

Area Metropolitan Ambulance Authority

MedStar Mobile Healthcare

Board of Directors Agenda

October 30, 2013

**NOTICE OF
 AREA METROPOLITAN AMBULANCE AUTHORITY
 BOARD OF DIRECTORS MEETING
 551 EAST BERRY STREET
 FORT WORTH, TEXAS 76110
 October 30, 2013
 10:00 a.m.**

- | | | | |
|-------------|-------------------------------|--|---------------------------|
| I. | CALL TO ORDER | | Mr. Zimmerman |
| II. | INTRODUCTION OF GUESTS | | |
| III. | CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
| IV. | CONSENT AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. | |
| | BC - 1161 | Approval of minutes for board meeting on September 5, 2013. | Mr. Zimmerman
Page 4 |
| | BC - 1162 | Approval of check register for the month of September 2013. | Mr. Zimmerman
Page 7 |
| V. | NEW BUSINESS | | Mr. Hooten |
| | BC - 1163 | Capital Expense for Radio P25 upgrade | Mr. Zimmerman
Page 10 |
| | BC - 1164 | Capital Expense for 12 truck remounts | Mr. Zimmerman
Page 12 |
| VI. | MONTHLY REPORTS | | |
| | A. | Executive Director Report | Mr. Hooten |
| | B. | Finance Report | Ms. Jordan
Page 14 |
| | C. | Operations Report | Mr. Cunningham
Page 24 |
| | D. | Business Office & Billing | Ms. Brown |
| | E. | Human Resources
• Staffing | Ms. Jordan
Handout |
| | F. | Clinical | Ms. Trusty |

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|----|-----------------------|-------------------------|
| G. | Public Affairs Report | Mr. Zavadsky
Handout |
| H. | EPAB Monthly Report | Dr. Beeson
Page 32 |

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

- | | | |
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| BC - 1165 | Act on any item discussed on Closed Session. | Mr. Zimmerman |
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X. ADJOURNMENT

AMAA
BOARD COMMUNICATION

Date: 10/30/13	Reference #: BC-1161	Title: Approval of minutes for board meeting of September 5, 2013.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the minutes for the board meeting of September 5, 2013.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: Douglas Hooten **Board Action:** Approved
 Denied
 Continued until _____

MINUTES

AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
September 5, 2013
10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on September 5, 2013 at the Ambulance Authority offices.

I. CALL TO ORDER

Chairman Zim Zimmerman called the meeting to order at 10:11 a.m. Board members present were Paul Harral, Dr. Jeff Beeson, Dr. Rajesh Gandhi and Dr. Robert Adams. Not present: Byron Black

II. INTRODUCTION OF GUESTS

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

Others present were Mr. Hooten, Joyce Brown, Joan Jordan, Mike D'Agostino, Heath Wright, Macara Trusty, Susan Swagerty and Brett Lyle; all with MedStar; AMAA Board Attorney, Matt Goetz; and Fire Chief Rudy Jackson from Fort Worth Fire Department.

III. CITIZEN PRESENTATIONS

There were no citizen presentations.

IV. CONSENT AGENDA

- BC-1157 Approval of minutes for May 22 regular meeting, July 22 special board meeting and Aug 14 board budget workshop.**
BC-1158 Approval of check registers for the month of August 2013.

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

V. NEW BUSINESS

- BC-1159 Approval of Operations Budget FY 2013-2014**

The motion to approve Operation Budget FY 2013-2014 was made by Dr. Rajesh Gandhi and was seconded by Paul Harral. The motion carried unanimously.

VI. MONTHLY REPORTS

Reports were given ahead of time and members looked this over prior to meeting:

- A. Executive Director Report – Mr. Hooten thanked the board and his staff for the hard work that was done to complete this budget. A special thank you to Joan Jordan for all the work she did to get it completed.
Construction is moving forward; still on track for an April 2014 move in.

Zim: Do you have a committee to plan a Grand Opening? Make sure the Fire Department is included. Market StarSaver program. Get media coverage. Maybe have a School day for the kids to come and see the ambulances and fire trucks. Doug: We talked about this and we are looking at doing something during EMS Week in May. Dr. Gandhi: Are we going to have a major contribution to the MedStar Foundation? Doug: We are still working on the paperwork for taxes and IRS.

- B. Compliance Report: n/a
- C. Finance Report: Joan Jordan reviewed page 19 of the board packet with the board.
- D. Operations Report: we are 14% below our budget for hiring personnel. We are working on this and we have a new hire orientation on 9/16 and 10/2.
- E. Business Office & Billing: ALJ Hearing for Medicare Claims – all 40 claims were approved.
- F. Human Resources: Doug Hooten reviewed page 36 of the board packet with the board.
- G. Clinical: Our Clinical Managers went to So. California for KPI report writing. They came back with lots of good info.
- H. Public Affairs: Doug Hooten reviewed the EMS Survey on page 50 of the board package.
- I. EPAB Monthly Report: EPAB board approved their budget last Thursday. Free standing ER's are opening up all over and they are taxing the MedStar system. They should be able to handle an emergency, but they call MedStar to transport to a large hospital ER. Zim: I would like to see a presentation on the issues and frequency of standalone ER's and they problems they are causing.

VII. OTHER DISCUSSION

VIII. CLOSED SESSION

Closed Session: 11:36 a.m.

Return from Closed Session: 12:28 p.m.

IX. ADJOURNMENT

There being no further business, Chairman Zim Zimmerman adjourned the meeting at 12:32 p.m.

Respectfully submitted,

Dr. Rajesh Gandhi
Secretary

**AMAA
BOARD COMMUNICATION**

Date: 10/30/13	Reference #: BC-1162	Title: Approval of check register for the month of September 2013.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the check register for payments over \$5,000 for the month September 2013.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: Douglas Hooten **Board Action:** Approved
 Denied
 Continued until _____

