



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.

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Average Bill

REMSA Accounts Receivable Summary

Calendar Year 2026

Month	#Patients	Total Billed	Average Bill
January	5,507	\$12,351,245.00	\$2,242.83
February	5,122	\$11,514,253.00	\$2,248.00
March	2,804	\$6,283,227.60	\$2,240.81
April			
May			
June			
July			
August			
September			
October			
November			
December			
January - December Total	13,433	\$30,148,725.60	\$2,244.38



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	\$16,320.96
Mar 26	\$16,164.00
Apr 26	
May 26	
Jun 26	
Total Penalty Fund	\$137,134.74

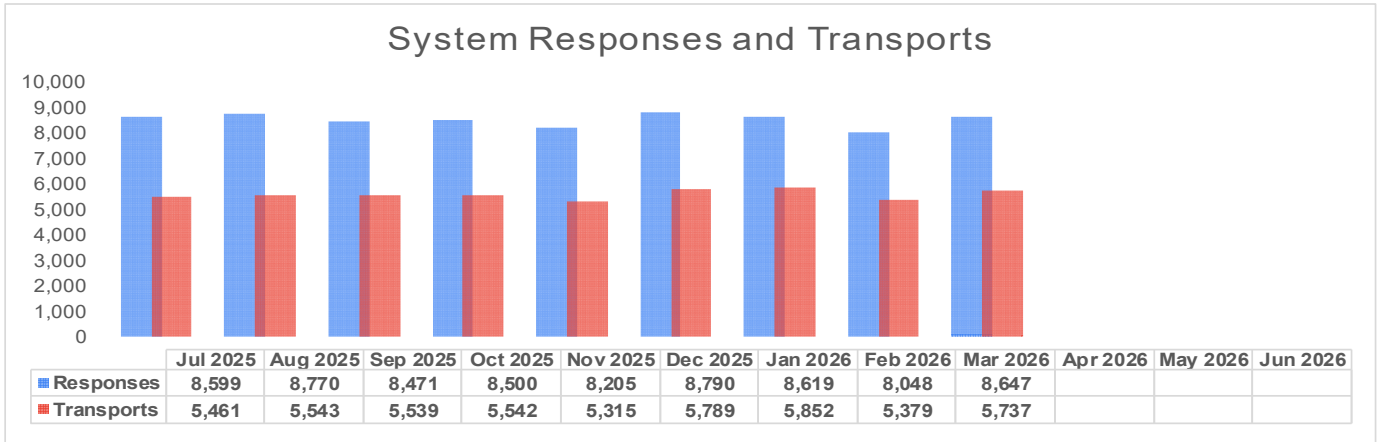
2025-2026 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted
Basic Life Support/CPR Certification/Re-Certification	2,045.00	REMSA Education Classes attended by NNPH Staff July 2025 - Jun 2026	Jul 2025 - Jan 2026
Cyanokits for North Lake Tahoe Fire Protection District	4,799.37	Cyanokits for NLTFPD	Oct-25
Cyanokits for Pyramid Lake Fire Rescue/EMS	4,799.37	Cyanokits for Pyarmid Lake Fire Rescue/EMS	Jan-26
Cyanokits for Sparks Fire Department	6,150.00	Cyanokits for Sparks Fire Department	Jan-26
Cyanokits for Truckee Meadows Fire Protection District	7,333.86	Cyanokits for Truckee Meadows Fire Protection District	Jan-26
Cyanokits for Reno Fire Department	\$6,805.95	Cyanokits for Reno Fire Department	Mar-26
Pulsepoint Application	\$13,000.00	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	8,076.30	10 Zoll AED Plus Units for Community Donations	Jan-26
Child and Pedestrian Safety	5,402.64	Child Car Seats - Safety Seats Program	Feb-26

Total Encumbered as of 03/31/2026 **\$58,523.99**

Penalty Fund Balance at 03/31/2026 **\$78,610.75**

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	5:52	6:24	9:55	7:51	7:59	10:27
Mar 2026	5:28	6:14	8:37	6:55	8:07	9:23
Apr 2026						
May 2026						
Jun 2026						
YTD	5:30	6:09	8:49	7:06	7:47	9:38

