



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.

Table of Contents

- Finance Reports.....Page 3 - 4
- Operations Reports.....Page 5 - 7
- Medical Directors Report.....Page 8
- Education Reports.....Page 9
- Customer Survey.....Page 10 - 11
- Public & Relations Report.....Page 12
- Customer Comments.....Appendix

Average Bill

REMSA Accounts Receivable Summary

Calendar Year 2025

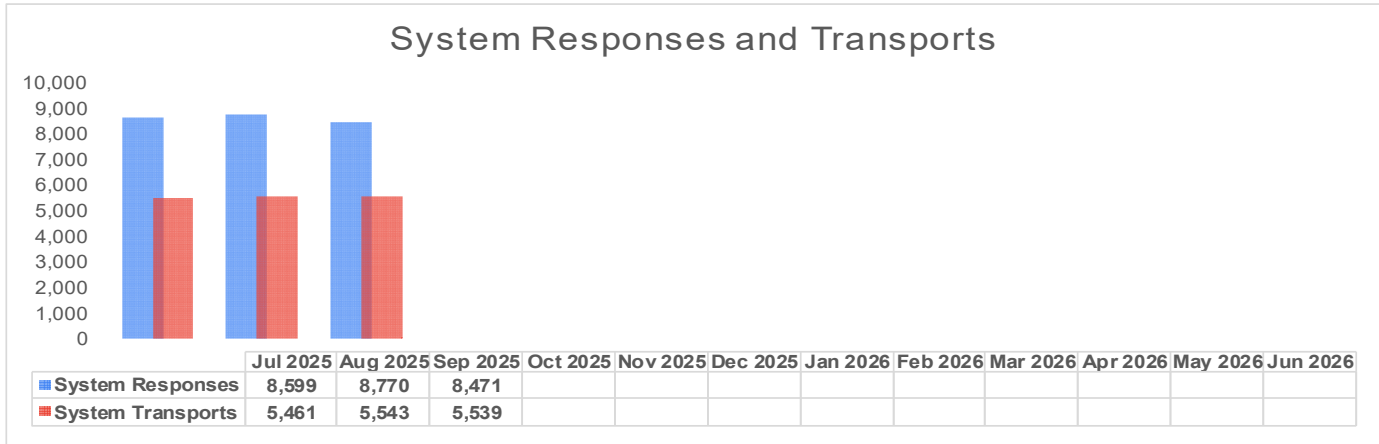
Month	#Patients	Total Billed	Average Bill
January	5,331	\$11,433,345.81	\$2,144.69
February	4,667	\$10,036,983.48	\$2,150.63
March	5,049	\$10,886,641.53	\$2,156.20
April	5,057	\$10,921,588.48	\$2,159.70
May	5,157	\$11,122,359.84	\$2,156.75
June	5,074	\$10,938,632.00	\$2,155.82
July	5,182	\$11,180,619.06	\$2,157.59
August	5,243	\$11,318,698.04	\$2,158.82
September	3,568	\$7,700,319.48	\$2,158.16
October			
November			
December			
January - December Total	44,328	\$95,539,187.72	\$2,155.28

Penalty Fund

REMSA 2025-2026 Penalty Fund Reconciliation

Month	Amount
Carryover Balance	\$105,223.39
Jul 25	\$14,295.54
Aug 25	\$15,569.67
Sep 25	\$13,895.52
Oct 25	
Nov 25	
Dec 25	
Jan 26	
Feb 26	
Mar 26	
Apr 26	
May 26	
Jun 26	
Total Penalty Fund	\$148,984.12

