

A photograph showing two emergency medical technicians (EMTs) or paramedics in dark uniforms and caps attending to a patient lying on a stretcher. The patient is wearing a white shirt and has an oxygen mask on their face. The scene is outdoors, possibly near an ambulance. The text "CARE. COMMUNITY. INNOVATION." is overlaid in large, white, sans-serif capital letters on the left side of the image.

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	\$5,506.00	\$12,348,275.00	\$2,242.69
February	\$5,122.00	\$11,514,245.00	\$2,248.00
March	\$5,441.00	\$12,224,267.60	\$2,246.70
April	\$2,335.00	\$5,231,952.00	\$2,240.66
May			
June			
July			
August			
September			
October			
November			
December			
January - December Total	\$18,404.00	\$41,318,739.60	\$2,245.10

Penalty Fund

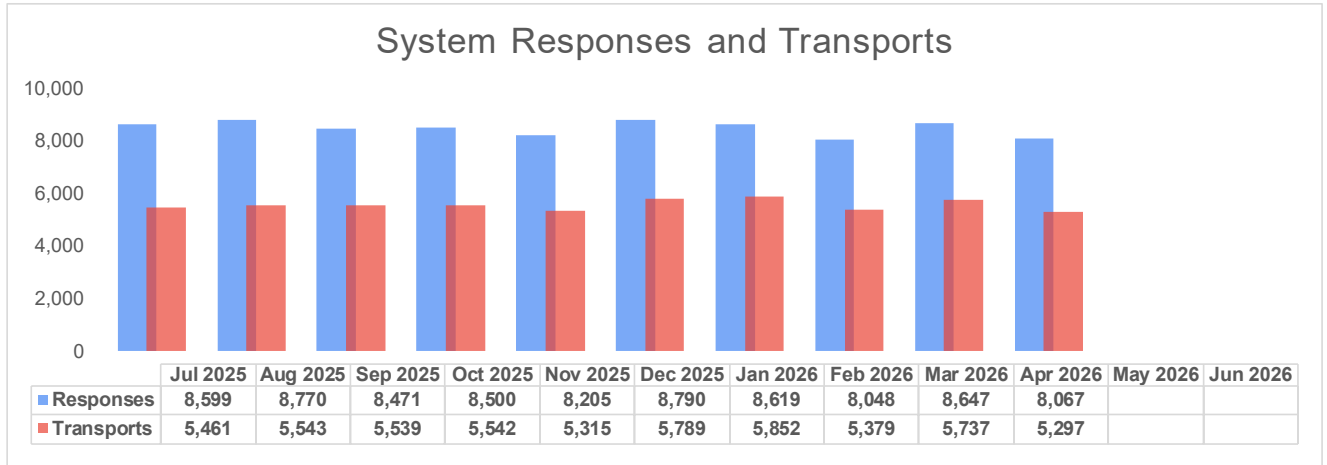
REMSA 2025-2026 Penalty Fund Reconciliation

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	16,418.64
May 26	
Jun 26	

2024-2025 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted
Basic Life Support/CPR Certification/Re-Certification	2,545.00	REMSA Education Classes attended by NNPH Staff July 2025 - Jun 2026	Jul 2025 - Apr 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	111.5	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
Child and Pedestrian Safety	3,830.70	Child Car Seats - Safety Seats Program	Apr-26
CPR/AED, Safety Seats, Bicycle/Water/Pedestrian Safety, 911 Awareness	15,000.00	Reno Aces LED in-game signs w/ message points	Apr-26
Total Encumbered as of 04/30/2026	\$77,854.69		
Penalty Fund Balance at 04/30/2026	\$75,698.69		

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	5:27	6:16	8:40	6:54	7:43	9:35
May 2026						
Jun 2026						
YTD	5:29	6:10	8:47	7:05	7:46	9:35

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	90%	7	25	92%	1	0
May 2025						
Jun 2025						
YTD	90%	183	259	93%	15	2

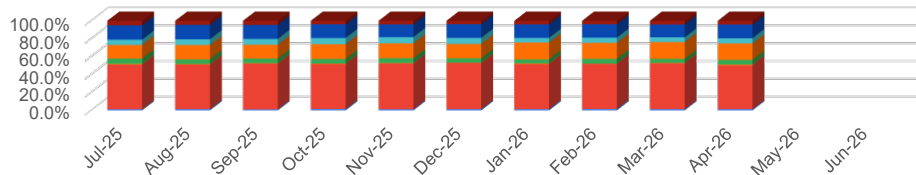
System P1 Exemptions

	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	6	0	1	0	1	0	0	0
May 2026								
Jun 2026								
YTD	133	63	3	0	1	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	Falls	3	2	Correction request: Per the notes fire responded to this call as a non-medical public assist. When they arrived they requested REMSA P2.
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%	4.2%		
Trauma - Non MVA	16.0%	16.1%	15.7%	15.3%	14.1%	15.4%	15.1%	14.9%	14.2%	15.3%		
Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	6.7%	5.3%	5.9%	5.3%	5.9%		
Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	16.1%	18.7%	17.8%	18.8%	18.2%		
Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	4.8%	4.5%	5.3%	4.6%	5.3%		
OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.3%		
Medical	50.2%	50.1%	51.3%	50.5%	51.3%	51.9%	50.7%	50.5%	51.5%	49.5%		
Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	1.3%	1.3%	1.5%	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

