



San Marcos Hays County EMS
2061 Clovis Barker, Unit 10B
San Marcos, TX 78666

PO Box 641
San Marcos, TX 78667

North Hays County ESD #1 Board Report January 19th, 2021

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North Hays County ESD #1
 Dripping Springs, TX

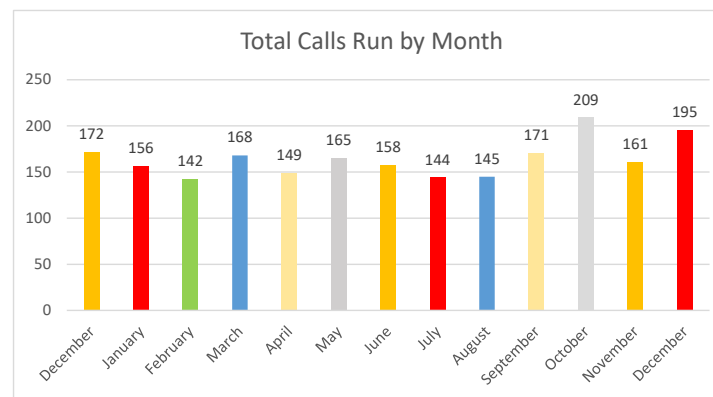
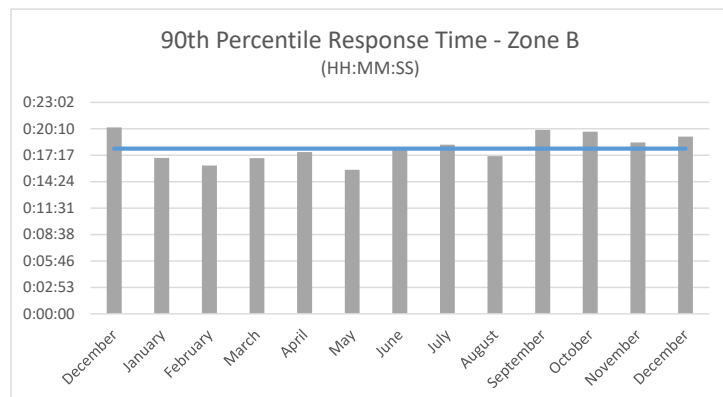
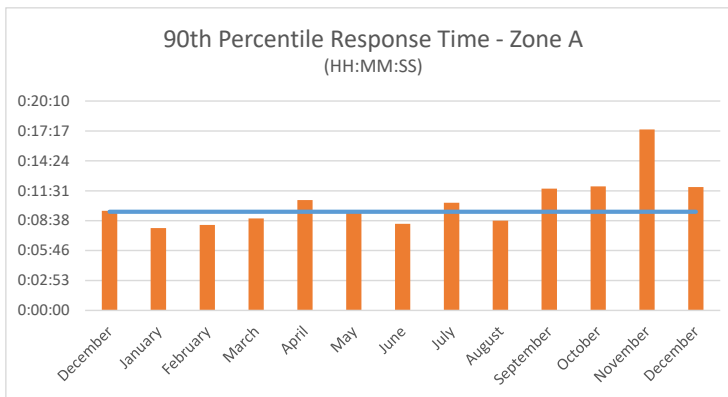
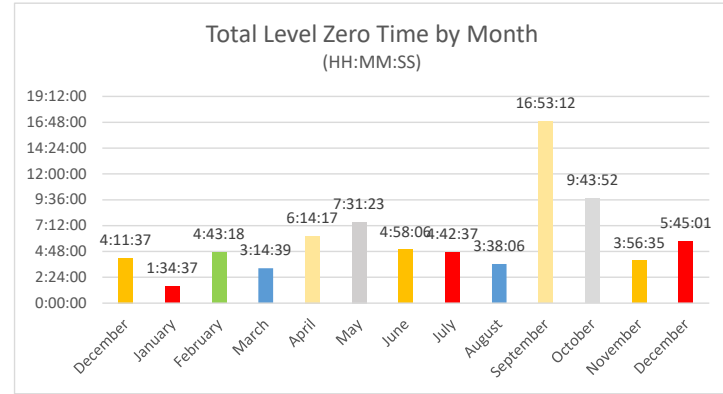
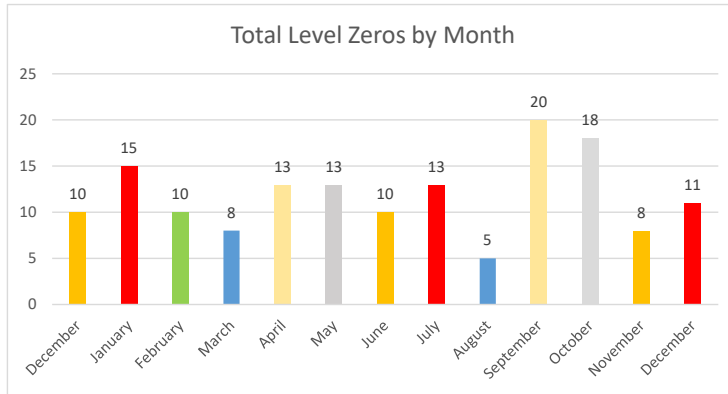
Below is the summary of emergency service provided to the North Hays County ESD #1 by San Marcos Hays County EMS for December 2020.

		December		November		October	
Number of Calls per Unit		Total	195	Total	160	Total	209
		M71	70	M71	55	M71	60
		M72	79	M72	60	M72	94
		M73	46	M73	45	M73	54
		Backfill	0	Backfill	0	Backfill	1
Number of Patient Transports		Total	104	Total	93	Total	130
		M71	38	M71	27	M71	35
		M72	47	M72	41	M72	59
		M73	19	M73	25	M73	36
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Average Response Times (HH:MM:SS)		Overall	00:09:57	Overall	00:11:04	Overall	00:09:28
		M71	00:10:41	M71	00:14:03	M71	00:10:52
		M72	00:09:48	M72	00:09:37	M72	00:08:49
		M73	00:09:02	M73	00:09:04	M73	00:09:06
		Backfill	N/A	Backfill	00:00:00	Backfill	00:07:59
Median Response Times (HH:MM:SS)		Overall	00:08:29	Overall	00:08:37	Overall	00:08:40
		M71	00:08:47	M71	00:11:10	M71	00:10:06
		M72	00:08:31	M72	00:08:21	M72	00:08:05
		M73	00:06:28	M73	00:06:54	M73	00:08:46
		Backfill	N/A	Backfill	00:00:00	Backfill	00:07:59
90th Percentile Response Times (HH:MM:SS)		Overall	00:17:36	Overall	00:17:26	Overall	00:16:08
		M71	00:18:08	M71	00:18:43	M71	00:18:46
		M72	00:15:08	M72	00:14:34	M72	00:13:11
		M73	00:19:00	M73	00:16:55	M73	00:15:37
		Backfill	N/A	Backfill	00:00:00	Backfill	00:07:59
Zone A Call Volume		91		82		103	
Zone A Average		0:08:40		0:09:03		0:08:33	
Zone A 90th Percentile	00:09:30	0:11:53		0:17:25		0:11:56	
Zone B Call Volume		82		61		83	
Zone B Average		0:12:58		0:12:50		0:13:09	
Zone B 90th Percentile	00:18:00	0:19:19		0:18:40		0:19:51	
Calls Outside of ESD #1		3 - Wimberley		1 - Wimberley		2 - Wimberley	

