

Hot Springs

Hot Springs, AR
Client 6525



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EMS System Report

October 1, 2017 to December 31, 2017

Your Score

90.90

Number of Your Patients in this Report

347

Number of Patients in this Report

17,847

Number of Transport Services in All EMS DB

143





Executive Summary

This report contains data from **347 Hot Springs** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

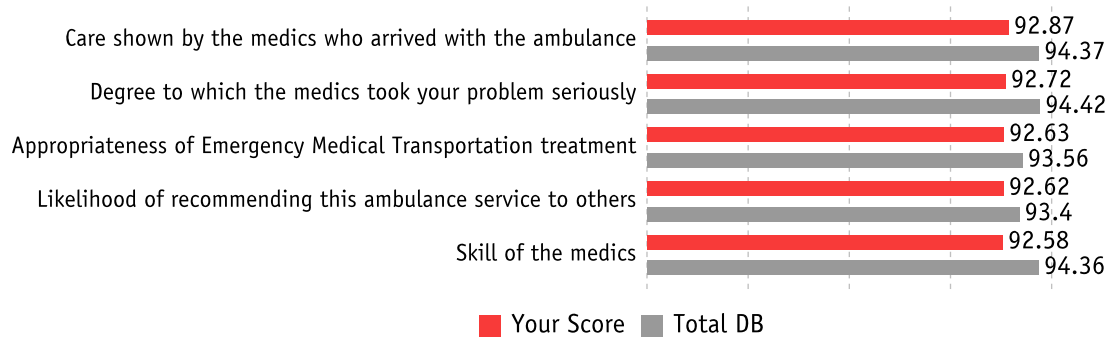
The overall mean score for the standard questions was **90.90**; this is a difference of **-1.80** points from the overall EMS database score of **92.70**.

The current score of **90.90** is a change of **-0.69** points from last period's score of **91.59**. This was the **78th** highest overall score for all companies in the database.

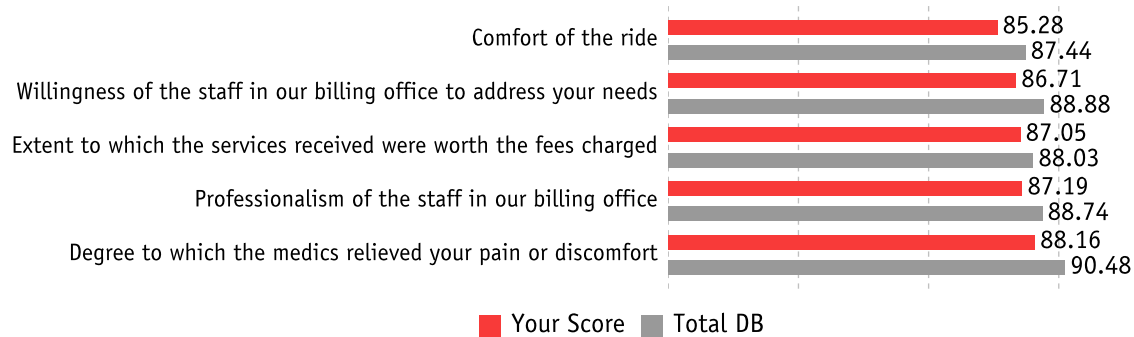
You are ranked **20th** for comparably sized companies in the system.

71.53% of responses to standard questions had a rating of Very Good, the highest rating. **98.44%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

