



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.

Table of Contents

- Finance Reports.....Page 3 - 5
- Operations Reports.....Page 6 - 9
- Medical Directors Report.....Page 10
- Education Reports.....Page 11- 12
- Customer Survey.....Page 13 - 14
- Public & Relations Report.....Page 15
- Customer Comments.....Appendix

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			
April			
May			
June			
July			
August			
September			
October			
November			
December			
January - December Total	9,970	\$21,410,298.03	\$2,147.47

*** 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
FYE 06/30/2024 Carryover Balance	\$50,066.30
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	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$163,158.86

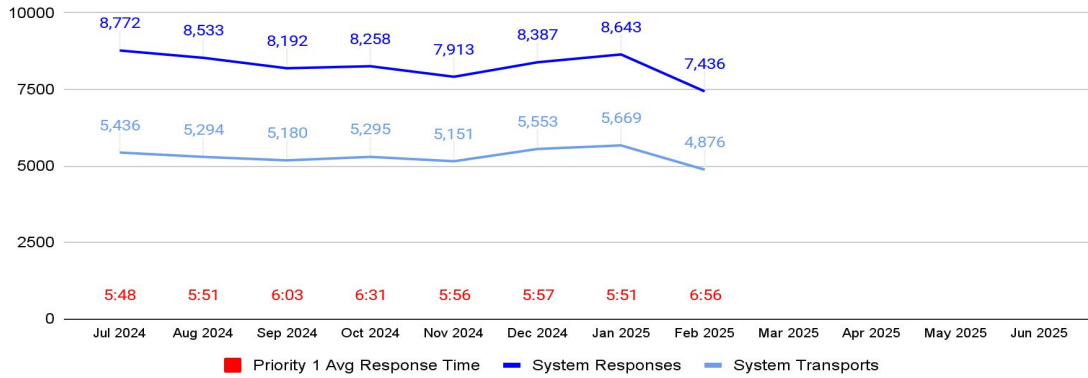
Penalty Fund

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
Total Encumbered as of 3/31/2025	\$26,205.50		
Penalty Fund Balance at 3/31/2025	\$115,009.60		

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

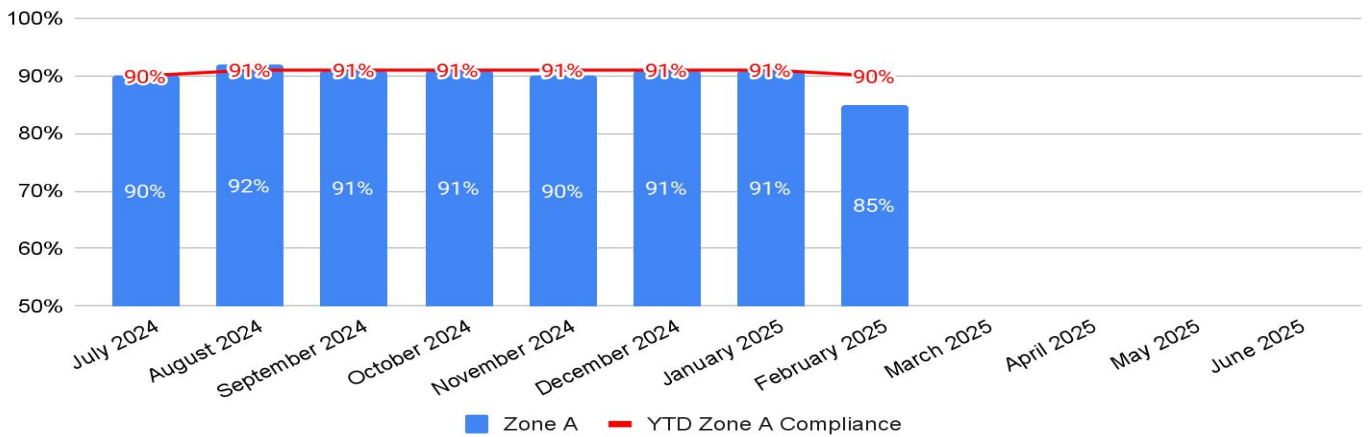
Priority 2 Avg. Response Times

	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						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:29	6:08	8:33	6:49	7:35	9:37

