



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	Est. Average Collected
January	5,506	\$12,348,335.00	\$2,242.71	\$566.28
February	5,122	\$11,514,645.00	\$2,248.08	566.94
March	5,445	\$12,231,655.60	\$2,246.40	567.03
April	5,076	\$11,421,443.00	\$2,250.09	567.30
May	1,866	\$4,157,159.00	\$2,227.85	566.91
June				
July				
August				
September				
October				
November				
December				
January - December Total	\$23,015.00	\$51,673,237.60	\$2,245.20	\$566.91

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	\$16,961.04
Jun 26	
Total Penalty Fund	\$170,514.42

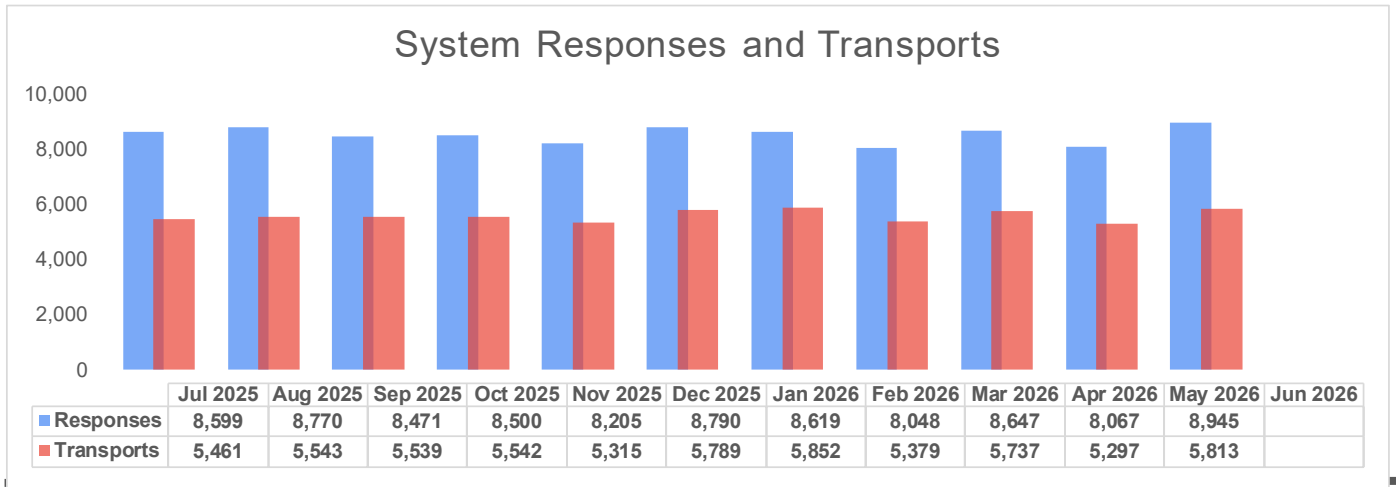
2024-2025 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted
Basic Life Support/CPR Certification/Re-Certification	\$4,375.00	REMSA Education Classes attended by NNPH Staff July 2025 - Jun 2026	Jul 2025 - May 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 Traning & 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
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
Stop the Bleed Kits	\$5,537.42	8 Wall Mount Bleeding Control Stations donated to Community Organizations (Convo Church, Reno Tahoe Airport Authority, Little Flower Catholic School)	May-26

Total Encumbered as of 05/31/2026 **\$85,222.11**

Penalty Fund Balance at 05/31/2026 **\$85,292.31**

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	5:32	6:12	8:27	7:01	7:52	9:05
Jun 2026						
YTD	5:30	6:11	8:46	7:05	7:48	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 2025	91%	9	27	96%	0	0
Oct 2025	91%	6	39	94%	1	0
Nov 2025	90%	0	18	95%	0	0
Dec 2025	90%	6	24	90%	1	0
Jan 2026	91%	19	21	94%	0	0
Feb 2026	90%	91	22	92%	7	0
Mar 2026	90%	19	22	89%	2	1
Apr 2026	90%	7	25	92%	1	0
May 2026	90%	5	28	90%	0	1
Jun 2026						
YTD	90%	188	287	93%	15	3

