



Area Metropolitan Ambulance Authority
551 East Berry Street
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(817) 923-3700
(817) 632-0530 (Fax)
www.medstar911.org

MEMORANDUM

DATE: September 25, 2013
TO: AMAA Board of Directors
FROM: Douglas Hooten, Executive Director
SUBJECT: August Reports

Enclosed are copies of the August Reports for MedStar Mobile Healthcare Board of Directors meeting. If you have any questions, please feel free to contact me at (817) 923-3700, ext. 109.

Our Mission:

*To provide world class mobile healthcare with the highest quality customer service
and clinical excellence in a fiscally responsible manner*



Amaa/MedStar
Report to Board of Directors
Finance Report
September, 2013 informational packet
Based on August, 2013 results

Operational Results

For the month of August 2013, revenues were \$3,879,506 compared to budget of \$3,022,470 and a positive variance of \$857,036. Expenses (net of interest and depreciation) were \$2,540,908 compared to budget of \$2,533,088 for a negative variance of \$7,820. Net Retained Earnings were \$1,176,144 compared to budget of \$279,262 for a positive variance of \$896,882. In August, all data required for recording of the Ambus grant was available, resulting in a net gain of \$509K for the month and year to date.

Year to Date revenues were \$34,624,518 compared to budget of \$32,694,358 for a positive variance of \$1,930,159. Expenses (net of interest and depreciation) were \$27,917,540 compared to budget of \$28,162,528 for a positive variance of \$244,988. Net Year to Date Retained Earnings were \$4,792,682 compared to budget of \$2,220,499 and a positive variance of \$2,572,183.

Collections

Collections by Month of Service indicates an average 12-month collection percentage of 28.65%.

Collection by Member City

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

Included in this report are a set of key financial indicators we will begin reporting on monthly. There are descriptions of each ratio included in the report; all ratios are positive as of August, 2013.

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

ASSETS

Current Assets

Cash and Equivalents	\$	24,073,735.23	
Patient Accounts Receivable (net of allowance)		4,547,053.04	
Inventory		335,072.87	
Prepaid Insurance and Expense		429,085.33	
		<u>429,085.33</u>	
 Total Current Assets			 29,384,946.47
 Property and Equipment			 <u>7,753,191.55</u>
 Total Assets			 <u><u>\$ 37,138,138.02</u></u>

LIABILITIES AND CAPITAL

Current Liabilities

Accounts Payable	\$	95,770.32	
Interest Payable		60,757.40	
Payroll Taxes and Benefits Payable		1,046,679.49	
Current Portion - Amb Purchase		268,529.69	
		<u>268,529.69</u>	
 Total Current Liabilities			 1,471,736.90

Long-Term Liabilities

Deferred Subscription Income		191,409.98	
Construction Loan - Chase		3,325,714.28	
Ambulance Purchase		587,182.52	
		<u>587,182.52</u>	
 Total Long-Term Liabilities			 <u>4,104,306.78</u>
 Total Liabilities			 5,576,043.68

Net Assets <Deficit>

Capital Contribution		316,920.50	
Retained Earnings		26,452,491.41	
Net Income		4,792,682.43	
		<u>4,792,682.43</u>	
 Total Net Assets <Deficit>			 <u>31,562,094.34</u>
 Total Liabilities & Net Assets <Deficit>			 <u><u>\$ 37,138,138.02</u></u>

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the Eleven Months Ending August 31, 2013

	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	11,387,676.65	11,206,536.00	181,140.65	121,646,698.09	120,974,040.00	672,658.09
Less: Contractual Allowances	(4,885,934.39)	(5,840,846.00)	954,911.61	(49,039,527.12)	(63,051,667.00)	14,012,139.88
Less: Provision for Uncollectibles	(3,371,463.94)	(2,395,957.00)	(975,506.94)	(39,574,687.95)	(25,864,249.00)	(13,710,438.95)
Patient Fees - NET	3,130,278.32	2,969,733.00	160,545.32	33,032,483.02	32,058,124.00	974,359.02
Special Events	8,107.00	16,228.00	(8,121.00)	228,001.13	178,508.00	49,493.13
Subsidy	3,227.98	2,504.94	723.04	39,308.34	39,308.34	0.00
Education	2,150.00	1,667.00	483.00	41,860.00	59,703.00	(17,843.00)
Other	735,742.90	32,337.75	703,405.15	1,282,865.75	358,715.25	924,150.50
Total Revenues	\$ 3,879,506.20	\$ 3,022,470.69	857,035.51	\$ 34,624,518.24	\$ 32,694,358.59	1,930,159.65
Payroll	1,498,625.79	1,473,238.67	25,387.12	16,527,349.85	16,019,292.37	508,057.48
Benefits and Taxes	391,789.94	392,797.25	(1,007.31)	4,719,265.70	4,357,533.75	361,731.95
Fuel	20,252.56	119,840.00	(99,587.44)	1,068,996.49	1,318,240.00	(249,243.51)
Oxygen	5,604.67	4,292.00	1,312.67	52,636.06	47,212.00	5,424.06
Medical Supplies	129,514.96	179,033.00	(49,518.04)	1,383,835.45	1,969,363.00	(585,527.55)
Other Vehicle & Equipment	53,061.51	36,230.83	16,830.68	431,583.88	399,296.13	32,287.75
Rent & Utilities	37,586.92	33,574.33	4,012.59	355,823.35	369,317.63	(13,494.28)
Repairs & Maintenance Facility & Equipmnt	16,789.51	23,832.50	(7,042.99)	176,205.67	262,157.50	(85,951.83)
Postage & Shipping	12,179.93	11,261.42	918.51	79,024.40	123,875.62	(44,851.22)
Equipment Rental	6,952.02	6,661.50	290.52	75,829.55	73,276.50	2,553.05
Insurance	57,722.33	21,318.67	36,403.66	253,631.92	234,505.37	19,126.55
Advertising & Public Relations	6,927.82	12,395.08	(5,467.26)	111,980.67	136,345.88	(24,365.21)
Printing	1,898.90	1,168.00	730.90	23,240.89	12,848.00	10,392.89
Tehnical Support	158.72	159.00	(0.28)	1,587.20	1,749.00	(161.80)
Travel & Entertainment	10,918.58	4,217.00	6,701.58	112,624.49	101,959.00	10,665.49
Professional Fees	159,449.91	111,835.99	47,613.92	1,511,516.95	1,235,645.89	275,871.06
Non-Capital Equipment	20,113.06	11,278.00	8,835.06	174,429.64	183,620.00	(9,190.36)
Educational Expense/Training	29,854.90	15,758.67	14,096.23	146,919.89	294,618.37	(147,698.48)

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the Eleven Months Ending August 31, 2013

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Office Equip Maint	73,179.92	62,239.75	10,940.17	602,428.76	886,856.25	(284,427.49)
Bank Service Charges	2,098.11	5,500.00	(3,401.89)	68,619.68	60,500.00	8,119.68
Dues & Subscriptions	2,029.83	1,789.00	240.83	26,691.37	22,979.00	3,712.37
Computer Related Costs	1,211.50	4,667.00	(3,455.50)	9,282.11	51,337.00	(42,054.89)
Miscellaneous	2,986.56	0.00	2,986.56	4,036.13	0.00	4,036.13
Total Other Expenses	\$ 2,540,907.95	\$ 2,533,087.66	7,820.29	\$ 27,917,540.10	\$ 28,162,528.26	(244,988.16)
Earnings before Interest & Depreciation	1,338,598.25	489,383.03	849,215.22	6,706,978.14	4,531,830.33	2,175,147.81
Interest	8,742.97	4,663.00	4,079.97	68,817.01	51,293.00	17,524.01
Depreciation	153,711.21	205,458.00	(51,746.79)	1,845,478.70	2,260,038.00	(414,559.30)
Net Retained Earnings	\$ 1,176,144.07	\$ 279,262.03	896,882.04	\$ 4,792,682.43	\$ 2,220,499.33	2,572,183.10

