

Texarkana

Texarkana, TX

Client 6523



1515 Center Street
Lansing, Mi 48096
1 (877) 583-3100
service@EMSSurveyTeam.com
www.EMSSurveyTeam.com

EMS System Report

October 1, 2017 to December 31, 2017

Your Score

93.50

Number of Your Patients in this Report

405

Number of Patients in this Report

17,847

Number of Transport Services in All EMS DB

143





Executive Summary

This report contains data from **405 Texarkana** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

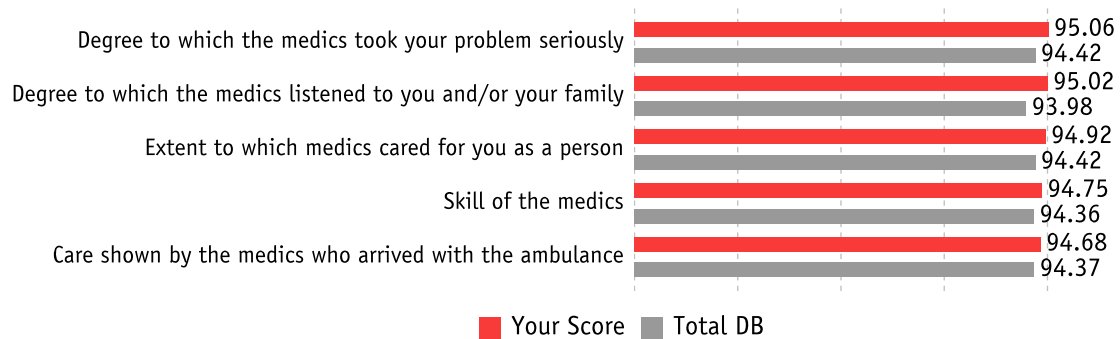
The overall mean score for the standard questions was **93.50**; this is a difference of **0.80** points from the overall EMS database score of **92.70**.

The current score of **93.50** is a change of **0.36** points from last period's score of **93.14**. This was the **31st** highest overall score for all companies in the database.

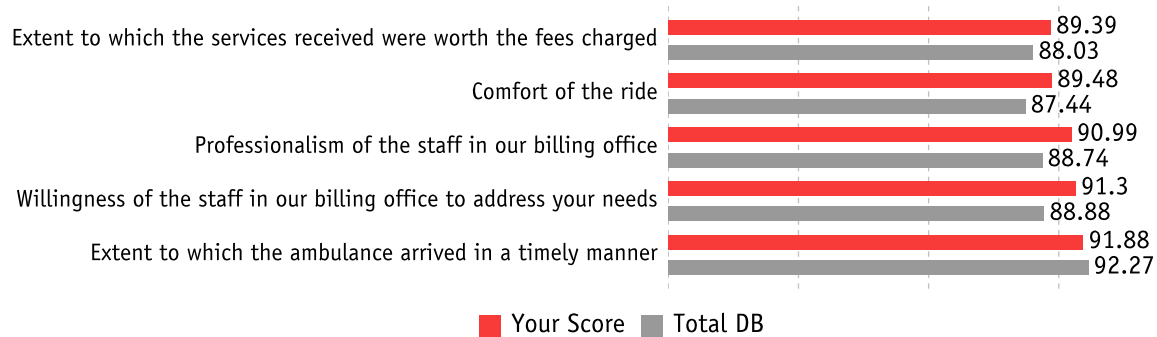
You are ranked **6th** for comparably sized companies in the system.

78.65% of responses to standard questions had a rating of Very Good, the highest rating. **98.98%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

