

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



1515 Center Street

Lansing, Mi 48096

1 (517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

January 1, 2020 to March 31, 2020

Your Score

96.86

Number of Your Patients in this Report

375

Number of Patients in this Report

22,760

Number of Transport Services in All EMS DB

164





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2020** and **03/31/2020**.

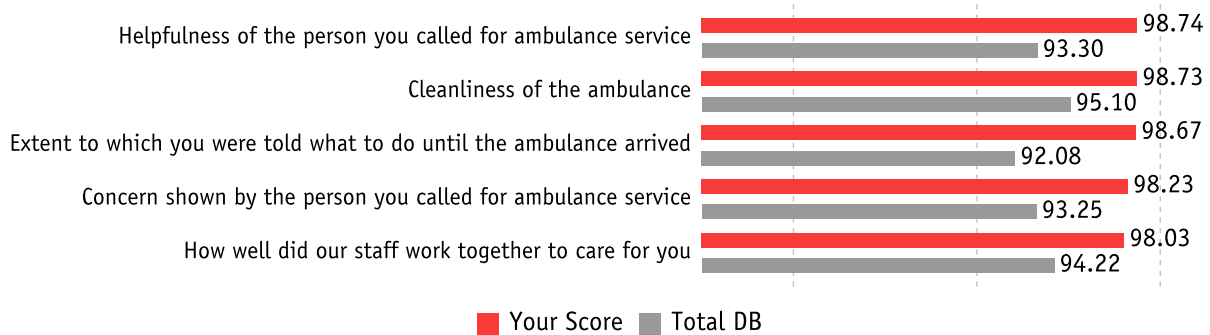
The overall mean score for the standard questions was **96.86**; this is a difference of **3.41** points from the overall EMS database score of **93.45**.

The current score of **96.86** is a change of **0.85** points from last period's score of **96.01**. This was the **9th** highest overall score for all companies in the database.

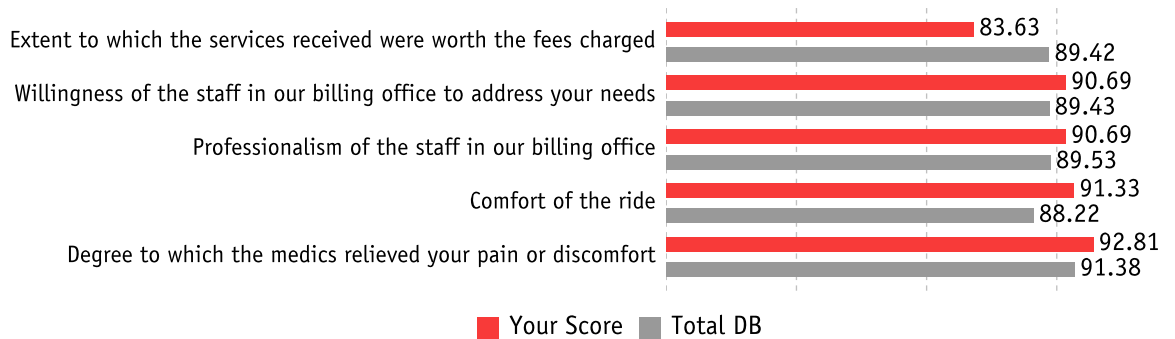
You are ranked **1st** for comparably sized companies in the system.

91.27% of responses to standard questions had a rating of Very Good, the highest rating. **99.01%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

