



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	\$12,347,970.00	\$2,242.64	\$566.27
February	5,122	\$11,514,645.00	\$2,248.08	\$566.93
March	5,445	\$12,232,105.60	\$2,246.48	\$567.03
April	5,077	\$11,423,759.00	\$2,250.10	\$567.30
May	5,583	\$12,548,925.00	\$2,247.70	\$567.35
June	1,637	\$3,668,265.00	\$2,240.85	\$567.26
July				
August				
September				
October				
November				
December				
January - December Total	\$28,370.00	\$63,735,669.60	\$2,246.59	\$567.26

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	\$17,430.24
Total Penalty Fund	\$187,944.66

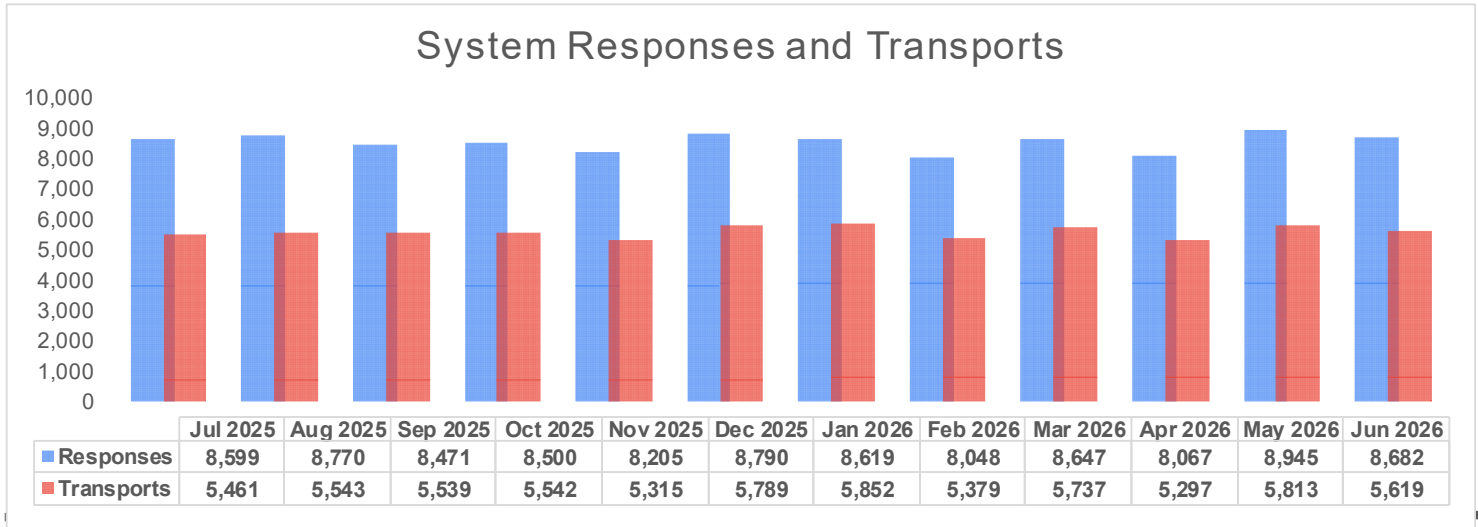
2024-2025 Penalty Fund Dollars Encumbered by Month

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 Pyramid 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
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
Child and Pedestrian Safety	\$6,895.20	Child Car Seats - Safety Seats Program	Jun-26
Total Encumbered as of 06/30/2026	\$92,172.31		

Penalty Fund Balance as of 06/30/2026

\$95,772.35

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	5:43	6:46	8:59	7:18	8:23	10:08
YTD	5:31	6:13	8:46	7:06	7:51	9:36

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	90%	52	23	90%	5	0
YTD	90%	240	310	93%	20	3

