

Area Metropolitan Ambulance Authority

MedStar

Board of Directors

December 11, 2013

**NOTICE OF
 AREA METROPOLITAN AMBULANCE AUTHORITY
 BOARD OF DIRECTORS MEETING
 551 EAST BERRY STREET
 FORT WORTH, TEXAS 76110
 December 11, 2013
 10:00 a.m.**

- | | | | |
|-------------|-------------------------------|--|--------------------------|
| I. | CALL TO ORDER | | Mr. Zimmerman |
| II. | INTRODUCTION OF GUESTS | | |
| III. | CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
| IV. | CONSENT AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. | |
| | BC - 1166 | Approval of minutes for board meeting on October 30, 2013. | Mr. Zimmerman
Page 4 |
| | BC - 1167 | Approval of check register for the month of October 2013. | Mr. Zimmerman
Page 8 |
| V. | NEW BUSINESS | | Mr. Hooten |
| | BC - 1168 | Ratify Insurance Renewal for FY-2014 | Mr. Zimmerman
Handout |
| VI. | MONTHLY REPORTS | | |
| | A. | Executive Director Report | Mr. Hooten |
| | B. | Finance Report | Mr. Hooten
Page 12 |
| | C. | Operations Report | Mr. Hooten
Page 21 |
| | D. | Business Office & Billing | Ms. Brown |
| | E. | Human Resources
• Staffing | Mr. Hooten
Page 30 |
| | F. | Clinical | Ms. Trusty |
| | G. | Public Affairs Report | Mr. Zavadsky
Handout |

VII. OTHER DISCUSSION

- A. Miscellaneous information items from the staff or requests from the Board for future agenda items. Mr. Hooten

VIII. CLOSED SESSION

The AMAA Board may conduct a closed meeting concerning any subjects and for any purposes permitted under Chapter 551 of the Texas Government Code, including, but not limited to, the following:

- (1) Consultation with its attorney pursuant to Section 551.071
- (2) Deliberation regarding real property pursuant to Section 551.072
- (3) Deliberation regarding prospective gift pursuant to Section 551.073
- (4) Deliberation regarding personnel matters pursuant to Section 551.074

IX. RECONVENE FROM CLOSED SESSION

- BC - 1169 Act on any item discussed on Closed Session. Mr. Zimmerman

X. ADJOURNMENT

MINUTES

**AREA METROPOLITAN AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING**

**551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
October 30, 2013
10:00 am**

The Area Metropolitan Ambulance Authority Board of Directors met on October 30, 2013 at the Ambulance Authority offices.

I. CALL TO ORDER

Chairman Zim Zimmerman called the meeting to order at 10:01 a.m. Board members present were Byron Black, Paul Harral, Dr. Jeff Beeson, Dr. Rajesh Gandhi and Dr. Robert Adams.

II. INTRODUCTION OF GUESTS

Fire Chief Jackson introduced Scott Hanlan, Assistant Director of the Fire Department.

Others present were Douglas Hooten, Joyce Brown, Joan Jordan, Mike D'Agostino, Heath Wright, Macara Trusty, Susan Swagerty, Matt Zavadsky, Shaun Curtis, Paul Trusty, Chris Cunningham and Brett Lyle; all with MedStar; AMAA Board Attorney, Matt Goetz; and Scott Hanlan from Fort Worth Fire Department.

III. CITIZEN PRESENTATIONS

There were no citizen presentations.

IV. CONSENT AGENDA

BC - 1161	Approval of minutes for board meeting on September 5, 2013.
BC - 1162	Approval of check register for the month of September 2013.

The motion to approve items in the consent agenda were made by Dr. Robert Adams and was seconded by Byron Black. The motion carried unanimously.

V. NEW BUSINESS

BC - 1163	Approval of Capital Expense for Radio P25 upgrade
BC - 1164	Approval of Capital Expense for 12 truck remounts

The motion to approve P25 Radio upgrade was made by Byron Black and was seconded by Dr. Robert Adams. The motion carried unanimously.

The motion to approve 12 Truck remounts was made by Paul Harral and was seconded by Byron Black. The motion carried unanimously.

VI. MONTHLY REPORTS

- A. Executive Director Report – Mr. Hooten. We have all the permits now. Piers were drilled and we found out where we have them on the drawings is not where they really are. We are still on track for April 2014.

MedStar wants to become a “Just Culture Organization”. Six MedStar employee’s completed the “Just Culture” train the trainer course last week. We will be training the Managers and Supervisors in November and will have the whole company trained by the end of February 2014.

Completed the 2012-2013 financials – we had a successful year due to the employees.

Healthcare renewal came in at a 38% increase with 6% from ObamaCare. We are looking at options and will have something for the board at the next meeting. Paul Harral asked if we thought of getting an onsite Physician. Douglas Hooten answered, yes; we are actively looking into this. Dr. Beeson and Dr. Davis are working through a few issues.

- B. Compliance Report: n/a

- C. Finance Report: Joan Jordan reviewed the finance sheets and handouts. Audits will be starting on Monday, Nov 4th and run for three weeks. Everything is ready for them.

Bonus checks were given out last week. This was also a finance audit – they had to show up in person to receive their check.

Collections were up 24% to 27.31%, kudos to the business office and crews. Zim: We need to make sure StarSaver info is out there for everyone to take advantage of. Doug: Matt is working on this. Doug asked Marianne Schmidt to review the MedStar events that will be happening over the next two month. Marianne will send an email to the board with all the dates and info so they can get it on their calendars. The November board meeting will be cancelled. The December board meeting will be moved up to December 11, 2013 at 10am. The present December board meeting date (12/25) will be cancelled.

- D. Operations Report: Chris Cunningham stated that MedStar is at 90.9% compliance. Lots of road construction to deal with. The academy we have in session now will be released in December. This is the peak season for our Special Events team and Mike Potts is doing a great job. We have TMS and airshows. Football games are rough on us; 95-96% of the fleet is out. The Special Events team is working a lot of overtime.

- E. Business Office & Billing: The Charity Care Program started 10-01-2012 and since that time, we have had 43 customers / patients apply for a charity care consideration. Based on the guidelines established, we gave the following reductions:
1 at 20%, 3 at 40%, 12 at 50%, 6 at 100% reduction and 11 were denied a reduction.

- F. Human Resources: Doug Hooten reviewed HR handout.

- G. Clinical: Macara Trusty explained the Skills Fair that is being held now and she has four more sessions to do; these will be done by next week.
- H. Public Affairs: Matt Zavadsky reviewed Public Affairs handout and handed out the “Senior News” newspaper which has MedStar StarSaver info on the back page.
- I. EPAB Monthly Report: Dr. Beeson reviewed the EPAB Annual Operating Budget.

VII. OTHER DISCUSSION

Dr. Robert Adams announced that he will no longer be on the MedStar board of directors. He will be moving out of state. Zim: I will let the chamber know about this and we will start looking for a replacement.

VIII. CLOSED SESSION

Closed Session: Session began at 11:00 a.m.
Return from Closed Session: on 11:06 a.m.

IX. ADJOURNMENT

There being no further business, Chairman Zim Zimmerman adjourned the meeting at 11:08 a.m.

Respectfully submitted,

Dr. Rajesh Gandhi
Secretary

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 10-01-2013 to 10-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
74219	10/1/13	US Postmaster Postage-Admin	5,000.00
1043	10/4/13	Dunn Engineering Construction in Progress	23,625.00
1044	10/4/13	JBM Builders, Inc. Construction in Progress	139,500.00
74230	10/4/13	Banc of America Leasing Interest Expense-Admin	56,811.44
74245	10/4/13	GBC Benefits, Ltd. Prepaid Expense	6,188.58
74271	10/4/13	ReCept Pharmacy Medical Supplies-Logistics	18,345.50
74279	10/4/13	Smiths Medical ASD Inc. Medical Supplies-Logistics	6,080.58
74290	10/4/13	UNITED HEALTHCARE Prepaid Expense	205,304.73
74313	10/4/13	United Healthcare Patient Accounts Receivable	5,397.18
74337	10/10/13	American Ambulance Association Prepaid Expense	10,100.00
74338	10/10/13	American Express Travel & Entertainment	11,207.55
74346	10/10/13	Banc of America Leasing Current Portion - Amb Purchase	25,128.19
74348	10/10/13	Bound Tree Medical LLC Medical Supplies-Logistics	5,790.94
74356	10/10/13	Direct Energy Business Utilities-FOPS	8,166.57
74370	10/10/13	Logic Data System Computer Hardware - IT	30,460.00
74390	10/10/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	10,562.00
74396	10/10/13	TML Intergovernmental Risk Pool Pre-Paid Insurance	508,160.38
74400	10/10/13	WEX Bank Prepaid Expense	115,492.96
74413	10/18/13	Banc of America Leasing Current Portion - Amb Purchase	11,292.78
74422	10/18/13	Delta Dental Insurance Comany Dental Ins-Admin	14,362.85
74441	10/18/13	Motorola Solutions Communications Equipment	222,650.40
74448	10/18/13	ReCept Pharmacy Medical Supplies-Logistics	14,702.41
74450	10/18/13	Reliable Chevrolet Ambulance -9 CCT	38,015.00

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 10-01-2013 to 10-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
74464	10/24/13	Black Ink Systems, LLC Verification Services-Admin	10,636.00
74506	10/24/13	Texas Auto Painting & Collision Repair Maintenance-Fleet	5,451.96
74513	10/24/13	XL Parts Maintenance-Fleet	7,205.01
74518	10/24/13	ZirMed Inc Verification Services-Admin	11,878.43
74538	10/25/13	United Healthcare Patient Accounts Receivable	5,363.48
			<u>1,532,879.92</u>
TOTAL ACCOUNTS PAYABLE			1,778,590.02
TOTAL PAYROLL EXPENSE			<u>2,254,546.73</u>
			<u>4,033,136.75</u>

Amaa/MedStar
Report to Board of Directors
Finance Report
December 11, 2013

Operational Results

For the month of October, 2013, revenues were \$3,200,519 compared to budget of \$3,275,765 and a negative variance of \$75,246. Expenses (net of interest and depreciation) were \$3,410,108 compared to budget of \$3,692,360 for a positive variance of \$282,252. Net Retained Earnings are a loss of \$372,980 compared to budgeted loss of \$626,858 for a positive variance of \$253,878. The primary driver of the net loss for the month is the budgeted incentive payments to employees in October. These payments totaled \$712,294 compared to a budget of \$803,751 for a positive variance of \$91,457.