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 09-01-2013 to 09-30-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
73895	9/4/13	AT&T Telephone Base-Admin	8,587.75
73896	9/4/13	Banc of America Leasing Current Portion - Amb Purchase	11,801.80
73898	9/4/13	Bound Tree Medical LLC Medical Supplies-Logistics	6,776.74
73902	9/4/13	Cardinal Health Medical Products Clinical Equipment	29,594.47
73903	9/4/13	CDW Government Inc Computer Hardware - IT	14,707.50
73911	9/4/13	GBC Benefits, Ltd. Benefits Administration-Admin	6,008.33
73938	9/4/13	UNITED HEALTHCARE Health Ins-Admin	203,713.16
74009	9/12/13	Banc of America Leasing Interest Expense-Admin	6,154.53
74010	9/12/13	Bound Tree Medical LLC Medical Supplies-Logistics	6,415.68
74011	9/12/13	Bruner Motors Inc Ambulance - Remount	34,890.25
74013	9/12/13	Cardinal Health Medical Products Clinical Equipment	46,200.00
74017	9/12/13	Delta Dental Insurance Comany Dental Ins-Admin	14,737.79
74031	9/12/13	Tammy Kling Continuing Education-Admin	21,500.00
74042	9/12/13	ReCept Pharmacy Medical Supplies-Logistics	6,004.99
74046	9/12/13	Smiths Medical ASD Inc. Medical Supplies-Logistics	6,080.58
74067	9/20/13	AT&T Mobility Cell Phones-Admin	10,171.88
74070	9/20/13	Banc of America Leasing Current Portion - Amb Purchase	5,670.06
74072	9/20/13	Black Ink Systems, LLC Verification Services-Admin	8,204.85
74078	9/20/13	CDW Government Inc Computer Hardware - IT	11,198.04
74084	9/20/13	Direct Energy Business Utilities-FOPS	8,382.76
74109	9/20/13	Philips Healthcare Minor Equipment- Ambulance-LGS	5,772.00
74112	9/20/13	PRUDENTIAL GROUP INSURANCE Employee STD Payable	11,923.12
74114	9/20/13	ReCept Pharmacy Medical Supplies-Logistics	27,535.48

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 09-01-2013 to 09-30-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
74128	9/20/13	TriTech Software Systems Prepaid Expense	139,345.14
74132	9/20/13	WEX Bank Fuel	112,022.03
74139	9/20/13	ZirMed Inc Invoice & Forms Processing-Adm	14,375.52
74158	9/26/13	United Healthcare Patient Accounts Receivable	7,944.18
74181	9/26/13	AT&T Telephone Base-Admin	8,071.31
74182	9/26/13	Banc of America Leasing Current Portion - Amb Purchase	6,157.82
74202	9/26/13	ReCept Pharmacy Medical Supplies-Logistics	14,039.38
74213	9/26/13	XL Parts Maintenance-Fleet	5,433.95
1041	9/26/13	Ferguson Studio Construction in Progress	24,245.00
1042	9/26/13	JP Morgan Chase Bank, N.A. Interest Expense-Admin	43,325.32
Wire	9/11/13	UHC Health Ins-Admin	5,037.76
Wire	9/12/13	American Express Travel and Entertainment	16,349.38
			<u>908,378.55</u>
TOTAL ACCOUNTS PAYABLE			1,119,809.49
TOTAL PAYROLL EXPENSE			<u>1,559,187.40</u>
			<u>2,678,996.89</u>

**AMAA
BOARD COMMUNICATION**

Date: 10/30/13	Reference #: BC-1163	Title: Approve purchase of Radio P25 Upgrade
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RECOMMENDATION:

Approve the purchase of Radio P25 Upgrade

DISCUSSION:

MedStar requests replacement of existing, outdated stair chairs.

Company - Product	Budgeted Amount
Motorola	\$1,425,000

Staff recommends ratification of the System Purchase Agreement between AMAA/MedStar and Motorola Solutions, Inc., to purchase the upgraded P25 radio system in order to obtain required interoperability between police, fire, and EMS.

FINANCING:

\$1,425,000 was budgeted for this purchase. The contract for Motorola totals \$1,113,252.

Submitted by: Douglas Hooten **Board Action:** Approved
 Denied
 Continued until _____

MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE 10/30/13	REQUISITIONER Heath Wright	DEPARTMENT Comms	COST CENTER	ACCT CODE	CAPITAL TRACKING #
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Budgeted Funds? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		IF YES - LIST BUDGET NUMBER (s)					
		BUDGET #	AMOUNT \$1,425,000	MONTH	BUDGET #	AMOUNT	MONTH

PROJECT TITLE:	CAPITAL CATEGORY: <u>1</u> <u>2</u> <u>3</u>
	Choose "X" only one (priority)

DESCRIPTION OF ITEMS BEING REQUESTED:

Replace dispatch consoles with P25 Compliant system as required by interlocal agreement.

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

Contract negotiated in a class with other like systems and must be ratified by Board.

***** PURCHASE REQUISITION(s) & ALL QUOTES/CONTRACTS/LEASE DOCUMENTS MUST BE ATTACHED *****

DATE	SIGNATURES	REQUESTED EXPENDITURE	
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$ 1,425,000.00
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	{Annual} \$ 0
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$ 1,425,000.00
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed: Actual:

Revised 09/12

MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE	REQUISITIONER	DEPARTMENT	COST CENTER	ACCT CODE	CAPITAL TRACKING #
10/30/13	Michael D'Agosting	Fleet			

Budgeted Funds? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		IF YES - LIST BUDGET NUMBER (s)					
		BUDGET #	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
			\$1,277,559				

PROJECT TITLE:	CAPITAL CATEGORY: <u>1</u> <u>2</u> <u>3</u>
	Choose "X" only one (priority)

DESCRIPTION OF ITEMS BEING REQUESTED:

Approval of plan to purchase 12 chassis and remount existing ambulance boxes on the chassis.

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

Our fleet is aging, with many units greater than 250,000 miles. In order to extend the life of the ambulances, it is our plan to remount existing ambulance boxes onto new chassis.

***** PURCHASE REQUISITION(S) & ALL QUOTES/CONTRACTS/LEASE DOCUMENTS MUST BE ATTACHED *****

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$	1,277,559
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual} 0
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	1,277,559
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:

Revised 09/12

Operational Results

For the month of September, 2013, revenues were \$3,008,966 compared to budget of \$2,919,000 and a positive variance of \$89,956. Expenses (net of interest and depreciation) were \$2,872,364 compared to budget of \$2,486,187 for a negative variance of \$386,178. Net Retained Earnings are a loss of \$21,427 compared to budget of \$222,692 for a negative variance of \$244,119. In September, a number of year-end adjustments were made, including Inventory, sick leave accrual and vacation leave accrual. This caused the monthly income to be less than budgeted. Regarding the sick and vacation leave accruals, we will alter the method we use of collecting data monthly which will decrease the likelihood of a large accrual at year end 2014.

Year to Date revenues were \$37,633,474 compared to budget of \$35,613,358 for a positive variance of \$2,020,116. Expenses (net of interest and depreciation) were \$30,795,340 compared to budget of \$30,684,715 for a negative variance of \$146,625. Net Year to Date Retained Earnings were \$4,765,820 compared to budget of \$2,443,191 and a positive variance of \$2,322,629.

