



Tulsa City Council Presentation
June 11, 2025

EMSA Eastern Division Fast Facts

- 12th largest EMS Organization in the US by combined transport volume
- CAAS Accreditation – EMS industry standard for excellence in patient care, operations, and service. Only one other OK EMS service holds CAAS Accreditation.
- IAED Center of Excellence - ACE promotes organizational excellence in public safety communications by establishing a “20 Points of Accreditation” criteria - a rigorous and measurable set of globally recognized best practices.
- EMSA is Oklahoma’s lowest cost EMS Provider per the Oklahoma Healthcare Authority.



EMSA Eastern Division Trustees

- **Phil Lakin Jr., *Chairman***
City Councilor, City of Tulsa
- **Laurel Roberts**
Commissioner of Public Safety, City of Tulsa
- **Jan Slater**
Faculty Instructor, Oklahoma University School of Community Medicine
- **R. Scott Vaughn**
Chief Executive Officer, Oklahoma Market Better Health Group
- **Greg Ostrum – East Non-Beneficiary Representative**
Fire Chief, City of Jenks
- *Jeffrey Goodloe, MD*
Medical Director, Medical Control Board



Community Relations and EMSAcare

Community Relations

December 2024 – May 2025

- 2,062.2 Unit Hours supporting special events in Tulsa
- 74 hours in Community Education
 - District 1 - 2
 - District 2 - 2
 - District 3 - 4
 - District 4 - 3
 - District 5 - 2
 - District 6 - 2
 - District 7 - 2
 - District 8 - 5
 - District 9 - 4

No-charge participation in local community events i.e. CPR Instruction, First Aid Safety Lessons, Touch-A-Trucks, Facility Tours

EMSAcare

- EMSAcare marketing campaigns reached 95% of residents
- 45% Increase in direct stakeholder engagement
- EMSAcare enrollment retention improved by 159%



EMSA Workforce and Culture

- **EMSA Advantage** is EMSA's in-house, no-out-of-pocket cost EMT Training Program
 - More than 75 EMSA Advantage graduates have become licensed and credentialed EMTs in EMSA's Eastern Division
 - EMSA Advantage Grads make up more than 50% of EMSA's EMT workforce
- **EMSA's in-house Paramedic School** gives EMSA EMTs the Opportunity to advance their clinical credentialing at no-cost to the EMT
 - EMSA has increased **EMSA's In-house Paramedic School** capacity by 200%
 - 38 Paramedics have graduated since mid-2022, and we expect 18 more new Paramedics will be released into the system by the end of August
- **14% Uptrition** across the organization and attrition decreased by 6%
- **Our Values Drive Our Culture** - Patient Centered, Team Focused, Fiscally Responsible, Highly Accountable