Collections

Collections by Month of Service indicates an average 12-month collection percentage of 27.42%.

Capital Update

Attached is the final summary of the capital budget which was approved by the Board in August, 2013 along with the spending for October, 2013.

Key Financial Indicators

Key financial indicators are all positive for this first month of FY 2014.

Annual Audit

Representatives of Weaver, LLC have completed their field work in 2 weeks and have returned to their office to finish up the analytical procedures and write their audit report. We expect a favorable opinion and anticipate the presentation of the audit report to the Board at the January 24, 2014 meeting.

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees-Service	10,999,679.69	10,915,104.00	84,575.69	10,999,679.69	10,915,104.00	84,575.69
Less: Contractual Allowances	(4,500,969.85)	(4,550,320.80)	49,350.95	(4,500,969.85)	(4,550,320.80)	49,350.95
Less: Provision for Uncollectibles	(3,526,507.25)	(3,340,739.60)	(185,767.65)	(3,526,507.25)	(3,340,739.60)	(185,767.65)
Patient Fees - NET	2,972,202.59	3,024,043.60	(51,841.01)	2,972,202.59	3,024,043.60	(51,841.01)
Special Events	58,273.08	54,689.00	3,584.08	58,273.08	54,689.00	3,584.08
Subsidy	4,053.45	3,785.00	268.45	4,053.45	3,785.00	268.45
Education	13,793.00	38,280.00	(24,487.00)	13,793.00	38,280.00	(24,487.00)
Other	49,151.81	23,300.00	25,851.81	49,151.81	23,300.00	25,851.81
DISRIP	103,045.00	131,667.67	(28,622.67)	103,045.00	131,667.67	(28,622.67)
Total Revenues	\$ 3,200,518.93	\$ 3,275,765.27	(75,246.34)	\$ 3,200,518.93	\$ 3,275,765.27	(75,246.34)
Payroll	2,305,561.60	2,358,555.50	(52,993.90)	2,305,561.60	2,358,555.50	(52,993.90)
Benefits and Taxes	454,699.40	616,826.00	(162,126.60)	454,699.40	616,826.00	(162,126.60)
Fuel	119,198.24	103,605.75	15,592.49	119,198.24	103,605.75	15,592.49
Oxygen	3,107.05	4,786.00	(1,678.95)	3,107.05	4,786.00	(1,678.95)
Medical Supplies	133,592.39	125,189.50	8,402.89	133,592.39	125,189.50	8,402.89
Other Vehicle & Equipment	55,915.63	37,460.33	18,455.30	55,915.63	37,460.33	18,455.30
Rent & Utilities	37,112.33	31,250.75	5,861.58	37,112.33	31,250.75	5,861.58
Repairs & Maintenance Facility & Equipmnt	16,971.57	17,107.67	(136.10)	16,971.57	17,107.67	(136.10)
Postage & Shipping	7,047.64	7,780.59	(732.95)	7,047.64	7,780.59	(732.95)
Equipment Rental	4,594.77	6,344.17	(1,749.40)	4,594.77	6,344.17	(1,749.40)
Insurance	19,511.16	23,382.59	(3,871.43)	19,511.16	23,382.59	(3,871.43)
Advertising & Public Relations	6,861.75	13,454.25	(6,592.50)	6,861.75	13,454.25	(6,592.50)
Printing	6,928.20	4,353.67	2,574.53	6,928.20	4,353.67	2,574.53
Tehnical Support	0.00	0.00	0.00	0.00	0.00	0.00
Travel & Entertainment	11,475.17	18,608.08	(7,132.91)	11,475.17	18,608.08	(7,132.91)
Professional Fees	133,632.68	132,578.24	1,054.44	133,632.68	132,578.24	1,054.44
Non-Capital Equipment	8,263.10	45,486.00	(37,222.90)	8,263.10	45,486.00	(37,222.90)

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Educational Expense/Training	4,440.06	54,942.00	(50,501.94)	4,440.06	54,942.00	(50,501.94)
Office Equip Maint	60,044.16	81,406.58	(21,362.42)	60,044.16	81,406.58	(21,362.42)
Bank Service Charges	15,497.57	5,875.00	9,622.57	15,497.57	5,875.00	9,622.57
Dues & Subscriptions	4,378.00	2,527.25	1,850.75	4,378.00	2,527.25	1,850.75
Computer Related Costs	0.00	839.92	(839.92)	0.00	839.92	(839.92)
Miscellaneous	1,275.47	0.00	1,275.47	1,275.47	0.00	1,275.47
Total Other Expenses	\$ 3,410,107.94	\$ 3,692,359.84	(282,251.90)	\$ 3,410,107.94	\$ 3,692,359.84	(282,251.90)
Earnings before Interest & Depreciation	(209,589.01)	(416,594.57)	207,005.56	(209,589.01)	(416,594.57)	207,005.56
Interest	13,043.36	23,824.00	(10,780.64)	13,043.36	23,824.00	(10,780.64)
Depreciation	150,347.97	186,439.00	(36,091.03)	150,347.97	186,439.00	(36,091.03)
Net Retained Earnings	(\$ 372,980.34)	(\$ 626,857.57)	253,877.23	(\$ 372,980.34)	(\$ 626,857.57)	253,877.23

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees - NET	3,987,274.07	3,986,569.40	704.67	3,987,274.07	3,986,569.40	704.67
Other Revenues	(786,755.14)	(710,804.13)	(75,951.01)	(786,755.14)	(710,804.13)	(75,951.01)
Total Revenues	<u>\$ 3,200,518.93</u>	<u>\$ 3,275,765.27</u>	<u>(75,246.34)</u>	<u>\$ 3,200,518.93</u>	<u>\$ 3,275,765.27</u>	<u>(75,246.34)</u>
Payroll & Benefits	2,760,261.00	2,975,381.50	(215,120.50)	2,760,261.00	2,975,381.50	(215,120.50)
Fuel	119,198.24	103,605.75	15,592.49	119,198.24	103,605.75	15,592.49
Medical Supplies/Oxygen	136,699.44	129,975.50	6,723.94	136,699.44	129,975.50	6,723.94
Other Vehicle & Equipment	55,915.63	37,460.33	18,455.30	55,915.63	37,460.33	18,455.30
Rent & Utilities	37,112.33	31,250.75	5,861.58	37,112.33	31,250.75	5,861.58
Repairs & Maintenance Facility & Equipmnt	16,971.57	17,107.67	(136.10)	16,971.57	17,107.67	(136.10)
Insurance	19,511.16	23,382.59	(3,871.43)	19,511.16	23,382.59	(3,871.43)
Professional Fees	133,632.68	132,578.24	1,054.44	133,632.68	132,578.24	1,054.44
Non-Capital Equipment	67,212.26	126,892.58	(59,680.32)	67,212.26	126,892.58	(59,680.32)
Other Expenses	63,593.63	114,724.93	(51,131.30)	63,593.63	114,724.93	(51,131.30)
Total Other Expenses	<u>\$ 3,410,107.94</u>	<u>\$ 3,692,359.84</u>	<u>(282,251.90)</u>	<u>\$ 3,410,107.94</u>	<u>\$ 3,692,359.84</u>	<u>(282,251.90)</u>
Earnings before Interest & Depreciation	<u>(209,589.01)</u>	<u>(416,594.57)</u>	<u>207,005.56</u>	<u>(209,589.01)</u>	<u>(416,594.57)</u>	<u>207,005.56</u>
Interest	13,043.36	23,824.00	(10,780.64)	13,043.36	23,824.00	(10,780.64)
Depreciation	150,347.97	186,439.00	(36,091.03)	150,347.97	186,439.00	(36,091.03)
Net Retained Earnings	<u>(\$ 372,980.34)</u>	<u>(\$ 626,857.57)</u>	<u>253,877.23</u>	<u>(\$ 372,980.34)</u>	<u>(\$ 626,857.57)</u>	<u>253,877.23</u>

