

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 a white shirt and has an oxygen mask on. The EMTs are focused on their work, with one wearing blue gloves. The scene is set at night, with the ambulance's interior lights illuminating the patient and the crew.

# 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.

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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	\$10,888,696.53	\$2,156.18
April	5,056	\$10,918,914.73	\$2,159.60
May	2,936	\$6,324,100.37	\$2,153.99
June			
July			
August			
September			
October			
November			
December			
<b>January - December Total</b>	<b>23,040</b>	<b>\$49,601,990.92</b>	<b>\$2,152.86</b>

**\* Note - May 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
<b>FYE 06/30/2024 Carryover Balance</b>	<b>\$50,066.30</b>
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	
<b>Total Penalty Fund Dollars Accrued</b>	<b>\$205,121.07</b>



# Penalty Fund

## 2024-2025 Penalty Fund Dollars Encumbered by Month

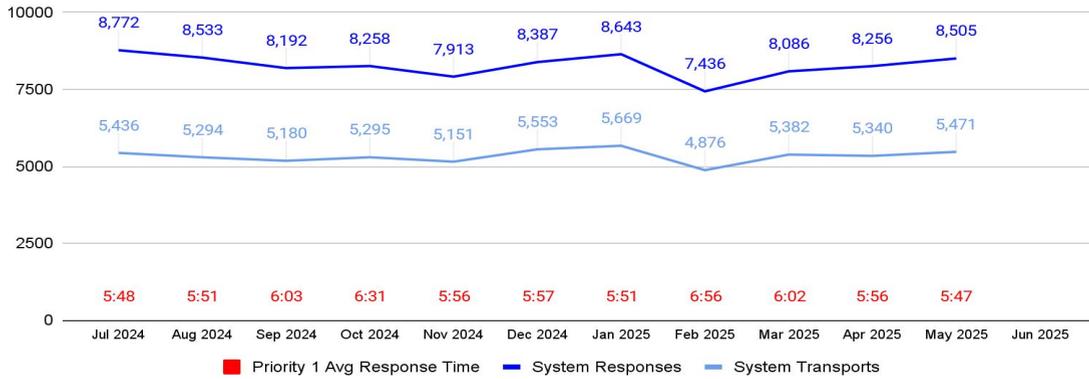
Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024
Water Watcher for the Win	56.28	Water Watcher cards	Sep 2024
Search and Rescue EMS Equipment	5,112.86	Rescue Sled/Toboggan	Jan 2025
Community AEDS	8,036.36	10 Zoll AED Plus Units for Community Donations	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

Total Encumbered as of 5/31/2025 **\$84,643.16**

Penalty Fund Balance at 5/31/2025 **\$120,477.91**

# REMSA Operations Report

**System Response/Transport/Avg P1 Response Summary**



**Priority 1 Avg. Response Times**

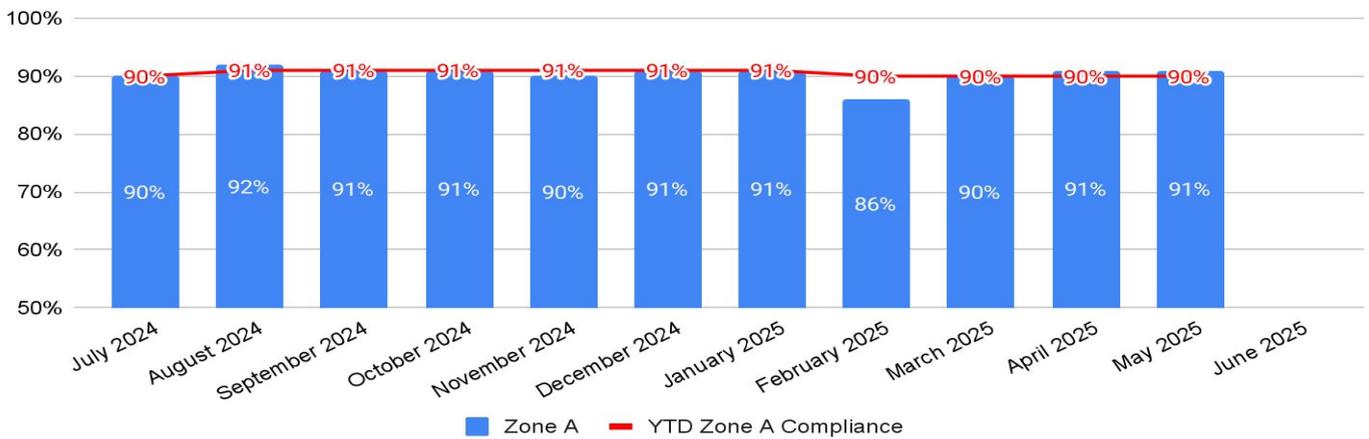
**Priority 2 Avg. Response Times**

	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						
Year to Date	5:27	6:05	8:33	6:52	7:42	9:33