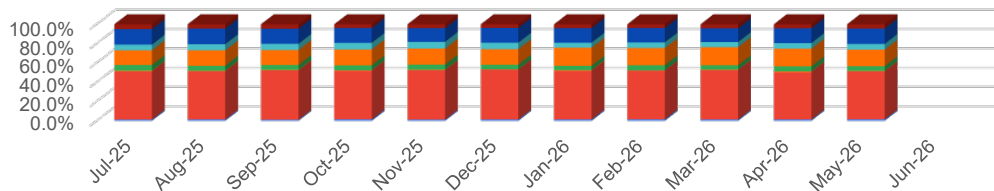
System P1 Exemptions								
	System Overload	Weather	REMSA Apoproved	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0	0	0	0	0	0	0
Aug 2025	28	0	0	0	0	0	0	0
Sep 2025	9	0	0	0	0	0	0	0
Oct 2025	7	0	0	0	0	0	0	0
Nov 2025	0	0	0	0	0	0	0	0
Dec 2025	7	0	0	0	0	0	0	0
Jan 2026	8	11	0	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	5	0	0	0	0	0	0	0
Jun 2026								
YTD	138	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	0	0	0	NA

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%	4.5%	
Trauma - Non MVA	16.0%	16.1%	15.7%	15.3%	14.1%	15.4%	15.1%	14.9%	14.2%	15.3%	15.9%	
Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	6.7%	5.3%	5.9%	5.3%	5.9%	5.9%	
Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	16.1%	18.7%	17.8%	18.8%	18.2%	17.2%	
Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	4.8%	4.5%	5.3%	4.6%	5.3%	4.9%	
OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%	
Medical	50.2%	50.1%	51.3%	50.5%	51.3%	51.9%	50.7%	50.5%	51.5%	49.5%	49.8%	
Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	1.3%	1.3%	1.5%	1.3%	1.3%	1.5%	

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	2,854	267	9%
May 2026	3,353	382	11%
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	16	50	114	461	87	545	1	4	11	32
Jun 26										
YTD	221	703	1246	4968	986	5925	12	51	149	437

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	53	73	65	26	2
Jun 26					
YTD	596	846	713	328	20

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

May 01, 2026 to May 31, 2026
Division: Ground

Your Score

94.41

Your Patients in this Report

131

Number of National Database Patients in this Report

5528

Total EMS Organizations

258

Customer Survey Report

REMSA Ground
May 01, 2026 to May 31, 2026



Executive Summary

Your overall score for the period selected is **94.41**, a difference of **-0.13**, compared to your score from the previous year, **94.54**.

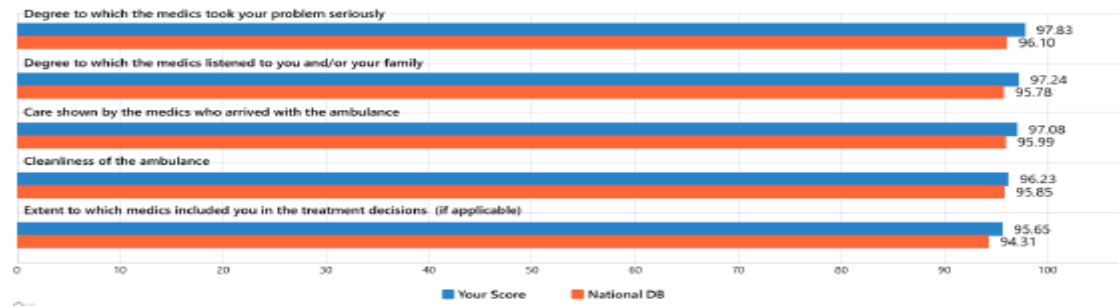
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **84%**.