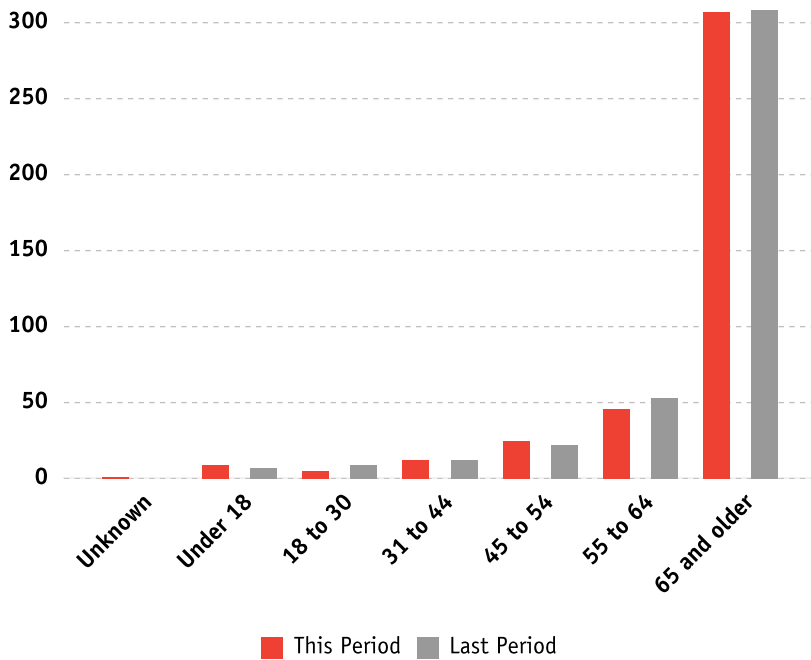




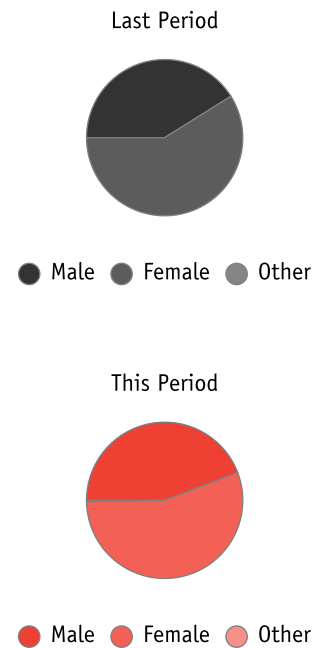
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Unknown		0	0	0	1	0	0	1
Under 18	7	1	6	0	9	5	4	0
18 to 30	9	2	7	0	5	1	4	0
31 to 44	12	4	8	0	12	7	5	0
45 to 54	22	13	9	0	25	7	18	0
55 to 64	53	24	29	0	46	24	22	0
65 and older	308	125	183	0	307	135	172	0
Total	411	169	242	0	405	179	225	1

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	93.79	-0.82	92.97	92.73
Concern shown by the person you called for ambulance service	94.55	-0.71	93.84	92.57
Extent to which you were told what to do until the ambulance arrived	93.40	-0.94	92.46	91.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.61	0.27	91.88	92.27
Cleanliness of the ambulance	94.51	0.08	94.59	94.55
Comfort of the ride	88.86	0.62	89.48	87.44
Skill of the person driving the ambulance	93.86	0.26	94.12	93.80

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	93.95	0.73	94.68	94.37
Degree to which the medics took your problem seriously	93.85	1.21	95.06	94.42
Degree to which the medics listened to you and/or your family	93.88	1.14	95.02	93.98
Skill of the medics	94.23	0.52	94.75	94.36
Extent to which the medics kept you informed about your treatment	91.45	2.02	93.47	92.63
Extent to which medics included you in the treatment decisions (if applicable)	92.40	0.82	93.22	92.48
Degree to which the medics relieved your pain or discomfort	91.76	0.95	92.71	90.48
Medics' concern for your privacy	93.07	1.23	94.30	93.41
Extent to which medics cared for you as a person	93.63	1.29	94.92	94.42

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	91.55	-0.56	90.99	88.74
Willingness of the staff in our billing office to address your needs	91.58	-0.28	91.30	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	93.93	0.65	94.58	93.63
Extent to which our staff eased your entry into the medical facility	93.86	0.61	94.47	93.74
Appropriateness of Emergency Medical Transportation treatment	94.09	0.42	94.51	93.56
Extent to which the services received were worth the fees charged	91.28	-1.89	89.39	88.03
Overall rating of the care provided by our Emergency Medical Transportation	94.61	0.04	94.65	93.69
Likelihood of recommending this ambulance service to others	94.18	0.47	94.65	93.40



