

**Area Metropolitan Ambulance Authority**

**MedStar Mobile Healthcare**

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**Board of Directors Agenda**

**April 24, 2013**

**NOTICE OF  
 AREA METROPOLITAN AMBULANCE AUTHORITY  
 BOARD OF DIRECTORS MEETING  
 551 EAST BERRY STREET  
 FORT WORTH, TEXAS 76110  
 April 24, 2013  
 10:00 a.m.**

- |             |                                      |  |                       |
|-------------|--------------------------------------|--|-----------------------|
| <b>I.</b>   | <b>CALL TO ORDER</b>                 |  | Dr. Beeson            |
| <b>II.</b>  | <b>INTRODUCTION OF GUESTS</b>        |  |                       |
| <b>III.</b> | <b>CITIZEN PRESENTATIONS</b>         | Opportunity for citizens to address the Board of Directors   |                       |
| <b>IV.</b>  | <b>CONSENT AGENDA</b>                | 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 - 1143                            | Approval of minutes for board meeting of March 27, 2013.   | Dr. Beeson<br>Page 4  |
|             | BC - 1144                            | Approval of check register for the month of March 2013.  | Dr. Beeson<br>Page 7  |
| <b>V.</b>   | <b>NEW BUSINESS</b>                  |  | Mr. Hooten            |
|             | BC – 1145                            | Approval of Capital Expenditure: Stair Chairs  | Dr. Beeson<br>Page 11 |
| <b>VI.</b>  | <b>MONTHLY REPORTS</b>               |  |                       |
| A.          | <b>Executive Director Report</b>     | <ul style="list-style-type: none"> <li>• General Updates</li> <li>• Building Updates</li> <li>• Scorecard</li> </ul>   | Mr. Hooten<br>Handout |
| B.          | <b>Compliance Report</b>             |  | Ms. Jordan            |
| C.          | <b>Finance Report</b>                |  | Ms. Jordan<br>Page 14 |
| D.          | <b>Operations Report</b>             |  | Mr. Hooten<br>Page 22 |
| E.          | <b>Business Office &amp; Billing</b> |  | Ms. Brown             |
| F.          | <b>Human Resources</b>               | <ul style="list-style-type: none"> <li>• Staffing</li> </ul>   | Ms. Keenan<br>Page 27 |

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|----|------------------------------|-------------------------|
| G. | <b>Clinical</b>              | Mr. Hooten              |
| H. | <b>Public Affairs Report</b> | Mr. Zavadsky<br>Handout |
| I. | <b>EPAB Monthly Report</b>   | Dr. Beeson<br>Page 30   |

**VII. OTHER DISCUSSION**

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|----|--|------------|
| A. | Miscellaneous information items from the staff or requests from the Board for future agenda items. | Mr. Hooten |
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**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 - 1146 | Act on any item discussed on Closed Session. | Dr. Beeson |
|-----------|--|------------|

**X. ADJOURNMENT**



**MedStar - Area Metropolitan Ambulance Authority**  
**Check History and Description Report for Checks Over \$5,000**  
**Activity From 03-01-2013 to 03-31-2013**

<b>CHECK NUMBER</b>	<b>CHECK DATE</b>	<b>DESCRIPTION</b>	<b>CHECK AMOUNT</b>
71615	3/7/13	AT&T Telephone Base-Admin	7,810.34
71616	3/7/13	Banc of America Leasing Interest Expense-Admin	12,286.27
71622	3/7/13	Delta Dental Insurance Company Dental Ins-Admin	14,656.66
71625	3/7/13	GBC Benefits, Ltd. Benefits Administration-Admin	5,833.33
71639	3/7/13	Motorola Solutions Support Vehicles	6,224.14
71648	3/7/13	ReCept Pharmacy Repair & Maint Equip-Logistics	6,395.13
71658	3/7/13	UNITED HEALTHCARE Health Ins-Admin	199,662.07
71679	3/13/13	Texas Dept of State Health Svcs - EMS Prepaid Expense	10,410.00
71680	3/15/13	AFLAC Employee Aflac Payable	7,544.37
71690	3/15/13	Banc of America Leasing Interest Expense-Admin	25,799.11
71702	3/15/13	Direct Energy Business Utilities-Admin	5,700.27
71704	3/15/13	Ferguson Studio Construction in Progress	24,994.50
71721	3/15/13	Microsoft Licensing, GP Prepaid Expense	26,616.30
71728	3/15/13	Professional Ambulance Sales & Services Minor Equipment- Ambulance-Flt	5,961.40
71731	3/15/13	PRUDENTIAL GROUP INSURANCE Life/AD&D Ins-Admin	12,764.06
71734	3/15/13	ReCept Pharmacy Medical Supplies-Logistics	13,157.01
71743	3/15/13	Tarrant County College Training-First Responder	8,500.00
71744	3/15/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	5,712.00
71811	3/22/13	Black Ink Systems, LLC	6,184.82

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
71822	3/22/13	Verification Services-Admin City of Fort Worth – Radio maintenance Prepaid Expense	68,256.00
71843	3/22/13	Murphy Mahon Keffler & Farrier LLP Legal Services-Admin	14,121.40
71846	3/22/13	Professional Ambulance Sales & Services Minor Equipment- Ambulance-Flt	5,758.03
71848	3/22/13	ReCept Pharmacy Medical Supplies-Logistics	19,162.15
71853	3/22/13	Smiths Medical ASD Inc. Medical Supplies-Logistics	5,404.96
71873	3/29/13	ADP, Inc. Consultant Services-Admin	5,614.20
71878	3/29/13	AT&T Mobility Cell Phones-Admin	9,248.17
71881	3/29/13	Bound Tree Medical LLC Medical Supplies-Logistics	5,507.78
71889	3/29/13	Dunn Engineering Construction in Progress	5,088.70
71904	3/29/13	ReCept Pharmacy Medical Supplies-Logistics	7,477.45
71913	3/29/13	ZirMed Inc Verification Services-Admin	10,697.52
			<hr/>
			<u>562,548.14</u>
<b>TOTAL ACCOUNTS PAYABLE</b>			790,120.04
<b>TOTAL PAYROLL EXPENSE</b>			1,428,412.22
			<hr/>
			<u>2,218,532.26</u>

**AMAA  
BOARD COMMUNICATION**

<b>Date:</b> 04/24/2013	<b>Reference #:</b> BC-1144	<b>Title:</b> Approval of minutes for board meeting of March 27, 2013.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the minutes for the board meeting of March 27, 2013.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

<b>Submitted by:</b> <u>Douglas Hooten</u>	<b>Board Action:</b>	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____

## MINUTES

### AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET  
FORT WORTH, TEXAS 76110  
March 27, 2013  
10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on March 27, 2013 at the Ambulance Authority offices.

#### I. CALL TO ORDER

Chairman Zim Zimmerman called the meeting to order at 10:05 am. Board members present were Dr. Jeff Beeson, Byron Black, Paul Harral, and Dr. Robert Adams. Dr. Rajesh Gandhi was not present.

#### II. INTRODUCTION OF GUESTS

Others present were Douglas Hooten, Joyce Brown, Danyelle Keenan, Joan Jordan, Matt Zavadsky, Mike D'Agostino, Sean Burton, Paul Trusty, Heath Wright, Chris Cunningham, Macara Trusty and Marianne Schmidt, all with MedStar; AMAA Board Attorney, Matt Goetz; and FW Fire Department Chief Rudy Jackson.

#### III. CITIZEN PRESENTATIONS

There were no citizen presentations.

#### IV. CONSENT AGENDA

**BC-1140**      **Approval of minutes for board meeting of February 27, 2013**  
**BC-1141**      **Approval of check registers for the month of February**

The motion to approve items in the consent agenda was made by Paul Harral and was seconded by Byron Black. The motion carried unanimously.

#### V. NEW BUSINESS

Mr. Hooten informed the board that we have one board member nomination for our MedStar Foundation; Mr. Paul Cain. Mr. Harral informed the board that he had a list of people that he would like to nominate, but wasn't sure what qualifications we are looking for; finance, operations, etc. Paul will send the list to Doug later.

#### VI. MONTHLY REPORTS

##### A. Executive Director Report

Mr. Hooten informed the board that Mr. Byron Black was elected by the member cities for his second term as a MedStar board member.



MedStar was awarded the Pro Patria from Employer Support of the Guard and Reserve ESGR. There were 6 awards given out of 635 nominations and MedStar received one. MedStar also was awarded the EMS 10 Innovation award from JEMS while attending EMS on the Hill in Washington DC.

All the lifts that were in the new building have been sold and removed. The Architect has applied for permits and we should be starting de-construction within a couple of weeks. De-construction will take 3 – 4 weeks to complete. We are on schedule for January/February 2014 move in.

We are still working with Chase on the financing of the building. They have asked for an updated Phase II. This should be complete within the next few weeks.

We've had many visitors wanting to learn more about our CHP program. Last month was spent talking with numerous people about CHP.

Scorecard: Mr. Hooten reviewed the Scorecard that was handed out.

#### **B. Compliance Report**

License and Certification Audit – one more item to take care of from last meeting, and it has been taken care of. Getting our certifications off our scheduling program, so when you go to work, you can't work unless you're current.

#### **C. Finance Report**

Ms. Jordan reviewed the operations results for the month of February 2013. Ms. Jordan reviewed the balance sheet for February 2013. The wedge report was reviewed and everyone liked that it was on larger paper and folded out of the board packet.

#### **D. Operations Report**

We were staffed at 90% for Paramedics and 97% for EMT/Secondary's. Our production was up in the 95% which is good for us. Response time's reliability is 95.6%. Priority 1 @ 94%, priority 2 @ 96%, priority 3 @ 95%.

The satisfaction survey – we now have all the positive comments in the beginning and then the negative comments. With the negative comments we have submitted them back to the department it pertains to for response. You will see the responses in red.

#### **E. Business Office & Billing**

83 days in accounts receivable was caused by a surge in January transport of 1600 and we held accounts for three months so we could do the prompt pays. We are back to 55 days and on schedule.

#### **F. Human Resources**

Ms. Keenan reviewed the February Separation Statistics, Turnovers and Lost Hours report.

#### **G. Clinical**

We are working through the "What Matters" report.

#### **H. Public Affairs**

Mr. Zavadsky showed the Fort Worth Hands Only CPR Video.

**I. EPAB Monthly Report**

We are still conducting research on ROC (Resuscitation Outcome Consortium).

**VII. OTHER DISCUSSION**

Paul Harral made a suggestion for a board retreat. Something that we all can get together and talk about what MedStar is doing. Zim: Doug put together a recommendation of what you see this would look like, when it would happen, when it would happen. It's always good to get out into a different environment and dive in a little deeper than we do here. Byron: What you did for the budget – that helped me out a lot.

**VIII. CLOSED SESSION**

Adjourned for closed session: 10:45 a.m.

**IX. RECONVENE FROM CLOSED SESSION**

Returned from closed session: 11:10 a.m.

**X. ADJOURNMENT**

There being no further business, Chairman Mr. Zimmerman adjourned the meeting 11:12 a.m.

Respectfully submitted,

Dr. Jeffrey Beeson  
Secretary, Designee

**AMAA**  
**BOARD COMMUNICATION**

<b>Date:</b> 4/24/13	<b>Reference #:</b> BC-1145	<b>Title:</b> Approve the purchase of Stryker Stair Chairs
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**RECOMMENDATION:**

Approve the purchase of Stryker Stair Chairs.

