



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

REMSA Accounts Receivable Summary Calendar Year 2026

Month	Transports Billed	Total Billed Charges	Average Bill	YTD Average	Est. Average Collected
January	5,661	\$14,519,883.00	\$2,564.90	\$2,564.90	\$647.64
February	5,280	13,827,474.00	2,618.84	2,590.93	654.21
March	5,617	14,731,145.10	2,622.60	2,601.67	656.92
April	5,231	13,570,850.00	2,594.31	2,599.91	656.48
May	5,735	14,682,781.50	2,560.21	2,591.63	654.39
June	5,702	14,378,774.00	2,521.71	2,579.63	651.36
July	5,667	14,411,113.50	2,542.99	2,574.29	650.01
August	3,340	8,406,368.20	2,516.88	2,569.75	648.86
Calendar YTD Total	42,233	\$108,528,389.30	\$2,569.75	\$2,569.75	\$648.86

Notes:

- 1) August 2026 invoicing is not yet complete.
- 2) All billed rates are less than or equal the the authorized franchise rates. A third party audit occurs each year and the audit results will be shared with NNPH when they become available (estimated completion date is December 2026).

Commuinty Funds

REMSA 2026-2027 Penalty Fund Reconciliation as of August 31, 2026

2026-2027 Penalty Fund Dollars Accrued by Month				
Month	REMSA Health	Sparks Fire Dept	TMFR	Total Amount
FYE 06/30/2026 Carryover Balance *				\$40,772.35
July 2026	\$17,919.60	\$0.00	\$26.16	\$17,945.76
August 2026	\$20,483.28	\$0.00	\$156.96	\$20,640.24
September 2026				
October 2026				
November 2026				
December 2026				
January 2027				
February 2027				
March 2027				
April 2027				
May 2027				
June 2027				
Total Penalty Fund Dollars Accrued	\$38,402.88	\$0.00	\$183.12	\$79,358.35

2026-2027 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted

Total Encumbered as of 08/31/2026

-

Penalty Fund Balance at 08/31/2026

\$ 79,358.35

complete

REMSA Operations Report

911 Incidents

	Responses	Transports	% of 911	% of all Responses
Priority 1	2,919	1,904	36%	31%
Priority 2	2,750	1,487	34%	29%
Priority 3	2,436	1,534	30%	25%
Total	8,105	4,925	100%	85%

Average Response Times

	Reno	Sparks	Washoe
Priority 1	5:35	6:22	8:41
Priority 2	7:37	8:13	9:45

Interfacility Incidents

	Responses	Transports	% of all Responses	Response Compliance
Priority 4	1,448	1,243	15%	99%

Response Compliance

Priority 1 Response Compliance (YTD)

Zone A	90%
Zone BCD	92%

Priority 1 Exemptions

Exemptions Reason	Approved	Denied	% of P1
Construction	1	0	1.1%
Declared Emergency	14	0	
System Overload	15	0	
Other as Approved	1	0	
Total Exemptions	31	0	

Priority 1 Corrections

Response Zone	Corrections	% of P1 responses
Zone A	28	1%
Zone BCD	2	
Total Corrections	30	

Non-Mutual Aid Co-Response

0

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
3,409	301	9%

Call Classification Report

Call Classification	%
Cardiopulmonary Arrest	1.3%
Medical	56.8%
OB	0.4%
Psychiatric/Behavioral	6.0%
Transfer	5.7%
Trauma - MVA	6.6%
Trauma - Non MVA	17.5%
Unknown	5.7%

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
23	54	119	410	111	742	1	5	20	54

Point of Impact Car Seat Program

	Educational Car Seat Installation & Inspection	POI event with Renown Safe Kids Washoe County	Total
Number of Cars Inspected	9	37	46
Number of Car Seats Installed	8	43	51
Number of Car Seats Distributed	3	21	24
Number of Adults Educated	11	50	61
Community Events			3

Public & Relations Report

REMSA HEALTH. PUBLIC RELATIONS AUGUST 2026

REMSA Health on the News

Paramedic Paul K. and Chief Operating Officer Adam Heinz provided interviews to KTVN for International Medical Transporter Day.



Chief Operating Officer Adam Heinz and Riley the REMSA Health Raccoon visited Fox 11 on Monday, August 10 for the first day of school to remind pedestrians and motorists that school is back in session, to slow down in school zones and to be aware.



REMSA Health welcomed Legislative Aide, Sanju Sivaan from Senator Cortez-Masto's Office for a Tour and Ridealong



REMSA Health welcomed Ms. Sivaan, representing Senator Cortez-Masto's office. In addition to learning about the organization, she toured the dispatch center rode out with a supervisor and had the chance to meet and hear from crews about their experiences in the field.

A Special Message from Barry Duplantis and Adam Heinz

The Bug, Stallion and Hawk Fires left a significant impact on our community, affecting families, neighborhoods, and the people we are privileged to serve. As we reflect on these incidents, our thoughts remain with everyone who experienced loss, displacement, or uncertainty during these events.

Throughout all of the incidents, REMSA Health's primary objective was simple: ensure uninterrupted emergency medical services for our community while supporting the broader emergency response effort. Through activation of our Incident Command System, strategic resource deployment, and collaboration with our public safety partners, we were able to maintain 911 response capabilities across our service area while leading and assisting with evacuations, as well as search and rescue operations.