Respectfully submitted,

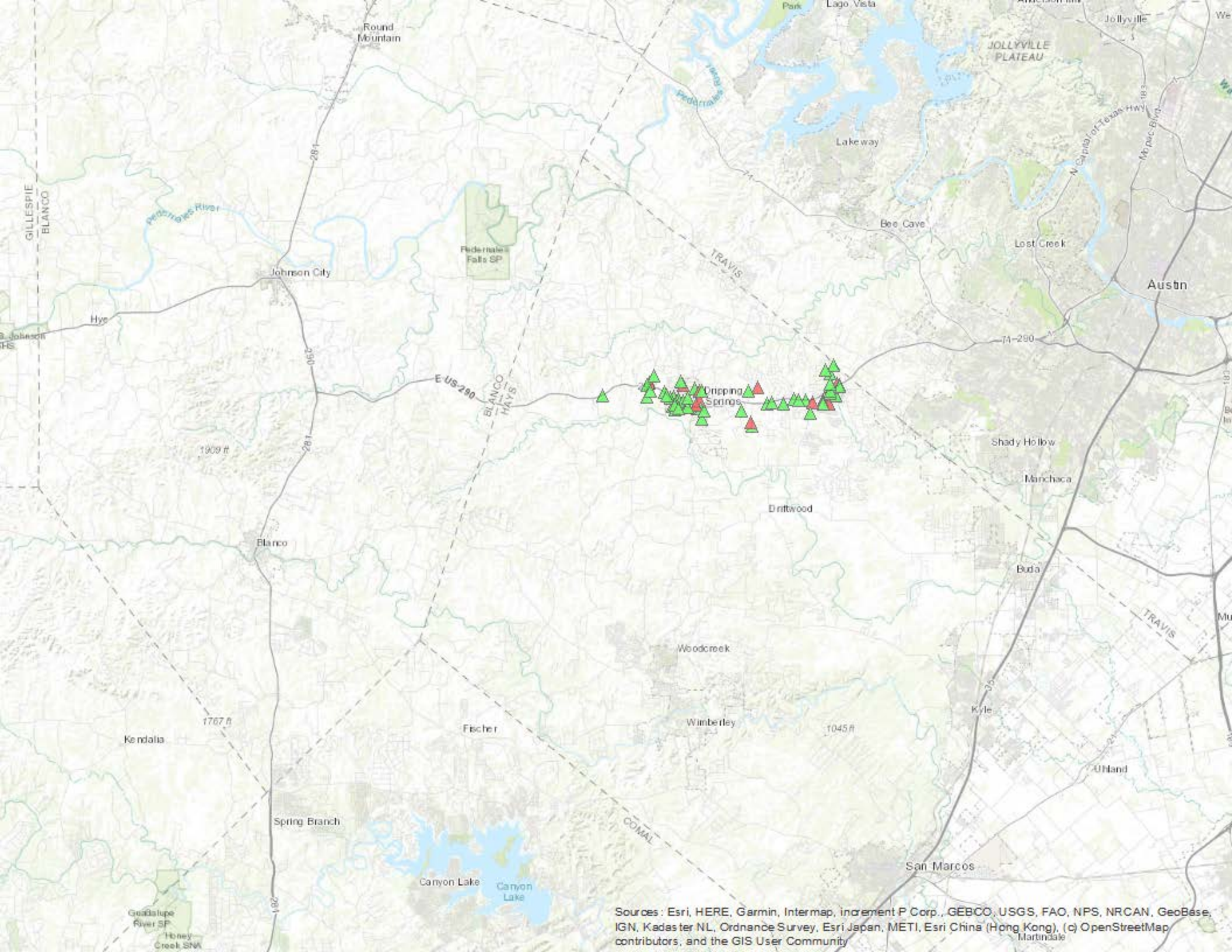
Chief David G. Smith Jr.

NHC ESD #1 Primary Coverage Area Level Zero Data December 1st, 2019 to December 31st, 2020

