



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 100,000 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	4,666	\$10,032,164.73	\$2,150.06
March	5,049	\$10,886,632.16	\$2,156.20
April	5,056	\$10,919,333.48	\$2,159.68
May	5,157	\$11,122,359.84	\$2,156.75
June	5,073	\$10,936,813.25	\$2,155.89
July	5,181	\$11,178,894.06	\$2,157.67
August	5,243	\$11,318,293.04	\$2,158.74
September	5,262	\$11,357,878.53	\$2,158.47
October	5,240	\$11,277,301.42	\$2,152.16
November	5,033	\$10,836,875.42	\$2,153.16
December	2,941	\$6,328,626.49	\$2,151.86
January - December Total	59,232	\$127,628,518.23	\$2,154.72

Penalty Fund

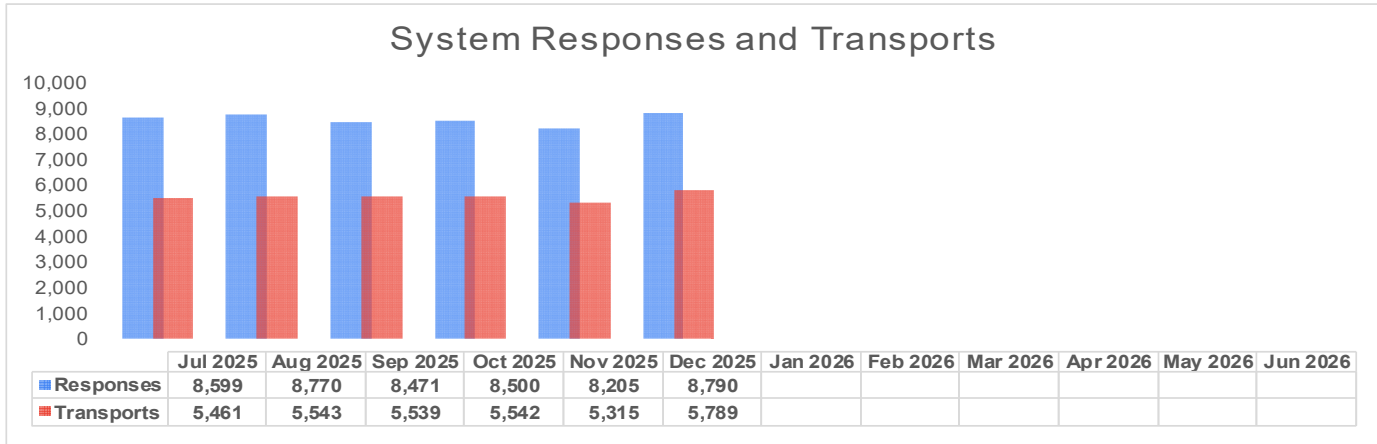
REMSA 2025-2026 Penalty Fund Reconciliation

Month	Amount
Jul 25	\$14,295.54
Aug 25	\$15,569.67
Sep 25	\$13,895.52
Oct 25	\$13,920.75
Nov 25	\$15,495.78
Dec 25	\$17,394.60
Jan 26	
Feb 26	
Mar 26	
Apr 26	
May 26	
Jun 26	
Total Penalty Fund	\$90,571.86

2025-2026 Penalty Fund Dollars Encumbered by Month			
Program	Amount	Description	Submitted
Purchases encumbered for FYE 2025	67,878.59	Stop the bleed stations for WCSD and UNR Campuses	Oct 2025
Purchases encumbered for FYE 2025	5,551.49	Stop the bleed stations for Kidslife Child Development Center	Oct 2025
Purchases encumbered for FYE 2025	10,655.00	REMSA Education Classes attended by NNPH Staff July 2024 - June 2025	Oct 2025
Purchases encumbered for FYE 2025	5,463.64	Cardiac Registry to Enhance Survivability (CARES)	Oct 2025
Purchases encumbered for FYE 2025	11,699.50	Tactical EMS and Search and Rescue Equipment - Combat Arms Plate Carrier System Equipment	Oct 2025
Purchases encumbered for FYE 2025	\$3,975.17	Tactical EMS and Search and Rescue Equipment - Armor Plates (Total cost was \$13,546.00 - Difference not claimed)	Oct 2025
Purchases encumbered for FYE 2025 - Total	\$105,223.39		
Cyanokits for North Lake Tahoe Fire Protection District	\$4,799.37	3 Cyanokits for NLTFPD	Oct 2025
Pulsepoint Application	\$13,000.00	Pulsepoint Application	Oct 2025
Total Encumbered as of 10/31/2025	<u>\$123,022.76</u>		