In addition, your rolling 12- month score of **94.26** is a difference of **-0.18** from the national database score of **94.44**.

When compared to all organizations in the national database, your score of **94.26** is ranked **38th**.

Highest and Lowest Scores

5 Highest Scores



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
4/7/2026	All was done ok		
4/24/2026	Very good care		
4/24/2026	When they arrived they were very fast as to find out why they were there and they asked me questions for their call. my wife has gone through her diagnosis and they listened to what we have gone through and what has been done and what works. They get 5 stars	Nothing remsa was great	
4/15/2026	Everything	Nothing	
4/15/2026	Gentle and efficient handling of transport I was in a lot of pain and the roads were a little bumpy at times But they delivered me in a timely manner's	A bit more conversation and reassurance would have been appreciated	
4/22/2026	Curtious		
4/22/2026	The emt was really patient and took good care of me	The billing office needs to be better	Forwarded to Billing for follow-up.
5/1/2026	Response to my fall and O didn't go to the hospital	Nothing	
4/1/2026	Personal care and making me feel at ease	Nothing	
5/2/2026	Kept me informed what was going on.		
4/27/2026	Both of the emts were very knowledgeable in their jobs. They worked very well together. Sergio and Campbell were excellent. The 2 emts that transported me from the hospital to the rehab facility were equally as good at their job.		
4/30/2026	Convincing me that going to hospital wad in my best interest.	More empathy for greater concern. Renown has given me Mersa almost every time I've been thete.	
4/29/2026	I think services were covered by insurance but no option for non applicable in survey	Nothing very satisfied	
5/2/2026	Fast and caring and gentle. Staff was reassuring	Nothing that I can think of	
4/11/2026		On survey there should be an option of "not yet applicable"(No billing received yet)	
4/14/2026	Everything. The 3 people that helped me that day were so considerate and helpful.	Nothing. Everything was great. My situation wasn't serious. I had fallen at work. And was pregnant, but they didn't make me feel like I was less important. They took it seriously. And made me comfortable and safe	
4/9/2026	They whe good gut s	What they d&d	
4/13/2026	N/A	No/A	
4/28/2026	I was not aware of anything as I was unconscious. My PCP was the one who called for Remsa so communication was between medics and doctor.		
5/2/2026	I treat my 102 year old mother with respect and professionalism. She really did not need to be transpo. However, she INSISTED. Her diagnosis was dehydration. REMSA provides a critical service to our community. I have total confidence in the medical care provided by a REMSA paramedic	Not a thing.	
4/8/2026	Everything from arriving at our home to the Renown ER ~ AMAZING & EXCEPTIONAL! THANK you REMSA ROCKSTARS ðŸ™© God Bless you and your Families	Can't think of anything for that!	
4/9/2026	Got me to ER.	Very poor IV skills, left my arm bruised and bloody, and risk of infection and thrombosis.	Left a message at 11:23 on 6/8. TK

