



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.

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## Average Bill

Month	#Patients	Total Billed	Average Bill
January	5,331	\$11,433,345.81	\$2,144.69
February	4,667	\$10,036,933.48	\$2,150.62
March	5,050	\$10,888,699.66	\$2,156.18
April	5,056	\$10,918,914.73	\$2,159.60
May	5,157	\$11,122,359.84	\$2,156.75
June	2,976	\$6,402,100.05	\$2,151.24
July			
August			
September			
October			
November			
December			
January - December Total	28,237	\$60,802,353.57	\$2,153.29

**\* Note - June 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	\$14,945.58
April 2025	\$13,645.74
May 2025	\$13,370.79
June 2025	\$14,745.48
<b>Total Penalty Fund Dollars Accrued</b>	<b>\$219,866.55</b>

## Penalty Fund

### 2024-2025 Penalty Fund Dollars Encumbered by Month

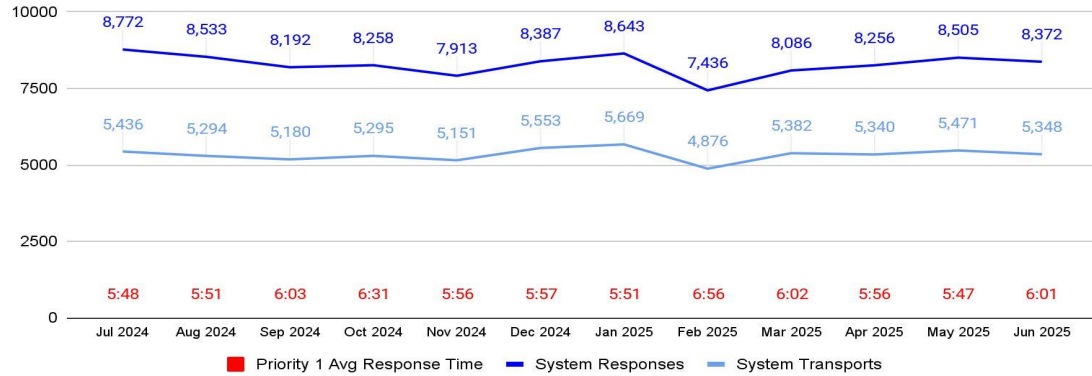
Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024
Water Watcher for the Win	56.28	Water Watcher cards	Sep 2024
Search and Rescue EMS Equipment	5,112.86	Rescue Sled/Toboggan	Jan 2025
Community AEDS	8,036.36	10 Zoll AED Plus Units for Community Donations	Jan 2025
Search and Rescue EMS Equipment	12,663.01	TerrAdaptor Tripod System for rope/rescue	Mar 2025
First Aid Kits for Youth League Sports & Community Organizations	8,756.96	250 First Aid Kits	Mar 2025
Trauma Intervention Program	\$25,000.00	Donation to Northern Nevada Trauma Intervention Program	Apr 2025
Search and Rescue EMS Equipment	<b>\$2,973.94</b>	Blood & IV Fluid Infusion Warmer	Apr 2025
Stop the Bleed Program	<b>\$9,043.75</b>	Reno Aces Sponsorship - Stop the Bleed Program	Apr 2025
Northern Nevada Peer Support	\$30,000.00	Donation to Northern Nevada Peer Support	Jun 2025

Total Encumbered as of 6/30/2025 **\$114,643.16**

Penalty Fund Balance at 6/30/2025 **\$105,223.39**

# 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	5:33	6:03	8:43	6:56	7:29	9:24
Apr 2025	5:25	6:11	8:29	7:22	7:56	9:46
May 2025	5:14	5:55	8:23	6:54	7:52	9:10
Jun 2025	5:31	6:13	8:44	7:02	7:56	9:34
Year to Date	5:28	6:06	8:33	6:54	7:43	9:33

