messetters/meetings (beneficiary cities) Newsletters/meetings (non-ben cities)  EMSAcare Utility program EMSAcare subscribers-Tulsa (Oct.'17)  Celebrate Monitor Act N 9:36 <13 hrs 13-24 hrs >24 <18 9:00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Overall satisfaction survey score - East*	93.27%	> 90%	90%	<90%
Celebrate   Monitor   Act N		Overall satisfaction survey score - West*	93.50%	> 90%	90%	<90%
Lost unit hours due to IT issues - East	*Top box e.	xcellent score for July - Sept 2017				
Lost unit hours due to IT issues - West   9:00   <13 hrs   13-24 hrs   >24	Technology			Celebrate	Monitor	Act Now
Critical system downtime during working hours		Lost unit hours due to IT issues - East	9:36	<13 hrs	13-24 hrs	>24 hrs
Marketing/Communications/EMSAcare         Celebrate         Monitor         Act No.           Public engagement         189         > 175         125-175         < 125-175		Lost unit hours due to IT issues - West	9:00	<13 hrs	13-24 hrs	>24 hrs
Public engagement         189         > 175         125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         < 125-175         <		Critical system downtime during working hours	0	0	0	> 0
Media hits       189       > 175       125-175       < 125-175	Marketing,	/Communications/EMSAcare		Celebrate	Monitor	Act Now
Website visits       19887       > 10000       7000-10000       < 7000-10000		Public engagement				
Social media fans (increase over previous month)  Community events - East  Community events - West  Civic engagement  Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  Volume 18		Media hits	189	> 175	125-175	< 125
Community events - East Community events - West 11 > 10 8-10 < 8  Civic engagement Newsletters/meetings (beneficiary cities) Newsletters/meetings (non-ben cities) 22 > 8 3-8 < 3  Newsletters/meetings (non-ben cities) 23 > 1 1 < 3  EMSAcare Utility program EMSAcare subscribers-Tulsa (Oct.'17) 79.3%		Website visits	19887	> 10000	7000-10000	< 7000
Community events - West  Civic engagement  Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  Value 11 > 10 8-10 < 20		Social media fans (increase over previous month)	29	> 75	50-75	< 50
Civic engagement  Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  79.3%		Community events - East	18	> 10	8-10	< 8
Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  79.3%		Community events - West	11	> 10	8-10	< 8
Newsletters/meetings (beneficiary cities)  Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  79.3%		Civic engagement				
Newsletters/meetings (non-ben cities)  EMSAcare  Utility program EMSAcare subscribers-Tulsa (Oct.'17)  79.3%			22	> 8	3-8	< 3
Utility program EMSAcare subscribers-Tulsa (Oct.'17) 79.3%		<del>-</del>				< 1
Utility program EMSAcare subscribers-Tulsa (Oct.'17) 79.3%		FRACA cove				
			70.20/			
		Utility program EMSAcare subscribers-Tuisa (Oct. 17)  Utility program EMSAcare subscribers-OKC (Oct. 17)	79.3%			