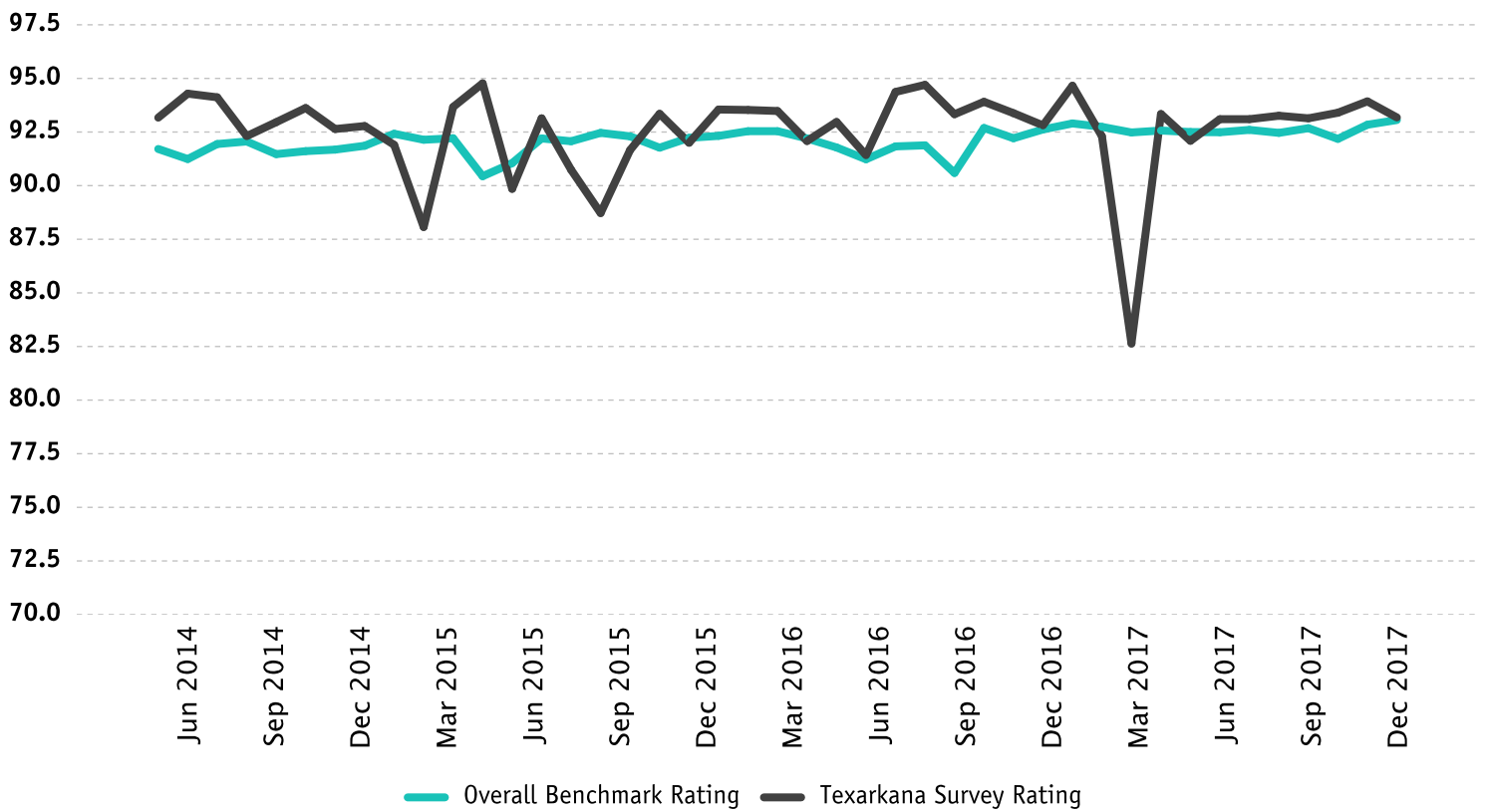
Monthly Breakdown

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	94.42	93.94	93.75	75.00	92.49	92.50	91.36	93.33	95.70	93.40	95.13	92.07	91.88
Concern shown by the person you called for ambulance service	94.37	94.50	95.45	75.00	92.80	91.83	92.47	93.79	96.43	94.58	95.87	93.35	92.37
Extent to which you were told what to do until the ambulance	92.89	94.19	95.45	75.00	93.49	92.20	91.75	93.32	93.36	93.53	93.97	91.94	91.52
Extent to which the ambulance arrived in a timely manner	90.59	93.86	94.23	100.00	91.53	91.60	92.34	91.76	91.89	91.23	89.97	93.80	91.79
Cleanliness of the ambulance	95.47	94.68	94.64	100.00	95.42	93.83	95.56	93.87	95.33	94.92	93.91	95.74	94.09
Comfort of the ride	88.16	90.10	91.07	75.00	87.96	88.19	87.15	87.15	91.35	89.76	87.72	90.71	89.96
Skill of the person driving the ambulance	94.62	94.16	92.86	100.00	94.73	93.16	94.17	93.40	92.86	95.13	92.58	95.23	94.44
Care shown by the medics who arrived with the ambulance	93.43	94.34	91.67	83.33	95.29	93.17	94.52	93.87	95.00	93.45	94.30	95.04	94.70
Degree to which the medics took your problem seriously	93.59	95.48	91.67	91.67	94.31	93.15	95.27	93.63	94.72	93.61	94.03	95.47	95.66
Degree to which the medics listened to you and/or your family	93.19	94.86	91.67	83.33	94.26	93.58	94.43	93.80	94.64	93.54	94.41	95.43	95.21
Skill of the medics	94.64	97.30	90.00	87.50	94.43	93.75	95.05	93.44	94.93	94.88	94.04	94.96	95.25
Extent to which the medics kept you informed about your	92.23	95.00	92.86	75.00	92.81	91.40	93.71	92.10	91.91	90.27	92.83	93.92	93.64
Extent to which medics included you in the treatment decisions	89.61	95.51	90.38	87.50	92.14	90.83	92.26	91.68	91.81	93.69	92.88	93.88	92.89