Penalty Fund Balance at 10/31/2025 \$39,882.11

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	5:25	5:51	8:45	7:01	7:41	9:33
Nov 2025	5:27	6:03	8:24	6:53	7:54	9:08
Dec 2025	5:26	6:16	8:46	7:02	7:58	9:42
Jan 2026						
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	5:26	6:05	8:38	7:00	7:43	9:31

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	91%	6	39	94%	1	0
Nov 2024	90%	0	18	95%	0	0
Dec 2024	90%	6	24	90%	1	0
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	47	169	94%	5	1

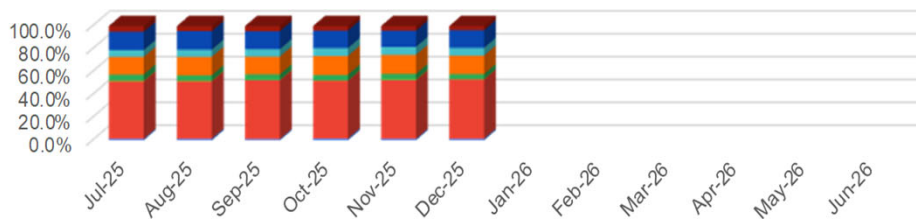
	System P1 Exemptions						
	System Overload	Weather	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0	0	0	0	0	0
Aug 2025	28	0	0	0	0	0	0
Sep 2025	9	0	0	0	0	0	0
Oct 2025	7	0	0	0	0	0	0
Nov 2025	0	0	0	0	0	0	0
Dec 2025	7	0	0	0	0	0	0
Jan 2026							
Feb 2026							
Mar 2026							
Apr 2026							
May 2026							
Jun 2026							
YTD	52	0	0	0	0	0	0

REMSA Operations Report

Priority Changes FY 2025-2026

Month	Problem	Original Pri	Response Pri	Reason
Jul 2025	Abdominal Pain	1	3	ALS Supervisor on scene
Aug 2025	Psych/Abn Behav/Suicide	1	3	Edit request to change the priority back to the original response priority. The ILS crew arrived on scene and requested an ALS unit; the priority should not have been changed.
Sep 2025	Traumatic Injuries	1	2	ALS Unit On Scene
Oct 2025	Chest Pain	1	3	Priority changed from a P1 to a P3 per the event standby unit who co-responded.
Nov 2025	None			
Dec 2025	Convulsions/Seizures	1	3	The call was correctly EMD and coded as a P3 response. The calltaker stayed on the line for EMS to arrive and the pt began seizing again. The seizure started again after EMS had already arrived on scene.
	Falls	1	2	This call was upgraded due to pt condition after the unit had already marked staged and stopped the clock.
Jan 2026				
Feb 2026				
Mar 2026				
Apr 2026				
May 2026				

Call Classification



	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
Unknown	5.2%	4.5%	4.6%	4.0%	4.2%	3.8%						
Trauma - Non MVA	16.0%	16.1%	15.7%	15.3%	14.1%	15.4%						
Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	6.7%						
Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	16.1%						
Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	4.8%						
OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%						
Medical	50.2%	50.1%	51.3%	50.5%	51.3%	51.9%						
Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	1.3%						

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	3,058	329	11%
Nov 2024	2,866	232	8%
Dec 2024	3,219	343	11%
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	16	38	117	426	83	501	1	6	10	14
Nov 25	8	40	119	618	101	572	1	5	8	23
Dec 25	19	38	106	378	64	314	1	7	12	37
Jan 26										
Feb 26										
Mar 26										
Apr 26										
May 26										
Jun 26										
YTD	101	305	682	2640	559	3282	7	32	72	179

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 25	64	86	73	32	2
Oct 25	71	96	84	30	1
Nov 25	31	45	39	15	1
Dec 25	55	79	59	29	1
Jan 26					
Feb 26					
Mar 26					
Apr 26					
May 26					
Jun 26					
YTD	343	479	405	181	12

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, 2025 to December 31, 2025

Your Score

94.98

Your Patients in this Report

79

Number of National Database Patients in this Report

481

Total EMS Organizations

254

Customer Survey Report

REMSA Ground
December 01, 2025 to December 31, 2025



Executive Summary

Your overall score for the period selected is **94.98**, a difference of **+1.95**, compared to your score from the previous year, **93.03**.