# REMSA Operations Report

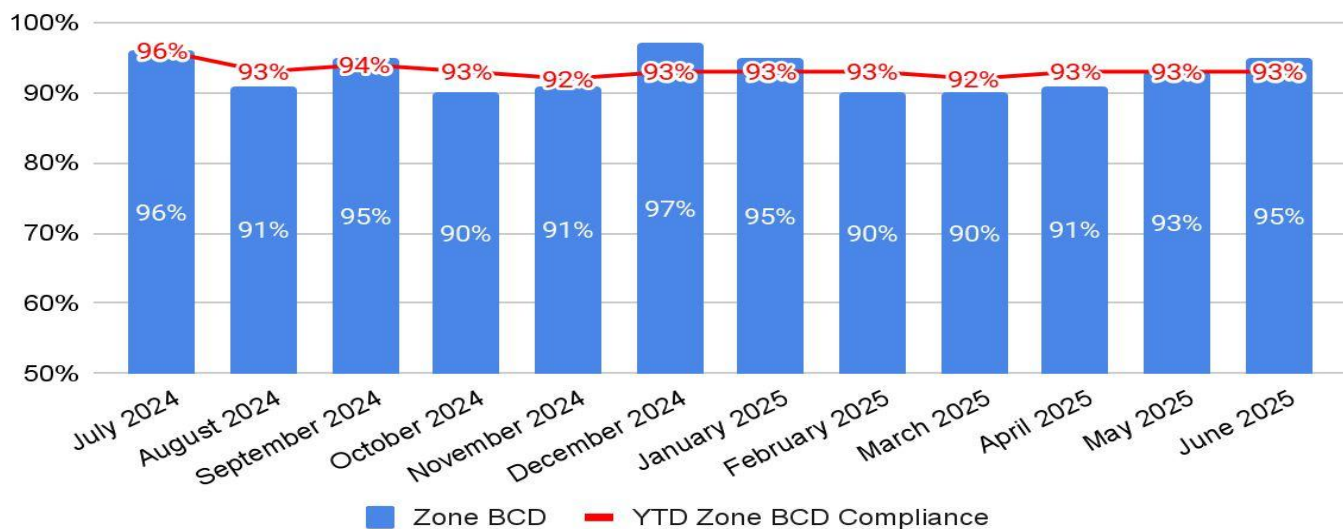
## REMSA Priority 1 Response Compliance

Zone A



## REMSA Priority 1 Response Compliances

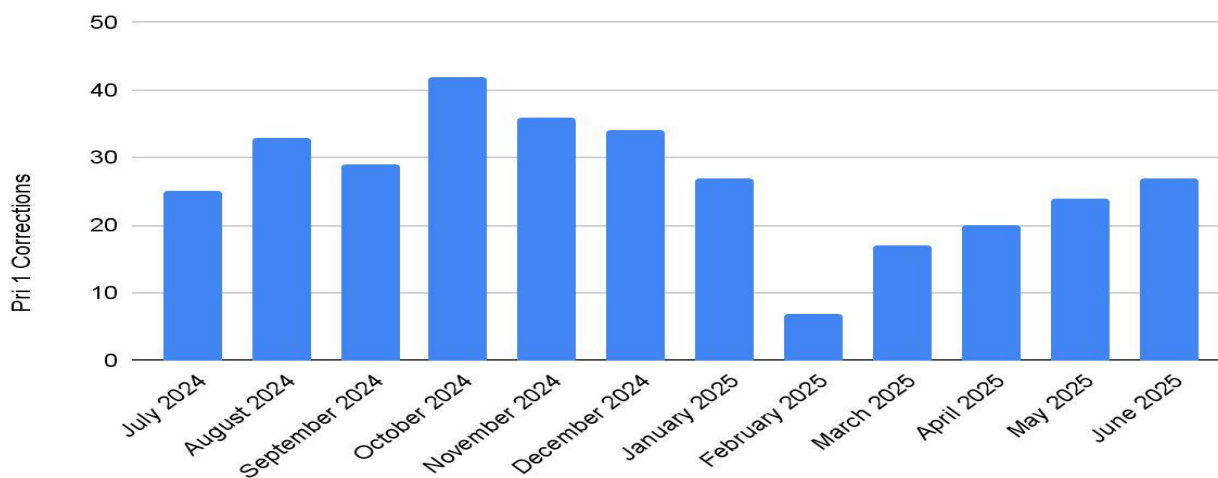
Zone BCD



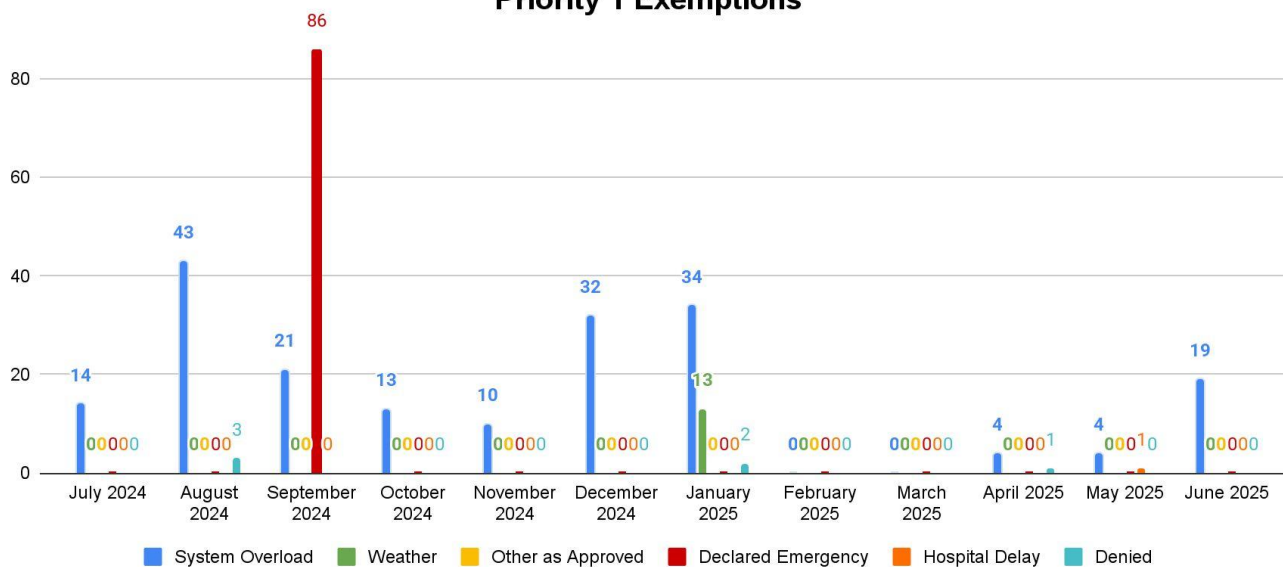


# REMSA Operations Report

## Priority 1 Incidents Corrected

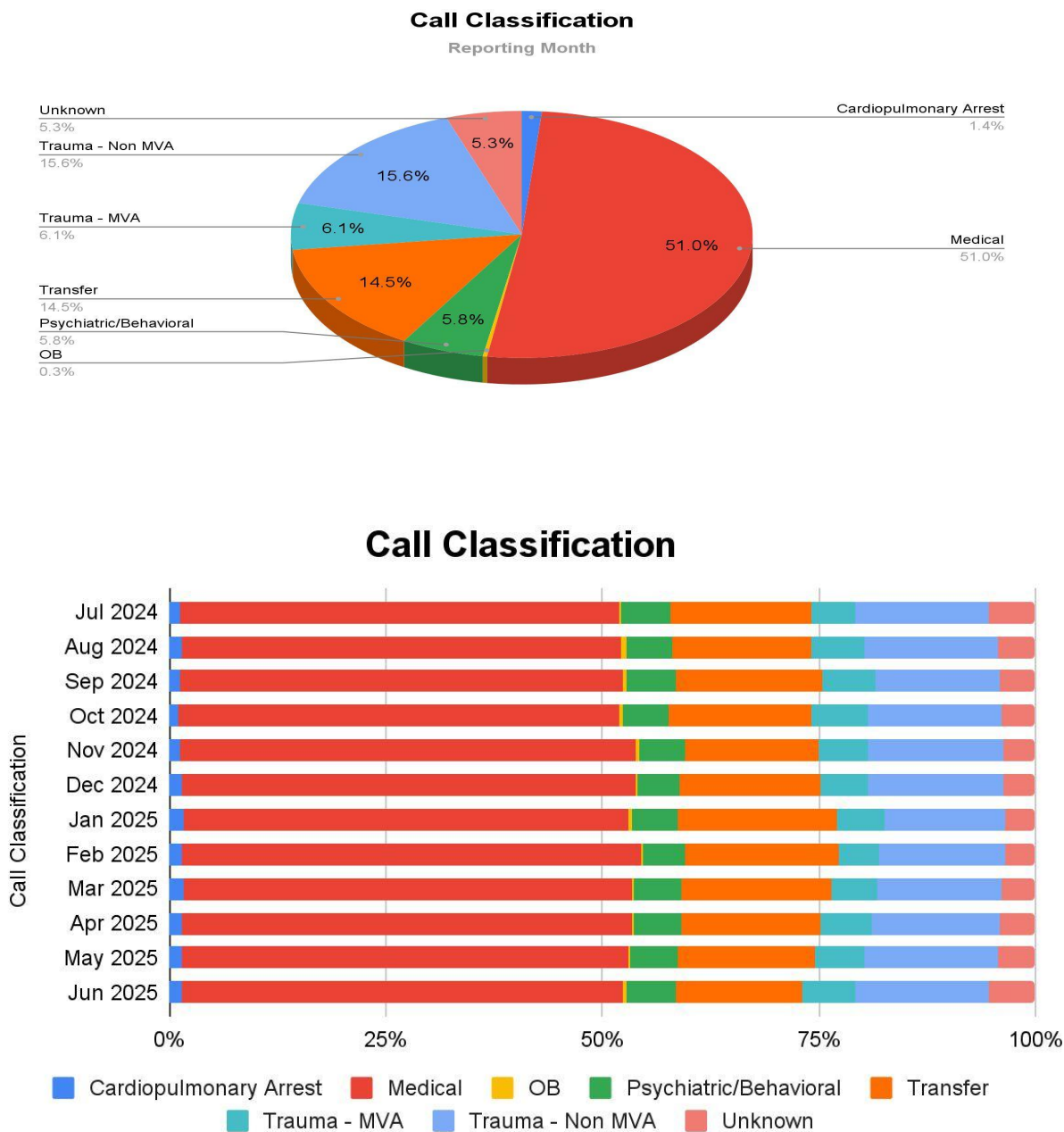


## Priority 1 Exemptions





# 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	2,458	279	11%
April 2025	2,456	295	12%
May 2025	1,973	312	16%
June 2025	1,878	250	13%

## 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	33	114	131	522	122	697	1	6	23	61
Apr 2025	22	75	128	452	113	656	1	2	19	52
May 2025	22	57	119	591	105	579	2	4	15	34
Jun 2025	29	75	110	456	93	555	1	0	20	42
YTD	322	1013	1471	5798	1301	7409	18	63	247	645

## 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	50	72	65	31	2
April 2025	53	73	65	24	3
May 2025	60	84	65	22	2
June 2025	65	83	77	36	2
<b>YTD</b>	<b>677</b>	<b>993</b>	<b>846</b>	<b>422</b>	<b>31</b>

## 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

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

Your Score

**94.32**

Your Patients in this Report

**201**

Number of National Database Patients in this Report

**4333**

Total EMS Organizations

**248**

# Customer Survey Report

REMSA Ground  
June 01, 2025 to June 30, 2025



## Executive Summary

Your overall score for the period selected is **94.32**, a difference of **+1.58**, compared to your score from the previous year, **92.74**.