Degree to which the medics relieved your pain or discomfort	89.92	94.95	91.07	87.50	90.88	89.40	93.86	91.44	91.10	92.56	92.91	93.18	92.05
Medics' concern for your privacy	92.78	95.36	92.86	91.67	94.19	92.94	93.87	93.67	92.86	92.41	94.21	93.97	94.70
Extent to which medics cared for you as a person	95.29	96.29	92.86	91.67	94.69	93.61	95.41	93.88	93.12	93.61	94.58	94.35	95.80
Professionalism of the staff in our billing office	92.67	92.92	88.89	38.00	92.31	89.57	90.10	91.51	93.29	90.58	92.01	91.92	89.10
Willingness of the staff in our billing office to address your	92.59	91.95	91.67	50.00	92.15	90.20	89.28	91.76	91.88	91.18	93.66	91.39	88.78
How well did our staff work together to care for you	92.86	96.53	92.86	87.50	94.35	91.98	93.01	94.03	93.48	94.08	93.71	95.72	94.35
Extent to which our staff eased your entry into the medical	94.44	96.53	91.07	87.50	93.96	93.08	92.61	94.43	92.91	93.64	94.46	94.77	94.18
Appropriateness of Emergency Medical Transportation treatment	92.84	95.00	91.07	87.50	93.83	93.54	93.50	95.09	92.16	93.82	94.17	95.33	94.08
Extent to which the services received were worth the fees	89.73	91.76	87.50	66.67	91.47	88.36	91.12	92.78	88.38	91.04	90.56	91.00	86.66
Overall rating of the care provided by our Emergency Medical	92.62	95.39	92.86	83.33	94.31	92.42	94.30	94.91	94.40	94.31	94.93	94.55	94.49
Likelihood of recommending this ambulance service to others	93.59	95.54	97.92	91.67	95.45	92.83	93.95	94.63	93.18	94.14	94.84	94.64	94.49
Your Master Score	92.81	94.66	92.30	82.64	93.34	92.09	93.10	93.10	93.26	93.14	93.40	93.93	93.18
Your Total Responses	133	116	16	3	298	237	143	197	80	134	128	137	140



