

A photograph showing two emergency medical technicians (EMTs) or paramedics in uniform attending to a patient lying on a stretcher inside an ambulance. The patient is wearing an oxygen mask and appears to be asleep. The scene is set at night, with the ambulance's interior lights and some exterior lights visible.

# CARE. COMMUNITY. INNOVATION.

Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high- performance EMS systems in the country. REMSA Health responds to approximately 80,000 requests for service per year.

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## Average Bill

Month	#Patients	Total Billed	Average Bill
January	5,315	\$11,398,850.17	\$2,144.66
February	4,655	\$10,011,447.86	\$2,147.47
March	2,470	\$5,301,553.35	\$2,146.38
April			
May			
June			
July			
August			
September			
October			
November			
December			
<b>January - December Total</b>	<b>12,440</b>	<b>\$26,711,851.38</b>	<b>\$2,147.25</b>

**\* Note - March 2025 has  
remaining invoices to be billed**

# Penalty Fund

REMSA 2024-2025 Penalty Fund Reconciliation

2024-23025 Penalty Fund Dollars Accrued by Month

Month	Amount
<b>FYE 06/30/2024 Carryover Balance</b>	<b>\$50,066.30</b>
July 2024	\$15,505.35
August 2024	\$11,414.43
September 2024	\$13,117.97
October 2024	\$13,345.50
November 2024	\$13,621.51
December 2024	\$12,398.02
January 2025	\$11,746.02
February 2025	\$21,943.86
March 2025	\$14,945.58
April 2025	
May 2025	
June 2025	
<b>Total Penalty Fund Dollars Accrued</b>	<b>\$178,104.54</b>

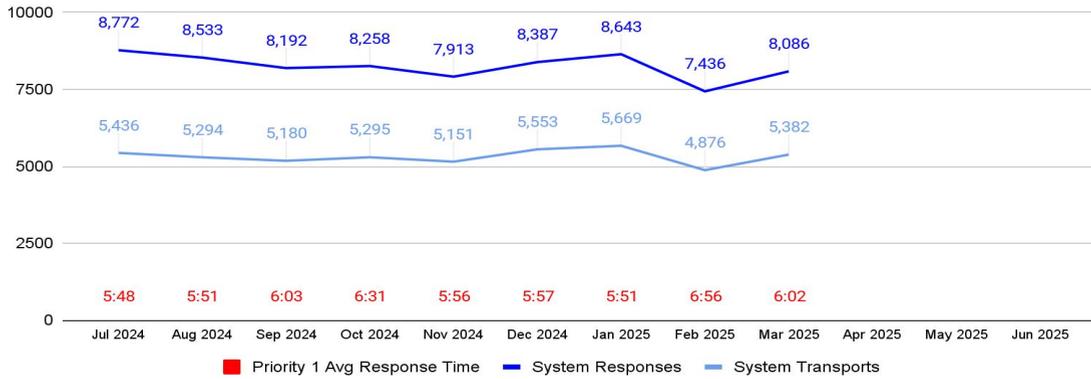
## Penalty Fund

**2024-2025 Penalty Fund Dollars Encumbered by Month**

Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024
Water Watcher for the Win	56.28	Water Watcher cards	Sep 2024
Search and Rescue EMS Equipment	5,112.86	Rescue Sled/Toboggan	Jan 2025
Community AEDS	8,036.36	10 Zoll AED Plus Units for Community Donations	Jan 2025
Search and Rescue EMS Equipment	12,663.01	TerrAdaptor Tripod System for rope/rescue	Mar 2025
First Aid Kits for Youth League Sports & Community Organizations	8,457.50	250 First Aid Kits	Mar 2025
Total Encumbered as of 3/31/2025	<b>\$47,326.01</b>		
Penalty Fund Balance at 3/31/2025	<b>\$130,778.53</b>		

