



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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Billing

Billing Code and Description	Total Invoices	Billed Quantity	Total Billed Charges	Average Billed Charge	Est. Average Collected
A0225 - Neonate Under 28 Days	64	64	\$464,000	\$7,250	\$1,831
A0425 - Ground Mileage, per patient loaded statute mile		168,657	\$6,746,284	\$40	\$10
A0425 - SCT in Town Mileage		2,575	\$103,020	\$40	\$10
A0425 - SCT LDT Mileage		2,586	\$168,103	\$65	\$16
A0425 - LDT Mileage		81,833	\$5,319,178	\$65	\$16
A0426 - ALS Non-Emergency	1,028	1,028	\$1,799,000	\$1,750	\$442
A0426 - ALS LDT Non-Emergency	46	46	\$425,500	\$9,250	\$2,336
A0427 - ALS Emergency	17,492	17,492	\$38,482,400	\$2,200	\$556
A0427 - ALS LDT Emergency	20	20	\$185,000	\$9,250	\$2,336
A0428 - BLS Non-Emergency	5,737	5,737	\$9,609,475	\$1,675	\$423
A0428 - BLS LDT Non-Emergency	498	498	\$4,482,000	\$9,000	\$2,273
A0429 - BLS Emergency	10,372	10,372	\$21,158,880	\$2,040	\$515
A0429 - BLS LDT Emergency	10	10	\$90,000	\$9,000	\$2,273
A0433 - ALS-2	810	810	\$1,863,000	\$2,300	\$581
A0434 - SCT/CCT (Non-911 Response)	327	327	\$2,616,000	\$8,000	\$2,020
A0434 - SCT LDT	34	34	\$340,000	\$10,000	\$2,525
A0888 - Non-Covered Ambulance Mileage LDT		1,297	\$84,338	\$65	\$16
January - December Total	36,438	293,388	\$93,936,177	\$2,577.97	\$651

Notes:

- 1) July 2026 invoicing is not yet complete.
- 2) Mileage is left blank for total invoices to avoid double counting as each invoice has a base rate and a mileage rate.

REMSA Operations Report

911 Incidents

	Responses	Transports	% of 911	% of all Responses
Priority 1	2,816	1,866	37%	37%
Priority 2	2,527	1,375	33%	33%
Priority 3	2,325	1,431	30%	30%
Total	7,668	4,672	100%	100%

Average Response Times

	Reno	Sparks	Washoe
Priority 1	5:04	5:50	8:13
Priority 2	6:48	7:56	9:20

Interfacility Incidents

	Responses	Transports	% of all Responses	Response Compliance
Priority 4	1,278	1,109	15%	99%

Response Compliance

Priority 1 Response Compliance (YTD)		
	Compliance	Community Fund Amount
Zone A	92%	\$17,317.92
Zone BCD	96%	\$627.84

Priority 1 Exemptions			
Exemptions Reason	Approved	Denied	% of P1
Construction	1	0	0.07%
Other as Approved	1	0	
Total Exemptions	2	0	

Priority 1 Corrections		
Response Zone	Corrections	% of P1 responses
Zone A	31	1%
Zone BCD	1	
Total Corrections	32	

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

Clinical Review		
ALS Calls	ALS QA Reviewed	Percentage Reviewed
3,279	327	10%

Call Classification Report	
Call Classification	%
Cardiopulmonary Arrest	1.5%
Medical	57.2%
OB	0.3%
Psychiatric/Behavioral	5.4%
Transfer	5.7%
Trauma - MVA	7.1%
Trauma - Non MVA	18.4%
Unknown	4.6%

Community Education Report

REMSA Health Education Report

ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
18	65	98	275	103	574	1	6	10	41

Point of Impact Car Seat Program

	Educational Car Seat Installation & Inspection	POI event with Renown Safe Kids Washoe County	Total
Number of Cars Inspected	61	6	67
Number of Car Seats Installed	76	8	84
Number of Car Seats Distributed	43	7	50
Number of Adults Educated	85	6	91
Community Events			1

Public & Relations Report



PUBLIC RELATIONS JULY 2026

REMSA Health Hosts Fourth of July Health and Safety Press Conference

EMS Manager Sean Slamon was the subject matter expert on health and safety topics related to Fourth of July celebrations including water safety, heat safety and fireworks safety.