Monthly tracking of Overall Survey Score





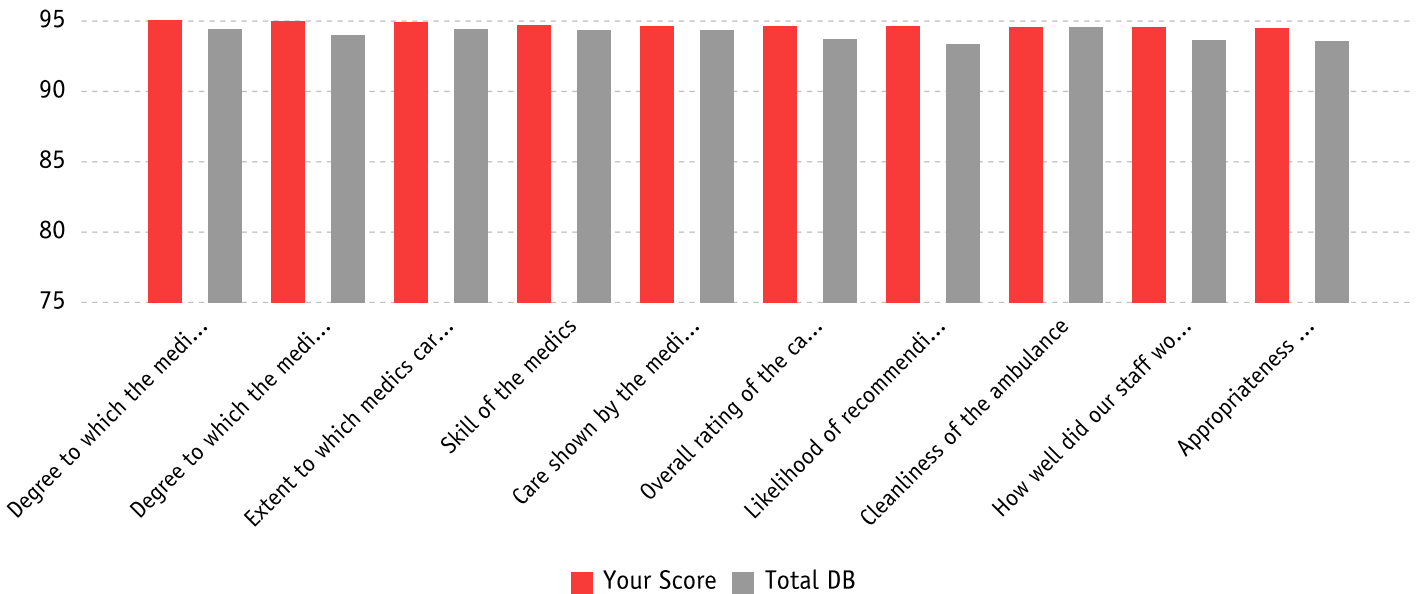
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the medics kept you informed about your treatment	91.45	93.47	2.03	92.63
Extent to which medics cared for you as a person	93.63	94.92	1.28	94.42
Medics' concern for your privacy	93.07	94.30	1.23	93.41
Degree to which the medics took your problem seriously	93.85	95.06	1.22	94.42
Degree to which the medics listened to you and/or your family	93.88	95.02	1.14	93.98
Degree to which the medics relieved your pain or discomfort	91.76	92.71	0.95	90.48
Extent to which medics included you in the treatment decisions (if applicable)	92.40	93.22	0.82	92.48
Care shown by the medics who arrived with the ambulance	93.95	94.68	0.73	94.37
How well did our staff work together to care for you	93.93	94.58	0.65	93.63
Comfort of the ride	88.86	89.48	0.62	87.44
Decreases				
Extent to which the services received were worth the fees charged	91.28	89.39	-1.88	88.03
Extent to which you were told what to do until the ambulance arrived	93.40	92.46	-0.94	91.07
Helpfulness of the person you called for ambulance service	93.79	92.97	-0.82	92.73
Concern shown by the person you called for ambulance service	94.55	93.84	-0.71	92.57
Professionalism of the staff in our billing office	91.55	90.99	-0.56	88.74
Willingness of the staff in our billing office to address your needs	91.58	91.30	-0.28	88.88



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Degree to which the medics took your problem seriously	95.06	0.64	94.42
Degree to which the medics listened to you and/or your family	95.02	1.04	93.98
Extent to which medics cared for you as a person	94.92	0.50	94.42
Skill of the medics	94.75	0.39	94.36
Care shown by the medics who arrived with the ambulance	94.68	0.31	94.37
Overall rating of the care provided by our Emergency Medical Transportation service	94.65	0.96	93.69
Likelihood of recommending this ambulance service to others	94.65	1.25	93.40
Cleanliness of the ambulance	94.59	0.05	94.55
How well did our staff work together to care for you	94.58	0.95	93.63
Appropriateness of Emergency Medical Transportation treatment	94.51	0.95	93.56





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
Extent to which the medics kept you informed about your treatment	93.47	.894240698
Extent to which medics included you in the treatment decisions (if applicable)	93.22	.891085512
Degree to which the medics listened to you and/or your family	95.02	.888922171
Extent to which our staff eased your entry into the medical facility	94.47	.888738745
Care shown by the medics who arrived with the ambulance	94.68	.8855032
Skill of the medics	94.75	.874417619
Degree to which the medics relieved your pain or discomfort	92.71	.864458707
Cleanliness of the ambulance	94.59	.86356008
Extent to which medics cared for you as a person	94.92	.861265722
Skill of the person driving the ambulance	94.12	.860004052
Appropriateness of Emergency Medical Transportation treatment	94.51	.859938668
Degree to which the medics took your problem seriously	95.06	.848711461
How well did our staff work together to care for you	94.58	.848678208
Medics' concern for your privacy	94.30	.846304904
Extent to which the ambulance arrived in a timely manner	91.88	.77440511
Extent to which the services received were worth the fees charged	89.39	.733684046
Comfort of the ride	89.48	.728749639
Professionalism of the staff in our billing office	90.99	.718496851
Extent to which you were told what to do until the ambulance arrived	92.46	.702510924
Willingness of the staff in our billing office to address your needs	91.30	.697047306
Concern shown by the person you called for ambulance service	93.84	.677478114
Helpfulness of the person you called for ambulance service	92.97	.57836248



