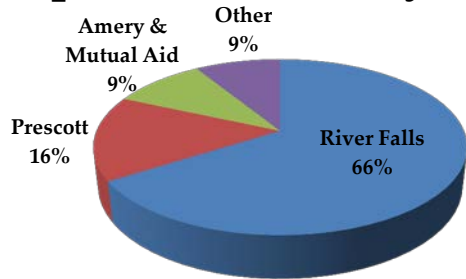


# River Falls Ambulance Dashboard

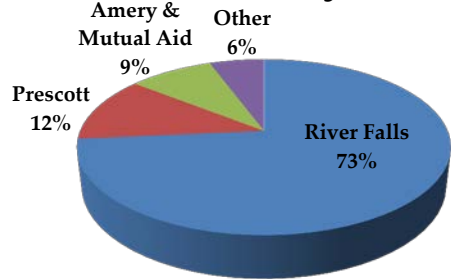
For April 2014

## Calls by Service Area

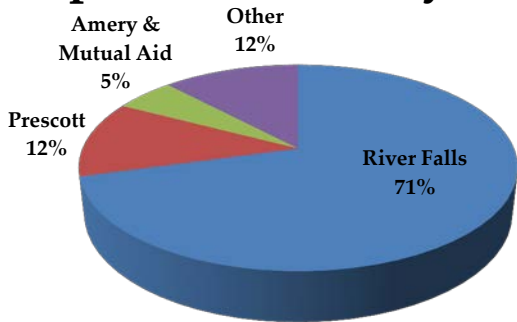
**April 2013 Calls by Area**



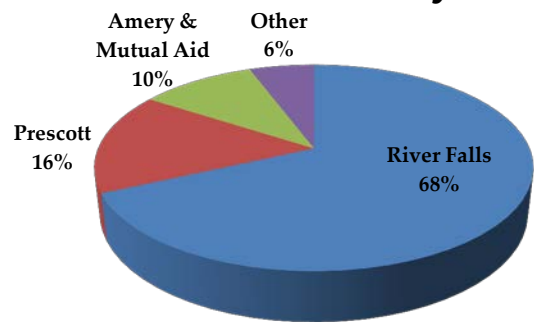
**2013 Calls by Area**



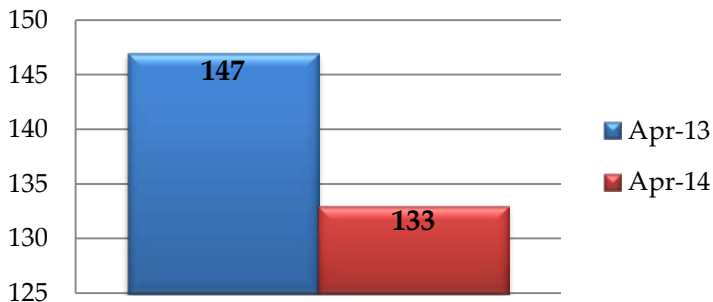
**April 2014 Calls by Area**



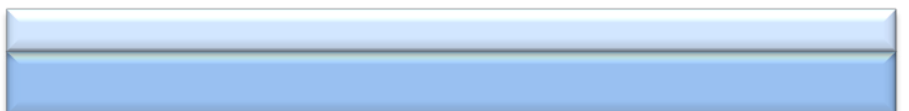
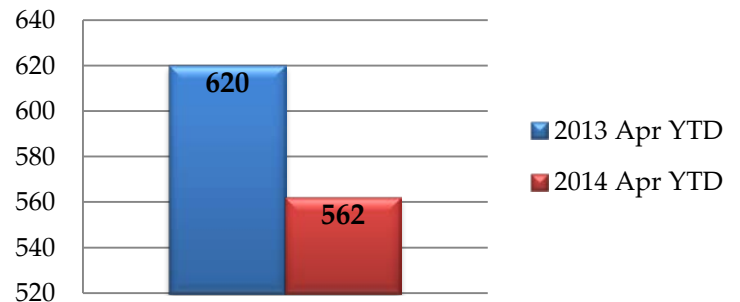
**2014 YTD Calls by Area**



**April 2014 vs. April 2013  
Call Volume**



**April 2014 vs. April 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
April-14	0.127	0.159
YTD	0.146	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	April	YTD
911*	80%	0:10:59	0:07:00	0:07:00
Transfers*	80%	0:10:59	0:06:00	0:07:00
Prescott*	80%	0:17:59	0:17:00	0:19:00
Amery	90%	0:57:59	0:43:07	1:06:07

\*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 April, 33% of the fiscal year has elapsed.

Fiscal Measure	Actual	Target/Benchmark
YTD Net Position	+\$91,818	Maintain Positive Cash Flow
Revenue	34.04%	Greater than 33%
Expenses	29.74%	Less than 33%

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