

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 has medical equipment attached. 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.

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	4,885	\$10,089,864.00	\$2,065.48
February	4,678	\$9,674,155.80	\$2,068.01
March	4,932	\$10,208,405.00	\$2,069.83
April	4,931	\$10,206,761.70	\$2,069.92
May	5,038	\$10,414,226.20	\$2,067.14
June	5,017	\$10,385,428.30	\$2,070.05
July	5,142	\$10,585,663.50	\$2,058.67
August	4,951	\$10,194,231.10	\$2,059.02
September	4,852	\$9,994,703.00	\$2,059.91
October	4,920	\$10,151,321.00	\$2,063.28
November	4,740	\$9,816,584.00	\$2,071.01
December	2,420	\$4,998,284.00	\$2,065.41
January - December Total	56,506	\$116,719,627.60	\$2,065.61

*** Note - December 2024 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	
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$129,469.08

Penalty Fund

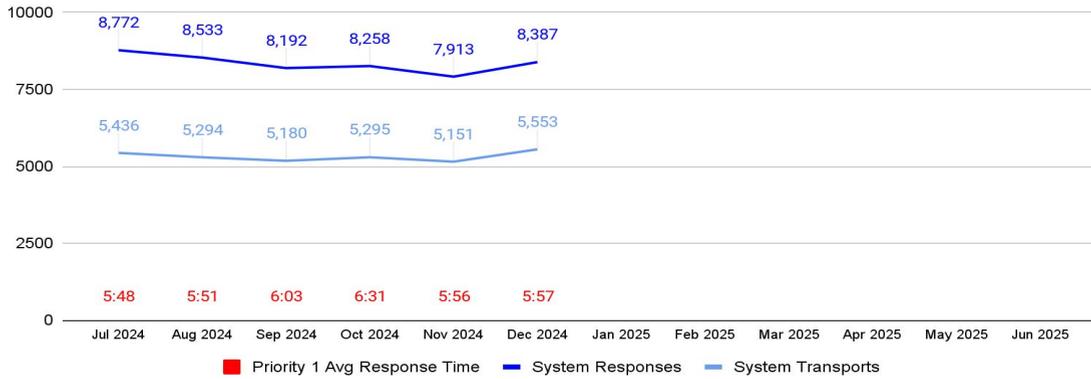
2024-2025 Penalty Fund Dollars Encumbered by Month

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
Total Encumbered as of 10/31/2024	\$13,056.28		