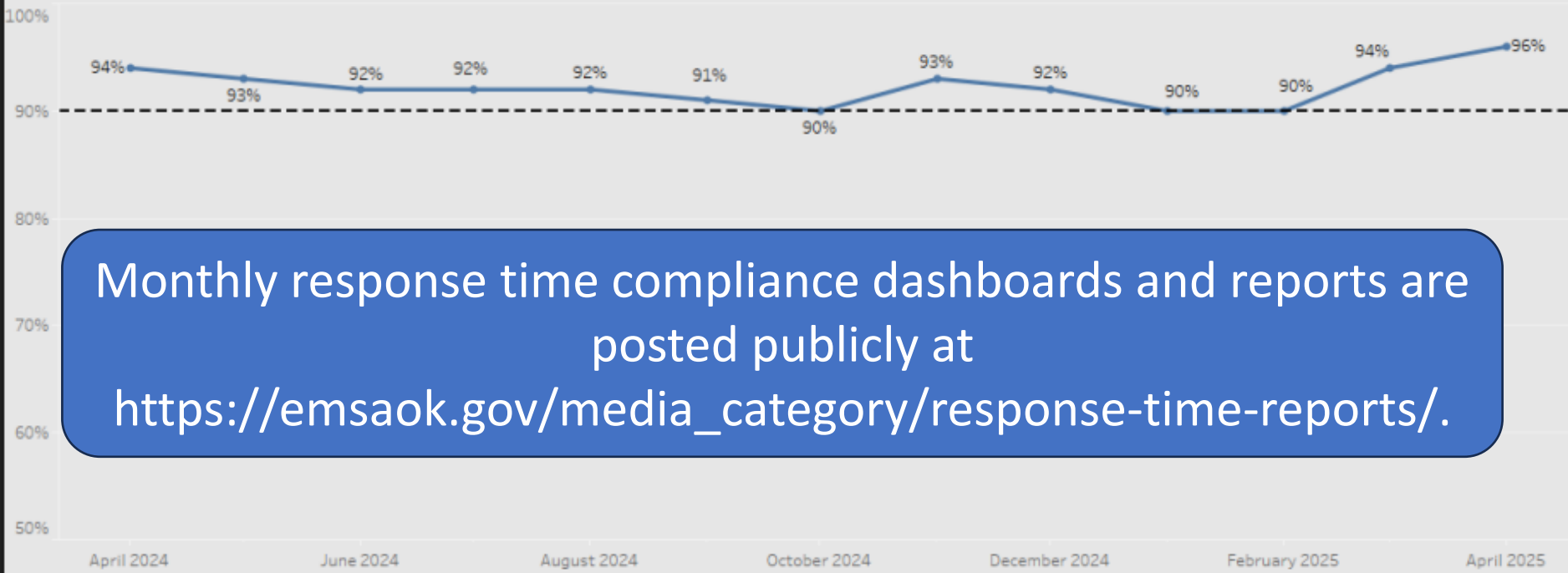
Priority One Response Time Compliance Eastern Division

April 2025

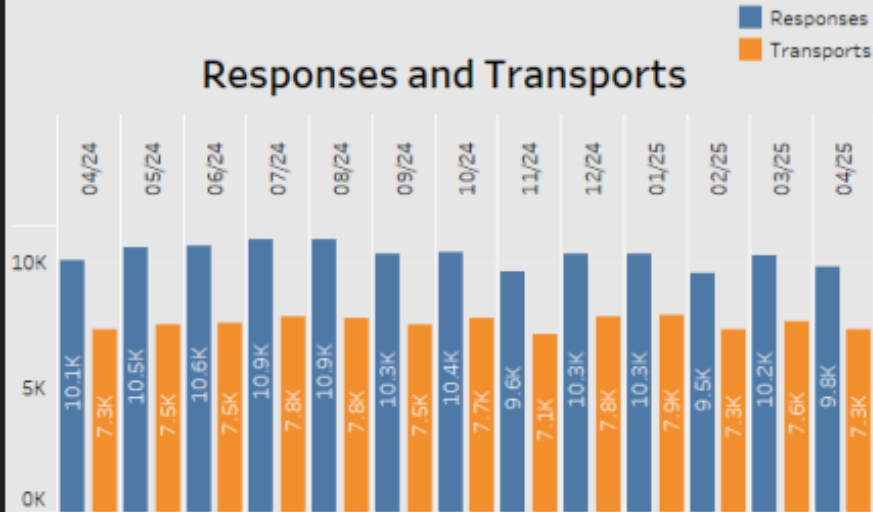
96%

Monthly response time compliance dashboards and reports are posted publicly at https://emsaok.gov/media_category/response-time-reports/.