**DISCUSSION:**

MedStar requests replacement of existing, outdated stair chairs.

<b>Company - Product</b>	<b>Quote</b>
Stryker	\$120,213.86
Ferno	\$103,740.00

Staff recommends the Stryker Stair Chair for purchase. The Logistics Department worked with the Field crews to reach this decision based on the following factors.

- Crews tested both models with live volunteers on a stairway with a landing, much like they might encounter in a home situation. They overwhelmingly chose the Stryker chair.
- The Stryker model has a wider base, more rugged construction, and is more efficiently designed to encourage safe lifting by our crews as well as enhance the comfort of the patient.
- Additionally the Stryker model includes an oxygen bottle holder under the seat for convenient movement of the canister.

**FINANCING:**

\$106,000 was budgeted for this purchase in the 2013 Capital Budget. Although the Stryker chair comes in at greater than budget, staff believes it to be worth it to obtain a chair that is durable, safe, and one that our crews will use to move patients safely.

Submitted by: Douglas Hooten Board Action: \_\_\_\_\_ Approved  
 \_\_\_\_\_ Denied  
 \_\_\_\_\_ Continued until \_\_\_\_\_

**Heidi McGregor**  
Territory Manager

3800 E Centre Ave  
Portage, MI 49002  
t: 817 923 8008 X f: 505 212 0143  
heidi.mcgregor@stryker.com  
www.ems.stryker.com



EMS Equipment

# Quotation

**Date:** 4/19/2013

**Customer Number:**

**PO Number:**

<b>Company:</b> Med Star <b>Contact:</b> Mike DAgostino Phone: 817 632 0500 X 218 Fax: 817 632 0530 Email:	<b>Billing Address:</b> 551 East Berry St Fort Worth, TX 76104	<b>Shipping Address:</b> (if different)
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Qty	Item #	Name	Price	Total
52	6252-000-000	STAIR-PRO (6252)		\$120,213.86
52	6252-027-000	STAIR-PRO Foot Support		
52	6252-040-000	STAIR-PRO Head Support (Removable)		
52	6252-025-000	STAIR-PRO IV Pole Clip		
52	6250-140-000	STAIR-PRO Oxygen Bottle Holder		
52	6250-031-000	STAIR-PRO Rear Lift Handles (Locking)		
52	6250-160-000	STAIR-PRO Restraint Set (Polypropelene Plastic Buckles)		
52	6250-021-000	STAIR-PRO Seat (2 Piece ABS Panel Seat)		
52	7777-881-660	Warranty-1 year parts labor & travel		
<b>PO must be received by 4/30/13 to honor this pricing</b>				
Sub Total				\$120,213.86
Shipping & Handling				
Taxes			0.000%	\$0.00
<b>TOTAL</b>				<b>\$120,213.86</b>

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

**Terms: Net 30 days. FOB Origin**

Order Subject to approval by Stryker Corporation. Taxes will be invoiced as a separate item when applicable. Credit cannot be allowed on returns of special or modified items. All approved returns will be accepted ONLY in Kalamazoo, Michigan. Proposals are effective 30 days from submittal.

Comments: Sales tax not calculated into pricing.

Office Use Only:

*Thank you for your business.*



# Quotation

Ref #

Quote # 00010315

Date Quoted: 2/5/2013

Billing Address:

Shipping Address:

Ferno Customer Service:

Medstar EMS - Dba

Medstar EMS - Dba

70 Weil Way  
Wilmington, OH 45177  
Phone: 877-733-0911  
Fax: 888-388-1349  
WWW.Ferno.com  
info@Ferno.com

Area Metropolitan Ambulance  
Authority  
551 E Berry St.  
Fort Worth, TX 76110  
US

Attn: Lisa Owens

Representative: Robert Buffington Email: r.buffington@ferno.com

Phone:

Terms

Valid

FOB

Deposit Required

Ship Via

AccountID

Net 30

30 Days

Origin

0.00

Please Select

37326100

Qty	SKU	Item	Preferred Cust. Price	Extended Price
56	0714864	40 CHAIR BURGUNDY *	816.85	45,743.60
56	0731328	59-T EZ GLIDE BLUE ABS W/IV&LH	1,995.00	111,720.00

Approval: \_\_\_\_\_  
Printed Name Signature

<b>Subtotal</b>	157,463.60
<b>Sales Tax</b>	.00
<b>Est. Shipping</b>	.00
<b>Total</b>	157,463.60

Credit Card: \_\_\_\_\_ Secure Code: \_\_\_\_\_ Exp: \_\_\_\_\_

Comments:

Order subject to approval by Ferno. Taxes will be invoiced as a separate item when applicable. Credit cannot be allowed on returns of special or modified items. Prices and specifications are subject to change without notice.

### **Operational Results**

For the month of March, 2013, revenues were \$2,956,496 compared to budget of \$3,019,523 and a negative variance of \$63,027. Expenses (net of interest and depreciation) were \$2,396,578 compared to budget of \$2,527,085 for a positive variance of \$130,507. Net Retained Earnings were \$392,417 compared to budget of \$282,316 for a positive variance of \$110,101. Year to Date revenues were \$18,053,134 compared to budget of \$17,774,043 for a positive variance of \$279,091. Expenses (net of interest and depreciation) were \$15,178,646 compared to budget of \$15,507,417 for a positive variance of \$328,771. Net Year to Date Retained Earnings were \$1,725,781 compared to budget of \$1,005,900 and a positive variance of \$719,881.

### **FY 2013 Financial Projections**

Attached is a projection of financial results compared with budget for the fiscal year ended September 30, 2013. Based on current information, our net retained earnings at year end are expected to be \$3,880,940 compared to budget of \$2,443,191 for a positive variance of \$1,437,749.

### **Collections**

Collections by Month of Service indicates an average 12-month collection percentage of 26.35%.

### **Capital Update**

Attached is a summary of the capital budget which was approved In August, 2012 and will be updated monthly with expenditures to date.

### **Key Financial Indicators**

Beginning with the March 2013 financial statements, we will include a selection of key financial indicators which can be used to evaluate MedStar's performance. The first set of indicators will be distributed at the Board Meeting; all subsequent indicators will be included herein.

**Area Metropolitan Ambulance Authority/MedStar  
Balance Sheet as of March 31, 2013**

**ASSETS**

**Current Assets**

Cash and Equivalents	\$	18,396,469.06	
Patient Accounts Receivable (net of allowance)		4,898,335.91	
Inventory Accounts Receivable		335,072.87	
Prepaid Insurance and Expense		<u>605,187.61</u>	
 Total Current Assets			 24,235,065.45
 Property and Equipment			 <u>6,752,889.41</u>
 Total Assets			 <u><u>\$ 30,987,954.86</u></u>

**LIABILITIES AND CAPITAL**

**Current Liabilities**

Accounts Payable	\$	183,447.10	
Interest Payable		17,872.00	
Payroll Taxes and Benefits Payable		1,019,133.35	
Current Portion - Amb Purchase		<u>603,644.28</u>	
 Total Current Liabilities			 1,824,096.73

**Long-Term Liabilities**

Deferred Subscription Income		81,482.47	
Ambulance Purchase		<u>587,182.52</u>	
 Total Long-Term Liabilities			 <u>668,664.99</u>

Total Liabilities			2,492,761.72
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**Net Assets <Deficit>**

Capital Contribution		316,920.50	
Retained Earnings		26,452,491.41	
Net Income		<u>1,725,781.23</u>	
 Total Net Assets <Deficit>			 <u>28,495,193.14</u>

Total Liabilities & Net Assets <Deficit>			<u><u>\$ 30,987,954.86</u></u>
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**Area Metropolitan Ambulance Authority/MedStar**  
**Statement of Net Retained Earnings as of March 31, 2013**

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
<b>Revenues</b>						
Patient Fees-Service	10,757,433.18	11,184,096.00	(426,662.82)	65,257,057.36	65,677,392.00	(420,334.64)
Less: Contractual Allowances	(4,372,277.48)	(5,829,151.00)	1,456,873.52	(27,845,133.99)	(34,231,056.00)	6,385,922.01
Less: Provsion for Uncollectibles	(3,497,876.27)	(2,391,160.00)	(1,106,716.27)	(19,854,576.99)	(14,041,827.00)	(5,812,749.99)
<b>Patient Fees - NET</b>	<b>2,887,279.43</b>	<b>2,963,785.00</b>	<b>(76,505.57)</b>	<b>17,557,346.38</b>	<b>17,404,509.00</b>	<b>152,837.38</b>
Special Events	8,759.00	16,228.00	(7,469.00)	135,786.98	97,368.00	38,418.98
Subsidy	2,504.94	2,504.94	0.00	23,771.64	23,771.64	0.00
Education	1,719.00	4,667.00	(2,948.00)	16,988.00	51,368.00	(34,380.00)
Other	56,233.20	32,337.75	23,895.45	319,240.88	197,026.50	122,214.38
<b>Total Revenues</b>	<b>\$ 2,956,495.57</b>	<b>\$ 3,019,522.69</b>	<b>(63,027.12)</b>	<b>\$ 18,053,133.88</b>	<b>\$ 17,774,043.14</b>	<b>279,090.74</b>
Payroll	1,408,097.15	1,454,102.67	(46,005.52)	9,068,676.56	8,777,338.02	291,338.54
Benefits and Taxes	394,113.19	385,794.25	8,318.94	2,588,715.72	2,330,044.50	258,671.22
Fuel	105,086.86	119,840.00	(14,753.14)	635,438.95	719,040.00	(83,601.05)
Oxygen	4,309.98	4,292.00	17.98	26,874.57	25,752.00	1,122.57
Medical Supplies	126,758.65	179,033.00	(52,274.35)	740,630.15	1,074,198.00	(333,567.85)
Other Vehicle & Equipment	26,404.22	36,230.83	(9,826.61)	208,925.92	218,141.98	(9,216.06)
Rent & Utilities	31,771.83	33,574.33	(1,802.50)	179,983.83	201,445.98	(21,462.15)
Repairs & Maintenance Facility & Equipmnt	12,155.00	23,832.50	(11,677.50)	89,940.64	142,995.00	(53,054.36)
Postage & Shipping	5,129.64	11,261.42	(6,131.78)	49,998.88	67,568.52	(17,569.64)
Equipment Rental	5,588.39	6,661.50	(1,073.11)	37,861.44	39,969.00	(2,107.56)
Insurance	23,835.93	21,318.67	2,517.26	133,854.57	127,912.02	5,942.55
Advertising & Public Relations	10,684.31	12,395.08	(1,710.77)	67,283.69	74,370.48	(7,086.79)
Printing	807.66	1,168.00	(360.34)	12,527.44	7,008.00	5,519.44
Technel Support	158.72	159.00	(0.28)	793.60	954.00	(160.40)
Travel & Entertainment	15,705.10	17,547.00	(1,841.90)	44,117.42	65,397.00	(21,279.58)
Professional Fees	140,248.69	111,835.99	28,412.70	804,309.97	672,465.94	131,844.03
Non-Capital Equipment	15,453.25	11,278.00	4,175.25	100,370.37	126,330.00	(25,959.63)
Educational Expense/Training	18,216.07	19,265.67	(1,049.60)	75,439.58	185,793.02	(110,353.44)
Office Equip Maint	42,684.60	62,239.75	(19,555.15)	264,661.10	575,657.50	(310,996.40)
Bank Service Charges	2,147.44	5,500.00	(3,352.56)	31,787.30	33,000.00	(1,212.70)
Dues & Subscriptions	5,422.28	5,089.00	333.28	11,395.60	14,034.00	(2,638.40)
Computer Related Costs	1,799.50	4,667.00	(2,867.50)	4,568.62	28,002.00	(23,433.38)
Miscellaneous	0.00	0.00	0.00	490.00	0.00	490.00
<b>Total Other Expenses</b>	<b>\$ 2,396,578.46</b>	<b>\$ 2,527,085.66</b>	<b>(130,507.20)</b>	<b>\$ 15,178,645.92</b>	<b>\$ 15,507,416.96</b>	<b>(328,771.04)</b>
<b>Earnings before Interest &amp; Depreciation</b>	<b>559,917.11</b>	<b>492,437.03</b>	<b>67,480.08</b>	<b>2,874,487.96</b>	<b>2,266,626.18</b>	<b>607,861.78</b>
Interest	2,377.44	4,663.00	(2,285.56)	25,598.50	27,978.00	(2,379.50)
Depreciation	165,122.82	205,458.00	(40,335.18)	1,123,108.23	1,232,748.00	(109,639.77)
<b>Net Retained Earnings</b>	<b>\$ 392,416.85</b>	<b>\$ 282,316.03</b>	<b>110,100.82</b>	<b>\$ 1,725,781.23</b>	<b>\$ 1,005,900.18</b>	<b>719,881.05</b>