During the critical first hours of the Hawk Fire, our teams adjusted staffing, repositioned resources, and expanded coverage through voluntary and mandatory holdovers, employee call-ins, and mutual aid support. Some crews worked 16-hour shifts, helping preserve critical unit hours in the system. In addition, 10 paramedics and 5 EMTs came in to assist, allowing REMSA Health to place eight additional advanced life support units into service Saturday evening into Sunday morning.

This response also demonstrates the strength of our region's dedicated emergency response model. As REMSA Health focused on emergency medical services and ambulance transport, fire services and law enforcement focused on their specialized responsibilities. This allows each organization to do what it does best while working together as one coordinated system. That clear division of expertise is a key part of what makes our region resilient during large-scale emergencies.

This response was only possible because of the extraordinary partnership demonstrated across our region. We are deeply grateful to our co-first responders in the fire service and law enforcement community, whose tireless efforts protected lives, property, and critical infrastructure under extremely challenging conditions.

We also extend our sincere appreciation to our mutual aid partners who assisted us during the Hawk Fire: East Fork Fire Protection District, Tahoe Douglas Fire Protection District, Sierra Regional EMS, Technical Medical, Pyramid Lake Fire Rescue/EMS, and Royal Ambulance. Their support helped ensure REMSA Health could continue responding to 911 calls throughout the incident while meeting the unique demands created by the fire.

Finally, to REMSA Health and Care Flight crews, dispatchers, support staff, and all first responders who answered the call: thank you. We are humbled by your commitment, professionalism, and willingness to do whatever was needed to care for this community. While no response can erase the hardships caused by these fires, we are proud of what was accomplished together and grateful to serve a community that consistently comes together when it matters most.



Technical Medical responding to mutual aid request during Hawk Fire.



Royal Ambulance responding to mutual aid request during Hawk Fire.

Customer Survey Report

August 2026 - 911 REMSA Patient Engagement Survey Results

% Overall Patient Satisfaction - 99.50

% Overall Patient Very Satisfied: 91.98

- 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 - 98.73

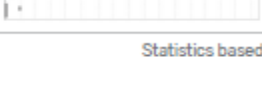
Q3: % Satisfied Professionalism - 100.00

Q4: % Satisfied Compassion - 100.00

Q5: % Satisfied Explain Procedures - 100.00

Q6: % Satisfied Treat Condition- 98.75

Satisfaction:

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied		Response total
1. Dispatch Instructions -	94.74% (72)	5.26% (4)	0% (0)	0% (0)		76
2. Prompt Arrival -	94.94% (75)	3.8% (3)	1.27% (1)	0% (0)		79
3. Professionalism -	91.25% (73)	8.75% (7)	0% (0)	0% (0)		80
4. Compassion -	88.75% (71)	11.25% (9)	0% (0)	0% (0)		80
5. Explaining Procedures -	91.25% (73)	8.75% (7)	0% (0)	0% (0)		80
6. Treat Condition -	93.75% (75)	5% (4)	1.25% (1)	0% (0)		80

Statistics based on 80 respondents;

Survey Number	Comment
544	Alyxis is the absolute best out of all the paramedics. The other paramedics are amazing as well, but she goes above and beyond.
545	They were excellent.
546	They were very professional.
547	They are absolutely fantastic. This is my fifth transportation with them, and they are great each time.
548	Patient's father indicated he was not present at the scene of the emergency, but the paramedics were on the phone with him the whole time. Dad said the crew was great "considering the circumstances." and felt they did very well.
549	Patient pointed out a specific crew member who he thinks is named "Andrew" and said that he did a fabulous job.
550	The only note added from the patient was that it "seemed like the paramedics weren't sure which hospital they were taking me to" but said it was an overall good experience with the crew.
551	Very good.
553	EMT's were fantastic.
559	Very good.
561	They were excellent.
562	There was a technical issue and they were not able to get my wife on the gurney until half an hour later. The paramedics were good.
563	I was more than happy.
567	They were very kind, considerate, and gentle.
568	They were great.
569	Patient's wife answered the phone and was present when he was transported. She noted the EMS crew's response time was great.
571	Patient did not provide any additional comments.
572	Patient did not provide any additional feedback.
575	No additional comments given from patient.
576	What an awesome crew.
579	They are always courteous and genuinely wanna make sure everyone is okay.
580	They were amazing.
581	They were very good.
582	Patient stated the dispatcher was very clear, and the crew got to her emergency very quickly but wanted to give a "neutral" ranking in terms of professionalism. She explained this is due to the seemingly "new" member on the team who came across nervous to administer the IV, which in turn made the patient nervous.
583	They got there very fast.
584	The paramedics were fantastic.
585	They were great.
586	They made me feel so safe and comfortable.
587	Patient indicated they had originally sought out help from the VA, but wife advised calling 911 and he was very happy that he did. Very satisfied with the EMS crew.
588	They did exactly what they were supposed to.
589	No additional comments provided by patient.
596	Good service.
600	Everything went fine.
602	They were good but so expensive! Very helpful.