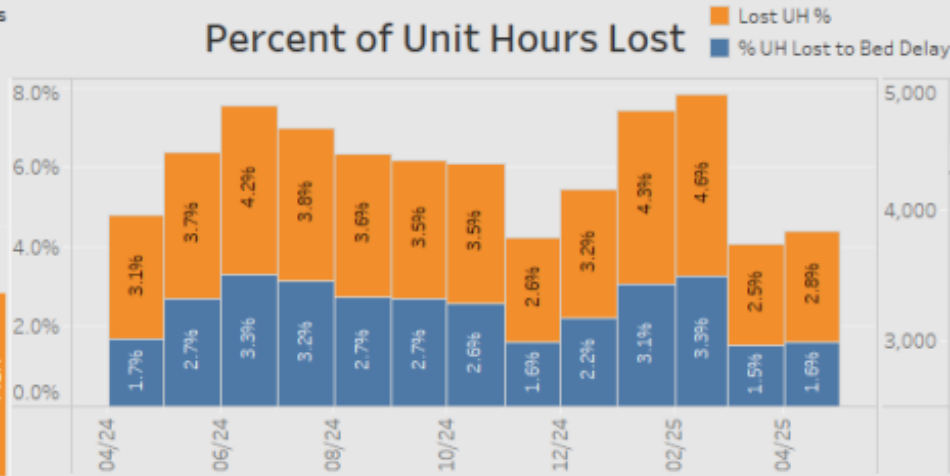
In April, Tulsa's transport volume decreased 2% from March, ending the month with more than 7,300 transports. Bed delay in Tulsa accounted for 1.6% of total unit hours produced, or 10.02 hours/day. Tulsa produced 80% of its unit hour goal for the month of April.