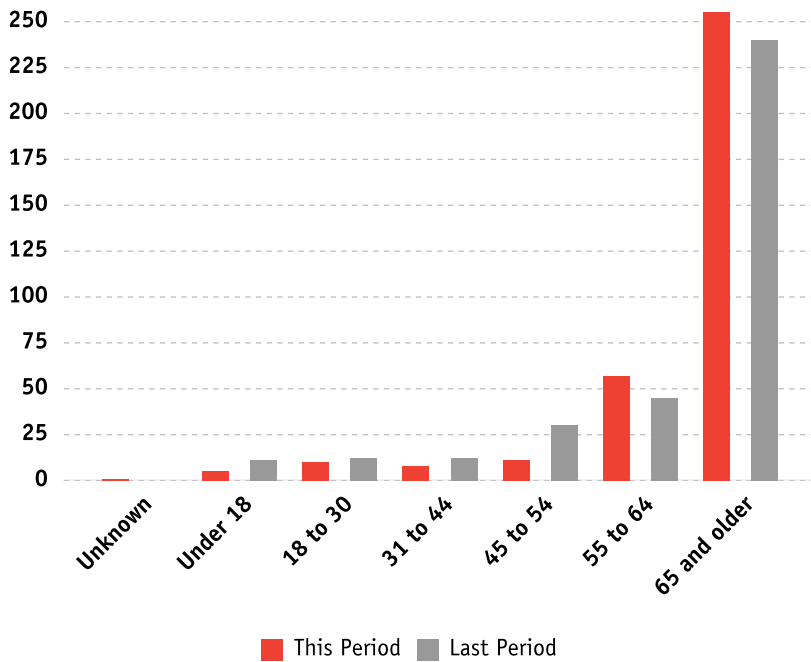




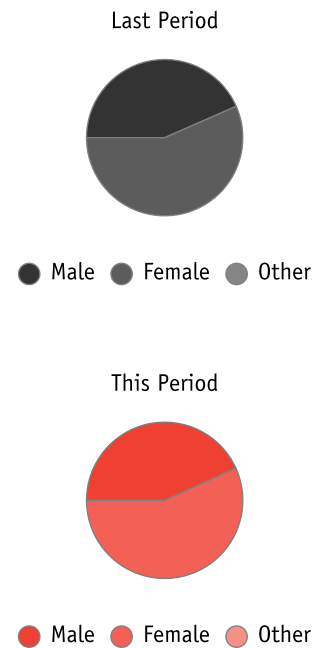
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period			This Period				
	Total	Male	Female	Other	Total	Male	Female	Other
Unknown		0	0	0	1	0	1	0
Under 18	11	2	9	0	5	2	3	0
18 to 30	12	4	8	0	10	3	7	0
31 to 44	12	9	3	0	8	4	4	0
45 to 54	30	14	16	0	11	1	10	0
55 to 64	45	20	25	0	57	27	30	0
65 and older	240	103	137	0	255	113	142	0
Total	350	152	198	0	347	150	197	0

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



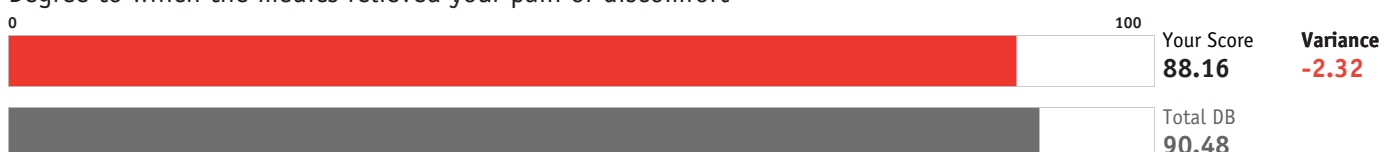
Extent to which the medics kept you informed about your treatment



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	91.82	-0.66	91.16	92.73
Concern shown by the person you called for ambulance service	91.59	0.28	91.87	92.57
Extent to which you were told what to do until the ambulance arrived	89.72	0.23	89.95	91.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.67	-1.38	90.29	92.27
Cleanliness of the ambulance	94.08	-1.87	92.21	94.55
Comfort of the ride	84.51	0.77	85.28	87.44
Skill of the person driving the ambulance	93.85	-1.41	92.44	93.80

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	93.52	-0.65	92.87	94.37
Degree to which the medics took your problem seriously	92.47	0.25	92.72	94.42
Degree to which the medics listened to you and/or your family	93.22	-0.93	92.29	93.98
Skill of the medics	94.09	-1.51	92.58	94.36
Extent to which the medics kept you informed about your treatment	90.92	-0.41	90.51	92.63
Extent to which medics included you in the treatment decisions (if applicable)	90.25	-0.87	89.38	92.48
Degree to which the medics relieved your pain or discomfort	87.76	0.40	88.16	90.48
Medics' concern for your privacy	92.30	-0.89	91.41	93.41
Extent to which medics cared for you as a person	92.72	-0.44	92.28	94.42

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	89.56	-2.37	87.19	88.74
Willingness of the staff in our billing office to address your needs	88.56	-1.85	86.71	88.88