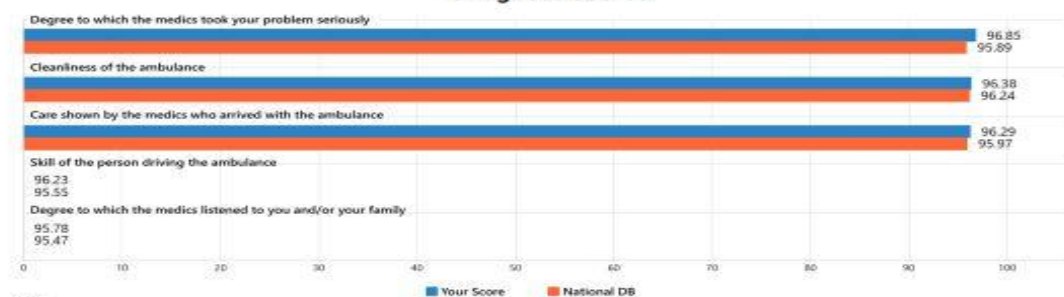
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **84%**.

In addition, your rolling 12- month score of **93.07** is a difference of **-1.00** from the national database score of **94.07**.

When compared to all organizations in the national database, your score of **93.07** is ranked **67th**.

## Highest and Lowest Scores

### 5 Highest Scores



## Public & Relations Report



PUBLIC RELATIONS  
JUNE 2025

### Media Relations

REMSA Health hosted its annual summer safety press event to discuss the dangers of leaving children in hot cars, water safety and heat-related illness. All three local TV stations covered the mock scenario.



Safety Seat Coordinator, Nellie Martinez offered a Spanish-language interview to Univision about car safety seats.

### Community Relations

REMSA Health presented Nevada Peer Support Network with a donation from its Community Trust account. NPSN provides mental health resources to all area first responders and healthcare providers.





## 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
12/10/2024	Flatline joke's should be used when the patient is not in hearing range.	Curious professional	I just spoke with . She remembered the survey and clarified her answer. She stated that the crew was professional, and she was extremely appreciative of the care they provided. stated that the "flatline" comment was not directed at her. was adamant that she had no concern with our employees.
2/4/2025	Not a thing.	Everything REMSA does is always done with the utmost in professionalism and patient care.	
4/16/2025	Keep hiring people who care and thank you !!	They took my medical condition seriously I had a bad asthma attack and couldn't breathe they took good care of me and was very nice to me and made me feel comfortable and that I was going to be OK! Thank you to all the ambulances and medical professionals who came to help me I greatly appreciate every one of you ! Thank you !!	
4/13/2025	Pay closer attention to the diagnosis	Iv placement	We responded to this Pt twice in one night in April, both at the GSR. Both calls were from GSR security, and no phone numbers were documented in the PCR. I went back in Image Trend by about a year and found 1 other interaction. Unfortunately, the PCR has no contact information and VisiNet doesn't show any record as it was before the CAD crash.
5/1/2025	Nothing	Everyone was so caring and compassionate and competent. All the EMTs were absolutely amazing!	
5/1/2025		Excellent care and professionalism	
5/3/2025	Look for medical alert info. It's tattooed on my left hand and left arm!	They were all very sweet and very patient	
5/2/2025		You're the best of the best and I appreciate everything you did for my husband unfortunately my husband did pass away while on hospice at home May 14th 2025 but you guys were amazing thank you	
4/26/2025	Nothing. They were great	They were very friendly and made me feel so much better after my situation	
5/3/2025	Nothing different	It was all handled well	
5/1/2025	Hopefully there won't be a next time.	Checked my situation thoroughly. Very friendly and informative about my situation. Made me feel better and very understanding. They were all great. Thank you all.	
5/3/2025	Nothing I can think of. They're just great people ðŸ™¸	They're professionalism and a sense of feeling safe when they know you're not doing well.	
5/4/2025			
4/16/2025		The team was great. They were very calm, knowledgeable and handled everything professionally, yet were caring and compassionate .	
5/1/2025	Nothing	I was totally satisfied with the person care and professionalism.	