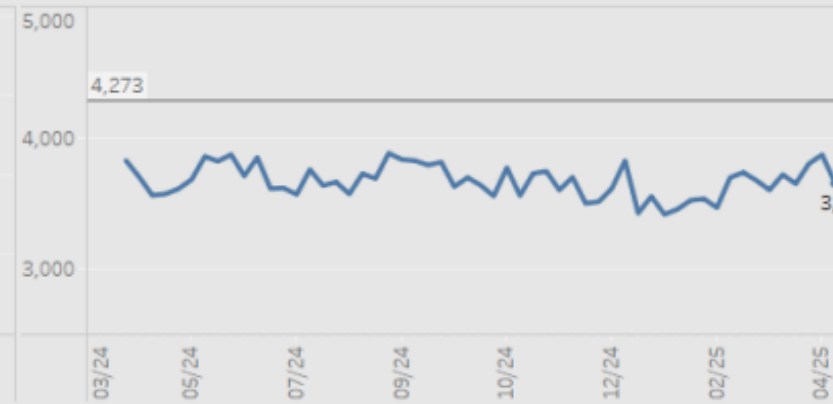
Responses and Transports



Percent of Unit Hours Lost



Unit Hours Produced



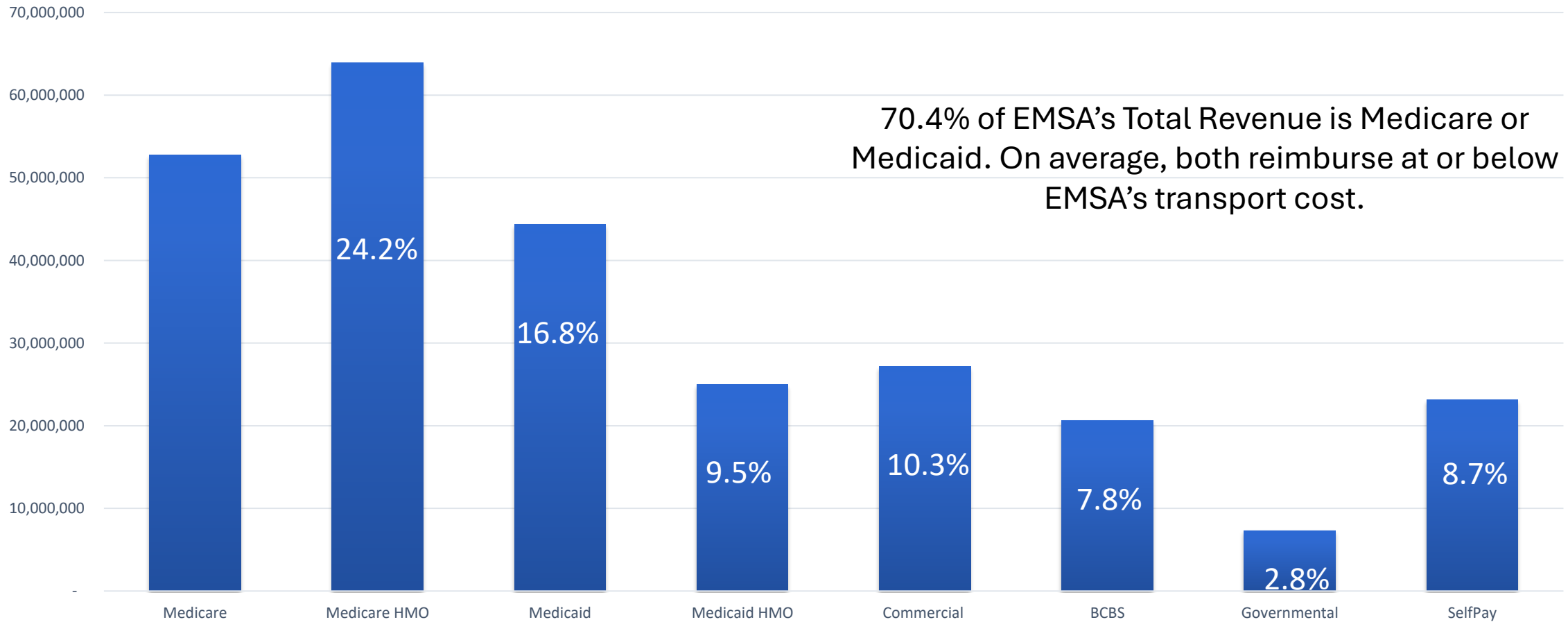
The compliance standard is 90%, as set by the EMS Ordinance

Response In Your District (12/01/24-5/31/25)