REMSA Operations Report



Average Response Times FY 2025-2026

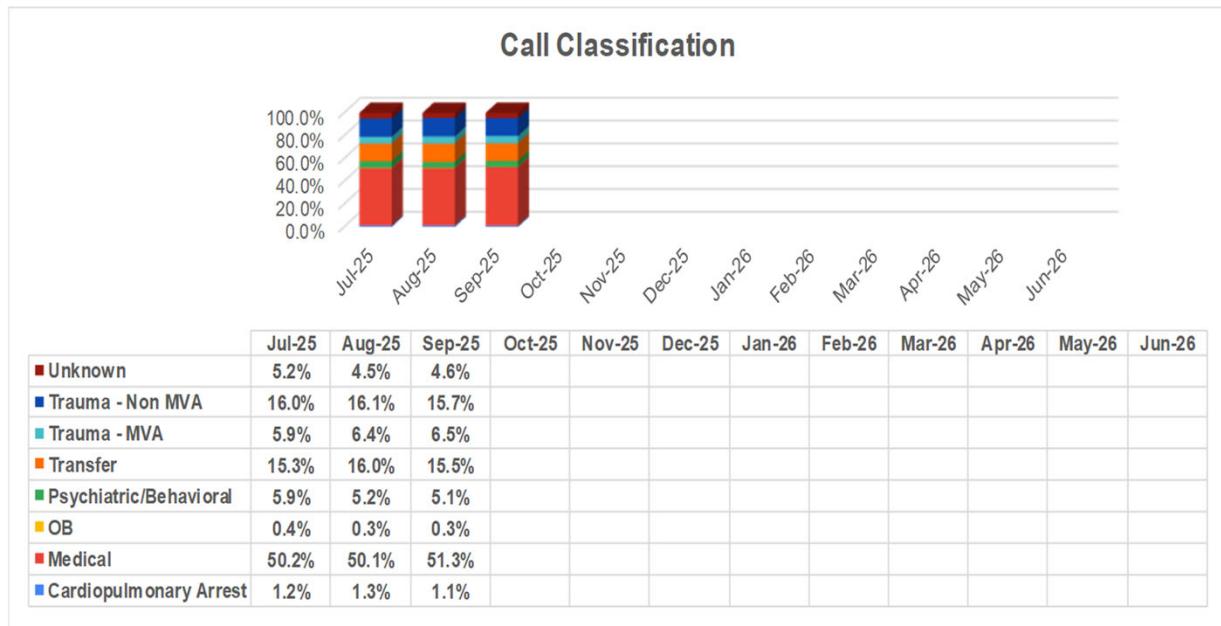
	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2025	5:20	6:01	8:22	7:10	7:31	9:18
Aug 2025	5:32	6:09	8:56	7:12	7:25	10:21
Sep 2025	5:24	6:08	8:36	6:48	7:53	9:11
Oct 2025						
Nov 2025						
Dec 2025						
Jan 2026						
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	5:26	6:06	8:37	7:03	7:38	9:37

REMSA Operations Report

Monthly P1 Response Compliance						
	Zone A			Zone BCD		
	Compliance	Exemptions	Corrections	Zone BCD	Exemptions	Corrections
Jul 2025	91%	1	32	96%	0	0
Aug 2025	91%	25	29	90%	3	1
Sep 2024	91%	9	27	96%	0	0
Oct 2024						
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	35	88	94%	3	1

	System P1 Exemptions						
	System Overload	Weather	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0	0	0	0	0	0
Aug 2025	28	0	0	0	0	0	0
Sep 2025	9	0	0	0	0	0	0
Oct 2025							
Nov 2025							
Dec 2025							
Jan 2026							
Feb 2026							
Mar 2026							
Apr 2026							
May 2026							
Jun 2026							
YTD	38	0	0	0	0	0	0

REMSA Operations Report



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

	ALS Calls	ALS QA Reviewed	Percentage Reviewed
Jul 2025	1,966	205	10%
Aug 2024	3,097	378	12%
Sep 2025	3,104	667	21%
Oct 2024			
Nov 2024			
Dec 2024			
Jan 2025			
Feb 2025			
Mar 2025			
Apr 2025			
May 2025			
Jun 2025			

Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 25	24	75	106	389	101	578	1	3	15	48
Aug 25	18	76	124	454	128	837	2	5	17	43
Sep 25	16	38	110	375	82	480	1	6	10	14
Oct 25										
Nov 25										
Dec 25										
Jan 26										
Feb 26										
Mar 26										
Apr 26										
May 26										
Jun 26										
YTD	58	189	340	1218	311	1895	4	14	42	105

COMMUNITY OUTREACH					
	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
Jul 25	53	72	61	29	4
Aug 25	69	101	89	46	3
Sep 24	64	86	73	32	2
Oct 24					
Nov 24					
Dec 24					
Jan 25					
Feb 25					
Mar 25					
Apr 25					
May 25					
Jun 25					
YTD	186	259	223	107	9

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

September 01, 2025 to September 30, 2025
Division: Ground

Your Score

93.71

Your Patients in this Report

155

Number of National Database Patients in this Report

6994

Total EMS Organizations

249

Customer Survey Report

REMSA Ground
September 01, 2025 to September 30, 2025



Executive Summary

Your overall score for the period selected is **93.71**, a difference of **+2.25**, compared to your score from the previous year, **91.46**.

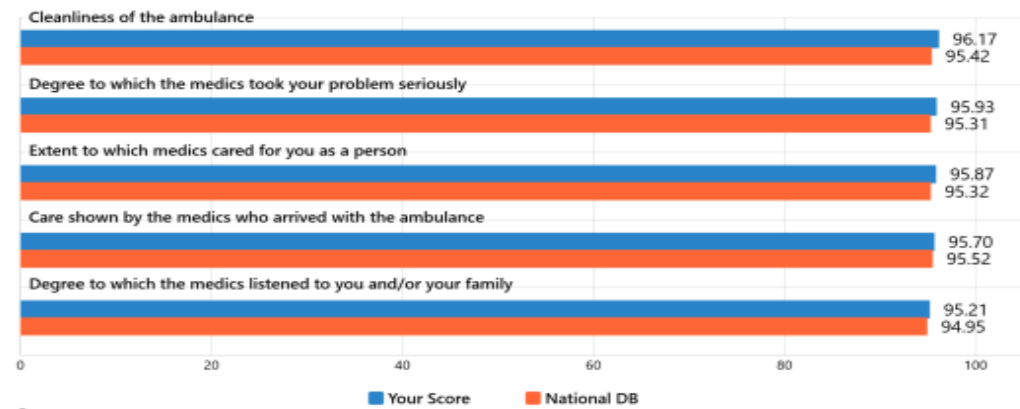
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **83%**.

In addition, your rolling **12-** month score of **93.05** is a difference of **-0.43** from the national database score of **93.48**.

When compared to all organizations in the national database, your score of **93.05** is ranked **50th**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



**PUBLIC RELATIONS
SEPTEMBER 2025**

In Memoriam!

REMSA Health and Care Flight employees participated in a portion of the National EMS Memorial Bike Ride which launched it's west coast segment from REMSA Health.



Welcome, Joe!



Joseph Drago has joined the organization as executive director of Care Flight. Joe brings more than two decades of air medical operations, clinical leadership and strategic development.

In this role, Joe will oversee all components of the Care Flight division, including clinical performance, patient and crew safety, customer service, business development, transport operations, regulatory tracking and team member development.

Integrated Health in Washoe County

Congratulations to REMSA Health's first state-endorsed Community AEMTs. They will have an integral role in the organization's approach to caring for underserved and complex patients.



Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
Transfer from one hospital to another. Made me as comfortable as possible.		
Being kind and helpful	Nothing	
	The ambulance that came that night I felt it was taking them a long to get to my house. Even the fireman were wondering where the were. When they came with a unit that was not stock with any meds. Then were wondering if we would wait for another that had all the stuff. But it was taking so long and we decided to just go it was only a few miles to the hospital. Then they had no radio service so they used on of their personal phone to let St Mary's that we coming.	Waiting on Follow Up
Everyone was helpful and responsive to everything I asked. They also explained what and why they did what they did which helped keep me calm.		
Everything, they made sure that I was comfortable and relaxed. The conversation was informative and the ride was smooth		
I messed my back up bad and not only did they do everything they could to be careful and alive my pain one medic went beyond helping me to relax.	My experience was amazing	
Everything	Nothing like	
They were careful and took caution to make sure I knew what they needed to do..	Keep being they gentle caring people.	
Broken Ankle	None	
Very professional and still caring redemption	I can recommend anything	
The two female EMTs were great, I was struggling and they took good care of me		
Cared for my mom and son after the fire n let us ride together	Meds lol	
Your crew are all pur heroes		
Stabilized and taken to hospital	Don't sit patient up after falling off motorcycle	
Very friendly and professional		
This was my first time calling for my mom and her first ride in an ambulance. Everyone was so helpful and calming and supportive. Very friendly staff!		

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
They were not only well trained but compassionate and caring. I had dislocated my new hip replacement and fractured my femur. They took great care loading and unloading me. The driver did his best and warned me of upcoming bumps. They tried to alleviate as much pain as they could. They were warm, concerned and friendly.	Nothing.	
Yes	Yes	
The care and concern for my wife made me feel she was in good hands.	I can't think of anything	
Everything was done so very well!!		
Total care, concern and well being was addressed. Care provided was 5 star. All concerns, assistance was taken care immediately and with professionalism.	Couldn't have done any better. Very well served.	
We arrived in a timely manner	I should'nt have walked to the ambulance	
With empathy and attentiveness and attention surrounding in the cab of ambulance, with me as well. I felt safe. Thank for your care.	Stay consistent and connected.	
Transported me from NNMC ER on Pyramid to the NNMC on My rates Wsy in Sparks, NV.		
The kindness the drivers took in making sure my daughter was comfortable was amazing! They explained exactly what they were doing each step of the way.		
Kind, caring and professional.		
Friendly and respectful	Nothing	
All the service very well	Same people all the time you don't need change and everything so well keep the way you doing	
All was done well	No, couldn't be better	
They arrived quickly. They immediately went to work giving me care ,and made me as comfortable as possible. They transported me safely and quickly. I have nothing but praise for both EMTs, since I was transported twice.		
They tried the best that they could with what they had some of the stuff did not work. He couldn't find a vein and that's not their fault I guess but everything was OK.	I don't I don't know	

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
Everything	It would be nice to know which hospital will put you out in the emergency room on a wheelchair especially when you're vomiting and having syncope episodes instead of putting you in a bed or stabilizing. This has nothing to do with the paramedics. It's not their fault. It's just a hospital.	
I was pretty groggy so being aware of their treatment of me is hard to remember. Nothing I can remember that wasn't good care.		
Their attention to detail. Attention to my personal care since I could not get out of bed. Verifying the information and drugs they needed to give me beforehand. Communicating the entire time we from the time we left my house to the time we arrived at emergency room, outstanding service!	Keep doing the exact same thing! It was outstanding	
Very caring and helpful.	Nothing	
The Emergency personnel alerted the er staff of my bradycardia and were on top of it!!!	It was beyond perfect could not ask for more!!!	
Supportive, friendly	Given my concussion and brain injury, the ride was simply TERRIBLE. Like steel on rocks. HARD, BUMPY, IMPACTIVE, UNCOMFORTABLE and it hurt me all the way to the hospital. THAT should never be a reality, even without a head injury. I hope never to ride in a remsa wagon again. Fix the suspension for a softer ride... your patients deserve better!	"•Rear shocks replaced @ 182k miles on 8/16/25 (10 days after the reported concern) •We took the ambulance for a drive today and I sat in the back to see how it feels. It is a bit bumpy as the rear box has a somewhat stiff ride, but does not feel much worse than our typical box. It is one of our older ambulances, so may be a bit stiffer than the new ambulances. We did change the shocks about 10 days after this report, so the ride at the time may have been worse than it is now."
I have severe heart disease, your medics always do everything they can to ease what i go through.		
The paramedics that trans ordered me to renowned south were very caring and very confident they had no problem doing my IV which normally is very hard. I think his name was Bert or I'm not sure but he was extremely nice and helpful.		
They were very caring they took good care of me they did exactly what I wanted very friendly	Well I would say when the doctor took me in to do x-rays he should have done an MRI of my whole entire body	
Everything	Nothing	
I was impressed with the whole incident. I am a nurse practitioner.		