**Question Analysis (Continued)****Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	92.30	-0.42	91.88	93.63
Extent to which our staff eased your entry into the medical facility	92.65	-0.58	92.07	93.74
Appropriateness of Emergency Medical Transportation treatment	93.45	-0.82	92.63	93.56
Extent to which the services received were worth the fees charged	88.13	-1.08	87.05	88.03
Overall rating of the care provided by our Emergency Medical Transportation	93.30	-1.65	91.65	93.69
Likelihood of recommending this ambulance service to others	92.42	0.20	92.62	93.40

Hot Springs
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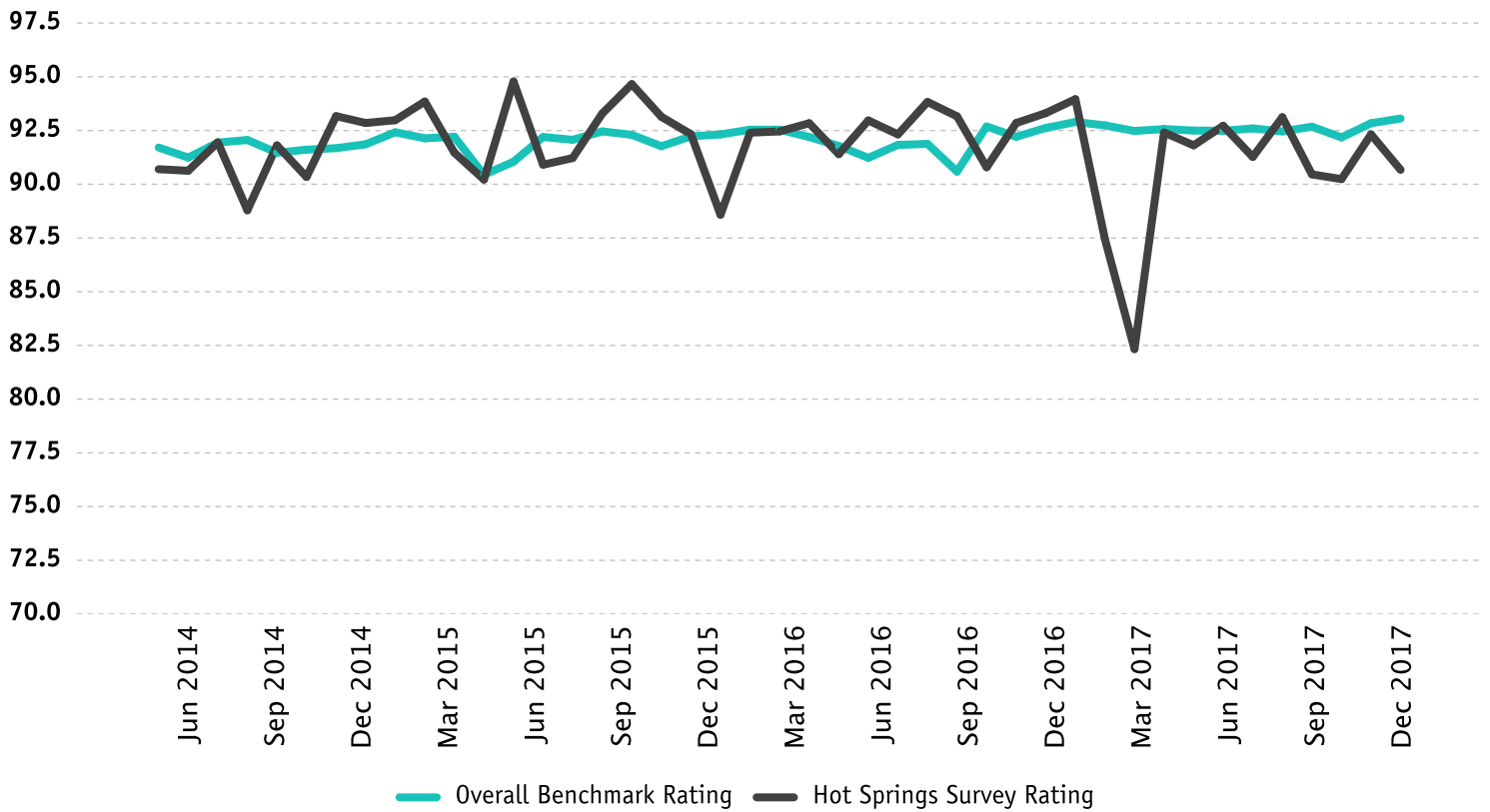
Monthly Breakdown

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.