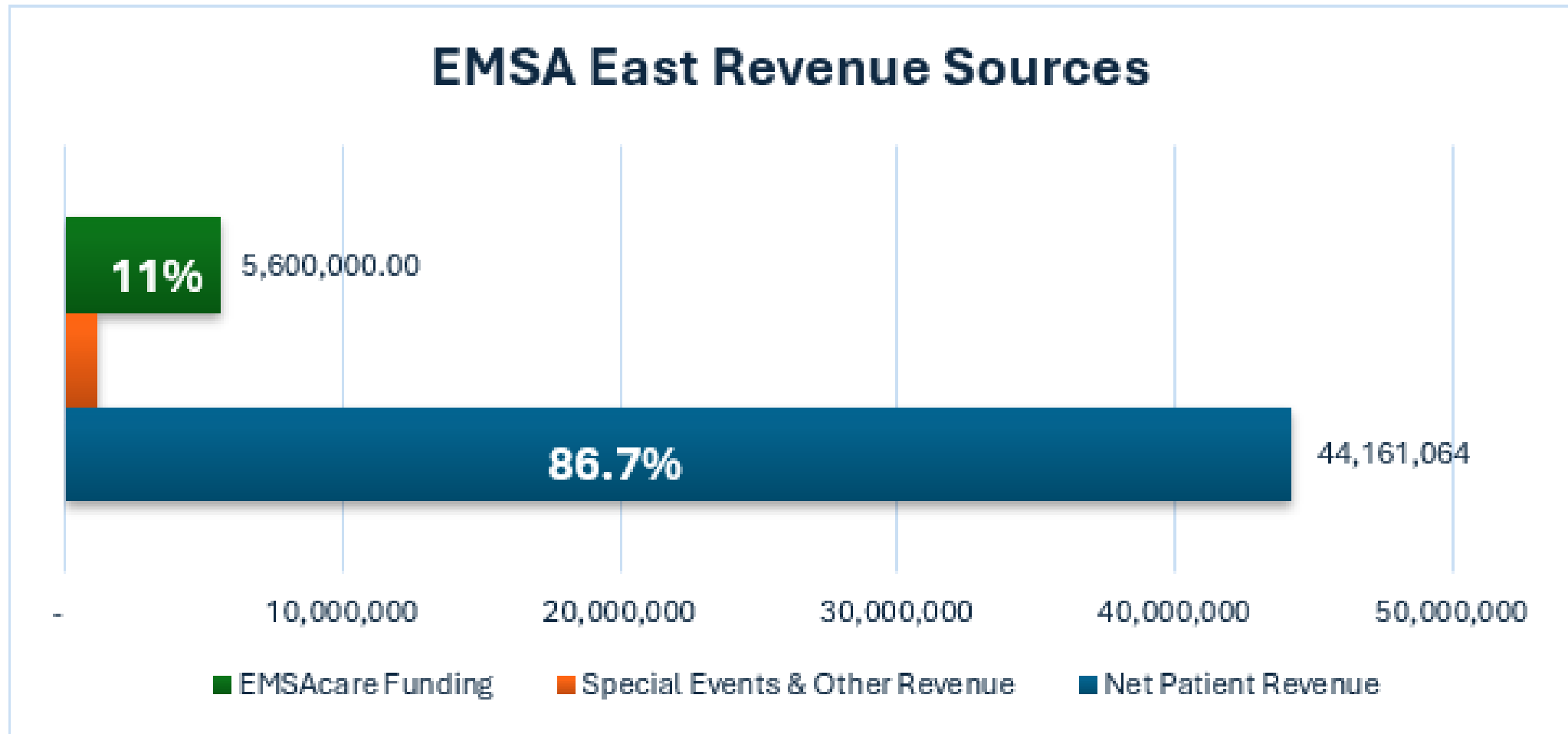
Council District	Priority Description	Responses	Transports
District 1	1-Life Threatening Emergency	2,509	1,950
	2-Non-Life-Threatening Emergency	4,011	2,695
District 2	1-Life Threatening Emergency	2,397	1,846
	2-Non-Life-Threatening Emergency	3,782	2,580
District 3	1-Life Threatening Emergency	2,148	1,574
	2-Non-Life-Threatening Emergency	3,190	2,105
District 4	1-Life Threatening Emergency	3,015	2,273
	2-Non-Life-Threatening Emergency	5,220	3,581
District 5	1-Life Threatening Emergency	2,564	1,976
	2-Non-Life-Threatening Emergency	4,504	2,901
District 6	1-Life Threatening Emergency	1,140	855
	2-Non-Life-Threatening Emergency	1,760	1,160
District 7	1-Life Threatening Emergency	2,819	2,303
	2-Non-Life-Threatening Emergency	3,389	2,376
District 8	1-Life Threatening Emergency	870	667
	2-Non-Life-Threatening Emergency	1,300	894
District 9	1-Life Threatening Emergency	2,308	1,792
	2-Non-Life-Threatening Emergency	3,339	2,651

Revenue by Payor – FY2026

70.4% of EMSA's Total Revenue is Medicare or Medicaid. On average, both reimburse at or below EMSA's transport cost.