Collections

Collections by Month of Service indicates an average 12-month collection percentage of 27.31%.

Capital Update

Attached is the final summary of the capital budget which was approved by the Board in August, 2012.

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 September, 2013.

Annual Audit

Representatives of Weaver, LLC have scheduled field work for the annual audit to begin November 4. They expect the field work to require 3 weeks and are prepared to deliver the final audit to the December Board meeting.

**Area Metropolitan Ambulance Authority/MedStar
Balance Sheet as of September 30, 2013**

ASSETS

Current Assets

Cash and Equivalents	\$ 24,307,196.30	
Patient Accounts Receivable (net of allowance)	4,600,125.39	
Inventory	269,877.22	
Prepaid Insurance and Expemse	<u>796,314.95</u>	
 Total Current Assets		 29,973,513.86
 Property and Equipment		 <u>7,935,313.66</u>
 Total Assets		 <u><u>\$ 37,908,827.52</u></u>

LIABILITIES AND CAPITAL

Current Liabilities

Accounts Payable	\$ 679,710.65	
Interest Payable	58,615.96	
Payroll Taxes and Benefits Payable	1,334,995.35	
Current Portion - Amb Purchase	<u>240,423.71</u>	
 Total Current Liabilities		 2,313,745.67

Long-Term Liabilities

Deferred Subscription Income	185,047.64	
Construction Loan - Chase	3,287,619.04	

Ambulance Purchase	<u>587,182.52</u>	
Total Long-Term Liabilities		<u>4,059,849.20</u>
Total Liabilities		6,373,594.87
Net Assets <Deficit>		
Capital Contribution	316,920.50	
Retained Earnings	26,452,491.41	
Net Income	<u>4,765,820.74</u>	
Total Net Assets <Deficit>		<u>31,535,232.65</u>
Total Liabilities & Net Assets <Deficit>		<u><u>\$ 37,908,827.52</u></u>

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees-Service	10,964,981.17	10,816,080.00	148,901.17	132,611,679.26	131,790,120.00	821,559.26
Less: Contractual Allowances	(3,171,799.03)	(5,637,340.00)	2,465,540.97	(45,161,922.20)	(68,689,007.00)	23,527,084.80
Less: Provsion for Uncollectibles	(3,843,012.24)	(2,312,478.00)	(1,530,534.24)	(43,417,700.19)	(28,176,727.00)	(15,240,973.19)
Patient Fees - NET	3,950,169.90	2,866,262.00	1,083,907.90	44,032,056.87	34,924,386.00	9,107,670.87
Special Events	35,166.48	16,228.00	18,938.48	263,167.61	194,736.00	68,431.61
Subsidy	2,504.94	2,504.96	(0.02)	41,813.28	41,813.30	(0.02)
Education	535.00	1,667.00	(1,132.00)	42,395.00	61,370.00	(18,975.00)
Other	(979,420.59)	32,337.75	(1,011,758.34)	(6,745,958.79)	391,053.00	(7,137,011.79)
Total Revenues	\$ 3,008,955.73	\$ 2,918,999.71	89,956.02	\$ 37,633,473.97	\$ 35,613,358.30	2,020,115.67
Payroll	1,716,625.84	1,432,465.63	284,160.21	18,243,300.40	17,451,758.00	791,542.40
Benefits and Taxes	395,948.45	388,546.25	7,402.20	5,120,648.80	4,746,080.00	374,568.80
Fuel	116,542.45	119,840.00	(3,297.55)	1,185,538.94	1,438,080.00	(252,541.06)
Oxygen	7,351.44	4,292.00	3,059.44	59,987.50	51,504.00	8,483.50
Medical Supplies	180,269.08	179,033.00	1,236.08	1,564,104.53	2,148,396.00	(584,291.47)
Other Vehicle & Equipment	44,848.39	36,230.87	8,617.52	476,432.27	435,527.00	40,905.27
Rent & Utilities	52,839.78	33,574.37	19,265.41	408,663.13	402,892.00	5,771.13
Repairs & Maintenance Facility & Equipmnt	20,059.23	23,832.50	(3,773.27)	196,264.90	285,990.00	(89,725.10)
Postage & Shipping	18,643.42	11,261.38	7,382.04	97,667.82	135,137.00	(37,469.18)
Equipment Rental	6,382.21	6,661.50	(279.29)	82,211.76	79,938.00	2,273.76
Insurance	22,092.96	21,318.63	774.33	275,724.88	255,824.00	19,900.88
Advertising & Public Relations	22,223.05	12,395.12	9,827.93	134,879.01	148,741.00	(13,861.99)
Printing	2,661.24	1,168.00	1,493.24	25,902.13	14,016.00	11,886.13
Tehnical Support	158.72	159.00	(0.28)	1,745.92	1,908.00	(162.08)
Travel & Entertainment	18,078.81	4,670.00	13,408.81	131,889.86	106,629.00	25,260.86
Professional Fees	119,614.52	111,836.11	7,778.41	1,631,131.47	1,347,482.00	283,649.47
Non-Capital Equipment	17,116.84	11,278.00	5,838.84	191,546.48	194,898.00	(3,351.52)
Educational Expense/Training	29,306.18	13,428.63	15,877.55	176,226.07	308,047.00	(131,820.93)
Office Equip Maint	72,245.79	62,239.75	10,006.04	674,674.55	949,096.00	(274,421.45)
Bank Service Charges	5,517.50	5,500.00	17.50	74,137.18	66,000.00	8,137.18
Dues & Subscriptions	2,806.45	1,789.00	1,017.45	29,497.82	24,768.00	4,729.82
Computer Related Costs	0.00	4,667.00	(4,667.00)	9,282.11	56,004.00	(46,721.89)
Miscellaneous	1,032.50	0.00	1,032.50	3,882.07	0.00	3,882.07
Total Other Expenses	\$ 2,872,364.85	\$ 2,486,186.74	386,178.11	\$ 30,795,339.60	\$ 30,648,715.00	146,624.60
Earnings before Interest & Depreciation	136,590.88	432,812.97	(296,222.09)	6,838,134.37	4,964,643.30	1,873,491.07
Interest	7,659.95	4,663.00	2,996.95	76,476.96	55,956.00	20,520.96
Depreciation	150,357.97	205,458.00	(55,100.03)	1,995,836.67	2,465,496.00	(469,659.33)
Net Retained Earnings	(\$ 21,427.04)	\$ 222,691.97	(244,119.01)	\$ 4,765,820.74	\$ 2,443,191.30	2,322,629.44