	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Helpfulness of the person you called for ambulance service	95.07	94.63	88.89	87.50	90.78	92.89	91.83	89.23	95.05	91.75	89.51	94.26	91.12
Concern shown by the person you called for ambulance service	94.37	93.56	88.89	87.50	90.55	92.21	91.99	89.93	94.78	90.58	91.30	93.58	91.29
Extent to which you were told what to do until the ambulance	93.01	92.91	93.75	100.00	88.81	92.16	90.22	89.41	89.72	90.06	89.68	93.01	87.80
Extent to which the ambulance arrived in a timely manner	90.77	94.75	88.89	75.00	91.60	89.34	92.03	92.29	93.75	89.07	90.60	90.64	89.54
Cleanliness of the ambulance	94.46	96.78	93.75	75.00	94.39	93.80	95.05	93.86	95.50	93.00	92.40	92.51	91.67
Comfort of the ride	84.49	89.75	84.50	66.67	86.01	87.61	84.76	85.38	86.11	82.23	85.94	84.24	85.12
Skill of the person driving the ambulance	94.82	96.25	84.50	83.33	93.30	92.35	93.47	93.92	95.00	92.74	91.62	93.84	92.55
Care shown by the medics who arrived with the ambulance	95.85	94.75	83.44	91.67	95.55	94.05	95.01	94.17	93.94	92.42	92.23	92.96	93.76
Degree to which the medics took your problem seriously	94.58	95.26	88.89	83.33	94.30	93.12	95.01	91.46	93.30	92.74	92.11	92.78	93.62
Degree to which the medics listened to you and/or your family	94.18	95.22	91.67	91.67	93.98	92.07	94.06	91.69	95.45	92.67	91.43	92.87	93.11
Skill of the medics	97.27	96.01	83.44	83.33	94.73	94.15	94.74	94.10	94.40	93.77	91.35	93.85	93.40
Extent to which the medics kept you informed about your	93.34	92.84	84.50	66.67	92.97	92.11	91.69	90.12	92.72	89.98	89.92	91.68	90.37
Extent to which medics included you in the treatment decisions	94.08	92.97	85.86	87.50	92.98	92.37	91.43	89.65	91.37	89.86	88.36	91.17	89.44
Degree to which the medics relieved your pain or discomfort	91.46	92.07	81.38	87.50	90.78	90.18	92.43	85.28	90.77	87.66	87.72	91.09	86.28
Medics' concern for your privacy	93.68	95.59	84.50	62.50	93.49	93.49	94.71	91.94	92.43	92.55	91.34	92.58	90.48
Extent to which medics cared for you as a person	95.22	95.66	84.50	83.33	95.50	93.97	95.24	91.22	93.88	93.20	90.95	94.27	92.54
Professionalism of the staff in our billing office	89.90	91.18	89.29	100.00	87.86	90.06	93.50	89.81	91.54	86.76	87.17	87.16	87.23
Willingness of the staff in our billing office to address your	89.31	92.35	85.86		87.13	90.74	90.13	90.57	90.48	84.02	86.84	86.81	86.41
How well did our staff work together to care for you	93.62	94.41	87.63	83.33	92.94	92.43	92.25	93.34	94.21	89.24	90.33	93.66	92.66
Extent to which our staff eased your entry into the medical	93.68	95.06	87.63	83.33	94.37	92.87	92.67	92.76	95.00	90.23	90.97	95.49	90.64
Appropriateness of Emergency Medical Transportation treatment	93.59	94.59	87.63	87.50	93.66	91.48	94.51	93.19	96.01	91.15	91.20	93.85	93.67
Extent to which the services received were worth the fees	90.90	86.34	95.83	75.00	88.37	84.68	90.91	90.71	88.00	85.53	86.93	90.51	84.17
Overall rating of the care provided by our Emergency Medical	93.84	93.97	87.63	83.33	94.57	91.36	92.55	93.22	94.59	92.11	90.67	93.01	91.87
Likelihood of recommending this ambulance service to others	95.08	94.25	87.63	87.50	94.14	92.64	93.58	91.70	93.75	91.87	91.62	94.52	92.45
Your Master Score	93.31	93.96	87.45	82.33	92.41	91.81	92.72	91.27	93.12	90.46	90.24	92.32	90.67
Your Total Responses	88	104	9	3	236	148	120	122	110	118	157	87	103