# REMSA Operations Report

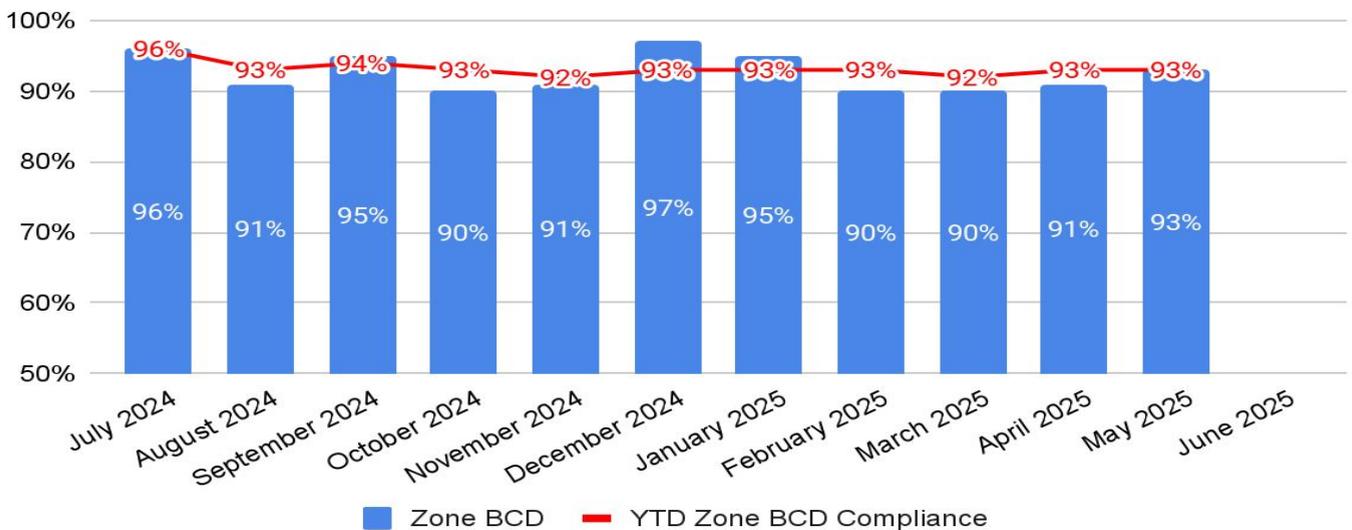
## REMSA Priority 1 Response Compliance

Zone A



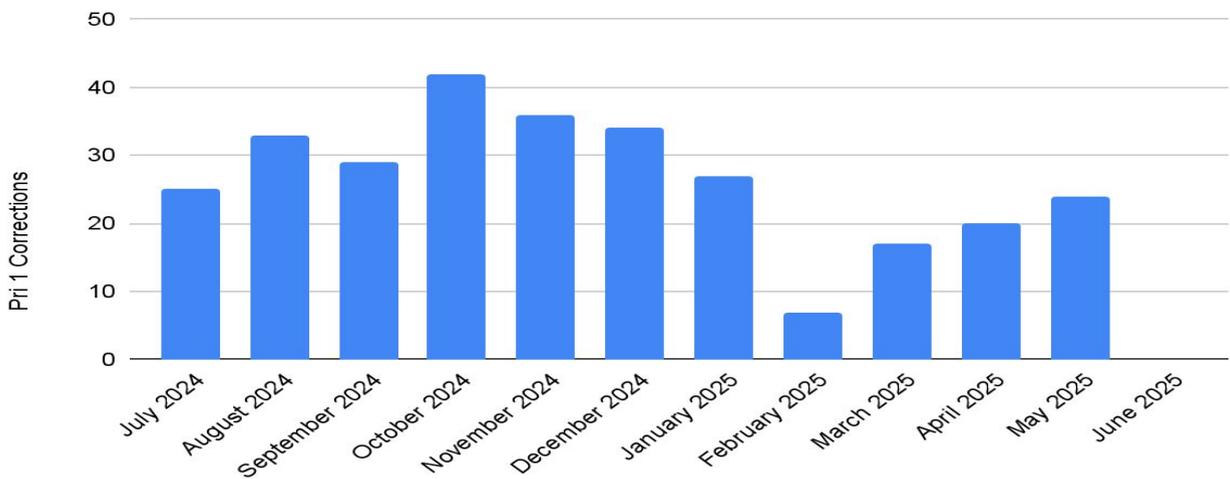
## REMSA Priority 1 Response Compliances