Penalty Fund Balance at 10/31/2024 **\$116,412.80**

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

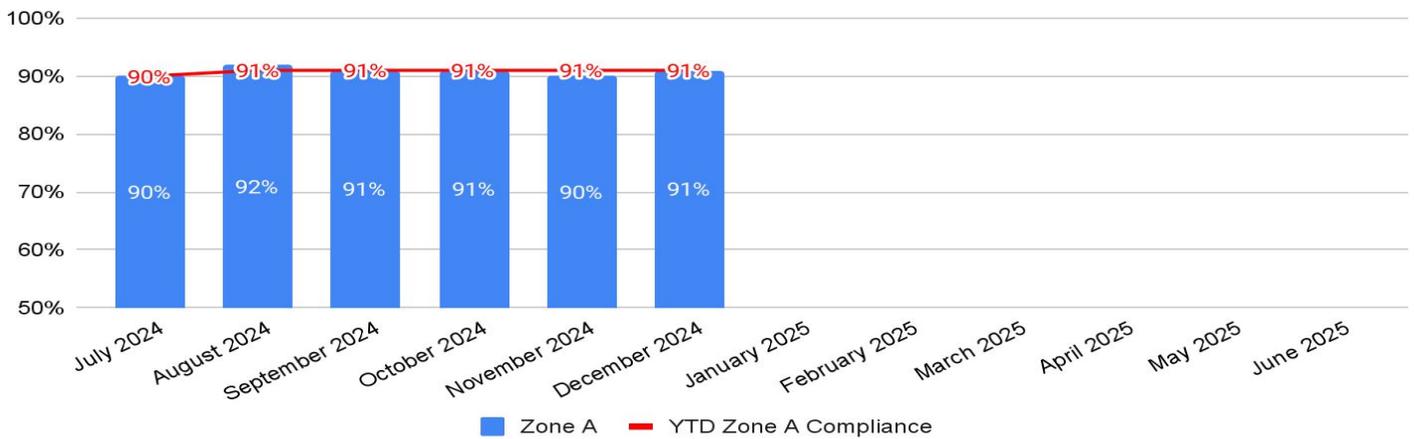
Priority 2 Avg. Response Times

	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						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:24	6:04	8:31	6:43	7:33	9:38