**Area Metropolitan Ambulance Authority/MedStar**  
**Statement of Net Retained Earnings - short form**  
**As of March 31, 2013**

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
<b>Revenues</b>						
Patient Fees - NET	3,593,541.63	2,963,785.00	629,756.63	21,654,224.79	17,404,509.00	4,249,715.79
Other Revenues	(637,046.06)	55,737.69	(692,783.75)	(3,601,090.91)	369,534.14	(3,970,625.05)
<b>Total Revenues</b>	<b>\$ 2,956,495.57</b>	<b>\$ 3,019,522.69</b>	<b>(63,027.12)</b>	<b>\$ 18,053,133.88</b>	<b>\$ 17,774,043.14</b>	<b>279,090.74</b>
Payroll & Benefits	1,802,210.34	1,839,896.92	(37,686.58)	11,657,392.28	11,107,382.52	550,009.76
Fuel	105,086.86	119,840.00	(14,753.14)	635,438.95	719,040.00	(83,601.05)
Medical Supplies/Oxygen	131,068.63	183,325.00	(52,256.37)	767,504.72	1,099,950.00	(332,445.28)
Other Vehicle & Equipment	26,404.22	36,230.83	(9,826.61)	208,925.92	218,141.98	(9,216.06)
Rent & Utilities	31,771.83	33,574.33	(1,802.50)	179,983.83	201,445.98	(21,462.15)
Repairs & Maintenance Facility & Equipmnt	12,155.00	23,832.50	(11,677.50)	89,940.64	142,995.00	(53,054.36)
Insurance	23,835.93	21,318.67	2,517.26	133,854.57	127,912.02	5,942.55
Professional Fees	140,248.69	111,835.99	28,412.70	804,309.97	672,465.94	131,844.03
Non-Capital Equipment	41,628.96	25,424.75	16,204.21	256,852.20	413,429.50	(156,577.30)
Other Expenses	82,168.00	131,806.67	(49,638.67)	444,442.84	804,654.02	(360,211.18)
<b>Total Other Expenses</b>	<b>\$ 2,396,578.46</b>	<b>\$ 2,527,085.66</b>	<b>(130,507.20)</b>	<b>\$ 15,178,645.92</b>	<b>\$ 15,507,416.96</b>	<b>(328,771.04)</b>
Earnings before Interest & Depreciation	559,917.11	492,437.03	67,480.08	2,874,487.96	2,266,626.18	607,861.78
Interest	2,377.44	4,663.00	(2,285.56)	25,598.50	27,978.00	(2,379.50)
Depreciation	165,122.82	205,458.00	(40,335.18)	1,123,108.23	1,232,748.00	(109,639.77)
<b>Net Retained Earnings</b>	<b>\$ 392,416.85</b>	<b>\$ 282,316.03</b>	<b>110,100.82</b>	<b>\$ 1,725,781.23</b>	<b>\$ 1,005,900.18</b>	<b>719,881.05</b>

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	\$ 64,037	\$ 2,880,666 26.25%
Nov-10	\$ 10,473,916	\$ 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	\$ 35,344	\$ 2,632,984 25.14%
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	\$ 35,351	\$ 2,669,153 24.80%
Jan-11	\$ 11,122,687	\$ 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	\$ 46,556	\$ 2,791,860 25.10%
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	\$ 30,162	\$ 2,751,773 25.58%
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	\$ 30,582	\$ 2,816,588 25.68%
Apr-11	\$ 11,217,447	\$ 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	\$ 38,695	\$ 2,879,167 25.67%
May-11	\$ 11,285,773	\$ 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	\$ 12,640	\$ 2,763,745 24.49%
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	\$ 16,771	\$ 2,652,432 24.08%
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	\$ 5,260	\$ 2,720,315 23.94%
Aug-11	\$ 11,471,579	\$ 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	\$ 6,569	\$ 2,718,395 23.70%
Sep-11	\$ 10,584,790	\$ 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	\$ 9,878	\$ 2,704,799 25.55%
Oct-11	\$ 10,564,382	\$ 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	\$ 51,395	\$ 2,809,709 26.60%
Nov-11	\$ 10,211,488	\$ 393,261	\$ 1,447,104	\$ 455,570	\$ 164,575	\$ 91,785	\$ 104,214	\$ 50,834	\$ 32,653	\$ 20,629	\$ 11,757	\$ 12,399	\$ 11,822	\$ 27,062	\$ 2,823,665 27.65%
Dec-11	\$ 10,798,771	\$ 290,889	\$ 1,325,598	\$ 581,753	\$ 199,781	\$ 265,355	\$ 69,588	\$ 43,370	\$ 26,285	\$ 26,994	\$ 16,199	\$ 12,588	\$ 8,677	\$ 27,580	\$ 2,894,657 26.81%
Jan-12	\$ 10,789,837	\$ 147,358	\$ 1,263,705	\$ 483,207	\$ 552,785	\$ 82,241	\$ 61,173	\$ 47,273	\$ 26,011	\$ 21,006	\$ 20,223	\$ 15,012	\$ 18,370	\$ 17,218	\$ 2,755,582 25.54%
Feb-12	\$ 10,366,995	\$ 239,153	\$ 1,295,093	\$ 701,314	\$ 177,402	\$ 73,963	\$ 47,319	\$ 34,335	\$ 26,629	\$ 25,398	\$ 21,369	\$ 4,106	\$ 7,042	\$ 8,506	\$ 2,661,627 25.67%
Mar-12	\$ 10,757,103	\$ 254,369	\$ 1,707,860	\$ 494,410	\$ 170,352	\$ 84,839	\$ 62,158	\$ 41,731	\$ 34,088	\$ 18,410	\$ 15,005	\$ 10,958	\$ 10,281	\$ 9,416	\$ 2,913,876 27.09%
Apr-12	\$ 10,604,385	\$ 271,236	\$ 1,497,909	\$ 490,666	\$ 174,801	\$ 114,457	\$ 63,018	\$ 41,525	\$ 35,382	\$ 10,373	\$ 13,746	\$ 10,546	\$ 15,195	\$ -	\$ 2,738,853 25.83%
May-12	\$ 10,836,158	\$ 292,040	\$ 1,399,541	\$ 563,398	\$ 263,625	\$ 92,687	\$ 85,956	\$ 51,108	\$ 20,080	\$ 25,478	\$ 8,455	\$ 9,700	\$ -	\$ -	\$ 2,812,069 25.95%
Jun-12	\$ 10,502,970	\$ 189,716	\$ 1,277,996	\$ 716,041	\$ 203,473	\$ 120,537	\$ 56,504	\$ 39,954	\$ 28,013	\$ 13,415	\$ 11,052	\$ -	\$ -	\$ -	\$ 2,656,701 25.29%
Jul-12	\$ 11,224,147	\$ 143,224	\$ 1,499,442	\$ 647,405	\$ 253,378	\$ 114,698	\$ 64,933	\$ 34,558	\$ 20,270	\$ 28,921	\$ -	\$ -	\$ -	\$ -	\$ 2,806,830 25.01%
Aug-12	\$ 11,165,124	\$ 395,383	\$ 1,259,900	\$ 716,077	\$ 173,847	\$ 73,778	\$ 65,786	\$ 48,434	\$ 60,633	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,793,838 25.02%
Sep-12	\$ 10,811,314	\$ 256,850	\$ 1,262,919	\$ 668,717	\$ 230,645	\$ 165,862	\$ 74,541	\$ 74,252	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,733,787 25.29%
Oct-12	\$ 10,766,416	\$ 329,495	\$ 1,566,292	\$ 459,688	\$ 235,331	\$ 122,177	\$ 77,198	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,790,181 25.92%
Nov-12	\$ 10,231,273	\$ 226,719	\$ 1,065,216	\$ 882,414	\$ 273,144	\$ 123,571	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,571,063 25.13%
Dec-12	\$ 11,159,292	\$ 285,274	\$ 1,693,010	\$ 507,948	\$ 229,086	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,715,318 24.33%
Jan-13	\$ 12,158,968	\$ 154,132	\$ 1,692,200	\$ 742,519	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,588,850 21.29%
Feb-13	\$ 9,838,121	\$ 218,910	\$ 1,394,175	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,613,085 16.40%
Mar-13	\$ 10,718,959	\$ 256,229	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 256,229 2.39%
AVG 12 Mo		2.33%	13.30%	5.74%	2.05%	1.05%	0.63%	0.44%	0.30%	0.18%	0.11%	0.10%	0.12%	0.00%	26.35%

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**MedStar - Area Metropolitan Ambulance Authority  
Collection For Fiscal Year 2012-2013**