MedStar - Collections by Charge Month

Month	Charges	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13	Total % Collected
Oct-10	\$ 10,975,047	\$ 115,693	\$ 1,520,697	\$ 632,092	\$ 238,245	\$ 97,890	\$ 56,473	\$ 31,246	\$ 46,590	\$ 36,733	\$ 19,103	\$ 10,615	\$ 11,252	\$ 87,379	\$ 2,904,009 26.46%
Nov-10	\$ 10,475,559	\$ 188,633	\$ 1,352,674	\$ 544,323	\$ 174,628	\$ 86,422	\$ 61,602	\$ 55,545	\$ 53,530	\$ 13,461	\$ 15,906	\$ 14,307	\$ 36,610	\$ 61,790	\$ 2,659,429 25.39%
Dec-10	\$ 10,762,121	\$ 186,585	\$ 1,471,110	\$ 423,974	\$ 214,744	\$ 116,891	\$ 67,494	\$ 52,102	\$ 30,002	\$ 17,566	\$ 16,244	\$ 28,655	\$ 8,433	\$ 62,602	\$ 2,696,405 25.05%
Jan-11	\$ 11,125,973	\$ 125,161	\$ 731,809	\$ 1,209,583	\$ 254,888	\$ 202,068	\$ 90,545	\$ 37,433	\$ 36,905	\$ 15,216	\$ 13,743	\$ 15,992	\$ 11,960	\$ 81,119	\$ 2,826,423 25.40%
Feb-11	\$ 10,757,713	\$ 5,110	\$ 1,452,279	\$ 662,816	\$ 265,865	\$ 114,692	\$ 61,656	\$ 44,654	\$ 28,579	\$ 30,600	\$ 15,941	\$ 20,719	\$ 18,700	\$ 53,153	\$ 2,774,764 25.79%
Mar-11	\$ 10,969,435	\$ 194,720	\$ 1,436,213	\$ 640,078	\$ 194,253	\$ 82,670	\$ 67,667	\$ 58,220	\$ 24,641	\$ 24,770	\$ 23,706	\$ 30,060	\$ 9,007	\$ 63,872	\$ 2,849,878 25.98%
Apr-11	\$ 11,217,449	\$ 290,208	\$ 1,601,625	\$ 428,862	\$ 178,592	\$ 95,576	\$ 52,639	\$ 41,161	\$ 66,495	\$ 31,227	\$ 21,832	\$ 13,711	\$ 18,543	\$ 86,265	\$ 2,926,737 26.09%
May-11	\$ 11,265,773	\$ 265,035	\$ 1,546,056	\$ 435,027	\$ 216,622	\$ 79,451	\$ 66,558	\$ 35,097	\$ 27,343	\$ 31,317	\$ 19,670	\$ 13,909	\$ 15,022	\$ 73,254	\$ 2,824,360 25.07%
Jun-11	\$ 11,016,455	\$ 225,906	\$ 1,406,997	\$ 521,917	\$ 159,315	\$ 101,147	\$ 49,702	\$ 62,886	\$ 35,862	\$ 17,977	\$ 16,563	\$ 16,222	\$ 21,167	\$ 71,498	\$ 2,707,158 24.57%
Jul-11	\$ 11,363,962	\$ 125,049	\$ 1,683,643	\$ 441,160	\$ 189,267	\$ 76,743	\$ 61,016	\$ 34,849	\$ 27,489	\$ 26,137	\$ 23,181	\$ 13,451	\$ 13,071	\$ 66,439	\$ 2,781,494 24.48%
Aug-11	\$ 11,473,202	\$ 275,453	\$ 1,498,109	\$ 495,376	\$ 144,437	\$ 107,155	\$ 48,233	\$ 46,440	\$ 28,343	\$ 23,069	\$ 17,868	\$ 15,463	\$ 11,881	\$ 51,167	\$ 2,762,993 24.08%
Sep-11	\$ 10,584,787	\$ 294,560	\$ 1,538,249	\$ 413,287	\$ 171,165	\$ 93,917	\$ 57,149	\$ 35,484	\$ 24,280	\$ 29,341	\$ 13,649	\$ 16,046	\$ 7,795	\$ 48,818	\$ 2,743,739 25.92%
Oct-11	\$ 10,566,030	\$ 458,973	\$ 1,438,142	\$ 363,923	\$ 171,413	\$ 99,427	\$ 65,197	\$ 49,043	\$ 39,791	\$ 37,804	\$ 11,834	\$ 11,430	\$ 11,337	\$ 77,639	\$ 2,835,953 26.84%
Nov-11	\$ 10,213,990	\$ 393,251	\$ 1,447,104	\$ 455,570	\$ 164,641	\$ 91,945	\$ 104,214	\$ 50,834	\$ 32,493	\$ 20,679	\$ 11,757	\$ 12,399	\$ 11,822	\$ 37,948	\$ 2,834,657 27.75%
Dec-11	\$ 10,798,689	\$ 290,849	\$ 1,325,598	\$ 581,753	\$ 199,781	\$ 265,355	\$ 69,588	\$ 44,452	\$ 26,285	\$ 26,994	\$ 16,199	\$ 12,588	\$ 8,677	\$ 37,163	\$ 2,905,282 26.90%
Jan-12	\$ 10,792,415	\$ 147,358	\$ 1,263,705	\$ 483,207	\$ 552,485	\$ 82,241	\$ 61,173	\$ 48,023	\$ 26,011	\$ 21,006	\$ 20,223	\$ 15,012	\$ 18,370	\$ 29,047	\$ 2,767,861 25.65%
Feb-12	\$ 10,362,710	\$ 239,153	\$ 1,295,213	\$ 701,314	\$ 177,402	\$ 73,963	\$ 47,420	\$ 34,335	\$ 26,629	\$ 26,068	\$ 21,369	\$ 4,106	\$ 7,042	\$ 27,391	\$ 2,681,402 25.88%
Mar-12	\$ 10,757,281	\$ 254,369	\$ 1,708,050	\$ 494,319	\$ 171,190	\$ 84,839	\$ 62,158	\$ 41,731	\$ 34,415	\$ 18,452	\$ 15,005	\$ 10,958	\$ 10,281	\$ 32,249	\$ 2,938,016 27.31%
Apr-12	\$ 10,609,608	\$ 270,648	\$ 1,497,831	\$ 490,370	\$ 174,801	\$ 114,457	\$ 63,018	\$ 41,525	\$ 35,382	\$ 10,373	\$ 13,746	\$ 10,546	\$ 15,195	\$ 49,897	\$ 2,787,789 26.28%
May-12	\$ 10,842,741	\$ 292,118	\$ 1,399,516	\$ 563,398	\$ 263,625	\$ 92,687	\$ 85,956	\$ 51,108	\$ 20,080	\$ 25,478	\$ 8,455	\$ 9,700	\$ 40,717	\$ 27,357	\$ 2,880,196 26.56%
Jun-12	\$ 10,507,591	\$ 187,853	\$ 1,277,996	\$ 716,418	\$ 203,473	\$ 120,537	\$ 56,462	\$ 39,954	\$ 28,013	\$ 13,659	\$ 11,258	\$ 46,497	\$ 9,133	\$ 13,866	\$ 2,725,120 25.93%
Jul-12	\$ 11,233,951	\$ 143,112	\$ 1,499,442	\$ 647,554	\$ 253,378	\$ 114,698	\$ 64,853	\$ 34,558	\$ 20,270	\$ 28,715	\$ 12,405	\$ 58,564	\$ 6,718	\$ 20,651	\$ 2,904,917 25.86%
Aug-12	\$ 11,231,348	\$ 395,006	\$ 1,259,900	\$ 716,077	\$ 173,040	\$ 73,778	\$ 65,786	\$ 48,115	\$ 60,633	\$ 32,960	\$ 23,082	\$ 21,905	\$ 12,331	\$ 20,684	\$ 2,903,299 25.85%
Sep-12	\$ 10,931,864	\$ 256,850	\$ 1,263,106	\$ 668,717	\$ 230,645	\$ 165,862	\$ 74,821	\$ 74,252	\$ 65,597	\$ 46,425	\$ 16,399	\$ 6,109	\$ 15,690	\$ 12,922	\$ 2,897,395 26.50%
Oct-12	\$ 10,821,608.62	\$ 328,972.80	\$ 1,566,208.64	\$ 459,687.56	\$ 235,330.91	\$ 122,177.38	\$ 77,198.06	\$ 40,889.56	\$ 53,216.66	\$ 25,445.15	\$ 14,238.15	\$ 18,782.32	\$ 17,079.46	\$ 19,904.36	\$ 2,979,131.01 27.53%
Nov-12	\$ 10,313,485.31	\$ 226,719.36	\$ 1,065,594.78	\$ 882,413.71	\$ 273,143.82	\$ 124,256.35	\$ 105,406.37	\$ 76,493.74	\$ 32,471.91	\$ 21,956.02	\$ 30,587.32	\$ 20,293.12	\$ 10,200.14	\$ -	\$ 2,869,536.64 27.82%
Dec-12	\$ 11,256,725.30	\$ 284,895.44	\$ 1,693,010.11	\$ 507,947.61	\$ 229,086.00	\$ 190,458.02	\$ 75,799.18	\$ 46,870.46	\$ 31,069.30	\$ 28,650.88	\$ 11,378.51	\$ 9,403.51	\$ -	\$ -	\$ 3,108,569.02 27.62%
Jan-13	\$ 12,214,102.78	\$ 154,131.51	\$ 1,695,668.20	\$ 744,073.67	\$ 187,992.47	\$ 181,722.65	\$ 77,728.31	\$ 64,130.74	\$ 41,035.47	\$ 24,683.80	\$ 17,039.22	\$ -	\$ -	\$ -	\$ 3,188,206.04 26.10%
Feb-13	\$ 9,889,907.53	\$ 216,490.25	\$ 1,393,239.75	\$ 554,079.02	\$ 235,057.70	\$ 81,684.53	\$ 73,587.88	\$ 48,521.70	\$ 21,304.41	\$ 22,843.92	\$ -	\$ -	\$ -	\$ -	\$ 2,646,809.16 26.76%
Mar-13	\$ 10,768,037.99	\$ 256,163.99	\$ 1,637,742.10	\$ 566,599.16	\$ 126,533.78	\$ 100,372.08	\$ 81,769.93	\$ 33,498.36	\$ 28,467.65	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,831,147.05 26.29%
Apr-13	\$ 10,783,065.22	\$ 270,713.38	\$ 1,732,760.39	\$ 484,572.43	\$ 145,646.39	\$ 96,083.39	\$ 58,595.87	\$ 51,308.04	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,839,679.89 26.33%
May-13	\$ 11,578,683.95	\$ 291,863.97	\$ 1,658,623.12	\$ 590,922.33	\$ 201,433.57	\$ 133,706.54	\$ 58,641.07	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,935,190.60 25.35%
Jun-13	\$ 11,228,888.46	\$ 211,028.75	\$ 1,589,158.31	\$ 670,378.06	\$ 161,565.52	\$ 113,184.57	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,745,315.21 24.45%
Jul-13	\$ 11,339,070.04	\$ 229,703.22	\$ 1,777,846.68	\$ 479,734.53	\$ 174,453.47	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,661,737.90 23.47%
Aug-13	\$ 11,382,390.67	\$ 334,674.18	\$ 1,610,418.25	\$ 566,873.61	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,511,966.04 22.07%
Sep-13	\$ 11,130,297.06	\$ 218,894.68	\$ 1,705,458.11	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,924,352.79 17.29%
Oct-13	\$ 10,880,414.93	\$ 289,674.88	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 289,674.88 2.66%
AVG 12 Mo		2.26%	14.39%	5.43%	1.81%	1.13%	0.67%	0.47%	0.33%	0.23%	0.15%	0.18%	0.13%	0.26%	27.42%

