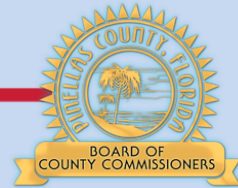


Doing Things!

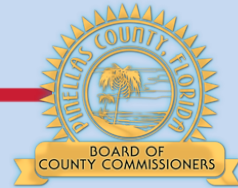
EMS Call Volume Analysis
October 25, 2016





EMS Call Volume Analysis - Overview

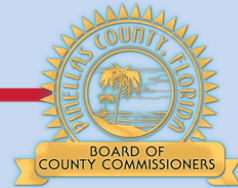
- Why explore call volume?
 - 25% Increase in ambulance transports in past 5-years
 - Approximately 9% annual increase in each of the past 2-years
 - 21% Increase in 911 medical calls in past 5-years
 - Approximately 7% annual increase in each of the past 2-years



EMS Call Volume Analysis - Overview

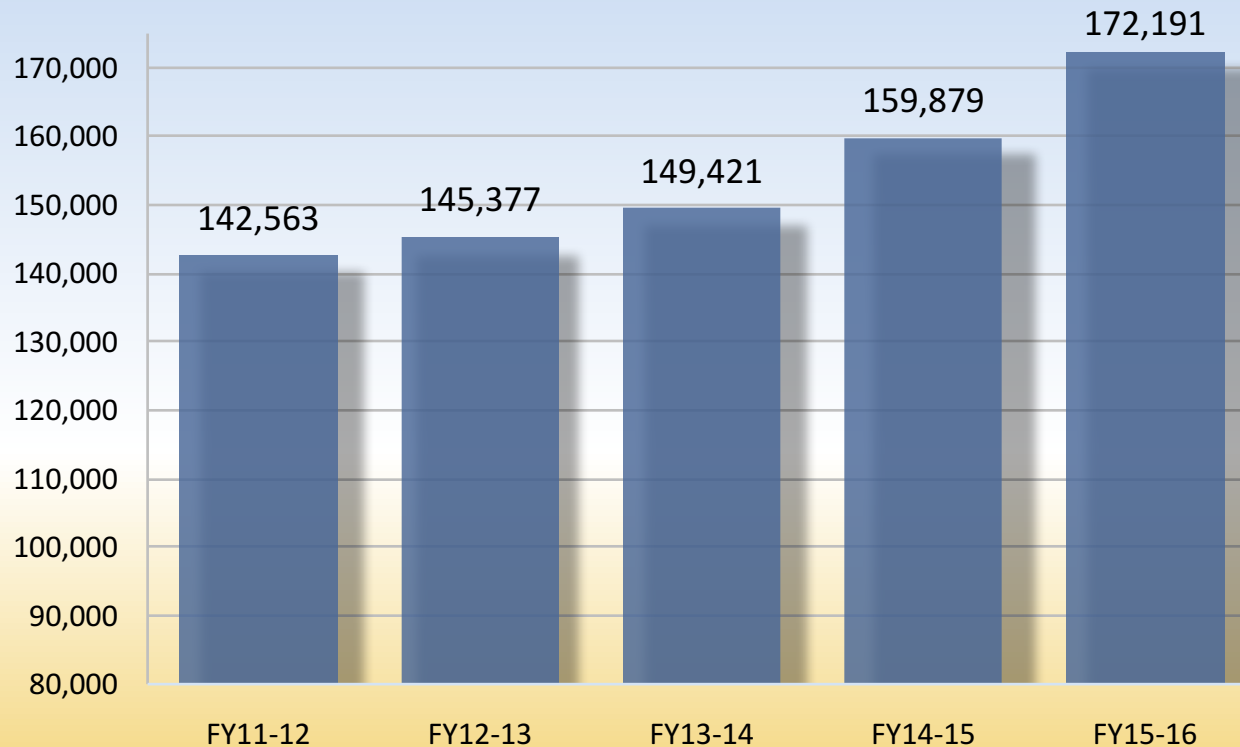
- How we explored the issue:
 - Population Growth and Demographics
 - Tourism & Seasonal Population Variation
 - Non-Emergency Transports
 - Payer Mix Variation
 - Unemployment Rate
 - Specialty Transport Services

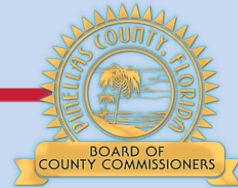
- What we discovered:
 - 911 Medical Call Volume
 - Non-Emergency Call Volume
 - Visitor & Commuter Service Utilization
 - Diverging Population Cycle