FY2026 Operating Revenue



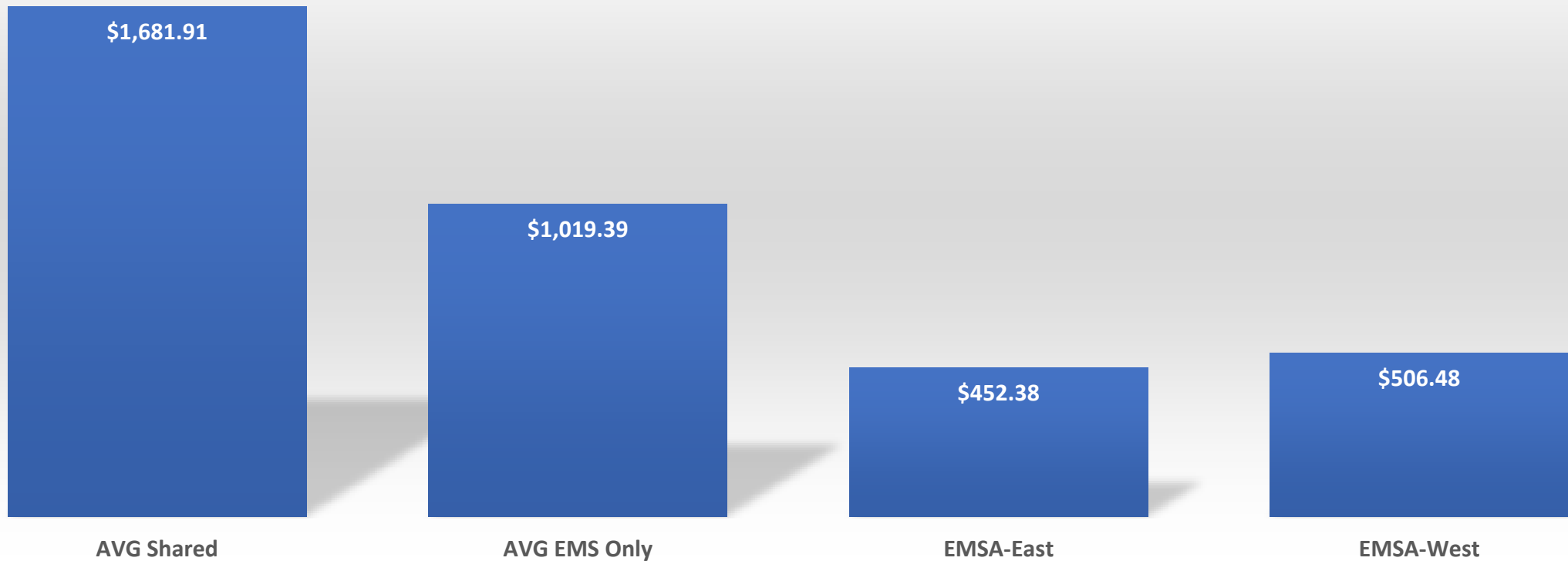
Operating Expense YOY Comparative- Eastern Division

	FY26 Budget	FY25 Projected	FY24 Actuals
	Eastern Division	Eastern Division	Eastern Division
Total Salary & Wages	26,660,684	26,097,406	24,603,883
Total Benefits	6,552,198	5,959,004	5,734,398
Total Professional & Contracted Services	2,078,515	1,682,017	1,570,244
Total Training & Development	333,969	188,962	224,920
Total Supplies	3,397,547	3,285,238	3,189,242
Total Repairs & Maintenance	1,721,985	1,541,227	1,752,964
Total Utilities	564,160	528,528	485,669
Total Lease	497,329	119,222	128,154
Total Risk Management	1,303,968	1,068,557	1,069,188
Total Public Relations	109,651	73,712	82,586
Total Other Expenses	1,358,391	1,450,625	1,286,823
Total Operating Expenses	\$44,578,397	\$41,994,498	\$40,128,072

Avg operating expense growth is less than 3% from FY23 despite inflationary economic environment