REMSA Operations Report

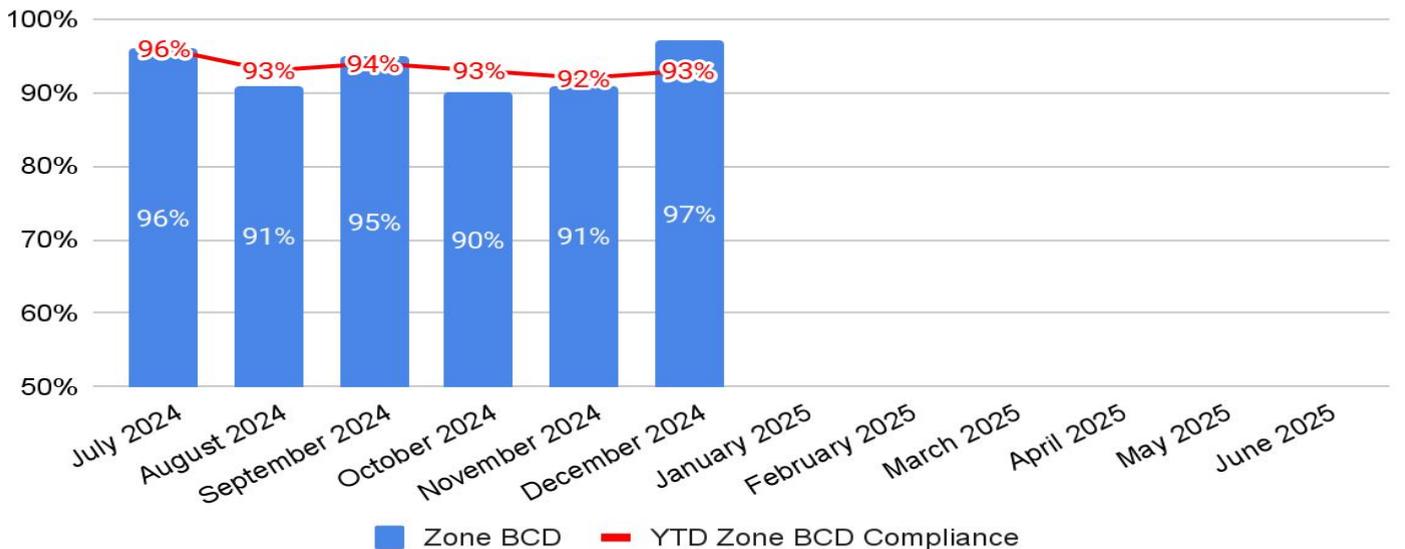
REMSA Priority 1 Response Compliance

Zone A



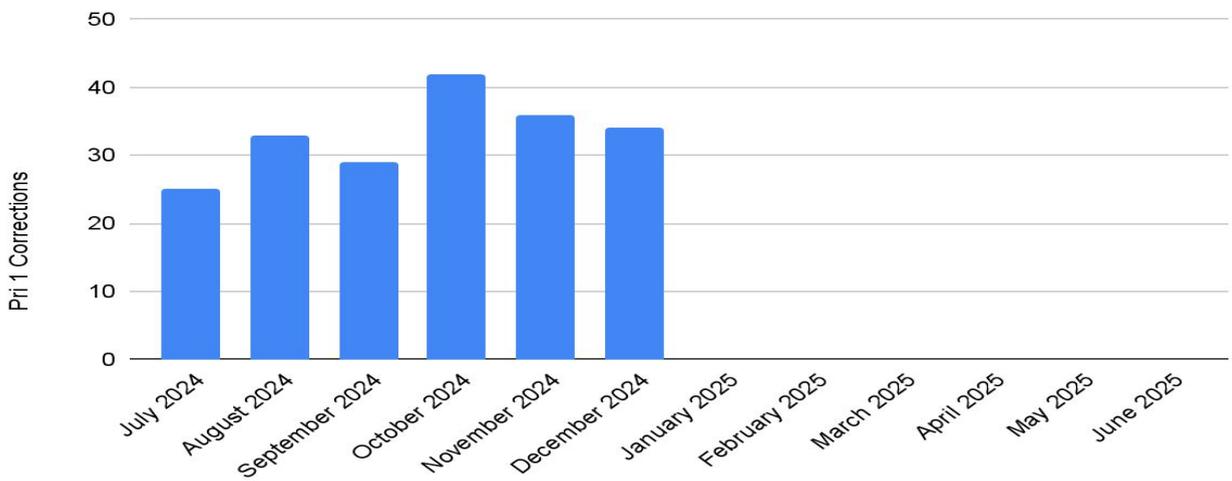
REMSA Priority 1 Response Compliances

Zone BCD

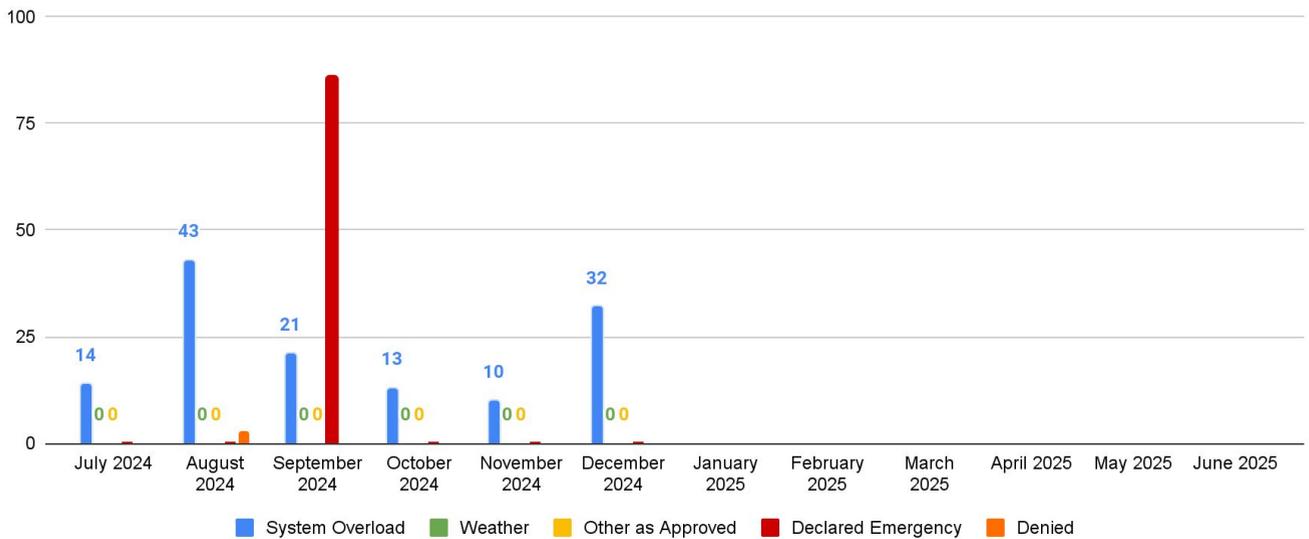


REMSA Operations Report

Priority 1 Incidents Corrected



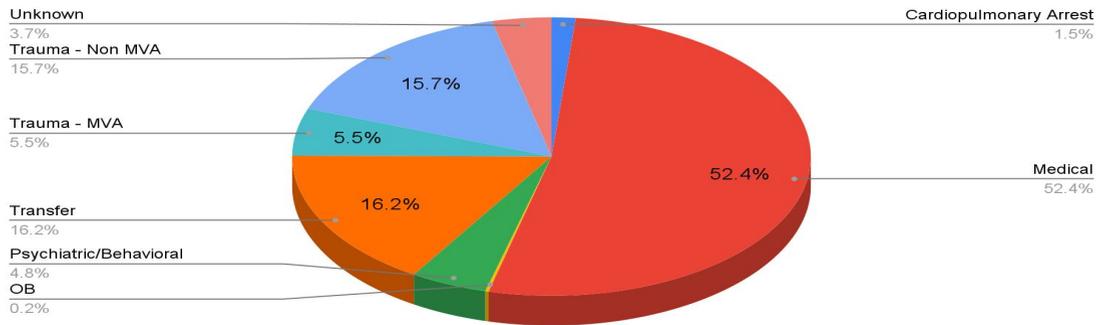
Priority 1 Exemptions



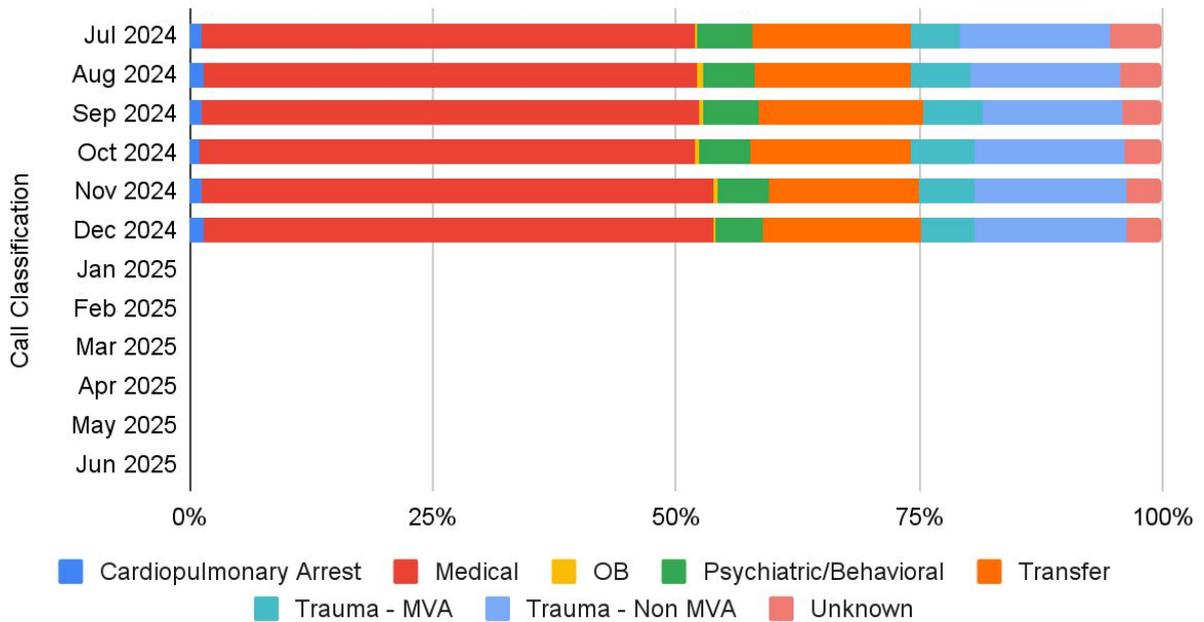
REMSA Operations Report

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

	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			
February 2025			
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										
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	145	446	695	2615	634	3631	10	28	107	361

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					
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	344	504	418	232	17

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

December 01, 2024 to December 31, 2024

Division: Ground

Your Score

92.57

Your Patients in this Report

154

Total Patients in this Report

5819

Total EMS Organizations

243

Customer Survey Report

REMSA Ground
December 01, 2024 to December 31, 2024



Executive Summary

Your overall score for the period selected is **92.57**, a difference of **+1.17**, compared to your score from the previous year, **91.40**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **79%**.

