



STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 6, 2026

TO: EMS Advisory Board Members
FROM: Adam Heinz, Chief Operating Officer, REMSA Health
SUBJECT: EMSAB Report

SUMMARY

Update of the emergency medical services (EMS) operations for the Fourth Quarter of FY 2026.

DATA PERFORMANCE REPORTS

	Apr 2026	May 2026	June 2026	TOTAL
TOTAL EMS RESPONSES	8,226	9,055	8,810	26,091
TOTAL EMS TRANSPORTS	5,337	5,848	5,651	16,836
TOTAL EMS RESPONSES CANCELED	2,889	3,207	3,159	9,255

*Includes Priority 1, 2, 3, 4, 9, 99 calls for service within the franchise service area.



QUARTERLY FRANCHISE DATA REPORTING

MUTUAL AID

To comply with section 12.2 (a) of the REMSA Franchise Agreement Amended August 25, 2022.

Number of incidents when a co-response partner is requested for mutual aid within the REMSA Health service area.

Date Range	Agency Used			Total	% of Overall REMSA Health Responses
	Reno Fire	Sparks Fire	TMF		
July 2025 - September 2025	9	1	4	14	0.04%
October 2025 - December 2025	8	0	7	15	0.06%
January 2026 - March 2026	22	1	3	26	0.01%
April 2026 - June 2026	17	0	8	25	0.10%

	Reno Fire	Sparks Fire	TMF	Grand Total
2025	17	1	11	29
Jul	0	0	2	2
Aug	6	1	0	7
Sep	3	0	2	5
Oct	5	0	2	7
Nov	1	0	4	5
Dec	2	0	1	3
2026	39	1	11	51
Jan	5	0	1	6
Feb	13	1	1	15
Mar	4	0	1	5
Apr	1	0	1	2
May	6	0	4	10
Jun	10	0	3	13
Grand Total	56	2	22	80



TIERED RESPONSE REPORTING

To comply with section 12.2 (b) of the REMSA Franchise Agreement Amended on August 25, 2022.

CALL PROCESSING

Call received by REMSA Health's Regional Emergency Communications Center (RECC) to final EMD determinate.

	P1	P2	P3	Grand Total
Apr 2026	2:27	2:35	2:32	2:31
May 2026	2:24	2:28	2:29	2:27
Jun 2026	2:27	2:25	2:35	2:29
Quarterly Summary	2:26	2:29	2:32	

SYSTEM ILS RESPONSES & NUMBER OF ILS RESPONSES AND TRANSPORTS TO ILS DETERMINATES

	Total ILS Responses	Total ILS Transports	ILS Responses to ILS Determinants	ILS Transports to ILS Determinants
Apr 2026	1,042	623	576	379
May 2026	1,152	652	614	390
Jun 2026	1,213	704	603	465
Grand Total	3,407	1,979	1,883	1,234

*Total ILS responses includes ILS co-response with an ALS unit, interfacility, and ILS determinate responses.



NUMBER OF ILS RESPONSES UPGRADED TO ALS

The number of ILS eligible calls and responses that, once an ILS unit arrived on scene an ALS unit was requested to respond to provide care and transport.

Month	ILS Responses	ALS Intercepts	% of ILS Calls with ALS Intercept
Apr 2026	576	31	5.4%
May 2026	614	30	4.9%
Jun 2026	693	32	4.6%

AVERAGE ILS RESPONSE TIME BY ZONE

The response time target for low acuity, non-emergent ILS calls shall be less than 19:59 for Zone A, 24:59 Zone B, 29:59 Zone C, 39:59 Zone D, & ASAP for Zone E.

	Average Response Time Zone A	Average Response Time Zone BCD
Apr 2026	9:37	13:53
May 2026	9:41	12:26
Jun 2026	10:09	14:23
Average	9:50	13:35



AVERAGE ON SCENE TIME FOR ILS

	Avg ILS Scene Time
Apr 2026	25:01
May 2026	23:30
Jun 2026	24:45
Average	24:25

NUMBER OF CALLS REQUIRING FIRE RIDERS ON AN ILS TRANSPORT

Month	Number Of ILS Calls Requiring Fire to Ride into Hospital	Percentage of Responses
Apr 2026	0	0%
May 2026	1	0.2%
Jun 2026	1	0.1%

NUMBER OF ILS/BLS UNITS PERCENTAGE BASED ON DAILY STAFFING

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
ALS	36	37	40	37	37	36	36
ILS/BLS	16	21	23	23	22	23	19
Percent	44.4%	56.8%	57.5%	62.2%	59.5%	63.9%	44.4%



EMS OPERATIONS UPDATE

REMSA Health surpassed 100,000 calls for service within the fiscal year; A record for the organization. Preparation for the summer season was a top priority last quarter, with efforts focused on ensuring operational readiness for rising temperatures, increased special event activity, and seasonal population growth. Recruiting, equipping, and training new employees was a central part of that push. REMSA Health onboarded 5 Paramedics (including an internationally recruited paramedic from Australia) along with 13 Advanced EMTs and 21 EMTs.

The Special Events division added 36 per diem EMTs to support nearly 400 events that received dedicated medical coverage over the past three months.

EMS Operations also expanded fleet capacity with the delivery of four new ambulances, further strengthening system readiness and supporting continued service reliability across the region.

After an extensive 20-month search, REMSA Health hired Ryan Felshaw to serve as EMS Manager. Ryan brings more than 12 years of EMS experience to the team.



PUBLIC RELATIONS UPDATE



PUBLIC RELATIONS April 2026

Medical/Fire Dispatcher Earns Stork Pin for Dispatch-Assisted Baby Delivery



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remsahealth This week, we recognize National Public Safety Telecommunications Week and the critical role dispatchers play in every emergency response... more

April 13

KRNV Media interview with Adam Heinz, COO



REMSA Health at International Dispatch Conference in Las Vegas Nevada



REMSA Health Explorer program earns media coverage

REMSA Health launches student program to train the next generation of medical emergency first responders



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REMSA Health Team Members Honored by Nevada Donor Network



Denesha Miller, Communications QI Coordinator and Lucas Gorelick, Special Events EMT were recognized by Nevada Donor Network as Donation Champions for their dedication to raising awareness about organ and tissue donation during the Silver State Heroes Challenge 2026.

REMSA Health Hosts Hot Temperatures Safety & Wellness Press Conference

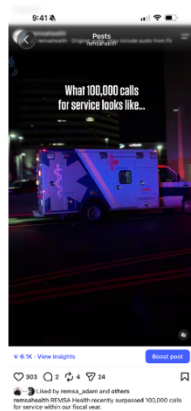


Since May 1, REMSA Health has responded to **34** heat-emergencies and **7** calls for drowning/near-drowning.

REMSA HEALTH

Heat-related illness, vehicular heatstroke and drownings are all **preventable**. Tune in to the local news tonight to learn the signs/symptoms and tips about how to stay safe & healthy when temperatures rise.

REMSA Health Surpasses 100,000 Calls for Service Within Fiscal Year



REMSA Health Shares the Facts on Social Media