	<u>ALS Calls</u>	<u>ALS QA Reviewed</u>	<u>Percentage Reviewed</u>
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	2,854	267	9%
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	23	67	99	399	83	441	1	4	18	69
May 26										
Jun 26										
YTD	205	653	1132	4507	899	5380	11	47	138	405

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	42	67	51	24	1
May 26					
Jun 26					
YTD	543	773	648	302	18

REMSA Ground

Reno, NV
Client 7299



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

Patient Experience Report

April 01, 2026 to April 30, 2026
Division: Ground

Your Score

94.84

Your Patients in this Report

141

Number of National Database Patients in this Report

1055

Total EMS Organizations

256

Customer Survey Report

REMSA Ground
April 01, 2026 to April 30, 2026



Executive Summary

Your overall score for the period selected is **94.84**, a difference of **+1.60**, compared to your score from the previous year, **93.24**.

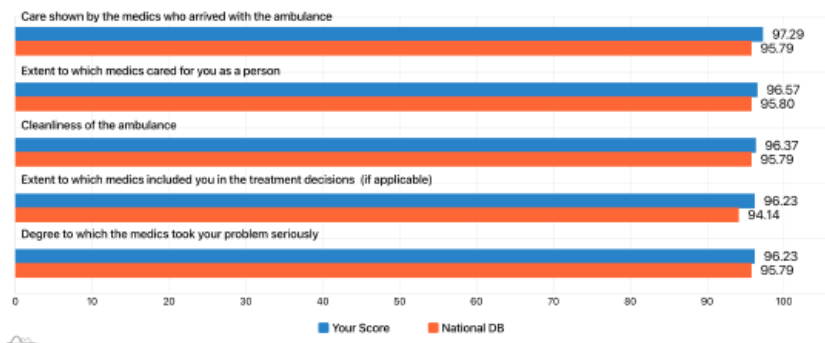
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **85%**.

In addition, your rolling 12-month score of **94.79** is a difference of **+2.31** from the national database score of **92.48**.

When compared to all organizations in the national database, your score of **94.79** is ranked **16th**.

Highest and Lowest Scores

5 Highest Scores



REMSA HEALTH. PUBLIC RELATIONS April 2026

Medical/Fire Dispatcher Earns Stork Pin for Dispatch-Assisted Baby Delivery



KRNV Media interview with Adam Heinz, COO



REMSA Health at International Dispatch Conference in Las Vegas Nevada



REMSA Health Explorer program earns media coverage

REMSA Health launches student program to train the next generation of medical emergency first responders



REMSA Health launches student program to train the next generation of medical emergency first responders



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
1/15/2026	Awesome care and concern of paramedics		
3/9/2026	All of you are a great team of caring people ! It's amazing how much they all are very supportive ,caring .and work well together! I love you guys for been undoubtedly the best care givers every time you've had to come to my home! Thank you so much!	You're pretty good !	
3/18/2026	Last time I was transferred in by Remsa paramedics the staff were kind and helped me.	There are a few staff in the remsa paramedics and even at the hospitals that are not kind at all, very judgmental, extremely rude, and probably have no place to be in any medical jobs. They need to be trained to not letting personal assumptions and judgement dictate how they will treat me	
3/27/2026	Timely, courteous service and were at the same time very friendly. Made my experience very comfortable under the circumstances. To date I have not received a bill, but I have an account with REMSA after previous experience. I don't recommend any business to anyone else. My personal philosophy.	Received the annual billing statement and plan to pay it in the next few days.	
3/29/2026	Very professional	No complaints	
3/27/2026	I had a bad trip and fall accident, had a broken nose and broken elbow very painful they did a good job helping with the pain.		
3/29/2026	We, were able to get the situation under control quickly and transport my dad to the ambulance down steps which would have been impossible for us		
3/19/2026	Attended to my husband with care. They stabilized him with medication due his excruciating pain.	The service was excellent.	
3/29/2026	Friendliness, cleanliness of the ride, and the professionalism of staff and service.	Maybe have a front facing gurney.	
3/7/2026	The ambulance crew was extremely attentive and thorough. They were patient and explained my health situation to me. The crew was polite and caring and we even giggled together. I don't live in Reno, but would certainly use your services if I did. I have told friends and family about my positive experience with your company and amazing crew		
3/7/2026	every thing was done well	every thing was well done	
3/26/2026	I think all of the interactions between the crew and Me was professor.	No	
3/29/2026	Everything	Nothing	
3/19/2026	Your a monopoly in the county. This has got to change		
3/28/2026	They took my situation very serious because I was bleeding profusely and then a great deal of pain and they did an exceptional job of getting my pain in control. Stop the bleeding for the transport to the hospital which they were able to do quickly with extreme professionals than I am very grateful for everything that they did for me	Have more ambulances and paramedics available all the time	
3/27/2026	The understanding and listening and patience they have		
3/27/2026	Professional care and pleasant	Every thing was done in a professional manner as expected. Thank you!	
4/4/2026	Everything Nothing	Everything was done great	
4/3/2026	I broke my neck	Nothing	
3/30/2026	The guy that took care of me in the back was amazing. Very kind and professional	Nothing Thank you	