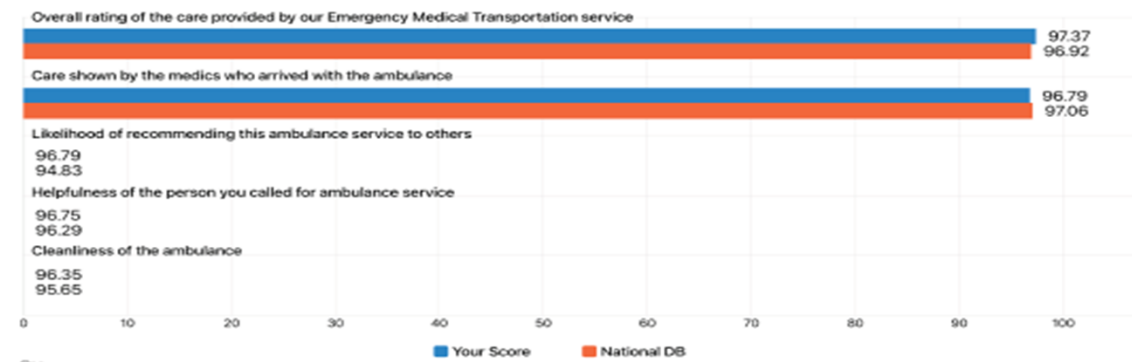
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **85%**.

In addition, your rolling **12-** month score of **95.15** is a difference of **-0.36** from the national database score of **95.51**.

When compared to all organizations in the national database, your score of **95.15** is ranked **11st**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



**PUBLIC RELATIONS
DECEMBER 2025**

REMSA HEALTH SUPPORTS FBNN



Thank you to KTVN 2 News Nevada for hosting the annual Share Your Christmas Food Drive in support of the Food Bank of Northern Nevada. REMSA Health was proud to present a check during the December 2025 event. As a local, nonprofit healthcare provider, REMSA Health understands the importance of supporting wrap-around services throughout our community.

SEASONAL HEALTH & WELLNESS INFORMATION



WELLNESS AND HEALTH
Vaccine Reminders from REMSA
October 7, 2025

REMSA Health recommends the flu vaccines, particularly during the illness season (November through February).

[READ MORE](#)



WELLNESS AND HEALTH
Thick Coats + Car Seats = A Safety Risk for Pediatric Passengers
December 17, 2025

When temperatures drop, bundling up a child in a thick winter coat or snowsuit seems like the right thing to do, but what if it's not?

[READ MORE](#)



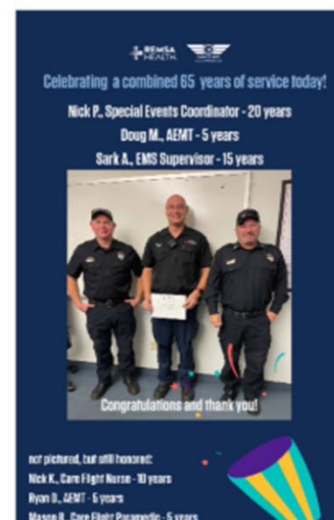
WELLNESS AND HEALTH
Health Reminders for Older Adults
December 17, 2025

Older Adult Health To date, REMSA Health has responded to more than 30 people 55 years or older – that's

[READ MORE](#)

Community Members can find health, wellness and public safety information on remsahealth.com. Recent features include using caution with thick coats and child safety seats, health reminders for older adults, vaccine reminders and healthcare options other than 9-1-1.