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the Eleven Months Ending August 31, 2013

	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	4,478,631.94	2,969,733.00	1,508,898.94	40,081,886.97	32,058,124.00	8,023,762.97
Other Revenues	(599,125.74)	52,737.69	(651,863.43)	(5,457,368.73)	636,234.59	(6,093,603.32)
Total Revenues	\$ 3,879,506.20	\$ 3,022,470.69	857,035.51	\$ 34,624,518.24	\$ 32,694,358.59	1,930,159.65
Payroll & Benefits	1,890,415.73	1,866,035.92	24,379.81	21,251,862.40	20,376,826.12	875,036.28
Fuel	20,252.56	119,840.00	(99,587.44)	1,068,996.49	1,318,240.00	(249,243.51)
Medical Supplies/Oxygen	135,119.63	183,325.00	(48,205.37)	1,436,471.51	2,016,575.00	(580,103.49)
Other Vehicle & Equipment	53,061.51	36,230.83	16,830.68	431,583.88	399,296.13	32,287.75
Rent & Utilities	37,586.92	33,574.33	4,012.59	355,823.35	369,317.63	(13,494.28)
Repairs & Maintenance Facility & Equipmnt	16,789.51	23,832.50	(7,042.99)	176,205.67	262,157.50	(85,951.83)
Insurance	57,722.33	21,318.67	36,403.66	253,631.92	234,505.37	19,126.55
Professional Fees	159,449.91	111,835.99	47,613.92	1,511,516.95	1,235,645.89	275,871.06
Non-Capital Equipment	59,152.34	25,424.75	33,727.59	514,328.86	541,453.25	(27,124.39)
Other Expenses	111,357.51	111,669.67	(312.16)	917,119.07	1,408,511.37	(491,392.30)
Total Other Expenses	\$ 2,540,907.95	\$ 2,533,087.66	7,820.29	\$ 27,917,540.10	\$ 28,162,528.26	(244,988.16)
Earnings before Interest & Depreciation	1,338,598.25	489,383.03	849,215.22	6,706,978.14	4,531,830.33	2,175,147.81
Interest	8,742.97	4,663.00	4,079.97	68,817.01	51,293.00	17,524.01
Depreciation	153,711.21	205,458.00	(51,746.79)	1,845,478.70	2,260,038.00	(414,559.30)
Net Retained Earnings	\$ 1,176,144.07	\$ 279,262.03	896,882.04	\$ 4,792,682.43	\$ 2,220,499.33	2,572,183.10

MedStar - Collections by Charge Month

Aug-13

Month	Charges	Month 1	Month 2	Month 3	Month 4
Oct-10	\$ 10,975,047	\$ 115,693	\$ 1,520,697	\$ 632,092	\$ 238,245
Nov-10	\$ 10,473,916	\$ 188,633	\$ 1,352,674	\$ 544,323	\$ 174,628
Dec-10	\$ 10,762,121	\$ 186,585	\$ 1,471,110	\$ 423,974	\$ 214,744
Jan-11	\$ 11,122,687	\$ 125,161	\$ 731,809	\$ 1,209,583	\$ 254,888
Feb-11	\$ 10,757,713	\$ 5,110	\$ 1,452,279	\$ 662,816	\$ 265,865
Mar-11	\$ 10,969,435	\$ 194,720	\$ 1,436,213	\$ 640,078	\$ 194,253
Apr-11	\$ 11,217,447	\$ 290,208	\$ 1,601,625	\$ 428,862	\$ 178,592
May-11	\$ 11,285,773	\$ 265,035	\$ 1,546,056	\$ 435,027	\$ 216,622
Jun-11	\$ 11,016,455	\$ 225,906	\$ 1,406,997	\$ 521,917	\$ 159,315
Jul-11	\$ 11,363,962	\$ 125,049	\$ 1,683,643	\$ 441,160	\$ 189,267
Aug-11	\$ 11,471,579	\$ 275,453	\$ 1,498,109	\$ 495,376	\$ 144,437
Sep-11	\$ 10,584,790	\$ 294,560	\$ 1,538,249	\$ 413,287	\$ 171,165
Oct-11	\$ 10,566,030	\$ 458,973	\$ 1,438,142	\$ 363,923	\$ 171,413
Nov-11	\$ 10,211,488	\$ 393,251	\$ 1,447,104	\$ 455,570	\$ 164,641
Dec-11	\$ 10,798,689	\$ 290,849	\$ 1,325,598	\$ 581,753	\$ 199,781
Jan-12	\$ 10,792,424	\$ 147,358	\$ 1,263,705	\$ 483,207	\$ 552,485
Feb-12	\$ 10,362,710	\$ 239,153	\$ 1,295,213	\$ 701,314	\$ 177,402
Mar-12	\$ 10,757,277	\$ 254,369	\$ 1,708,050	\$ 494,319	\$ 171,190
Apr-12	\$ 10,604,385	\$ 270,648	\$ 1,497,831	\$ 490,370	\$ 174,801
May-12	\$ 10,836,158	\$ 292,118	\$ 1,399,516	\$ 563,398	\$ 263,625
Jun-12	\$ 10,507,576	\$ 187,853	\$ 1,277,996	\$ 716,418	\$ 203,473
Jul-12	\$ 11,233,949	\$ 143,112	\$ 1,499,442	\$ 647,554	\$ 253,378
Aug-12	\$ 11,231,353	\$ 395,006	\$ 1,259,900	\$ 716,077	\$ 173,040
Sep-12	\$ 10,931,864	\$ 256,850	\$ 1,263,106	\$ 668,717	\$ 230,645
Oct-12	\$ 10,821,609	\$ 328,973	\$ 1,566,209	\$ 459,688	\$ 235,331
Nov-12	\$ 10,313,485	\$ 226,719	\$ 1,065,595	\$ 882,414	\$ 273,144
Dec-12	\$ 11,256,725	\$ 284,895	\$ 1,693,010	\$ 507,948	\$ 229,086
Jan-13	\$ 12,214,103	\$ 154,132	\$ 1,695,668	\$ 744,074	\$ 187,992
Feb-13	\$ 9,889,908	\$ 216,490	\$ 1,393,240	\$ 554,079	\$ 235,058
Mar-13	\$ 10,768,038	\$ 256,164	\$ 1,637,742	\$ 566,599	\$ 126,534
Apr-13	\$ 10,785,615	\$ 270,713	\$ 1,732,760	\$ 484,572	\$ 145,646
May-13	\$ 11,576,070	\$ 291,864	\$ 1,658,623	\$ 590,922	\$ 201,434
Jun-13	\$ 11,227,145	\$ 211,029	\$ 1,589,158	\$ 670,378	\$ -
Jul-13	\$ 11,336,792	\$ 229,703	\$ 1,777,847	\$ -	\$ -
Aug-13	\$ 11,221,542	\$ 334,674	\$ -	\$ -	\$ -