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
5/8/2026	Tonight.\nReal bad case of indigestion and the solved the problem very nicely.Thank you ame	You guys did it excellent job.Always appreciate guys	
5/10/2026	The medics seemed caring	Driver training. Send them to school bus trainers	I was able to get a phone number from Becky. I spoke with Ms. Jones who said she was not able to talk about it and to call her daughter. She did not provide a phone number and hung up.
5/8/2026	I was passed out in a hot car due to heatstroke, and the medics extracted me from the car and got me to Renown ER.		
5/10/2026	Everything		
5/8/2026	Starting an IV since I have very hard to find veins	NA	
4/24/2026	This was only a transfer from er facility to hospital so most questions do not apply		
4/24/2026	Great medic very professional	Nothing	
4/29/2026	The men who assisted me were very nice and professional and capable. I felt very safe in their hands.	Nothing	
4/24/2026	My overall experience was absolutely phenomenal. It was top rate and everyone in the ambulance was absolutely amazing. I didn't rate the billing staff because I haven't received a bill, but if there is good as the ambulance staff, I'm sure there won't be any issues. All in all everything so far has been a attend with you.		
5/5/2026	Courteous and careful attention to my wife's needs	It's all good !	
4/11/2026	Escorted me from my home to the nearest hospital.	N/a	
5/9/2026	Everything	Nothing	
5/9/2026	I had a seizure and was confused. He did a great job to help me understand what happened and what he was doing.		
5/5/2026	Excellent, high quality service by the all female ambulance crew. Professional, kind, efficient and they really knew what they were doing.	Nothing!!!	
4/24/2026	Courteous to my needs made me feel i was safe.	Nothing keep up the good job guys very pleased	
5/4/2026	Taken from ER to hospital. Everyone knew their job and were great to work with..	Nothing I can think of.	
5/8/2026	Professionalism		
5/5/2026	Helping me get off the floor	You did great. Thank you	
4/13/2026	Fast, efficient, helpful	I thought you did a great job, keep it up	
5/7/2026	The paramedics were fantastic on time and professional as always you guys are great and I thank you very much for that !!!	Availability of stronger pain medication would make a huge difference	
5/10/2026	They were called because the urgent care run by northern Nevada could not service me. No I am not kidding.	This is a challenge. I was parked against the wall because I had zero idea if my insurance would even cover me to go to a better hospital other than Northern NV in sparks. There wasn't a room available I heard a lot of gossip and staff getting caught up. Zero idea if my medic was there she was female. The roads were torn up. Thanks sparks. There was no way around it but the ambulance jarred a bit. I was later dx with salmonella poison and noro virus	
4/22/2026	Very professional at what they do.		
5/10/2026	The medics where super awesome they made the ride enjoyable and kept a good attitude and was able to joke around but also do their job very professionally		

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
5/15/2026	Honestly one guy in particular who administrated the medicine in ambulance was great kept me calm, made sure I was taken care of.	No complaints.	
5/12/2026	The team was great.	Nothing, good service.	
5/17/2026	Nothing took excellent care from entering home and delivering me to emergency room		
4/22/2026	I am still in the Utah health university of Utah Burn Unit. I have been here since 4.22.26! I have not delt with some of these things. I hope my insurance will pay whatever the fee is.	I certainly hope there is not a next time!	
5/9/2026	Arrived quickly, care provided gentle and efficient	Transfer to ER better explained, ETA details given	
4/28/2026	The paramedics who arrived were excellent! All three of them were first rate. I couldn't have asked for people who were more caring, patient, respectful and knowledgeable. A+	Nothing. Like I said, they truly are fantastic at their job!	
5/10/2026	Everything sat and talked to my autistic son and took the time to care. Determined the need for urgent medical assistance. Gave me something immediately to help with the pain. They were in constant communication with the hospital. Also letting my family know what all was going on. In the ambulance gave me something for pain. Took vitals communicated eith one another very well. Once stable transported me to the Renown. Once at ER explained to them in great detail. Said goodbye and take care. Just excellent!	Send the same people out	
5/4/2026	Determined the need for urgent medical assistance. Gave me something immediately to help with the pain. They were in constant communication with the hospital. Also letting my family know what all was going on. In the ambulance gave me something for pain. Took vitals communicated eith one another very well. Once stable transported me to the Renown. Once at ER explained to them in great detail. Said goodbye and take care. Just excellent!	Can't think of anything.	
5/5/2026	Staff was very kind, took time to listen, were comforting and friendly.		
5/9/2026	They were kind, friendly....could not have been better!		
5/13/2026	The paramedics were very concerned about my issue medical issue and it made me feel very comfortable	Honestly, I received very good emergency medical treatment all good	
5/10/2026	They got me to the hospital.	Send me a medic that knows what he is doing and doesn't cause me extra pain on top of my gun show wound.	