REMSA Operations Report

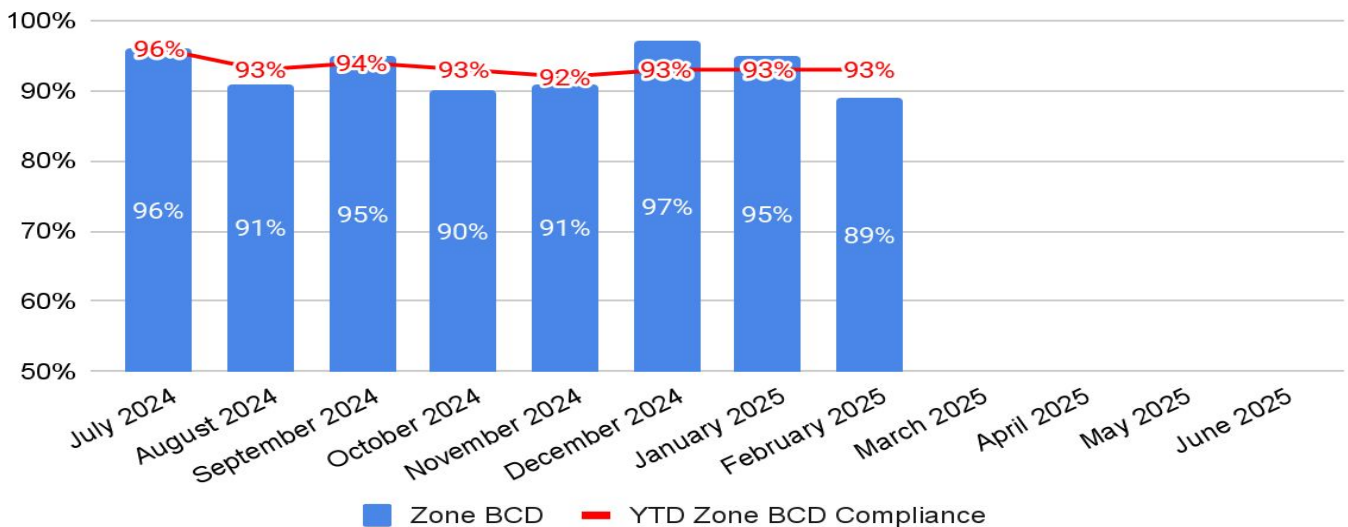
REMSA Priority 1 Response Compliance

Zone A



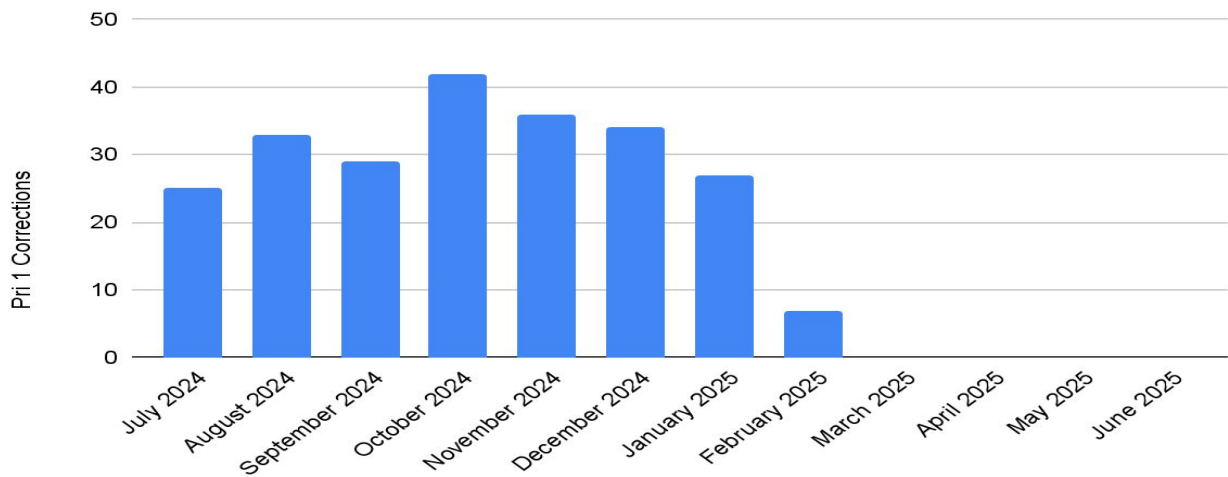
REMSA Priority 1 Response Compliances