2 Plus You Segments

Through a sponsorship with the local lifestyle program, "2 Plus You Nevada" REMSA Health leaders shared information about the organization, how ambulances are deployed and 9-1-1 calls are triaged and education opportunities available for the whole family. Tune in to all of the segments through the QR code.



Community Investment Fund Donation to NNPSN and TIP

REMSA Health, in partnership with NNPH donated \$30,000 and \$25,000 to NNPSN and TIP respectively, to support the programs and services they provide to first responders and the community.



Customer Survey Report

July 2026 - 911 REMSA Patient Engagement Survey Results

% Overall Patient Satisfaction - 99.24

% Overall Patient Very Satisfied: 85.93

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

Q1: % Satisfied 911 Medical Instructions - 100.00

Q2: % Satisfied Prompt Arrival - 100.00

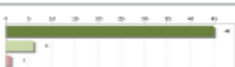
Q3: % Satisfied Professionalism - 98.11

Q4: % Satisfied Compassion - 100.00

Q5: % Satisfied Explain Procedures - 100.00

Q6: % Satisfied Treat Condition- 98.08

Satisfaction:

	Very Satisfied 	Satisfied 	Dissatisfied 	Very Dissatisfied 		Response total
1. Dispatch Instructions -	94% (47)	6% (3)	0% (0)	0% (0)		50
2. Prompt Arrival -	86.79% (46)	13.21% (7)	0% (0)	0% (0)		53
3. Professionalism -	86.79% (46)	11.32% (6)	1.89% (1)	0% (0)		53
4. Compassion -	81.13% (43)	18.87% (10)	0% (0)	0% (0)		53
5. Explaining Procedures -	88.46% (46)	11.54% (6)	0% (0)	0% (0)		52
6. Treat Condition -	86.54% (45)	11.54% (6)	1.92% (1)	0% (0)		52

Statistics based on 53 respondents.

Customer Survey Report

Customer Phone Survey Comments	
Survey Number	Comment
441	Arrived very quickly.
445	You guys took him to the wrong hospital. Otherwise it was good.
451	They were great.
452	Crew is very nice.
457	You guys are always so good.
458	It went good.
462	Their compassion and making me feel comfortable when I felt uncomfortable.
463	They're very professional, they're efficient, got here and then got me to the hospital quickly. They addressed my needs.
467	They responded quickly. They were able to get my mom in care really quick. They were very professional.
468	They cared and explained very well.
469	They listened and kept me calm. Everything was seamless.
475	They were talking to me about my care. I was talking so they were listening to me and it was distracting me from the pain. It was nice to talk to them to get distracted.
476	One of them was great, and one just wasn't as great. When one of them came in, I was having lots of chest pains and the one was trying to tell my husband and I that I should take a Tylenol and Motrin together with a Percocet, just kind of her own opinion of things. In the ambulance, she was complaining about how 911 dispatchers tell us to take aspirin. I just felt like it wasn't a conversation that they needed to have in front of me. You can have your own opinions, but when I'm in the middle of an emergency it just didn't feel appropriate.
479	Everyone took great care of me.
480	They were prepared. There was a home health nurse with my husband at the time and they talked to him. They were professional and got him where he needed to go. I couldn't have asked for a better team.
482	I think you guys are great. I really appreciate everything you guys have done for me.
483	They are explaining things, very pleasant, nice talking about what they were doing. It was just very pleasant for the situation that I was in.
484	They did a good job with me.
485	They were very nice people. They were on point.
492	Very helpful.