In addition, your rolling **12-** month score of **90.89** is a difference of **-2.28** from the national database score of **93.17**.

When compared to all organizations in the national database, your score of **90.89** is ranked **67th**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



PUBLIC RELATIONS

DECEMBER 2024

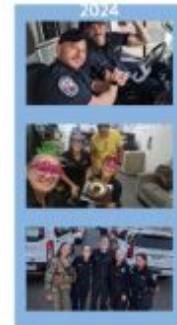
Community Relations

REMSA Health made a financial and food donation to the KTVN Share Your Christmas Food Drive benefitting the Food Bank of Northern Nevada.



Social Media

Watch a short recap of the incredible year that REMSA Health had!



Employee Celebration



REMSA Health celebrated 11 employees with five or more years of service during a quarterly Length of Service luncheon. Their time with the organization totaled 100 years!

Clinical Excellence



EMD/EFD Hannah K. gave Heimlich instructions over the phone and the caller was able to dislodge the obstruction. Congratulations on a successful patient outcome - before crews even arrived on scene!
#CareStartsWithTheCall

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
02/06/2024	Everything was fair and good	No suggestion as long everything is clean	
10/30/2024	Good	Ockey	
11/24/2024		Thank you to the entire team. Sarah Gallahar	
11/30/2024	They were awesome! I have 3 boys 7,5,3 & my 7yr old was the one being transported and was awesome with my 5yr old, made sure I was comfortable with seating and safety measure for my two boys not on the gurney but as well as my sick kiddo. I forgot the name of the gentleman that sat with me & my other two boys in the back but he was just as awesome. My 5 yr old said Nick is his best friend. Great customer service guys. Thank you so much for making this as enjoyable as possible. You guys are heros	N/A	
11/19/2024	EVERYTHING was done well. The compassion, care and understanding is soooo appreciated. I always feel that I'm in good hands, which eases the immediate worry! Thank you... blessing's for all you do. 🙏		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/19/2024	<p>Everyone was very nice and polite. They explained my options which was very helpful. Very good attention to detail and didn't leave me wondering what was going on. Arrival at Renown was smooth and transfer to the ER bay was uneventful with no problem. Also, they explained when I could call 911 and to not hesitate if I truly need them to come out and assess my situation. Overall, a very good and calming experience. I highly recommend the REMSA team that took care of me. Thank you</p>	<p>More warm blankets during the winter.</p>	
11/24/2024	<p>Put me on a cardiac monitor and explained what they were doing. Started an IV and gave me medication for my nausea. Talked in a calm and reassuring voice. Continued to ask me how I was feeling.</p>	<p>I think the crew did a very good job, thank you.</p>	
11/23/2024	<p>and partner were exceptionally caring and helpful.</p>		
11/19/2024	<p>Good service</p>	<p>Nothing</p>	
11/20/2024	<p>My wife had a slow, controlled fall in our living room as my daughter and I were trying to transfer her from her chair to her walker. She was not injured. We had placed a pillow under her while we waited for the ambulance. When they arrived, we explained what had happened, and the medics were able to get her off the floor and into her bed. Their assistance was very helpful, gentle and professional. We are very grateful for their help.</p>	<p>Nothing.</p>	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/26/2024	Very Professional		
11/24/2024	I'm very lucky to have the the best first responders to take care of me!	Nothing	
11/29/2024	Professional	Nothing	
11/25/2024	Transportation	Pain relief	
11/24/2024	Everything	Nothing	
11/25/2024	Transporting patient to hospital!		
11/23/2024	My only comment about the evaluation was I haven't been contacted by your business office yet so can't rate them. Everything else done by Remsa was excellent.		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/19/2024	Nothing.	Their job.	