

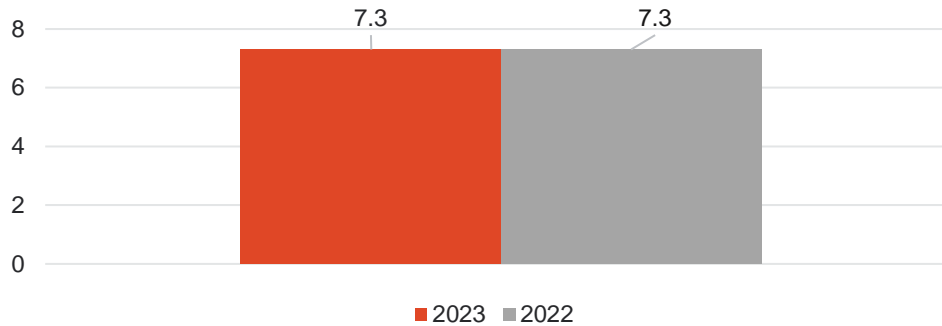
NORTH AMBULANCE OPERATIONS REVIEW

City of New Prague

New Prague Median Response Time

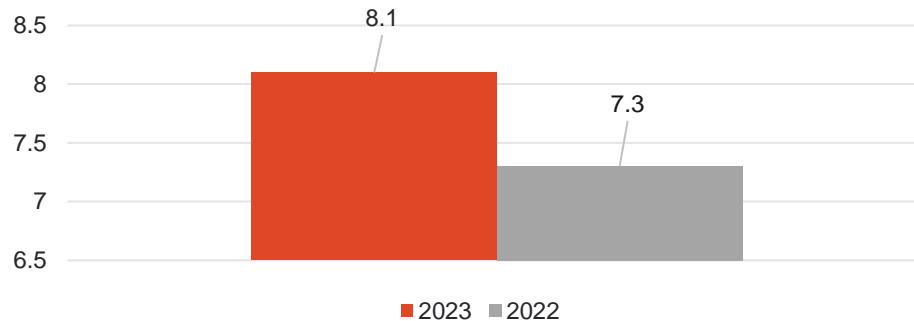
- **911 Response Time:**

Median Unit Notified by Dispatch to Unit Arrived on Scene

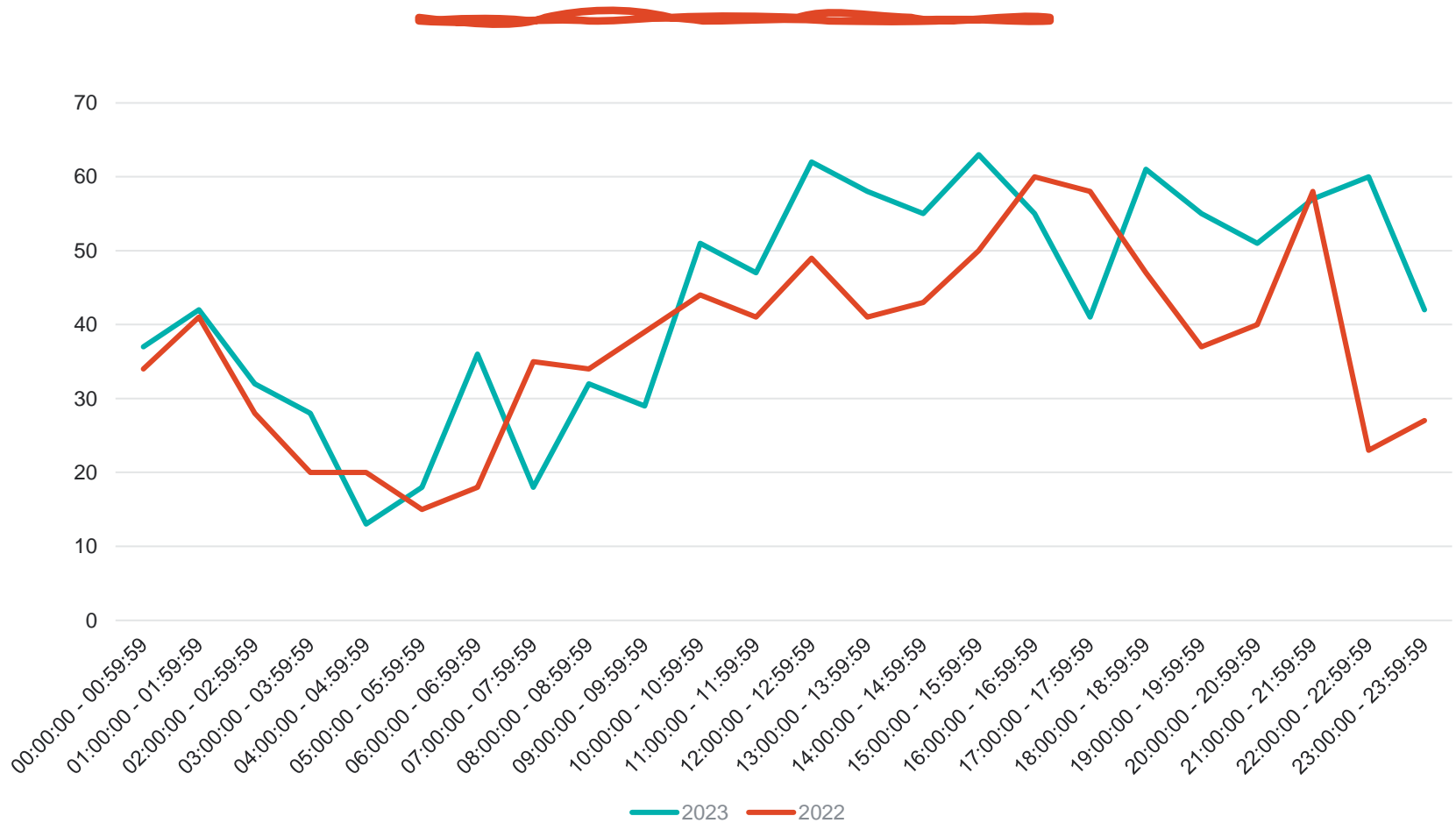


- **Interfacility Transfer Response Time:**

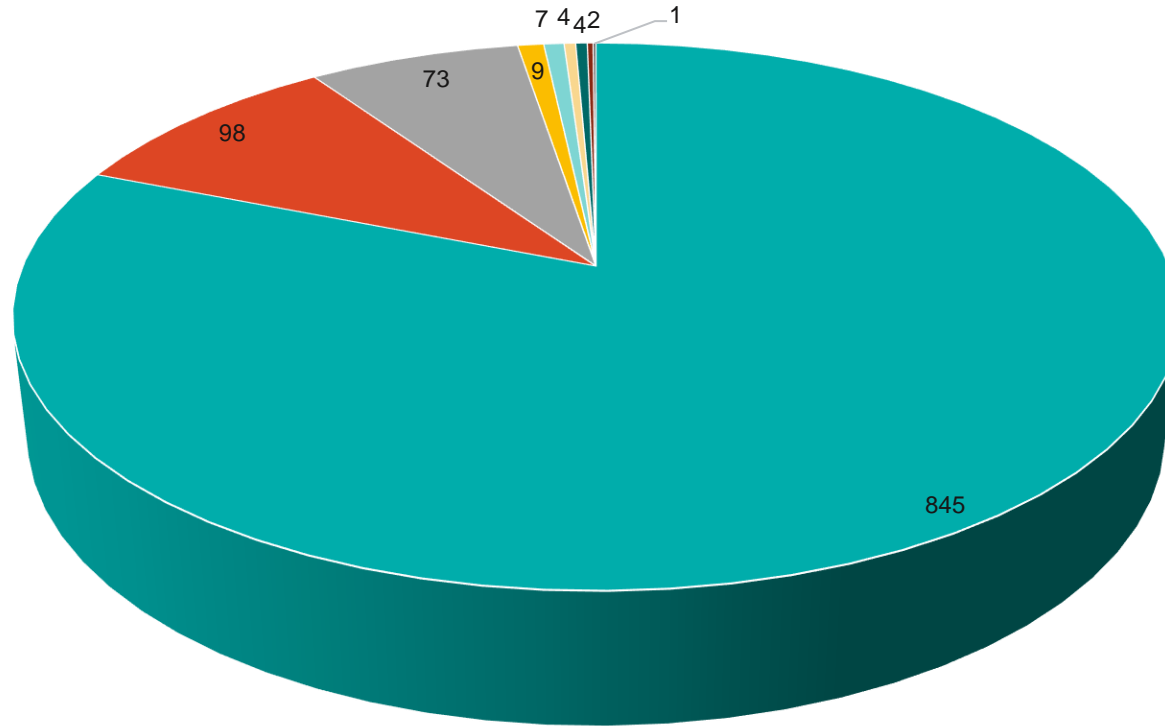
Median Unit Notified by Dispatch to Unit Arrived on Scene