Zone BCD

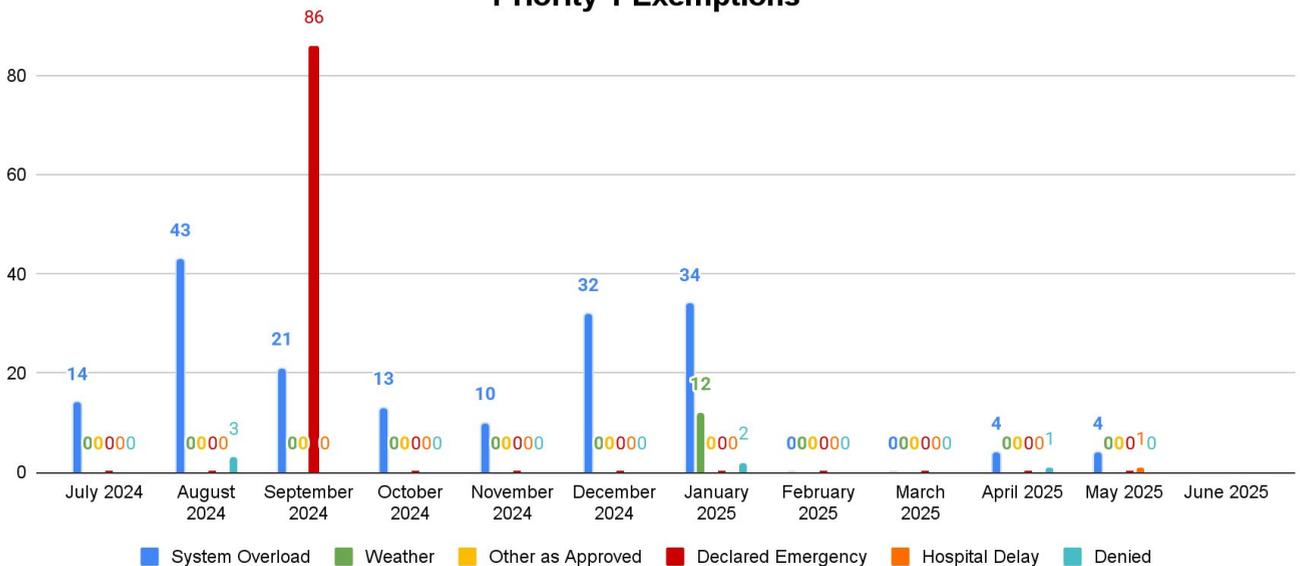


# REMSA Operations Report

## Priority 1 Incidents Corrected

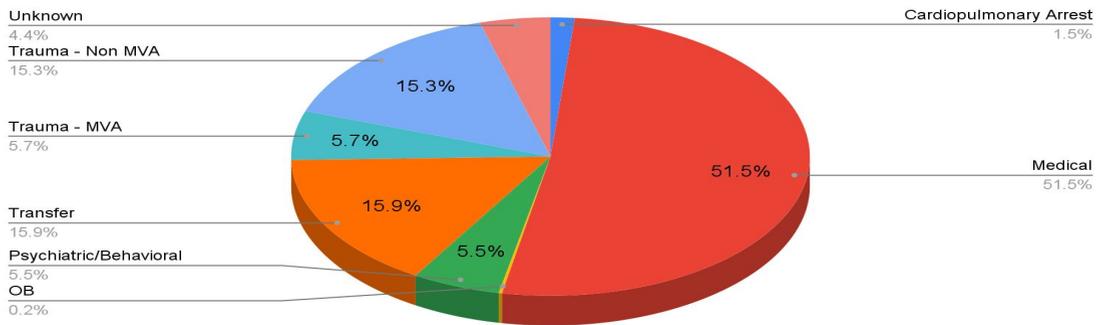


## Priority 1 Exemptions

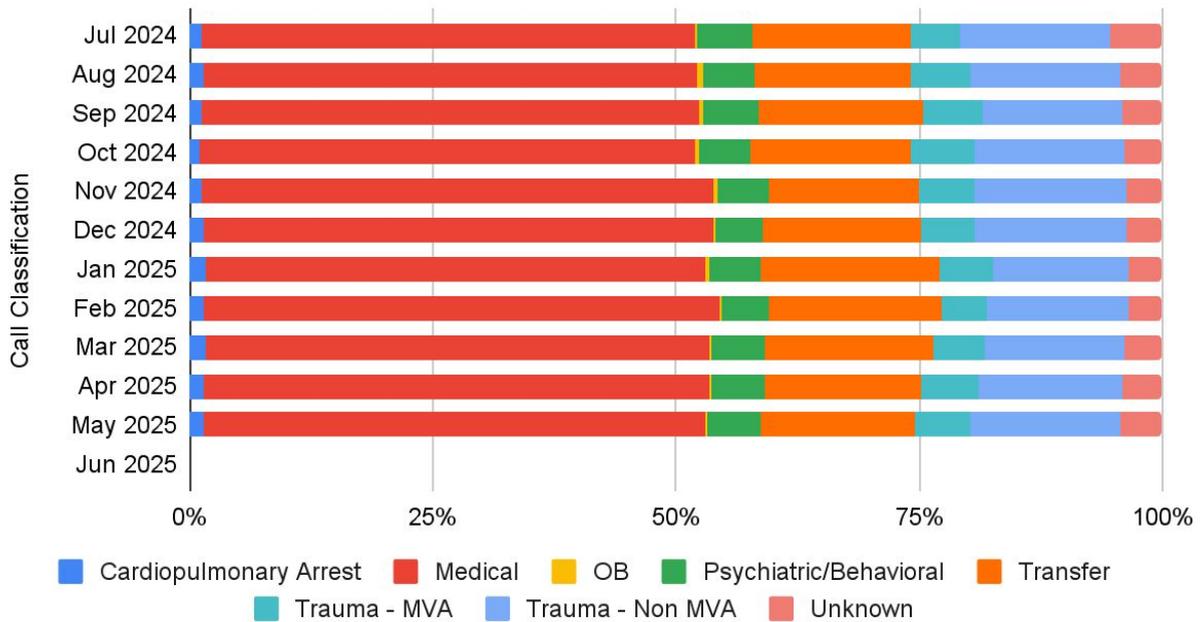


# REMSA Operations Report

**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

	<b>Total Number of ALS Calls</b>	<b>Total Number ALS QA Reviewed</b>	<b>Percentage Reviewed</b>
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			

# 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										
YTD	293	938	1361	5342	1208	6854	17	63	227	603

# 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					
<b>YTD</b>	<b>612</b>	<b>910</b>	<b>769</b>	<b>386</b>	<b>29</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

May 01, 2025 to May 31, 2025

Your Score

**94.34**

Your Patients in this Report

**81**

Total Patients in this Report

**5475**

Total EMS Organizations

**248**

# Customer Survey Report

REMSA Ground  
May 01, 2025 to May 31, 2025



## Executive Summary

Your overall score for the period selected is **93.75**, a difference of **+0.54**, compared to your score from the previous year, **93.21**.