Medicaid Cost per Transport- Oklahoma

Oklahoma Providers- source FY24 OHCA Medicaid Cost Report
36 Providers

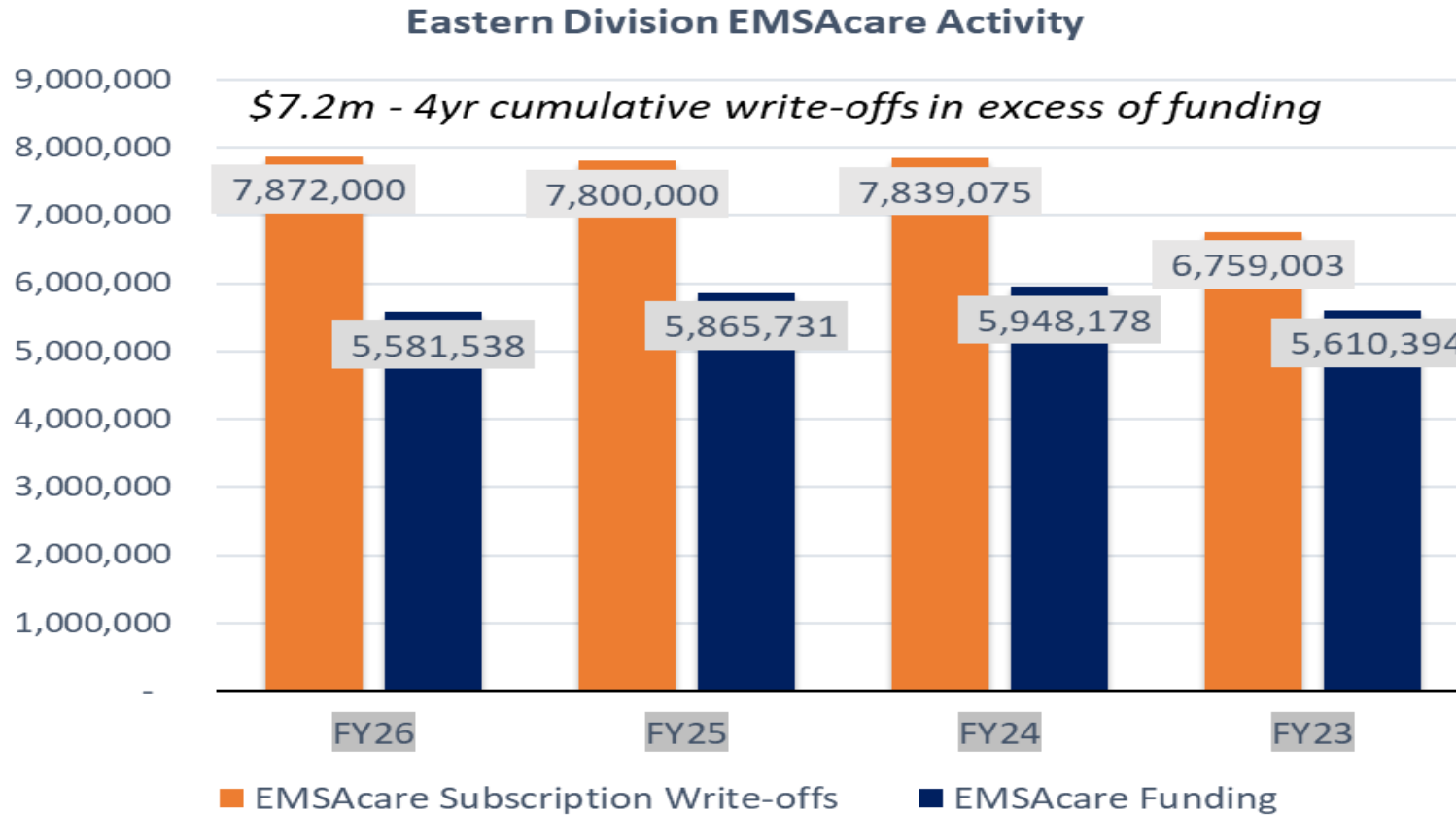


EMSAcare
Beneficiary City
Funding Trend

- **EMSA Compound Annual Growth Rate (CAGR) is 7.9% while cumulative EMSAcare funding growth is 1.1%.**

	Budget 2026	FY 2025	FY 2024	FY 2023	FY 2022
City of Tulsa	\$5,280,000	\$5,280,000	\$5,040,000	\$4,800,000	\$4,800,000
City of OKC	\$5,581,102	\$5,413,188	\$5,345,042	\$5,723,126	\$4,702,550

EMSAcare Funding Comparison



On The Horizon

•Clinical Education

- Tulsa EMSA SimTEP Simulation Lab
- Expanded classroom and training facility south of existing EMSA Headquarters

•Clinical Accreditations

- Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE)
- Society for Simulation in Healthcare (SSH)
- Committee on Accreditation for the EMS Professions (CoAEMSP)

•Financial Stewardship

- Complete review of rates and fees