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	90%	91	22	92%	7	0
Mar 2025	90%	19	22	89%	2	1
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	176	234	94%	14	2

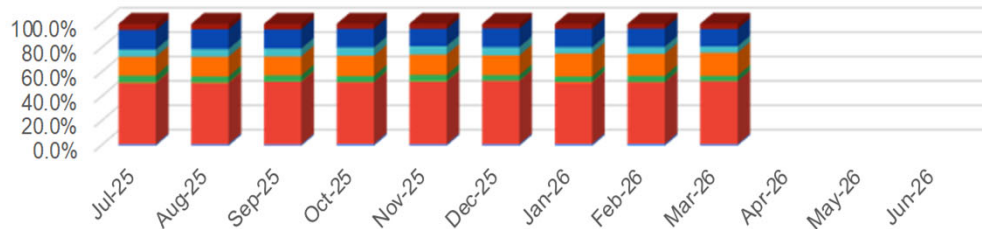
System P1 Exemptions								
	System Overload	Weather	REMSA Approved	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0		0	0	0	0	0
Aug 2025	28	0		0	0	0	0	0
Sep 2025	9	0		0	0	0	0	0
Oct 2025	7	0		0	0	0	0	0
Nov 2025	0	0		0	0	0	0	0
Dec 2025	7	0		0	0	0	0	0
Jan 2026	8	11		0	0	0	0	0
Feb 2026	46	52	2	0	0	0	0	2
Mar 2026	21	0	0	0	0	0	0	1
Apr 2026								
May 2026								
Jun 2026								
YTD	127	63	2	0	0	0	0	3



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	0	0	0	NA
Mar 2026	0	0	0	NA
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%	3.9%	4.3%			
Trauma - Non MVA	16.0%	16.1%	15.7%	15.3%	14.1%	15.4%	15.1%	14.9%	14.2%			
Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	6.7%	5.3%	5.9%	5.3%			
Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	16.1%	18.7%	17.8%	18.8%			
Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	4.8%	4.5%	5.3%	4.6%			
OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%			
Medical	50.2%	50.1%	51.3%	50.5%	51.3%	51.9%	50.7%	50.5%	51.5%			
Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	1.3%	1.3%	1.5%	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

	ALS Calls	ALS QA Reviewed	Percentage Reviewed
Jul 2025	1,966	205	10%
Aug 2025	3,097	378	12%
Sep 2025	3,104	667	21%
Oct 2025	3,058	329	11%
Nov 2025	2,866	232	8%
Dec 2025	3,219	343	11%
Jan 2026	3,105	332	11%
Feb 2026	2,896	237	8%
Mar 2026	3,125	297	10%
Apr 2026			
May 2026			
Jun 2026			



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	20	67	97	375	59	344	1	6	17	63
Mar 26	28	80	124	536	116	828	1	0	14	51
Apr 26										
May 26										
Jun 26										
YTD	182	586	1033	4108	816	4939	10	43	120	336

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	57	83	70	33	1
Mar 26	56	79	70	36	3
Apr 26					
May 26					
Jun 26					
YTD	501	706	597	278	17

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

March 01, 2026 to March 31, 2026

Division: Ground

Your Score

92.95

Your Patients in this Report

44

Number of National Database Patients in this Report

2620

Total EMS Organizations

256

Customer Survey Report

REMSA Ground
March 01, 2026 to March 31, 2026



Executive Summary

Your overall score for the period selected is **92.95**, a difference of **+0.46**, compared to your score from the previous year, **92.49**.

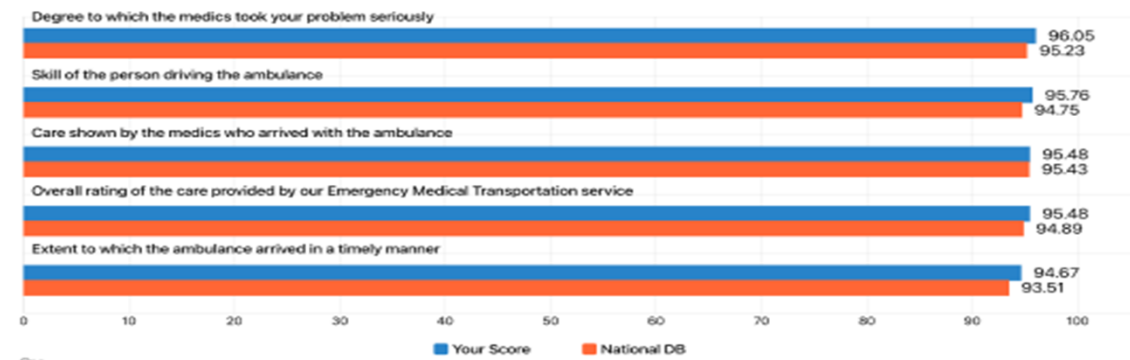
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **84%**.