New Prague Calls per hour of day

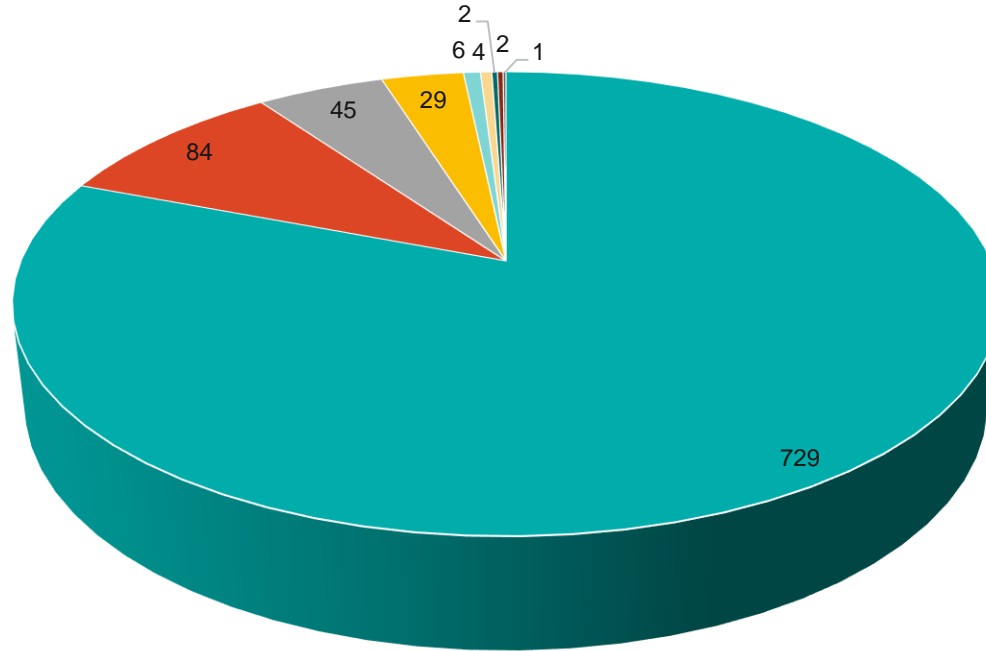


New Prague Responses 01.01.2023 through 06/30/2023



- Treated/Transported
- Canceled On Scene (No Patient Contact/Found)
- Deceased - Resuscitation Attempted (Without Transport)
- Treated/Transferred Care
- Wheelchair
- Refused Care/No Transport
- Standby
- Treated/No Transport
- Deceased - No Resuscitation Attempted (Without Transport)