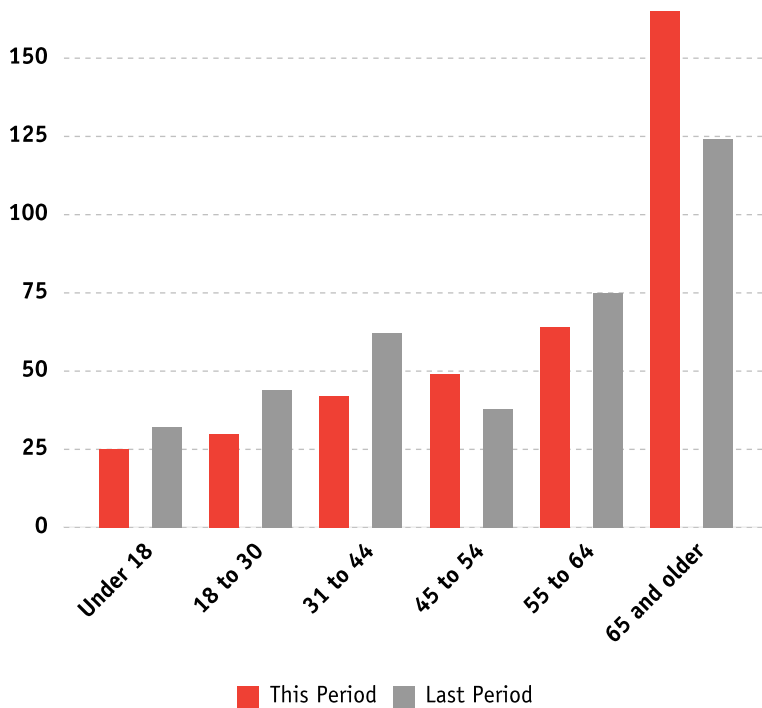




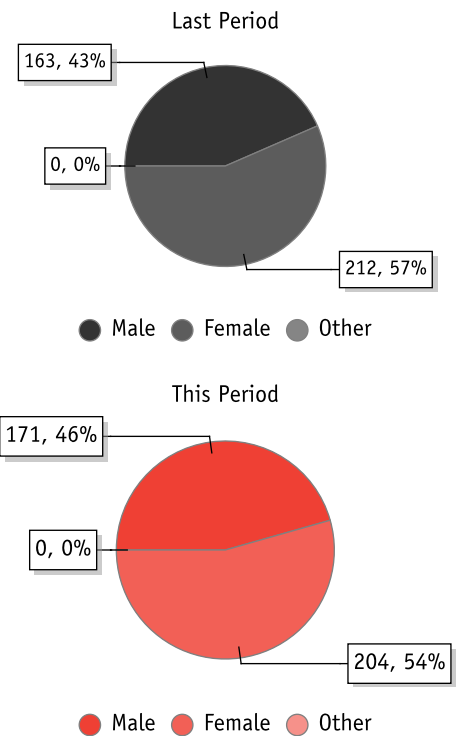
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	32	14	18	0	25	14	11	0
18 to 30	44	18	26	0	30	14	16	0
31 to 44	62	23	39	0	42	20	22	0
45 to 54	38	18	20	0	49	21	28	0
55 to 64	75	34	41	0	64	29	35	0
65 and older	124	56	68	0	165	73	92	0
Total	375	163	212	0	375	171	204	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	98.74	-0.00	98.74	93.30
Concern shown by the person you called for ambulance service	98.74	-0.51	98.23	93.25
Extent to which you were told what to do until the ambulance arrived	97.92	0.75	98.67	92.08

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.34	4.26	97.60	93.18
Cleanliness of the ambulance	98.57	0.16	98.73	95.10
Comfort of the ride	87.67	3.66	91.33	88.22
Skill of the person driving the ambulance	96.61	0.86	97.47	94.44

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.73	0.80	97.53	95.07
Degree to which the medics took your problem seriously	96.66	0.73	97.39	94.96
Degree to which the medics listened to you and/or your family	96.35	0.27	96.62	94.65
Skill of the medics	96.69	0.54	97.23	94.99
Extent to which the medics kept you informed about your treatment	96.11	0.58	96.69	93.55
Extent to which medics included you in the treatment decisions (if applicable)	96.09	-0.18	95.91	93.31
Degree to which the medics relieved your pain or discomfort	91.82	0.99	92.81	91.38
Medics' concern for your privacy	98.04	-0.30	97.74	94.21
Extent to which medics cared for you as a person	97.54	0.07	97.61	94.99

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	81.25	9.44	90.69	89.53
Willingness of the staff in our billing office to address your needs	75.25	15.44	90.69	89.43