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees - NET	3,947,097.90	2,866,262.00	1,080,835.90	44,010,838.87	34,924,386.00	9,086,452.87
Other Revenues	(938,142.17)	52,737.71	(990,879.88)	(6,377,364.90)	688,972.30	(7,066,337.20)
Total Revenues	\$ 3,008,955.73	\$ 2,918,999.71	89,956.02	\$ 37,633,473.97	\$ 35,613,358.30	2,020,115.67
Payroll & Benefits	2,112,574.29	1,821,011.88	291,562.41	23,363,949.20	22,197,838.00	1,166,111.20
Fuel	116,542.45	119,840.00	(3,297.55)	1,185,538.94	1,438,080.00	(252,541.06)
Medical Supplies/Oxygen	187,620.52	183,325.00	4,295.52	1,624,092.03	2,199,900.00	(575,807.97)
Other Vehicle & Equipment	44,848.39	36,230.87	8,617.52	476,432.27	435,527.00	40,905.27
Rent & Utilities	52,839.78	33,574.37	19,265.41	408,663.13	402,892.00	5,771.13
Repairs & Maintenance Facility & Equipmnt	20,059.23	23,832.50	(3,773.27)	196,264.90	285,990.00	(89,725.10)
Insurance	22,092.96	21,318.63	774.33	275,724.88	255,824.00	19,900.88
Professional Fees	119,614.52	111,836.11	7,778.41	1,631,131.47	1,347,482.00	283,649.47
Non-Capital Equipment	55,221.99	25,424.75	29,797.24	569,550.85	566,878.00	2,672.85
Other Expenses	140,950.72	109,792.63	31,158.09	1,063,991.93	1,518,304.00	(454,312.07)
Total Other Expenses	\$ 2,872,364.85	\$ 2,486,186.74	386,178.11	\$ 30,795,339.60	\$ 30,648,715.00	146,624.60
Earnings before Interest & Depreciation	136,590.88	432,812.97	(296,222.09)	6,838,134.37	4,964,643.30	1,873,491.07
Interest	7,659.95	4,663.00	2,996.95	76,476.96	55,956.00	20,520.96
Depreciation	150,357.97	205,458.00	(55,100.03)	1,995,836.67	2,465,496.00	(469,659.33)
Net Retained Earnings	(\$ 21,427.04)	\$ 222,691.97	(244,119.01)	\$ 4,765,820.74	\$ 2,443,191.30	2,322,629.44

Area Metropolitan Ambulance Authority/MedStar
Key Financial Indicators
September 30, 2013

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

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

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

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

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

MedStar - 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	\$ 64,394	\$ 2,881,024	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	\$ 37,469	\$ 2,635,108	25.16%
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	\$ 35,945	\$ 2,669,747	24.81%
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	\$ 48,500	\$ 2,793,804	25.12%
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	\$ 31,715	\$ 2,753,326	25.59%
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	\$ 36,123	\$ 2,822,129	25.73%
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	\$ 39,443	\$ 2,879,915	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	\$ 14,841	\$ 2,765,946	24.51%
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	\$ 18,578	\$ 2,654,238	24.09%
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	\$ 9,288	\$ 2,724,343	23.97%
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	\$ 9,450	\$ 2,721,276	23.72%
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	\$ 10,074	\$ 2,704,995	25.56%
Oct-11	\$ 10,566,030	\$ 458,973	\$ 1,438,142	\$ 363,923	\$ 171,413	\$ 99,427	\$ 65,197	\$ 49,043	\$ 39,791	\$ 37,804	\$ 11,834	\$ 11,430	\$ 11,337	\$ 74,128	\$ 2,832,443	26.81%
Nov-11	\$ 10,211,488	\$ 393,251	\$ 1,447,104	\$ 455,570	\$ 164,641	\$ 91,945	\$ 104,214	\$ 50,834	\$ 32,493	\$ 20,679	\$ 11,757	\$ 12,399	\$ 11,822	\$ 36,205	\$ 2,832,913	27.74%
Dec-11	\$ 10,798,689	\$ 290,849	\$ 1,325,598	\$ 581,753	\$ 199,781	\$ 265,355	\$ 69,588	\$ 44,452	\$ 26,285	\$ 26,994	\$ 16,199	\$ 12,588	\$ 8,677	\$ 34,465	\$ 2,902,584	26.88%