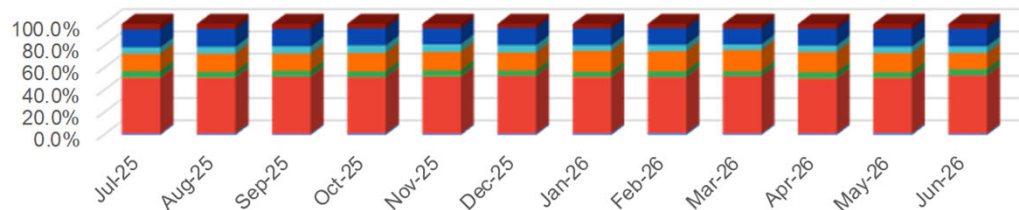
System P1 Exemptions								
	System Overload	Weather	REMSA Apoproved	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0	0	0	0	0	0	0
Aug 2025	28	0	0	0	0	0	0	0
Sep 2025	9	0	0	0	0	0	0	0
Oct 2025	7	0	0	0	0	0	0	0
Nov 2025	0	0	0	0	0	0	0	0
Dec 2025	7	0	0	0	0	0	0	0
Jan 2026	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	57	0	0	0	0	0	0	0
YTD	195	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
Jun 2026	Convulsions/Seizures	1	2	Per Cad notes Call Upgraded to P1 at 16:27:03 which is after unit marked on scene.

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%	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%	15.7%
Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	6.7%	5.3%	5.9%	5.3%	5.9%	5.9%	6.2%
Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	16.1%	18.7%	17.8%	18.8%	18.2%	17.2%	14.4%
Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	4.8%	4.5%	5.3%	4.6%	5.3%	4.9%	5.4%
OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%	0.2%
Medical	50.2%	50.1%	51.3%	50.5%	51.3%	51.9%	50.7%	50.5%	51.5%	49.5%	49.8%	52.3%
Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	1.3%	1.3%	1.5%	1.3%	1.3%	1.5%	1.2%

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	3,291	285	9%

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	8	43	30	62	30	59	1	3	4	31
YTD	229	746	1276	5030	1016	5984	13	54	153	468

	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	62	87	70	31	4
YTD	658	933	783	359	24

Public & Relations Report



PUBLIC RELATIONS
JUNE 2026

REMSA Health Team Members Honored by Nevada Donor Network



Denesha Miller, Communications QI Coordinator and Lucas Gorelick, Special Events EMT were recognized by Nevada Donor Network as Donation Champions for their dedication to raising awareness about organ and tissue donation during the Silver State Heroes Challenge 2026.

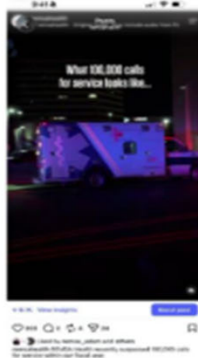
REMSA Health Hosts Hot Temperatures Safety & Wellness Press Conference



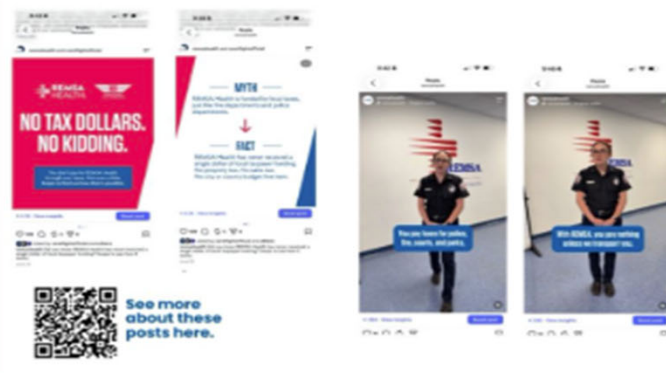
Since May 1, REMSA Health has responded to **34** heat-emergencies and **7** calls for drowning/near-drowning.

Heat-related illness, vehicular heatstroke and drownings are all **preventable**. Tune in to the local news tonight to learn the signs/symptoms and tips about how to stay safe & healthy when temperatures rise.

REMSA Health Surpasses 100,000 Calls for Service Within Fiscal Year



REMSA Health Shares the Facts on Social Media



May 2026 - 911 REMSA Patient Engagement Survey Results

% Overall Patient Satisfaction - 97.54

% Overall Patient Very Satisfied: 86.48

- Note: Q1 results are not included in the overall satisfied and very satisfied results.