SOCIAL MEDIA TIPS FOR A SAFE NEW YEAR'S EVE



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
11/12/2025	No comment. All good.	Responded to death at home. Arrived quickly. Handled situation in professional manner.	
11/6/2025	Explain all. I. Had. No. Idea	You were awesome. I was out of it	
11/10/2025	N/A	Everything. They took excellent care of me and my needs	
11/16/2025	Nothing ðŸ™¸ ðŸ™¸ ðŸ™¸ ðŸ™¸	Professional and knowledgeable, . I felt safe, cared for and informed every inch of the way by the Remsa crew that picked me up. Could not be better.could not have been better.excellent in every way,nothing	
11/19/2025	The people in the billing office are not responsive.	The ambulance drivers were awesome, and the paramedics really took care of me.	"I have called this patient, left a voicemail for a return call. " - L. Sherman 01/06
11/26/2025		Very gentle in trying to convince him to go to the hospital. Treated his abrasions.	
11/25/2025	Do what they did	Everything	
11/20/2025	I was really cold	They were very kind and calm.	
11/20/2025	I was transported do not know how the trip playing was that was done by carson tahoe	Soft place to lay	
11/27/2025	Have coffee ready next time!!lol.just kidding.	Erica p was very helpful and beautiful! Along with her co worker,I can't remember the gentlemens name but they picked me up at the da vita kidney clinic.i was in so much pain after surgery the day before they picked me up.thank you remsa for hiring great emt's!and I mean all your emt's because not more than 2 days later I had to have another ambulance ride to northern nevada medical center cuz of my back spasms and while they had to carry me down my hallway and out to the ambulance all those guys carried me with care and comfort and I wish I could personally thank everyone of them. Because they need to know how great they are! Thank you everyone at remsa	
11/30/2025	I am a Retired RN, so I understand how the whole process works. I have no complaints!	I called as I was collapsed on my floor and unable to get up. I was fading in and out of it. I finally called for Emergency via my Apple watch. I was markedly ill, most likely due to recent adrenal gland removal. Your staff was professional and kindâ€¦ they even made sure my dog would be okay.	
11/26/2025	Can't improve perfection		
11/29/2025		The crew could not have been better	
11/21/2025	It was a TERRIBLY BUMPY ride in the ambulance. YOU NEED TO PUT GOOD SHOCK ABSORBERS ON ALL YOUR AMBULANCES IF THEY RIDE LIKE THAT ONE I WAS IN.!!!	Talking to me, made me feel comfortable & at ease. Told me what & why they were doing things to me every step of the way. "THANK YOU GENTLEMEN FOR ALL YOUR HELP . GOD BLESS YOU EACH AND EVERYDAY.	
11/29/2025	nothing	Ryan and the team were exemplary!	
12/6/2025	Nothing	I have had to use REMSA,Ã’s EMS services several times. In all instances, your personnel were: - perfectly coordinated - well organized - kind, courteous, respectful, well-trained and gentle	