Monthly tracking of Overall Survey Score





Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Comfort of the ride	84.51	85.28	0.77	87.44
Degree to which the medics relieved your pain or discomfort	87.76	88.16	0.40	90.48
Concern shown by the person you called for ambulance service	91.59	91.87	0.28	92.57
Degree to which the medics took your problem seriously	92.47	92.72	0.25	94.42
Extent to which you were told what to do until the ambulance arrived	89.72	89.95	0.23	91.07
Likelihood of recommending this ambulance service to others	92.42	92.62	0.20	93.40
Decreases				
Professionalism of the staff in our billing office	89.56	87.19	-2.37	88.74
Cleanliness of the ambulance	94.08	92.21	-1.87	94.55
Willingness of the staff in our billing office to address your needs	88.56	86.71	-1.85	88.88
Overall rating of the care provided by our Emergency Medical Transportation service	93.30	91.65	-1.65	93.69
Skill of the medics	94.09	92.58	-1.51	94.36
Skill of the person driving the ambulance	93.85	92.44	-1.42	93.80
Extent to which the ambulance arrived in a timely manner	91.67	90.29	-1.38	92.27
Extent to which the services received were worth the fees charged	88.13	87.05	-1.08	88.03
Degree to which the medics listened to you and/or your family	93.22	92.29	-0.93	93.98
Medics' concern for your privacy	92.30	91.41	-0.89	93.41



Greatest Scores Above Benchmarks by Question

No scores above benchmark for this period.



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
Skill of the medics	92.58	.91311225
Extent to which medics cared for you as a person	92.28	.912902205
Extent to which medics included you in the treatment decisions (if applicable)	89.38	.898572092
Care shown by the medics who arrived with the ambulance	92.87	.897146289
How well did our staff work together to care for you	91.88	.891657948
Degree to which the medics listened to you and/or your family	92.29	.89096054
Extent to which the medics kept you informed about your treatment	90.51	.886581507
Degree to which the medics took your problem seriously	92.72	.88623408
Extent to which our staff eased your entry into the medical facility	92.07	.880913724
Degree to which the medics relieved your pain or discomfort	88.16	.870351602
Medics' concern for your privacy	91.41	.860409123
Concern shown by the person you called for ambulance service	91.87	.842909092
Skill of the person driving the ambulance	92.44	.820383532
Extent to which the services received were worth the fees charged	87.05	.816957463
Appropriateness of Emergency Medical Transportation treatment	92.63	.786013852
Professionalism of the staff in our billing office	87.19	.769626159
Willingness of the staff in our billing office to address your needs	86.71	.76418157
Extent to which the ambulance arrived in a timely manner	90.29	.756386862
Extent to which you were told what to do until the ambulance arrived	89.95	.744228617
Cleanliness of the ambulance	92.21	.734897628
Helpfulness of the person you called for ambulance service	91.16	.727181526
Comfort of the ride	85.28	.686511712