<p>called me back almost immediately. He was upset with the interactions between the crew members and himself. He heard the crew speaking amongst themselves repeatedly and stated that they had non-relevant conversations between themselves. I advised him that there was an intern on board and that the conversations could have been related to a "teaching moment". was understanding but disagreed. He replied that the conversations would occasionally be regarding his medical history/CC and then the crew would make a joke or laugh between themselves. also stated that the crew asked inappropriate questions regarding his residence and "how much he paid for rent". primary complaint was about being placed in triage and the subsequent care he received at Renown's Triage lobby. I explained that REMSA and Renown are not affiliated and that our crews do not know whether a Pt will receive a room until they are physically inside the ER. I advised him that he would need to make a complaint to Renown. did report that the crew did give him an IV with fluids, as well as nausea medication, for which he was appreciative. I will still speak with Andreotti, Valdez, and Intern next week. MO</p>
11/29/2024	Your needs and comfort.	Nothing comes to mind. Thank you!	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/25/2024	Listened to me and my concerns. Made a good judgement call when my BP dropped to take me by ambulance instead of waiting for a ride from family member.	Something stronger than Tylenol offered for pain, IV line placed on alternate hand of wound.	
11/19/2024	They we're very caring		
11/24/2024	Quick, thoughtful and very professional. Kind!		
11/23/2024	Very professional in everything that was needed.		
11/22/2024	I liked how pleasant the ambulance people were.. they were kind and helpful		
11/29/2024	They took my vitals and asked questions then they gave me answers to help me feel better.		
11/24/2024		Have some pain medicine stronger than Tylenol	
11/19/2024	Excellent staff put my mom at ease		
11/25/2024	service and dedication	they did very well	
11/30/2024	N/A	Slow down over the speed bumps	
11/23/2024	I wasn't the one in the ambulance, but the treatment of the remsa staff that showed up was great.	My part of the experience was good I can't speak on the rest.	
11/29/2024	My husband was taken to Renown from my home. Therefore, I am unable to answer all of your questions. Thank you. My 81 years of age husband was released back to Facility where he resides in good health.	Nothing	
11/23/2024	They were understanding and very calm.	Everything was fine no suggestions	
11/27/2024	Both team members were fabulous and very caring!		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/28/2024	They got my son to the hospital	<p>I unfortunately have had to use your service twice in the past 6 months for my child and have been unsatisfied both times for the same reason. The first time I spoke with a supervisor about my concerns. This was related to the medics not knowing how to use the child harness to transport my child safely in the ambulance and the issue seems to have only gotten worse. I took my son to the ER by my house in Spanish springs because he hurt his leg. He ended up having a broken femur. Since we couldn't put him in a car seat and safely transport him to renown we had to use REMSA. 1.5hrs later an ambulance showed up and placed my 4yo son on the gurney and buckled one lap belt over his waist. I asked "do you not have the child harness?" to which the medic replied "yes, we do it" in the ambulance. As his partner was collecting paper work he then decided to grab the child harness. When they came back in the room to set up the harness both medics admitted they did not know how to use the device and aren't really trained on it. It still wasn't on properly by the time we left and they said they felt like they were missing pieces. The whole point of taking an ambulance was for safe transport. There is obviously an issue with the medics and proper use of the child harness. The medics either aren't trained properly, don't get a refresher often enough or they don't care to pay attention during the training. They knew they were transporting a 4yo patient, so that harness should have already been on the gurney before they came into the room. If a 4yo only has an adult size waist belt on it will not be enough to save his life in an accident. My other issue is that I have to pay for this poor</p>	<p>I spoke with patient's mom . I told her that I recognized the complaint as she had a similar experience from back in . She was frustrated that she had to tell the crew to grab the child harness straps when what she really wanted to do was transport the patient in a car seat. The crew wasn't familiar with the use. I told her that after her last complaint I assigned the workforce a mandatory training on them. She was appreciative. We are looking at the patient's bill. TK</p>

