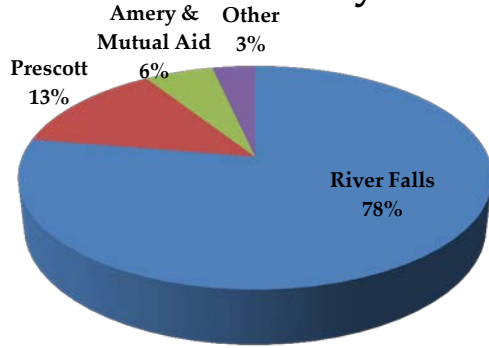


River Falls Ambulance Dashboard

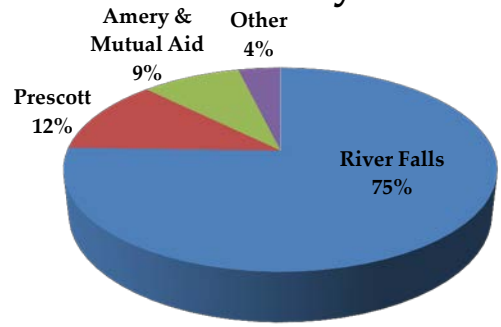
For February 2014

Calls by Service Area

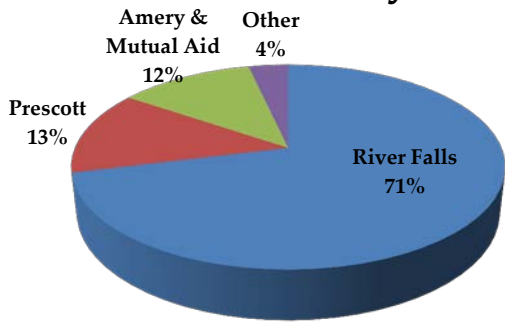
Feb. 2013 Calls by Area



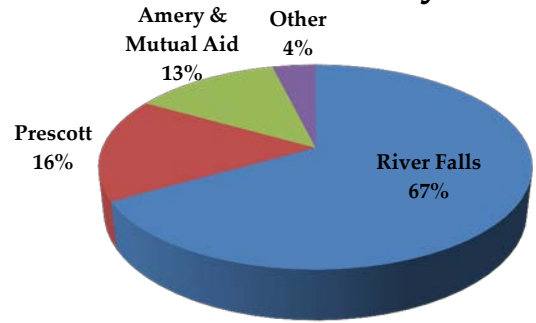
2013 Calls by Area



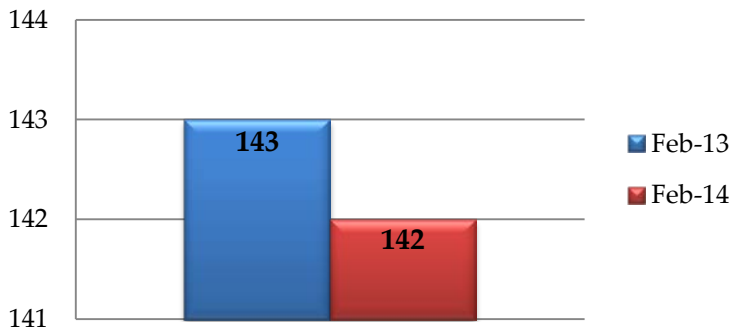
Feb. 2014 Calls by Area



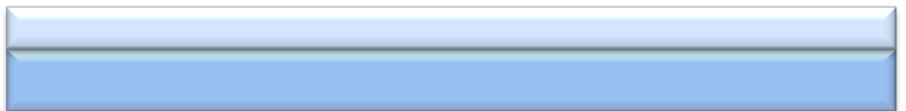
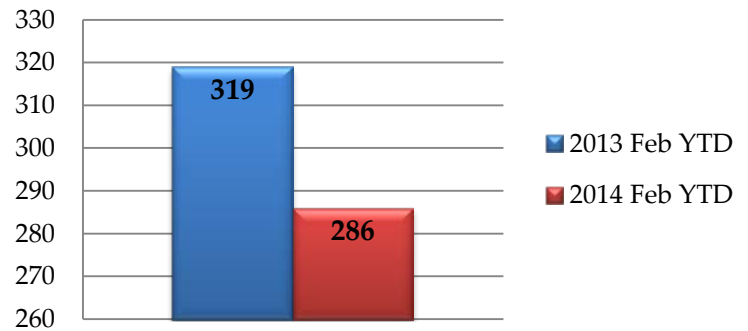
2014 YTD Calls by Area



**Feb. 2014 vs. Feb. 2013
Call Volume**



**Feb. 2014 vs. Feb. 2013
YTD Call Volume**



River Falls Ambulance Dashboard

Efficiency

Unit Hour Utilization

The hours equipped ambulance units are spent on calls. The target number reflects optimal utilization time, with under and over-utilization at a deviation of 0.011. The optimal range is between 0.154 and 0.164.

Unit Hour Utilization		
	Score	Target
Feb-14	0.158	0.159
YTD	0.155	0.159

Effectiveness

Response Time Reliability

How quickly the Service responds to its calls. The target number reflects that 80% of 911 calls should be responded to at 10 minutes and 59 seconds or faster.

Type	Percent of Calls	Target	Feb.	YTD
911*	80%	0:10:59	0:06:00	0:07:56
Transfers*	80%	0:10:59	0:08:00	0:08:00
Prescott*	80%	0:17:59	0:18:00	0:18:00
Amery	90%	0:57:59	1:52:00	1:52:00

*Note: Calls longer than 30 minutes are dropped from data

Fiscal Management

Three financial benchmarks are used to measure the fiscal management of the Ambulance Service. Please note that by the end of February, 17% of the fiscal year has elapsed.

Fiscal Measure	Actual	Target/Benchmark
YTD Net Position	+\$127,742	Maintain Positive Cash Flow
Revenue	20.82%	Greater than 17%
Expenses	14.84%	Less than 17%

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