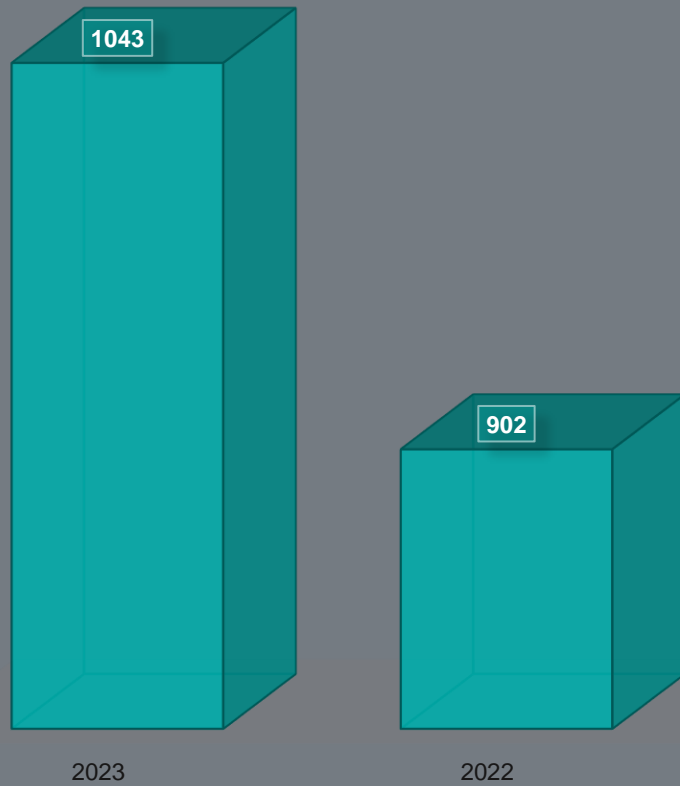
New Prague Responses 01.01.2022 through 06/30/2022



- Treated/Transported
- Canceled On Scene (No Patient Contact/Found)
- Standby
- Deceased - No Resuscitation Attempted (Without Transport)
- Treated/No Transport
- Refused Care/No Transport
- Canceled (Prior to Arrival at Scene)
- Treated/Transferred Care
- Deceased - Resuscitation Attempted (Without Transport)

