



CARE.  
COMMUNITY.  
INNOVATION.

Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high- performance EMS systems in the country. REMSA Health responds to approximately 100,000 requests for service per year.

## **Table of Contents**

- Finance Reports.....Page 3 - 4
- Operations Reports.....Page 5 - 7
- Medical Directors Report.....Page 8
- Education Reports.....Page 9
- Customer Survey.....Page 10 - 11
- Public & Relations Report.....Page 12
- Customer Comments.....Appendix

## Average Bill

### REMSA Accounts Receivable Summary

Calendar Year 2026

Month	#Patients	Total Billed	Average Bill
January	2,860	\$6,398,888.00	\$2,237.37
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
<b>January - December Total</b>	<b>2,860</b>	<b>\$6,398,888.00</b>	<b>\$2,237.37</b>



## Penalty Fund

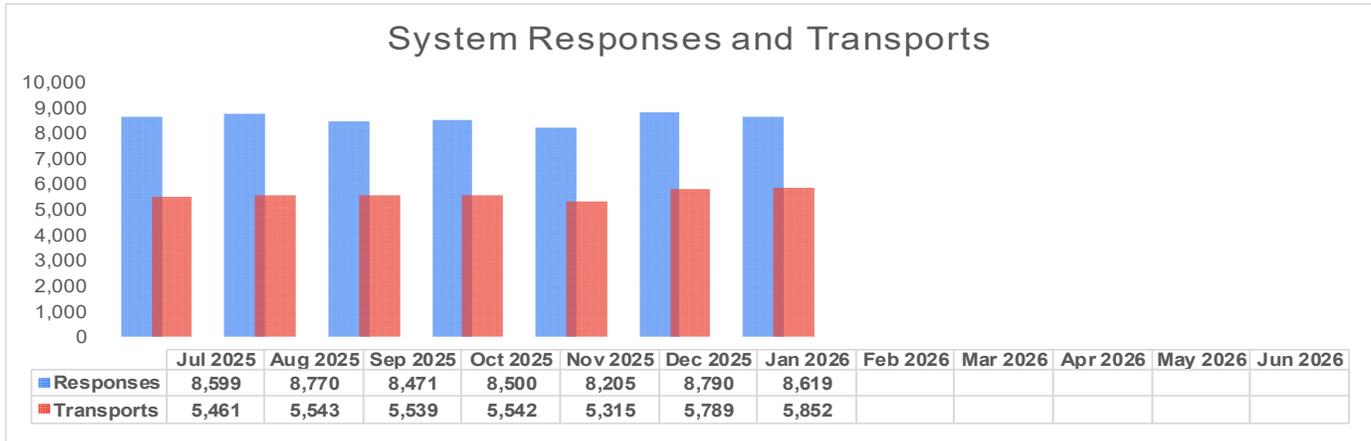
REMSA 2025-2026 Penalty Fund Reconciliation	
Month	Amount
Jul 25	\$14,295.54
Aug 25	\$15,569.67
Sep 25	\$13,895.52
Oct 25	\$13,920.75
Nov 25	\$15,495.78
Dec 25	\$17,394.60
Jan 26	\$14,077.92
Feb 26	
Mar 26	
Apr 26	
May 26	
Jun 26	
<b>Total Penalty Fund</b>	<b>\$104,649.78</b>

2025-2026 Penalty Fund Dollars Encumbered by Month			
Program	Amount	Description	Submitted
Basic Life Support/CPR Certification/Re-Certification	1900.00	REMSA Education Classes attended by NNPH Staff July 2025 - Nov 2025	Jul 2025 - Jan 2026
Cyanokits for North Lake Tahoe Fire Protection District	4799.37	Cyanokits for NLTFPD	Oct 2025
Cyanokits for Pyramid Lake Fire Rescue/EMS	4799.37	Cyanokits for Pyarmid Lake Fire Rescue/EMS	Jan 2026
Cyanokits for Sparks Fire Department	6150.00	Cyanokits for Sparks Fire Department	Jan 2026
Cyanokits for Truckee Meadows Fire Protection District	7333.86	Cyanokits for Sparks Fire Department	Jan 2026
Pulsepoint Application	13000.00	Pulsepoint Application	Oct-25
Heartsafe Community and Community First Aid, CPR Training & Education	111.50	NNPH penalty fund partnership stickers for donations	Nov-25
Community AEDs	8076.30	10 Zoll AED Plus Units for Community Donations	Jan-26