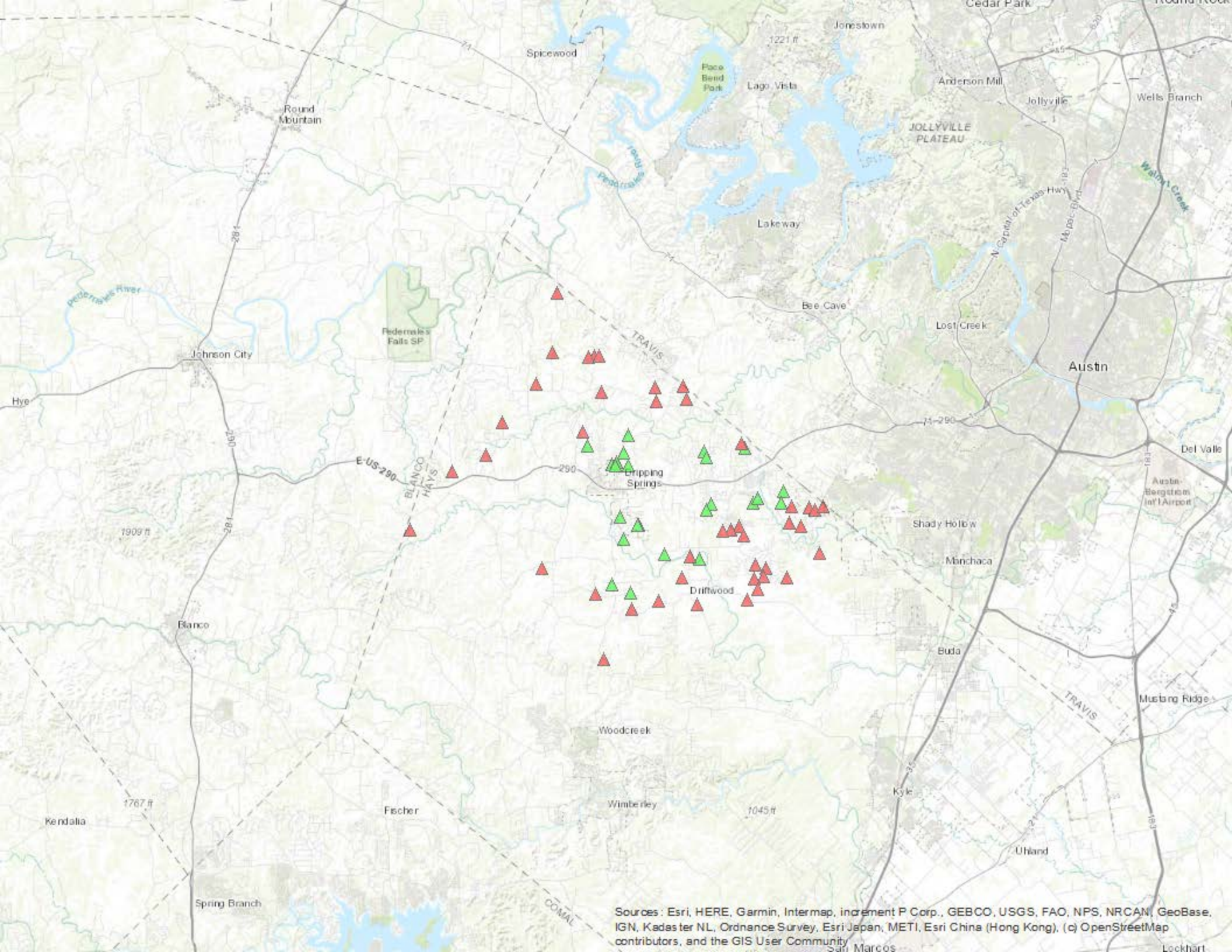


90th Percentile Response Times				
		Overall	Zone A	Zone B
Benchmark			0:09:30	0:18:00
2020	December	0:17:36	0:11:53	0:19:19
	November	0:17:26	0:17:25	0:18:40
	October	0:16:08	0:11:56	0:19:51
	September	0:16:05	0:11:43	0:20:02
	August	0:14:17	0:08:38	0:17:11
	July	0:16:42	0:10:22	0:18:26
	June	0:17:01	0:08:20	0:18:01
	May	0:14:24	0:09:28	0:15:42
	April	0:15:51	0:10:38	0:17:37
	March	0:14:47	0:08:52	0:16:58
	February	0:13:15	0:08:14	0:16:10
	January	0:16:08	0:07:56	0:16:59
2019	December	0:17:27	0:09:35	0:20:19
	November	0:16:16	0:08:45	0:19:53
	October	0:15:58	0:09:07	0:20:23
	September	0:14:55	0:10:32	0:16:22
	August	0:15:08	0:10:02	0:16:23
	July	0:13:39	0:08:44	0:16:12
	June	0:15:20	0:10:19	0:17:14
	May	0:15:49	0:09:01	0:18:29
	April	0:16:39	0:09:06	0:19:08
	March	0:15:22	0:08:27	0:18:34
	February	0:14:54	0:12:00	0:17:46
	January	0:17:15	0:08:57	0:18:39
2018	December	0:15:19	0:08:51	0:16:47
	November	0:15:10	0:09:20	0:19:46
	October	0:15:24	0:10:06	0:19:47
	September	0:16:26	0:08:40	0:19:50
	August	0:17:04	0:12:10	0:18:48
	July	0:14:53	0:09:49	0:17:53
	June	0:15:14	0:09:18	0:17:39
	May	0:16:14	0:09:41	0:18:04
	April	0:14:59	0:11:21	0:19:13
	March	0:18:14	0:10:23	0:20:34
	February	0:17:25	0:09:40	0:19:58
	January	0:16:21	0:12:10	0:22:11

New CAD System - See
Extended Response Time
for Documentation

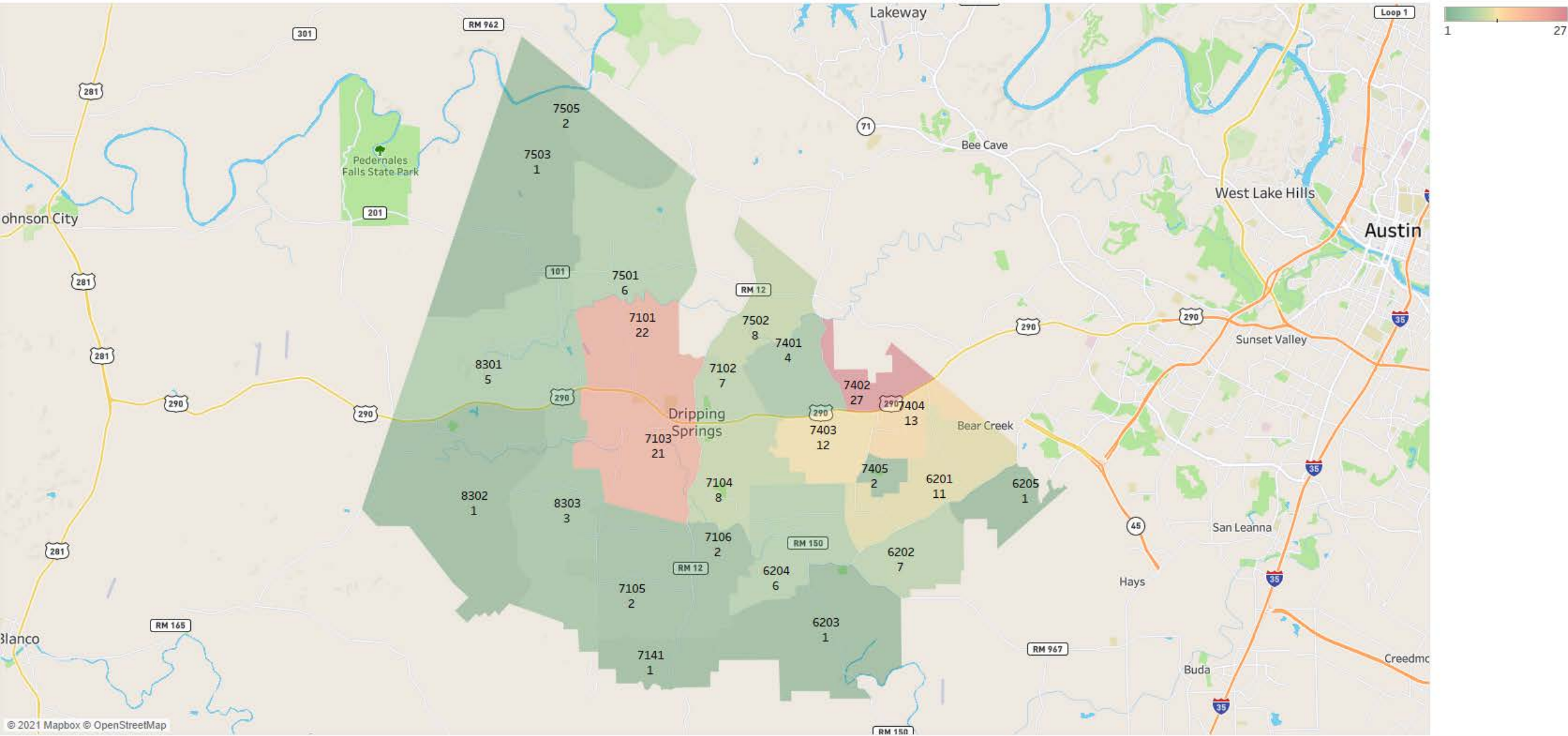


Sources: Esri, HERE, Garmin, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), (c) OpenStreetMap contributors, and the GIS User Community



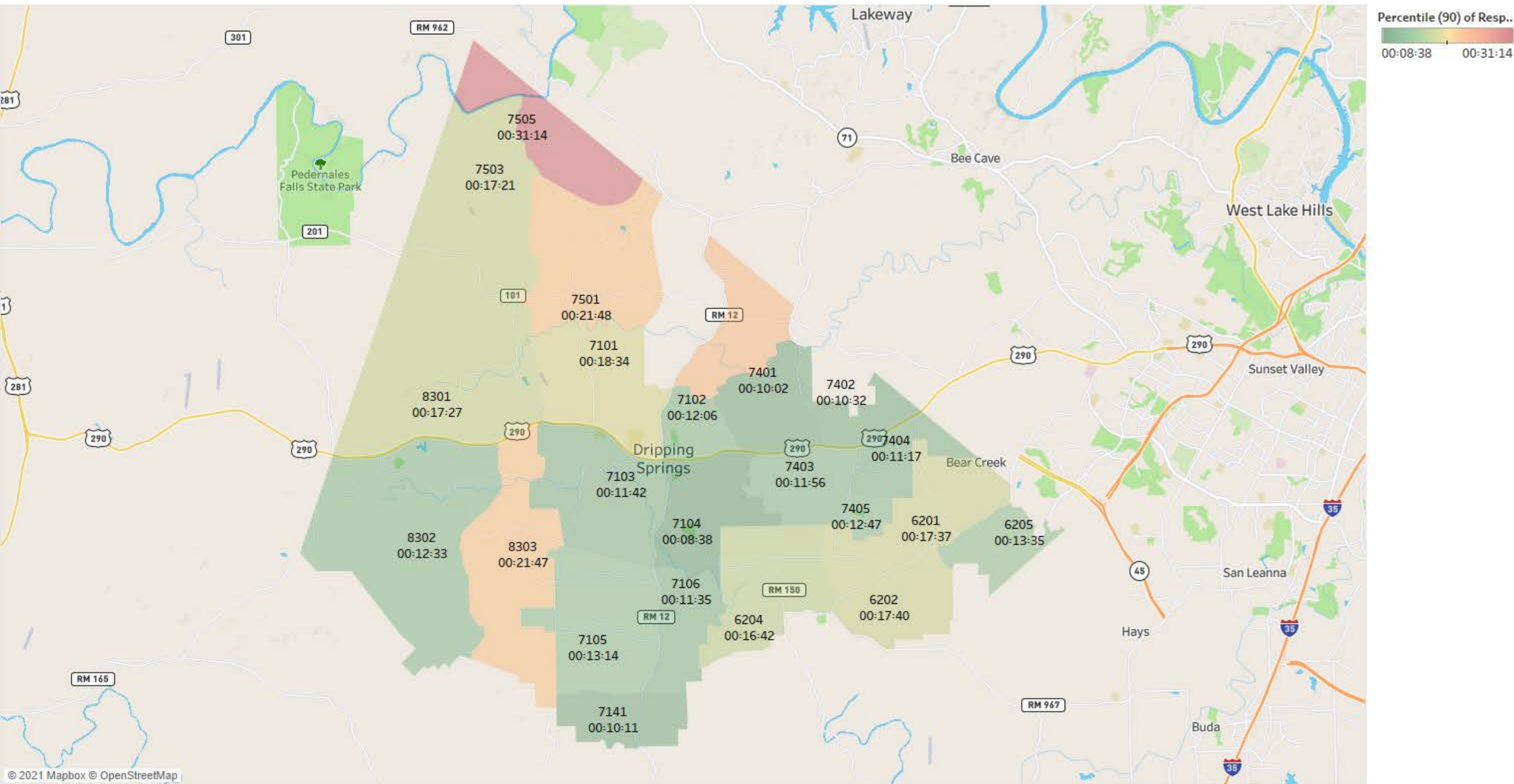
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Number of Calls by Box