Zone BCD

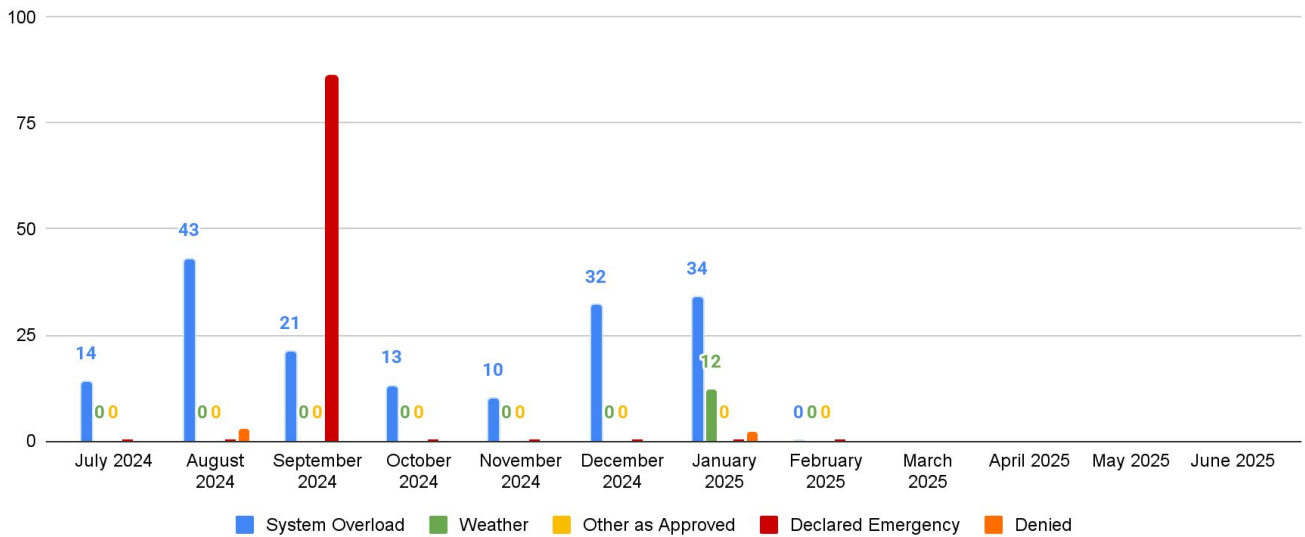


REMSA Operations Report

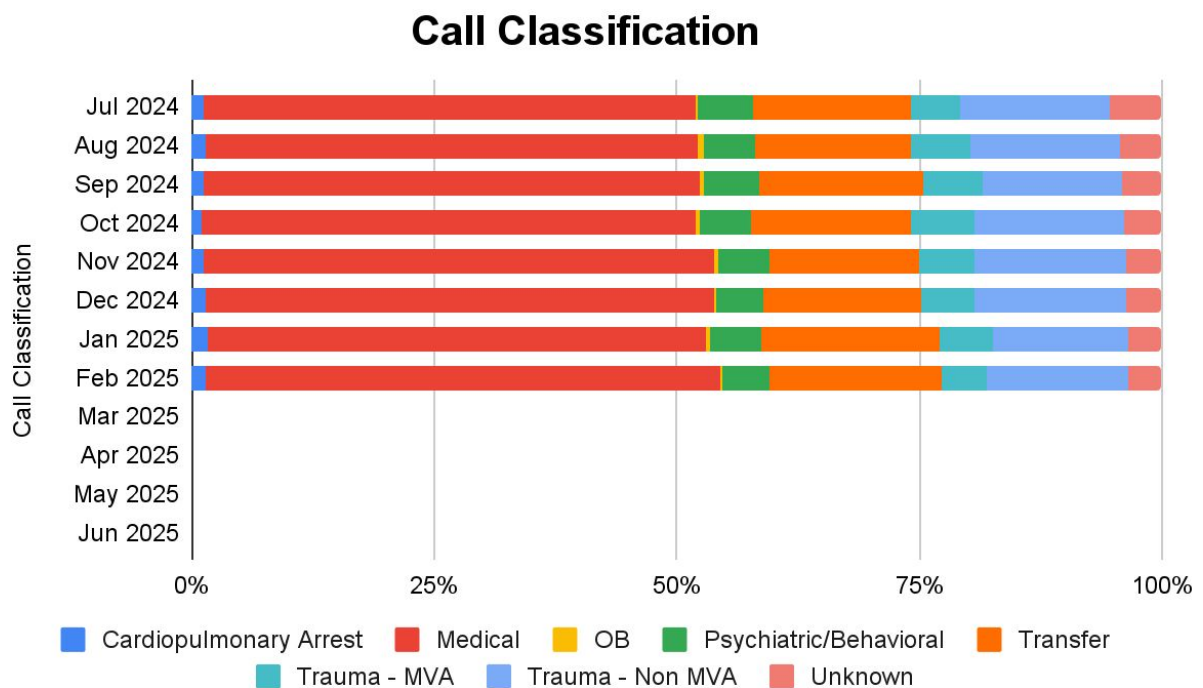
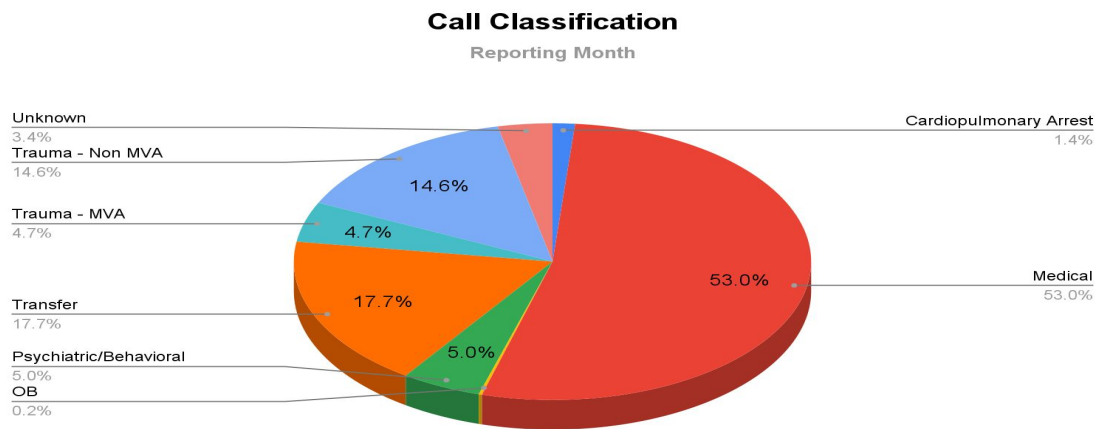
Priority 1 Incidents Corrected