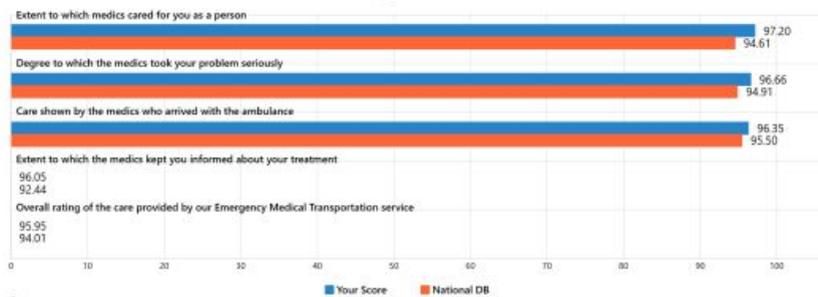
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **82%**.

In addition, your rolling 12- month score of **92.10** is a difference of **-0.94** from the national database score of **93.04**.

When compared to all organizations in the national database, your score of **92.10** is ranked **29th**.

## Highest and Lowest Scores

### 5 Highest Scores



# Public & Relations Report


PUBLIC RELATIONS  
MAY 2025

## REMSA HEALTH.

Celebrating National EMS Week



EMS Week 2025 at REMSA Health included made-to-order breakfasts, barbecues, prizes, division-based Peak Performer awards, massages, celebrations from hospital partners and a top-notch award ceremony.

In addition to giving out 26 awards to providers and staff, we celebrated the retirement of Brian Taylor, EMS Manager, we thanked Tom and Karen Potts for their ongoing support of the Bobby Bears program, and some of our Care Flight colleagues earned their wings!

News coverage included stories on KTVN and KOLO.