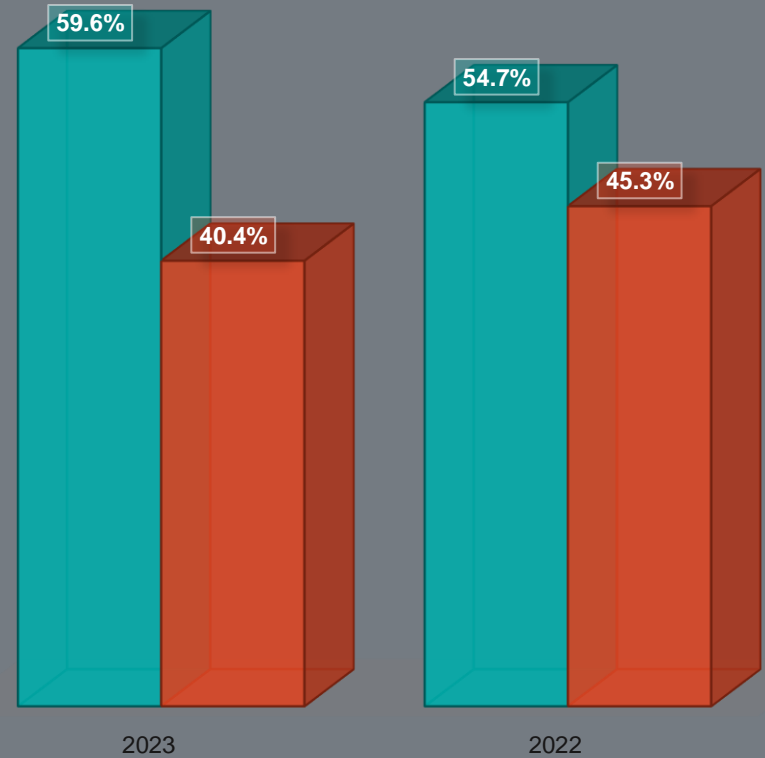
Volumes & 911 vs Transfer %

VOLUMES

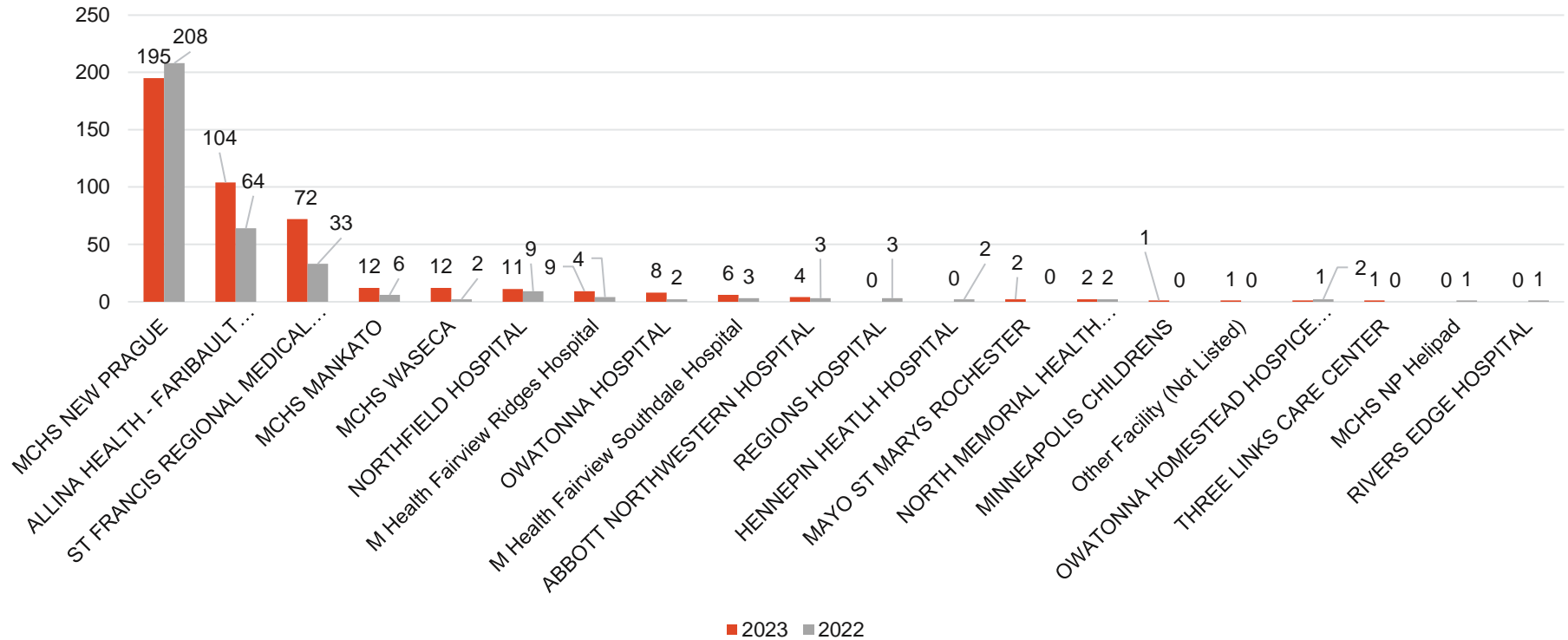


911 & TRANSFERS

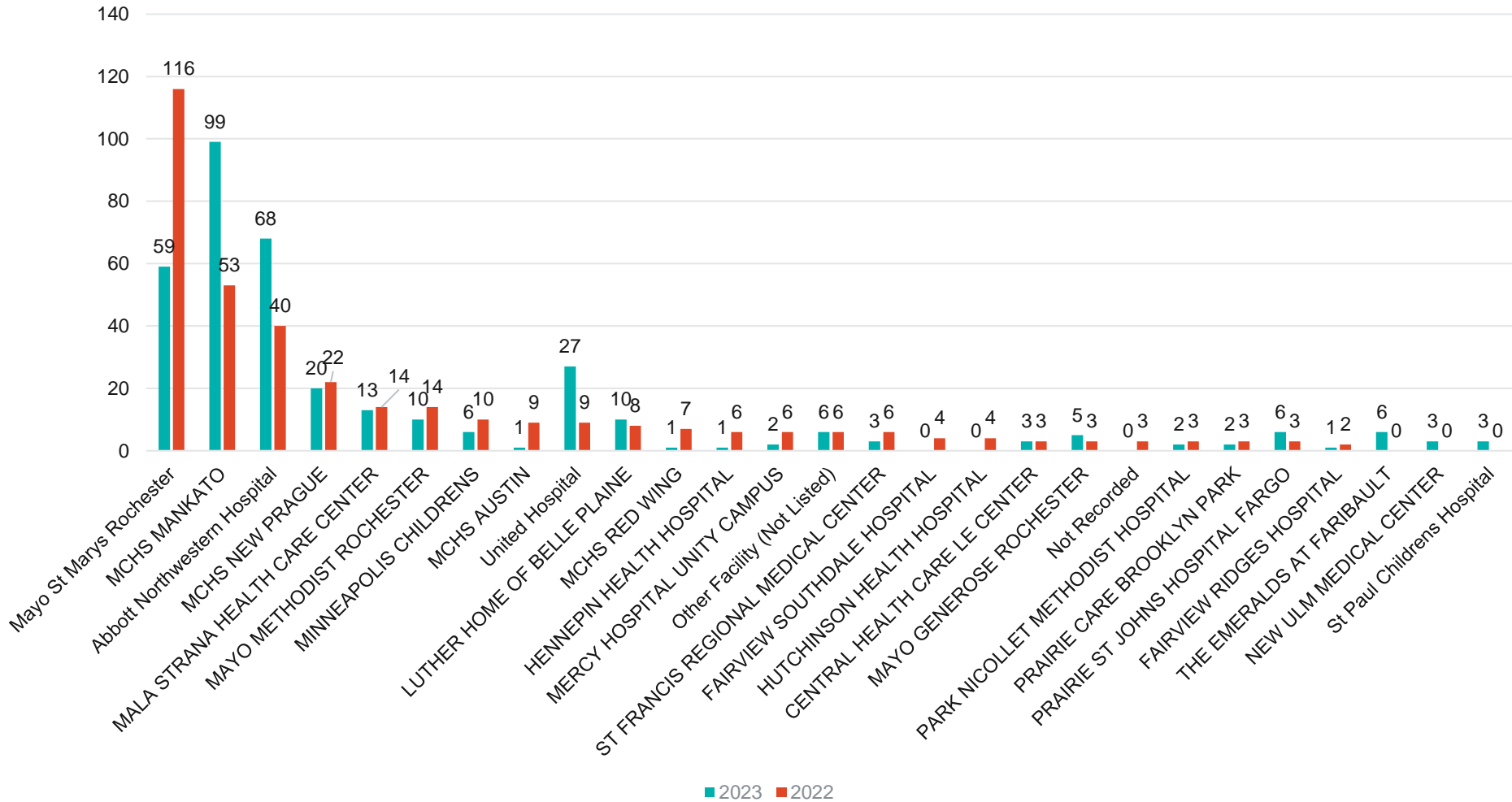
■ 911 ■ Transfers



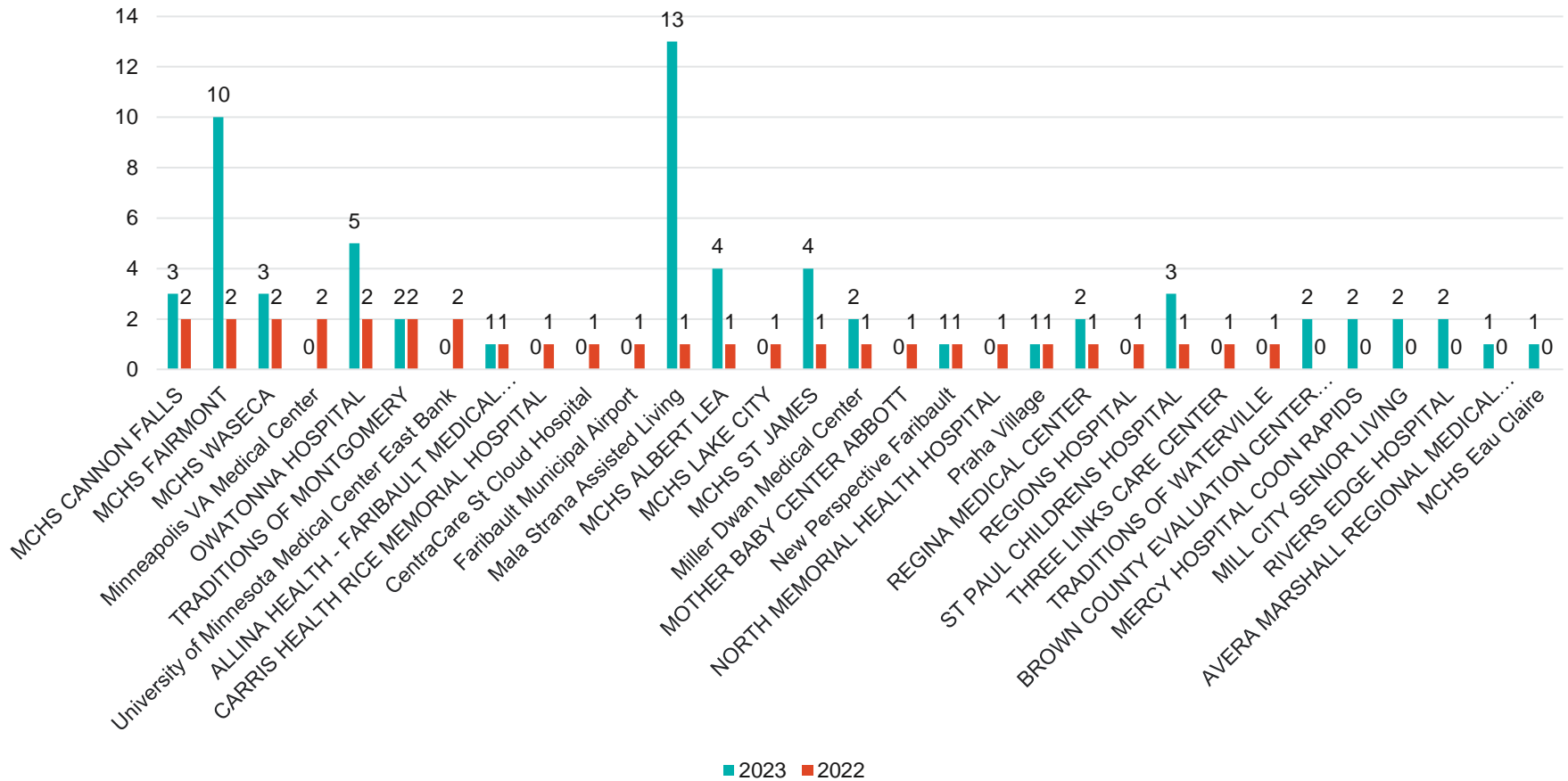
911 Patient Destinations



Transfer Patient Destinations

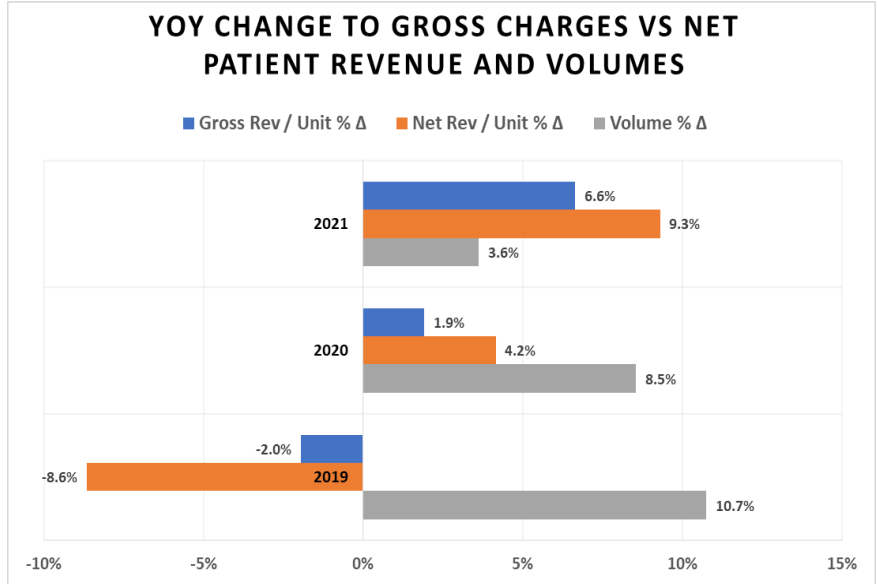


Transfer Patient Destinations

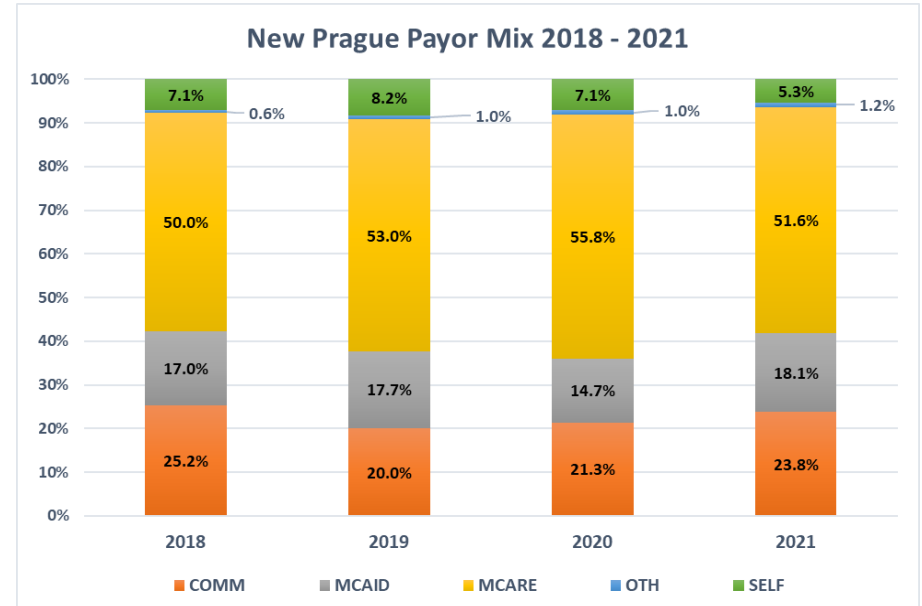
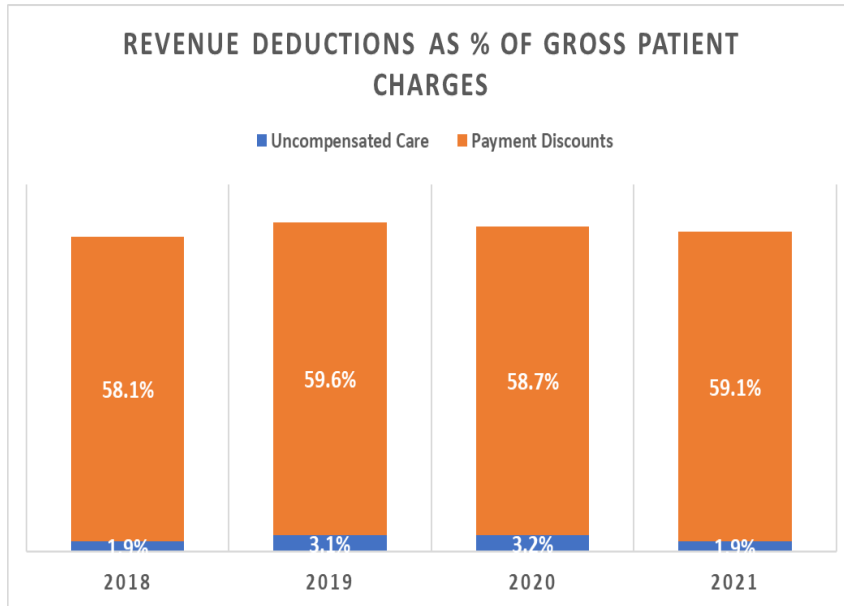


New Prague Historical Revenues

New Prague - Revenue Summary (000s)				
	2018	2019	2020	2021
	Actual	Actual	Actual	Actual
Gross Patient Charges	\$ 2,926	\$ 3,177	\$ 3,515	\$ 3,884
Revenue Deductions	\$ 1,757	\$ 1,994	\$ 2,177	\$ 2,368
% Revenue Deductions	60.0%	62.8%	61.9%	61.0%
