



**STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: May 7, 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 first quarter of 2026.

DATA PERFORMANCE REPORTS

	Jan 2026	Feb 2026	Mar 2026	TOTAL
TOTAL EMS RESPONSES	8,679	8,210	8,779	25,668
TOTAL EMS TRANSPORTS	5,858	5,443	5,789	17,090
TOTAL EMS RESPONSES CANCELED	2,704	2,659	2,865	8,228

*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.

REMSA Health Mutual Aid

Quarterly Report

Date Range	Agency Used			Total	% of Overall REMSA Health Responses
	Reno	Sparks	Truckee Meadows		
July 2025 - September 2025	6	1	3	10	0.04%
October 2025 - December 2025	8	0	7	15	0.06%
January 2025 - March 2025	22	3	1	26	0.01%

Year/Month	Agency Used			Total
	Reno	Sparks	Truckee Meadows	
2025	17	10	1	28
July	0	1	0	1
August	6	0	1	7
September	3	2	0	5
October	5	2	0	7
November	1	4	0	5
December	2	1	0	3
2026	22	3	1	26
January	5	1	0	6
February	13	1	1	15
March	4	1	0	5
Total	39	13	2	54



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
Jan 2026	02:21	02:23	02:24	02:23
Feb 2026	02:22	02:20	02:26	02:23
Mar 2026	02:21	02:23	02:27	02:24
Quarterly Summary	02:21	02:22	02:26	

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
Jan 2026	1,107	693	543	375
Feb 2026	1,062	631	489	319
Mar 2026	1,150	698	535	363
Grand Total	3,319	2,022	1,567	1,057

*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
Jan 2026	543	31	5.7%
Feb 2026	489	26	5.3%
Mar 2026	535	20	3.7%

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
Jan 2026	9:31	13:09
Feb 2026	10:05	13:01
Mar 2026	9:39	13:29
Average	9:45	13:12



AVERAGE ON SCENE TIME FOR ILS

	Avg ILS Scene Time
Jan 2026	22:05
Feb 2026	22:24
Mar 2026	22:00
Average	22:09

NUMBER OF CALLS REQUIRING FIRE RIDERS ON AN ILS TRANSPORT

Month	Number Of ILS Calls Requiring Fire to Ride into Hospital	Percentage of Responses
Jan 2026	0	0%
Feb 2026	1	0.2%
Mar 2026	0	0%




NUMBER OF ILS/BLS UNITS PERCENTAGE BASED ON DAILY STAFFING

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
ALS	37	40	39	40	41	44	39
ILS/BLS	12	14	15	16	15	16	12
Percent	32%	35%	38%	40%	37%	36%	31%

EMS OPERATIONS UPDATE

The EMS Operations Division continued its steady growth throughout the first quarter of 2026. We welcomed 18 new team members, including paramedics, Advanced EMTs (AEMTs), and EMTs. Additionally, we saw 9 field providers upgrade their role within the organization, i.e. (EMT to AEMT, AEMT to Paramedic). Unseasonably warm weather contributed to higher than usual call volumes for this time of year. To further support operations, we expanded our fleet with two new ambulances.

The Special Events Division delivered medical coverage for nearly 230 local events during the first quarter of 2026.



**PUBLIC RELATIONS
JANUARY 2026**

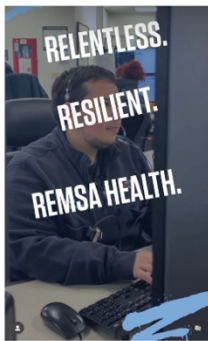
REMSA Health Welcomed Sheriff Balaam



REMSA Health was pleased to welcome Sheriff Balaam, Assistant Sheriff Corey Solferino and Chief Deputy Jason Walker to the REMSA Health Edison Way campus. The visit included a tour of REMSA’s Regional Emergency Communications Center and discussion about continued partnership on programs such as TEMS.

REMSA Disapctch Baby Delivery

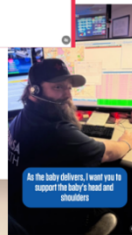
REMSA Health Wrapped Up 2025 With a Special Video



For REMSA Health, 2025 was defined by teamwork, innovation, compassion and clinical excellence across our organization. Check out this video that recaps the dedication, skill and reliability behind the work at REMSA Health and Care Flight.