Total Encumbered as of 1/31/2026 \$46,170.40

Penalty Fund Balance at 1/31/2026 \$71,200.99

# REMSA Operations Report



Average Response Times FY 2025-2026						
	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2025	5:20	6:01	8:22	7:10	7:31	9:18
Aug 2025	5:32	6:09	8:56	7:12	7:25	10:21
Sep 2025	5:24	6:08	8:36	6:48	7:53	9:11
Oct 2025	5:25	5:51	8:45	7:01	7:41	9:33
Nov 2025	5:27	6:03	8:24	6:53	7:54	9:08
Dec 2025	5:26	6:16	8:46	7:02	7:58	9:42
Jan 2026	5:31	6:15	8:49	7:03	7:33	9:36
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	5:26	6:06	8:39	7:01	7:42	9:31

# REMSA Operations Report

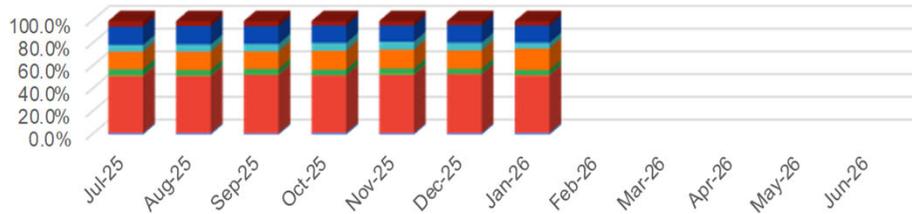
Monthly P1 Response Compliance						
	Zone A			Zone BCD		
	Compliance	Exemptions	Corrections	Zone BCD	Exemptions	Corrections
Jul 2025	91%	1	32	96%	0	0
Aug 2025	91%	25	29	90%	3	1
Sep 2024	91%	9	27	96%	0	0
Oct 2024	91%	6	39	94%	1	0
Nov 2024	90%	0	18	95%	0	0
Dec 2024	90%	6	24	90%	1	0
Jan 2025	91%	19	21	94%	0	0
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	66	190	94%	5	1

System P1 Exemptions							
	System Overload	Weather	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0	0	0	0	0	0
Aug 2025	28	0	0	0	0	0	0
Sep 2025	9	0	0	0	0	0	0
Oct 2025	7	0	0	0	0	0	0
Nov 2025	0	0	0	0	0	0	0
Dec 2025	7	0	0	0	0	0	0
Jan 2026	8	11	0	0	0	0	0
Feb 2026							
Mar 2026							
Apr 2026							
May 2026							
Jun 2026							
YTD	60	11	0	0	0	0	0

# REMSA Operations Report

Priority Changes FY 2025-2026				
Month	Problem	Original Pri	Response Pri	Reason
Jul 2025	Abdominal Pain	1	3	ALS Supervisor on scene
Aug 2025	Psych/Abn Behav/Suicide	1	3	Edit request to change the priority back to the original response priority. The ILS crew arrived on scene and requested an ALS unit; the priority should not have been changed.
Sep 2025	Traumatic Injuries	1	2	ALS Unit On Scene
Oct 2025	Chest Pain	1	3	Priority changed from a P1 to a P3 per the event standby unit who co-responded.
Nov 2025	None			
Dec 2025	Convulsions/Seizures	1	3	The call was correctly EMD and coded as a P3 response. The calltaker stayed on the line for EMS to arrive and the pt began seizing again. The seizure started again after EMS had already arrived on scene.
	Falls	1	2	This call was upgraded due to pt condition after the unit had already marked staged and stopped the clock.
Jan 2026	0	0	0	NA
Feb 2026				
Mar 2026				
Apr 2026				
May 2026				

Call Classification



	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
■ Unknown	5.2%	4.5%	4.6%	4.0%	4.2%	3.8%	4.0%					
■ Trauma - Non MVA	16.0%	16.1%	15.7%	15.3%	14.1%	15.4%	15.1%					
■ Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	6.7%	5.3%					
■ Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	16.1%	18.7%					
■ Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	4.8%	4.5%					
■ OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%					
■ Medical	50.2%	50.1%	51.3%	50.5%	51.3%	51.9%	50.7%					
■ Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	1.3%	1.3%					

## Medical Directors Report

The Clinical Director or designee reviewed:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients (transport and non-transport)
- 100% of advanced airways (excluding cardiopulmonary arrests)
- 100% of STEMI alerts
- 100% of deliveries and neonatal resuscitation
- 100% Advanced airway success rates

---

	<b>ALS Calls</b>	<b>ALS QA Reviewed</b>	<b>Percentage Reviewed</b>
Jul 2025	1,966	205	10%
Aug 2024	3,097	378	12%
Sep 2025	3,104	667	21%
Oct 2024	3,058	329	11%
Nov 2024	2,866	232	8%
Dec 2024	3,219	343	11%
Jan 2025	3,105	332	11%
Feb 2025			
Mar 2025			
Apr 2025			
May 2025			
Jun 2025			



# Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 25	24	75	106	389	101	578	1	3	15	48
Aug 25	18	76	124	454	128	837	2	5	17	43
Sep 25	16	38	110	375	82	480	1	6	10	14
Oct 25	16	38	117	426	83	501	1	6	10	14
Nov 25	8	40	119	618	101	572	1	5	8	23
Dec 25	19	38	106	378	64	314	1	7	12	37
Jan 26	33	134	130	557	82	485	1	5	17	43
Feb 26										
Mar 26										
Apr 26										
May 26										
Jun 26										
YTD	134	439	812	3197	641	3767	8	37	89	222

COMMUNITY OUTREACH					
	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
Jul 25	53	72	61	29	4
Aug 25	69	101	89	46	3
Sep 25	64	86	73	32	2
Oct 25	71	96	84	30	1
Nov 25	31	45	39	15	1
Dec 25	55	79	59	29	1
Jan 26	45	65	52	28	1
Feb 26					
Mar 26					
Apr 26					
May 26					
Jun 26					
YTD	388	544	457	209	13

# Customer Survey Report

REMSA Ground

Reno, NV  
Client 7299



1515 Center Street  
Lansing, MI 48096  
(517) 318-3800  
support@EMSSurveyTeam.com  
www.EMSSurveyTeam.com

## Patient Experience Report

January 01, 2026 to January 31, 2026

Division: Ground

Your Score

**93.85**

Your Patients in this Report

**137**

Number of National Database Patients in this Report

**4904**

Total EMS Organizations

**254**

# Customer Survey Report

REMSA Ground  
January 01, 2026 to January 31, 2026



## Executive Summary

Your overall score for the period selected is **94.90**, a difference of **+1.83**, compared to your score from the previous year, **93.07**.

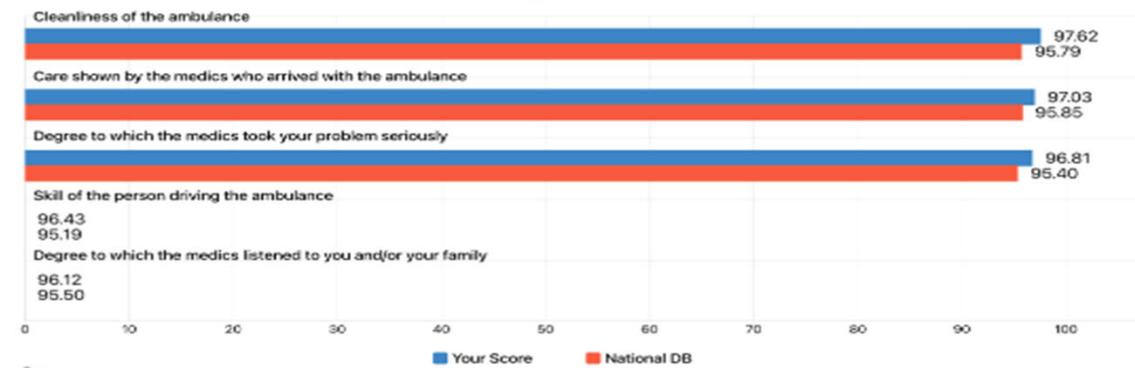
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **86%**.

In addition, your rolling **12-** month score of **94.39** is a difference of **+2.33** from the national database score of **92.06**.

When compared to all organizations in the national database, your score of **94.39** is ranked **10th**.

## Highest and Lowest Scores

### 5 Highest Scores



# Public & Relations Report



## PUBLIC RELATIONS JANUARY 2026

### REMSA Health Welcomed Sheriff Balaam



REMSA Health was pleased to welcome Sheriff Balaam, Assistant Sheriff Corey Solferino and Chief Deputy Jason Walker to the REMSA Health Edison Way campus. The visit included a tour of REMSA's Regional Emergency Communications Center and discussion about continued partnership on programs such as TEMS.

### REMSA Dispatch Baby Delivery



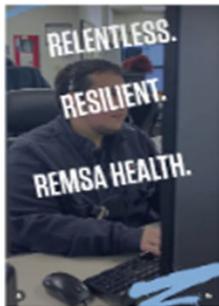
Medical/fire dispatcher Trevor M. guided new parents through the safe, quick delivery of a happy, healthy baby. Trevor received his Stork pin in recognition of this important call.



At REMSA Health, #CareStartsWithTheCall



### REMSA Health Wrapped Up 2025 With a Special Video



For REMSA Health, 2025 was defined by teamwork, innovation, compassion and clinical excellence across our organization. Check out this video that recaps the dedication, skill and reliability behind the work at REMSA Health and Care Flight.



### AEGIS Neonate Wrap Donation



REMSA Health received 67 AEGIS Neonate Medical Wraps supporting the EMS for Children Safe Transport initiative. Katelyn R. received the donation and Marc D. and Scott N. demonstrated how the wrap keeps baby and mom safely together during transport.