In addition, your rolling 12- month score of **93.05** is a difference of **+1.13** from the national database score of **91.92**.

When compared to all organizations in the national database, your score of **93.05** is ranked **39th**.

Highest and Lowest Scores

5 Highest Scores



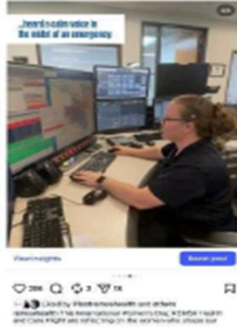
REMSA HEALTH. PUBLIC RELATIONS
March 2026

Celebrating National Doctors' Day



REMSA Health celebrated National Doctors' Day with a social media post featuring our two local, practicing physicians – Dr. Jenny Wilson and Dr. Jeremy Gonda.

Recognizing National Women's Day



REMSA Health Launches EMS Explorer program



Expanded Patient Satisfaction Feedback Opportunities



While REMSA Health continues to solicit patient satisfaction through formal surveys, we have expanded our feedback opportunities for community members to share their experiences directly and immediately with our organization. The [Patient Experience webpage](#) and [phone line](#) are places to share exceptional care, appreciation or information about how we can do better. Senior leaders on the Patient Experience Team review all submissions and track them for follow-up.

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/18/2025	More room in the ambulance and make the vehicle faster but safe.	There arrived first.	
1/15/2026	Nothing.	Everything.	
1/22/2026	Service was top notch!!!		
1/9/2026	N/a	Recognized the need for fast action	
2/3/2026	ALL Remsa vechiles NEED SHOCKS ASAP	Everything . . . Personalities excellent .attentive, compassionate yet on the mark with dealing situation at hand. . . .	
2/6/2026		They transported me to the hospital.	
2/11/2026	Nothing You guys do a great job Thank You	Had Cellulitis and don't remember anything that was going on but my Husband was with me & My Daughter came to the house they broth told me at the Hospital what was going on	
2/10/2026		Personal care Pain relief	
2/8/2026	Not real sure about that	You get me from dying. And I was very happy about that.	
2/7/2026			
2/12/2026		Very good experience throughout thank you	
3/6/2026	All good	Cant speak highly enough about Remsa careflight crew the best	
3/4/2026	N/A	REMSA was very professional and understanding! Back in December, when I called REMSA, one of the responders was not very professional' so this most recent experience was greatly appreciated!	
2/16/2026	None	Fast, reliable service. The staff shown professionalism's ,caring and understanding.	
3/4/2026	Everything that was done, was done in a professional manner.	Care	
3/12/2026		I am still in the hospital and have no contact with billing yet .	
2/28/2026		They showed up very promptly and were very helpful, kept us informed and calm. Very happy with their professionalism.	
2/24/2026	Nothing, everything was perfect.	Medics were extremely nice and communicated well about what was going to happen and what to do next.	
2/28/2026	Nothing it was fantastic experience	I couldn't have better care than what they gave me! Thank you so much for your care!	
2/23/2026	Nothing everything was excellent!	They picked me up at the ER in Spanish Springs and took me to the hospital. Once we arrive there, they discussed with the doctors what the ER had told them about my condition..	
2/23/2026	Nothing it was all great nice professionals very nice and friendly	Care given until I reached hospital transport was great and fast	
3/5/2026	??	Everything was done well.	
3/14/2026	Nothing that I can think of	The care I received was empathic and professional. They eased my concerns, making me relieved that I was getting top notch services	
3/11/2026		Got there Alice. And they look at at her	