Medical/fire dispatcher Trevor M. guided new parents through the safe, quick delivery of a happy, healthy baby. Trevor received his Stork pin in recognition of this important call.



At REMSA Health, #CareStartsWithTheCall



AEGIS Neonate Wrap Donation



REMSA Health received 67 AEGIS Neonate Medical Wraps supporting the EMS for Children Safe Transport initiative. Katelyn R. received the donation and Marc D. and Scott N. demonstrated how the wrap keeps baby and mom safely together during transport.

Health Watch Feature: Emergency Preparation



Director Kerfoot and Director Popovich provided interviews to KTVN about the importance of having a complete and personalized first aid kit easily accessible and how emergency calls come into and are managed by REMSA Health’s accredited emergency dispatch center.

Celebrating Length of Service & Special Achievements



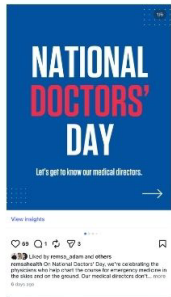
REMSA Health celebrated a combines 55 years of experience for employees with length of service milestones. In addition, employees who were recently honored at the Trauma Intervention Program awards dinner were also recognized.

Continuing Decades-Long Legacy of Service to Washoe County

In early February, Shirley Folkins-Roberts, president of REMSA Health’s volunteer board of directors, and Devon Reese, chair of the District Board of Health, both signed the contract extending the exclusive franchise agreement between REMSA Health and Northern Nevada Public Health (NNPH). This decision allows REMSA to continue serving Washoe County as the sole provider of emergency and non-emergency medical transport, extending a partnership of more than 40 years and affirming the trust placed in our teams and our nonprofit model.

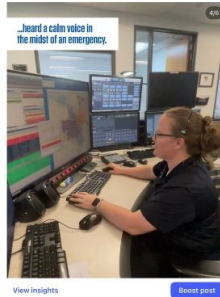


Celebrating National Doctors' Day



REMSA Health celebrated National Doctors' Day with a social media post featuring our two local, practicing physicians - Dr. Jenny Wilson and Dr. Jeremy Gonda.

Recognizing National Women's Day



206 likes

206 likes

206 likes

REMSA Health Launches EMS Explorer program

ARE YOU INTERESTED IN A CAREER IN EMERGENCY MEDICAL SERVICES OR HEALTHCARE? WANT TO MAKE A POSITIVE DIFFERENCE IN YOUR COMMUNITY? BECOME AN

EMS EXPLORER

Gain hands on experience in emergency medical services

HURRY! Registration closes April 22

Details

- Students ages 18 - 25
- Certification opportunities
- Meets every other Wednesday from 5:30 - 7:30 PM
- REMSA Health Education, 400 Edison Way, Ste. 3 // Reno

Learn Hands-On Skills

- Ambulance & Dispatch Operations
- Patient Assessment & Vital Signs
- Assisting with a Mass Casualty Incident
- CPR & Resuscitation
- St. Johns, Wilderness & Tactical EMS
- Respiratory Care & Airway Procedures

Contact: Heather Spencer, Education Program Coordinator at 775.363.0704 // hspencer@remsahealth.com

presented by **REMSA Health** in partnership with **Public Health**

Expanded Patient Satisfaction Feedback Opportunities

YOUR VOICE MATTERS

Share your feedback with us today! We value your input and we want to hear from you. Your feedback helps us improve our services and ensure we are meeting your needs. Thank you for your feedback!

Write a Thank You Note

Share a message of appreciation for our staff or service. Your message will be read by our patient experience team.

[SHARE MESSAGE](#)

Share Feedback

We'll share your feedback privately. Your message will be read by our patient experience team.

[SHARE FEEDBACK](#)

WHO YOU'RE THANKING

While REMSA Health continues to solicit patient satisfaction through formal surveys, we have expanded our feedback opportunities for community members to share their experiences directly and immediately with our organization. The [Patient Experience webpage](#) and [phone line](#) are places to share exceptional care, appreciation or information about how we can do better. Senior leaders on the Patient Experience Team review all submissions and track them for follow-up.