		Oct-12	%	Nov-12	%	Dec-12	%	Jan-13	%	Feb-13	%	Mar-13	%	Total	%	YR EST	%
Blue Mound	Billed	23,900		16,521		22,317		22,434		19,037		13,024		117,232			
	Collected	7,134	30%	4,781	28.94%	4,863	21.79%	4,499	20.05%	4,274	22.45%	293	2.25%	25,842	22%		
Burleson	Billed	380,494		385,186		425,409		440,076		366,067		429,218		2,426,450			
	Collected	156,374	41%	160,361	41.63%	176,916	41.59%	162,836	37.00%	79,864	21.82%	7,519	1.75%	743,870	31%		
Edgecliff Village	Billed	4,835		1,557		8,952		18,861		11,068		12,505		57,777			
	Collected	1,407	29%	460	29.55%	1,362	15.21%	4,129	21.89%	883	7.98%	1,092	8.73%	9,333	16%		
Forest Hill	Billed	120,077		116,598		126,909		142,450		127,582		113,448		747,063			
	Collected	25,740	21%	25,255	21.66%	23,660	18.64%	23,609	16.57%	13,734	10.76%	1,261	1.11%	113,259	15%		
Ft. Worth	Billed	9,375,447		8,847,780		9,711,539		10,451,844		8,506,120		9,122,711		56,015,440			
	Collected	2,369,108	25%	2,158,137	24.39%	2,248,904	23.16%	2,160,495	20.67%	1,364,672	16.04%	218,845	2.40%	10,520,160	19%		
Haltom City	Billed	281,313		291,301		306,731		362,295		297,013		287,324		1,825,976			
	Collected	69,358	25%	52,327	17.96%	79,876	26.04%	68,804	18.99%	42,016	14.15%	7,942	2.76%	320,323	18%		
Haslet	Billed	6,645		21,003		15,579		11,178		13,853		20,257		88,514			
	Collected	6,111	92%	11,211	53.38%	9,707	62.31%	2,354	21.06%	2,108	15.22%	771	3.81%	32,262	36%		
Lakeside	Billed	6,828		4,272		5,504		7,029		7,029		4,166		34,826			
	Collected	3,102	45%	501	11.73%	1,477	26.84%	1,823	25.94%	2,272	32.32%	307	7.37%	9,483	27%		
Lake Worth	Billed	123,267		132,701		132,624		150,255		101,969		109,498		750,313			
	Collected	33,966	28%	32,075	24.17%	37,488	28.27%	40,304	26.82%	16,808	16.48%	2,853	2.61%	163,494	22%		
River Oaks	Billed	84,100		76,363		67,904		77,871		58,879		59,156		424,272			
	Collected	16,897	20%	18,238	23.88%	19,987	29.43%	15,154	19.46%	10,734	18.23%	1,473	2.49%	82,484	19%		
Saginaw	Billed	108,601		115,184		137,282		107,814		96,408		141,463		706,750			
	Collected	34,111	31%	34,653	30.08%	42,528	30.98%	24,311	22.55%	20,388	21.15%	3,088	2.18%	159,077	23%		
Sansom Park	Billed	46,396		44,284		32,389		62,117		44,373		38,848		268,406			
	Collected	9,855	21%	10,862	24.53%	8,002	24.70%	10,463	16.84%	7,918	17.84%	1,019	2.62%	48,117	18%		
White Settlement	Billed	217,918		195,304		206,159		295,993		197,086		256,766		1,369,224			
	Collected	51,416	24%	49,491	25.34%	48,610	23.58%	60,086	20.30%	37,183	18.87%	9,839	3.83%	256,625	19%		
Westover Hills	Billed	1,315		5,266		2,652		3,899		1,345		1,315		15,792			
	Collected	-	0%	2,085	39.59%	1,164	0.00%	451	11.57%	381	28.35%	0	0.00%	4,081	26%		
Westworth Village	Billed	18,923		20,568		23,460		17,385		19,111		20,558		120,004			
	Collected	2,074	11%	3,811	18.53%	5,092	21.71%	3,363	19.34%	3,544	18.54%	0	0.00%	17,883	15%		
Total Billed		10,800,057		10,273,887		11,225,406		12,171,497		9,866,936		10,630,256		64,968,039			
Total Collected		2,786,654	25.80%	2,564,245	24.96%	2,709,634	24.14%	2,582,681	21.22%	1,606,777	16.28%	256,303	2.41%	12,506,294	19.25%		

Collections per transport

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	Oct-12	%	Nov-12	%	Dec-12	%	41,275	%	41,306	%	March-13	%	Total	%	YR EST	%
Blue Mound	15		15	0.20%	15	0.19%	14	0.16%	12	0.17%	10	0.13%	81	0%	97	0
Burleson	285	4%	288	3.89%	317	3.98%	338	3.90%	277	3.93%	316	4.12%	1821	4%	2185	0
Edgecliff Village	4	0%	1	0.01%	6	0.08%	12	0.00%	8	0.00%	8	0.00%	39	0%	47	0
Forest Hill	90	1%	86	1.16%	95	1.19%	108	1.25%	94	1.33%	89	1.16%	562	1%	674	0
Fort Worth	6758	87%	6,385	86.23%	6,897	86.70%	7,435	85.75%	6,092	86.36%	6599	86.03%	40166	86%	48199	1
Haltom City	191	2%	201	2.71%	204	2.56%	247	2.85%	201	2.85%	200	2.61%	1244	3%	1493	0
Haslet	13	0%	18	0.24%	11	0.14%	11	0.13%	11	0.16%	16	0.21%	80	0%	96	0
Lakeside	5	0%	4	0.05%	4	0.05%	6	0.07%	6	0.09%	4	0.05%	29	0%	35	0
Lake Worth	86	1%	89	1.20%	88	1.11%	105	1.21%	69	0.98%	75	0.98%	512	1%	614	0
River Oaks	58	1%	52	0.70%	49	0.62%	52	0.60%	42	0.60%	43	0.56%	296	1%	355	0
Saginaw	71	1%	77	1.04%	91	1.14%	82	0.95%	73	1.03%	96	1.25%	490	1%	588	0
Sansom Park	36	0%	34	0.46%	28	0.35%	47	0.54%	32	0.45%	29	0.38%	206	0%	247	0
White Settlement	153	2%	138	1.86%	138	1.73%	210	2.42%	129	1.83%	178	2.32%	946	2%	1135	0
Westover Hills	1	0%	4	0.05%	2	0.03%	3	0.03%	1	0.01%	1	0.01%	12	0%	14	0
Westworth Village	13	0%	14	0.19%	16	0.20%	13	0.15%	15	0.21%	15	0.20%	86	0%	103	0
<b>Total Number Transports</b>	<b>7775</b>		<b>7,405</b>		<b>7,955</b>		<b>8,671</b>		<b>7,054</b>		<b>7671</b>		<b>46570</b>		<b>55884</b>	

Capital Budget FY2013  
Purchase Summary

Item	Budget	Spend to Date	Remaining Budget	Closed? Y/N
New Building	\$ 3,000,000	\$ 2,753,838	\$ 246,162	y
Clinical AV Project (2 year project)	\$ 25,000	\$ -	\$ 25,000	
Ventilators (3)	\$ 82,000	\$ -	\$ 82,000	
Braun IV pumps (23)	\$ 112,000	\$ -	\$ 112,000	
Paramount Interface	\$ 36,000	\$ -	\$ 36,000	
CAD Production SQL Rehost	\$ 52,250	\$ -	\$ 52,250	
Marvlis field client	\$ 84,600	\$ 84,600	\$ -	Y
Supervisor Vehicles (2)	\$ 98,000	\$ 9,270	\$ 88,730	
Online fax / fax server	\$ 15,660	\$ 2,935	\$ 12,725	
Online Research Solution (gartner)	\$ 6,900	\$ -	\$ 6,900	
Exchange Server Replacement	\$ 8,412	\$ -	\$ 8,412	
Additional Switch - BODC	\$ 8,793	\$ -	\$ 8,793	
Standard Server replace - non-blade	\$ 9,276	\$ -	\$ 9,276	
R&D	\$ 15,000	\$ -	\$ 15,000	
Cisco B fabric for Chassis 01	\$ 16,225	\$ -	\$ 16,225	
Servers replaced with blades (4)	\$ 16,800	\$ -	\$ 16,800	
Virtualization - Servers (3)	\$ 16,824	\$ -	\$ 16,824	
New AntiVirus Solution - symantec	\$ 33,788	\$ -	\$ 33,788	
Stonefly shelf expanded storage	\$ 46,081	\$ -	\$ 46,081	
Tablet Replacements (28)	\$ 105,980	\$ -	\$ 105,980	
Data Warehousing/Kleere Communi	\$ 117,581	\$ 3,190	\$ 114,391	
Road safety vests (300)	\$ 10,500	\$ 8,620	\$ 1,880	Y
Stryker Stair Chair (56)	\$ 106,000	\$ -	\$ 106,000	
Replace Totaled vehicle (Unit 66)	\$ 130,000	\$ -	\$ 130,000	
Mannequin Upgrades for CCR Trainir	\$ 4,500	\$ -	\$ 4,500	
Non-budgeted purchases:				
Laerdal Corp - SimJunior	0	\$ 31,399	\$ (31,399)	
Fulcrum - NetVanta Router		\$ 4,633	\$ (4,633)	
Motorola - portable radios		\$ 27,731	\$ (27,731)	
<b>Total Purchases</b>	<b>\$ 4,158,170</b>	<b>\$ 2,926,216</b>	<b>\$ 1,231,954</b>	

# MedStar System Performance Summary

March 2013

## Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	95	95
Filled	83	92
In Training	8	0
Medstar Paramedic School	0	0
FMLA / Light Duty / Other	2	3
Availability %	85.3%	93.7%