Jan-12	\$ 10,792,424	\$ 147,358	\$ 1,263,705	\$ 483,207	\$ 552,485	\$ 82,241	\$ 61,173	\$ 48,023	\$ 26,011	\$ 21,006	\$ 20,223	\$ 15,012	\$ 18,370	\$ 24,883	\$ 2,763,697	25.61%
Feb-12	\$ 10,362,710	\$ 239,153	\$ 1,295,213	\$ 701,314	\$ 177,402	\$ 73,963	\$ 47,420	\$ 34,335	\$ 26,629	\$ 26,068	\$ 21,369	\$ 4,106	\$ 7,042	\$ 17,386	\$ 2,671,397	25.78%
Mar-12	\$ 10,757,277	\$ 254,369	\$ 1,708,050	\$ 494,319	\$ 171,190	\$ 84,839	\$ 62,158	\$ 41,731	\$ 34,415	\$ 18,452	\$ 15,005	\$ 10,958	\$ 10,281	\$ 27,758	\$ 2,933,524	27.27%
Apr-12	\$ 10,604,385	\$ 270,648	\$ 1,497,831	\$ 490,370	\$ 174,801	\$ 114,457	\$ 63,018	\$ 41,525	\$ 35,382	\$ 10,373	\$ 13,746	\$ 10,546	\$ 15,195	\$ 45,309	\$ 2,783,201	26.25%
May-12	\$ 10,836,158	\$ 292,118	\$ 1,399,516	\$ 563,398	\$ 263,625	\$ 92,687	\$ 85,956	\$ 51,108	\$ 20,080	\$ 25,478	\$ 8,455	\$ 9,700	\$ 40,717	\$ 24,883	\$ 2,877,722	26.56%
Jun-12	\$ 10,507,576	\$ 187,853	\$ 1,277,996	\$ 716,418	\$ 203,473	\$ 120,537	\$ 56,462	\$ 39,954	\$ 28,013	\$ 13,659	\$ 11,258	\$ 46,497	\$ 9,133	\$ 13,136	\$ 2,724,390	25.93%
Jul-12	\$ 11,233,949	\$ 143,112	\$ 1,499,442	\$ 647,554	\$ 253,378	\$ 114,698	\$ 64,853	\$ 34,558	\$ 20,270	\$ 28,715	\$ 12,405	\$ 58,564	\$ 6,718	\$ 17,606	\$ 2,901,873	25.83%
Aug-12	\$ 11,231,353	\$ 395,006	\$ 1,259,900	\$ 716,077	\$ 173,040	\$ 73,778	\$ 65,786	\$ 48,115	\$ 60,633	\$ 32,960	\$ 23,082	\$ 21,905	\$ 12,331	\$ 14,210	\$ 2,896,824	25.79%
Sep-12	\$ 10,931,864	\$ 256,850	\$ 1,263,106	\$ 668,717	\$ 230,645	\$ 165,862	\$ 74,821	\$ 74,252	\$ 65,597	\$ 46,425	\$ 16,399	\$ 6,109	\$ 15,690	\$ 9,041	\$ 2,893,514	26.47%
Oct-12	\$ 10,821,609	\$ 328,973	\$ 1,566,209	\$ 459,688	\$ 235,331	\$ 122,177	\$ 77,198	\$ 40,890	\$ 53,217	\$ 25,445	\$ 14,238	\$ 18,782	\$ 17,079	\$ -	\$ 2,959,227	27.35%
Nov-12	\$ 10,313,485	\$ 226,719	\$ 1,065,595	\$ 882,414	\$ 273,144	\$ 124,256	\$ 105,406	\$ 76,494	\$ 32,472	\$ 21,956	\$ 30,587	\$ 20,293	\$ -	\$ -	\$ 2,859,337	27.72%
Dec-12	\$ 11,256,725	\$ 284,895	\$ 1,693,010	\$ 507,948	\$ 229,086	\$ 190,458	\$ 75,799	\$ 46,870	\$ 31,069	\$ 28,651	\$ 11,379	\$ -	\$ -	\$ -	\$ 3,099,166	27.53%
Jan-13	\$ 12,214,103	\$ 154,132	\$ 1,695,668	\$ 744,074	\$ 187,992	\$ 181,723	\$ 77,728	\$ 64,131	\$ 41,035	\$ 24,684	\$ -	\$ -	\$ -	\$ -	\$ 3,171,167	25.96%
Feb-13	\$ 9,889,908	\$ 216,490	\$ 1,393,240	\$ 554,079	\$ 235,058	\$ 81,685	\$ 73,588	\$ 48,522	\$ 21,304	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,623,965	26.53%
Mar-13	\$ 10,768,038	\$ 256,164	\$ 1,637,742	\$ 566,599	\$ 126,534	\$ 100,372	\$ 81,770	\$ 33,498	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,802,679	26.03%
Apr-13	\$ 10,785,615	\$ 270,713	\$ 1,732,760	\$ 484,572	\$ 145,646	\$ 96,083	\$ 58,596	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,788,372	25.85%
May-13	\$ 11,576,070	\$ 291,864	\$ 1,658,623	\$ 590,922	\$ 201,434	\$ 133,707	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,876,550	24.85%
Jun-13	\$ 11,227,145	\$ 211,029	\$ 1,589,158	\$ 670,378	\$ 161,566	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,632,131	23.44%
Jul-13	\$ 11,336,792	\$ 229,703	\$ 1,777,847	\$ 479,735	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,487,284	21.94%
Aug-13	\$ 11,221,542	\$ 334,674	\$ 1,610,418	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,945,092	17.33%
Sep-13	\$ 11,382,350	\$ 218,895	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 218,895	1.92%
AVG 12 Mo		2.32%	13.84%	5.67%	1.91%	1.11%	0.69%	0.47%	0.34%	0.23%	0.16%	0.17%	0.13%	0.27%	27.31%	