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	92.97	93.64	93.37	94.53	94.39	95.34	90.73
Concern shown by the person you called for ambulance service	93.84	92.13	92.31	93.28	94.18	95.37	91.36
Extent to which you were told what to do until the ambulance	92.46	89.92	93.20	90.91	92.17	94.48	90.71
Extent to which the ambulance arrived in a timely manner	91.88	89.66	94.41	92.92	94.80	95.52	90.67
Cleanliness of the ambulance	94.59	92.86	95.98	93.56	95.93	96.70	93.68
Comfort of the ride	89.48	81.96	88.66	90.99	90.56	92.06	84.73
Skill of the person driving the ambulance	94.12	90.63	94.41	94.47	96.43	95.93	92.67
Care shown by the medics who arrived with the ambulance	94.68	93.63	94.63	96.22	95.58	96.28	93.69
Degree to which the medics took your problem seriously	95.06	93.14	94.48	95.67	96.41	96.56	93.28
Degree to which the medics listened to you and/or your family	95.02	92.16	95.48	96.39	95.69	96.17	93.06
Skill of the medics	94.75	93.50	94.95	95.41	95.98	96.45	93.62
Extent to which the medics kept you informed about your	93.47	90.34	94.06	93.97	94.37	95.36	91.80
Extent to which medics included you in the treatment decisions (if	93.22	93.57	93.05	92.96	94.32	95.31	92.09
Degree to which the medics relieved your pain or discomfort	92.71	90.48	89.89	91.08	93.72	93.80	90.52
Medics' concern for your privacy	94.30	92.86	94.98	93.76	95.01	95.93	92.77
Extent to which medics cared for you as a person	94.92	93.09	94.81	95.63	96.21	96.62	93.69
Professionalism of the staff in our billing office	90.99	89.81	95.19	92.19	91.55	91.16	89.24
Willingness of the staff in our billing office to address your needs	91.30	89.29	94.23	93.48	91.59	91.38	89.06
How well did our staff work together to care for you	94.58	91.84	95.30	94.59	95.28	95.64	92.79
Extent to which our staff eased your entry into the medical facility	94.47	91.33	96.69	95.56	95.60	95.93	92.84
Appropriateness of Emergency Medical Transportation treatment	94.51	91.11	96.06	94.84	95.40	96.03	92.66
Extent to which the services received were worth the fees charged	89.39	87.50	91.29	89.13	90.81	90.60	87.70
Overall rating of the care provided by our Emergency Medical	94.65	92.65	95.51	94.47	95.25	95.94	92.88
Likelihood of recommending this ambulance service to others	94.65	92.71	95.47	93.56	95.27	95.80	92.72
Overall score	93.50	91.27	94.26	93.82	94.63	95.20	91.74
National Rank	31	72	24	28	22	15	59
Comparable Size (Large) Company Rank	6	18	4	5	3	1	15