AVG 12 Mo

2.32%

13.84%

5.67%

1.91%

Month 11	Month 12	Month 13	Total 6 Collected	
\$ 10,615	\$ 11,252	\$ 64,394	\$ 2,881,024	26.25%
\$ 14,307	\$ 36,610	\$ 37,469	\$ 2,635,108	25.16%
\$ 28,655	\$ 8,433	\$ 35,945	\$ 2,669,747	24.81%
\$ 15,992	\$ 11,960	\$ 48,500	\$ 2,793,804	25.12%
\$ 20,719	\$ 18,700	\$ 31,715	\$ 2,753,326	25.59%
\$ 30,060	\$ 9,007	\$ 36,123	\$ 2,822,129	25.73%
\$ 13,711	\$ 18,543	\$ 39,443	\$ 2,879,915	25.67%
\$ 13,909	\$ 15,022	\$ 14,841	\$ 2,765,946	24.51%
\$ 16,222	\$ 21,167	\$ 18,578	\$ 2,654,238	24.09%
\$ 13,451	\$ 13,071	\$ 9,288	\$ 2,724,343	23.97%
\$ 15,463	\$ 11,881	\$ 9,450	\$ 2,721,276	23.72%
\$ 16,046	\$ 7,795	\$ 10,074	\$ 2,704,995	25.56%
\$ 11,430	\$ 11,337	\$ 69,501	\$ 2,827,816	26.76%
\$ 12,399	\$ 11,822	\$ 31,130	\$ 2,827,838	27.69%
\$ 12,588	\$ 8,677	\$ 32,172	\$ 2,900,291	26.86%
\$ 15,012	\$ 18,370	\$ 22,928	\$ 2,761,742	25.59%
\$ 4,106	\$ 7,042	\$ 16,119	\$ 2,670,131	25.77%
\$ 10,958	\$ 10,281	\$ 25,618	\$ 2,931,385	27.25%
\$ 10,546	\$ 15,195	\$ 39,716	\$ 2,777,607	26.19%
\$ 9,700	\$ 40,717	\$ 19,275	\$ 2,872,113	26.50%
\$ 46,497	\$ 9,133	\$ 7,879	\$ 2,719,134	25.88%
\$ 58,564	\$ 6,718	\$ 11,099	\$ 2,895,365	25.77%
\$ 21,905	\$ 12,331	\$ 10,530	\$ 2,893,144	25.76%
\$ 6,109	\$ 15,690	\$ -	\$ 2,884,473	26.39%
\$ 18,782	\$ -	\$ -	\$ 2,942,147	27.19%
\$ -	\$ -	\$ -	\$ 2,839,043	27.53%
\$ -	\$ -	\$ -	\$ 3,087,787	27.43%
\$ -	\$ -	\$ -	\$ 3,146,483	25.76%
\$ -	\$ -	\$ -	\$ 2,602,661	26.32%
\$ -	\$ -	\$ -	\$ 2,769,181	25.72%
\$ -	\$ -	\$ -	\$ 2,729,776	25.31%
\$ -	\$ -	\$ -	\$ 2,742,843	23.69%
\$ -	\$ -	\$ -	\$ 2,470,565	\$ -
\$ -	\$ -	\$ -	\$ 2,007,550	\$ -
\$ -	\$ -	\$ -	\$ 334,674	\$ -

0.17%

0.13%

0.23%

27.28%

Capital Budget FY2013
Purchase Summary, August 2013

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	\$ 77,605	\$ 4,395	Y
Braun IV pumps (23)	\$ 112,000	\$ 82,000	\$ 30,000	Y
			\$ -	
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	\$ 117,171	\$ (19,171)	Y
			\$ -	
Online fax / fax server	\$ 15,660	\$ 13,570	\$ 2,090	Y
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 (2)	\$ 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 Communications	\$ 117,581	\$ 28,897	\$ 88,684	
Road safety vests (300)	\$ 10,500	\$ 8,620	\$ 1,880	Y
Stryker Stair Chair (56)	\$ 106,000	\$ 120,213	\$ (14,213)	Y
Replace Totaled vehicle (Unit 66)	\$ 130,000	\$ 136,500	\$ (6,500)	Y
Mannequin Upgrades for CCR Training	\$ 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)	
Professional - remount #23		\$ 101,071	\$ (101,071)	
Total Purchases	\$ 4,158,170	\$ 3,587,848	\$ 570,322	

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

	Goal		FY 2011		FY 2012		Current
Current Ratio	> 1	\$	10.44	\$	10.42	\$	19.97

Indicates the total short term resources available to service each dollar of debt. Ratio should be greater than 1, so

Debt/Equity Ratio	<2:1		.08:1		.06:1		.14:1
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Relative amount of funds provided by lenders. Today, 4% of all funds are provided by debt. Desired ratio is

Accounts Receivable Turnover	>3		6.08		6.53		7.93
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior

Return on Net Assets	6.90%		13.12%		10.42%		16.57%
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Reveals management's effectiveness in generating profits from the assets available. Our budgeted return on net

MedStar System Performance Summary

August 2013

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	95	95
Filled	89	91
In Training	3	0
FMLA / Light Duty / Other	6	1
Availability %	87.4%	94.7%