## 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
4/22/2025	This was an ER to hospital only, I was awake, alert and stable.	Haven't seen any billing paperwork yet so some questions could not be answered.	
5/1/2025		Very professional	
4/22/2025	Nothing	They was very careful with me, made sure I was comfortable	
4/18/2025	Nothing	I don't remember this ride... But they have always been very good to me	
4/22/2025	Nothing, they were great.	The two ambulances staff were very caring and helpful.	
5/3/2025	They did it all correctly	Did everything well	
4/16/2025	Can't think of a thing. They were great!!!!	They were caring and very knowledgeable	
5/3/2025		Kept me informed and listened!	
4/22/2025	It was perfect. Can't be improved.	They were there in timely manner and very gracious. They spoke professionally and in speaking with me they listened to me and explained to me all the various tests on site to determine what the problem was. Even ran some of the test a few times to see exactly what was going on. I am very satisfied as to how the situation was handled. Great job by both gentlemen	
5/3/2025		The staf was well prepared don't see a need for improvement	
4/28/2025	Keep doing a great job.	Everything they did was very professional.	
4/26/2025		The EMT were nice/ knowledgeable/ They handled me with respect. They made sure my experience went smoothly. They did everything I feel was necessary for my well being. They moved me carefully. And brought me to the ER in a short amount of time. Yet safely. I hope I thanked them for all their efforts.	
4/30/2025	Do what is advised by the person with the Medical POA	Absolutely nothing	This complaint is being addressed in another Occurrence Report Ticket#11744
4/28/2025		Everyone was so understanding	
4/28/2025	Nothing	Everything	
5/1/2025		No complaints	
4/30/2025	Nothing except send the same crew	The crew that showed up to take me to NN were exceptional. Professional and very outgoing	
4/26/2025	Nothing.	Everything was perfect.	
5/3/2025		They made me feel safe	
4/29/2025		Put me at ease	
4/21/2025	Have more practice with starting IVs.	They were professional.	
5/4/2025	Can I think of anything else everybody was very supportive and professional	Everything was done well	
5/3/2025	I was pleased with the service	The attendants were polite, helpful and courteous i	
5/7/2025	I don't know they did a great job	They were very good at trying to keep you calm and relaxed by talking to you	
5/7/2025	Just keep up your much needed work and compassionate manner!	Friendly and professional while assessing my concerns!	
5/5/2025	Nothing ???	Strapped me in gurney Put me in ambulance. Nithing said Took me across the street to the energency Renown Hospital	