Summary - 12 Mo Average Rate by Member City

	Billed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Blue Mound	\$ 222,269.50	\$ 4,308.91 1.94%	\$ 31,106.27 13.99%	\$ 10,200.24 4.59%	\$ 2,702.00 1.22%	\$ 437.87 0.20%	\$ 1,180.61 0.53%	\$ 28.52 0.01%	\$ - 0.00%
Burleson	\$ 4,703,416.82	\$ 275,257.39 5.85%	\$ 1,236,758.16 26.29%	\$ 397,100.38 8.44%	\$ 83,845.07 1.78%	\$ 60,101.38 1.28%	\$ 35,353.10 0.75%	\$ 20,575.90 0.44%	\$ 29,303.57 0.62%
Edgecliffe Vill	\$ 117,417.00	\$ 5,034.38 4.29%	\$ 19,784.02 16.85%	\$ 7,801.77 6.64%	\$ 3,318.10 2.83%	\$ 1,266.88 1.08%	\$ - 0.00%	\$ 12.19 0.01%	\$ - 0.00%
Forest Hill	\$ 1,563,399.42	\$ 71,486.20 4.57%	\$ 187,045.13 11.96%	\$ 54,527.14 3.49%	\$ 26,129.67 1.67%	\$ 8,903.14 0.57%	\$ 11,440.05 0.73%	\$ (135.14) -0.01%	\$ 3,604.92 0.23%
Ft Worth	\$ 112,544,912.92	\$ 4,646,174.77 4.13%	\$ 14,958,921.64 13.29%	\$ 6,172,025.43 5.48%	\$ 2,050,674.64 1.82%	\$ 1,211,034.88 1.08%	\$ 622,175.58 0.55%	\$ 416,335.36 0.37%	\$ 276,391.86 0.25%
Haltom City	\$ 3,811,508.02	\$ 139,333.84 3.66%	\$ 516,620.22 13.55%	\$ 180,449.53 4.73%	\$ 47,257.21 1.24%	\$ 26,557.60 0.70%	\$ 19,175.36 0.50%	\$ 13,450.25 0.35%	\$ 5,766.05 0.15%
Haslet	\$ 217,530.50	\$ 9,412.90 4.33%	\$ 42,620.61 19.59%	\$ 22,578.36 10.38%	\$ 5,758.79 2.65%	\$ 4,860.85 2.23%	\$ 3,087.35 1.42%	\$ 227.10 0.10%	\$ 141.11 0.06%
Lake Worth	\$ 1,437,228.34	\$ 58,600.58 4.08%	\$ 234,132.82 16.29%	\$ 81,324.21 5.66%	\$ 27,966.63 1.95%	\$ 10,441.24 0.73%	\$ 12,182.58 0.85%	\$ 3,573.59 0.25%	\$ 911.75 0.06%
Lakeside	\$ 64,681.00	\$ 4,231.70 \$ 80,442.51	\$ 13,341.44 20.63%	\$ 4,457.55 6.89%	\$ 2,200.22 3.40%	\$ - 0.00%	\$ 42.01 0.06%	\$ - 0.00%	\$ 374.99 0.01
River Oaks	\$ 842,271.20	\$ 29,629.39 3.52%	\$ 114,741.79 13.62%	\$ 45,731.14 5.43%	\$ 13,110.90 1.56%	\$ 4,905.11 0.58%	\$ 5,822.53 0.69%	\$ 2,999.58 0.36%	\$ 910.65 0.11%
Saginaw	\$ 1,378,309.21	\$ 80,889.30 5.87%	\$ 212,138.92 15.39%	\$ 86,666.02 6.29%	\$ 30,057.05 2.18%	\$ 14,267.63 \$ 0.01	\$ 10,521.55 \$ 0.01	\$ 9,677.43 \$ 0.01	\$ 2,813.19 0.00
Sansom Park	\$ 554,926.53	\$ 32,329.67 5.83%	\$ 84,272.49 15.19%	\$ 13,494.06 2.43%	\$ 2,865.22 0.52%	\$ 802.78 0.14%	\$ 2,529.60 0.46%	\$ 2,641.90 0.48%	\$ 491.19 0.09%
Westover Hills	\$ 21,302.02	\$ 712.60 3.35%	\$ 1,609.17 \$ 0.08	\$ 2,084.59 0.10	\$ 1,159.31 0.05	\$ 180.85 0.01	\$ (180.85) \$ (0.01)	\$ - \$ -	\$ - \$ -
Westworth Vill	\$ 248,143.50	\$ 18,483.32 7.45%	\$ 36,189.06 14.58%	\$ 16,324.41 6.58%	\$ 8,199.05 3.30%	\$ 3,200.43 1.29%	\$ 671.59 0.27%	\$ 462.33 0.19%	\$ 893.74 0.36%
White Settlement	\$ 2,848,936.75	\$ 120,283.75 4.22%	\$ 406,508.52 14.27%	\$ 120,517.81 4.23%	\$ 32,446.84 1.14%	\$ 22,263.23 0.78%	\$ 14,314.85 0.50%	\$ 6,422.71 0.23%	\$ 6,616.39 0.23%

	Month 9	Month 10	Month 11	Month 12	Month 13	Total
\$	16.87 0.01%	\$ 25.00 0.01%	\$(4.75) 0.00%	\$ 14.62 0.01%	\$ - 0.00%	50,016.16 22.50%
\$	7,725.06 0.16%	\$ 1,268.52 0.03%	\$ 2,160.99 0.05%	\$ 1,171.93 0.02%	\$ 1,626.21 0.03%	2,152,247.66 45.76%
\$	81.00 0.07%	\$ 81.00 0.07%	\$ - 0.00%	\$ 17.58 0.01%	\$ - 0.00%	37,396.92 31.85%
\$	571.78 0.04%	\$ 215.04 0.01%	\$ 512.53 0.03%	\$ 503.88 0.03%	\$ 2,686.04 0.17%	367,490.38 23.51%
\$	173,853.79 0.15%	\$ 98,904.02 0.09%	\$ 69,227.25 0.06%	\$ 46,557.17 0.04%	#VALUE! #VALUE!	30,776,565.58 27.35%
\$	6,018.33 0.16%	\$ 5,503.41 0.14%	\$ 586.27 0.02%	\$ 1,690.16 0.04%	\$ 640.28 0.02%	963,048.51 25.27%
\$	562.42 0.26%	\$ 166.99 0.08%	\$ 20.00 0.00%	\$ 20.00 0.00%	\$ 60.00 0.00%	89,516.48 41.15%
\$	1,931.53 0.13%	\$ 80.97 0.01%	\$ 382.08 0.03%	\$ 2,441.05 0.17%	\$ 670.07 0.05%	434,639.10 30.24%
\$	(71.25)	\$ -	\$ 831.00	\$ 7.87	\$ -	25,415.53
\$	(0.00)	\$ -	\$ 0.01	\$ 0.00	\$ -	39.29%
\$	41.40 0.00%	\$ 21.99 0.00%	\$ 50.00 0.01%	\$ 20.25 0.00%	\$ 178.96 0.02%	218,163.69 25.90%
\$	(208.22)	\$ 3,507.13	\$(199.40)	\$(241.87)	\$ 412.24	450,300.97
\$	(0.00)	\$ 0.00	\$(0.00)	\$(0.00)	\$ 0.00	32.67%
\$	746.54 0.13%	\$ 96.98 0.02%	\$ 26.86 0.00%	\$ 551.40 0.10%	\$ 1,096.00 0.20%	141,944.69 25.58%
\$	-	\$ -	\$ -	\$ -	\$ -	5,565.67
\$	-	\$ -	\$ -	\$ -	\$ -	26.13%
\$	69.14 0.03%	\$ - 0.00%	\$ - 0.00%	\$ 109.42 0.04%	\$ 150.00 0.06%	84,752.49 34.15%
\$	4,191.54 0.15%	\$ 1,741.90 0.06%	\$ 724.24 0.03%	\$ 82.40 0.00%	\$ 1,347.74 0.05%	737,461.92 25.89%

AMAA/Medstar - Capital Plan FY2013-2014

Item Description	FY2014 Plan	FY 2014 Actual
Document / Records management system	\$ 40,000	
ePCR/EMR solution	\$ 75,000	
Furniture/equipment - Alta Mere building	\$ 2,124,050	
Replace Cardiac Monitors		
IV Pump replacement (10)	\$ 75,000	
Video telemedicine system		
P25 compatible console replacement Includes flash)	\$ 1,425,000	\$ 222,650
PSIAM workstation	\$ 12,000	
Visinet Browser - replace CADview	\$ 15,196	
Event Log Monitoring software	\$ 13,328	
Rim Clamp Tire Machine	\$ 4,500	
Complete Installation of Alignment Machine w/retrofitting current facility	\$ 36,000	
Fleet software	\$ 10,609	
Supervisor Vehicles	\$ 49,000	
Command MCI Equipment	\$ 6,368	
Tablet Replacements	\$ 67,827	
Stonefly shelf expanded storage	\$ 46,081	
ESO interface to TriTech	\$ 30,000	
Biztalk Server (1 proc) - interfacing (billing)	\$ 10,138	
Full replication to DR, + microwave antennas and SAN	\$ 50,570	
InventoryTrac software + server+barcode system	\$ 47,904	
Remount Ambulances 54 Units	\$ 1,212,000	
SCT Ambulance + equipment	\$ 260,000	
AED Location/CAD interface for CPR calls	\$ 45,000	
Total Capital Request	\$ 5,655,571	\$ 222,650

Area Metropolitan Ambulance Authority/MedStar
Key Financial Indicators
October 31, 2013

	Goal		FY 2011		FY 2012		FY2013		FY 2014
Current Ratio	> 1	\$	10.44	\$	10.42	\$	12.95	\$	14.30

Indicates the total short term resources available to service each dollar of debt. Ratio should be greater than 1, so that assets are available to retire debt when due.

Debt/Equity Ratio	<2:1		.08:1		.06:1		.14:1		.13:1
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Relative amount of funds provided by lenders. Today, 4% of all funds are provided by debt. Desired ratio is dependent on agency's cash needs and risk , tolerance but should always be less than 2 to 1. Assuming a total debt addition of \$8million for the Alta Mere building, our Debt/Equity Ratio is estimated to be .33:1.

Accounts Receivable Turnover	>3		6.08		6.53		8.26		10.80
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets	6.90%		13.12%		10.42%		15.11%		11.29%
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Reveals management's effectiveness in generating profits from the assets available. Our budgeted return on net assets is 6.9%.