Summary - 12 Mo Average Rate by Member City

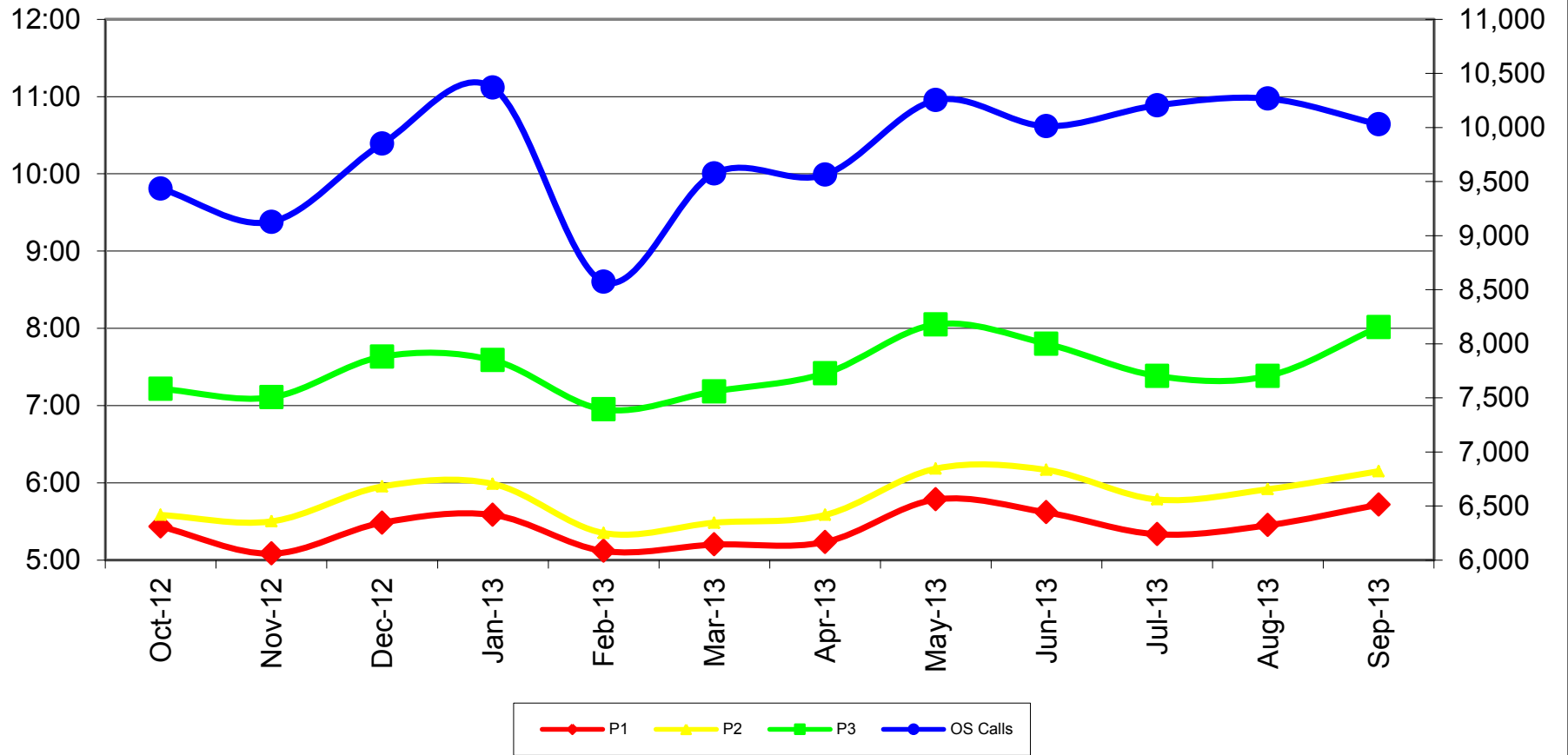
	Billed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Blue Mound	\$ 222,269.50	\$ 4,308.91 1.94%	\$ 31,106.27 13.99%	\$ 10,200.24 4.59%	\$ 2,575.50 1.16%	\$ 437.87 0.20%	\$ 250.66 0.11%	\$ 28.52 0.01%	\$ - 0.00%
Burleson	\$ 4,703,416.82	\$ 275,257.39 5.85%	\$ 1,236,758.16 26.29%	\$ 397,100.38 8.44%	\$ 75,111.86 1.60%	\$ 54,131.05 1.15%	\$ 34,208.06 0.73%	\$ 19,552.38 0.42%	\$ 26,796.18 0.57%
Edgecliffe Vill	\$ 117,417.00	\$ 5,034.38 4.29%	\$ 19,784.02 16.85%	\$ 7,801.77 6.64%	\$ 3,318.10 2.83%	\$ 590.86 0.50%	\$ - 0.00%	\$ 12.19 0.01%	\$ - 0.00%
Forest Hill	\$ 1,563,399.42	\$ 71,486.20 4.57%	\$ 187,045.13 11.96%	\$ 54,527.14 3.49%	\$ 23,384.32 1.50%	\$ 8,552.94 0.55%	\$ 9,577.45 0.61%	\$ (135.14) -0.01%	\$ 3,226.81 0.21%
Ft Worth	\$ 112,544,912.92	\$ 4,646,174.77 4.13%	\$ 14,958,921.64 13.29%	\$ 6,172,025.43 5.48%	\$ 1,907,915.67 1.70%	\$ 1,121,246.66 1.00%	\$ 574,749.49 0.51%	\$ 372,658.31 0.33%	\$ 251,683.85 0.22%
Haltom City	\$ 3,811,508.02	\$ 139,333.84 3.66%	\$ 516,620.22 13.55%	\$ 180,449.53 4.73%	\$ 42,402.40 1.11%	\$ 21,339.90 0.56%	\$ 16,719.23 0.44%	\$ 11,097.98 0.29%	\$ 5,382.19 0.14%
Haslet	\$ 217,530.50	\$ 9,412.90 4.33%	\$ 42,620.61 19.59%	\$ 22,578.36 10.38%	\$ 5,758.79 2.65%	\$ 3,248.35 1.49%	\$ 3,087.35 1.42%	\$ 227.10 0.10%	\$ 141.11 0.06%
Lake Worth	\$ 1,437,228.34	\$ 58,600.58 4.08%	\$ 234,132.82 16.29%	\$ 81,324.21 5.66%	\$ 26,077.50 1.81%	\$ 10,314.74 0.72%	\$ 11,750.41 0.82%	\$ 1,549.95 0.11%	\$ 521.88 0.04%
Lakeside	\$ 64,681.00	\$ 4,231.70 \$ 80,442.51	\$ 13,341.44 20.63%	\$ 4,407.55 6.81%	\$ 875.22 1.35%	\$ - 0.00%	\$ 17.01 0.03%	\$ - 0.00%	\$ 374.99 0.01
River Oaks	\$ 842,271.20	\$ 29,629.39 3.52%	\$ 114,741.79 13.62%	\$ 45,731.14 5.43%	\$ 12,759.46 1.51%	\$ 4,905.11 0.58%	\$ 5,363.99 0.64%	\$ 2,803.58 0.33%	\$ 910.65 0.11%
Saginaw	\$ 1,378,309.21	\$ 80,889.30 5.87%	\$ 212,138.92 15.39%	\$ 86,666.02 6.29%	\$ 26,120.66 1.90%	\$ 12,632.63 0.01	\$ 10,336.87 0.01	\$ 8,307.20 0.01	\$ 2,813.19 0.00
Sansom Park	\$ 554,926.53	\$ 32,329.67 5.83%	\$ 84,272.49 15.19%	\$ 13,494.06 2.43%	\$ 2,865.22 0.52%	\$ 385.77 0.07%	\$ 1,779.60 0.32%	\$ 2,621.90 0.47%	\$ 484.86 0.09%
Westover Hills	\$ 21,302.02	\$ 712.60 3.35%	\$ 1,609.17 \$ 0.08	\$ 2,084.59 \$ 0.10	\$ 1,159.31 \$ 0.05	\$ 180.85 \$ 0.01	\$ (180.85) \$ (0.01)	\$ - \$ -	\$ - \$ -
Westworth Vill	\$ 248,143.50	\$ 18,483.32 7.45%	\$ 36,189.06 14.58%	\$ 16,324.41 6.58%	\$ 8,104.58 3.27%	\$ 3,200.43 1.29%	\$ 225.34 0.09%	\$ 462.33 0.19%	\$ 888.74 0.36%
White Settlement	\$ 2,848,936.75	\$ 120,283.75 4.22%	\$ 406,508.52 14.27%	\$ 120,517.81 4.23%	\$ 28,572.76 1.00%	\$ 16,053.94 0.56%	\$ 11,757.94 0.41%	\$ 6,422.71 0.23%	\$ 6,616.39 0.23%
		\$ 219,485.61	\$ 469,336.74	\$ 156,874.09	\$ 49,806.86	\$ 18,806.07	\$ 19,119.34	\$ 7,437.77	\$ 2,806.14