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
They got lost on the way to the hospital. 3 miles passed. They realized they took the wrong turn.	Better training for people working for you	"I spoke with the crew. They acknowledged the routing error to the hospital. They said they adjusted the miles when they arrived at the hospital so they patient would not be billed for the extra miles."
Showed concern for me		
The two attendants were exceptionally helpful and respectful.		
Everything! They were good people, kind and I would do "anything" I could do for both of them if they needed anything! Thank you everyone for the wonderful service you provided and provide on a daily basis!!	Nothing! Keep doing what you do!	
The person who took the call	The responders were generally unconcerned, rough, and took a long time to get loaded and to the hospital, definatley didnt treat it like an emergency	"I was able to follow-up with today. I printed off the narrative section of her chart so she could reference the call, given that it was about 2 months ago. recalled it well after re-reading her chart. She said that the Pt was very kind and appreciative of the care from and her partner. also mentioned that she was able to have a heart-to-heart with the Pt regarding some of the Pts recent lifestyle choices that led to her current predicament. was very surprised that the PT had complained. mentioned that when they were responding, there was a waiver that flagged them down on the opposite side of the street that they were on. When the crew pulled around to the location, the waiver identified as the Pts friend and accused them of "taking too long" as they were getting out of the ambulance. I told that the EMS Survey notes did not give a name or contact information for the person reviewing the survey, so I was unable to say whether it was the friend or Pt herself. Additionally, I reviewed chart prior to speaking with her. Her assessment, treatment, and re-assessment were all sound. "
The young women who arrived and attended to me were extremely professional , compassionate and respectful regarding me as a person and the situation I was in. They deserve some recognition. I don't know their names but I know you do. Please thank them again for me. Oh, the gal who started my I V as we were driving received an A plus!! Thank you.		
They actually listened to my needs and gave me what i needed		

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
They got there fast but didn't give me any pain meds. So the drive was really hard	They didn't really act like there was anything wrong with me	"I spoke with the crew and they said they didn't feel the patient warranted pain medication administration. I am awaiting a response from the patient."
EVERY THING!!!!	NOTHING!!!!	
Very caring and professional		
Took good care of me. Until I got to the hospital. Very efficient and very nice.	Nothing	
Your folks are incredibly kind and skilled. I never once wondered what was happening. The communication was top shelf! Everything explained and I was offered choices. Very personable staff.	Not a darn thing.	
Patient care was great	No suggestion	
Both my medics were knowable& very nice. I had a female& male medic.	Everything was done in a timely manner. I appreciated that	
Very prompt, very professional and very calming.	Nothing everything was good as you could ever get. Thank You!!	
Thank you very much for your help and time. Everyone was kind, professional and very informative. I appreciate the care I was given.		
The whole team was very sensitive to my needs.	The only thing that could have been better was the ride was very rough and painful. The ambulance needed over load shock absorbers.	
Staff was helpful and polite and explained things throughly		
Everything. The EMTs were friendly, compassionate and kind. Everything went very smoothly. I have had no contact yet with the Billing office so couldn't address those questions.	Not sure, they were very efficient.	
Very professional, courteous knowledgeable thank you	I cannot think of anything at this time	
Polite and caring people	Reduce my bill, lol, I'm kidding ðŸ~Š	
My yo son was in an electric skateboarding accident where he dislocated his shoulder and split his head open. The paramedics went out of their way to get a hold of me to let me know what had happened and to get him the pain medication he really needed. They helped me stay calm through an initially panicked response on the phone, and my son was able to tell me about the interesting conversations he had with them once he had been medicated.	Nothing with regard to this call. I was disappointed to see how your organization handled your employee who made the online comments about Charlie Kirk so close in time to when I had such a positive experience. I believe the heroic staff employed there should be allowed to freely express themselves, so long as they are not using slurs or advocating for violence (which I did not believe the post did).	
Everything.	Nothing	