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
3/16/2026	The two female medics made the transport to hospital pleasant comfortable kind They were professional and efficient.	Hopefully there will be no next time The experience was fine Thank you	
4/4/2026	My husband,A0s care provided by the people on the ambulance was very good. They showed concern in dealing with my husband and myself. They answered all of our questions with patience and caring.		
3/30/2026	I don,A0t remember much of the time from when I called to when the ambulance pulled out but they knew I was worried about my dog and ensured he would be taken care of which put my mind at ease. They also were very caring in dealing with my immediate situation while still in my apartment. My mind was swirling but they made me feel safe		
3/18/2026	They did everything well. Very knowledgeable and professional. Kept my wife involved.		
4/5/2026	I was in a lot of pain, the ride made it worse because it was so bumpy!	Nice smooth riding	
4/2/2026	The ambulance is drivers arrived almost momentarily after calling they were extremely professional. They did a great job of stabilizing me and getting my pain under control ASAP discussions of which hospital to go to went very well with their assistance. I made the right choice and got the best care possible when I received that information	If possible, get an ultrasound machine to aid the paramedics in starting IVs, especially for patients that are a very difficult person to get IV started myself	
3/12/2026	The care received was excellent and the insertion of my IV was painless.		
3/30/2026		Thanks. A little while to come over your house. Maybe more faster.	
3/18/2026	Communication with partner. I was in and out of consciousness I think, lots of gaps. Had a concussion that was reported as ,A0amnesia.,A0 Seemed like it took forever for them to arrive but I was in a lot of pain too. They seemed to listen with compassion.		
3/24/2026	Sick	Sick	
3/31/2026	Very professional	Nothing	
3/11/2026	Matt was my primary care taker in the Ambulance. He was so kind, caring, understanding and had a great sense of humor. He eased my pain quickly and made sure I stayed pain free until I arrived at the hospital. He even called me out when he asked my pain level and I played it off at a four when he knew it was a hard 10 Lol	Everything was a great experience	
3/14/2026	Each person treated us with respect and maintained dignity. They were very patient and kind.		
3/25/2026	They took great care of. Were attentive and listened carefully.		
4/1/2026	The compassionate care is beyond words at one of the worst days.		

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
3/13/2026	I was unable to get up to let them inside and didn't want them to break the door. I live in an apartment and would have to pay for the new door. Also, management wouldn't let the in. They stayed for over an hour and the Fire Chief finally got there and told management "them not letting them in, in an emergency, was against the law". The whole time the Remsa workers were looking for a solution.	Nothing I can think of.	
3/30/2026	Caring people!	Nothing	
3/31/2026	They were very courteous and knowledgeable. They kept me unforced as to what steps would,Ãve taken and conversed with me straight to the	Nothing at all. Great service	
4/2/2026	I was stuck in the worst position when I fell and the first medic on the floor with me kept me calm and focused. He explained everything to me. He listened very well and was very articulate.	You guys did amazing you don't need to change	
3/30/2026	Professional by driver and medic. I loved the idea of being transported at the ER. Sparks mayor needs to listen to Remsa customers and don't make my decision for another business!	Everything fit me was ð¸¸.thank you two the two young gentlemen.. my heart was full	
4/5/2026	The nebulae really helped as I had trouble breathing		
3/31/2026	Great timing. Assessed what was needed and proceeded quickly to that end. Had plenty of staff to safely get my husband on the gurney		
3/24/2026	Very friendly	Nothing	
4/9/2026	The crew arrived in a very timely manner and listened carefully to what I said and also listened to the nurse in charge at the dialysis clinic	Nothing they did a great job!	
4/10/2026	Always very attentive	Nothing that I noticed	
4/9/2026	calming		
3/28/2026	They drove me to the hospital and gave me a shot for nausea, as they couldn,Ãt find a vein for an IV		
4/12/2026	All service was timely, knowledgeable, and professional.	NA	
4/10/2026	pick up felt like someone you would trust.	pretty hard to find	
3/22/2026	The EMT, and paramedic were amazing, individually and as a team! They both were	Can,Ãt think of anything.	
4/8/2026	The medic released my pain from a 9 1/2 to a 7	They did every thing that they could to relieve my pain and transfer me to the hospital as best they could.	
3/23/2026	Everything!	Nothing, satisfied!	
4/10/2026	Very good		
4/9/2026	I felt really comfortable with there service		
3/21/2026	The girls were great!		
4/10/2026	Keeping me informed about about my situation and making sure I would get the treatment for my injuries.	Do the same.	
4/15/2026	Very pleased with everything they said and did. Everyone was very friendly but professional.	I cant think of anything	
3/23/2026	The person who cared for me, I think his name is Greg, was excellent. I was really afraid, and he helped calm me down.	Nothing	
4/5/2026	Everything		
4/15/2026		Medics were very aggressive by pulling my arm and yelling at me while I was having seizures. One individual was making me very scared as he was yelling at me to answer while I was unable too.	