MedStar System Performance Summary

October 2013

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	96	96
Filled	86	94
In Training	0	15
FMLA / Light Duty / Other	1	2
Availability %	88.5%	95.8%

Unit Hour Production

Scheduled UH	20,402
Produced UH	18,188
Scheduling Efficiency	89.2%

Response Time Reliability

Overall	91.3%
P1	87.1%
P2	92.0%
P3	91.9%
P4	96.1%

Average Response Time

Average

P1	5:51
P2	6:06
P3	7:57

Extended Calls

Total

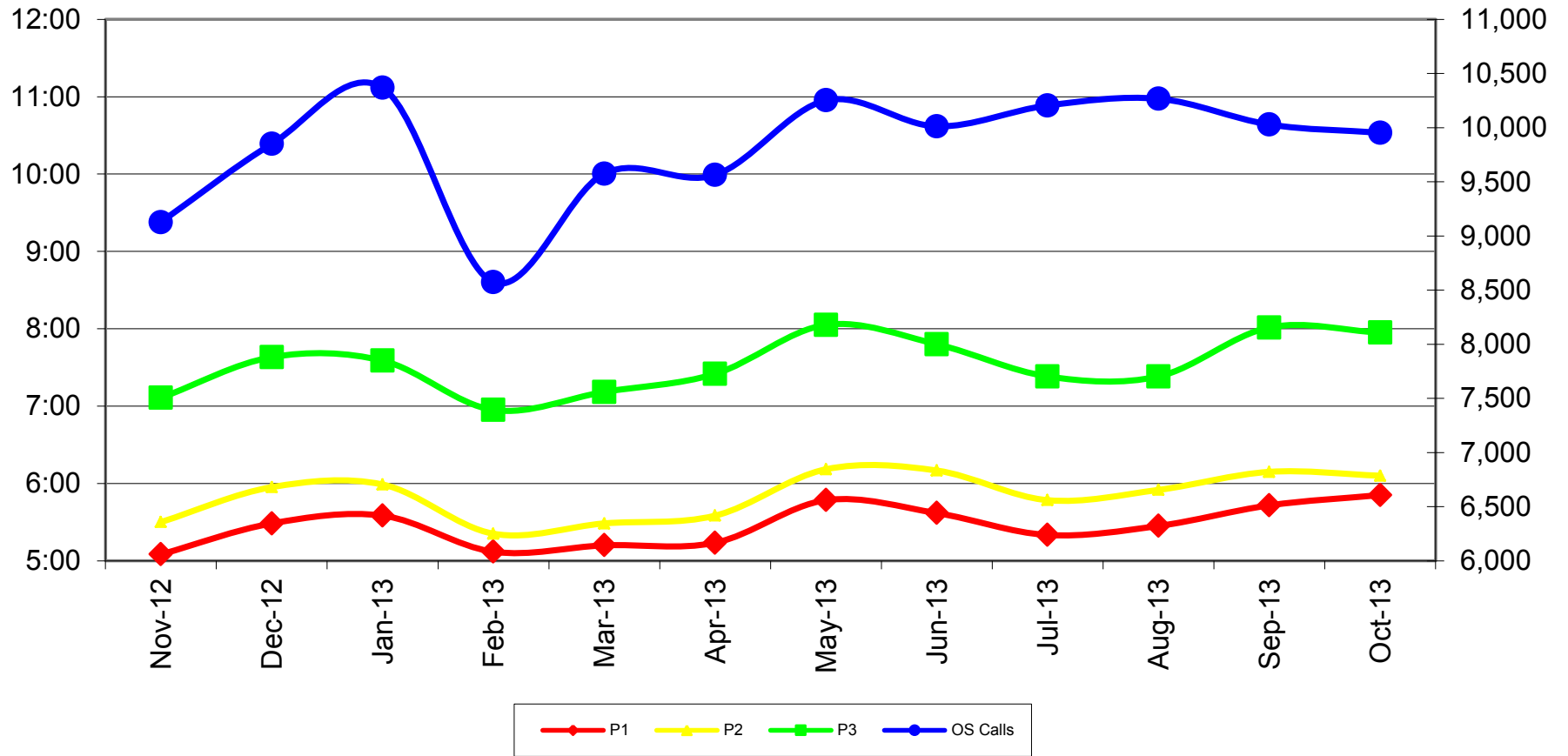
Daily Avg

P1 Calls > 18:00	17	0.5
P2 Calls > 22:00	11	0.4
P3 Calls > 30:00	13	0.4

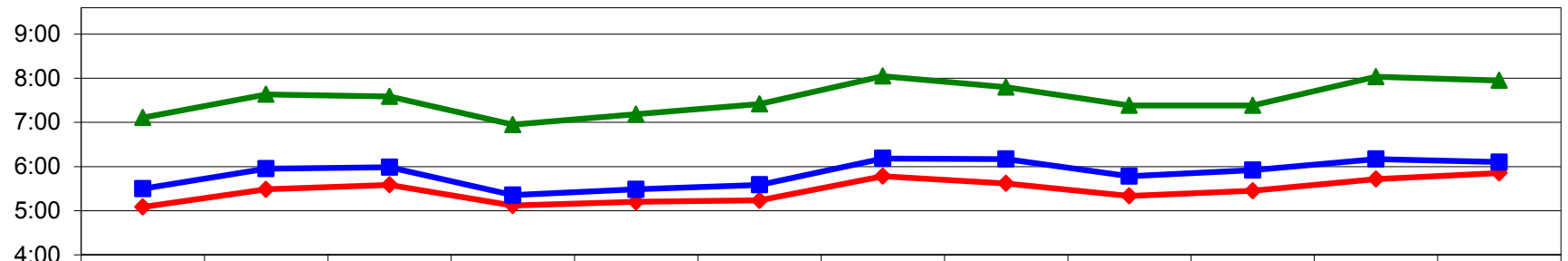
Customer Satisfaction Twelve Month Period

Cards Mailed	46,170
Cards Returned	3,692
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	88%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	56%
Overall Were You Satisfied With The Services?	91%

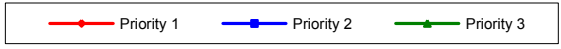
Average Response Time And Response Volume



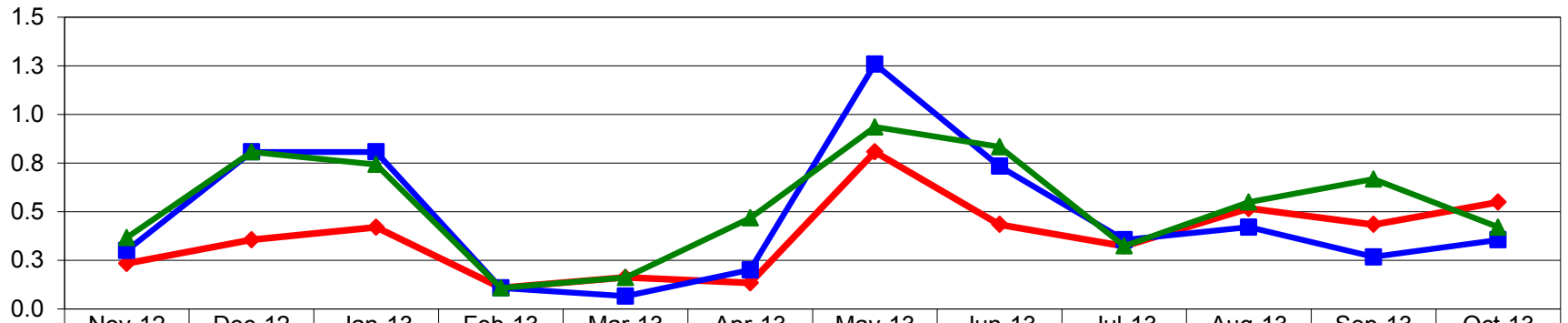
Performance Indicators Last 12 Months Average Response Time



	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Priority 1	5:04	5:28	5:35	5:07	5:12	5:14	5:47	5:37	5:20	5:27	5:43	5:51
Priority 2	5:30	5:57	5:59	5:21	5:29	5:35	6:11	6:10	5:47	5:55	6:10	6:06
Priority 3	7:06	7:37	7:35	6:57	7:11	7:25	8:03	7:48	7:23	7:23	8:02	7:57



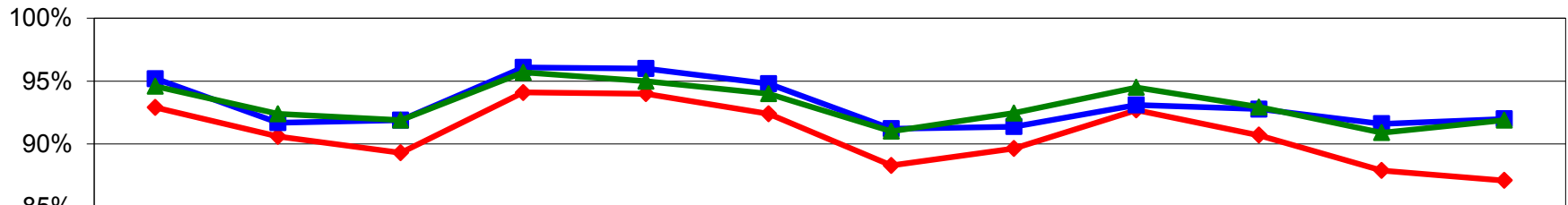
Performance Indicators Last 12 Months
Average Daily Extended Response Times (Response Time Criteria x2)



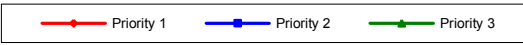
	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Priority 1	0.2	0.4	0.4	0.1	0.2	0.1	0.8	0.4	0.3	0.5	0.4	0.5
Priority 2	0.3	0.8	0.8	0.1	0.1	0.2	1.3	0.7	0.4	0.4	0.3	0.4
Priority 3	0.4	0.8	0.7	0.1	0.2	0.5	0.9	0.8	0.3	0.5	0.7	0.4

◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

**Performance Indicators Last 12 Months
Response Time Reliability**



	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Priority 1	92.9%	90.6%	89.3%	94.1%	94.0%	92.4%	88.3%	89.6%	92.7%	90.7%	87.9%	87.1%
Priority 2	95.2%	91.7%	91.9%	96.1%	96.0%	94.8%	91.2%	91.4%	93.1%	92.8%	91.6%	92.0%
Priority 3	94.6%	92.4%	91.9%	95.7%	95.0%	94.0%	91.0%	92.5%	94.5%	92.9%	90.9%	91.9%



System Response Time Reliability and Average Response Time Performance

October 01, 2013 thru October 31, 2013

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,193	2,156	1,659	2,066	87.1%	87.1%	00:05:51
2	3,482	3,359	2,452	3,193	92.0%	92.0%	00:06:06
3	3,186	3,021	2,030	2,618	91.9%	91.9%	00:07:57
4	1,092	1,084	1,038	1,044	96.1%	96.1%	00:00:57
	9,953	9,620	7,179	8,921			