## 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
5/6/2025		every thing was total professional. couldn't ask for more.	
5/6/2025		Everything was very professional and wonderful cared for me.	
5/6/2025	I would appreciate if you could send the EKG results from the home EKG to me at and any other notes from the visit at or in the ambulance. Thanks!!!		I spoke with today. When I told her that I was following up on her "survey complaint/request" she responded in curt tone stating that she didn't make a complaint. I clarified that she had made a request and paraphrased the excerpt. then remembered, and I informed her that I could not provide any notes from a call, PCR, or EKGs to a personal email but that she could request a copy of her PCR via the billing office. requested that I text her the phone as she was on vacation and it sounded as though she was in traffic. I texted her the billing office's phone number and there is an attached screenshot of the text.
5/10/2025	Nothing	Care and concern evident	
5/9/2025	NOTHING ***	BASICALLY * EVERYTHING WAS ACCOMPLISHED IN A (TIMELY- MANNER)! I AM EXTREMELY HAPPY WITH EVERYTHANG ** RECEIVED ** NO PROBLEM(S) OR ISSUE(S) ** ITS ALL "GOOD" --- THANK YOU ** VERY MUCH *** V/ R BRIAN K WILLIAMS * USAF * RETIRED * DISABLED * VETERAN ****	
5/8/2025		The two young people were very concerned about my welfare. Very helpful with insurance. Overall much better experience than the first timeâ€¦!	
5/8/2025		Friendly and caring crew. The team worked well together.	
5/6/2025		One of your employees left one of their keys at my house or station #6 personal left there keys here at my house ?	
5/12/2025		The trip charge is a bit expensive	
5/4/2025	NOT A THING IF I NEED THEM AGAIN SEND THE SAME TWO. .	Very well taken care of .was alw a ys asking me if I was ok. .I wish I new the names it was a guy and g a l and they were the best. Didn't even feel the IV when given to me . Thank You	
5/10/2025	Nothing.	Everything. Very courteous and helpful as my mother had just passed.	
5/6/2025		Short and very efficient transfer.	
5/5/2025	???????	Everything	
5/6/2025	You're first class !, hard to beat that !. Thank you	Entire staff was professional and new what must be done.	
5/5/2025	Very rough ride, ambulance needs good shocks for a smoother ride, especially if you're in pain!!		
5/4/2025	Can't improve perfection.	Start to finish, a positive experience all around.	
5/10/2025		The paramedics took good care of my son. My son felt safe.	
5/7/2025	No notes	Cool guys	
5/6/2025	Have a more comfortable transport bed	They were caring and 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
5/7/2025	Better communication between hospitals and REMSA as to where patient need to be once at the hospital.	Ease of transport from one hospital to another and overall care i received.	
5/11/2025	Na	Na	
5/9/2025		Outstanding	
5/4/2025	No recommendations at this time	Personal treatment was excellent	
5/4/2025	I have no suggestions, the staff communicated with me , they were kind, thoughtful & compassionate.	The staff was compassionate, kind & attentive.	
5/7/2025		I took a fall, leaving a beauty salon and ended up breaking my ankle in three places. I am beyond impressed with the treatment. I received excellent service customer service. The care that they provided was beyond. What I ever would've expected. I hope that you tell the people that were on my ambulance when they transported me that they did an excellent job and I am very pleased that they were there to take care of me. I don't have much of a memory after I got in the ambulance and arrived at the hospital due to the shock from my injuries, but I know they were kind compassionate people taking care of me. You are truly blessed to have them on your team, I was blessed to have them as my care providers.	
5/20/2025	It was all good	I didn't enter the ambulance I drove home and my son-law took me to the er.	
5/19/2025	Better shock absorbers on your vehicles		
5/14/2025	Just keep up with the same degree of professionalism and care.	Their ability to make me as comfortable as possible!	
5/16/2025	Nothing	My medical problems were handled in very professional manner. Thank you	
5/20/2025		Attention to patient	
5/21/2025	You people do an excellent job	Very professional and patient	
5/18/2025	Hopefully not another time. The people were very caring.	The ride going to the Hospital was very bumpy. Reno roads need to be fixed.	
5/12/2025	Nada	Everything from start to finish. Kudos to the team!	
5/20/2025	Nothing to add	The staff were excellent. They were kind. Considerate, helpful, and took my pain cc seriously. I would definitely recommend them. I couldn't get off the ground, and they were very cautious. Professional all the .time nice sense of. Humor akso!	
5/21/2025	Over priced. Only service in county which makes service and billing to your favor and I'm stating this nicelt!		
5/19/2025	Nothing	Everything	
5/18/2025		Prompt y professional yet kind and. Thoughtful	
5/18/2025	Nothing, your team was absolutely wonderful	Excellent communication and bedside manner from the EMTs	
5/14/2025	They word welled	They worked with me and the helgrs I	
5/13/2025		REMSA provides excellent medical transportation I have had a few trips to the hospital with them as my care provider, and I highly recommend their services to everyone.	
5/16/2025		Very professional	
5/14/2025	Great service.	The professional staff.	