## Unit Hour Production

Scheduled UH	20,160
Produced UH	18,798
Scheduling Efficiency	93.2%

## Response Time Reliability

Overall	94.0%
P1	96.1%
P2	94.9%
P3	96.0%
P4	95.2%

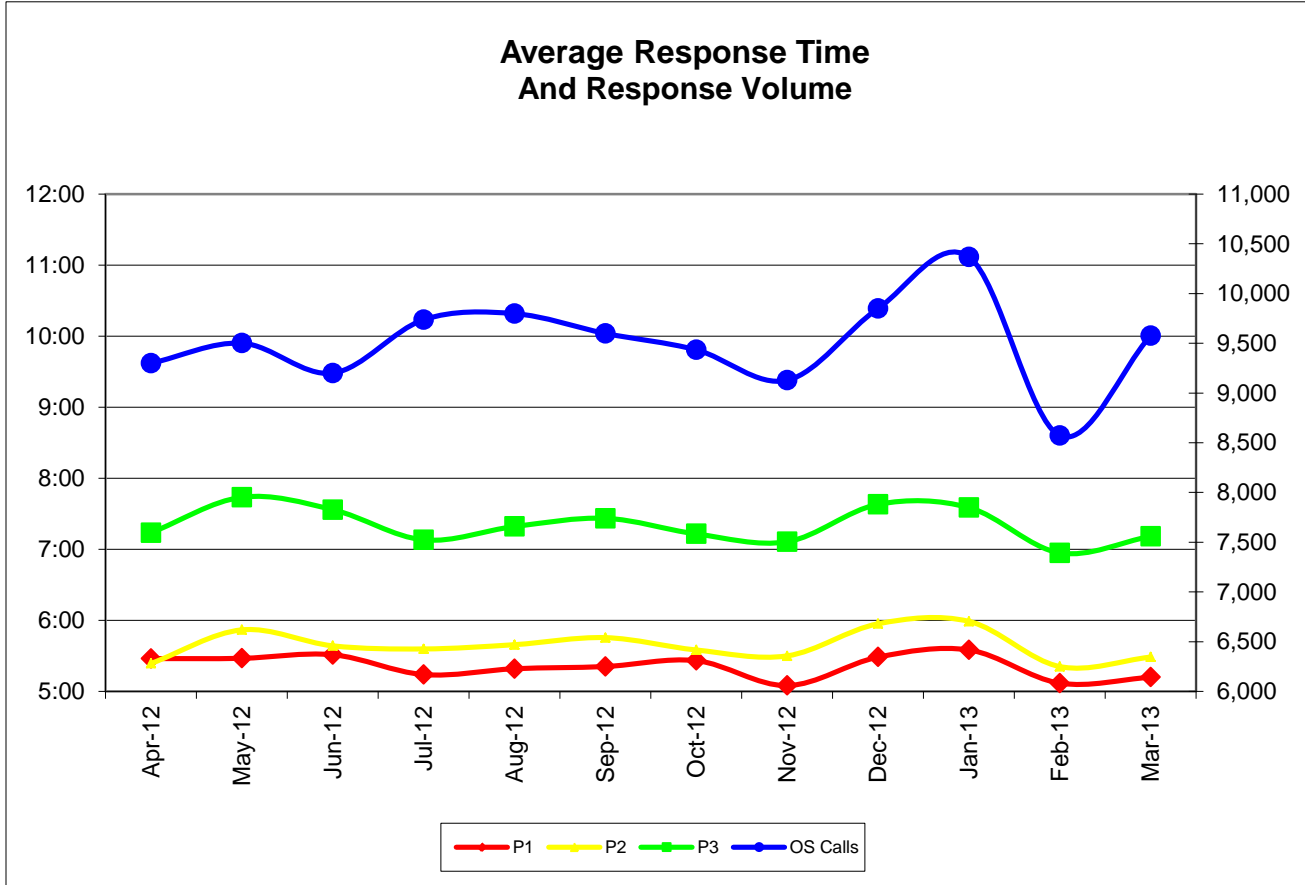
## Avg/Med Response Time

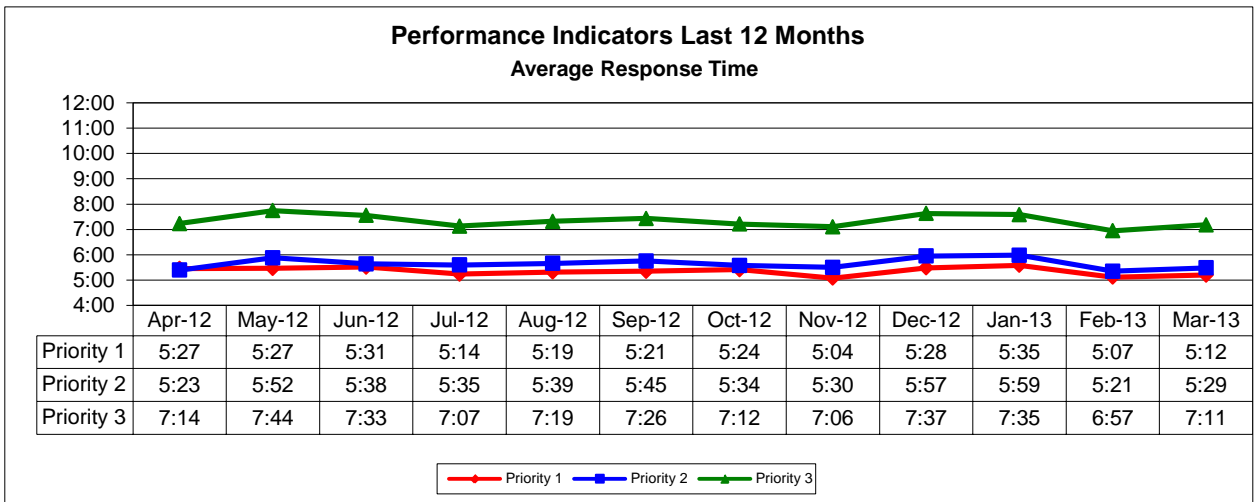
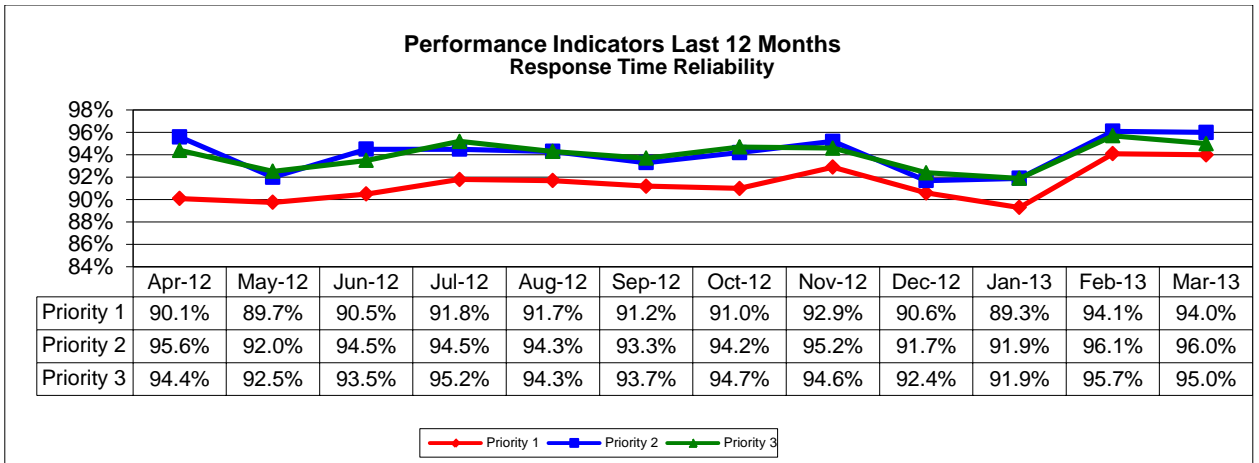
Average

P1	5:12
P2	5:29
P3	7:11

## Customer Satisfaction Twelve Month Period

Cards Mailed	28,090
Cards Returned	3,409
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	88%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	55%
Overall Were You Satisfied With The Services?	93%







## System Response Time Reliability and Average Response Time Performance

March 01, 2013 thru March 31, 2013

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,185	2,156	1,653	2,090	94.0%	94.0%	00:05:07
2	3,566	3,463	2,520	3,301	96.1%	96.1%	00:05:24
3	2,944	2,807	1,889	2,436	94.9%	94.9%	00:07:02
4	875	867	844	845	96.0%	96.0%	00:00:39
	<b>9,570</b>	<b>9,293</b>	<b>6,906</b>	<b>8,672</b>			

# Response Time Reliability and Average Response Time Performance By Member City

March 01, 2013 thru March 31, 2013

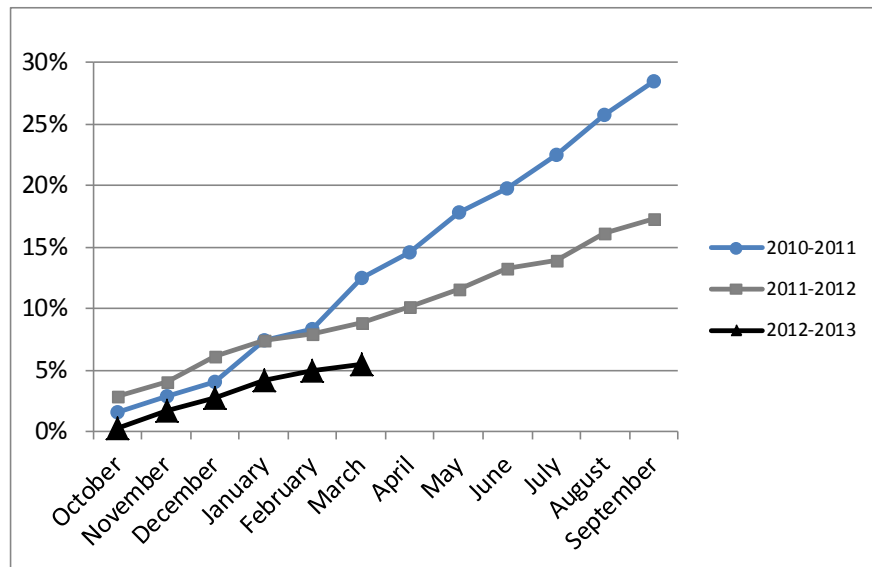
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
<b>Blue Mound</b>	1	1	1	1	1	< 09:00	100.0%	92.0%	00:02:43
	2	4	4	2	4	< 11:00	100.0%	98.0%	00:05:39
	3	8	7	5	7	< 15:00	100.0%	97.0%	00:05:28
		<b>13</b>	<b>12</b>	<b>8</b>	<b>12</b>				
<b>Burleson</b>	1	63	62	42	60	< 09:00	85.7%	87.0%	00:05:07
	2	109	102	76	97	< 11:00	92.7%	92.7%	00:05:21
	3	75	74	56	72	< 15:00	93.3%	91.0%	00:07:31
	4	109	109	106	107	= 00:00	95.4%	95.4%	00:01:03
	<b>356</b>	<b>347</b>	<b>280</b>	<b>336</b>					
<b>Edgecliff Village</b>	1	9	9	9	9	< 09:00	100.0%	100.0%	00:03:37
	2	6	6	5	6	< 11:00	100.0%	97.0%	00:04:57
	3	7	6	5	5	< 15:00	100.0%	97.0%	00:06:53
	<b>22</b>	<b>21</b>	<b>19</b>	<b>20</b>					
<b>Forest Hill</b>	1	29	28	22	28	< 09:00	96.6%	96.0%	00:04:53
	2	43	42	29	40	< 11:00	97.7%	96.0%	00:04:54
	3	34	32	19	29	< 15:00	100.0%	99.0%	00:06:36
	<b>106</b>	<b>102</b>	<b>70</b>	<b>97</b>					
<b>Fort Worth</b>	1	1,886	1,861	1,428	1,801	< 09:00	94.5%	94.5%	00:05:06
	2	2,995	2,914	2,129	2,779	< 11:00	96.2%	96.2%	00:05:23
	3	2,537	2,424	1,613	2,080	< 15:00	95.2%	95.2%	00:06:57
	4	746	738	718	718	= 00:00	96.2%	96.2%	00:00:35
	<b>8,164</b>	<b>7,937</b>	<b>5,888</b>	<b>7,378</b>					
<b>Haltom City</b>	1	71	69	55	68	< 09:00	87.3%	90.0%	00:06:24
	2	128	119	79	107	< 11:00	94.5%	94.5%	00:06:09
	3	83	80	57	71	< 15:00	85.5%	84.0%	00:09:43
	<b>282</b>	<b>268</b>	<b>191</b>	<b>246</b>					
<b>Haslet</b>	1	1	1	1	1	< 09:00	0.0%	57.0%	00:10:46
	2	2	2	2	2	< 11:00	100.0%	80.0%	00:07:33
	3	2	2	1	2	< 15:00	100.0%	NA	00:07:49
	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>					
<b>Lakeside</b>	2	4	3	2	3	< 11:00	50.0%	NA	00:11:03
	3	2	2	2	2	< 15:00	100.0%	NA	00:08:59
	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>					
<b>Lake Worth</b>	1	19	19	8	18	< 09:00	100.0%	93.0%	00:02:42
	2	45	45	30	44	< 11:00	100.0%	99.0%	00:04:36
	3	32	32	25	31	< 15:00	87.5%	90.0%	00:08:23
	4	7	7	7	7	= 00:00	85.7%	NA	00:02:42
	<b>103</b>	<b>103</b>	<b>70</b>	<b>100</b>					
<b>River Oaks</b>	1	9	9	8	9	< 09:00	100.0%	89.0%	00:05:19
	2	29	27	18	27	< 11:00	96.6%	96.0%	00:06:13
	3	23	21	14	19	< 15:00	95.7%	96.0%	00:06:13
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	<b>62</b>	<b>58</b>	<b>41</b>	<b>56</b>					
<b>Saginaw</b>	1	39	39	33	37	< 09:00	97.4%	90.0%	00:05:22
	2	53	52	38	48	< 11:00	90.6%	95.0%	00:06:41
	3	39	33	20	31	< 15:00	94.9%	94.0%	00:07:07
	<b>131</b>	<b>124</b>	<b>91</b>	<b>116</b>					
<b>Sansom Park</b>	1	12	12	10	12	< 09:00	75.0%	91.0%	00:04:55
	2	30	30	19	29	< 11:00	100.0%	94.0%	00:04:40
	3	25	23	17	21	< 15:00	92.0%	91.0%	00:06:52
	<b>67</b>	<b>65</b>	<b>46</b>	<b>62</b>					
<b>Westover Hills</b>	1	2	2	2	2	< 09:00	50.0%	NA	00:08:20
	3	1	0	0	0	< 15:00	100.0%	NA	00:02:46
	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>					
<b>White Settlement</b>	1	38	38	29	38	< 09:00	92.1%	95.0%	00:05:00
	2	106	106	86	105	< 11:00	100.0%	100.0%	00:04:27
	3	70	65	52	61	< 15:00	95.7%	96.0%	00:05:49
	4	12	12	12	12	= 00:00	91.7%	NA	00:00:03
	<b>226</b>	<b>221</b>	<b>179</b>	<b>216</b>				<b>26</b>	
<b>Westworth Village</b>	1	6	6	5	6	< 09:00	100.0%	90.0%	00:04:20
	2	13	14	5	10	< 11:00	100.0%	97.0%	00:06:14