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	91.16	93.37	94.53	92.85	93.14	89.76	93.24
Concern shown by the person you called for ambulance service	91.87	92.31	93.28	92.86	91.52	89.85	93.24
Extent to which you were told what to do until the ambulance	89.95	93.20	90.91	89.65	91.34	86.09	91.02
Extent to which the ambulance arrived in a timely manner	90.29	94.41	92.92	92.55	93.66	92.80	92.29
Cleanliness of the ambulance	92.21	95.98	93.56	94.90	95.83	95.13	94.13
Comfort of the ride	85.28	88.66	90.99	90.49	89.03	89.96	86.95
Skill of the person driving the ambulance	92.44	94.41	94.47	94.10	95.33	94.55	95.01
Care shown by the medics who arrived with the ambulance	92.87	94.63	96.22	94.74	93.91	93.93	93.98
Degree to which the medics took your problem seriously	92.72	94.48	95.67	94.41	93.03	92.90	93.62
Degree to which the medics listened to you and/or your family	92.29	95.48	96.39	94.41	92.29	93.33	93.78
Skill of the medics	92.58	94.95	95.41	95.07	94.33	94.36	94.21
Extent to which the medics kept you informed about your	90.51	94.06	93.97	93.08	91.34	90.76	92.27
Extent to which medics included you in the treatment decisions (if	89.38	93.05	92.96	93.41	91.15	89.41	92.55
Degree to which the medics relieved your pain or discomfort	88.16	89.89	91.08	92.19	90.47	89.11	89.46
Medics' concern for your privacy	91.41	94.98	93.76	93.81	93.60	91.92	92.17
Extent to which medics cared for you as a person	92.28	94.81	95.63	94.95	94.37	93.39	93.85
Professionalism of the staff in our billing office	87.19	95.19	92.19	90.25	88.20	88.16	89.71
Willingness of the staff in our billing office to address your needs	86.71	94.23	93.48	90.60	89.41	83.51	89.25
How well did our staff work together to care for you	91.88	95.30	94.59	94.41	94.21	90.57	92.92
Extent to which our staff eased your entry into the medical facility	92.07	96.69	95.56	94.83	94.81	91.92	93.47
Appropriateness of Emergency Medical Transportation treatment	92.63	96.06	94.84	94.80	94.44	90.49	93.88
Extent to which the services received were worth the fees charged	87.05	91.29	89.13	91.11	88.43	82.33	88.17
Overall rating of the care provided by our Emergency Medical	91.65	95.51	94.47	94.96	93.70	90.88	93.76
Likelihood of recommending this ambulance service to others	92.62	95.47	93.56	95.13	93.01	87.66	93.48
Overall score	90.90	94.26	93.82	93.46	92.75	90.92	92.54
National Rank	78	24	28	32	44	77	49
Comparable Size (Large) Company Rank	20	4	5	7	9	19	11