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.33	0.70	98.03	94.22
Extent to which our staff eased your entry into the medical facility	98.43	-0.53	97.90	94.26
Appropriateness of Emergency Medical Transportation treatment	96.03	1.44	97.47	94.08
Extent to which the services received were worth the fees charged	82.95	0.68	83.63	89.42
Overall rating of the care provided by our Emergency Medical Transportation	95.98	0.75	96.73	94.27
Likelihood of recommending this ambulance service to others	95.47	2.16	97.63	93.89



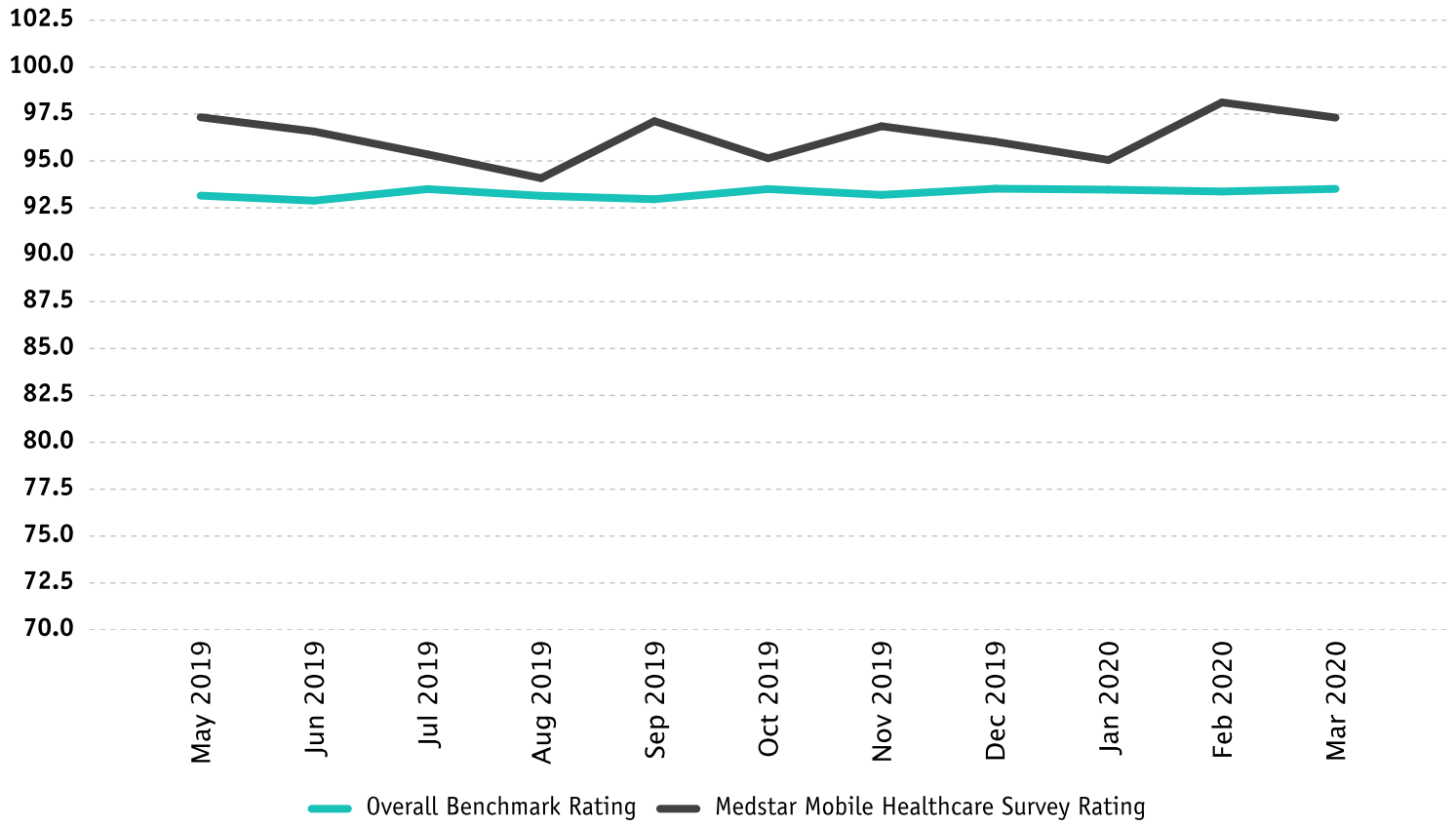
Monthly Breakdown

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.