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/29/2024	Very knowledgeable and kind	You were great!	
11/19/2024	They were very thoughtful.	I can't think of anything.	
11/24/2024	Very good good very good	Very good	
11/21/2024	Professional and caring. Listening to what was said.		
11/23/2024	Get rid of the small ambulances		
11/3/2024	Overall situation and what they did for me and family was great. Showed great empathy.		
11/3/2024	Great listening and empathy. Remsa always gets 5 stars from me.	Nothing this time. All was great	
11/8/2024	The care and professionalism was great.	Everything was great.	
11/8/2024	I did not call Remsa. I was at ER at Damonte. They called Remsa to transport me to Sierra Northern Nevada. Most of survey questions do not apply. In summary, ambulance was clean, although rough riding. They took very good care of me.		
11/2/2024	I couldn't tell you because I was out of it and I don't remember anything		
11/6/2024	Very careful driving and concerned with my pain	Nothing I	
11/3/2024	All was done professionally & caring & friendly. Excellent! Has been billed to my Medicare Advantage so can't reply to billing.	Hopefully there won't be a next time but all care was excellent.	
11/5/2024	Everything		
11/7/2024	Their care and concern for me was top notch. The emotional compassion that they showed me that night was of deep concern for my well-being. They explained things in detail, which kept me calm. Very much appreciated them		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/4/2024	They need more training starting IV I don't one person has ever gotten one in me.		
11/6/2024		The IV used too big of a needle was inserted poorly. Kept. telling them it hurt. They ignored me. The ER replaced the IV.	
11/7/2024	One of the paramedics that was in the back with me on the ride there was so gentle and kind and he made the whole experience really comfortable and trustworthy. He has a southern accent and God bless his heart.. shout-out to having him on your team!:) I appreciate the way he was when I was in that kind of trauma .	Nothing to add at this time	
11/2/2024	I don't remember	Better community because it was hard to understand them when they tried to talk by phone for note.	
11/5/2024		Make sure you are sending messages to the right person because I haven't been or used a EM transportation in over a year	
11/7/2024		Waiting times in er room	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/6/2024	Unfortunately I do not know the names of the paramedics that helped me during my medical situation, but I really want to thank them personally for taking care of me and helping me through this the ordeal. They were both so friendly and so professional, and just really made me feel comfortable throughout the whole situation and when we got to the hospital, they even made sure to help my friend who was coming to be with me get into the emergency room and find me these guys are great and I really appreciate it so please find out who they are and thank them very much for me		
11/5/2024	Friendly and calm making me feel relaxed during a very stressful time		
11/2/2024	Excellent and prompt care.	Keep up the good work. Thanks	
11/4/2024	picked up and delivered me to the hospital ER and did a wonderful job calming the situation		
11/5/2024	They're very attentive and gave me something to stop vomiting and made me comfortable.	Being there as fast as they can.	
11/6/2024	Excellent concern for ME overall	Nothin	
11/2/2024	Albuterol was administered to relieve my breathing problem	When I told the medic that my arm was hurting while administering the cuff for blood pressure, she said it had to be that tight. I have never felt so much pain. I have my pressure taken all the time. Also the ambulance needed a complete cleaning or they had a very busy day.	
11/8/2024	How they were both professional & kind!	Techs need more practice needle-sticking! Couldn't find a vein!?	
11/7/2024	Everything		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/1/2024	Just as professional as they could possibly be as a team	Na	
11/4/2024		Awesome	
11/4/2024	Problem accessed, safely transported to the ER. RE this survey, you must realize that as a patient I was in no condition to inspect the the cleanliness of the vehicle or rate the driver's skills. The attendant tried to assure me that all would be fine, which was comforting. All's well that ends well. Thank you REMSA for all you do.	I hope there won't be a next. Every one was friendly and had an air of confidence. Keep up the good work MERRY CHRISTMAS AND HAPPY NEW YEAR	