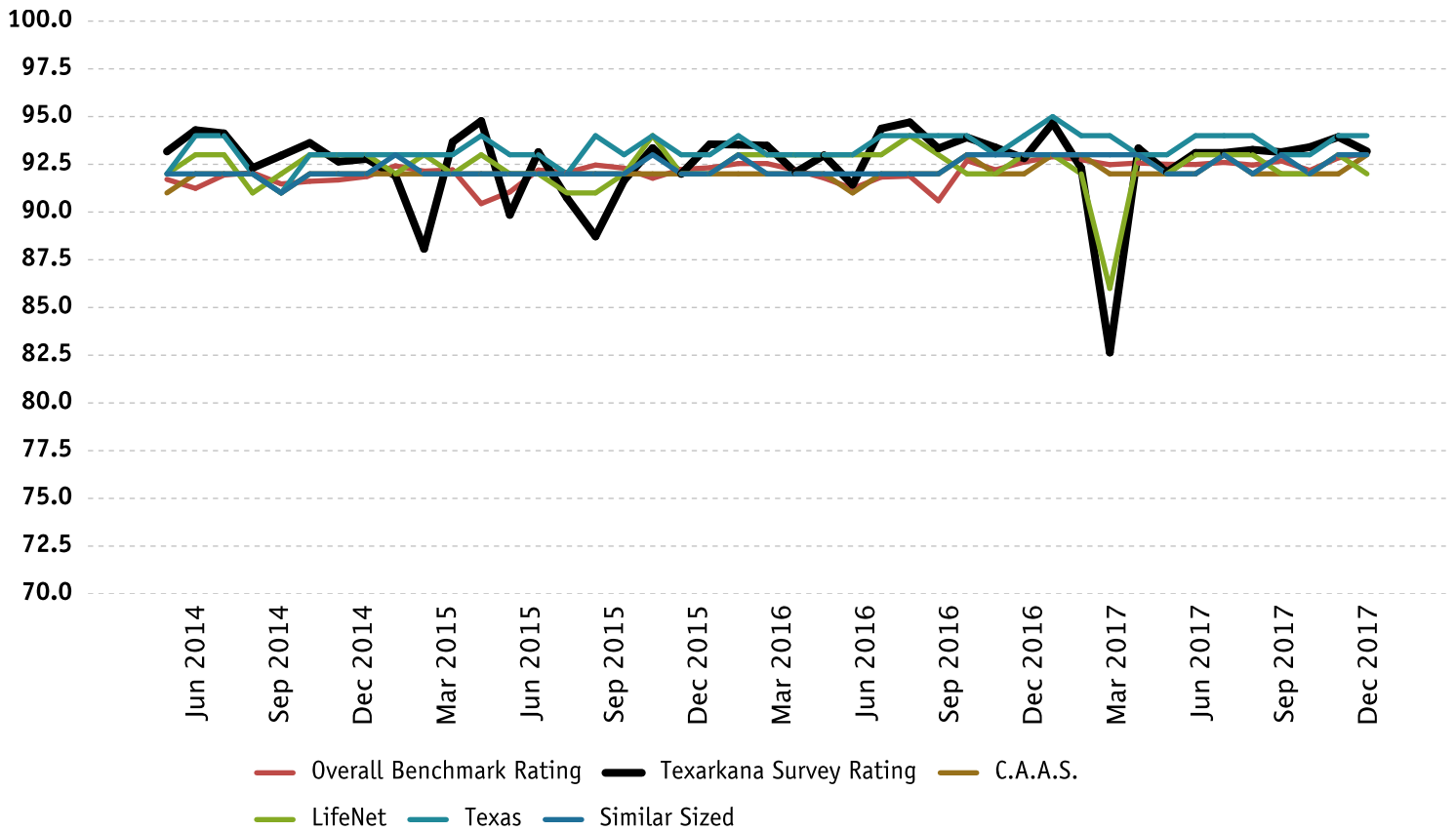


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.	LifeNet
Total Score	93.50	92.70	92.56	93.45	92.21	92.23
Helpfulness of the person you called for ambulance service	92.97	92.73	92.77	93.67	92.31	92.21
Concern shown by the person you called for ambulance service	93.84	92.57	92.70	93.55	92.32	92.82
Extent to which you were told what to do until the ambulance	92.46	91.07	91.16	92.85	90.67	91.35
Extent to which the ambulance arrived in a timely manner	91.88	92.27	92.21	93.55	91.74	91.48
Cleanliness of the ambulance	94.59	94.55	94.70	95.30	94.32	93.91
Comfort of the ride	89.48	87.44	87.66	89.16	86.83	85.75
Skill of the person driving the ambulance	94.12	93.80	94.01	94.55	93.60	93.55
Care shown by the medics who arrived with the ambulance	94.68	94.37	94.33	94.97	94.12	94.17
Degree to which the medics took your problem seriously	95.06	94.42	94.36	94.95	94.14	94.13
Degree to which the medics listened to you and/or your family	95.02	93.98	93.96	94.77	93.73	93.69
Skill of the medics	94.75	94.36	94.45	94.95	94.16	93.86
Extent to which the medics kept you informed about your	93.47	92.63	92.63	93.47	92.31	92.15
Extent to which medics included you in the treatment decisions	93.22	92.48	92.63	93.12	92.28	91.99
Degree to which the medics relieved your pain or discomfort	92.71	90.48	90.52	91.64	90.07	90.06
Medics' concern for your privacy	94.30	93.41	93.51	94.20	93.12	92.96
Extent to which medics cared for you as a person	94.92	94.42	94.51	94.99	94.18	94.00
Professionalism of the staff in our billing office	90.99	88.74	89.02	89.97	88.90	89.39
Willingness of the staff in our billing office to address your	91.30	88.88	89.17	90.31	88.99	89.44
How well did our staff work together to care for you	94.58	93.63	93.62	94.71	93.34	93.50
Extent to which our staff eased your entry into the medical	94.47	93.74	93.96	94.91	93.57	93.66
Appropriateness of Emergency Medical Transportation treatment	94.51	93.56	93.78	94.80	93.41	93.81
Extent to which the services received were worth the fees	89.39	88.03	88.41	89.35	88.12	88.75
Overall rating of the care provided by our Emergency Medical	94.65	93.69	93.79	94.51	93.49	93.23
Likelihood of recommending this ambulance service to others	94.65	93.40	93.64	94.56	93.33	93.68
Number of Surveys for the period	405					