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
4/19/2026	Chase was amazing he has taken me twice to the hospital and both times were amazing	Nothing	
4/18/2026	Both seem to be very concerned for my health and comfort. I have a little dog and didn't know what to do with it and the gal that was providing my care suggested I bring it to St Mary's where they have a kennel which relieved me of my worry for my dog.	Just keep showing up when I need you	
4/16/2026	Everything		
4/15/2026	The crew was wonderful! Very professional!	Keep up the quality	
4/14/2026	Personal care was excellent.	Nothington	
4/10/2026	Everything! You have a great team! No problems! No worries!	Nothing unless you want to give out coupons for dollors off after so many times needing the use of your great services? ☺☺☺	
4/14/2026	Coordinated well with the Fire Department that was first responders	All was great ! Trained and empathetic people all around Thank you so much. Rhonda Farlow	
4/9/2026	Professional concerns regarding my care.	Excellent treatment	
4/16/2026	The staff who arrived here were very friendly, very professional, and I felt my husband was in very good hands	I dont understand why I was being asked to stay on the phone and asked the same questions over and over when I need to help my husband who is having some sort of an event. It was extremely stressful answering the same questions without any explanation as to why. If this is being done to prevent me from being hurt or any other reason, it should be expressed. basically I just wanted to hang up the phone	
3/22/2026	I needed you all and you provided the help I needed. Thank you!		
4/1/2026	They took good care of me.		
3/23/2026	Professional, courteous, caring, knowledgeable		
4/17/2026	Explain everything to me slowly took thier tme not just okay u ok gotta gono we good people they all have parents too Thank for helping me		
3/23/2026	They arrived in a timely manner. They were very polite and helpful to my situation. They were NOT judgy. Actually it was the best ambulance I,Ãve ever had.	Nothing it was perfect	
4/16/2026	Remsa was very helpful		
4/13/2026	They were here very quickiy when called. They made sure that I was comfortable, and that my house was locked up before we left.	I think they did all that was necessary, and with a positive manner.	
3/28/2026	Everything.		
4/2/2026	I was very scared and they were compassionate and explained to me what they were doing and were patient with me	Don't scream out the name of the hospital I was going to., as I wanted a modicum of privacy	
4/21/2026	The two gentlemen were very kind. Explained everything that was going on. Always made sure I was comfortable		
4/14/2026	Moving into my house. I greatly appreciated their help. I would have been lost and serious trouble without their help.		
3/27/2026	Wonderful ambulance paramedics. Very nice.		
4/7/2026	Remsa was very promptl in picking me up and tackling me to Renown emergency.	Nothing	
4/20/2026	They were amazing. I was scared and they made me feel very safe.		
4/20/2026	Everyt		

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
4/17/2026	When they came, everyone was excited in the household family members. The responders acted quickly courteously and professionally thank you thank you thank you.		
4/5/2026	Awsome guys the driver and the paramedic that was in back with me	Nothing it was a awesome experience thank you guys	
4/16/2026	What was my husband that was taken of the ambulance so I couldn't really say how professional the drivers were as we, are driving down the road, but I know just coming to our house they were very professional and very heloful		
4/16/2026	N/C		
4/13/2026	Because of my husband's health issues I call Remsa often. Always had excellent staff respond. Friendly, knowledgeable and empathetic towards our situations. A great group of people. Thank you for what you do.	I can't think of anything!	
4/20/2026		REMSA has always been great & professional.	