# REMSA Operations Report

**System Response/Transport/Avg P1 Response Summary**



**Priority 1 Avg. Response Times**

**Priority 2 Avg. Response Times**

	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2024	5:18	5:55	8:38	6:31	7:09	9:45
Aug 2024	5:22	5:55	8:30	5:38	9:26	9:26
Sep 2024	5:29	6:08	9:06	7:06	7:52	9:44
Oct 2024	5:33	6:09	8:35	7:14	7:47	9:26
Nov 2024	5:23	5:58	8:19	7:00	7:48	9:10
Dec 2024	5:18	6:21	8:05	6:50	7:19	10:12
Jan 2025	5:22	5:55	8:20	6:57	8:03	9:06
Feb 2025	6:03	7:02	9:19	7:32	7:58	9:43
Mar 2025	5:33	6:03	8:43	6:56	7:29	9:24
Apr 2025						
May 2025						
Jun 2025						
<b>Year to Date</b>	<b>5:29</b>	<b>6:08</b>	<b>8:33</b>	<b>6:49</b>	<b>7:35</b>	<b>9:37</b>

# REMSA Operations Report

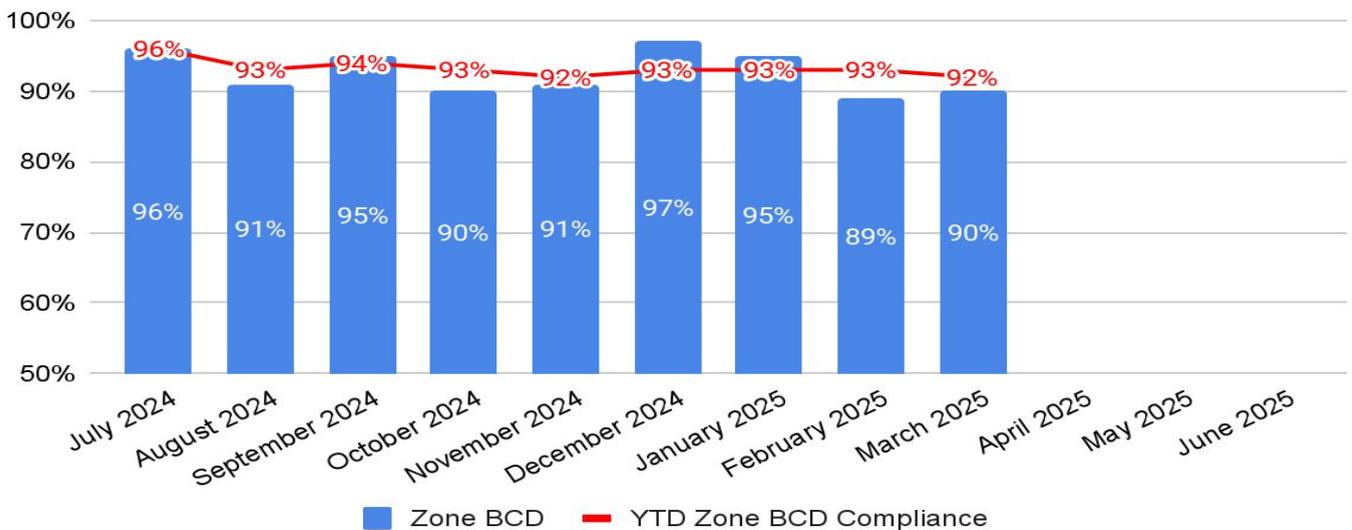
## REMSA Priority 1 Response Compliance

Zone A



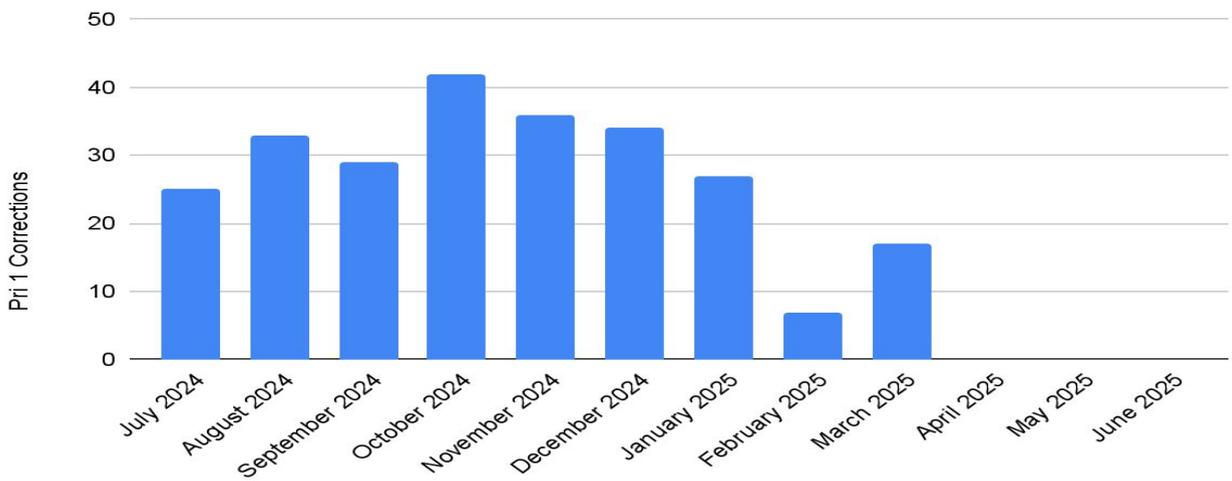
## REMSA Priority 1 Response Compliances