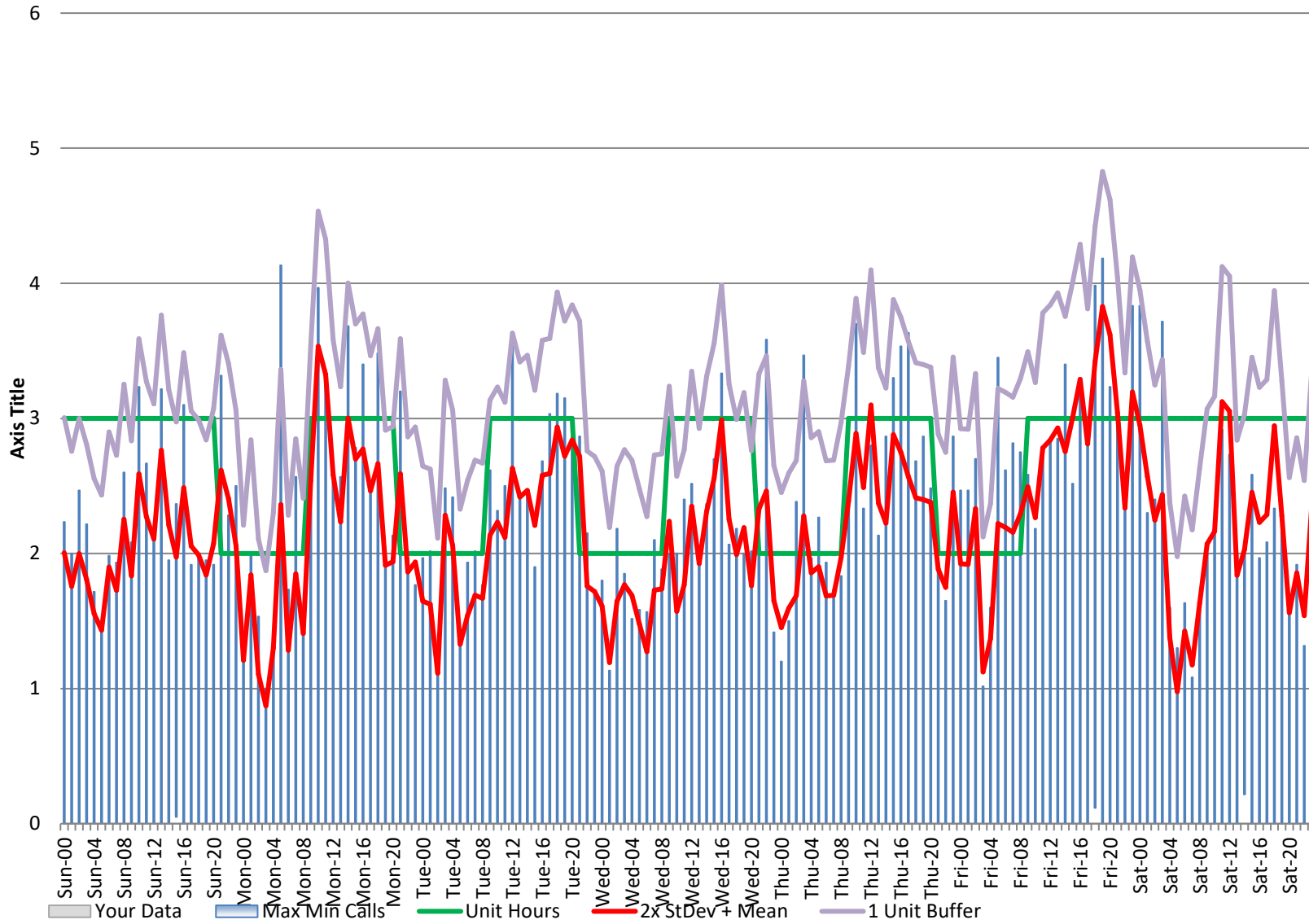
Map based on Longitude (generated) and Latitude (generated). Color shows sum of Number of Records. The marks are labeled by Box Number1 and sum of Number of Records.

90th Percentile Response Times by Box



Map based on Longitude (generated) and Latitude (generated). Color shows percentile of Response. The marks are labeled by Box Number1 and percentile of Response. The view is filtered on Box Number1, which excludes 6203.

7-Day View Demand Consumption Chart from Sunday, Aug 23, 2020 - Saturday, Jan 9, 2021



San Marcos Hays County EMS

San Marcos, TX

Client 6585



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Lansing, Mi 48096

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EMS System Report

October 1, 2020 to December 31, 2020

Division: North Hays County ESD #1

Your Score

95.54

Number of Your Patients in this Report

32

Number of Patients in this Report

18,721

Number of Transport Services in All EMS DB

168





Executive Summary

This report contains data from **32 San Marcos Hays County EMS** patients who returned a questionnaire between **10/01/2020** and **12/31/2020**.

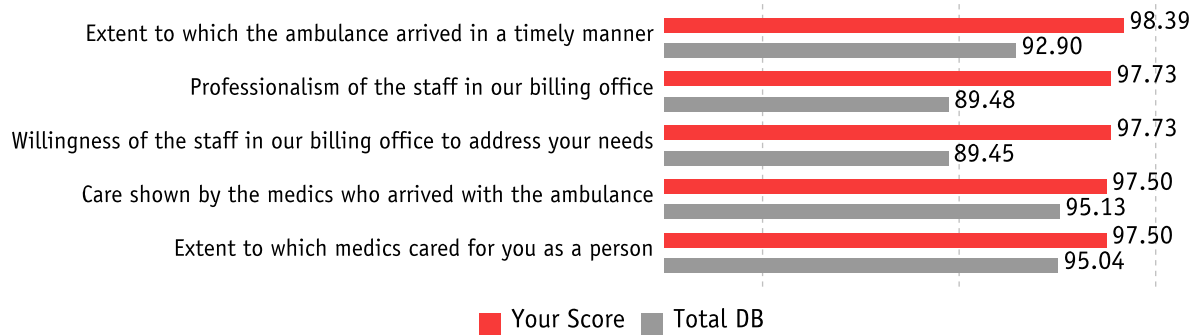
The overall mean score for the standard questions was **95.54**; this is a difference of **2.06** points from the overall EMS database score of **93.48**.