Priority 1 Exemptions



REMSA Operations Report



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

	Total Number of ALS Calls	Total Number ALS QA Reviewed	Percentage Reviewed
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			
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										
Apr 2025										
May 2025										
Jun 2025										
YTD	216	692	983	3777	868	4922	13	51	170	456

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					
April 2025					
May 2025					
June 2025					
YTD	499	753	639	340	24

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

February 01, 2025 to February 28, 2025

Your Score

93.23

Your Patients in this Report

167

Total Patients in this Report

1602

Total EMS Organizations

248

Customer Survey Report

REMSA Ground
February 01, 2025 to February 28, 2025



Executive Summary

Your overall score for the period selected is **93.23**, a difference of **+0.62**, compared to your score from the previous year, **92.61**.

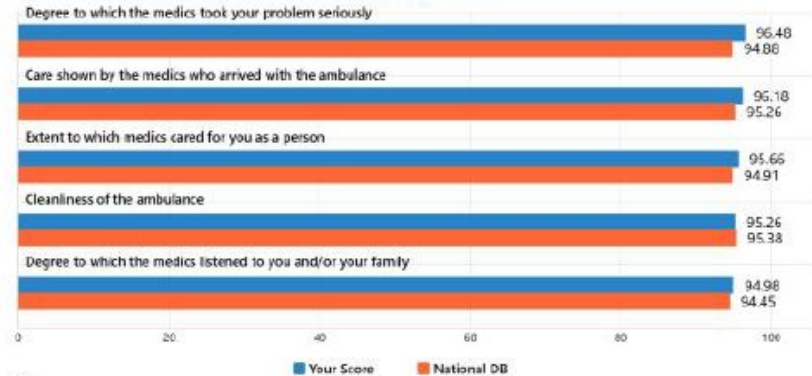
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80%**.

In addition, your rolling 12-month score of **92.68** is a difference of **-0.88** from the national database score of **93.56**.

When compared to all organizations in the national database, your score of **92.68** is ranked **41st**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



PUBLIC RELATIONS

FEBRUARY 2025

Employee Wellness

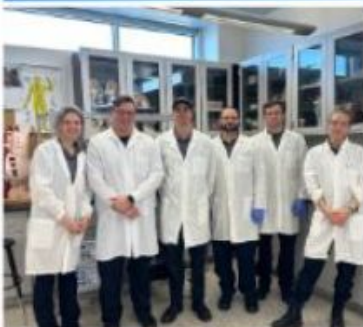


Veteran EMS professional, Mike Taigman visited with area first responders and presented two sessions about the importance of stress management.

Community Connections



Paramedic Education



Paramedic students gain realistic experience during a donor cadaver lab skills training in partnership with the University of Nevada, Reno School of Medicine. Intubation, I/O access, surgical cricothyrotomy, and need decompression are high stakes, low-frequency procedures, and training with real tissue muscle and anatomy is a key component to mastering the skills.

Employee Recognition



Dr. Jenny Wilson, Kris P., Ben S., and Adam Heinz were honored as the Heroes in Harmony by the Trauma Intervention Program of Northern Nevada during their annual Here's With Heart dinner.