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Helpfulness of the person you called for ambulance service	95.31	95.37	93.58	95.97	94.62	100.00	100.00	98.65	97.73	99.31	99.11	97.86
Concern shown by the person you called for ambulance service	92.74	95.37	93.58	95.97	94.62	100.00	100.00	98.65	97.73	99.31	99.07	96.53
Extent to which you were told what to do until the ambulance arrived	94.05	91.67	94.00	94.39	94.15	100.00	98.21	98.65	96.77	99.26	99.04	97.79
Extent to which the ambulance arrived in a timely manner	95.90	96.82	95.94	95.54	94.19	96.78	92.20	94.33	93.44	96.19	98.49	98.13
Cleanliness of the ambulance	99.07	98.80	99.75	97.77	96.04	99.12	98.21	99.34	98.06	97.92	99.29	98.88
Comfort of the ride	89.26	91.07	93.04	90.34	89.58	95.43	85.13	90.42	87.27	85.81	92.87	94.59
Skill of the person driving the ambulance	98.51	97.33	98.45	94.80	94.52	97.45	94.80	98.45	96.57	95.44	99.51	97.28
Care shown by the medics who arrived with the ambulance	97.79	98.59	97.18	96.31	94.53	98.00	95.56	98.00	96.61	95.21	98.99	98.40
Degree to which the medics took your problem seriously	97.79	98.60	98.00	95.33	94.33	95.36	95.57	97.40	97.01	95.57	98.39	98.20
Degree to which the medics listened to you and/or your family	96.98	97.69	96.34	95.22	93.66	95.25	95.26	97.20	96.57	94.22	97.78	97.78
Skill of the medics	96.68	98.58	96.77	96.40	95.22	96.93	95.53	97.37	97.18	95.54	98.37	97.78
Extent to which the medics kept you informed about your treatment	95.52	97.29	95.09	93.98	93.20	96.90	94.27	97.58	96.47	94.34	98.55	97.13
Extent to which medics included you in the treatment decisions (if	94.37	96.76	96.67	95.11	92.57	97.45	94.50	97.03	96.70	94.65	96.09	96.74
Degree to which the medics relieved your pain or discomfort	95.22	91.78	91.43	92.21	92.20	94.37	88.30	94.06	93.10	90.08	94.48	93.20
Medics' concern for your privacy	97.85	99.56	96.12	97.71	95.73	98.57	98.10	98.53	97.54	95.67	98.84	98.48
Extent to which medics cared for you as a person	97.72	98.99	97.20	96.47	95.30	96.57	96.70	98.14	97.76	95.88	99.17	97.78
Professionalism of the staff in our billing office		50.00	100.00	100.00	75.00	75.00		62.50	100.00	100.00	100.00	83.44
Willingness of the staff in our billing office to address your needs		50.00	100.00	100.00	75.00	75.00		50.50	100.00	100.00	100.00	83.44
How well did our staff work together to care for you	98.54	98.76	97.54	96.55	94.73	98.71	97.86	97.44	96.72	96.59	99.13	98.36
Extent to which our staff eased your entry into the medical facility	99.35	98.74	98.08	97.07	94.14	98.65	99.10	98.84	97.41	96.16	99.33	98.26
Appropriateness of Emergency Medical Transportation treatment	96.86	97.41	97.03	95.83	93.34	96.12	95.39	96.23	96.46	95.39	98.92	98.14
Extent to which the services received were worth the fees charged	100.00	66.67		62.50	100.00	83.33	67.00	88.89	82.14	65.75	94.44	86.17
Overall rating of the care provided by our Emergency Medical Transportation	97.53	98.36	96.98	95.09	94.73	96.90	95.87	95.97	96.11	95.01	97.67	97.52
Likelihood of recommending this ambulance service to others	97.18	98.88	98.04	94.73	94.79	97.41	94.84	96.08	95.56	96.44	98.48	97.71
Your Master Score	96.73	97.33	96.57	95.35	94.08	97.12	95.14	96.85	96.03	95.05	98.12	97.31
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