The current score of **95.54** is a change of **-1.46** points from last period's score of **97.00**. This was the **29th** highest overall score for all companies in the database.

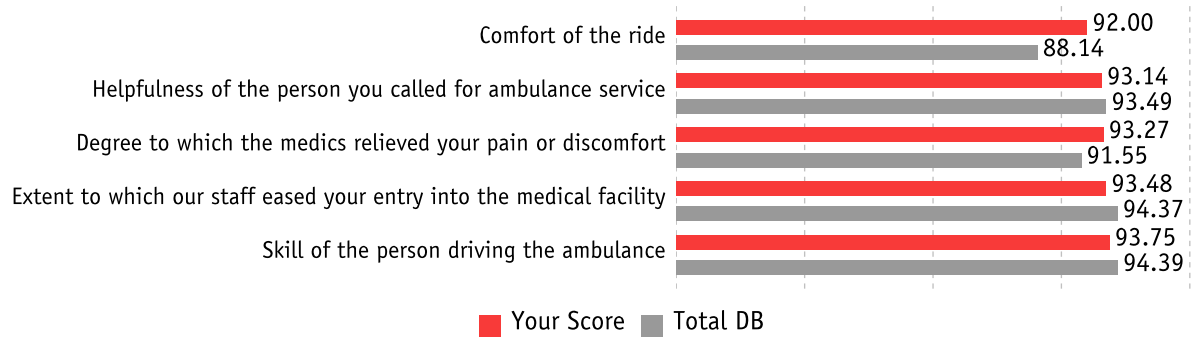
You are ranked **18th** for comparably sized companies in the system.

84.25% of responses to standard questions had a rating of Very Good, the highest rating. **99.84%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

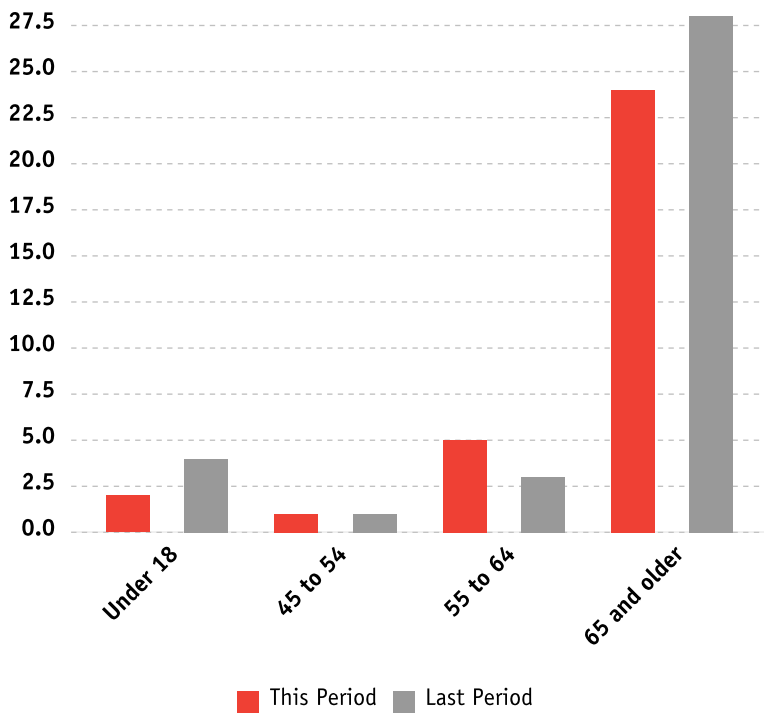




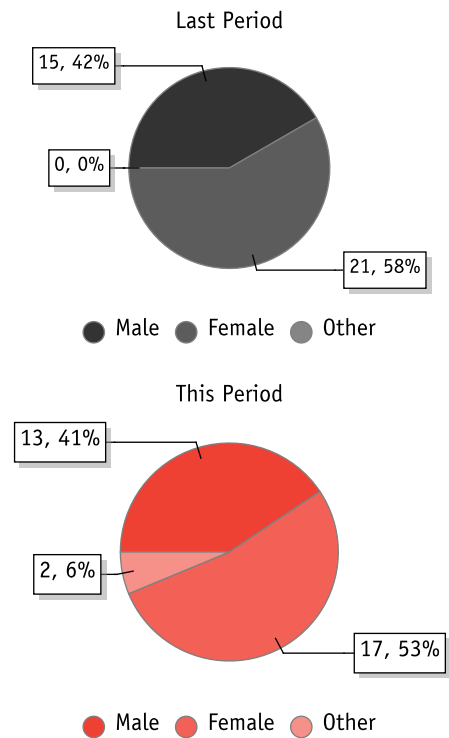
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	4	3	1	0	2	1	1	0
45 to 54	1	0	1	0	1	0	1	0
55 to 64	3	2	1	0	5	2	3	0
65 and older	28	10	18	0	24	10	12	2
Total	36	15	21	0	32	13	17	2

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



Overall Section Score





Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	95.45	-2.31	93.14	93.49
Concern shown by the person you called for ambulance service	95.45	0.24	95.69	93.26
Extent to which you were told what to do until the ambulance arrived	96.21	-1.02	95.19	92.08

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.14	6.25	98.39	92.90
Cleanliness of the ambulance	96.43	-0.13	96.30	95.26
Comfort of the ride	93.75	-1.75	92.00	88.14
Skill of the person driving the ambulance	97.32	-3.57	93.75	94.39

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	97.86	-0.36	97.50	95.13
Degree to which the medics took your problem seriously	98.57	-1.90	96.67	95.00
Degree to which the medics listened to you and/or your family	98.57	-3.41	95.16	94.64
Skill of the medics	98.57	-1.90	96.67	95.02
Extent to which the medics kept you informed about your treatment	98.48	-2.94	95.54	93.41
Extent to which medics included you in the treatment decisions (if applicable)	95.16	1.96	97.12	93.34
Degree to which the medics relieved your pain or discomfort	98.33	-5.06	93.27	91.55
Medics' concern for your privacy	97.79	-2.10	95.69	94.20
Extent to which medics cared for you as a person	97.79	-0.29	97.50	95.04

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	95.00	2.73	97.73	89.48
Willingness of the staff in our billing office to address your needs	97.50	0.23	97.73	89.45



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.33	-3.14	95.19	94.39
Extent to which our staff eased your entry into the medical facility	99.00	-5.52	93.48	94.37
Appropriateness of Emergency Medical Transportation treatment	97.12	-2.55	94.57	94.23
Extent to which the services received were worth the fees charged	96.25	-2.20	94.05	89.59
Overall rating of the care provided by our Emergency Medical Transportation	97.41	-2.62	94.79	94.44
Likelihood of recommending this ambulance service to others	98.33	-2.18	96.15	93.98