Unit Hour Production

Scheduled UH	20,188
Produced UH	18,629
Scheduling Efficiency	92.3%

Response Time Reliability

Overall	93.6%
P1	92.7%
P2	93.1%
P3	94.5%
P4	94.2%

Average Response Time

Average

P1	5:27
P2	5:55
P3	7:23

Extended Calls

Total

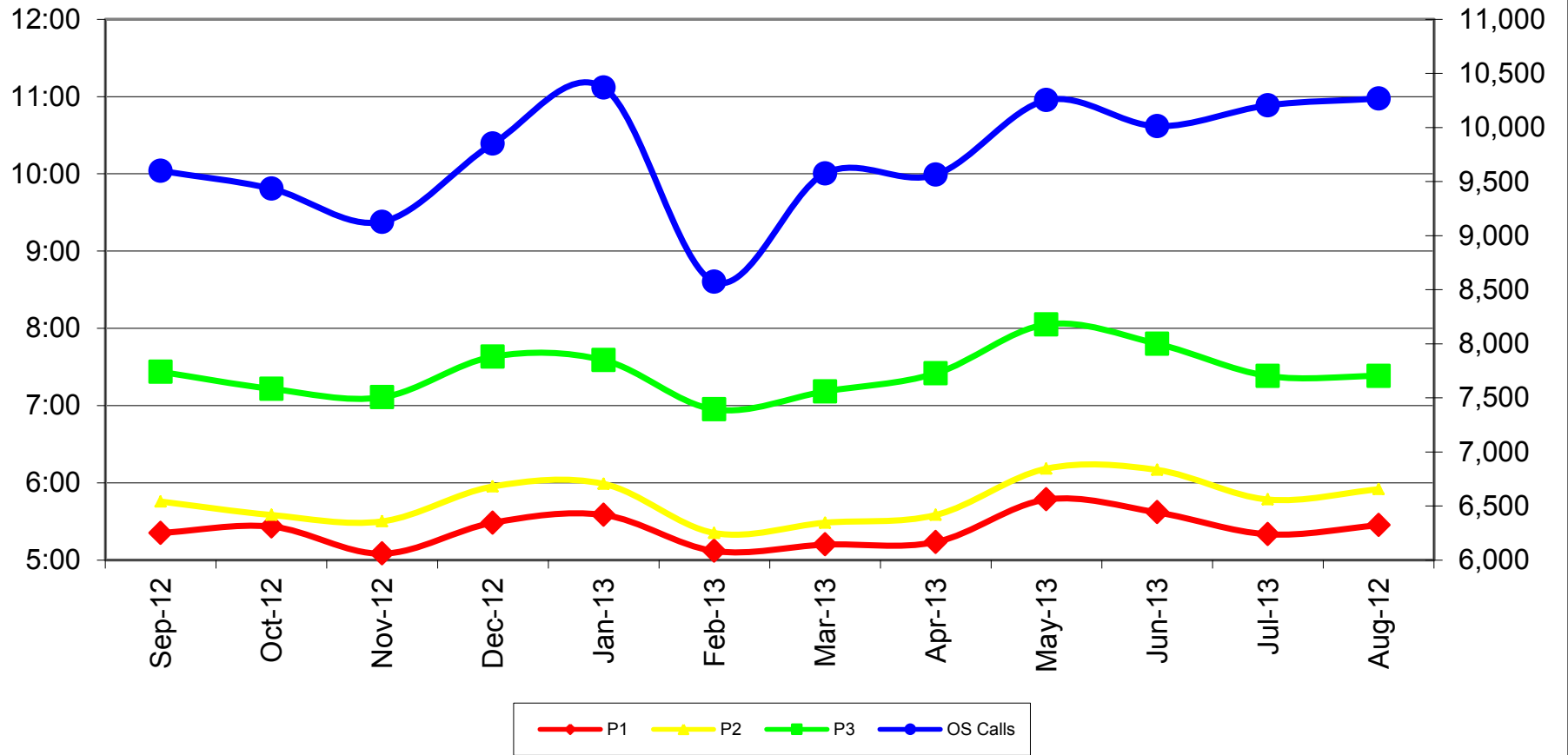
Daily Avg

P1 Calls > 18:00	16	0.5
P2 Calls > 22:00	13	0.4
P3 Calls > 30:00	17	0.5

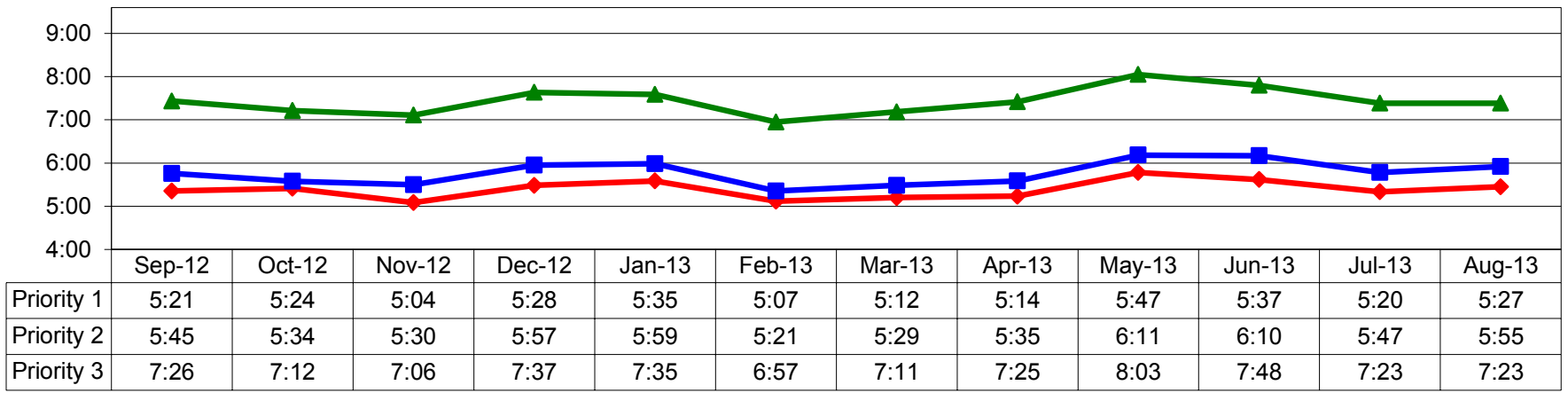
Customer Satisfaction Twelve Month Period

Cards Mailed	44,815
Cards Returned	3,840
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	88%
EMS Crew Helpful & Professional?	94%
Billing Staff Helpful?	54%
Overall Were You Satisfied With The Services?	92%

Average Response Time And Response Volume



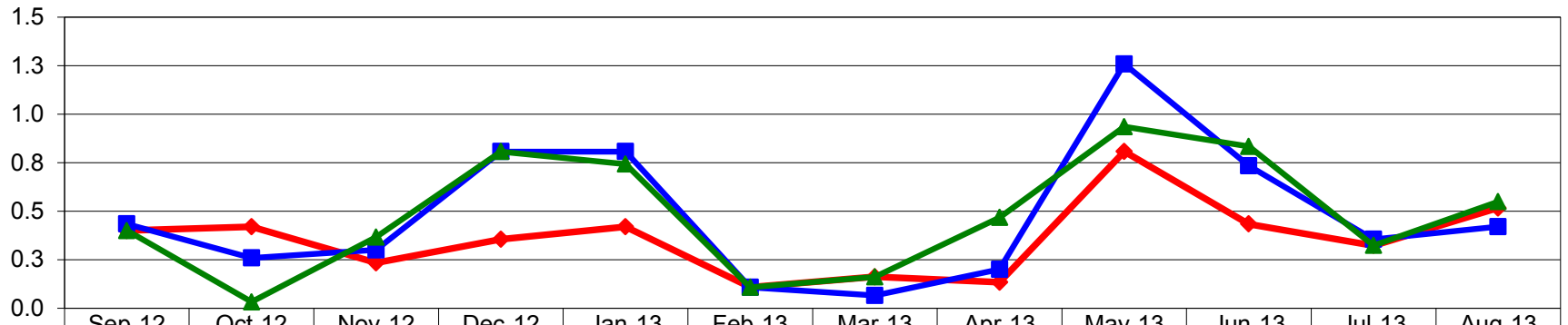
Performance Indicators Last 12 Months Average Response Time



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

Performance Indicators Last 12 Months

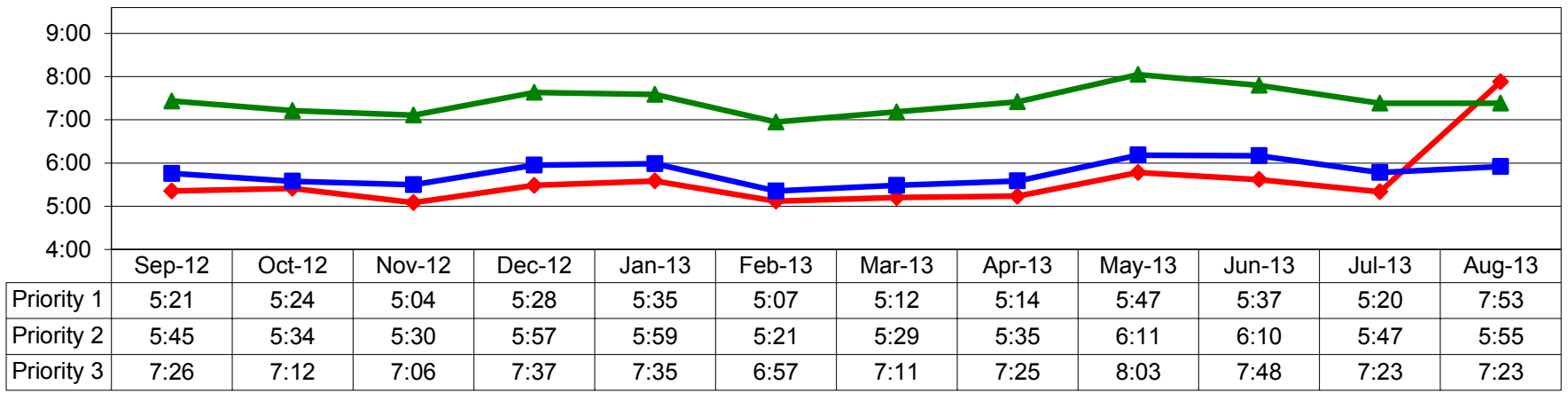
Total Monthly Extended Response Times (Response Time Criteria x2)