Net Patient Revenue	\$ 1,170	\$ 1,183	\$ 1,338	\$ 1,515
Volume	1,173	1,299	1,410	1,461
Volume % Δ		10.7%	8.5%	3.6%
Gross Rev / Unit	\$ 2,495	\$ 2,446	\$ 2,493	\$ 2,658
Net Rev / Unit	\$ 997	\$ 911	\$ 949	\$ 1,037
Gross Rev / Unit % Δ		-2.0%	1.9%	6.6%
Net Rev / Unit % Δ		-8.6%	4.2%	9.3%



New Prague Historical Payor Mix



Revenue Deductions As % of Gross Patient Charges

	2018	2019	2020	2021
Uncompensated Care	1.9%	3.1%	3.2%	1.9%
Payment Discounts	58.1%	59.6%	58.7%	59.1%
Total revenue deductions	60.0%	62.8%	61.9%	61.0%

	2018	2019	2020	2021
Medicare & Medicaid Total	67.1%	70.7%	70.6%	69.8%

New Prague Historical Financials

5 Year Financials - 8215 - New Prague

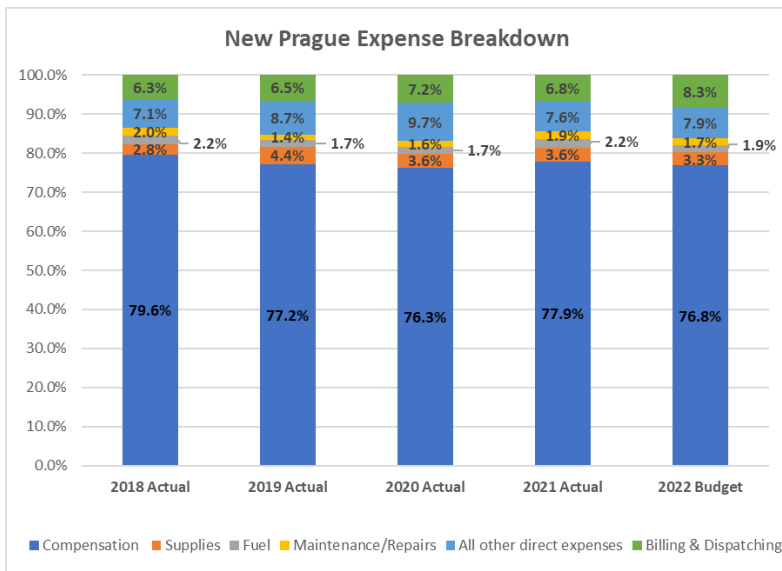
	2018	2019	2020	2021	2022
	Actual	Actual	Actual	Actual	Budget
Volume: Billed Actual / Forecast Budget	1,173	1,299	1,410	1,461	1,481
Growth		10.7%	8.5%	3.6%	1.4%
Revenue:					
Net Transport Revenue per billed Run	997	911	949	1,037	988
YOY Change		-8.6%	4.2%	9.3%	-4.7%
Net Transport Revenue	1,169,753	1,183,371	1,337,837	1,515,124	1,463,611
Misc Revenue	\$ 181	\$ -	\$ -	\$ 38	\$ -
Total Revenue	1,169,934	1,183,371	1,337,837	1,515,162	1,463,611
Total direct expenses	1,120,645	1,209,601	1,248,494	1,425,432	1,423,137
Operating Margin	49,108	(26,231)	89,343	89,692	40,473
Operating Margin %	4.2%	-2.2%	6.7%	5.9%	2.8%
Indirect Expense					
General & Administrative expenses ³	116,993	118,337	133,784	151,516	146,361
Net Income (Loss)	(67,885)	(144,568)	(44,441)	(61,824)	(105,888)
Net Income (Loss) %	-5.8%	-12.2%	-3.3%	-4.1%	-7.2%