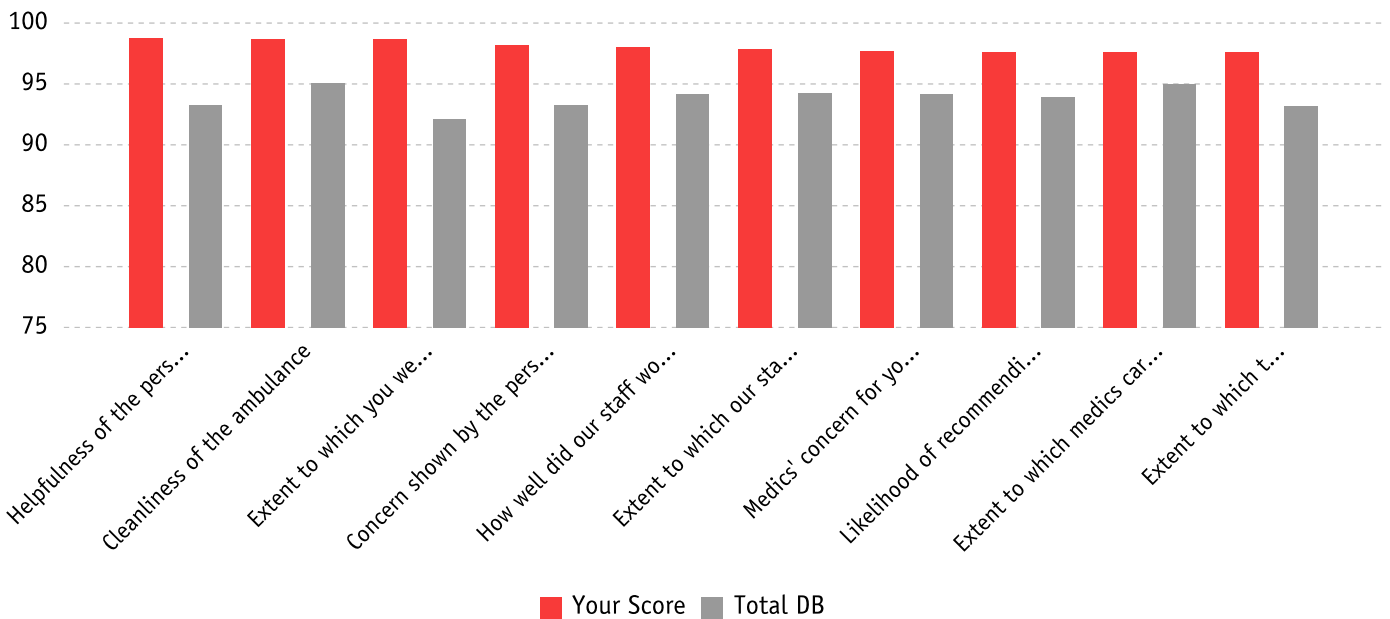
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Willingness of the staff in our billing office to address your needs	75.25	90.69	15.44	89.43
Professionalism of the staff in our billing office	81.25	90.69	9.44	89.53
Extent to which the ambulance arrived in a timely manner	93.34	97.60	4.26	93.18
Comfort of the ride	87.67	91.33	3.65	88.22
Likelihood of recommending this ambulance service to others	95.47	97.63	2.15	93.89
Appropriateness of Emergency Medical Transportation treatment	96.03	97.47	1.45	94.08
Degree to which the medics relieved your pain or discomfort	91.82	92.81	0.99	91.38
Skill of the person driving the ambulance	96.61	97.47	0.85	94.44
Care shown by the medics who arrived with the ambulance	96.73	97.53	0.80	95.07
Extent to which you were told what to do until the ambulance arrived	97.92	98.67	0.75	92.08
Decreases				
Extent to which our staff eased your entry into the medical facility	98.43	97.90	-0.54	94.26
Concern shown by the person you called for ambulance service	98.74	98.23	-0.51	93.25
Medics' concern for your privacy	98.04	97.74	-0.30	94.21
Extent to which medics included you in the treatment decisions (if applicable)	96.09	95.91	-0.18	93.31