	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Priority 1	0.4	0.4	0.2	0.4	0.4	0.1	0.2	0.1	0.8	0.4	0.3	0.5
Priority 2	0.4	0.3	0.3	0.8	0.8	0.1	0.1	0.2	1.3	0.7	0.4	0.4
Priority 3	0.4	0.0	0.4	0.8	0.7	0.1	0.2	0.5	0.9	0.8	0.3	0.5



Performance Indicators Last 12 Months Average Response Time



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

System Response Time Reliability and Average Response Time Performance

August 01, 2013 thru August 31, 2013

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,356	2,315	1,761	2,222	90.7%	90.7%	00:05:26
2	3,531	3,424	2,476	3,240	92.8%	92.8%	00:05:54
3	3,600	3,416	2,253	2,928	92.9%	92.9%	00:07:36
4	780	778	745	750	93.7%	93.7%	00:01:41
	10,267	9,933	7,235	9,140			

Response Time Reliability and Average Response Time Performance By Member City

August 01, 2013 thru August 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	4	4	3	4	< 09:00	100.0%	92.0%	00:05:08
	2	5	5	4	5	< 11:00	100.0%	97.0%	00:02:09
	3	6	6	6	6	< 15:00	100.0%	93.0%	00:07:43
		15	15	13	15				
Burleson	1	68	67	55	65	< 09:00	85.3%	81.0%	00:05:31
	2	95	93	72	89	< 11:00	83.2%	84.0%	00:06:14
	3	66	60	47	57	< 15:00	97.0%	94.0%	00:06:27
	4	107	107	106	107	= 00:00	93.5%	93.5%	00:02:41
	336	327	280	318					
Edgecliff Village	1	3	2	2	2	< 09:00	100.0%	100.0%	00:03:51
	2	3	3	2	3	< 11:00	100.0%	97.0%	00:05:01
	3	3	2	2	2	< 15:00	100.0%	96.0%	00:05:24
		9	7	6	7				
Forest Hill	1	30	30	21	30	< 09:00	93.3%	95.0%	00:05:44
	2	62	59	41	56	< 11:00	96.8%	93.0%	00:05:48
	3	45	41	27	38	< 15:00	88.9%	94.0%	00:07:24
		137	130	89	124				
Fort Worth	1	1,980	1,946	1,485	1,862	< 09:00	91.2%	91.2%	00:05:23
	2	2,971	2,884	2,080	2,728	< 11:00	93.6%	93.6%	00:05:50
	3	3,156	3,008	1,958	2,548	< 15:00	93.3%	93.3%	00:07:34
	4	655	655	623	627	= 00:00	93.7%	93.7%	00:01:27
	8,762	8,493	6,146	7,765					
Haltom City	1	92	92	68	88	< 09:00	85.9%	87.0%	00:06:29
	2	121	114	83	102	< 11:00	88.4%	88.4%	00:07:11
	3	100	91	69	85	< 15:00	83.0%	83.0%	00:10:04
	4	2	2	2	2	= 00:00	100.0%	NA	00:00:00
	315	299	222	277					
Haslet	1	2	1	1	1	< 09:00	100.0%	60.0%	00:02:42
	2	7	6	4	6	< 11:00	57.1%	80.0%	00:09:51
	3	2	1	1	1	< 15:00	100.0%	NA	00:10:21
		11	8	6	8				
Lakeside	1	1	1	1	1	< 09:00	0.0%	NA	00:15:42
	2	3	3	3	3	< 11:00	66.7%	NA	00:10:42
	3	2	2	2	2	< 15:00	100.0%	NA	00:07:58
		6	6	6	6				
Lake Worth	1	24	24	13	23	< 09:00	83.3%	88.0%	00:05:50
	2	56	55	41	54	< 11:00	85.7%	85.0%	00:05:22
	3	43	40	30	37	< 15:00	86.0%	85.0%	00:07:48
	4	2	2	2	2	= 00:00	100.0%	NA	00:00:00
	125	121	86	116					
River Oaks	1	18	18	15	18	< 09:00	94.4%	91.0%	00:06:19
	2	21	21	10	20	< 11:00	100.0%	94.0%	00:06:28
	3	19	18	10	17	< 15:00	100.0%	94.0%	00:08:57
		58	57	35	55				
Saginaw	1	32	30	21	29	< 09:00	90.6%	84.0%	00:05:53
	2	53	51	32	48	< 11:00	83.0%	86.0%	00:07:03
	3	39	32	21	28	< 15:00	92.3%	94.0%	00:07:49
		124	113	74	105				
Sansom Park	1	22	22	15	22	< 09:00	86.4%	89.0%	00:04:49
	2	32	30	21	26	< 11:00	84.4%	88.0%	00:06:58
	3	29	27	16	26	< 15:00	96.6%	93.0%	00:06:47
	4	3	3	3	3	= 00:00	100.0%	NA	00:00:00

Response Time Reliability and Average Response Time Performance By Member City

August 01, 2013 thru August 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
		86	82	55	77				
Westover Hills	2	2	2	1	2	< 11:00	100.0%	NA	00:06:12
	3	1	1	1	1	< 15:00	100.0%	NA	00:08:26
		3	3	2	3				
White Settlement	1	72	71	55	70	< 09:00	91.7%	92.0%	00:05:09
	2	92	90	76	90	< 11:00	95.7%	96.0%	00:04:48
	3	81	79	60	73	< 15:00	91.4%	93.0%	00:06:50
	4	11	9	9	9	= 00:00	90.9%	NA	00:06:50
		256	249	200	242				
Westworth Village	1	8	7	6	7	< 09:00	87.5%	93.0%	00:05:43
	2	8	8	6	8	< 11:00	75.0%	92.0%	00:07:52
	3	8	8	3	7	< 15:00	100.0%	91.0%	00:06:50
		24	23	15	22				
Grand Total		10,267	9,933	7,235	9,140				

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary August 2012 - July 2013**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
AUG '12	1927	269	14%
SEP '12	1927	245	13%
OCT '12	2623	339	13%
NOV '12	2298	340	15%
DEC '12	2052	326	16%
JAN '13	3008	453	15%
FEB '13	2220	255	11%
MAR '13	4799	326	7%
Apr '13	5271	379	7%
May '13	5515	349	6%
June '13	4689	278	6%
July '13	5263	129	2%
TOTAL	41592	3688	9%