11/18/2024	I had a reaction to some medication and was really stressed out and they calmed me down and I had taken some Benadryl and they watched me for awhile to make sure it was working. They explained to me what to watch for and to not take any more of the medication. They did a great job!	Both men did a great job!	
11/12/2024	Arrived quickly and addressed my emergency in a timely manner. They were very thorough and caring. Excellent care.		
11/14/2024	Everything		
11/17/2024	My daughter was transported from the smaller hospital to a bigger hospital and they were very kind and treated her very well she has autism she's very high functioning but she was very scared they did everything they could make her comfortable and explain everything that was happening as they were doing it they were very great to her and me as well thank you for all you guys do you guys are truly amazing people.	Everything that the remsa team did was perfect	
11/16/2024	Timely and professional response! nice people		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/19/2024	I was treated with respect and even though my home was a mess I wasn't treated like a slob LOL. The medics did listen to all of my complaints and issues and understood why I called them.	Pay better attention when I'm telling them the medications I've taken or I'm taking because twice now my medications even though I had them ready with me were ignored even though pointed out. It made my transition to the hospital a little difficult when they wanted another medications that was on.	
11/10/2024	They did a good job	Everythingâ€™s good	
11/17/2024	Lo mejor experiencia muy satisfecha	Bueno lo mejor	
11/16/2024	I fell and my head was bleeding so we had to call the paramedics. They were there in a hurry and helped me feel more at ease and stop the bleeding. I was so relieved they are awesome.!!!!ðŸ˜ŠðŸ˜Š•	Nothing	
11/11/2024	Me traslado de mi trabajo a un hospital a tiempo oportuno. Gracia	La atenciÃ³n fue excelente	
11/11/2024	They showed up.	Give pain	
11/9/2024	Arrival reponse run was very good, staff were professional and caring. Wonderful team!	No suggestions	
11/17/2024	Arrived quickly. Weâ€™re well trained.		
11/14/2024	Everything	Girls in bikinis nothing	
11/12/2024	Everything	Beer on the ride, jk	
11/12/2024	Showed great concern as to my comfort and safety		
11/10/2024	Fast, efficient, caring.		
11/10/2024	Very caring and professional people	Nothing	
11/11/2024	The first responders in the ambulance provided great care and also showed a lot of patience and humility. I really appreciate them.		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/12/2024	911 Called By Roommate > Having Seizure And Becoming Combative. Please Apologize For Me To The Staff ...I Woke Up In The ER And Feel Guilty About Behavior.	Keep Being So Efficient And Friendly.	
11/17/2024	TLC	NA	
11/10/2024	I could hear the siren, but took awhile to arrive.		
11/16/2024	The team were all caring and the speed in which they took to make me feel comfortable was excellent. They knew their jobs and I felt very secure in their hands. I wish I could remember their names to thank them personally.	Not a thing.	
11/15/2024	I was unable to answer questions about billing as I haven't received any billing. By using your service I was immediately admitted in THE ER.	I wasn't sure what some of the portable machines were used for.	
11/18/2024	They were mindful of my excruciating pain and did all they could to help me.		
11/16/2024	Promptness, Kindness, Help, Professional Care . THANK YOU CORDIALLY! (~ especially once again, I cannot be thankful enough to equalize your Great, speechlessly important help and kindness you have proven to our family by very well, successfully taking care of me and of my Baby as I ended up giving birth to her ~ my Priceless, "Miracle" and Always Beloved Daughter! ~ in a "REMSA" van, on the way to the	No suggestion necessary.	
11/12/2024	They were very caring and made me feel comfortable and at peace in a difficult situation.		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
11/13/2024	Concern for my level of comfort. Treated me with respect		
11/13/2024	They made me feel comfortable and safe	Nothing	