## MedStar Mobile Healthcare Separation Statistics – March FY 2013

	CURRENT MONTH				YEAR TO DATE			
	Vol	Invol	Total	Avg EE Count	Vol	Invol	Total	Avg EE Count
<b>Full Time Separations</b>	2	0	2	324.50	11	1	12	320.13
<b>Part Time Separations</b>	0	0	0	52.00	8	0	8	47.96
<b>Total Separations</b>	2	0	2	376.50	19	1	20	368.08
	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>		<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>	
<b>Total Turnover</b>	<b>0.62%</b>	<b>0.00%</b>	<b>0.53%</b>		<b>3.75%</b>	<b>16.68%</b>	<b>5.43%</b>	
<b>FULL TIME</b>								
<b>Separations by Department</b>	<b>Vol</b>	<b>Invol</b>	<b>Total</b>	<b>Avg EE Count</b>	<b>Turn Over %</b>	<b>Transfer Out</b>	<b>New Hires</b>	<b>Transfer In</b>
Admin/Billing Office			0	30				
Clinical			0	3.25				1
Communications Center			0	26.25				
Compliance			0	2				
Deployment			0	3				
Directors - Exec, Ops, Admin, HR			0	7		2		
Field - All Others			0	3				1
Field Supervisors			0	7				2
Fleet			0	7				
Human Resources			0	3				
Information Technology			0	4				
Logistics			0	28		1		1
Primary (L4, L4T, L5 and L6)			0	100		5		2
Risk and Safety			0	1				
Secondary (L1, L2, and L3)	2		2	100	2%	2		2
Special Events			0	0				
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>324.5</b>	<b>0.62%</b>	<b>10</b>	<b>0</b>	<b>9</b>
<b>PART TIME</b>								
<b>Separations by Department</b>	<b>Vol</b>	<b>Invol</b>	<b>Total</b>	<b>Avg EE Count</b>	<b>Turn Over %</b>	<b>Transfer Out</b>	<b>New Hires</b>	<b>Transfer In</b>
Admin/Billing Office			0	1.75				
Clinical			0					
Communications Center			0	6.75				
Compliance			0					
Deployment			0					
Directors - Exec, Ops, Admin, HR			0					
Field - All Others			0					
Field Supervisors			0					
Fleet			0					
Human Resources			0	1				
Information Technology			0					
Logistics			0	3				
Primary (L4, L4T, L5 and L6)			0	20.75				1
Risk and Safety			0					
Secondary (L1, L2, and L3)			0	14.75				
Special Events			0	4				
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>52.0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>1</b>

## MedStar Mobile Healthcare Turnover Fiscal Year 2012 – 2013

	Cumulative YTD		
	2012-2013	2011-2012	2010-2011
<b>October</b>	0.27%	2.91%	1.59%
<b>November</b>	1.65%	4.10%	2.83%
<b>December</b>	2.76%	6.16%	4.06%
<b>January</b>	4.11%	7.36%	7.43%
<b>February</b>	4.91%	7.93%	8.29%
<b>March</b>	5.43%	8.79%	12.52%
<b>April</b>		10.20%	14.52%
<b>May</b>		11.62%	17.76%
<b>June</b>		13.32%	19.79%
<b>July</b>		13.85%	22.48%
<b>August</b>		16.13%	25.78%
<b>September</b>		17.26%	28.48%
Projected	10.9%		



LIGHT DUTY for Fiscal Year 2012 - 2013													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	30:01	0:00	68:54	102:10	12:03	0:00							
FY 2013	30:01	30:01	98:55	201:05	213:08	213:08							1293:36
FY 2012	192:01	325:45	413:26	527:15	728:28	816:00	932:02	964:01	1001:39	1247:29	1323:19	1437:21	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

Worker's Comp LOA for Fiscal Year 2012 - 2013													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	10:29	0:00	28:09	0:00	0:00	12:00							
FY 2013	10:29	10:29	38:38	38:38	38:38	50:38							388:36
FY 2012	0:00	0:00	25:59	25:59	33:59	33:59	33:59	33:59	60:38	139:47	371:47	431:47	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

FMLA LOA for Fiscal Year 2012 - 2013													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1076:11	726:41	1424:32	1164:19	703:55	1269:39							1019:07
FY 2013	1076:11	1802:52	3227:24	4391:43	5095:38	6365:17							
FY 2012	954:44	1667:45	2150:28	2709:24	3277:17	3922:35	4392:34	4937:28	5492:41	6282:42	7564:55	8673:49	722:49

Military Leave for Fiscal Year 2012 - 2013*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	100:00	169:28	52:00	64:00	12:00	36:00							79:29
FY 2013	100:00	269:28	321:28	385:28	397:28	433:28							

\*Unfilled shifts only

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1216:41	896:09	1573:35	1330:29	727:58	1317:39							1148:58
FY 2013	1216:41	2112:50	3686:25	5016:54	4528:11	4949:41							

Goals and Projection					
	Light Duty	Worker's Comp	FMLA	Military	Total
YTD	213:08	50:38	6365:17	397:28	7026:31
Projection	426:16	101:16	12730:34	794:56	14053:02
Goal-Compare	1293:36	388:36	8673:49	1200:00	11556:02

**Emergency Physician Advisory Board  
Annual Operating Budget  
For The Fourth Month Ended 3-31-13**

	Current Month			Year To Date			
	Actual	Budget	Variance Pos (Neg)	Actual	Budget	Variance Pos (Neg)	
<b>Revenues</b>							
Quality Assurance Fees	59,632.56	61,005.83	(1,373.27)	361,493.31	366,035.00	(4,541.69)	49%
Transfer from Fund Balance	0.00	2,083.33	(2,083.33)	0.00	12,500.00	(12,500.00)	0%
Development & Research Program	0.00	10,850.83	(10,850.83)	106,833.00	65,105.00	41,728.00	82%
Gross Revenues	59,632.56	73,940.00	(14,307.44)	468,326.31	443,640.00	24,686.31	53%
<b>Expenditures</b>							
<b>Development Expenses - Salaries</b>							
Salaries - Medical Director	16,666.67	16,666.67	(0.00)	100,000.02	100,000.00	(0.02)	50%
Salaries - Associate Medical Dire	5,833.33	5,833.33	0.00	34,166.65	35,000.00	833.35	49%
Salaries - Development	11,538.46	10,833.33	(705.13)	65,769.19	60,000.00	(5,769.19)	51%
Salaries - Office Support	0.00	3,750.00	3,750.00	17,042.84	20,769.23	3,726.39	38%
Contract Employee	2,176.00	5,416.67	3,240.67	16,317.75	30,000.00	13,682.25	25%
Worker's Compensation Insurance	0.00	303.33	303.33	4,052.81	1,820.00	(2,232.81)	111%
FICA/FUTA/SUI	843.20	1,213.33	370.13	6,662.68	1,120.00	(5,542.68)	46%
Health & Disability Ins	2,319.95	4,264.42	1,944.47	8,699.13	25,586.50	16,887.37	17%
Health & Disability Ins-Med Dir	3,750.00	3,750.00	0.00	21,750.00	22,500.00	750.00	48%
Matching ICMA	1,281.92	1,063.25	(218.67)	8,133.91	5,888.77	(2,245.14)	64%
Total Development Salaries	44,409.53	53,094.33	8,684.80	282,594.98	302,684.50	20,089.52	44%
<b>Development Expenses - Operating</b>							
Dev & Research-Education	600.00	125.00	(475.00)	12,275.91	750.00	(11,525.91)	818%
Grant Research & Writing	1,840.25	933.33	(906.92)	2,760.25	5,600.00	2,839.75	25%
Research/Audit Expenses	0.00	41.67	41.67	0.00	250.00	250.00	0%
Legal Services	0.00	833.33	833.33	3,392.62	5,000.00	1,607.38	34%
Phone - Office	811.40	333.33	(478.07)	2,077.96	2,000.00	(77.96)	52%
Cellular Phone	254.08	450.00	195.92	1,667.96	2,700.00	1,032.04	31%
Printing	0.00	41.67	41.67	0.00	250.00	250.00	0%
Office Supplies	672.79	83.33	(589.46)	932.16	500.00	(432.16)	93%
Postage	4.14	33.33	29.19	61.56	200.00	138.44	15%
Bank Charges	78.40	83.33	4.93	549.92	500.00	(49.92)	55%
Payroll Services	169.30	233.33	64.03	1,410.85	1,400.00	(10.85)	50%
Uniforms	41.93	166.67	124.74	41.93	1,000.00	958.07	2%
Subscriptions & Memberships	113.00	41.67	(71.33)	188.00	250.00	62.00	38%
Publications	0.00	41.67	41.67	715.00	250.00	(465.00)	143%
Committee Work and Team Supplies	1,283.90	666.67	(617.23)	2,793.70	4,000.00	1,206.30	35%
Computer Hardware	0.00	208.33	208.33	1,405.39	1,250.00	(155.39)	56%
Computer Software	251.84	208.33	(43.51)	1,251.84	1,250.00	(1.84)	50%
Vehicle Insurance	0.00	600.00	600.00	4,159.07	3,600.00	(559.07)	58%
Vehicle Costs	522.93	1,166.67	643.74	522.93	7,000.00	6,477.07	4%
Repairs & Maintenance/Contingency	14.10	83.33	69.23	191.10	500.00	308.90	19%
Online Web Services / Hosting	404.73	441.67	36.94	1,177.83	2,650.00	1,472.17	22%
Office Equipment Leasing	1,504.96	500.00	(1,004.96)	5,424.96	3,000.00	(2,424.96)	90%
Office Furniture & Equipment	0.00	83.33	83.33	0.00	500.00	500.00	0%
Meeting Room Rental	125.00	83.33	(41.67)	277.00	500.00	223.00	28%
Professional Development	0.00	0.00	0.00	0.00	0.00	0.00	0%
Travel-Medical Director	44.33	416.67	372.34	4,725.26	2,500.00	(2,225.26)	95%
Travel-Staff	8.12	416.67	408.55	28.65	2,500.00	2,471.35	1%
Dues-Medical Director	0.00	416.67	416.67	1,238.00	2,500.00	1,262.00	25%
Dues-Assistant to Medical Directo	160.00	41.67	(118.33)	160.00	250.00	90.00	32%
Insurance-Malpractice	0.00	1,666.67	1,666.67	4,414.61	10,000.00	5,585.39	22%
Total Development Operating	8,905.20	10,441.67	1,536.47	53,844.46	62,650.00	8,805.54	43%
<b>Total Development Expenses</b>	<b>53,314.73</b>	<b>63,536.00</b>	<b>10,221.27</b>	<b>336,439.44</b>	<b>365,334.50</b>	<b>28,895.06</b>	<b>44%</b>
<b>Research Expenses - Salaries</b>							
Salaries - Research	6,252.62	6,833.33	580.71	45,936.76	37,846.15	(8,090.61)	56%
FICA/FUTA/SUI	492.26	551.67	59.41	3,604.35	3,055.38	(548.97)	54%
Health & Disability Ins	1,546.42	1,811.25	264.83	5,578.24	10,867.50	5,289.26	26%
Matching ICMA	0.00	512.50	512.50	0.00	2,838.46	2,838.46	0%
Total Research Salaries	8,291.30	9,708.75	1,417.45	55,119.35	54,607.50	(511.85)	47%
<b>Research Expenses - Operating</b>							
Printing	0.00	83.33	83.33	573.82	500.00	(73.82)	57%
Fuel Cost	497.99	253.58	(244.41)	2,193.08	1,521.50	(671.58)	72%
Office Supplies	330.73	83.33	(247.40)	504.83	500.00	(4.83)	50%
Postage	0.00	8.33	8.33	0.00	50.00	50.00	0%
Provider and Hospital Fees	0.00	16.67	16.67	0.00	100.00	100.00	0%
Office Furniture & Equipment	0.00	41.67	41.67	0.00	250.00	250.00	0%
Travel	16.50	0.00	(16.50)	141.69	0.00	(141.69)	0%
Computer Hardware	0.00	83.33	83.33	0.00	500.00	500.00	0%
Computer Software	0.00	41.67	41.67	0.00	250.00	250.00	0%
Pagers	0.00	41.67	41.67	0.00	250.00	250.00	0%
Committee Work and Team Supplies	335.14	41.67	(293.47)	346.12	250.00	(96.12)	69%
Total Research Operating	1,180.36	695.25	(485.11)	3,759.54	4,171.50	411.96	45%
<b>Total Research Expenses</b>	<b>9,471.66</b>	<b>10,404.00</b>	<b>932.34</b>	<b>58,878.89</b>	<b>58,779.00</b>	<b>(99.89)</b>	<b>47%</b>
<b>Capital Outlay:</b>							
Computer System Upgrades	0.00	0.00	0.00	0.00	0.00	0.00	0%
Office Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0%
Medical Training Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0%
Vehicle	5,414.14	3,333.33	(2,080.81)	31,250.14	20,000.00	(11,250.14)	0%
Total Capital Outlay	5,414.14	3,333.33	(2,080.81)	31,250.14	20,000.00	(11,250.14)	78%
<b>Total Expenditures</b>	<b>62,786.39</b>	<b>73,940.00</b>	<b>11,153.61</b>	<b>426,568.47</b>	<b>424,113.50</b>	<b>(2,454.97)</b>	<b>48%</b>
<b>Ending Balance</b>	<b>(3,153.83)</b>	<b>0.00</b>	<b>(3,153.83)</b>	<b>41,757.84</b>	<b>19,526.50</b>	<b>(22,231.34)</b>	