	Month 9	Month 10	Month 11	Month 12	Month 13	Total
\$	16.87	\$ 25.00	\$ -	\$ 14.62	\$ -	\$ 48,964.46
	0.01%	0.01%	0.00%	0.01%	0.00%	22.03%
\$	7,398.09	\$ 373.03	\$ (31.78)	\$ 1,597.12	\$ 1,337.46	\$ 2,129,589.38
	0.16%	0.01%	0.00%	0.03%	0.03%	45.28%
\$	81.00	\$ 81.00	\$ -	\$ 17.58	\$ -	\$ 36,720.90
	0.07%	0.07%	0.00%	0.01%	0.00%	31.27%
\$	175.69	\$ 149.43	\$ 512.53	\$ 503.88	\$ 1,515.64	\$ 360,522.02
	0.01%	0.01%	0.03%	0.03%	0.10%	23.06%
\$	152,452.24	\$ 84,298.75	\$ 61,764.06	\$ 36,926.69	\$ 19,827.45	\$ 30,360,645.01
	0.14%	0.07%	0.05%	0.03%	0.02%	26.98%
\$	5,985.67	\$ 5,000.03	\$ 833.97	\$ 467.48	\$ 150.00	\$ 945,782.44
	0.16%	0.13%	0.02%	0.01%	0.00%	24.81%
\$	562.42	\$ 166.99	\$ 20.00	\$ 20.00	\$ 40.00	\$ 87,883.98
	0.26%	0.08%	0.00	0.00	0.00	40.40%
\$	1,326.91	\$ (220.75)	\$ 382.08	\$ 2,441.05	\$ 119.78	\$ 428,321.16
	0.09%	-0.02%	0.03%	0.17%	0.01%	29.80%
\$	(71.25)	\$ -	\$ 831.00	\$ 7.87	\$ -	\$ 24,015.53
\$	(0.00)	\$ -	\$ 0.01	\$ 0.00	\$ -	\$ 37.13%
\$	41.40	\$ 21.99	\$ 50.00	\$ 10.75	\$ 61.96	\$ 217,031.21
	0.00%	0.00%	0.01%	0.00%	0.01%	25.77%
\$	(135.79)	\$ 3,416.13	\$ (199.40)	\$ (14.04)	\$ -	\$ 442,971.69
\$	(0.00)	\$ 0.00	\$ (0.00)	\$ (0.00)	\$ -	\$ 32.14%
\$	746.54	\$ 8.72	\$ 26.86	\$ 551.40	\$ -	\$ 139,567.09
	0.13%	0.00%	0.00%	0.10%	0.00%	25.15%
\$	-	\$ -	\$ -	\$ -	\$ -	\$ 5,565.67
\$	-	\$ -	\$ -	\$ -	\$ -	\$ 26.13%
\$	59.14	\$ -	\$ -	\$ 109.42	\$ 100.00	\$ 84,146.77
	0.02%	0.00%	0.00%	0.04%	0.04%	33.91%
\$	4,191.54	\$ 1,633.15	\$ 724.24	\$ 82.40	\$ -	\$ 723,365.15
	0.15%	0.06%	0.03%	0.00%	0.00%	25.39%
\$	2,173.99	\$ (190.04)	\$ 458.95	\$ 3,112.62	\$ 281.74	\$ 869,067.44

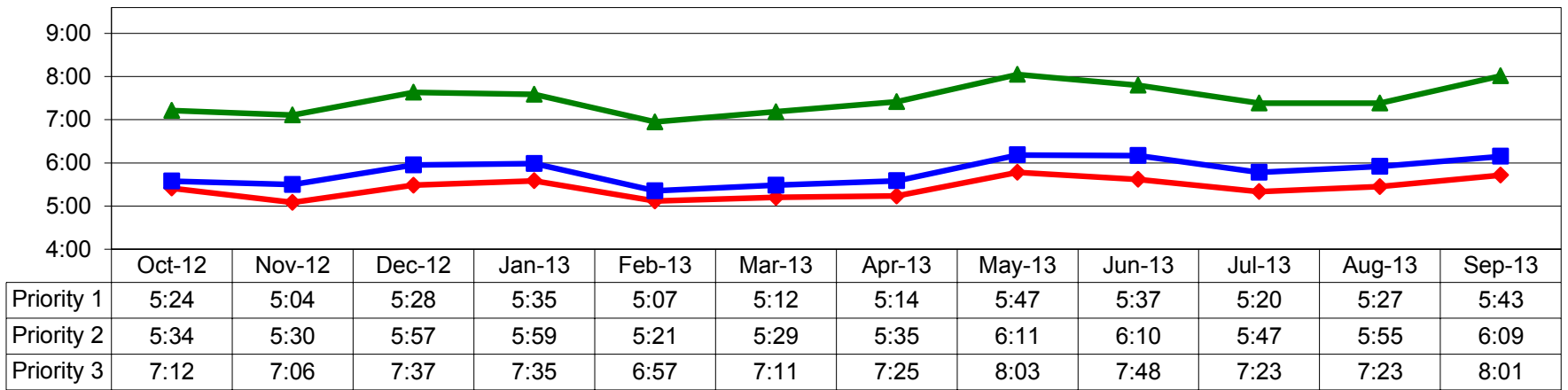
Capital Budget FY2013
Purchase Summary, August 2013

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	\$ 14,708	\$ 2,093	Y
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	\$ 11,830	\$ 94,150	
Data Warehousing/Kleere Communicat	\$ 117,581	\$ 28,898	\$ 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)	Y
Fulcrum - NetVanta Router		\$ 4,633	\$ (4,633)	Y
Motorola - portable radios		\$ 27,731	\$ (27,731)	Y
Professional - remount #23		\$ 101,071	\$ (101,071)	Y
Bus Dev Mgr Fusion		\$ 20,272	\$ (20,272)	Y
L5500 Cellular GPS Modem		\$ 30,460	\$ (30,460)	Y
CHP Tahoe		\$ 42,125	\$ (42,125)	Y
Total Purchases	\$ 4,158,170	\$ 3,707,243	\$ 450,927	