Response Time Reliability and Average Response Time Performance By Member City

October 01, 2013 thru October 31, 2013

City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
Blue Mound	1	2	2	0	2	< 09:00	100.0%	91.0%	00:04:09
	2	1	1	0	1	< 11:00	100.0%	98.0%	00:08:38
	3	5	5	3	5	< 15:00	100.0%	93.0%	00:07:34
		8	8	3	8				
Burleson	1	63	62	48	60	< 09:00	84.1%	85.0%	00:06:12
	2	114	106	75	100	< 11:00	93.0%	93.0%	00:05:15
	3	63	60	48	58	< 15:00	87.3%	90.0%	00:07:35
	4	107	105	102	103	= 00:00	97.2%	97.2%	00:00:39
	347	333	273	321					
Edgecliff Village	1	5	5	2	5	< 09:00	100.0%	100.0%	00:05:08
	2	5	5	4	4	< 11:00	100.0%	97.0%	00:05:34
	3	2	2	2	2	< 15:00	100.0%	98.0%	00:05:03
	12	12	8	11					
Forest Hill	1	33	33	29	33	< 09:00	87.9%	92.0%	00:06:15
	2	40	37	24	33	< 11:00	92.5%	94.0%	00:06:33
	3	41	40	27	36	< 15:00	97.6%	94.0%	00:08:20
	4	1	1	1	1	= 00:00	0.0%	NA	00:04:40
	115	111	81	103					
Fort Worth	1	1,889	1,856	1,433	1,775	< 09:00	88.1%	88.1%	00:05:44
	2	2,929	2,833	2,074	2,694	< 11:00	92.7%	92.7%	00:06:01
	3	2,777	2,639	1,739	2,264	< 15:00	92.3%	92.3%	00:07:51
	4	929	923	883	888	= 00:00	95.9%	95.9%	00:01:03
	8,524	8,251	6,129	7,621					
Haltom City	1	91	89	65	84	< 09:00	78.0%	78.0%	00:07:36
	2	131	123	85	113	< 11:00	82.4%	82.4%	00:08:01
	3	106	94	73	81	< 15:00	84.0%	84.0%	00:10:20
	4	7	7	7	7	= 00:00	100.0%	NA	00:00:00
	335	313	230	285					
Haslet	1	3	3	2	3	< 09:00	66.7%	59.0%	00:08:07
	2	7	6	5	6	< 11:00	100.0%	84.0%	00:06:08
	3	1	1	1	1	< 15:00	100.0%	NA	00:02:25
	11	10	8	10					
Lakeside	1	4	4	3	4	< 09:00	75.0%	NA	00:08:27
	2	3	3	3	3	< 11:00	66.7%	NA	00:11:31
	7	7	6	7					
Lake Worth	1	23	23	14	22	< 09:00	82.6%	82.0%	00:05:20
	2	36	35	25	35	< 11:00	86.1%	86.0%	00:06:11
	3	28	27	17	24	< 15:00	92.9%	88.0%	00:06:59
	4	3	3	3	3	= 00:00	100.0%	NA	00:00:00
	90	88	59	84					
River Oaks	1	11	11	10	11	< 09:00	81.8%	88.0%	00:08:15
	2	17	16	9	16	< 11:00	76.5%	92.0%	00:07:23
	3	26	24	17	24	< 15:00	92.3%	94.0%	00:08:30
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	55	52	37	52					
Saginaw	1	21	20	16	20	< 09:00	57.1%	78.0%	00:08:02
	2	58	55	34	52	< 11:00	82.8%	83.0%	00:07:37
	3	32	25	22	25	< 15:00	90.6%	90.0%	00:09:38
	111	100	72	97					
Sansom Park	1	11	11	5	11	< 09:00	63.6%	83.0%	00:06:35
	2	25	25	22	24	< 11:00	84.0%	88.0%	00:06:06
	3	22	22	17	21	< 15:00	86.4%	91.0%	00:08:39

Response Time Reliability and Average Response Time Performance By Member City

October 01, 2013 thru October 31, 2013

City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
	4	13	13	11	11	= 00:00	100.0%	NA	00:00:00
		71	71	55	67				
Westover Hills	2	1	1	1	1	< 11:00	100.0%	NA	00:06:11
	3	1	1	1	1	< 15:00	100.0%	NA	00:05:33
		2	2	2	2				
White Settlement	1	35	35	30	34	< 09:00	94.3%	89.0%	00:04:30
	2	111	109	88	107	< 11:00	93.7%	93.7%	00:05:13
	3	75	74	58	69	< 15:00	86.7%	90.0%	00:07:34
	4	31	31	30	30	= 00:00	96.8%	NA	00:00:02
		252	249	206	240				
Westworth Village	1	2	2	2	2	< 09:00	50.0%	92.0%	00:07:56
	2	4	4	3	4	< 11:00	100.0%	92.0%	00:07:40
	3	7	7	5	7	< 15:00	100.0%	92.0%	00:08:15
		13	13	10	13				
Grand Total		9,953	9,620	7,179	8,921				

MedStar Mobile Health Care Separation Statistics - October 2013

	CURRENT MONTH				YEAR TO DATE			
	Vol	Invol	Total	Avg EE Count	Vol	Invol	Total	Avg EE Count
Full Time Separations	1	0	1	332.0	1	0	1	332
Part Time Separations	0	0	0	0.0	0	0	0	0
Total Separations	1	0	1	332	1	0	1	332
			Total				Total	
Total Turnover			0.30%				0.30%	

FULL TIME

Separations by Department

	Vol	Invol	Total	Avg EE Count	Turn Over %	Transfer Out	New Hires/ Trans In	Ending Head Count
Admin/Billing Office			0	37.0				37.0
Clinical			0	4.0				4.0
Communications Center			0	24.0				24.0
Community Health			0	15.0				15.0
Deployment			0	3.0				3.0
Directors - Exec, Adm, Fin, Pub Aff			0	4.0				4.0
Field			0	199.0				199.0
Fleet	1		1	7.0	14%			6.0
Human Resources			0	4.0				4.0
Information Technology			0	5.0				5.0
Logistics			0	28.0				28.0
Risk and Safety			0	2.0				2.0
Total	1	0	1	332.0	0.30%	0	0	331

Emergency Physician Advisory Board
Annual Operating Budget
For The First Month Ended 10-31-13

	Current Month			Year To Date		
	Actual	Budget	Variance Pos (Neg)	Actual	Budget	Variance Pos (Neg)
Revenues						
Quality Assurance Fees	61,535.55	62,516.17	(980.62)	61,535.55	62,516.17	(980.62)
Permit Fees	0.00	166.67	(166.67)	0.00	166.67	(166.67)
Transfer from Fund Balance	0.00	22,002.25	(22,002.25)	0.00	22,002.25	(22,002.25)
Development & Research Program	0.00	12,333.33	(12,333.33)	0.00	12,333.33	(12,333.33)
Med Dir 1115A	0.00	3,987.92	(3,987.92)	0.00	7,975.83	(7,975.83)
Gross Revenues	61,535.55	101,006.33	(39,470.78)	61,535.55	104,994.25	(43,458.70)
Expenditures						
Development Expenses - Salaries						
Salaries - Medical Director	16,666.67	16,666.67	(0.00)	16,666.67	16,666.67	(0.00)
Salaries - Associate Medical Director	5,833.33	5,833.33	0.00	5,833.33	5,833.33	0.00
Salaries - Development	15,865.20	14,166.67	(1,698.53)	15,865.20	13,076.92	(2,788.28)
Salaries - Office Support	6,346.16	4,583.33	(1,762.83)	6,346.16	4,230.77	(2,115.39)
Contract Employee	875.50	4,583.33	3,707.83	875.50	4,230.77	3,355.27
Worker's Compensation Insurance	782.53	333.33	(449.20)	782.53	333.33	(449.20)
FICA/FUTA/SUI	1,806.75	1,333.33	(473.42)	1,806.75	615.38	(1,191.37)
Health & Disability Ins	2,811.92	4,264.50	1,452.58	2,811.92	4,264.50	1,452.58
Health & Disability Ins-Med Dir	3,750.00	4,125.00	375.00	3,750.00	4,125.00	375.00
Matching ICMA	820.40	1,137.92	317.52	820.40	1,050.38	229.98
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0.00
Total Development Salaries	55,558.46	57,027.42	1,468.96	55,558.46	54,427.06	(1,131.40)
Development Expenses - Operating						
Dev & Research-Education	0.00	0.00	0.00	0.00	0.00	0.00
Grant Research & Writing	0.00	0.00	0.00	0.00	0.00	0.00
Research/Audit Expenses	0.00	0.00	0.00	0.00	0.00	0.00
Legal Services	0.00	625.00	625.00	0.00	625.00	625.00
Audit Services	0.00	0.00	0.00	0.00	0.00	0.00
Medical Director Search	0.00	0.00	0.00	0.00	0.00	0.00
Phone - Office	276.54	333.33	56.79	276.54	333.33	56.79
Cellular Phone	259.64	466.67	207.03	259.64	466.67	207.03
Pagers	0.00	0.00	0.00	0.00	0.00	0.00
Printing	0.00	41.67	41.67	0.00	41.67	41.67
Office Supplies	298.31	150.00	(148.31)	298.31	150.00	(148.31)
Promotional	0.00	0.00	0.00	0.00	0.00	0.00
Postage	30.23	41.67	11.44	30.23	41.67	11.44
Bank Charges	155.52	125.00	(30.52)	155.52	125.00	(30.52)
Payroll Services	135.15	275.00	139.85	135.15	275.00	139.85
Uniforms	178.58	250.00	71.42	178.58	250.00	71.42
Subscriptions & Memberships	0.00	41.67	41.67	0.00	41.67	41.67
Publications	0.00	41.67	41.67	0.00	41.67	41.67
Texts	0.00	0.00	0.00	0.00	0.00	0.00
Committee Work and Team Supplies	1,194.06	833.33	(360.73)	1,194.06	833.33	(360.73)
Computer Hardware	0.00	0.00	0.00	0.00	0.00	0.00
Computer Software	0.00	0.00	0.00	0.00	0.00	0.00
Computer Maintenance	0.00	0.00	0.00	0.00	0.00	0.00
Vehicle Insurance	1,490.00	458.33	(1,031.67)	1,490.00	458.33	(1,031.67)
Vehicle Costs	120.76	500.00	379.24	120.76	500.00	379.24
Repairs & Maintenance/Contingency	332.19	83.33	(248.86)	332.19	83.33	(248.86)
Online Web Services / Hosting	672.91	608.33	(64.58)	672.91	608.33	(64.58)
Office Equipment Leasing	430.87	666.67	235.80	430.87	666.67	235.80
Office Furniture & Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Meeting Room Rental	0.00	100.00	100.00	0.00	100.00	100.00
Professional Development	0.00	166.67	166.67	0.00	166.67	166.67
Travel-Medical Director	1,611.20	625.00	(986.20)	1,611.20	625.00	(986.20)
Travel-Staff	1,954.32	416.67	(1,537.65)	1,954.32	416.67	(1,537.65)
Dues-Medical Director	888.00	416.67	(471.33)	888.00	416.67	(471.33)
Dues-Assistant to Medical Director	0.00	41.67	41.67	0.00	41.67	41.67
Insurance-Malpractice	4,806.30	2,083.33	(2,722.97)	4,806.30	2,083.33	(2,722.97)
Total Development Operating	14,834.58	9,391.67	(5,442.91)	14,834.58	9,391.67	(5,442.91)
Total Development Expenses	70,393.04	66,419.08	(3,973.96)	70,393.04	63,818.73	(6,574.31)
Research Expenses - Salaries						
Salaries - Research	9,319.14	8,333.33	(985.81)	9,319.14	7,692.31	(1,626.83)
FICA/FUTA/SUI	761.04	616.67	(144.37)	761.04	569.23	(191.81)
Health & Disability Ins	(52.25)	2,058.33	2,110.58	(52.25)	2,058.33	2,110.58
Matching ICMA	0.00	291.67	291.67	0.00	269.23	269.23
Total Research Salaries	10,027.93	11,300.00	1,272.07	10,027.93	10,589.10	561.17