**Area Metropolitan Ambulance Authority dba MedStar  
Rolling Twelve Month Summary April 2012 - March 2013**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
APR '12	1412	163	12%
MAY '12	1948	345	18%
JUN '12	1878	313	17%
JUL '12	1998	257	13%
AUG '12	1927	269	14%
SEP '12	1927	245	13%
OCT '12	2623	338	13%
NOV '12	2298	339	15%
DEC '12	2052	323	16%
JAN '13	3008	447	15%
FEB '13	2220	234	11%
MAR '13	4799	136	3%
<b>TOTAL</b>	<b>28090</b>	<b>3409</b>	<b>12%</b>

Fire Department Helpful?					
YES	%	NO	%	NA	%
120	74%	4	2%	39	24%
271	79%	7	2%	67	19%
245	78%	6	2%	62	20%
198	77%	6	2%	53	21%
206	77%	5	2%	58	22%
184	75%	7	3%	54	22%
268	79%	8	2%	62	18%
269	79%	4	1%	66	19%
254	79%	5	2%	64	20%
346	77%	5	1%	96	21%
178	76%	4	2%	52	22%
99	73%	5	4%	32	24%
<b>2638</b>	<b>77%</b>	<b>66</b>	<b>2%</b>	<b>705</b>	<b>21%</b>

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
124	76%	1	1%	38	23%
282	82%	3	1%	60	17%
265	85%	1	0%	47	15%
213	83%	1	0%	43	17%
209	78%	4	1%	56	21%
189	77%	5	2%	51	21%
273	81%	3	1%	62	18%
263	78%	3	1%	73	22%
266	82%	0	0%	57	18%
365	82%	3	1%	79	18%
191	82%	0	0%	43	18%
104	76%	2	1%	30	22%
<b>2744</b>	<b>80%</b>	<b>26</b>	<b>1%</b>	<b>639</b>	<b>19%</b>

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
136	83%	7	4%	20	12%
300	87%	12	3%	33	10%
274	88%	11	4%	28	9%
222	86%	9	4%	26	10%
238	88%	9	3%	22	8%
212	87%	12	5%	21	9%
287	85%	16	5%	35	10%
299	88%	11	3%	29	9%
290	90%	7	2%	26	8%
403	90%	7	2%	37	8%
209	89%	5	2%	20	9%
119	88%	2	1%	15	11%
<b>2989</b>	<b>88%</b>	<b>108</b>	<b>3%</b>	<b>312</b>	<b>9%</b>

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
153	94%	2	1%	8	5%
328	95%	4	1%	13	4%
302	96%	3	1%	8	3%
251	98%	2	1%	4	2%
254	94%	6	2%	9	3%
229	93%	7	3%	9	4%
313	93%	8	2%	17	5%
324	96%	5	1%	10	3%
305	94%	3	1%	15	5%
428	96%	4	1%	15	3%
222	95%	0	0%	12	5%
126	93%	2	1%	8	6%
<b>3235</b>	<b>95%</b>	<b>46</b>	<b>1%</b>	<b>128</b>	<b>4%</b>

Billing Staff Helpful?					
YES	%	NO	%	NA	%
86	53%	4	2%	73	45%
181	52%	6	2%	158	46%
157	50%	6	2%	150	48%
171	67%	3	1%	83	32%
162	60%	9	3%	98	36%
130	53%	9	4%	106	43%
180	53%	7	2%	151	45%
185	55%	8	2%	146	43%
164	51%	3	1%	156	48%
240	54%	1	0%	206	46%
133	57%	5	2%	96	41%
79	58%	1	1%	56	41%
<b>1868</b>	<b>55%</b>	<b>62</b>	<b>2%</b>	<b>1479</b>	<b>43%</b>

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
147	90%	4	2%	12	7%
321	93%	7	2%	17	5%
289	92%	6	2%	18	6%
247	96%	2	1%	8	3%
253	94%	2	1%	14	5%
225	92%	9	4%	11	4%
319	94%	10	3%	9	3%
319	94%	7	2%	13	4%
303	94%	3	1%	17	5%
416	93%	13	3%	18	4%
218	93%	4	2%	12	5%
123	90%	4	3%	9	7%
<b>3180</b>	<b>93%</b>	<b>71</b>	<b>2%</b>	<b>158</b>	<b>5%</b>

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

Positive Comments	
1	They were very quick to respond & very helpful to keep me calm on the way to the hospital. They stayed with me until the hospital staff put me in a room. They did an excellent job.
2	The care was fantastic, the only way I would have felt better is when I'd have opened my eyes, my prince charming would have been there. It's ok to smile. Everybody says I'm crazy anyways. Have a wonderful day.
3	One of the best companies that I have done business with.
4	Patient, helpful and informative.
5	Very professional, kind and courteous. Very much professional. Thank you.
6	Billing - Medicare denied the claim prompting me to call and encourage you billing department by making sure they had the correct Medicare number & name. Medicare told me the claim was denied because it was submitted incorrectly so MedStar should call the provider line.
7	Everyone involved did a great job and they were very caring and compassionate.
8	Excellent Service.
9	Thank You and God Bless you all for your service!!! MedStar was the only responder.
10	We appreciate you everyday. You're caring people and you put your life before ours. Take care and be safe.
11	They were very good and the ex-marine was real nice.
12	I thank you all for everything you all did for me. May God Bless.
13	My husband died 02-01-13 and was transported a week before that. I briefly saw the ambulance and EMT's but did not get to talk to them at either place or see them loading or unloading. They were prompt, and I'm sure courteous, but I am not qualified to comment beyond that.
14	I was upset that my daughter was in bad shape and was not fair. I am very sorry about that.
15	They did a very good job.
16	I have used the ambulance service 3 times and for me they have been professional.
17	The service was excellent because I was out most of the time but when I came to it was very good.. They were kind and talked very soft to me.
18	MedStar did a good job. Appreciate everything they did.
19	First responders and the hospital nurse were helpful.
20	This wasn't the first time, and everyone does an excellent job. They are very professional and very helpful.
21	Thank you.
22	Thank you.
23	The MedStar crew was caring, thoughtful, and made my trip to the hospital very pleasant. Thank You.
24	Excellent, good workers that knew their job.
25	Of what I remember, due to the issues, was a good response by your people & also their decision to use the TX Health Resources at Alliance.
26	The guys were fast and friendly made me feel secure.
27	The guys they sent were great dealing with a 103 yr. old. Thanks!
28	Your service was very good. Eventhough we were in ICU for 44 days and lost the patient, I thank you for very good service.
29	Have not received a bill as yet.
30	There was a problem with the billing because my mothers name on bill did not match the wording on the mcare & supplemental insurance. The MedStar rep was delightful.
31	MedStar carried me from Hospital to airport and were very professional.
32	The 2 EMT's were great. The guy that rode in the back with me was so good at calming me down. I really appreciate the good care I received from both of them.
33	Thanks to all. Mom was cared for with kindness and respect.
34	The Fire Dept. & EMS was very helpful and perfection. I am always so scared because I have congestive heart failure. They were helpful, nice and considerate.
35	They were extremely prompt, courteous and helpful.
36	They were true professionals. A person couldn't ask for anything more.
37	From what I was told by my daughter the MedStar people were very professional and did a good job getting me to emergency at Harris Hospital. I was there for about seven days with the flu and a bladder and urine problem. I do not remember that night but later the next morning, I was told from nurses, doctors as well as my daughter. I'll be happy to help you more if you need me.