Q1: % Satisfied 911 Medical Instructions - 96.59

Q2: % Satisfied Prompt Arrival - 100.00

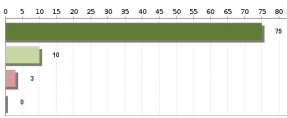
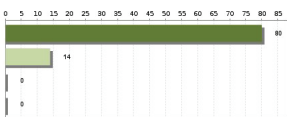
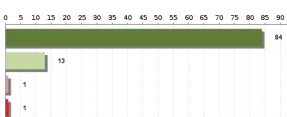
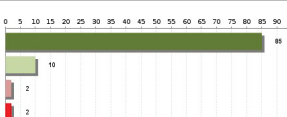
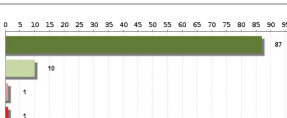
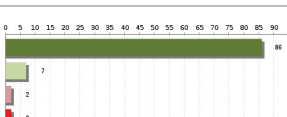
Q3: % Satisfied Professionalism - 97.98

Q4: % Satisfied Compassion - 95.96

Q5: % Satisfied Explain Procedures - 97.98

Q6: % Satisfied Treat Condition- 95.88

Satisfaction:

	Very Satisfied ■	Satisfied ■	Dissatisfied ■	Very Dissatisfied ■		Response total
1. Dispatch Instructions -	85.23% (75)	11.36% (10)	3.41% (3)	0% (0)		88
2. Prompt Arrival -	85.11% (80)	14.89% (14)	0% (0)	0% (0)		94
3. Professionalism -	84.85% (84)	13.13% (13)	1.01% (1)	1.01% (1)		99
4. Compassion -	85.86% (85)	10.1% (10)	2.02% (2)	2.02% (2)		99
5. Explaining Procedures -	87.88% (87)	10.1% (10)	1.01% (1)	1.01% (1)		99
6. Treat Condition -	88.66% (86)	7.22% (7)	2.06% (2)	2.06% (2)		97

Statistics based on 100 respondents;

Patient Comments:

		Response total
#	Responses	
239	They were so good.	
241	They called my daughter and told her this occurred because I was drunk meanwhile it was because I have a bad back. Now my daughter is mad at me. I was not drunk and I did not appreciate this. Otherwise, they were good.	

		Response total
#	Responses	
243	Very good.	
244	Everything went good.	
249	They were great.	
253	They were great.	
255	They were good I just didnt know why they have me an IV in my hand instead of in my arm.	
256	We had no problems. You all were wonderful. No problems with getting there fast or being professional	
257	They were absolutely amazing. They were there so fast. There isn't a thing that they could have done better.	
258	There was some issues with the billing initially, but I think that it is taken care of. Wonderful people and care.	
259	This is his 9th fall so he has had to use you many times. We appreciate you being there.	
260	You guys did a wonderful wonderful job. Thankyou! Very professional	
261	Yes I was very happy with them. Even with the road work they did well.	
262	They were very rude to me. They had a terrible attitude. They did not want to take me and tried to avoid it. They did seem to get there fast, but the issue was their attitude.	
263	They did their job extremely well. Keep it up	
264	You guys were perfect. Absolutely wonderful job. They were there fast. They were so helpful. Zero complaints.	
265	oh yea they were great. There was no issues with keeping me comfortable.	
266	The paramedics did a good job and were very professional!	
267	The paramedics were very quick and had good attitudes!	
268	The paramedics were absolutely wonderful and nice and I have nothing but good things to say about this service!	
269	These paramedics do a wonderful job and I have no complaints about them whatsoever!	
271	The paramedics did very good and were really funny and were able to make me laugh!	
272	The paramedics kept me informed and were very professional!	
273	The paramedics listened to me and let me know what was going on!	
274	N/a	
275	N/a	
276	I have used REMSA many times and I always have a good experience with them! We joke around and have good rapport. My only little complaint is when you call 911 you have to talk to the operator and then the dispatcher and you have to repeat yourself twice.	
277	The paramedics just loaded me up and went to the hospital. They didn't treat me at all and gave me nothing for all the pain that I was in. It felt like they were not concerned or caring. They just dropped me off at the hospital and left.	
278	"They were very professional".	
279	The drivers were fine and nice and everyone was extremely friendly and kind. I do however want to make you aware that one of the paramedics suggested I sit in the back with my wife. A paramedic pushed me to "help me get in" and then I fell hard and hit my leg on the back of the truck and had to get stitches. I was sent to the emergency room for my leg wound when I was just trying to help my wife. I will assume some of the responsibility for my leg and I do appreciate them for everything I just wanted to explain that as well for the team.	
280	They helped me off the floor and were very nice.	