¹ Direct expenses are defined as all expenses directly attributed to completing the transport service

² All other direct expenses include utilities, purchased services, building rentals, depreciation, licensing, etc.

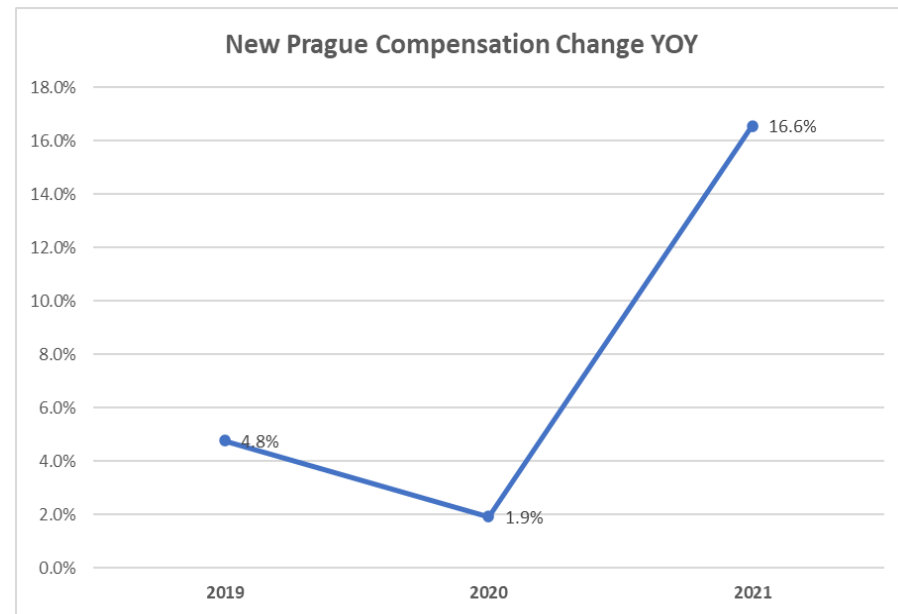
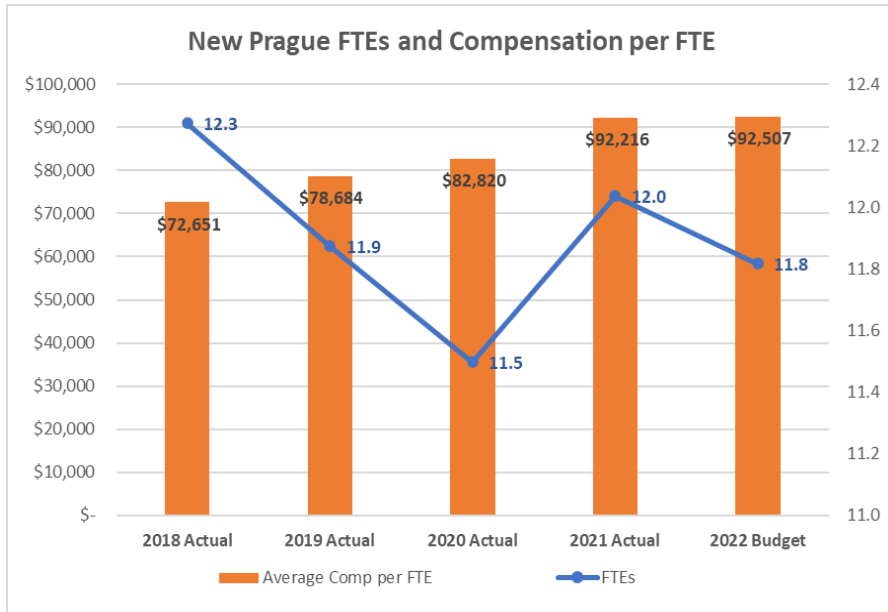
³ General & administrative expenses include medical direction, education/training/clinical development, quality assurance, regional leadership, HR and payroll, accounting, worker's compensation, IT services, compliance and risk management, infection control, biomedical engineering, and legal counsel

New Prague Historical Direct Expenses



	2018	2019	2020	2021	2022
	Actual	Actual	Actual	Actual	Budget
Direct Expenses¹:					
Compensation	891,724	934,324	952,305	1,110,061	1,093,161
Supplies	31,202	53,110	44,902	50,740	47,411
Fuel	24,413	21,126	21,250	32,035	27,190
Maintenance/Repairs	22,196	17,105	19,555	27,197	24,229
All other direct expenses ²	80,020	105,237	121,090	107,878	112,672
Billing	27,997	29,041	35,632	34,195	40,317
Dispatching	43,092	49,658	53,760	63,325	78,158
Total direct expenses	1,120,645	1,209,601	1,248,494	1,425,432	1,423,137