## 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
5/13/2025	Check medical equipment of patients	They forgot to turn off my portable oxygen and I couldn't leave the hospital because it was empty. Friend had to go home and get my other tank.	
5/18/2025	This trip	All good...picked up at ER NW Reno and transported to Sparks for immediate admission to floor for treatment.	
5/20/2025	Have ambulance less jarring	Assessed situation gave me ptionstook excellent care of me in the ambulance got me to hospital in good time and made sure I was as comfortable as possible while under their care all over just great	
5/15/2025	Can't think of a thing that could have been done better!	All of the staff were competent and friendly. It was the first time the young man was starting an IV as an EMT and he was excellent! So impressive. The team lead was very knowledgeable and kind and really took every step to keep me informed. I didn't score your billing office because I have not spoken with them as yet.	
5/13/2025		Very poor	
5/16/2025	Keep up the good work	Secured me to the seat and drove me to the hospital	
5/15/2025		Everything was alright.	
5/15/2025	Everything was done perfectly	The medical crew helped my mother very good and very well. She was in good hands with them and I have faith in them.	
5/21/2025	Nothing. It was perfect	Very courteous employees	
5/18/2025	None	Both EMC was very helpful and courteous	
5/22/2025		They were carrying and polite, did all they could to make me comfortable	
5/13/2025	I truly cannot think of anything	The medical personnel are fantastic!!! They listened to me and helped to reduce my level of fear.	
5/13/2025	I felt one emt was treating me was not very friendly	Fast response	Called and left a message 06/30/25 at 1558.
5/15/2025	Nothing. They were amazing	Explains every step of the way. Asked about My pain and helped ease it	
5/20/2025	Teach important of sleep hygiene	Provide transportation to another facility one medic very Good. Other one sleep deprivation made him grouchy nonverbal and non empathetic to an retired rn	<p>I followed up with Ms. Scarlett a few days ago but was unable to find the ticket.</p> <p>Our conversation went well and was pleasant. stated that she was trying to make polite conversation during her transport as it helps with her anxiety. She stated that the crew member attending her only answered her questions with "yes" or "no" and he wouldn't make eye contact with her. She even stated that when she asked if he was having a good day, he replied "no." She states that she asked partner if was ok and said "he doesn't get enough sleep." She stated that she understands shift work and night shift but that it is not the patient's fault if the crew member doesn't get enough sleep, which I am inclined to agree with. She was sure to state that she had no negative interactions with and that he was very nice. At the end of our conversation, t expressed that her respect for our organization has "gone up tremendously" simply due to the fact that she received a follow up call.</p>
6/1/2025	Nothing	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
5/30/2025		The emergency department staff is another ball game very very rude, But your group was very very excellent thank you ambulance and the staff in the ambulance	
5/25/2025	Nothing	Professionalism	
5/27/2025		It seems you have a well organized operation thank you	
5/30/2025		Calm and excellent explanations..	
5/25/2025		Were amazing people, cared about my daughter and conversated to make us feel comfortable and heard..	
5/24/2025	I would not know	Everything	
5/28/2025	N/A	We could not be more pleased with both medics that tended to my husband. Thank you all! 🙏	
5/26/2025		EVERYTHING IS PERFECT N THE PERFORMANCE GREAT JOB MEN N WOMEN	
5/24/2025		Quick response for stroke patient	
5/31/2025		All of it nothing	
5/25/2025	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.	
5/29/2025	Nothing.	Taking me to the facility to which I wanted to come.	
5/23/2025		I haven't spoken to anyone about the charges. I have Prominence insurance. Haven't received a bill yet. Excellent service!!!! Thank you!	
5/25/2025	Nothing	In all my answers	
5/24/2025	Nothing	Professional treatment	
5/29/2025	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!	
6/1/2025	Keep the good work	Professionalism	
5/25/2025	I thought everything was handled correctly.	I didn't make the call, family member did. But it seemed to go smoothly.	
5/25/2025		Timely, fast very professional. Thanks.	
5/24/2025	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.	
5/27/2025		Everything was fine they handled everything fine	