Research Expenses - Operating						
Printing	0.00	41.67	41.67	0.00	41.67	41.67
Fuel Cost	222.24	500.00	277.76	222.24	500.00	277.76
Office Supplies	176.86	41.67	(135.19)	176.86	41.67	(135.19)
Uniforms	551.30	0.00	(551.30)	551.30	0.00	(551.30)
Postage	0.00	83.33	83.33	0.00	83.33	83.33
Cellular Phone	123.34	0.00	(123.34)	123.34	0.00	(123.34)
Office Furniture & Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Travel	0.00	0.00	0.00	0.00	0.00	0.00
Vehicle Insurance	745.00	0.00	(745.00)	745.00	0.00	(745.00)
Work Comp- Insurance	782.53	0.00	(782.53)	782.53	0.00	(782.53)
Computer Hardware	0.00	0.00	0.00	0.00	0.00	0.00
Computer Software	450.00	0.00	(450.00)	450.00	0.00	(450.00)
Pagers	0.00	0.00	0.00	0.00	0.00	0.00
Committee Work and Team Supplies	0.00	83.33	83.33	0.00	83.33	83.33
Total Research Operating	3,051.27	750.00	(2,301.27)	3,051.27	750.00	(2,301.27)
Total Research Expenses	13,079.20	12,050.00	(1,029.20)	13,079.20	11,339.10	(1,740.10)
Capital Outlay:						
Computer System Upgrades	0.00	6,273.58	6,273.58	0.00	6,273.58	6,273.58
Office Equipment	399.00	12,275.75	11,876.75	399.00	12,275.75	11,876.75
Medical Training Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Vehicle	0.00	0.00	0.00	0.00	0.00	0.00
Total Capital Outlay	399.00	18,549.33	18,150.33	399.00	18,549.33	18,150.33
Total Expenditures	83,871.24	97,018.42	13,147.18	83,871.24	75,157.83	(8,713.41)
Ending Balance	(22,335.69)	3,987.92	(26,323.61)	(22,335.69)	29,836.42	52,172.11

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary November 2012 - October 2013**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
NOV '12	2298	340	15%
DEC '12	2052	326	16%
JAN '13	3008	454	15%
FEB '13	2220	258	12%
MAR '13	4799	329	7%
APR '13	5271	379	7%
MAY '13	5515	352	6%
JUNE '13	4689	295	6%
JULY '13	5263	352	7%
AUG '13	5150	293	6%
SEPT '13	4939	252	5%
OCT '13	966	62	6%
TOTAL	46170	3692	8%

Fire Department Helpful?					
YES	%	NO	%	NA	%
270	79%	4	1%	66	19%
256	79%	5	2%	65	20%
352	78%	5	1%	97	21%
197	76%	4	2%	57	22%
248	75%	11	3%	70	21%
297	78%	6	2%	76	20%
260	74%	8	2%	84	24%
240	81%	4	1%	51	17%
279	79%	7	2%	66	19%
238	81%	7	2%	48	16%
203	81%	3	1%	46	18%
50	81%	2	3%	10	16%
2890	78%	66	2%	736	20%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
264	78%	3	1%	73	21%
269	83%	0	0%	57	17%
371	82%	3	1%	80	18%
208	81%	1	0%	49	19%
264	80%	3	1%	62	19%
295	78%	4	1%	80	21%
275	78%	4	1%	73	21%
239	81%	3	1%	53	18%
290	82%	3	1%	59	17%
239	82%	6	2%	48	16%
206	82%	2	1%	44	17%
52	84%	2	3%	8	13%
2972	80%	34	1%	686	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
300	88%	11	3%	29	9%
292	90%	7	2%	27	8%
410	90%	7	2%	37	8%
231	90%	5	2%	22	9%
295	90%	5	2%	29	9%
324	85%	12	3%	43	11%
306	87%	13	4%	33	9%
261	88%	4	1%	30	10%
304	86%	13	4%	35	10%
256	87%	12	4%	25	9%
227	90%	8	3%	17	7%
56	90%	3	5%	3	5%
3262	88%	100	3%	330	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
325	96%	5	1%	10	3%
308	94%	3	1%	15	5%
435	96%	4	1%	15	3%
246	95%	0	0%	12	5%
310	94%	5	2%	14	4%
354	93%	4	1%	21	6%
324	92%	11	3%	17	5%
280	95%	3	1%	12	4%
334	95%	11	3%	7	2%
278	95%	6	2%	9	3%
241	96%	4	2%	7	3%
59	95%	2	3%	1	2%
3494	95%	58	2%	140	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
186	55%	8	2%	146	43%
164	50%	3	1%	159	49%
245	54%	1	0%	208	46%
143	55%	7	3%	108	42%
198	60%	6	2%	125	38%
194	51%	6	2%	179	47%
174	49%	7	2%	171	49%
171	58%	8	3%	116	39%
204	58%	6	2%	142	40%
178	61%	10	3%	105	36%
167	66%	4	2%	81	32%
42	68%	4	6%	16	26%
2066	56%	70	2%	1556	42%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
320	94%	7	2%	13	4%
306	94%	3	1%	17	5%
423	93%	13	3%	18	4%
242	94%	4	2%	12	5%
303	92%	6	2%	20	6%
355	94%	8	2%	16	4%
317	90%	16	5%	19	5%
265	90%	16	5%	14	5%
288	82%	35	10%	29	8%
266	91%	13	4%	14	5%
234	93%	6	2%	12	5%
56	90%	2	3%	4	6%
3375	91%	129	3%	188	5%

2010/2011 Gross Responses

YES	18,059	82%
NO	457	2%
N/A	3,636	16%
	<u>22,152</u>	

**Area Metropolitan Ambulance Authority dba Med Star
Survey Cards
2013**

1	all everyday and night may the Lord be with you all to guide and protect you into work of saving lives, he works through your hands and the love and care you show people. God Bless all of you and Thank you so much.
2	Very professional and confident in their services.
3	The service was very helpful.
4	I was very satisfied with care and expertise of the paramedic as well as the first responders.
5	We were pleased and want to get info on membership. Thank you.
6	I was very pleased with the care I received at the time of my accident. The EMT's were professional and caring.
7	Thanks for taking good care of him. He passed 14 days later, you all do a wonderful job. Thanks again. His wife for 56 1/2 years.
8	The Medstar crew were very kind and helpful.
9	Service was great, the guys were very professional and courteous.
10	I would like to commend your paramedics on their service to my husband on 8-17-13 . They were the best. They didn't quit, my husband had stopped breathing had no vital signs. He had 2 cardiacs in one night. Both times they brought him back. His sugar was 1300 he went into a coma. It's a miracle he's alive now. God Bless you and your staff.
11	Wonderful group of people Who are very patient and caring
12	Friendly and helpful. Made me comfortable and the Emt's were calm.
13	Wonderful people and great care by all! Thanks so much.
14	Thank you very much for all your help.
15	I'm grateful for their help and kindness.
16	On 28 August did have a myocardial infarction the personnel were so professional but most of all very compassionate people and very compromise with the well being of the patient. God bless all of you. Thank you. Today I am alive because of you. Excellent response and work.

**Area Metropolitan Ambulance Authority dba Med Star
Survey Cards
2013**

17	Thank you so much!
18	We appreciate Medstar and Fire Dept and all the staff for being so helpful.
19	Professional and caring. Put the family at ease. Thank you.
20	Everything was great.
21	Ems dispatcher- had to give address four times speaking slowly- loudly and clear. Emt's - were excellent. Thank you for your concern!
22	and were even aided by some of their employees and certainly their customers. We were so grateful for all of the help and the response time for the ambulance and fire truck and the willingness of the responder to listen to us and with compassion and patience. Even at the
23	health and I need you at times. Great job always to all of you.
24	I need help with bill I did not have insurance Policeman said that they will pick up bill. Not working time of the wreck .
25	Appreciate all you do and continue to do for our community.
26	The two young people that helped me were great- so kind and thoughtful. Lucky to have them. Thank them for me.
27	made me realize the things that I was not doing right. They were very helpful.
28	whats you address, told them , transferred me to Parker Co finally got me and got taken care of. Next time I'll know need more info to public cell phones. Thank you for Medstar Services.
29	I want to thank you so much.
30	"Unknown" means I cannot remember. I'm sure it was.
31	Good Job.
32	arriving so fast and knowing what they needed to do. By the grace of God they pulled me through. God bless you all.
33	and they then transported patient after I said that was my wish. It was all handled very professionally and they saved the life of the patient. I am very grateful they followed through with the call.
34	I am thankful Medstar was there for me.
35	I feeling very bad that day and they helped me. Thanks.
36	It was a first time experience and it was scarey, I also have to say the request for sirens were not turned off as requested. It was my phone call to Mestar and I was not so ill for the lights and sounds. Indicating the excellent customer service pared overall I was satisfied.
37	Very good professional responders and they are doing a very good Job.