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Helpfulness of the person you called for ambulance service	98.74	5.44	93.30
Cleanliness of the ambulance	98.73	3.63	95.10
Extent to which you were told what to do until the ambulance arrived	98.67	6.59	92.08
Concern shown by the person you called for ambulance service	98.23	4.98	93.25
How well did our staff work together to care for you	98.03	3.81	94.22
Extent to which our staff eased your entry into the medical facility	97.90	3.64	94.26
Medics' concern for your privacy	97.74	3.54	94.21
Likelihood of recommending this ambulance service to others	97.63	3.73	93.89
Extent to which medics cared for you as a person	97.61	2.61	94.99
Extent to which the ambulance arrived in a timely manner	97.60	4.42	93.18





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
Care shown by the medics who arrived with the ambulance	97.53	.930012561
Appropriateness of Emergency Medical Transportation treatment	97.47	.928427366
How well did our staff work together to care for you	98.03	.920894622
Skill of the medics	97.23	.914368619
Extent to which the medics kept you informed about your treatment	96.69	.902366909
Willingness of the staff in our billing office to address your needs	90.69	.899286195
Professionalism of the staff in our billing office	90.69	.899286195
Extent to which medics cared for you as a person	97.61	.896993823
Medics' concern for your privacy	97.74	.892201596
Degree to which the medics took your problem seriously	97.39	.886291672
Extent to which our staff eased your entry into the medical facility	97.90	.87608272
Degree to which the medics listened to you and/or your family	96.62	.875520843
Extent to which medics included you in the treatment decisions (if applicable)	95.91	.874556881
Extent to which the services received were worth the fees charged	83.63	.798266688
Skill of the person driving the ambulance	97.47	.789027425
Degree to which the medics relieved your pain or discomfort	92.81	.746872723
Cleanliness of the ambulance	98.73	.729520871
Helpfulness of the person you called for ambulance service	98.74	.715828485
Comfort of the ride	91.33	.643127064
Extent to which the ambulance arrived in a timely manner	97.60	.599517596
Extent to which you were told what to do until the ambulance arrived	98.67	.594471877
Concern shown by the person you called for ambulance service	98.23	.536299709



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	98.74	92.51	92.39	92.48	92.92	92.83	93.78
Concern shown by the person you called for ambulance service	98.23	93.79	92.18	93.27	93.61	93.11	93.74
Extent to which you were told what to do until the ambulance	98.67	93.09	91.01	91.36	92.66	92.99	92.75
Extent to which the ambulance arrived in a timely manner	97.60	93.32	89.57	93.76	91.59	90.96	94.27
Cleanliness of the ambulance	98.73	95.63	93.79	94.83	94.03	94.82	95.66
Comfort of the ride	91.33	89.05	85.47	88.61	88.37	88.32	90.10
Skill of the person driving the ambulance	97.47	94.63	93.00	94.52	93.92	93.83	95.47
Care shown by the medics who arrived with the ambulance	97.53	94.98	94.22	95.23	93.67	94.64	95.67
Degree to which the medics took your problem seriously	97.39	95.06	94.05	95.28	93.25	94.77	96.23
Degree to which the medics listened to you and/or your family	96.62	95.06	93.71	95.35	93.47	94.33	95.93
Skill of the medics	97.23	95.14	94.07	95.00	94.43	94.30	95.75
Extent to which the medics kept you informed about your	96.69	93.08	91.97	93.49	91.22	93.42	94.73
Extent to which medics included you in the treatment decisions (if	95.91	91.95	91.97	93.28	91.79	93.49	95.06
Degree to which the medics relieved your pain or discomfort	92.81	91.03	89.63	92.84	90.26	91.34	94.17
Medics' concern for your privacy	97.74	93.83	92.72	94.40	93.66	94.04	94.44
Extent to which medics cared for you as a person	97.61	94.70	93.89	95.27	93.09	94.79	95.77
Professionalism of the staff in our billing office	90.69	90.29	88.92	90.28	85.90	88.22	91.37
Willingness of the staff in our billing office to address your needs	90.69	90.51	88.29	90.48	85.26	89.02	91.74
How well did our staff work together to care for you	98.03	93.79	92.90	94.79	93.05	93.12	94.75
Extent to which our staff eased your entry into the medical facility	97.90	93.14	93.19	94.49	92.35	93.23	95.66
Appropriateness of Emergency Medical Transportation treatment	97.47	93.44	92.80	94.41	93.37	93.22	95.51
Extent to which the services received were worth the fees charged	83.63	90.64	87.90	90.20	90.45	89.17	92.21
Overall rating of the care provided by our Emergency Medical	96.73	94.73	92.78	94.44	93.30	93.77	95.41
Likelihood of recommending this ambulance service to others	97.63	93.79	92.67	93.80	91.88	93.38	94.48
Overall score	96.86	93.41	91.98	93.62	92.29	92.89	94.51
National Rank	11	46	70	42	64	54	30
Comparable Size (Large) Company Rank	1	9	19	7	17	14	4