Fire Department Helpful?					
YES	%	NO	%	NA	%
206	77%	5	2%	58	22%
184	75%	7	3%	54	22%
269	79%	8	2%	62	18%
270	79%	4	1%	66	19%
256	79%	5	2%	65	20%
351	77%	5	1%	97	21%
194	76%	4	2%	57	22%
245	75%	11	3%	70	21%
297	78%	6	2%	76	20%
259	74%	8	2%	82	23%
228	82%	3	1%	47	17%
101	78%	4	3%	24	19%
2860	78%	70	2%	758	21%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
209	78%	4	1%	56	21%
189	77%	5	2%	51	21%
274	81%	3	1%	62	18%
264	78%	3	1%	73	21%
269	83%	0	0%	57	17%
370	82%	3	1%	80	18%
205	80%	1	0%	49	19%
261	80%	3	1%	62	19%
295	78%	4	1%	80	21%
273	78%	4	1%	72	21%
225	81%	2	1%	51	18%
104	81%	1	1%	24	19%
2938	80%	33	1%	717	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
238	88%	9	3%	22	8%
212	87%	12	5%	21	9%
288	85%	16	5%	35	10%
300	88%	11	3%	29	9%
292	90%	7	2%	27	8%
409	90%	7	2%	37	8%
228	89%	5	2%	22	9%
292	90%	5	2%	29	9%
324	85%	12	3%	43	11%
303	87%	13	4%	33	9%
246	88%	4	1%	28	10%
109	84%	10	8%	10	8%
3241	88%	111	3%	336	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
254	94%	6	2%	9	3%
229	93%	7	3%	9	4%
314	93%	8	2%	17	5%
325	96%	5	1%	10	3%
308	94%	3	1%	15	5%
434	96%	4	1%	15	3%
243	95%	0	0%	12	5%
307	94%	5	2%	14	4%
354	93%	4	1%	21	6%
321	92%	11	3%	17	5%
263	95%	3	1%	12	4%
119	92%	8	6%	2	2%
3471	94%	64	2%	153	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
162	60%	9	3%	98	36%
130	53%	9	4%	106	43%
181	53%	7	2%	151	45%
186	55%	8	2%	146	43%
164	50%	3	1%	159	49%
245	54%	1	0%	207	46%
141	55%	7	3%	107	42%
195	60%	6	2%	125	38%
194	51%	6	2%	179	47%
173	50%	7	2%	169	48%
160	58%	8	3%	110	40%
69	53%	3	2%	57	44%
2000	54%	74	2%	1614	44%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
253	94%	2	1%	14	5%
225	92%	9	4%	11	4%
320	94%	10	3%	9	3%
320	94%	7	2%	13	4%
306	94%	3	1%	17	5%
422	93%	13	3%	18	4%
239	94%	4	2%	12	5%
300	92%	6	2%	20	6%
355	94%	8	2%	16	4%
315	90%	15	4%	19	5%
254	91%	10	4%	14	5%
108	84%	14	11%	7	5%
3417	93%	101	3%	170	5%

2010/2011 Gross Responses

YES	17,927	81%
NO	453	2%
N/A	3,748	17%
	<u>22,128</u>	

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

1	I can't remember my Emt's names, but they were awesome. They were compassionate kept me calm and reassured.
2	MedStar did a good job getting me to the hospital. I had to wait from 10 pm to 4 am for the doctor to stitch my right eye.
3	If I ever have another accident I hope I get as much help as I got with your dept. Thank you!
4	my hand.
5	Well I don't have any other questions about your survey. Everything was great and helpful and now I am getting better than I was before. Thanks y'all for taken care of me and again I very much appreciate.
6	The fire department guys and the ambulance crew were great. They reduced my anxiety level, asked the right questions and hooked me up. Then they took me to a great hospital. Their composure during my stressful situation kept me calm and I felt very secure with them.
7	So far the best service I have received in another state beside my own. Thank you all for first class service. God bless
8	MedStar reported promptly to our calling 911. The service provided was exceptional and appreciated much.
9	I fell hitting my head in front of a store. I did not know anyone there and I do not recall exactly what happened. I appreciate MedStar and I am thankful for their professional rapid response.
10	Thanks for being there for my mother when she needed you!
11	For our situation, we requested not to have first responders, we didn't need them. However they still came and combined with everyone else it created a chaotic scene inside and outside my house. The paramedics were incredible! Very helpful, patient, understanding, and non-judgmental. I am seriously happy with them and there professionalism and sincere concern. Thank you!
12	Sorry, I failed to get the names of the 2 MedStar crew. They were both were kind and compassionate to not only the patient(my 96 year old mother) but to the sister and me as well. They should be commended for excellent care. Thank you, Kathy A. 817-***-***
13	I am grateful.
14	When I fell and broke my arm, all were very helpful and caring. The pain was great. I was helped off the ground with great care and transported. Very happy worth the service and personnel.
15	The MedStar dispatchers have been helpful.
16	Very helpful.
17	Very quiet, polite, and professional.
18	Can't say enough good about MedStar. Very, Very Professional!! Can't pay yet. Please be understanding... Just got Medicaid approved.
19	I was very impressed with the crew.
20	Thank you!
21	This ride to Harris will be paid for by All State. Insured name is *****, Drivers Name *****. Policy# ##### Claim# #####JMW.

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

22	They were able to keep him calm.
23	I am not sure on some answers since I was too sick to care. The EMS people were wonderful.
24	Very professional groups.
25	Everyone was very nice and helpful, Thank you.
26	Everything was handled in a professional manner during an extremely stressful situation.
27	Professional and knowledgeable and courteous service. Thank you!
28	Services in general was professional.
29	Please send bills to Aetna first.
30	The team was very professional, very attentive with no mistakes. Very satisfied.
31	They were very courteous.
32	Very comforting.
33	I am 90 years old. It was the first time I have ever had to call on MedStar. I was scared to death over the fall, I had taken. They eased my fears and so I recommend all of them highly. Very professional.
34	Sorry to report Floyd Hughes has passed away on 06-18-2013 due to hemorrhagic stroke which was diagnosed at the hospital at 3:00am. Thank you for transporting him.
35	Very, very, very, good service in a time of need.
36	Your service was awesome. The dispatcher was helpful in directing me what to do. Also the MedStar crew helped calm me down and told me everything would be alright with my husband. Later on that day at the ER, one of the MedStar crew saw me and asked me how my husband was doing. I was so grateful for his concern. Thanks to the MedStar crew. We appreciate you for such great and dedicated
37	The responders and all other personnel were excellent. I have motion sickness and even though I had taken medication earlier it didn't help. The attendant was very concerned, I could have not asked for better care. Thanks!
38	The two young men I called you- all to comment on hoe fantastic they were. Never was put through to talk to. Please look up my ride. See who the two men were and give them my thanks. they were great.
39	The EMS responders were very helpful and caring. I am appreciative of their courteous and helpful demeanor in my life of need. They are also lightened the mood with humor. It was much needed for my first- hopefully last ambulance ride.
40	I was kept calm at all times. I enjoyed listening to the radio. My EMT was very kind and patient with me. However, I was cold but I didn't ask for a blanket. Overall, ride was fine.
41	Tabatha Rocks!! Gave me info on my accident, I was unconscious during the transition. But I give them an A!

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

42	The paramedic and ride of the ambulance were exceptionally nice and comforting. They seem to have taken a longer route than needed through the ER. My husbands friend beat us there.
43	Many thanks for the service. You'll were very helpful and friendly.
44	I was transported from Harris FW to courtyards of Fort worth in White Settlement and service was excellent.
45	Thank you. Great job.
46	I did not call 911, I was simply transported from Joshua ER to Harris Southwest and have not received billing.
47	I was taken from one hospital to another. MedStar crew was very caring. Your services are great. Thank you.
48	The 2 gentleman who came for my mom were very kind and professional. Thank you.
49	Everyone made me feel so comfortable and I knew from the start I was in very capable hands. Thanks to all these wonderful people for taking such good, excellent care in a very scary situation for me. I hope this note will be seen by the wonderful men and woman from
50	The fire dept. on Columbus Trail was extremely courteous and professional. Not to mention they were here within 2 minutes after my call to MedStar. Thanks to both for your help and support.
51	The MedStar crew saved my life. I had a heart attack. My wife called 911 and MedStar was here in like 3 minutes. You would have thought they were sitting in my driveway when they received the call. They had to use the paddles on me to bring me back. I had a blocked artery. Thank the Lord for you guys. I am fine now thanks to you and the doctor.
52	At a trying time the gentlemen were very kind and caring.
53	
54	Fire Department and MedStar were here in record time. Both parties gave me the best of care. Thank them so much.
55	Fire Department did not come out! All were great and very understanding and professional.
56	MedStar was called by Hugely to transport my husband from the CICU to Kindred LTAC. They were very courteous and helpful in explaining to me the best way to find Kindred since I was unable to follow them there.
57	Thank you!
58	Very good service.
59	a broken shoulder. Thanks!
60	EMS arrived in less than 5 minutes after calling 911 and went out of their way to offer reassurance and assistance.
61	Thank you for everyone was so very nice.
62	I was well taken care of.