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
11/22/2025	Keep being themselves	Marina was amazing and took great care of my mom. Her partner was too but we can't remember his name	
11/29/2025		I was under extreme pain. And they did very well at getting me on and off the gurney with the least amount of pain.	
12/6/2025	I had nothing to say more. They were very good and very attentive.	They are all professional and work each other to accommodate my pain until we reach the emergency	
12/5/2025	Nothing	The IV last from ambulance to release from the ER. The ER was able to use it to take blood and administer medication.	
12/1/2025	Nothing all was well	They treated me very well	
11/21/2025	Nothing at this time	THEY WERE VERY PROFESSIONAL	
11/30/2025		They did an excellent job of taking care of me	
12/1/2025	Stop at Starbucks	Friendly, helpful, professional	
11/25/2025	Please keep providing patient centered family centered care.	Everything	
11/27/2025		I can't remember the names of the two guys that helped me..but they were very patient with me and very kind..I really appreciate them..my date of service was 11.27..like 11pm	
11/30/2025	Nothing. I don't think you could give me a better experience.	Can't say enough. How kind and respectful The whole ambulance team was I really do appreciate it. Being from out-of-state the Nevada hospital system is just great. Also Thank you so much to the 3rd floor staff.	
11/25/2025		They calmed me down	
11/22/2025	You are great	Everything	
11/27/2025	I am very happy with the way I was treated	Very kind and professional Very concerned about what my issues were	
11/21/2025		Great people	
11/21/2025	I am not thinking about ambulances and ER for awhile.	Otto and his team members are not only competent but all very nice guys, A+ -	
11/23/2025	Very thing was perfect.	The staff was very concerned about my health. 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
11/28/2025	All the services were wonderful. I am very worried about our hospital bills but our child is safe and home. I hope there are opportunities for those of us living very rural to access these services without having to pay thousands of dollars when we put so much back into our communities each and every day while having to live far away. I listed my name and number below because I would be so happy to have names of all emergency personnel involved so we can write them thank you cards.	I called 911 they immediate contacted emergency services to head my way. When we met the ambulance they addressed critical injuries and stabilized him quickly so we could quickly. The Paramedic in the back was so wonderful. Our other ambulance rides were with Care Flight and those three gentlemen were educated, considerate, compassionate, all around astounding individuals. They continued to update me on what medicine they were giving him, what care they were providing, and then let me know what it would be like when we landed in Reno. Our rural communities are in great hands. With Humboldt General Hospital, Emergency Services such as the Ambulance and Care Flight we have a fighting chance for ourselves and our families when we are experiencing and emergency situation. Thank you everyone for all your hard work and dedication to our little Cowboy who is home, healing and happy because of all of you.	"Called patient () and voicemail asking patient to call me back" - A. Cabral
11/23/2025		All aspects of my medical needs were taken care of. Everyone was professional and knowledgeable which resulted in a good experience. I applaud everyone involved.	
11/25/2025		Kindness. They were wonderful	
12/1/2025	Everything was excellent during a very frightful experience		
12/2/2025		Everything	
11/28/2025	Warmer inside.	Very friendly staff who answered questions who I and where they could.	
11/27/2025	None I can think of. Because all the staff that have attended to me did well. Kudos to all the team,	Fast decision to bring me to ER and took good care of me while in the ambulance	
12/5/2025		Excellent service	
12/4/2025	Nothing, it was perfect. Thank you.	Everything was caring, friendly and yet professional.	
11/30/2025		The medics were incredibly helpful and very caring.	
11/23/2025		Transport	
11/25/2025	Nothing	The two paramedics were very nice and treated me with respect. They picked me up at renown after one night day and transferred me to a renown for the second night stay.	
11/26/2025	Ease the caller, asking the same thing over and over, not good		
12/10/2025		I'm 6'1" The ambulance doors were pressed against the soles of my shoes. I find it concerning that that transport vehicle was so crowded. Otherwise, staff was excellent.	
11/26/2025		Take equipment along when asked to do so	"I called patient () at all 3 know contact numbers. these numbers were Not in Service/disconnected and the 3rd # did not have a voice mail box set up. " - A. Cabral
12/17/2025	Start acting like a service to the people and communities that you are supposed to serve to care for.	Very little.	"I called and left voicemail to have patient () called me back." - A. Cabral 12/30 "I called l again and left another message" 01-06

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
12/1/2025		Both EMT's were very compassionate. They treated my husband with dignity and respect. They were knowledgeable and attentive. I would recommend Remsa anytime.	
11/29/2025	nothing	Ryan and the team were exemplary!	
12/6/2025	Nothing	I have had to use REMSA's EMS services several times. In all instances, your personnel were: - perfectly coordinated - well organized - kind, courteous, respectful, well-trained and gentle	
11/22/2025	Keep being themselves	Marina was amazing and took great care of my mom. Her partner was too but we can't remember his name	
12/6/2025	I had nothing to say more. They were very good and very attentive.I'm	They're all professional and work each other to accommodate my pain until we read the emergency	
11/21/2025	I am not thinking about ambulances and ER for awhile.	Otto and his team members are not only competent but all very nice guys! -	
11/27/2025	None I can think of. Because all the staff that have attended to me did well. Kudos to all the team	Fast decision to bring me to ER and took good care of me while in the ambulance	
12/9/2025		Moved quickly to get me to the hospital and stayed with me until ER staff admitted me.	
11/26/2025	Alll good	The care for me and communication	
12/4/2025	It was awesome, I could t have been more pleased, the two ladies who provided care were just absolutely outstanding, and a blessing prayed for that day.	The REMSA ambulance personnel were absolutely amazing, professional, quick & steady, kind & caring, definitely to excellent care of my son and helped set the stage for the remainder of the day for his medical care.	
11/27/2025	Nothing I can think of off hand	Pretty much everything haven't worked with billing yet though	
12/2/2025	Nothing.	Transportation from where I was to where I needed to be. It seemed the ambulance was there with in seconds of my full.	
11/27/2025		Your staff kept me calm and talking about other things too take my mind off being taken to the hospital. I was at ease by the time I arrived at the hospital! Please thank your staff for me!!!!	
12/14/2025		Very professional & knowledgeable . Listened to my mother's concerns explained what they were doing and why. Verified the hospital of our wishes. Transporting seemed smooth. Thank you for making this a positive experience!	
12/11/2025	Amazing REMSA	Zachary knew exactly what was needed as well as the other young man but not knowing his name(driver)	
12/8/2025	Nothing they did everything necessary	They listen to my problem they dealt with it properly Very, very good	
11/26/2025	They did everything great I don't think they could've done anything better very pleased with them	Everything I needed done they took excellent care of me. Thank you very much. I'm glad I was able to fill out the survey.	
12/10/2025		Very professional	
12/10/2025	I can't see any thing. Just keep the energy up because that's what I felt when I was in their presence.	I felt comfortable in their care.	

