

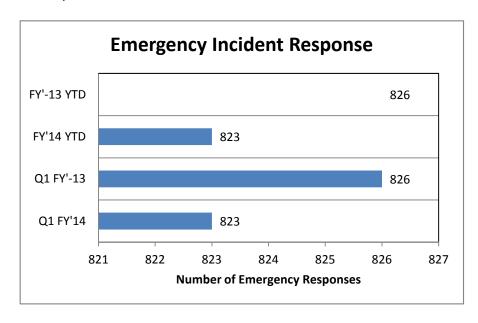
# PERFORMANCE SCORECARD

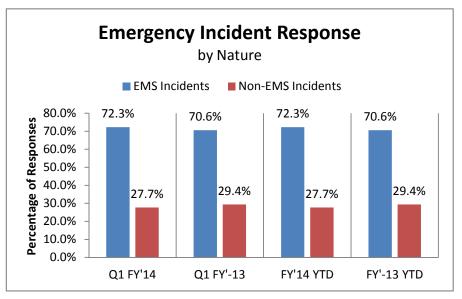
## 1st Quarter of Fiscal Year 2014

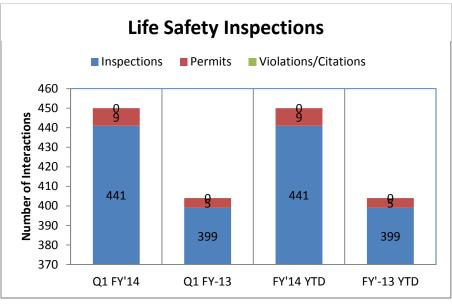
| Current<br>Quarter | Performance Metric  |   |  |  |  |
|--------------------|---|---|--|--|--|
|                    | Initiating advanced life support to patients within 8 minutes of dispatching the call from our communications center to 90% of all medical calls.                                     | * |  |  |  |
|                    | To access, extricate, treat and transport and transport trauma patients to a level one trauma medical facility within one hour of dispatching the call from our communications center |   |  |  |  |
| *                  | Interrupt the progression of fires in structures within 8 minutes of dispatching the call from our communications center to 90% of all building fires.                                | * |  |  |  |
|                    | Maintain overall emergency response readiness above 70%.  | * |  |  |  |
| *                  | Process emergency notifications in our dispatch center within 60 seconds of receiving the initial call for 90% of all calls.  | * |  |  |  |

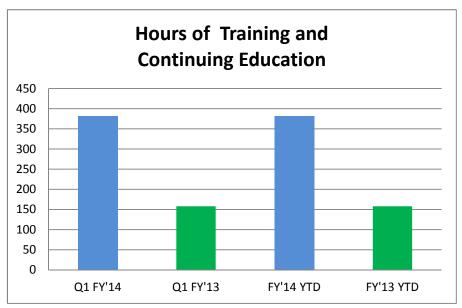
| Does Not Meet Performance Standards |
|-------------------------------------|
| Meets Performance Standards         |
| Exceeds Performance Standards       |

#### **Productivity Measures**





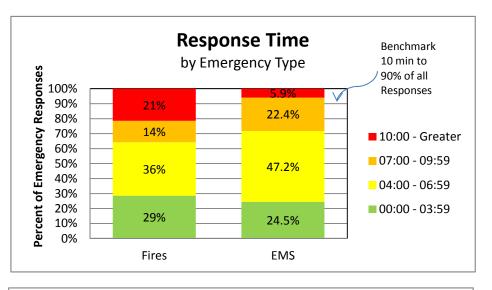


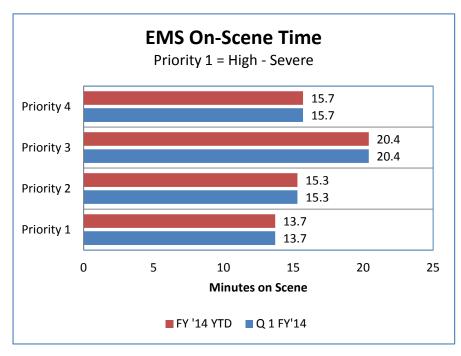


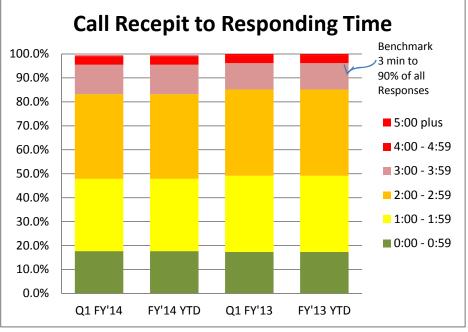
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#### Effectiveness Measures

|                      |  |                               | Benchmark<br>10 min to<br>90% of all |          |           |                 |
|----------------------|--|-------------------------------|--------------------------------------|----------|-----------|-----------------|
|                      | 100.0%<br>90.0%<br>80.0%<br>70.0%<br>60.0% | 6.7%                          | 6.7%                                 | 5.9%     | 5.9%      | Responses       |
| nses                 |  | 22.5%                         | 22.5%                                | 21.4%    | 21.4%     |                 |
| ods                  |  | 0.0%<br>0.0%<br>45.6%<br>0.0% | 45.6%                                | 45.0%    | 45.0%     | 10:00 - Greater |
| of Re                | 50.0%                                      |                               |                                      |          |           | 07:00 - 09:59   |
| ento                 | 40.0%<br>30.0%                             |                               |                                      |          |           | 04:00 - 06:59   |
| Percent of Responses | 20.0%<br>10.0%<br>0.0%                     | 25.1%                         | 25.1%                                | 27.8%    | 27.8%     | 00:00 - 03:59   |
|                      |  | Q1 FY'14                      | FY'14 YTD                            | Q1 FY'13 | FY'13 YTD |                 |

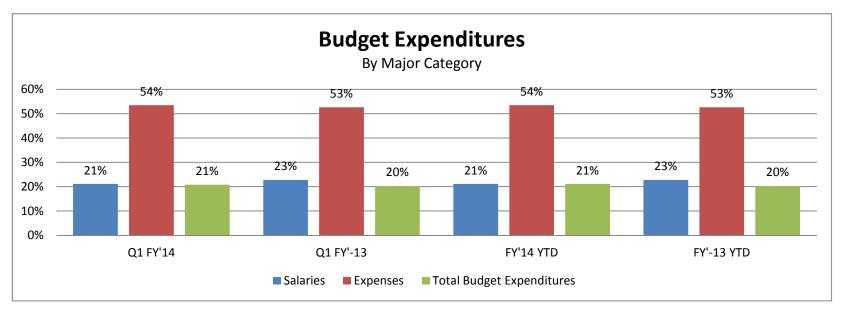


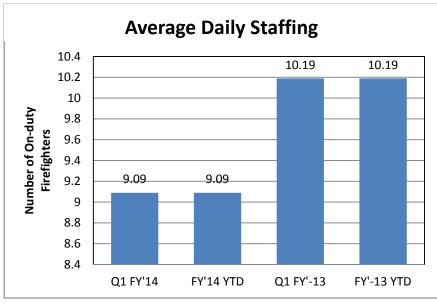


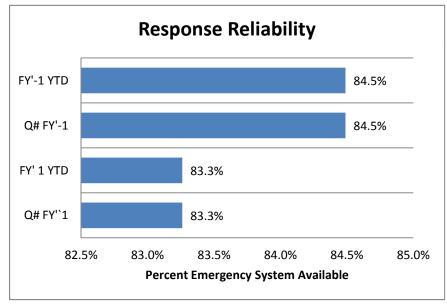


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### **Efficiency Measures**







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