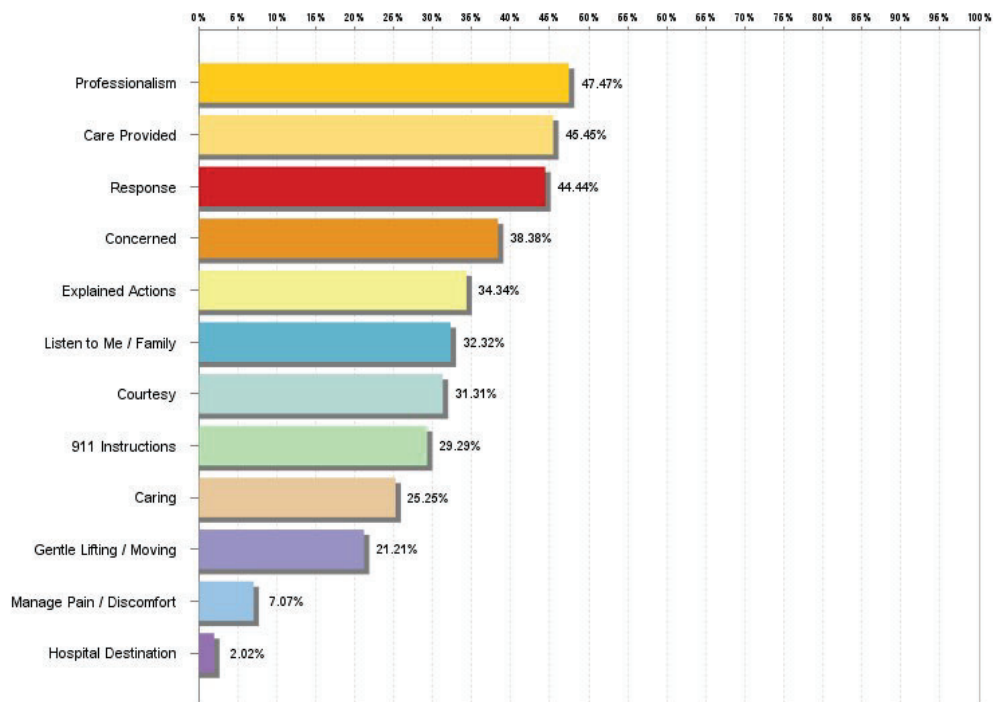
		Response total
#	Responses	
281	They were both very friendly.	77
282	They were very friendly, explained everything they were doing and got me to where I needed to go.	
283	Very friendly and great people.	
284	They are always really really good. My son used to work with you guys and loved. They could manage discomfort immediately and worked fast. Nothing bad to say at all.	
285	They were actually super good and I have nothing bad to say.	
286	I have to say that at the time I was experiencing some confusion, but I found that going in that ambulance I was trusting them. They were seamless in their care, kind, and I am so thankful.	
287	The only thing that was kind of weird is that they were looking all through my medical papers and I think that this individual was going to try to sell my LLC and get some way into my trust. What he said that he was doing was getting my latest discharge papers, but I used to be a paramedic so I know that's not what happened. I know that you guys wouldn't do that so maybe he was lying. The care was all great and 10/10 but that was strange. I will say that I was in and out of it so it's hard to recall exactly what was going on but I know that they were there fast and got me where I needed to be.	
288	The only thing that was wrong was that one of my arms had a lot of pokes in it (from IV) and it felt like they were insinuated that I was using drugs. It was a person who was training. Other than that the care was absolutely perfect and got me where I needed to go.	
289	The paramedics were very sweet and helpful. They were able to calm me down and just make me feel very comfortable which I really appreciate.	
290	The crew did an amazing job and just keep up the great work! They were very caring and really just made me feel safe with them.	
291	I was very happy with these paramedics and they were very friendly and helpful!	
293	The paramedics were very caring.	
294	REMSA is just the best!	
295	The paramedics did everything to the best of their ability!	
296	The paramedics were just really great people and very concerned and caring!	
297	I remember the paramedics being very kind, understanding, and concerned for my needs!	
298	The paramedics themselves were all good and I had no complaints. The only thing was that the ambulance ride itself was very rough and uncomfortable.	
299	The paramedics did an excellent job and were just fantastic!	
300	The paramedics did an awesome job and I cannot say enough great things about these paramedics!	
302	So sweet and so nice.	
303	Very nice to her.	
304	All good.	
305	They were very professional.	
306	Arrived fast.	
307	Excellent service.	
309	They did absolutely fabulous.	
313	Great service.	
314	As always they were incredible. I am pretty hard stick and they got it right away. They were both professional and comforting. They acted like human beings and we got to laugh a bit	
315	The girl who was back with me was so kind and attentive. No other ambulance that I would rather take care of me.	