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	98.74	93.30	93.23	94.41	93.13	94.60
Concern shown by the person you called for ambulance service	98.23	93.25	93.28	94.31	93.14	94.18
Extent to which you were told what to do until the ambulance	98.67	92.08	91.90	93.69	91.92	93.90
Extent to which the ambulance arrived in a timely manner	97.60	93.18	92.94	94.53	93.08	95.29
Cleanliness of the ambulance	98.73	95.10	94.99	96.32	95.13	96.83
Comfort of the ride	91.33	88.22	88.17	90.38	87.98	90.26
Skill of the person driving the ambulance	97.47	94.44	94.37	95.34	94.41	95.82
Care shown by the medics who arrived with the ambulance	97.53	95.07	95.06	95.93	95.11	96.21
Degree to which the medics took your problem seriously	97.39	94.96	94.95	95.76	95.00	96.09
Degree to which the medics listened to you and/or your family	96.62	94.65	94.66	95.40	94.67	95.70
Skill of the medics	97.23	94.99	94.95	95.94	94.96	96.13
Extent to which the medics kept you informed about your	96.69	93.55	93.42	94.55	93.58	95.07
Extent to which medics included you in the treatment decisions	95.91	93.31	93.33	94.25	93.35	94.85
Degree to which the medics relieved your pain or discomfort	92.81	91.38	91.26	92.78	91.24	92.67
Medics' concern for your privacy	97.74	94.21	94.20	95.28	94.24	95.69
Extent to which medics cared for you as a person	97.61	94.99	94.93	95.92	95.03	96.27
Professionalism of the staff in our billing office	90.69	89.53	89.54	90.05	89.49	90.15
Willingness of the staff in our billing office to address your	90.69	89.43	89.49	90.42	89.47	90.87
How well did our staff work together to care for you	98.03	94.22	94.08	95.13	94.21	95.81
Extent to which our staff eased your entry into the medical	97.90	94.26	94.28	95.13	94.27	95.54
Appropriateness of Emergency Medical Transportation treatment	97.47	94.08	94.09	94.98	94.07	95.28
Extent to which the services received were worth the fees	83.63	89.42	89.57	90.37	89.41	89.87
Overall rating of the care provided by our Emergency Medical	96.73	94.27	94.24	95.08	94.21	95.34
Likelihood of recommending this ambulance service to others	97.63	93.89	93.76	95.06	93.77	95.28
Number of Surveys for the period	375					
Overall Score	96.86	93.16	93.11	94.21	93.12	94.49