Texarkana
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	92.82	91.83
Dispatch	92.79	91.61
Helpfulness of the person you called for ambulance service	92.79	92.33
Concern shown by the person you called for ambulance service	93.09	92.08
Extent to which you were told what to do until the ambulance	92.48	90.42
Ambulance	91.95	91.41
Extent to which the ambulance arrived in a timely manner	91.48	91.72
Cleanliness of the ambulance	94.23	93.95
Comfort of the ride	88.42	87.10
Skill of the person driving the ambulance	93.67	92.88
Medic	93.45	92.83
Care shown by the medics who arrived with the ambulance	94.18	93.86
Degree to which the medics took your problem seriously	94.23	93.77
Degree to which the medics listened to you and/or your family	93.97	93.48
Skill of the medics	94.26	93.89
Extent to which the medics kept you informed about your treatment	92.58	91.99
Extent to which medics included you in the treatment decisions (if	92.38	91.79
Degree to which the medics relieved your pain or discomfort	91.60	90.16
Medics' concern for your privacy	93.63	92.77
Extent to which medics cared for you as a person	94.24	93.73
Billing Staff Assessment	90.59	88.22



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.82	91.83
Billing Staff Assessment	90.59	88.22
Professionalism of the staff in our billing office	90.60	88.18
Willingness of the staff in our billing office to address your needs	90.58	88.26
Overall Assessment	93.2	91.92
How well did our staff work together to care for you	93.67	92.94
Extent to which our staff eased your entry into the medical facility	93.75	93.12
Appropriateness of Emergency Medical Transportation treatment	93.58	92.88
Extent to which the services received were worth the fees charged	90.16	86.91
Overall rating of the care provided by our Emergency Medical	93.87	93.04
Likelihood of recommending this ambulance service to others	94.14	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	44	38	168	1471	6341	78.65%	76.25%
Dispatch	2	7	17	230	805	75.87%	74.35%
Helpfulness of the person you called for ambulance service	2	3	5	74	275	76.60%	76.15%
Concern shown by the person you called for ambulance service	0	2	5	72	278	77.87%	75.15%
Extent to which you were told what to do until the ambulance arrived	0	2	7	84	252	73.04%	71.77%
Ambulance	7	7	49	312	1156	75.51%	74.80%
Extent to which the ambulance arrived in a timely manner	1	2	14	90	287	72.84%	75.33%
Cleanliness of the ambulance	1	1	2	71	304	80.21%	80.36%
Comfort of the ride	3	3	28	83	263	69.21%	64.61%
Skill of the person driving the ambulance	2	1	5	68	302	79.89%	78.91%
Medic	18	13	53	484	2489	81.42%	79.42%
Care shown by the medics who arrived with the ambulance	2	1	3	58	288	81.82%	81.81%
Degree to which the medics took your problem seriously	2	1	5	49	297	83.90%	82.62%
Degree to which the medics listened to you and/or your family	2	1	2	55	291	82.91%	81.35%
Skill of the medics	3	0	6	50	293	83.24%	81.74%
Extent to which the medics kept you informed about your treatment	1	2	10	57	263	78.98%	76.89%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	44	38	168	1471	6341	78.65%	76.25%
Extent to which medics included you in the treatment decisions (if applicable)	3	1	9	49	240	79.47%	77.04%
Degree to which the medics relieved your pain or discomfort	2	3	8	61	248	77.02%	72.34%
Medics' concern for your privacy	1	2	4	60	275	80.41%	78.32%
Extent to which medics cared for you as a person	2	2	6	45	294	84.24%	82.66%
Billing Staff Assessment	2	3	15	98	291	71.15%	64.01%
Professionalism of the staff in our billing office	1	2	7	51	147	70.67%	63.67%
Willingness of the staff in our billing office to address your needs	1	1	8	47	144	71.64%	64.36%
Overall Assessment	15	8	34	347	1600	79.84%	77.50%
How well did our staff work together to care for you	2	1	5	53	280	82.11%	79.27%
Extent to which our staff eased your entry into the medical facility	2	1	3	59	278	81.05%	79.20%
Appropriateness of Emergency Medical Transportation treatment	3	0	3	55	271	81.63%	79.10%
Extent to which the services received were worth the fees charged	4	5	15	69	213	69.61%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	2	1	4	54	280	82.11%	79.93%
Likelihood of recommending this ambulance service to others	2	0	4	57	278	81.52%	80.11%