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
12/14/2025	They do their job very good already I can not ask for more thank you	They are concern about took all my vital check all my medicine and they are all nice especially the woman	
11/26/2025		Helped my nausea.	
12/10/2025	Gurneys aren't that comfortable		
12/11/2025		Efficient, kind, knowledgeable, made me at ease very quickly.	
12/9/2025	I don't think there is anything they could have done better. The crew was great.	They worked hard to get me out of the house and to the ambulance, once in the ambulance they started the medication to ease the pain they transferred me as gently as possible and they were concerned with my comfort. They allowed my daughter to come with me as well.	
12/4/2025		Profecionalismo en todo momento	
12/11/2025	Everything was very good	They did a great job	
12/14/2025	Keep up what you are doing. Thank you.	Your people have cone for several reasons. They were always very concerned and helped me make a decision as ro what to do. Very professional!	
12/6/2025	I don't have any thing to add. They were wonderful!	They were very nice and considerate and concerned about me. I really appreciate the service they gave me. Thank you so very much!!	
12/9/2025		The guys in ambulance were so patient with my son and very sweet and funny trying to make light of the situation so my son felt comfortable very sweet overall i can't remember there names but if it helps the guys who helped with l the 11 yr old boy with asthma they def need recognition	
12/12/2025	There is always room for improvement, but I really can't think of anything right now!	They were very kind and respectful, and I felt at ease being around them!	
12/3/2025	I love your service	Very good service	
12/4/2025		Very kind	
12/2/2025	All went well.	All went well.	
12/10/2025	ldk ðŸ™„â€ci ,ð This was my first time in one ðŸ™ˆ ,,	My care was top priority. Explaining everything. They educated me with the information they provided. Very kind. Efficient! I would definitely recommend!!! Thank you for reaching out so I could brag about the care I received!!! Thank you ðŸ™ˆto my caregivers so very much!!!!	
12/18/2025	Nothing	Nothing	
12/4/2025	Can't think of anything.	Professional all around.	
12/1/2025		Efficient and compassionate care administered by all involved.	
12/6/2025		The Mets were so great!	
12/19/2025	Nothing it was perfect	They were fast and trying to talk to me to ease the pain	
12/10/2025	Nothing. They were wonderful.	They were very respectful and very helpful. I am home recovering from a heart attack because of their quick actions.	
12/1/2025	It was absolute perfection	Everything	
12/10/2025	They did amazing.	The team was very caring and helpful for my daughter. They helped keep her calm and feel safe through a very scary event.	
12/4/2025	Cant think of anything and I sincerely hope there won't be a next time'.	The 3 gentlemen that helped me were professional, caring and compassionate. Thank you.	
12/15/2025	Relieve pain	Every single thing.	
12/2/2025		Everything, very professional.	

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
12/6/2025	Staff was excellent. I just don't remember a lot of it.	Everything that I remember.	
12/18/2025		Really lovely people. I didn't end up going to hospital but the ambulance folks were lovely	
12/21/2025	Nothing I had the best experience kudos s	Came in a fast manor and took care of me right away even with my kids being right next to me they kept us all calm and made sure I was stable to get to the hospital they were the sweetest paramedics and very professional	
12/6/2025	Na	This was a transport from NN ER on Pyramid to NNMC. The medics and driver were first rate	
12/3/2025	Absolutely nothing great job thank you REMSA	My dad said everything was was done fantastic with all his care Tgankbyou REMSA	
12/2/2025	Next time, they should insult Officer more. It makes me happy.	They arrived on scene very quickly and assisted me with in seconds of arrival.	