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	93.25	92.13
Dispatch	93.03	91.92
Helpfulness of the person you called for ambulance service	93.27	92.57
Concern shown by the person you called for ambulance service	93.24	92.35
Extent to which you were told what to do until the ambulance	92.57	90.83
Ambulance	93.22	91.67
Extent to which the ambulance arrived in a timely manner	93.79	91.98
Cleanliness of the ambulance	96.10	94.22
Comfort of the ride	88.58	87.32
Skill of the person driving the ambulance	94.41	93.15
Medic	94.16	93.11
Care shown by the medics who arrived with the ambulance	94.93	94.13
Degree to which the medics took your problem seriously	94.92	94.05
Degree to which the medics listened to you and/or your family	94.61	93.75
Skill of the medics	95.18	94.14
Extent to which the medics kept you informed about your treatment	93.74	92.32
Extent to which medics included you in the treatment decisions (if	93.33	92.10
Degree to which the medics relieved your pain or discomfort	90.48	90.41
Medics' concern for your privacy	95.13	93.10
Extent to which medics cared for you as a person	95.15	94.02
Billing Staff Assessment	87.66	88.54


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.25	92.13
Billing Staff Assessment	87.66	88.54
Professionalism of the staff in our billing office	87.64	88.50
Willingness of the staff in our billing office to address your needs	87.68	88.59
Overall Assessment	93.88	92.26
How well did our staff work together to care for you	95.21	93.25
Extent to which our staff eased your entry into the medical facility	95.28	93.42
Appropriateness of Emergency Medical Transportation treatment	94.78	93.17
Extent to which the services received were worth the fees charged	88.41	87.43
Overall rating of the care provided by our Emergency Medical	94.80	93.32
Likelihood of recommending this ambulance service to others	94.83	92.94



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	27	37	95	406	5905	91.27%	78.40%
Dispatch	0	0	1	15	276	94.52%	77.00%
Helpfulness of the person you called for ambulance service	0	0	0	5	94	94.95%	78.34%
Concern shown by the person you called for ambulance service	0	0	1	5	93	93.94%	77.59%
Extent to which you were told what to do until the ambulance arrived	0	0	0	5	89	94.68%	75.06%
Ambulance	5	3	31	98	1147	89.33%	76.83%
Extent to which the ambulance arrived in a timely manner	0	0	4	26	324	91.53%	77.70%
Cleanliness of the ambulance	0	0	0	16	298	94.90%	82.22%
Comfort of the ride	3	3	25	37	243	78.14%	66.52%
Skill of the person driving the ambulance	2	0	2	19	282	92.46%	80.89%
Medic	13	22	43	199	2811	91.03%	81.68%
Care shown by the medics who arrived with the ambulance	1	2	1	25	345	92.25%	84.01%
Degree to which the medics took your problem seriously	1	2	3	23	344	92.23%	84.35%
Degree to which the medics listened to you and/or your family	1	4	6	22	336	91.06%	83.63%
Skill of the medics	1	2	3	25	339	91.62%	83.61%
Extent to which the medics kept you informed about your treatment	1	2	5	28	326	90.06%	79.72%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	27	37	95	406	5905	91.27%	78.40%
Extent to which medics included you in the treatment decisions (if applicable)	2	1	9	18	257	89.55%	79.63%
Degree to which the medics relieved your pain or discomfort	4	5	12	22	224	83.90%	74.86%
Medics' concern for your privacy	1	2	1	17	300	93.46%	80.67%
Extent to which medics cared for you as a person	1	2	3	19	340	93.15%	84.65%
Billing Staff Assessment	2	0	2	0	28	87.50%	65.93%
Professionalism of the staff in our billing office	1	0	1	0	14	87.50%	65.83%
Willingness of the staff in our billing office to address your needs	1	0	1	0	14	87.50%	66.03%
Overall Assessment	7	12	18	94	1643	92.62%	79.37%
How well did our staff work together to care for you	1	2	2	14	335	94.63%	80.89%
Extent to which our staff eased your entry into the medical facility	1	3	2	12	326	94.77%	80.88%
Appropriateness of Emergency Medical Transportation treatment	1	2	1	24	328	92.13%	80.64%
Extent to which the services received were worth the fees charged	2	2	4	1	26	74.29%	70.38%
Overall rating of the care provided by our Emergency Medical Transportation service	1	2	6	25	325	90.53%	81.87%
Likelihood of recommending this ambulance service to others	1	1	3	18	303	92.94%	81.57%