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

63	I'm very pleased with you all. Thank you very much. God bless you all.
64	Excellent service, thanks.
65	I found that the MedStar employees were extremely nice, professional, and personable.
66	They were fine the ones that came.
67	Wonderful care. (Jean B) Lou B passed away 6/20/13 at Harris hospital at the Bloxom tower. Thank you again for your great help.
68	The service was excellent.
69	My mother fractured her hip. The paramedic who assisted her in the ambulance was excellent. He talked with her and kept her calm and stable. Later he checked on her while we were in the ER and after she was admitted to the hospital he called her room to check on her condition. This young man is a great asset to your company. A million thank yous to him! Happened at Marriot Residence FTW, TX
70	I felt like your services was very professional. Also, they seem to be very interested about my physical condition. Thanks again.
71	Everyone was helpful and the explanations were great.
72	Both attendants were very professional, knowledgeable and quick. The mature man was exceptionally nice and encouraged me to go to the hospital because of smoke inhalation from my home burning. Please let both employees know I am very grateful for their wisdom
73	sincerely.
74	This is the second time during my lifetime to have needed the help of MedStar. The first time, a little over 10 years ago, truly left me with a feeling of dread should my family require such services again. It was so bad that we relocated to Benbrook, TX, who uses their own fire department/ambulance and an under 2 minute average response time. I was pleased indeed at the professionalism and kindness shown during the service call that generated this inquiry. I can only hope it means that MedStar has made significant strides in
75	I am on the board of Harris Methodist FW and was very aware of their treatment. Very good.
76	They explained what they were going to do and were kind. Thanks
77	Excellent, professional service!
78	Please thank the MedStar paramedics that helped me! They were absolutely wonderful! They made a very scary experience less scary. They were very professional and knowledgeable. Thanks for all you do!
79	The paramedics were really nice and willing to talk about anything to keep my mind off the pain.
80	I need to setup payment arrangements or see if my Medicaid will take care of it. Other than the monetary part you all did a really good job and they all need a raise in pay. Thank you.
81	I was taken from one hospital to another and was advised to go by ambulance. Very helpful.

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

82	The head-on collision deployed the airbags. I was unconscious for some time and aware in the ambulance. The EMS and others were helpful and accompanied me into the ER. When I asked if anyone else was hurt I was told I was the only one going to the hospital.
83	Everyone was nice and helpful, the best I have ever had.
84	Super! Thanks for everything!
85	I have to use a lot, sometimes every year. They are very kind and helpful. Thanks.
86	The police man was the one that helped us out.
87	you from my heart.
88	Kudos to MedStar personnel.
89	Everything was handled in the best way. Thank you very much.
90	I appreciate your courteously and help
91	Fast response time!
92	I'm sorry I do not remember much of what went on. I was half out of it. I did not know what was going on. I do not even remember that much of my stay at the hospital. I'm really sorry I can't answer this survey for you, but I do thank you for your service.
93	Your people got to my house in a big hurry. They did a fine and very courteous job. They were very well trained, I should know as I was a volunteer firefighter in Kentucky several years back. Please extend to them my heart felt gratitude.
94	The young man who was with me during the ambulance ride was so personable and made me feel that I was truly in the care of someone who cared! Professional and caring, wish all doctors had that trait. He is to be commended.
95	ambulance.
96	There was 2 very nice, compassionate, young men from vehicle 35. I will never forget how caring they were and how they talked to me and handled me during my painful transfers and the entire trip. They are to be commended for their personality and compassion.
97	Very good service.
98	Mrs. Jenson was taken from a nursing home. I arrived as the ambulance crew was taking her out of the facility. I arrived at the hospital after she was situated at Harris ER. In all, I have no complaints.
99	A+!
100	Service was excellent. We sure do thank you.
101	We have had MedStar and FD service 4 times in 3 years. Have always been professional and helpful.
102	I have not had any communication with the billing staff. The statement received will be turned over to Geico Insurance for payment.
103	Thanks for the great service.

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

104	I was especially pleased that I was allowed to ride in the ambulance to Harris hospital since I don't drive in ft worth. The crew was very considerate in helping me in and out of the ambulance. The crew who rode in the back with my husband talked to him and explained what was happening, which i thought was important. Thank you for your courteous and efficient service.
105	They couldn't have been any nicer! Very, very nice and helpful!!
106	Great work, Amen!
107	Service was very good.
108	Very, very excellent service.
109	She is a senior citizen and she needs to be on your program where you have that plan where you pay 59.95/year no matter how many times you call you won't be charged extra.
110	The MedStar crew could not have been more helpful, kind, considerate-etc. They were the best! The firemen arrived and as soon as the EMS crew arrived (within seconds)they left. Nothing they could do, so they left everything in control of EMS. We were very pleased with
111	I'd call them again for service. Thank you!
112	Quick and courteous service!
113	Didn't speak to dispatch, someone called for me. Appreciate what they did for me. Thanks.
114	Your people were awesome! Thanks.
115	Everyone was so very helpful and kind response was very fast. Thank you.
116	Fantastic!
117	Very professional, kind and understanding.
118	As always, thank you!
119	The whole crew was very caring.
120	Excellent service!
121	Thanks so much. You were there for my husband to save him from possible death. May God bless your staff.
122	Paramedics were excellent. Very thorough and explained what they were doing and when they were headed to the hospital.
123	Excellent!
124	Thanks!
125	Continue your excellent service! You definitely saved my husband. Thanks
126	Both of the techs were very kind and helpful. They helped explain why I might have had what happened and gave me good advice.

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

127	They were professional and very polite and answered questions that were asked.
128	The EMT's were the best, most impressive, most professional guys ever. In fact, they showed more interest and compassion than the ER staff did. They kept me informed and made me feel like I was in very capable hands. Hope I don't need MedStar again soon but it's good to know you have excellent employees who actually care. Thanks.
129	Very, very good!
130	Very satisfied, thanks!
131	Good service. Very helpful!
132	Thank you so much!
133	I was in overwhelming pain and everyone was wonderful to me. Thank you!
134	My husband was very pleased.
135	Your APP were most knowledgeable and the other was very reassuring.
136	I am thankful for the help when I needed it.
137	The service was very good.
138	Unfortunately I do not remember the trip to Harris, but I feel certain they were great. My family did say they were patient, considerate and mostly all very professional.
139	Your crew was amazing! This was not my first time having been transported by ambulance, but definitely a more positive, professional experience then last time. Kudos to this team. They are an asset to MedStar.
140	On August 10th, 930 am Mr. Bobby and his partner was a god-sent angel to my husband. I would like to thank this unit on this day for help and support they were outstanding. Please let this team know how much they meant to our family on that day and my god bless
141	The two men who transported me were polite, friendly and professional.
142	Very good services, keep it up.
143	The guys were reassuring and very professional. Thanks!
144	Very good and professional. Thank you so much. God bless.
145	The 2 medics who cared for me on the transportation to the hospital were very kind. Thanks for being there.
146	We are so thankful to have a crew like yours that we can depend on in time of need. Such kind, helpful, considerate, knowledgeable, men and women. Thanks more than we can express.
147	Don't remember much but was grateful to have them all. Thanks so much!