		Response total
#	Responses	
316	They were great; very happy. They took a bit to get there, but they got there when they said they would.	
317	They are always perfect. We never have had an issue. I was comfortable.	
318	You guys were so helpful here. Thanks for the call and being here when you were.	
319	I have had to use them a few times in the past couple weeks and they have been so caring to me. Extremely professional too and never been late	
320	The paramedics were very efficient and professional!	
321	I really appreciate these paramedics especially their quick response time and am impressed with them every time I use them! They work very well together and are able to calm me down and relieve some of my pain.	
322	I want to thank the paramedics for everything and they got here very quickly!	
323	n/a	
326	N/A	
327	They were so good and so kind.	
328	"They were great top to bottom I have no complaints".	
329	They did a good job.	
331	Everything was good.	
332	"Some of the crew was unprofessional and have side conversations".	
333	"They were very personable".	
334	"They were awesome and so professional".	
335	"They were so kind and professional".	

Statistics based on **77** respondents;

What your EMS patients reported as most important to them - ranked highest to lowest.

	Response percent	Response total
Professionalism	47.48%	47
Care Provided	45.46%	45
Response	44.44%	44
Concerned	38.38%	38
Explained Actions	34.34%	34
Listen to Me / Family	32.32%	32
Courtesy	31.31%	31
911 Instructions	29.29%	29
Caring	25.25%	25
Gentle Lifting / Moving	21.21%	21
Manage Pain / Discomfort	7.07%	7
Hospital Destination	2.02%	2



Statistics based on **99** respondents;

May 2026 - IFT REMSA Patient Satisfaction Results

% Overall Patient Engagement (Very Satisfied): 85.00

% Overall Patient Satisfaction (Satisfied & Very Satisfied): 100.00

Q1 - % Satisfied Courtesy & Professionalism: 100.00

Q2 - % Satisfied Gentle & Careful Lifting / Moving: 100.00

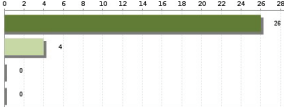
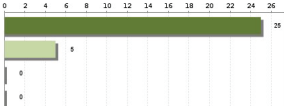
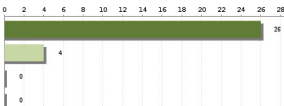
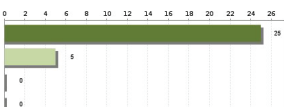
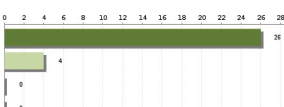
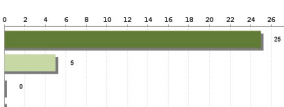
Q3 - % Satisfied Listening & Keeping Informed: 100.00

Q4 - % Satisfied Concerned & Caring: 100.00

Q5 - % Satisfied Professionalism: 100.00

Q6 - % Satisfied Addressed Medical Concerns: 100.00

Satisfaction:

	Very Satisfied 	Satisfied 	Dissatisfied 	Very Dissatisfied 		Response total
Courtesy & Professionalism -	86.67% (26)	13.33% (4)	0% (0)	0% (0)		30
Gentle & Careful When Lifting / Moving -	83.33% (25)	16.67% (5)	0% (0)	0% (0)		30
Listening & Keeping You Informed -	86.67% (26)	13.33% (4)	0% (0)	0% (0)		30
Concerned & Compassionate To You -	83.33% (25)	16.67% (5)	0% (0)	0% (0)		30
Professionalism -	86.67% (26)	13.33% (4)	0% (0)	0% (0)		30
Addressed medical concerns effectively -	83.33% (25)	16.67% (5)	0% (0)	0% (0)		30

Statistics based on 30 respondents;