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
The medics arrived in a timely matter. I did not have to wait long. They were courteous, professional knowledgeable gave me excellent care.	Nothing if I have to call for an ambulance again I'll call you	
Actually, it's 911 called the paramedics after my accident. They arrived in short time. Very attentive and understanding. I have not received the bill yet		
Efficient; well trained; calm and helpful.	Was perfect.	
Friendly staff and professional in their duty.	Absolutely keep up the good work!	
Only had contact with the ambulance, attendants. Had no dealings with scheduling the ambulance as it was the hospital who arranged for the transport		
Ambulance team was outstanding and very good at their job!	Ambulance was old run down completely and utterly hot and uncomfortable! There was not one drop of air conditioning on a 90 degree day! There was not driver and paramedics looked like they had been shot through a cannon driving around in that heat with no air conditioning! Honestly I would probably hesitate to recommend your service to people because it is really dangerous and not right to make a patient who is already in trouble and suffering from complications to endure 100' + degree cab temperature for 20 or more minute ride. It is incredibly hard on people who are suffering from COPD and other Lung failure flare up's! I never complain until something is really wrong and as much as those rides cost the air conditioning should be tip top and in its best running order!	"•We have had multiple reports of a warm box in this unit on hot days. Each inspection has resulted in determining the A/C works properly. •I tested the unit today and cold air was coming from the vents in the cab and the PT compartment. I think this may be the issue we experienced over the summer with some boxes not being able to keep up with the heat. We've since moved to installing fans in the boxes to better prepare us for next summer. "
They were quick ,pleasant and knew what they were doing . They transported my wife about 4 times to the hospital they were doing every thing to take care of my wife and to explain what's going on with my wife . Remsa crew is fantastic I am very happy for all they have done . Keep up the fantastic job. I CAN'T say enough how great they are .	Keep up the good job	
Everything Possible	Can't think of Anything	
This was the third or fourth time I've used Remsa for myself in the last eight years. Your medical technicians have always impressed me with their speed, efficiency, professionalism, and desire to put the patient at ease.	Can't think of anything.	

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
Remsa personnel were very kind and efficient once I was in the ambulance. Mde me feel comfortable and at ease. They asked me questions, took my vitals and set up my IV for the hospital.		
Every thing was good		
Professional, calm and collected. Co-ordinated with firemen. Not alarming, as the situation in itself was alarming	Well done.	
Very careful with me	Na	
Husband died 2 days later. Thankful for the help given.	We have some Tight corners in our home for gurneys.. Å	
Very caring and professional. They were well trained, especially Chris.		
My comfort was their first concern	I received excellent care	
	I would not ever want an EMT to perform an exam on me again. None the less, it caused more pain in the longrun. I had called for my back and I was given an exam on my left shoulder. Then told it was not separated. It was not the reason I called for help. It was my back. Plus, I have medical records to prove I do have a separated shoulder. It was none of his business. I have not ever had an EMT perform an exam on me. That is a doctor's position.	So far I have looked at the CAD numbered chart in question and was unable to locate a phone number or way to contact the pt. I also searched historical charts and we have run on this same pt for similar complaints 4 times in the last 3 months unfortunately none of the charts that I looked at had a phone number attached. All charts denote that exams were preformed and varied treatments administered. I will continue to follow up as possible. One of the crew members is on his weekend now i will have to follow up with hime next week, one is out on injury for 4-6 weeks, and one is a TAB I will try to follow up with tonight -
Profesionalism and communication	Everything was outstanding	
So nice and friendly don't pressure me on go to the hospital. Very concerned about my health	They give excellent service	
They treated me very well, I would recommend this company. I haven't gotten my bill yet, im scared!		
Everything.	Nothing.	
I was being transferred from one hospital to another, so the trip was just fine. The young men were very pleasant.		
Everything		
Everything	Nothing!	
Everything in regards to care, concern, and transportation.	Not try to push painkillers on someone who doesn't want them. I understand they were concerned with my dislocation and it was appreciated. However, I'm not a fan of repeating myself. Especially when I explicitly said no and declared my reason as to why.	I was unable to contact the pt, however, I did speak with the crew. Essentially, the pt had an obvious fx, they offered drugs multiple times as narcotics was the only intervention that would require a paramedic. They wanted to be sure that he didn't want narcotics as once the paramedic starts driving, it is exceptionally difficult to swap providers while transporting.