Zone BCD

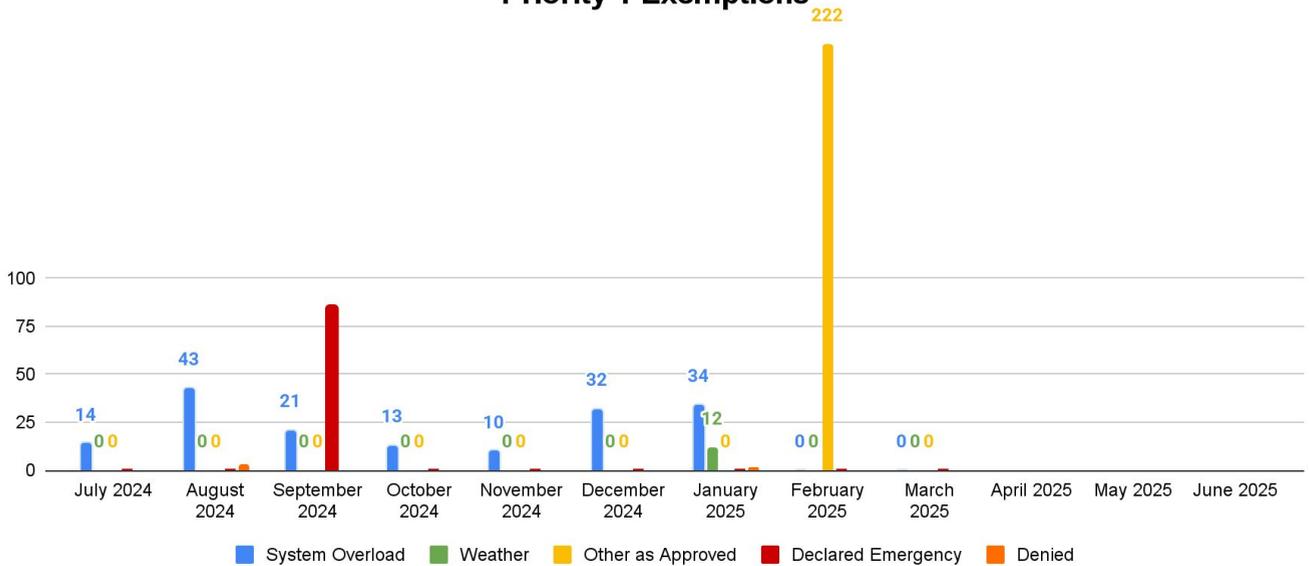


# REMSA Operations Report

## Priority 1 Incidents Corrected



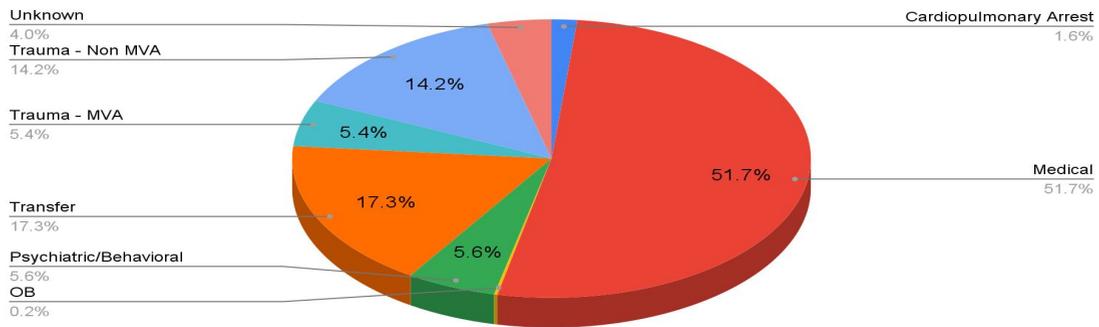
## Priority 1 Exemptions



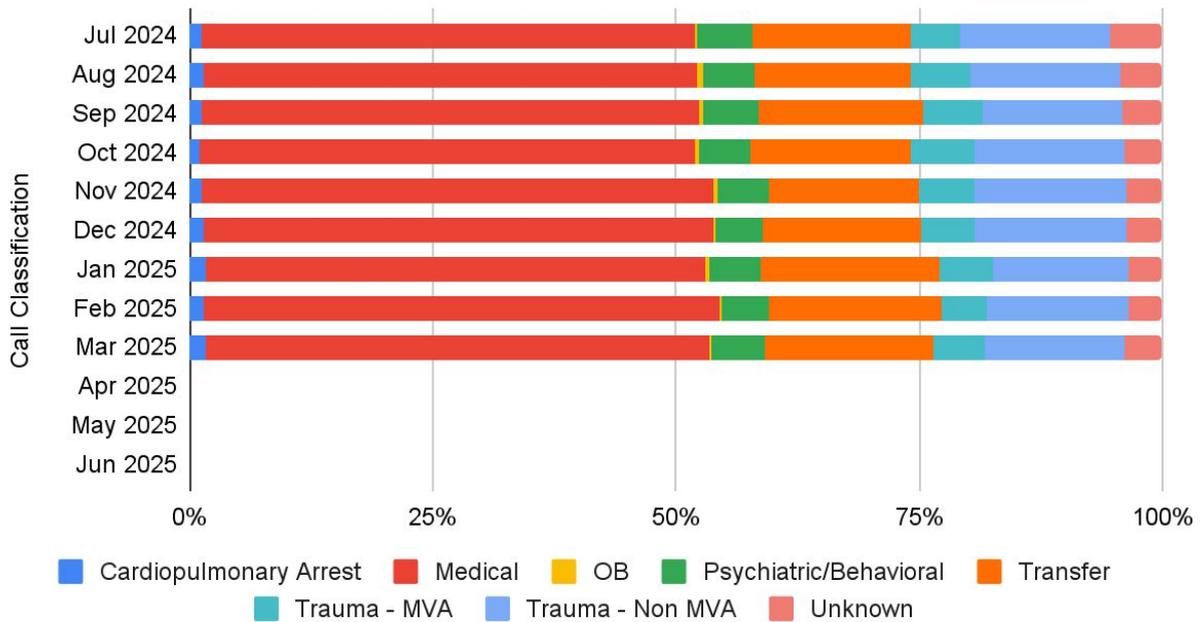
# REMSA Operations Report

## Call Classification

Reporting Month



## Call Classification



## Medical Directors Report

The Clinical Director or designee reviewed:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients (transport and non-transport)
- 100% of advanced airways (excluding cardiopulmonary arrests)
- 100% of STEMI alerts
- 100% of deliveries and neonatal resuscitation
- 100% Advanced airway success rates

	<b>Total Number of ALS Calls</b>	<b>Total Number ALS QA Reviewed</b>	<b>Percentage Reviewed</b>
July 2024	2,309	252	11%
August 2024	2,304	246	11%
September 2024	2,148	230	11%
October 2024	2,295	230	10%
November 2024	2,231	281	13%
December 2024	2,424	320	13%
January 2025	2,442	282	11%
February 2025	1,791	233	8%
March 2025	2,458	279	11%
April 2025			
May 2025			
June 2025			

# Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 2024	22	77	95	308	93	569	2	6	20	122
Aug 2024	29	88	117	474	126	782	2	5	24	61
Sep 2024	18	65	119	420	124	743	3	9	11	29
Oct 2024	30	113	121	404	105	500	1	4	19	57
Nov 2024	21	51	117	554	105	537	1	3	13	46
Dec 2024	25	52	126	455	81	500	1	1	20	46
Jan 2025	42	150	132	458	117	655	2	19	29	91
Feb 2025	29	96	156	704	117	636	1	4	34	4
Mar 2025	33	114	131	522	122	697	1	6	23	61
Apr 2025										
May 2025										
Jun 2025										
YTD	249	806	1114	4299	990	5619	14	57	193	517

# Education Report

	COMMUNITY OUTREACH				
	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
July 2024	68	103	90	57	3
August 2024	67	102	78	34	3
September 2024	56	82	65	39	4
October 2024	68	99	86	52	4
November 2024	50	68	55	29	3
December 2024	35	50	44	21	0
January 2025	52	74	66	31	3
February 2025	53	103	90	46	2
March 2025	50	72	65	31	2
April 2025					
May 2025					
June 2025					
<b>YTD</b>	<b>499</b>	<b>753</b>	<b>639</b>	<b>340</b>	<b>24</b>

# Customer Survey Report

REMSA Ground

Reno, NV  
Client 7299



1515 Center Street  
Lansing, MI 48096  
(517) 318-3800  
support@EMSSurveyTeam.com  
www.EMSSurveyTeam.com

## Patient Experience Report

March 01, 2025 to March 31, 2025  
Division: Ground

Your Score

**92.01**

Your Patients in this Report

**25**

Total Patients in this Report

**4978**

Total EMS Organizations

**248**

# Customer Survey Report

REMSA Ground  
March 01, 2025 to March 31, 2025



## Executive Summary

Your overall score for the period selected is **92.01**, a difference of **-0.83**, compared to your score from the previous year, **92.84**.

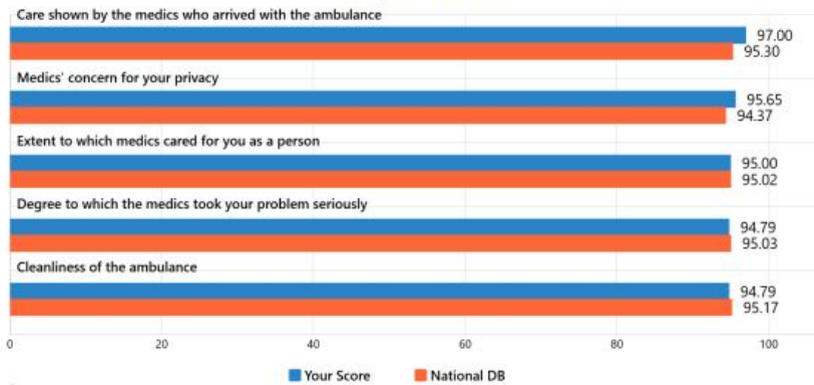
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77%**.

In addition, your rolling **12-** month score of **91.57** is a difference of **-0.90** from the national database score of **92.47**.

When compared to all organizations in the national database, your score of **91.57** is ranked **65th**.

## Highest and Lowest Scores

### 5 Highest Scores



# Public & Relations Report



**REMSA HEALTH.**

**PUBLIC RELATIONS**  
**MARCH 2025**

## International Women’s Day



REMSA Health leaders celebrated International Women’s Day by sharing what makes the women at our organization so impressive.

## Employee Highlights



Barry Duplantis, CEO was elected to the position of treasurer for the Academy of International Mobile Healthcare Integration - an organization representing high-performance EMS in the U.S. and abroad.

## Community Connections



REMSA Health welcomed Nancy McCormick from EDAWN for a tour and discussion about workforce development.

This group represents 50 years of full-time service and more than 2.75 FTE worth of per diem time.



- Steven Fiske - 25 years
- Kevin McLaughlin - 8 years
- Stanley King - 15 years
- Michelle Rowland - 12 years
- Jessica Peterson - 8 years
- Franklin Jackson - 8 years

All with REMSA, except King, Michelle McLaughlin, & Stanley Rowland - 19 years with Care Flight, all are part of 2,000 per diem hours.

Leadership celebrated more than 50 years of employee length of service this quarter!

## Paramedic Education



Paramedic students gain realistic experiences during mock scenarios to enhance critical thinking in stressful situations - like environmental skills labs in hard-to-reach locations.