New Prague Historical Compensation Expense

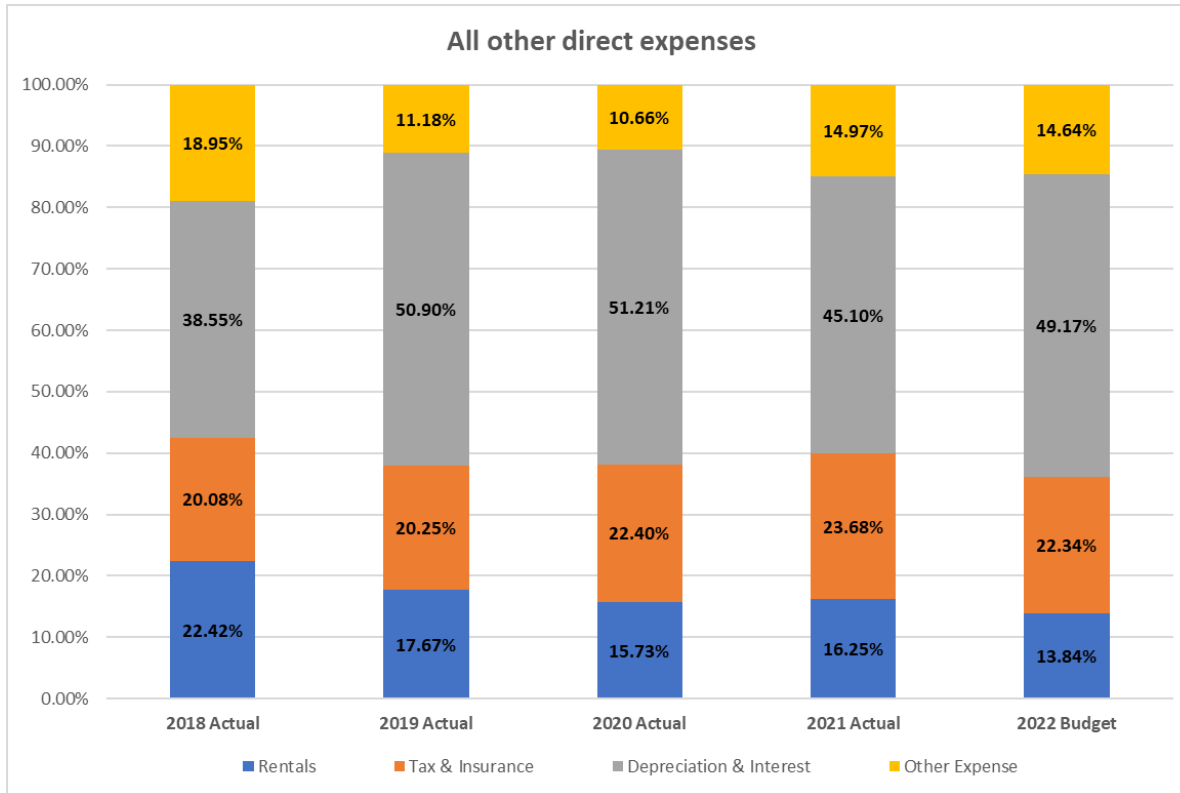


- Changes in compensation largely driven by annual merit increases and compounded by premium pay for recruitment and retention
- Increase from 2020 to 2021 due to pay scale change to remain market competitive
- Higher benefits utilization is also driving up compensation

New Prague Historical Direct Expense / Unit

	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2022 Budget
Units	1,173	1,299	1,410	1,461	1,481
Expense / Unit					
Compensation	\$ 760.21	\$ 719.26	\$ 675.39	\$ 759.80	\$ 738.12
Supplies	\$ 26.60	\$ 40.89	\$ 31.85	\$ 34.73	\$ 32.01
Fuel	\$ 20.81	\$ 16.26	\$ 15.07	\$ 21.93	\$ 18.36
Maintenance/Repairs	\$ 18.92	\$ 13.17	\$ 13.87	\$ 18.62	\$ 16.36
All other direct expenses	\$ 68.22	\$ 81.01	\$ 85.88	\$ 73.84	\$ 76.08
Billing & Dispatching	\$ 60.60	\$ 60.58	\$ 63.40	\$ 66.75	\$ 80.00
Total Direct Expense / Unit	\$ 955.37	\$ 931.18	\$ 885.46	\$ 975.65	\$ 960.93
% Δ YOY					
Compensation		-5.4%	-6.1%	12.5%	-2.9%
Supplies		53.7%	-22.1%	9.1%	-7.8%
Fuel		-21.9%	-7.3%	45.5%	-16.3%
Maintenance/Repairs		-30.4%	5.3%	34.2%	-12.1%
All other direct expenses		18.8%	6.0%	-14.0%	3.0%
Billing & Dispatching		0.0%	4.6%	5.3%	19.8%
Total Direct Exp % Δ YOY		-2.5%	-4.9%	10.2%	-1.5%

New Prague Historical Other Expenses



- Building lease, Tax & Vehicle Insurance, and Depreciation account for roughly 86% of other direct expense
- Other expenses include utilities, purchased services, licensing, mileage reimbursement, and registrations

New Prague April YTD Financials

	2022	2022	F(U) Apr YTD Actual vs Budget
	Actual	Budget	
Volume: Billed Actual / Forecast Budget	481	506	-4.9%
Revenue:			
Net Transport Revenue per billed Run YOY Change	1,107	988	12.1%
Net Transport Revenue	532,673	500,059	6.5%
Direct Expenses¹:			
Compensation	383,521	354,872	-8.1%
Supplies	14,040	16,147	13.0%
Fuel	15,601	9,290	-67.9%
Maintenance/Repairs	15,400	9,720	-58.4%
All other direct expenses ²	38,216	37,734	-1.3%
Billing	11,383	13,627	16.5%
Dispatching	23,572	26,296	10.4%
Total direct expenses	501,732	467,685	-7.3%
Operating Margin	30,940	32,373	-4.4%
Operating Margin %	5.8%	6.5%	
Indirect Expense			
General & Administrative expenses ³	53,267	50,006	-6.5%
Net Income (Loss)	(22,327)	(17,633)	-26.6%
Net Income (Loss) %	-4.2%	-3.5%	

- Customer activity trending lower than anticipated for the first four months of the year
- Slight shift in payor mix and acuity positively impacting net revenue per transport
- Staffing challenges continue
- Supply chain issues negatively impacting direct expenses



Questions