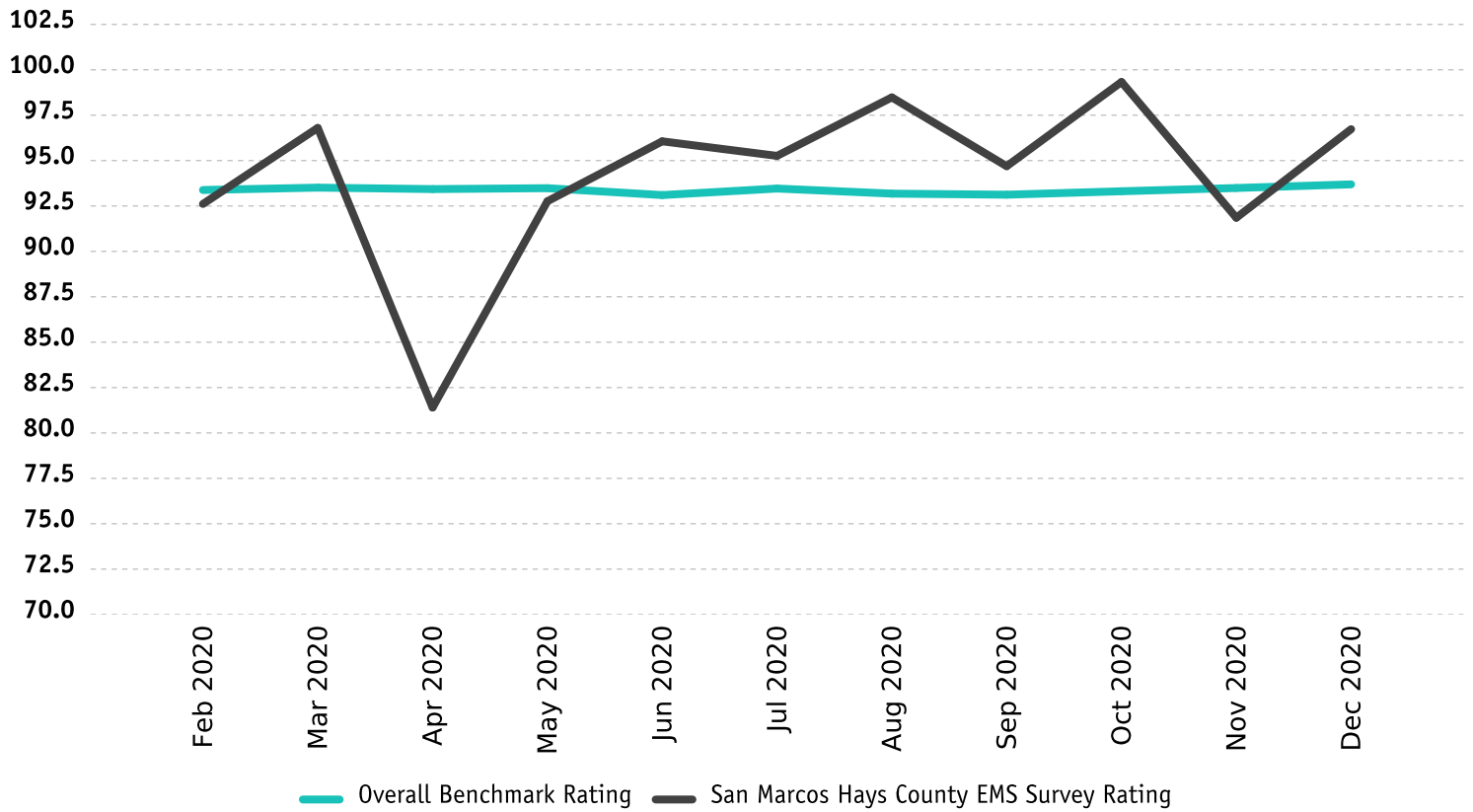
Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Helpfulness of the person you called for ambulance service	100.00	92.50	95.83	85.42	90.91	95.65	93.75	96.25	94.44	100.00	93.75	86.22
Concern shown by the person you called for ambulance service	100.00	95.00	93.18	88.46	89.29	93.48	93.75	96.25	94.44	100.00	93.75	94.44
Extent to which you were told what to do until the ambulance arrived	100.00	97.22	87.50	82.69	90.48	91.30	93.75	97.50	94.44	100.00	95.00	90.63
Extent to which the ambulance arrived in a timely manner	94.44	88.89	98.08	87.50	88.64	94.23	93.75	93.18	88.89	100.00	95.83	100.00
Cleanliness of the ambulance	100.00	96.43	100.00	94.23	88.75	97.37	100.00	97.06	93.75	100.00	93.18	97.73
Comfort of the ride	96.43	95.00	97.73	84.62	78.95	89.71	100.00	92.65	93.75	93.75	85.00	97.73
Skill of the person driving the ambulance	100.00	90.63	97.73	84.62	87.50	97.06	100.00	98.53	93.75	93.75	88.89	97.73
Care shown by the medics who arrived with the ambulance	100.00	96.88	100.00	77.08	96.74	98.00	95.00	98.81	97.22	100.00	93.18	100.00
Degree to which the medics took your problem seriously	97.50	97.22	92.93	77.08	97.83	98.00	95.00	100.00	97.22	100.00	90.91	100.00
Degree to which the medics listened to you and/or your family	97.50	94.44	91.14	77.08	97.83	98.00	95.00	100.00	97.22	100.00	88.64	97.73
Skill of the medics	97.50	93.75	100.00	77.08	96.74	98.00	95.00	100.00	97.22	100.00	92.50	97.73
Extent to which the medics kept you informed about your treatment	97.50	88.89	100.00	71.00	94.57	96.88	95.00	98.75	100.00	96.88	90.00	100.00
Extent to which medics included you in the treatment decisions (if	96.88	92.86	97.92	69.00	93.75	96.74	90.00	98.53	91.67	95.83	95.00	100.00
Degree to which the medics relieved your pain or discomfort	95.00	93.75	97.92	69.00	93.75	94.00	100.00	100.00	94.44	100.00	87.50	94.44
Medics' concern for your privacy	97.50	91.67	100.00	73.08	89.77	97.92	90.00	100.00	97.22	100.00	90.91	97.50
Extent to which medics cared for you as a person	97.22	97.22	100.00	75.23	95.45	98.00	90.00	100.00	97.22	100.00	93.18	100.00
Professionalism of the staff in our billing office	100.00	100.00	85.00	58.33	90.00	90.91	100.00	100.00	83.33	100.00	93.75	100.00
Willingness of the staff in our billing office to address your needs	100.00	100.00	85.00	50.14	88.89	93.18	100.00	100.00	91.67	100.00	93.75	100.00
How well did our staff work together to care for you	100.00	90.63	100.00	97.50	95.65	97.62	93.75	100.00	96.88	100.00	90.00	97.50
Extent to which our staff eased your entry into the medical facility	100.00	85.71	100.00	94.44	96.25	97.37	100.00	100.00	96.88	100.00	90.63	93.18
Appropriateness of Emergency Medical Transportation treatment	97.50	87.50	100.00	91.67	93.75	96.25	100.00	100.00	90.63	100.00	90.63	95.45
Extent to which the services received were worth the fees charged	93.75	85.00	90.00	81.38	92.50	96.05	100.00	100.00	89.29	100.00	93.75	92.50
Overall rating of the care provided by our Emergency Medical Transportation	97.22	89.29	100.00	97.50	96.43	97.73	95.00	100.00	93.75	100.00	91.67	95.45
Likelihood of recommending this ambulance service to others	100.00	89.29	97.92	97.50	95.00	96.59	95.00	100.00	96.88	100.00	93.75	95.45
Your Master Score	97.99	92.61	96.80	81.40	92.76	96.06	95.26	98.48	94.69	99.33	91.85	96.73
Your Total Responses	10	11	14	14	23	26	5	23	9	9	12	11