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
I was sent from the cardio office on the Renown campus for further imaging and evaluation. Not an emergency. The medics were very nice and qualified in their protocol. I do have to add this. On the afternoon of June 29, 2024, I had to call 911 for a medical emergency. Upon arrival and a few patches on my chest, it was determined that I was having a heart attack. The care, compassion, efficiency, and speed to the hospital and Cath lab was amazing.	The service could not have been better. Many thanks to Remsa as a company and to the first responders. Blessings to you for all the good that you do.	
REMSA personnel were caring and provided excellent service for my husband.	Nothing	
They were all professional and made me feel at ease..I was scared cuz I couldn't figure out why I was having these black outs..But two of the emts ,which I remember one name Conner calm me down,both of them made me feel that I was important and they really cared. I would like to thank them for making me feel important and that I cared Thank you all Linda Kvasnicka	Just be the lovely people that you all are.Just remember why you choose your profession to help .	
The crew was very efficient and very nice made me feel at ease with the fact I had to ride in an ambulance. The medic that was in the back with me asked about my injury and went over everything to make sure he had the correct info. The team was very careful lifting me in and out of the ambulance. H	Had soft drinks available.	
Everything you guys took amazing care of me and my needs	You guys did really good I don't think there is much improvement needed	
Caring, friendly, professional and kind	Not a thing!	
Treatment of myself and filling in any questions. Very caring to what was going on		
Stabilizing my left fractured leg Giving me pain meds asap to relieve my pain to get me comfortable	ABSOLUTELY NOTHING Keep up the good work Stellar care	
They were really good		
Excellent!	Keep it up	
The crew was compassionate, explained what they were doing to prepare me for transport. Very professional and competent.	I have no suggestion.	
The. Ambulance. Employees. They. Is. Very. Nice. And. Treat. Me. Good. God. Bless. All. People's. Working. For. Remsa		

Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
All the help and explanations	I can't think of a thing	
VeryVery good care overall	Nothing	
N/A	We could not be more pleased with both medics that tended to my husband. Thank you allðŸ™	
	EVERYTHING IS PERFECT N THE PERFORMANCE GREAT JOB MEN N WOMEN	
	Quick response for stroke patient	
	All of itnonthing	
Keep up the good service.	NNMC ordered the ambulance. It was used to transport me from NNMC to SNMC. Your service was done very well. Very friendly and pleasant.	
Nothing.	Taking me to the facility to which I wanted to come.	
	I haven't spoken to anyone about the charges. I have Prominence insurance. Haven't received a bill yet. Excellent service!!!! Thank you!	
Nothing	In all my answers	
Nothing	Professional treatment	
No improvement needed, you're already top of the line as far as I'm concerned!	I never left with them. My daughter called Reno PD for a well check and the ambulance came with the PD but I never left with the ambulance. In the past when I did leave with REMSA, they were very knowledgeable, and caring. I love REMSA!	
Keep the good work	Professionalism	
I thought everything was handled correctly.	I didn't make the call, family member did. But it seemed to go smoothly.	
	Timely, fast very professional. Thanks.	
Hopefully there won't be any next times lol	The crew was attentive and good at explaining what they were doing and they worked fast and remained attentive and calm. They are a good well trained bunch of young men and woman. I appreciate their abilities and am very thankful that they are able to keep me safe and alive.	
	Everything was fine they handled everything fine	