38	I could not have asked for better service.
39	I'm sorry I can't answer any of your questions cause I was a sleep all the way. I guess everything was good, but I just don't remember. Thanks for all your help.
40	Your ambulance crew was great!
41	Excellent! Courteous and professional.
42	I was very Pleased!
43	I was transported from rehab to hospital, it was not a life threatening event.
44	Excellent!
45	I could not have asked for more professional, kind gentleman. They even checked on my dad again in the emergency room.
46	I have not received a bill yet, but I am glad Medicare and my Mutual of Omaha supplement pay for the service. We called other services that won't even take a patient to the emergency room and don't partner with Medicare. I would like information on a fee membership with you that my friends tell me about. Send to above address. Info on paper, please.
47	I got a bill in the mail and didn't come in contact with the billing staff.
48	I have used you quite a few times and always excellent service.
49	I was alone. They took good care of me. They were very professional and calm. Thank you for them.
50	Great! Thanks.
51	The 2 Emt's couldn't have been any nicer and I really appreciate all they did.
52	The care was excellent and the crew was very nice and professional. I could not have been any better.
53	Excellent!
54	Thanks again for your service.
55	Everyone was just wonderful. They made sure I was comfortable and resting well.
56	The dispatcher was very helpful-she stayed with us on line until MedStar arrived. When the crew got there, they were very helpful and professional and explained things to us. The care they gave to my brother was very good.
57	They did or didn't remember if Medicare covers this because I am a senior citizen.
58	I feel I was so lucky that town village suggested I take a membership in your service. I've used you several times and the young boys are so nice to someone of my age.
59	Everyone was very helpful after my accident. I felt great pain, was confused and scared. The MedStar crew assured me everything would be fine and it was. I could not have been in better hands. Thanks so much for your help! I appreciate it very much. Pain is God's megaphone.
60	When I needed help they arrived in a short time.
61	I was very pleased and thankful for the way they handled the situation.
62	Wonderful service! Very professional caring team and informative. A very positive for me.
63	My incident occurred at Trinity Episcopal Church. The Junior Warden called. I passed out, so we didn't need the fire truck. The MedStar crew was superb.
64	All Great!
65	I am sure you folks have saved a lot of lives. Thank you for your help.
66	My responders were very kind and considerate.
67	The MedStar crew brought my wife back to life, resuscitated her when she flat lined in the ambulance. Thank You All!
68	I know I still owe, but I'm not able to do too much right now. I am sorry about that, because you have a great crew. The ambulance , was clean and modern. Right now I have to buy medical supplies & Medicare. I'm hoping to start a payment plan. Thank you for all your services.
69	I don't remember much. I was in sever pain and on pain pills. Thank you for your service.
70	I am not sure if MedStar was able to take me to the hospital, but they came as soon as called. I was transferred to Harris to Cleburne.
71	They were both excellent. Thank you for helping me, you do a good job.
72	Always excellent service.
73	All were courteous, concerned and professional.
74	White Settlement volunteer fire department were very professional and caring in my time of need. Lieutenant Aaron Marquez called after I got home to see how I was doing. That was very thoughtful of him.
75	Excellent!

76	As much pain I was in the medics made me feel comfortable. Thank you very much.
77	The hospital was who made the call, we were grateful to them & the MedStar crew.
78	The care and service is top notch. We are so thankful you came so quickly.
79	All were very kind and concerned. Gentle and concerned about his health. Pleased with everything.
80	EMS was first to arrive. Very professional. Thank you.
81	All the care and treatment was done in a professional manner. Thank You MedStar crew.
82	They were very helpful in keeping me calm and trying to assist me with my pain from the car accident. Thank You.
83	The paramedics were excellent-could not have been better.
84	Great with showing concern, this was my first time having to ride in MedStar, and they made me feel very comfortable.
85	The fire dept. and EMS men were very caring and helpful
86	The MedStar crew was very caring for someone who was scared to death. Thank them both for me.
87	I have used MedStar a number of times. No problems always on time and on my condition if it was really serious then they driver was courteous and drove fine.
88	MedStar personnel was fine. What confused me was how the police could show up at my house with my daughter. Asked me to go to JPS because someone didn't like my emails and Facebook entries. And I've got to pay. This is about money in the first place.
89	I didn't personally speak with billing staff.
90	She always get a good -professional help from the MedStar & Ems and from the fire dept. My rate to all service = A Excellent. Thanks.
91	Give them a big hug.
92	Wonderful service. Thank you.
93	Your staff was wonderful. Thank you so much for the care you gave my mother!!
94	Very pleased all around.
95	They were very efficient and caring.
96	MedStar was quick, experienced and professional.
97	Can not say enough about how well I was treated by the paramedics. Both were very caring & knowledge and explain all procedures they they performed.
98	At one time or another you saved my dad (deceased), mother, wife (deceased), and lots of other people. Thank you.
99	I was delirious 106.5 fever. I remember parts. I fought them and they did their best not to hurt me. They did not let the cops taze me it would have killed me.
100	Thanks for excellent care! Everything was very professional.
101	We are very lucky in Fort Worth to have an ambulance service. I am sorry that I am not sure of the answers since I did not call 911 for service. They only other question I am not sure about, I just know they did take me to Plaza Medical Center where I wanted /needed to go. Thank you all for your assistance.
102	Mom has been transported several times in the weeks since 12/21/12. I don't know which occasion generated this survey but mother has had no complaints.
103	Your ambulance crew did a great job for my daughter. She was so scared, by the time we got to the hospital, she was joking with them. Very professional. They did everything they could to make her comfortable. Many thanks.
104	They responded promptly.
105	They were very pleased and thankful for the great service.
106	Don't remember about this. I have been to Renaissance Park Multicare center, where I am now. Guess it was necessary for me to be here to get therapy. As far as I know, Medicare is paying for my transport here and my care (therapy,etc) while here. Any not paid goes to my 2nd MHBP.
107	I was given excellent care and information.
108	Excellent care. No complaints.
109	This service was not requested by me someone else called because I had an auto accident. While in the ambulance continued to tell them I had recently had surgery & needed to use the restroom. I was told to piss on...(can't read the rest, the words are cut off due to survey card is copy.)
110	The cost of transport should be discussed before transport.

111	I can't pay bill. P/S can it though Aetna W*****.
112	Ems personnel was extremely helpful in explaining all that was going on and very polite it was greatly appreciated.
113	The driver and his assistant were helpful & professional.
114	Very fast response. Very professional.
115	I have completed a similar inquiry recently. Thank you.
116	I would say they were excellent, as I was not aware of what was going on as I was not very responsive until later according to the nurses at dialysis center. So thank you very much and God Bless all the
117	I'm 75 yrs. old, my husband is 79 yrs. old. He had a stroke 9 yrs. ago. I'm his caregiver. Since the stroke, can't talk but understands and knows all, very smart. MedStar have been there for both of us and they are always courteous and polite.
118	Thank you very much!
119	Both crews arrived quickly at the same time. Thank you.
120	Since I was having a seizure and not aware of what was going on I can't answer the above questions. I don't remember anything until I got to the hospital.
121	The paramedic was good. I will call again. The MedStar crew was so helpful.
122	Good Work
123	Used my cell phone to call and was transferred 4 times before someone was dispatched. The EMS were awesome.
124	Very Professional & caring service.
125	The crews that come out are always very caring, compassionate and professional. However I have had a couple crews mention a home service by MedStar people in black shirts and that they would submit my name. I have never had anyone from MedStar contact me at all.
126	No communication with billing. EMT? Curtis? Very calm and reassuring and knowledgeable.
127	I am working with Cigna to review our bill so that they can reconsider their payment. My husband ended up having a pulmonary embolism. It was very scary. Your team was great. Thank you.
128	You made an extremely stressful situation bearable. Thank you.
129	They arrived at a timely manner. Were very courteous and professional. It had started raining early that morning they took the time to cover my head and face so I would not get wet. That was very kind of them which I appreciate each and everyone of them and respect the job that they are trained to do. Awesome work.
130	After arriving at the hospital the paramedic stayed with me until the hospital staff could get to me. When the nurse came in he took over and explained to the nurse what had happened and I did not have to say a word. I had wonderful treatment. Thank you. I did not speak to billing staff.
131	All of the above was done professionally and with great care. We are thankful for the quick response.
132	The MedStar team did a great job, very nice.

Negative Comments	
133	You should stop sending out bill and turned over a deceased person to collections. Medicare and Insurance should have covered this. Stop sending and putting us in more stress. <i>This account was paid by Medicare then the Estate billed for the remaining \$63.12 which was paid on March 6, 2013. The account never went to collections.</i>
135	They could have been here quicker and going to the hospital. Dispatch asked if she was breathing after being told she was conscious. (stands to reason) Good job overall. <i>A letter will be sent to the patient letting them know we are working on this.</i>
136	If Benbrook or Ft Worth should come to 4513 Williams Rd, this caused MedStar to take over 15 minutes to get to me. <i>A letter will be sent to the patient letting them know we are working on this.</i>
137	You sent two different statement within a week to pay. You don't need to waste paper and staff to print and mail out again. At least give me time to write the check and mail it. <i>The patient received 1st invoice the first week then a survey card the following week. I think they were confused on each item received from us.</i>
138	I am waiting on correct bill so that way I can start to pay you. <i>There were some issues on the EOB from Aetna so we are waiting on a corrected one so we can then invoice her with the reconsidered payment amount applied.</i>
139	My cost was so expensive, it is sad.
140	Your diver did not miss a single "bump" all the way.
139	I don't understand why Medicare won't pay some of the cost of my ambulance service. It will take me 2 + years to pay \$1,190.00. Why am I paying for Medicare if they do not provide this service? <i>We received a denial from Medicare and are filling with the patient's secondary. No invoice has been generated for the patient pending Banker's Life. We will call and check claim status.</i>
141	I am always shocked at the cost of your service. I was charged \$1,025.00 for a 6-7 mile trip to Huguley Hospital from Burleson. I was not injured so only required the hospital trip as a safety precaution. You crew was polite as I did not require any extra service. <i>We will send the letter created by Matt Z. explaining our rates and how they are determined. Account has been paid in full.</i>
142	It has been very difficult trying to get the bill taken care of properly. If you all would get the right insurance info you'll need before leaving the property when the matter is not life threatening it would save others unnecessary stress and burdens. Thank you and have a great year. Maybe you'll solve this problem for the future. <i>Patient was an overdose and could not provide the insurance at the time of service. We've filed all the insurance and are refunding the patient their money they sent in before the insurance could process the claim.</i>
143	We can't afford out bill. We both are on disability. (2/3 of what we use to make) <i>We will contact about discount and/or charity care program. They owe \$100 which is the copayment for Medicare RSK.</i>
144	I felt pressured to go to the ER though we were fine. I guess it's a legal thing. <i>Matt Z. will be sending a letter to the patient.</i>
145	The paramedics were extremely negative and not helpful. <i>A letter will be sent to the patient letting them know we will be speaking to the crew who responded to their call.</i>
146	My only comment is that I have copd & asthma and at the time I also had pneumonia, but did not know it at the time. Just knew I could not breath. Please train you ambulance personnel to be kind and professional to their passengers and to never tell them " this is just a panic attack. We see it all the time in people your age" they meant no harm, but as sick as I was it hurt my feelings and embarrassed me. I laughed to cover how my discomfort but it was not funny. <i>A letter will be sent to the patient letting them know we will be speaking to the crew who responded to thier call.</i>
147	My interaction with the office staff to provide insurance information has been less than professional. <i>This account was pending 3rd party insurance due to MVA. I'll speak with the supervisor as well as the patient account representatives on the StarCare vales for Customer Service.</i>