Monthly tracking of Overall Survey Score





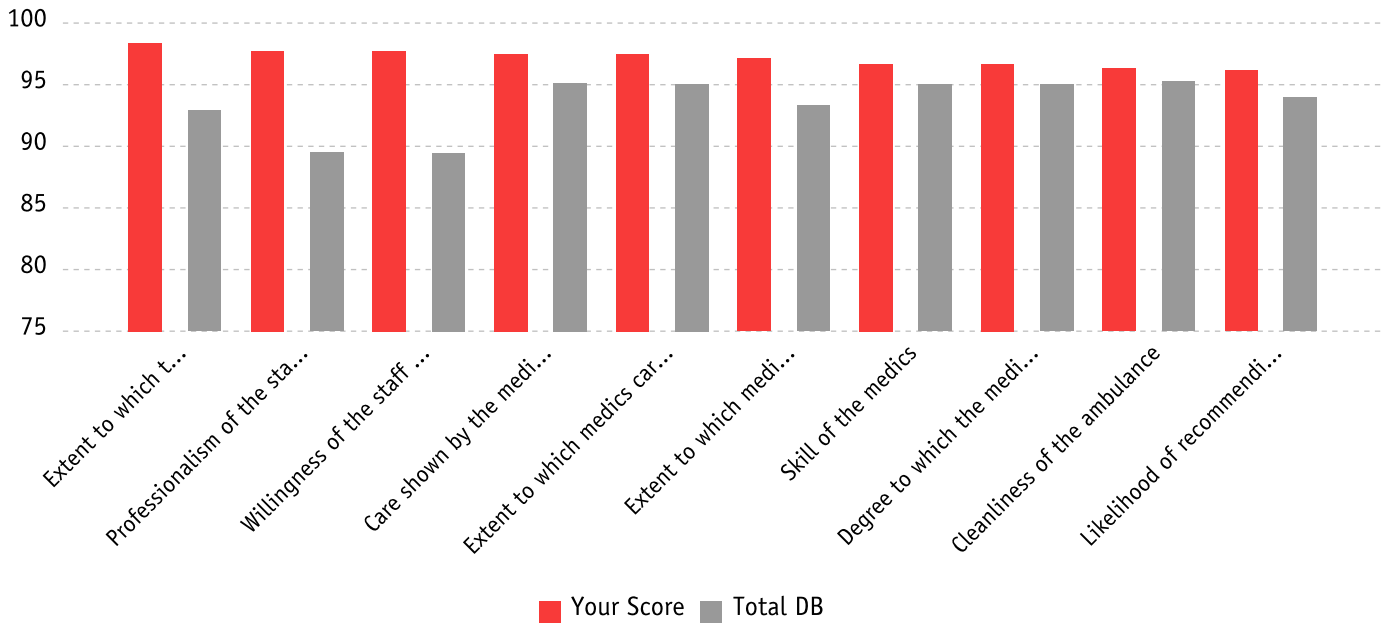
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the ambulance arrived in a timely manner	92.14	98.39	6.24	92.90
Professionalism of the staff in our billing office	95.00	97.73	2.73	89.48
Extent to which medics included you in the treatment decisions (if applicable)	95.16	97.12	1.95	93.34
Concern shown by the person you called for ambulance service	95.45	95.69	0.24	93.26
Willingness of the staff in our billing office to address your needs	97.50	97.73	0.23	89.45
Decreases				
Extent to which our staff eased your entry into the medical facility	99.00	93.48	-5.52	94.37
Degree to which the medics relieved your pain or discomfort	98.33	93.27	-5.06	91.55
Skill of the person driving the ambulance	97.32	93.75	-3.57	94.39
Degree to which the medics listened to you and/or your family	98.57	95.16	-3.41	94.64
How well did our staff work together to care for you	98.33	95.19	-3.14	94.39
Extent to which the medics kept you informed about your treatment	98.48	95.54	-2.95	93.41
Overall rating of the care provided by our Emergency Medical Transportation service	97.41	94.79	-2.62	94.44
Appropriateness of Emergency Medical Transportation treatment	97.12	94.57	-2.55	94.23
Helpfulness of the person you called for ambulance service	95.45	93.14	-2.32	93.49
Extent to which the services received were worth the fees charged	96.25	94.05	-2.20	89.59



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which the ambulance arrived in a timely manner	98.39	5.49	92.90
Professionalism of the staff in our billing office	97.73	8.25	89.48
Willingness of the staff in our billing office to address your needs	97.73	8.28	89.45
Care shown by the medics who arrived with the ambulance	97.50	2.37	95.13
Extent to which medics cared for you as a person	97.50	2.46	95.04
Extent to which medics included you in the treatment decisions (if applicable)	97.12	3.78	93.34
Skill of the medics	96.67	1.64	95.02
Degree to which the medics took your problem seriously	96.67	1.67	95.00
Cleanliness of the ambulance	96.30	1.03	95.26
Likelihood of recommending this ambulance service to others	96.15	2.18	93.98





Key Drivers — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Professionalism of the staff in our billing office	97.73	.99769445
Willingness of the staff in our billing office to address your needs	97.73	.99769445
Degree to which the medics listened to you and/or your family	95.16	.913463805
Cleanliness of the ambulance	96.30	.912302557
Extent to which medics cared for you as a person	97.50	.895959506
How well did our staff work together to care for you	95.19	.864607624
Medics' concern for your privacy	95.69	.860364346
Extent to which the medics kept you informed about your treatment	95.54	.858567126
Appropriateness of Emergency Medical Transportation treatment	94.57	.807087658
Extent to which the ambulance arrived in a timely manner	98.39	.791891463
Degree to which the medics took your problem seriously	96.67	.791500458
Care shown by the medics who arrived with the ambulance	97.50	.787243061
Extent to which the services received were worth the fees charged	94.05	.775598803
Degree to which the medics relieved your pain or discomfort	93.27	.770143732
Extent to which our staff eased your entry into the medical facility	93.48	.769907737
Comfort of the ride	92.00	.751069764
Skill of the medics	96.67	.736275042
Extent to which medics included you in the treatment decisions (if applicable)	97.12	.68486659
Concern shown by the person you called for ambulance service	95.69	.650687907
Skill of the person driving the ambulance	93.75	.610788295
Extent to which you were told what to do until the ambulance arrived	95.19	.431163777
Helpfulness of the person you called for ambulance service	93.14	.269274739



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	93.14	90.40	93.65	95.69	93.46	91.38	97.97
Concern shown by the person you called for ambulance service	95.69	92.01	93.29	97.55	93.18	92.24	97.97
Extent to which you were told what to do until the ambulance	95.19	89.40	92.33	95.56	91.67	84.82	97.97
Extent to which the ambulance arrived in a timely manner	98.39	90.23	95.74	96.88	91.79	90.32	95.87
Cleanliness of the ambulance	96.30	95.00	97.01	97.69	93.28	93.75	99.57
Comfort of the ride	92.00	82.08	91.57	96.15	88.52	87.13	85.50
Skill of the person driving the ambulance	93.75	92.92	96.26	97.64	93.95	93.33	98.35
Care shown by the medics who arrived with the ambulance	97.50	92.65	97.44	99.06	92.97	96.09	98.91
Degree to which the medics took your problem seriously	96.67	92.96	97.44	98.11	92.63	96.09	98.37
Degree to which the medics listened to you and/or your family	95.16	92.08	97.03	97.64	92.87	91.13	98.15
Skill of the medics	96.67	93.56	97.64	97.13	92.27	95.00	98.90
Extent to which the medics kept you informed about your	95.54	91.25	95.63	97.50	92.80	92.50	97.66
Extent to which medics included you in the treatment decisions (if	97.12	89.41	96.54	96.88	90.31	91.25	97.88
Degree to which the medics relieved your pain or discomfort	93.27	88.03	92.95	96.35	87.33	88.50	93.54
Medics' concern for your privacy	95.69	92.02	95.62	98.44	93.08	93.52	97.79
Extent to which medics cared for you as a person	97.50	93.69	97.39	98.50	94.13	93.97	99.26
Professionalism of the staff in our billing office	97.73	89.50	92.35	98.08	84.76	95.59	0
Willingness of the staff in our billing office to address your needs	97.73	89.29	92.13	97.92	83.15	96.88	0
How well did our staff work together to care for you	95.19	93.62	96.78	98.44	92.71	91.38	98.30
Extent to which our staff eased your entry into the medical facility	93.48	93.56	96.43	98.37	91.41	89.42	98.77
Appropriateness of Emergency Medical Transportation treatment	94.57	92.29	96.95	97.40	90.35	92.59	99.01
Extent to which the services received were worth the fees charged	94.05	88.11	93.46	96.09	82.20	80.25	50.00
Overall rating of the care provided by our Emergency Medical	94.79	92.93	96.56	97.96	91.45	92.86	99.07
Likelihood of recommending this ambulance service to others	96.15	92.75	96.43	98.91	91.57	91.70	98.65
Overall score	94.57	91.35	95.59	97.49	91.28	91.72	97.64
National Rank	29	70	19	4	71	66	3
Comparable Size (Small) Company Rank	18	33	12	3	34	31	2