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148	Thanks, you were really good.
149	I want to thank the young men who helped me and my granddaughter. She thought the ride was cool. The guys were cute and the young man who put the IV in did an excellent job, not one little bruise. Thank you!
150	Everyone was very nice it helped so much the paramedic guy spoke Spanish and was very patient.
151	My EMT guy saw I was scared and he did his very best to explain and make me feel more calm and at ease. I really appreciate his attitude and for his kindness. I will refer your service to my friends and family thank you again for your help.
152	Thanks as always.
153	The ER at All Saints had never seen an IV put in as good. They kept it in until I was dismissed the next day
154	The paramedic staff was very helpful when they took my mom and I in the ambulance after the car accident, they made me feel calm even though I was in shock not knowing exactly how severely hurt my mom was at the moment, than you so much for having such
155	MedStar is the best!
156	I was very satisfied with all of them very helpful and respectful. Thank you and may God bless you all.
157	Very professional!
158	The fire department and EMS were caring and professional.
159	Sympathetic EKG explained. No complaint.
160	Very Helpful. Thank you.
161	Very good service.
162	I don't remember anything about the ambulance ride. I don't remember getting to hospital or for 3 days of hospital stay.
163	They take care of me, excellent. Thank you God bless.
164	Explained in detail the previous experience I had with MedStar waiting over 18 minutes in front of my house and this crew was very professional and dispatched to the hospital as soon as I was loaded.
165	They were very helpful and professional. Thank you.
166	All your services and people were more than anyone could expect. They make me feel so confident they could take care of me. I would gladly use again. Thanks to all who came to my apartment.
167	The work was professional and well done. I feel a lot of relief knowing that you service this area.
168	When I finally opened my eyes I didn't know who I was or who I was but I was surrounded by the EMS team. All were professional and calming. They saved my life. Good job guys.

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169	Thank you so much for helping save my life. Everyone was very professional in doing their job. We don't know what we would do if we couldn't dial 911. Thanks again for your services.
170	It was very excellent. Great bunch of professional people.
171	This household has used your service many times and you all are the best.
172	I have not been billed.
173	The amount of the bill, charged twice for the miles, when we was together, same trip. <i>The customer did not understand that they received a multi patient mileage discount.</i>
174	<i>the auto insurance at the time of contact and has no medical insurance.</i> Ambulance air conditioner didn't work. Worn out old truck. Rough, not treated at all except for collar and back board. Why did I have to cry in pain for 30 or 40 minutes to the hospital? I think I would have been better off not to use the ambulance. Very sad and disappointed. <i>This has been assigned to Shaun Curtis for resolution.</i>
175	The amount of the bill. I am ***** and my son ***** was in the same MedStar ride why were we charged twice for mileage? <i>The customer did not understand that they received a multi patient mileage discount.</i>
176	<i>resolution.</i>
177	Billing is not adhering to the notes on the insurance and proper billing person. <i>Filed insurance and they applied it toward her deductible, therefore customer owes for care giving charge.</i>
178	No billing staff contacted the insurance. <i>MC & Secondary insurance has paid this on this account. No balance due from patient.</i>
179	They cut up a shirt and tie I got from my daughter it costs 50.00. <i>This has been assigned to Jeff Popp for resolution.</i>
180	managed to open it. Dispatcher could not tell my son which hospital I was taken to. He called hospitals till he found me. <i>The lockbox information was in the field. We will work the crews so they know where the information is located. This has been assigned to Shaun Curtis for resolution.</i>
181	then said we had to transport her myself. My 12 year old daughter got rear-ended and EMS refused to get another ambulance. I believe it was some racial related mess. Then we got accused of faking our injuries but the person who admitted hitting us wasn't harassed at all. <i>This has been assigned to Carl Montoya and John Elder for resolution.</i>
182	her to Baylor All Saints in FTW- which took longer, the route driver chose to go. <i>We are looking at routing daily, and will be implementing MARVLIS to help with this.</i>
183	<i>Popp on 9/13/13</i>

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184	jagged cut of loose knit pants. He could have pulled up the leg or down from the waist to give the shot. Resolved by Dustin Black on 9/13/13
185	Dustin Black for resolution.
186	This has been assigned to John Elder for resolution. I told them I cannot handle hospital bill but they don't listen to me so now I cannot pay for hospital. I don't know why they didn't take me to JPS. So I cannot pay your bill too! Customer will be contacted about a discounted rate on balance due.
187	I guess all Mobile ICUs need new shocks. Ride could be smoother. That is the only negative I recall.
188	I got no insurance so I pay as I can. Thank you. If you know anyway I can get help paying the bill please let me know. Customer will be contacted about a discounted rate on balance due.
189	disability and can hardly make ends meet. I'm just so sorry I can't pay this bill at this time. Customer will be contacted about a discounted rate on balance due.
190	mother. I take offense to that! I could not produce my POA in a timely manner and neither I nor my mother asked for the service where by places additional strain on her (our) finances. Hospital tests were negative, she has no physical problems. Dementia and Alzheimer's are the problems. I realize that if an emergency call is made you respond, but please respond to the people that need you and contact a family member before you take action. This was a CAD to CAD ticket from Fort Worth PD. We are meeting with Jhonnie at FWPD to strengthen relationships and can discuss with them how to handle these types of calls. This has been assigned to John Elder in Operations for resolution.
191	The EMT's didn't speak too often except to each other. This has been assigned to Marshall Sharp for resolution.
192	young man in the back with me called in my stats to the dispatcher. All he did was call in my condition and the dispatcher snapped at him. I was very sick and don't remember much but I do remember her attitude toward the first responders. It was completely uncalled for. He did absolutely nothing to provoke her. I feel that her response was unprofessional and uncalled for. That was not the time or place for her to have a dispute. I certainly did not need to hear that at a time when I was so sick. The young men who took me to the hospital were very nice and took excellent care of me. I want to thank them for their professionalism. I do not know their names but i appreciate the sacrifice they make every day taking care of the sick and dying. A recording has been made of the interaction between the crew and the dispatcher and the dispatcher will be counselled about tone.

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193	The only negative was the response time. It took the 1st responders 40 mins to arrive after I called 911. The 1st time I called 911 it rang 26 times and no answer, I called a 2nd time and the call was answered on the 5th ring. it took about 1hr and 15mins for the MedStar crew to arrive after being contacted by the fire dept. everyone was courteous and professional but it was disconcerting to have to wait so long not knowing if my mom had experienced a heart attack or stroke and how life threatening her condition was until someone arrived. Excellent for good staff. Poor for response time. <i>This call has been researched and the findings will be reported and discussed with Brett Lyle for follow up with the customer. We have also changed how we look at extended response and have created a workflow to clinical to catch these in the future. Dustin Black with OPS has been assigned to help resolve also.</i>
194	The fire department did not respond this time but usually they are there. The EMS paramedics are trained and respond to whatever situation they are exposed to and always do a great job! Your billing staff not so much. <i>No indication that a billing staff spoke with this customer. Will touch base with them to be sure there is a nothing else we can do for them.</i>
195	I receive a bill from you to let me give the information, but your company had got my insurance information. Need I proved the information again? As a tourist I have not enough money for all the cost. Could you give some financial assistance. <i>Staff did not bill insurance as it was given and has been talked to and not to file.</i>
196	The service and care was very helpful and good. The problem is the bill. The bill is very expensive for my rate. I am unable to pay it and need help for it. <i>Customer will be contacted about a discounted rate on balance due.</i>
197	One of the EMS MedStar personnel was very rude to me. Just because I live in a zip code that has a high crime and drug addiction rate does not mean that I'm a IV drug user. I am a small woman who has small veins, but one of your personnel assumed it is because I shoot dope. He did not treat me with any respect because of his asinine assumption that i was a drug user. If this is the kind of person you employ, you don't need to be in business. <i>This has been assigned to Marshall Sharp for resolution.</i>
198	<i>resolution.</i>
199	hospital X-Rays told us otherwise, he did break his hip, had surgery and is now in Baylor Rehab. <i>This has been assigned to Jeff Popp for resolution.</i>