**Area Metropolitan Ambulance Authority dba Med Star
Survey Cards
2013**

38	Very professional and helpful, starting with first responders to Medstar. Thank you.
39	Great service! Thank you so much.
40	They were very quick to respond and checked up on him later in hospital.
41	Did not need (fire dept)
42	I need to speak to someone concerning the charges and payment. Thank you.
43	an ambulance to the hospital, we would use Medstar. Medstar's billing staff is exceptional, courteous and most helpful. Thanks to both your ambulance crew, billing dept. and staff.
44	I thought the guys did a great job!
45	ride to hospital.
46	Thank you for being there for me. I had two men attendant, I felt safe and well taken care of. Thank you again.
47	Everyone was wonderful !
48	I was in a coma. I'm here and from Police and witnesses they did a great job
49	Exceptional Exceptional Exceptional
50	care giving.
51	They were a very professional and excellent staff.
52	I would like information about the insurance program offered by Medstar.
53	Very good service. Thank you.
54	Thank you for your quick response. We were pleased and very thankful for your professionalism.
55	The address that was used on this letter is for my friend who followed me to the emergency. My correct address is
56	could not have been any better. They saved my life. Thank you.
57	by the hospital later that day to check on my husband and family. Please thank him for us!
58	Thank you. Great service.
59	Thank you.
60	The paramedics have been incredible with eveything my family has been going through with epilepsy. Thanks again.

**Area Metropolitan Ambulance Authority dba Med Star
Survey Cards
2013**

61	Very Pleased!
62	Excellent care and didn't rush any of the care. Very nice and professional. Thanks.
63	and caring- I asked him to put me on his prayer list and he said he would. I appreciated that very much
64	me feel safe and comfortable. Thanks.
65	profession given to them. God Bless!
66	They were good in all ways very professional
67	Thanks for your help!
68	Fire Dept and Ems was very good and very professional I would like to thank both Departments for doing a good job.
69	They were very nice to us. Thank you.
70	and got me in ambulance. Paramedics did a great job. They tried to keep me comfortable. The driver I think drove 20 mph because the road was so bumpy from construction. I was blessed by such caring people.
71	saving my wife's life! I owe my life to him for saving her and I am forever grateful!
72	Facility to facility transfer. Excellent service.
73	Could not have been better. Thanks.
74	Medstar Mobile Healthcare is and was(as anyone could hope for) as helpful and professional to me, and will pass this same information to anyone who ask's . Thank Y'all very much.
75	Med-Star was wonderful and so were the two men there! I have been in quite a few hospitals in my lifetime but your hospital and medical care was truly awesome. I wish the hospitals we have here in Virginia would take the time and extra care that you all gave to me! Than you so much!
76	Very helpful and excellent service provided.
77	admitted for the doctors to look at them They didn't . I was very upset at Harris!!
78	Service was great. I would recommend your service to anyone. The Medstar Crew took good care of me. Thank you.

**Area Metropolitan Ambulance Authority dba Med Star
Survey Cards
2013**

79	The driver of the ambulance was excellent. My out of town daughter needed to follow her to the hospital, not knowing FT Worth, and she made sure my daughter was right behind her. Both EMTs were very kind and caring and got us where we needed to be quickly
80	feel safer in their hands. I am thankful, we are blessed to have such good responders and EMS dispatcher, paramedics, and Medstar Crew. Thank you!
81	Could not ask for better service from all involved.
82	Over the past 25 yrs, me and my family have been cared for very well. Thanks for everything.
83	Good job. The two paramedic men that came to my rescue were very friendly and too helpful. They are the best (2) paramedics I have ever had. Very professional. They both did a very good job. Thank you so much for having a very good and professional staff workers.
84	Your service in general was helpful and I thank you all for everything. Overall everything was excellent, but my daughter didn't make it.
85	Keep up the good work. You are the best.
86	Insurance.
87	Everyone was very helpful and answered my questions the best they could.
88	They were very sweet to an old 83-year old.
89	Great job by all!
90	Thank you for being so kind and gentle and responsive.
91	They were very good.
92	Survey done. Re: run number 13-59171. Everyone was kind and courteous and very efficient I am truly grateful to them all.
93	The service was very helpful.
94	Great Service. Great Care!!!
95	I passed out!
96	He died!
97	daughter received and how terrific the responders were. She was never afraid or worried . Thank you.
98	explained the necessity of getting me onto a stretcher and said they would do it as carefully as possible. One of the emergency crew rode with me to the hospital and the driver rolled over the speed bump so slowly to minimize my pain. Thanks to each and everyone for my care.
99	They were excellent wonderful very caring.

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100	Teenager in ambulance alone and staff did a super job of calming her down and attending to her treatment.
101	We have not had any contact with the billing staff. Please send us the application to renew our star saver. Thanks.
102	The staff was so professional. Thank you very much.
103	No comment had a bal of 64.00 and medicare and medicaid.
104	This is the second time I have filled out this survey.
105	taking care of people. God Bless!!!
106	They were very pleasant and professional. They worked very effciently.
107	I don't know anything about a billing yet.
108	No one at this address has used Medstar since last year in August. This must be sent to this address in error.
109	Medstar came a little ahead of Fire Dept. They both were great and came in a timely manner. Thank you so much for your care.
110	Keep up the good work. You are the best.
111	I've moved to the address on the envelope.
112	Thank God for helping you all do the work , don't know what we do without you all. Thank you and God bless and keep helping you angels.
113	I was very pleased with the prompness and professionalism of your paramedics. Thank you.
114	I am a retired firefighter emt -25 yrs service. Your people and fire dept was one of the best. The service was excellent.
115	and for that I am most grateful and blessed. Thank you Mars Norma C Mena
116	Use Medstar mostley cause transportation problem senior citizen.
117	and disposed of the broken glass that crashed to the floor.
118	Thank you for your very caring and helpful service.
119	Great team of caregivers. I couldn't have been treated any nicer or efficiently. They did a great job.
120	Fantastic!
121	Everyone was very courteous, professional, and very interested in my well-being. I appreciate all their help very much.
122	The Fire Dept and Medstar was so helpful.

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123	Thanks.
124	Response time was fast, curtious and professional! Thank you.
125	We pay the annual fee so we do not have any billing. Thanks you have a great team.
126	I was very very pleased with everything. Thank you for all you do for us!
127	Gentlemen were very nice and helpful. She was very sick and they took great care of her.
128	I want to compliment the Mobile Crews on their professional care.
129	Thank you.
130	Lance (paramedic) was so very nice . My mother is 87 and he made her feel very comfortable and at ease. He teased with her and she so enjoyed that. This was after she was "flirting" with him. All the folk that showed up were wonderful. So thankful for your service.
131	Thanks for your service in transporting my dad to the hospital. Everything went well!
132	Thanks a lot.
133	For non-emergency time to arrive at address seemed long 15 + minutes. <i>This has been assigned to Jeff Popp for resolution.</i>
134	<i>the second invoice was sent for the balance due after insurance, which was \$79.25. Supervisor spoke with the patient and he understands the two invoice process.</i>
135	Bill collectors were rude and nonprofessional! And they kept calling and wanted proof like I was lying about it. Go hassel somebody else. <i>This Customer has 3 accouts out of 12 that are placed with the collection agency for none payment after insurance was paid.</i>
136	when I have made an effort to pay payments. I don't even make that much a month. <i>No indication that the customer was offered a prompt pay discount, will follow-up with the customr to see if we can assist her.</i>
137	an alergic reaction to lametal and my doctor told me to stop taking it. Your tech took me hospital and said I stoped taking it on my own. Your employees were crude and lied to the hospital I never want to see them again They were horrible. <i>This has been assigned to Dustin Black</i>
138	WANT ANYMORE SURVEYS!!!! <i>This has been assigned to Dustin Black for resolution.</i>

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139	on I-20 several times before they finally found us. Don't know if that was an Onstar issue or Ems issue. Ems personnel were great- very caring and professional. <i>OnStar initially gave "on freeway at Trail Lake" and then called back to report on the frontage road. We dispatched</i>
140	bad pain and asked for pain pills. Didn't give me anything.
141	They were aggressive and threatening. They were coercing me into making the decision they thought I should make. They refused to accept my decision. They were also very patronizing. <i>This has been assigned to Dustin Black for resolution.</i>
142	<i>covered under Tricare, customer was confused.</i>
143	watch out for overly large speed bumps but he hit them really hard, before I could get it out. It would also be nice if the EMTs would hold the persons hand if they ask. I tried to but he pulled back. I was kind of scared and needed a little encouragement. <i>This has been assigned to</i>
144	<i>Montoya for resolution.</i>
145	Took two or three calls. <i>There was only one recorded phone call into the center. The call was answered and EMD'd.</i>
146	them to get here. Very unacceptable. <i>This has been assigned to Roland Hernandez for resloution.</i>
147	<i>customer from the mailing list.</i>
148	to pay off. <i>Patient Advocate advised the patient to call his insurance carrier to see if they would reconsider the claim allowable. He is to call back once he has made this contact and we will work with him on a prompt pay discount.</i>
149	to the point that I felt we should not be at the hospital. My son ended up having a grade four spleen injury. I would prefer to have had my son treated with reasonable concern for his safety.
150	the gurney in - there was no way I could even begin to move my arms- it was so tight. Upon my stating this I was told this was the way they moved people and they would only take 45/60 minutes. Hopefully I will never need your service?? again. <i>This has been assigned to Sean</i>
151	<i>working on bugs in Marvli. Once implemented, we believe these issues will be resolved.</i>
152	instead of listening to my son's history. He was a diabetic, had 2 strokes and a heart attack in the past year. He was seeing a cardiologist weekly and they could not regulate his B/P Other than that they would not allow me to touch or see my son before he died due to their misdiagnosis Do Not Contact Me Again On This Matter!! I would not want them to ever take care of any family member I have left! <i>Upon crew arrival, patient was unconscious, had dried vomit on his face, and had pinpoint pupils. Per crew documentation, family related that patient may have overdosed since he had previous history of marijuana and "speed" use. With the physical exam and the family's explanation of events, the crew believed the patient may have overdosed as well. Upon treating the patient with Narcan, the patient became</i>

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153	Emt appeared to be new. Not as helpful and explained anything as before. <i>This has been assigned to Marshall Sharp for resolution.</i>
154	I received several bills wanting insurance info to bill them. I filled out several and kept getting the same bill, over and over. Finally just mailed the bill. <i>Patients first invoice was letting him know his MC was billed and the second invoice was sent when his insurance was billed.</i>
155	don't have a line started." I told him to have the driver pull over or let the hospital start the IV. At least they took me to Harris instead of JPS. I always want to go to Harris!
156	<i>the calling RN that it was a non-emergency call. The patient did not speak to us directly, and the normal process is for us to speak to the staff and the staff would relay information to the patient.</i>