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Helpfulness of the person you called for ambulance service	93.14	93.49	93.29	93.93
Concern shown by the person you called for ambulance service	95.69	93.26	93.19	93.78
Extent to which you were told what to do until the ambulance	95.19	92.08	91.72	93.24
Extent to which the ambulance arrived in a timely manner	98.39	92.90	93.14	93.58
Cleanliness of the ambulance	96.30	95.26	95.34	95.98
Comfort of the ride	92.00	88.14	88.72	90.15
Skill of the person driving the ambulance	93.75	94.39	94.53	95.08
Care shown by the medics who arrived with the ambulance	97.50	95.13	95.23	95.46
Degree to which the medics took your problem seriously	96.67	95.00	95.05	95.31
Degree to which the medics listened to you and/or your family	95.16	94.64	94.86	95.22
Skill of the medics	96.67	95.02	95.36	95.56
Extent to which the medics kept you informed about your	95.54	93.41	93.51	94.12
Extent to which medics included you in the treatment decisions	97.12	93.34	93.68	93.82
Degree to which the medics relieved your pain or discomfort	93.27	91.55	91.44	92.20
Medics' concern for your privacy	95.69	94.20	94.22	94.85
Extent to which medics cared for you as a person	97.50	95.04	95.30	95.27
Professionalism of the staff in our billing office	97.73	89.48	89.97	90.68
Willingness of the staff in our billing office to address your	97.73	89.45	89.96	90.69
How well did our staff work together to care for you	95.19	94.39	94.44	94.72
Extent to which our staff eased your entry into the medical	93.48	94.37	94.33	94.93
Appropriateness of Emergency Medical Transportation treatment	94.57	94.23	94.22	94.76
Extent to which the services received were worth the fees	94.05	89.59	89.49	90.27
Overall rating of the care provided by our Emergency Medical	94.79	94.44	94.51	94.68
Likelihood of recommending this ambulance service to others	96.15	93.98	93.88	94.44
Number of Surveys for the period	32			
Overall Score	95.54	93.20	93.31	93.86



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
Overall Facility Rating	95.29	92.23
Dispatch	94.61	92.02
Helpfulness of the person you called for ambulance service	94.77	92.67
Concern shown by the person you called for ambulance service	94.86	92.43
Extent to which you were told what to do until the ambulance	94.21	90.97
Ambulance	94.16	91.86
Extent to which the ambulance arrived in a timely manner	93.18	92.07
Cleanliness of the ambulance	96.49	94.31
Comfort of the ride	91.34	87.42
Skill of the person driving the ambulance	95.62	93.66
Medic	96.34	93.19
Care shown by the medics who arrived with the ambulance	97.16	94.20
Degree to which the medics took your problem seriously	96.96	94.12
Degree to which the medics listened to you and/or your family	96.58	93.82
Skill of the medics	97.01	94.21
Extent to which the medics kept you informed about your treatment	95.96	92.41
Extent to which medics included you in the treatment decisions (if	95.82	92.19
Degree to which the medics relieved your pain or discomfort	94.36	90.50
Medics' concern for your privacy	96.17	93.18
Extent to which medics cared for you as a person	97.08	94.09
Billing Staff Assessment	90.82	88.6


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	95.29	92.23
Billing Staff Assessment	90.82	88.6
Professionalism of the staff in our billing office	90.99	88.56
Willingness of the staff in our billing office to address your needs	90.64	88.65
Overall Assessment	96.28	92.36
How well did our staff work together to care for you	97.31	93.34
Extent to which our staff eased your entry into the medical facility	96.92	93.49
Appropriateness of Emergency Medical Transportation treatment	96.40	93.25
Extent to which the services received were worth the fees charged	93.35	87.61
Overall rating of the care provided by our Emergency Medical	96.82	93.41
Likelihood of recommending this ambulance service to others	96.88	93.03



Top Box Comparisons

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	1	0	10	86	519	84.25%	78.76%
Dispatch	1	0	1	12	70	83.33%	77.38%
Helpfulness of the person you called for ambulance service	1	0	0	4	24	82.76%	78.94%
Concern shown by the person you called for ambulance service	0	0	0	5	24	82.76%	77.90%
Extent to which you were told what to do until the ambulance arrived	0	0	1	3	22	84.62%	75.30%
Ambulance	0	0	1	18	88	82.24%	76.88%
Extent to which the ambulance arrived in a timely manner	0	0	0	2	29	93.55%	77.45%
Cleanliness of the ambulance	0	0	0	4	23	85.19%	82.84%
Comfort of the ride	0	0	1	6	18	72.00%	66.47%
Skill of the person driving the ambulance	0	0	0	6	18	75.00%	80.76%
Medic	0	0	6	28	226	86.92%	82.00%
Care shown by the medics who arrived with the ambulance	0	0	1	1	28	93.33%	84.51%
Degree to which the medics took your problem seriously	0	0	1	2	27	90.00%	84.67%
Degree to which the medics listened to you and/or your family	0	0	2	2	27	87.10%	83.67%
Skill of the medics	0	0	0	4	26	86.67%	83.81%
Extent to which the medics kept you informed about your treatment	0	0	1	3	24	85.71%	79.67%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	1	0	10	86	519	84.25%	78.76%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	3	23	88.46%	79.92%
Degree to which the medics relieved your pain or discomfort	0	0	1	5	20	76.92%	75.84%
Medics' concern for your privacy	0	0	0	5	24	82.76%	80.99%
Extent to which medics cared for you as a person	0	0	0	3	27	90.00%	84.91%
Billing Staff Assessment	0	0	0	2	20	90.91%	66.14%
Professionalism of the staff in our billing office	0	0	0	1	10	90.91%	65.92%
Willingness of the staff in our billing office to address your needs	0	0	0	1	10	90.91%	66.37%
Overall Assessment	0	0	2	26	115	80.42%	80.04%
How well did our staff work together to care for you	0	0	1	3	22	84.62%	81.69%
Extent to which our staff eased your entry into the medical facility	0	0	1	4	18	78.26%	81.50%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	5	18	78.26%	81.19%
Extent to which the services received were worth the fees charged	0	0	0	5	16	76.19%	71.26%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	5	19	79.17%	82.54%
Likelihood of recommending this ambulance service to others	0	0	0	4	22	84.62%	82.05%