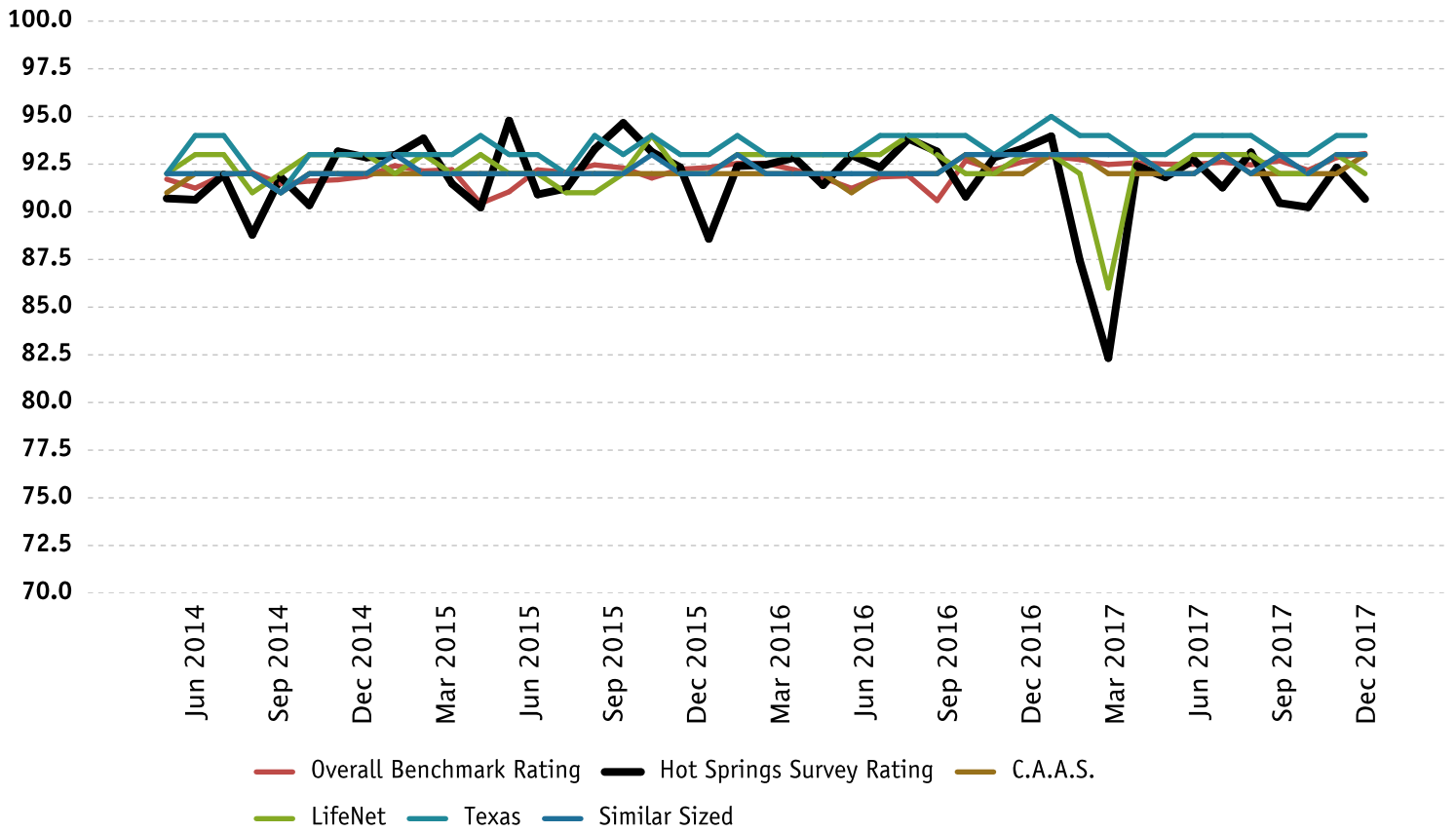


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.	LifeNet
Total Score	90.90	92.70	92.56	93.45	92.21	92.23
Helpfulness of the person you called for ambulance service	91.16	92.73	92.77	93.67	92.31	92.21
Concern shown by the person you called for ambulance service	91.87	92.57	92.70	93.55	92.32	92.82
Extent to which you were told what to do until the ambulance	89.95	91.07	91.16	92.85	90.67	91.35
Extent to which the ambulance arrived in a timely manner	90.29	92.27	92.21	93.55	91.74	91.48
Cleanliness of the ambulance	92.21	94.55	94.70	95.30	94.32	93.91
Comfort of the ride	85.28	87.44	87.66	89.16	86.83	85.75
Skill of the person driving the ambulance	92.44	93.80	94.01	94.55	93.60	93.55
Care shown by the medics who arrived with the ambulance	92.87	94.37	94.33	94.97	94.12	94.17
Degree to which the medics took your problem seriously	92.72	94.42	94.36	94.95	94.14	94.13
Degree to which the medics listened to you and/or your family	92.29	93.98	93.96	94.77	93.73	93.69
Skill of the medics	92.58	94.36	94.45	94.95	94.16	93.86
Extent to which the medics kept you informed about your	90.51	92.63	92.63	93.47	92.31	92.15
Extent to which medics included you in the treatment decisions	89.38	92.48	92.63	93.12	92.28	91.99
Degree to which the medics relieved your pain or discomfort	88.16	90.48	90.52	91.64	90.07	90.06
Medics' concern for your privacy	91.41	93.41	93.51	94.20	93.12	92.96
Extent to which medics cared for you as a person	92.28	94.42	94.51	94.99	94.18	94.00
Professionalism of the staff in our billing office	87.19	88.74	89.02	89.97	88.90	89.39
Willingness of the staff in our billing office to address your	86.71	88.88	89.17	90.31	88.99	89.44
How well did our staff work together to care for you	91.88	93.63	93.62	94.71	93.34	93.50
Extent to which our staff eased your entry into the medical	92.07	93.74	93.96	94.91	93.57	93.66
Appropriateness of Emergency Medical Transportation treatment	92.63	93.56	93.78	94.80	93.41	93.81
Extent to which the services received were worth the fees	87.05	88.03	88.41	89.35	88.12	88.75
Overall rating of the care provided by our Emergency Medical	91.65	93.69	93.79	94.51	93.49	93.23
Likelihood of recommending this ambulance service to others	92.62	93.40	93.64	94.56	93.33	93.68
Number of Surveys for the period	347					