Recent Increases in Service Demand

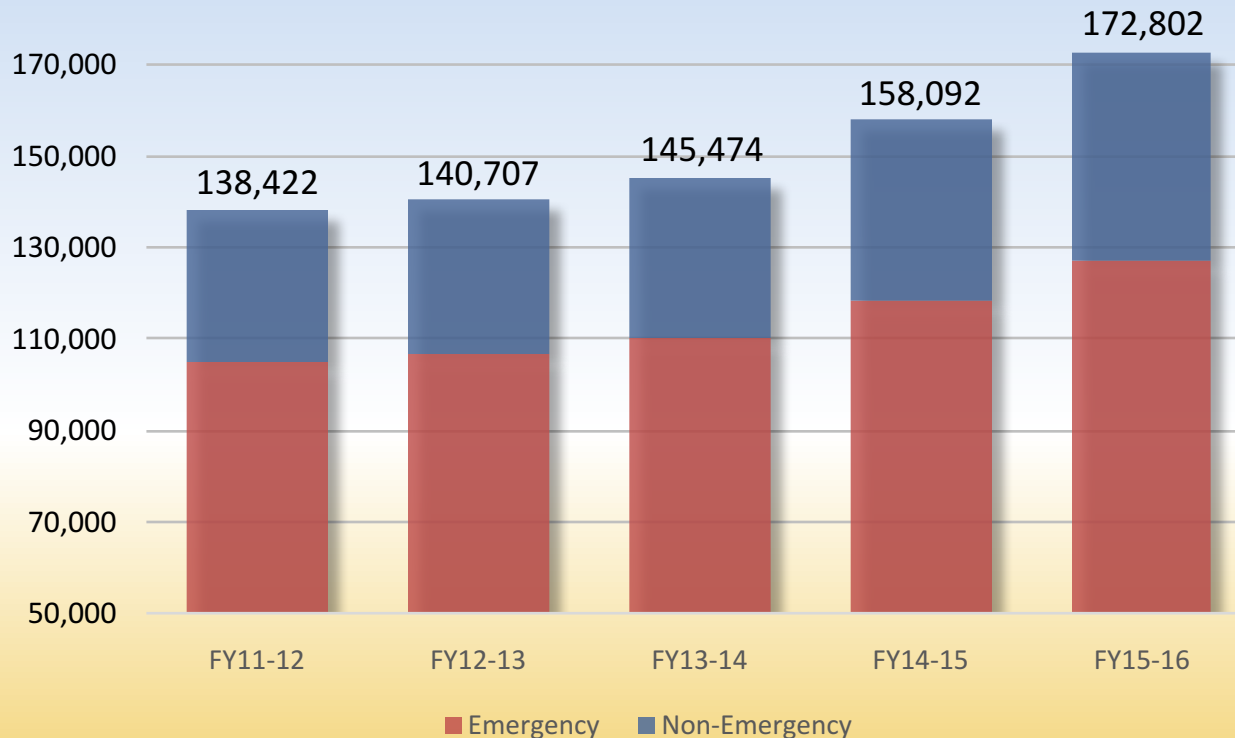
- 911 Medical Call Volume up 21% in the past 5-years



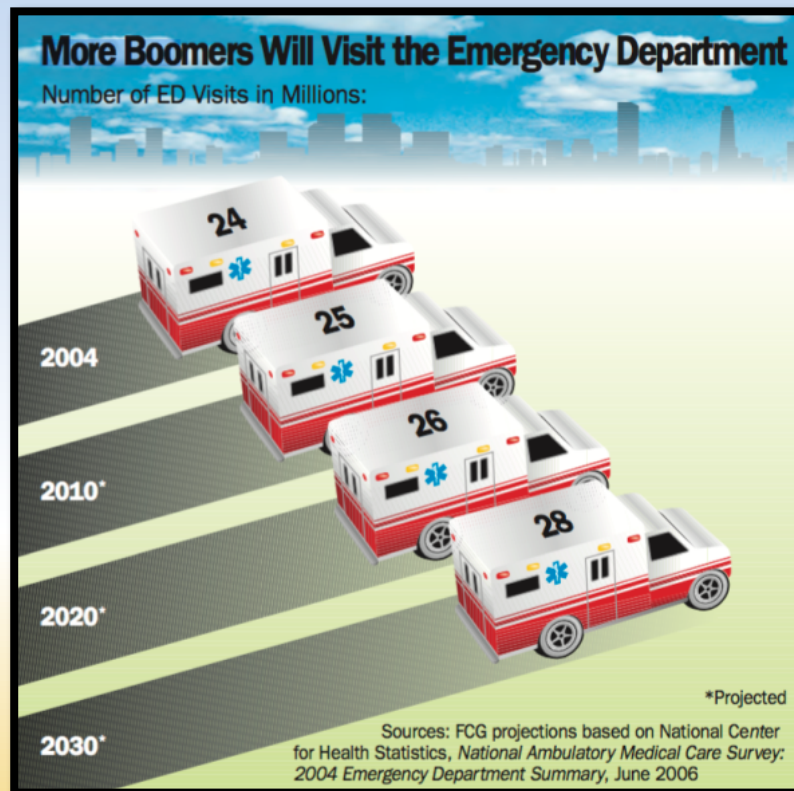


Recent Increases in Service Demand

- Total Ambulance Transports up 25% in the past 5-years
- Non-Emergency Transports up from 24 to 28% of Transport Volume



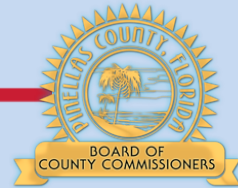
Age Associated Service Demand



Tourism Associated Service Demand

- Annual Visitors vs Transports Billed to Out-of-County Payers

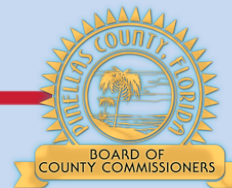




Looking Forward

- Focus on data-driven, business intelligence to achieve efficient and effective deployment in accordance with the Board's Level of Service

- Collaborate with our service provider partners
 - Deploy pilot operations to prove and replicate potential best practices
 - Probe the industry for innovative opportunities



Questions?