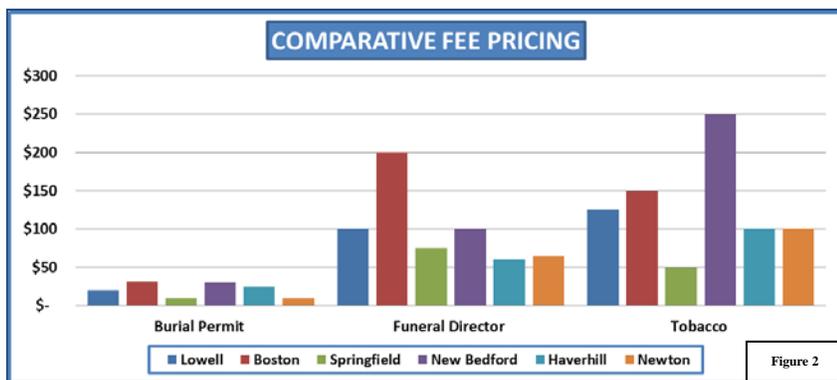
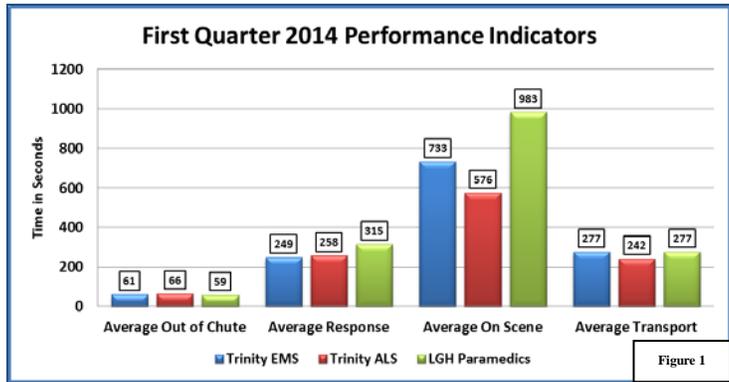


Ambulance Contract Performance Indicators:

Figure 1 is based on information provided to the City via **Trinity EMS** as part of their ambulance contract. The graph represents the results of Performance Indicators for the **1st Quarter of 2014**. The indicators measure the performance of **Trinity EMS and ALS**, as well as **Lowell General Hospital Paramedics** who perform services under a subcontract with Trinity. As part of the contract, Trinity has a performance target of **7 minutes 59 seconds** for their “Average Response” time. The goal is to be within this target for a minimum of **90%** of events. For the first quarter of 2014, the percentage of events within the accepted target is **96.24%**. The greatest disparity among the three appears in “Average On Scene” time. LGH spends **16 minutes 23 seconds** on scene compared to **12 minutes 13 seconds** for Trinity EMS and **9 minutes 36 seconds** for Trinity ALS. In the category of “Average Response”, LGH has a time of **5 minutes 15 seconds** which is approximately 1 minute longer than Trinity EMS and ALS times. LowellSTAT will continue to monitor the performance indicators as well as dig deeper into the data. This includes factoring in the time elapsed between a call coming in to the City’s Dispatch Center and the ambulance service being notified. For the times graphed in Figure 1, the “clock” does not start until the ambulance is dispatched.



License and Permit Fees:

Figure 2 and Table 1 show the results of a **Comparative Fee Study** that LowellSTAT conducted on three of the licenses and permits issued by the Health Department. The fees examined were those for **Funeral Director Licenses, Tobacco Licenses, and Burial Permits**. The results show that Lowell is in line with the average of the communities examined. This is a

small sample and adding or subtracting communities could greatly alter the average. However, this study as well as other information points to these fees being accurately priced by the City. A further study by LowellSTAT may focus on a single fee, such as **Tobacco Licenses**, to determine whether cost of staff time and materials may exceed the cost of the fee.

Table 1		COMPARATIVE FEE PRICING						
Permit/License	Lowell	Boston	Springfield	New Bedford	Haverhill	Newton	AVG	
Burial Permit	\$ 20	\$ 31	\$ 10	\$ 30	\$ 25	\$ 10	\$ 21	
Funeral Director	\$ 100	\$ 200	\$ 75	\$ 100	\$ 60	\$ 65	\$ 100	
Tobacco	\$ 125	\$ 150	\$ 50	\$ 250	\$ 100	\$ 100	\$ 129	