Hot Springs
October 1, 2017 to December 31, 2017

Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





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	91.96	91.83
Dispatch	91.37	91.61
Helpfulness of the person you called for ambulance service	92.17	92.33
Concern shown by the person you called for ambulance service	91.84	92.08
Extent to which you were told what to do until the ambulance	90.09	90.42
Ambulance	91.4	91.41
Extent to which the ambulance arrived in a timely manner	91.47	91.72
Cleanliness of the ambulance	94.24	93.95
Comfort of the ride	86.43	87.10
Skill of the person driving the ambulance	93.48	92.88
Medic	92.83	92.83
Care shown by the medics who arrived with the ambulance	94.02	93.86
Degree to which the medics took your problem seriously	93.66	93.77
Degree to which the medics listened to you and/or your family	93.35	93.48
Skill of the medics	94.08	93.89
Extent to which the medics kept you informed about your treatment	91.97	91.99
Extent to which medics included you in the treatment decisions (if	91.71	91.79
Degree to which the medics relieved your pain or discomfort	89.95	90.16
Medics' concern for your privacy	92.83	92.77
Extent to which medics cared for you as a person	93.90	93.73
Billing Staff Assessment	88.64	88.22


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	91.96	91.83
Billing Staff Assessment	88.64	88.22
Professionalism of the staff in our billing office	88.74	88.18
Willingness of the staff in our billing office to address your needs	88.55	88.26
Overall Assessment	92.44	91.92
How well did our staff work together to care for you	93.08	92.94
Extent to which our staff eased your entry into the medical facility	93.30	93.12
Appropriateness of Emergency Medical Transportation treatment	93.22	92.88
Extent to which the services received were worth the fees charged	88.45	86.91
Overall rating of the care provided by our Emergency Medical	93.17	93.04
Likelihood of recommending this ambulance service to others	93.39	92.65



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	57	47	269	1531	4784	71.53%	76.25%
Dispatch	6	8	30	205	621	71.38%	74.35%
Helpfulness of the person you called for ambulance service	4	4	5	69	220	72.85%	76.15%
Concern shown by the person you called for ambulance service	2	0	10	67	213	72.95%	75.15%
Extent to which you were told what to do until the ambulance arrived	0	4	15	69	188	68.12%	71.77%
Ambulance	8	10	59	329	876	68.33%	74.80%
Extent to which the ambulance arrived in a timely manner	1	3	13	88	222	67.89%	75.33%
Cleanliness of the ambulance	1	1	9	76	237	73.15%	80.36%
Comfort of the ride	4	5	29	96	180	57.32%	64.61%
Skill of the person driving the ambulance	2	1	8	69	237	74.76%	78.91%
Medic	26	14	94	553	1893	73.37%	79.42%
Care shown by the medics who arrived with the ambulance	3	0	9	56	233	77.41%	81.81%
Degree to which the medics took your problem seriously	3	1	8	55	228	77.29%	82.62%
Degree to which the medics listened to you and/or your family	3	0	11	58	226	75.84%	81.35%
Skill of the medics	2	2	7	59	223	76.11%	81.74%
Extent to which the medics kept you informed about your treatment	2	3	11	70	201	70.03%	76.89%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	57	47	269	1531	4784	71.53%	76.25%
Extent to which medics included you in the treatment decisions (if applicable)	4	2	12	65	178	68.20%	77.04%
Degree to which the medics relieved your pain or discomfort	5	3	15	70	179	65.81%	72.34%
Medics' concern for your privacy	1	2	11	66	205	71.93%	78.32%
Extent to which medics cared for you as a person	3	1	10	54	220	76.39%	82.66%
Billing Staff Assessment	0	4	33	88	193	60.69%	64.01%
Professionalism of the staff in our billing office	0	1	18	43	98	61.25%	63.67%
Willingness of the staff in our billing office to address your needs	0	3	15	45	95	60.13%	64.36%
Overall Assessment	17	11	53	356	1201	73.32%	77.50%
How well did our staff work together to care for you	2	0	13	57	208	74.29%	79.27%
Extent to which our staff eased your entry into the medical facility	1	1	7	65	197	72.69%	79.20%
Appropriateness of Emergency Medical Transportation treatment	2	2	7	54	213	76.62%	79.10%
Extent to which the services received were worth the fees charged	5	7	11	62	156	64.73%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	4	0	8	63	209	73.59%	79.93%
Likelihood of recommending this ambulance service to others	3	1	7	55	218	76.76%	80.11%