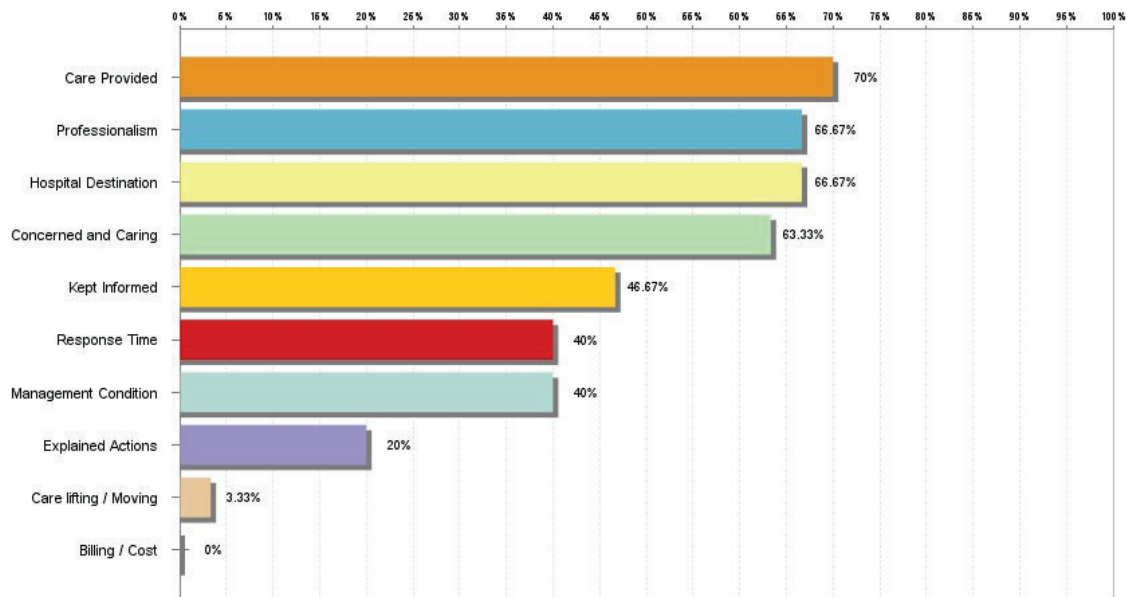
Patient Comments:

		Response total																												
	<table><tr><th>#</th><th>Responses</th></tr><tr><td>79</td><td>It was good.</td></tr><tr><td>81</td><td>They were there fast</td></tr><tr><td>83</td><td>Took a while but very good service.</td></tr><tr><td>85</td><td>I may need you guys again sometime. Thanks for the care. There wasn't an issue</td></tr><tr><td>86</td><td>VERY attentive and compassionate.</td></tr><tr><td>87</td><td>It was just a super quick 10 min ride and they got me where I needed to be. Very thankful for them.</td></tr><tr><td>90</td><td>Everything went perfect.</td></tr><tr><td>93</td><td>No concerns.</td></tr><tr><td>94</td><td>Everyone did their job well.</td></tr><tr><td>98</td><td>They were great.</td></tr><tr><td>100</td><td>They did a perfect job.</td></tr><tr><td>106</td><td>They did good it just took a few hours for them to arrive.</td></tr><tr><td>107</td><td>Pretty quick.</td></tr></table>	#	Responses	79	It was good.	81	They were there fast	83	Took a while but very good service.	85	I may need you guys again sometime. Thanks for the care. There wasn't an issue	86	VERY attentive and compassionate.	87	It was just a super quick 10 min ride and they got me where I needed to be. Very thankful for them.	90	Everything went perfect.	93	No concerns.	94	Everyone did their job well.	98	They were great.	100	They did a perfect job.	106	They did good it just took a few hours for them to arrive.	107	Pretty quick.	13
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Statistics based on **13** respondents;

What your IFT patients reported as most important, sorted from most to least frequent.

	Response percent	Response total
Care Provided	70%	21
Professionalism	66.67%	20
Hospital Destination	66.67%	20
Concerned and Caring	63.33%	19
Kept Informed	46.67%	14
Response Time	40%	12
Management Condition	40%	12
Explained Actions	20%	6
Care lifting / Moving	3.33%	1
Billing / Cost	0%	0



Statistics based on **30** respondents;