Average Response Time And Response Volume

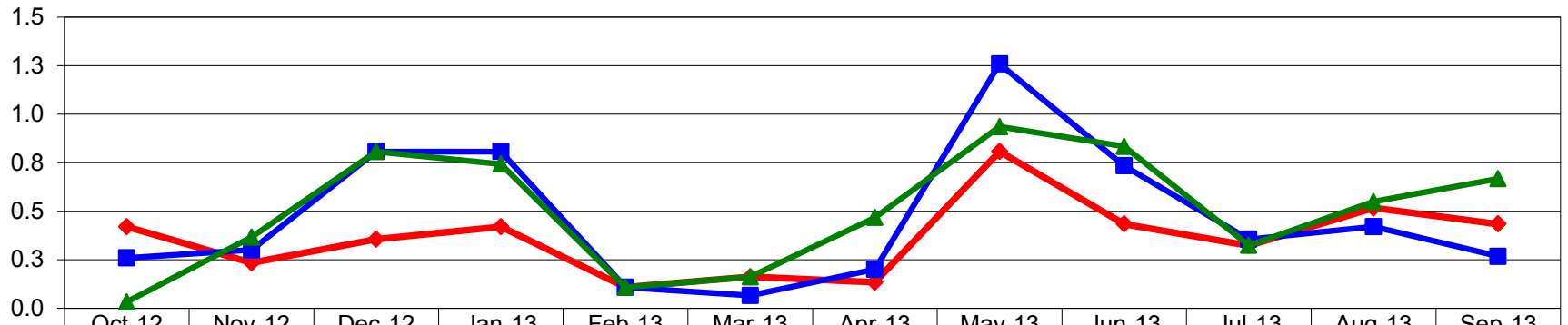


Performance Indicators Last 12 Months Average Response Time



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

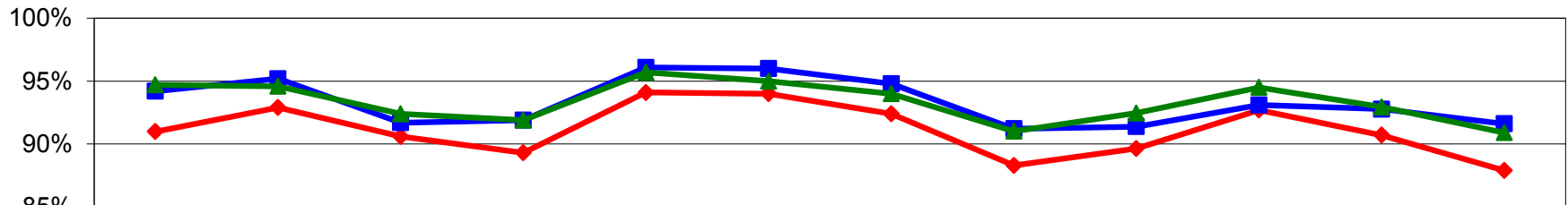
Performance Indicators Last 12 Months
Average Daily Extended Response Times (Response Time Criteria x2)



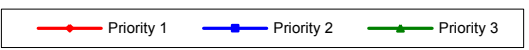
Priority 1	0.4	0.2	0.4	0.4	0.1	0.2	0.1	0.8	0.4	0.3	0.5	0.4
Priority 2	0.3	0.3	0.8	0.8	0.1	0.1	0.2	1.3	0.7	0.4	0.4	0.3
Priority 3	0.0	0.4	0.8	0.7	0.1	0.2	0.5	0.9	0.8	0.3	0.5	0.7

◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

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



	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Priority 1	91.0%	92.9%	90.6%	89.3%	94.1%	94.0%	92.4%	88.3%	89.6%	92.7%	90.7%	87.9%
Priority 2	94.2%	95.2%	91.7%	91.9%	96.1%	96.0%	94.8%	91.2%	91.4%	93.1%	92.8%	91.6%
Priority 3	94.7%	94.6%	92.4%	91.9%	95.7%	95.0%	94.0%	91.0%	92.5%	94.5%	92.9%	90.9%



MedStar System Performance Summary

September 2013

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	96	96
Filled	92	89
In Training	1	6
FMLA / Light Duty / Other	1	2
Availability %	94.8%	90.6%

Unit Hour Production

Scheduled UH	19,541
Produced UH	17,718
Scheduling Efficiency	90.7%

Response Time Reliability

Overall	90.9%
P1	87.9%
P2	91.6%
P3	90.9%
P4	95.2%

Average Response Time

Average

P1	5:43
P2	6:09
P3	8:01

Extended Calls

Total

Daily Avg

P1 Calls > 18:00	13	0.4
P2 Calls > 22:00	8	0.3
P3 Calls > 30:00	20	0.7

Customer Satisfaction Twelve Month Period

Cards Mailed	47,827
Cards Returned	3,741
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	88%
EMS Crew Helpful & Professional?	94%
Billing Staff Helpful?	55%
Overall Were You Satisfied With The Services?	92%

System Response Time Reliability and Average Response Time Performance

September 01, 2013 thru September 30, 2013

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,305	2,264	1,734	2,166	87.9%	87.9%	00:05:43
2	3,427	3,308	2,400	3,136	91.6%	91.6%	00:06:09
3	3,250	3,071	2,059	2,658	90.9%	90.9%	00:08:01
4	1,047	1,037	999	1,002	95.2%	95.2%	00:00:46
	10,029	9,680	7,192	8,962			

Response Time Reliability and Average Response Time Performance By Member City

September 01, 2013 thru September 30, 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	2	3	< 09:00	75.0%	91.0%	00:07:54
	2	7	7	7	7	< 11:00	85.7%	98.0%	00:06:26
	3	5	5	4	5	< 15:00	100.0%	93.0%	00:06:40
		16	16	13	15				
Burleson	1	57	56	42	54	< 09:00	84.2%	84.0%	00:05:12
	2	91	87	66	84	< 11:00	85.7%	85.0%	00:05:42
	3	59	55	39	54	< 15:00	88.1%	92.0%	00:08:36
	4	113	113	113	113	= 00:00	98.2%	98.2%	00:00:11
	320	311	260	305					
Edgecliff Village	1	6	6	5	6	< 09:00	100.0%	100.0%	00:04:10
	2	6	6	6	6	< 11:00	100.0%	97.0%	00:06:24
	3	3	1	0	1	< 15:00	100.0%	98.0%	00:07:28
	15	13	11	13					
Forest Hill	1	45	45	32	41	< 09:00	95.6%	96.0%	00:05:52
	2	58	52	33	48	< 11:00	94.8%	95.0%	00:06:00
	3	38	36	25	31	< 15:00	97.4%	94.0%	00:08:12
	4	1	1	0	0	= 00:00	100.0%	NA	00:00:00
	142	134	90	120					
Fort Worth	1	1,944	1,905	1,462	1,820	< 09:00	88.5%	88.5%	00:05:39
	2	2,934	2,838	2,042	2,684	< 11:00	92.2%	92.2%	00:06:04
	3	2,869	2,726	1,808	2,336	< 15:00	91.1%	91.1%	00:07:58
	4	884	874	837	840	= 00:00	95.0%	95.0%	00:00:49
	8,631	8,343	6,149	7,680					
Haltom City	1	96	95	77	93	< 09:00	89.6%	90.0%	00:06:20
	2	113	111	87	106	< 11:00	84.1%	84.1%	00:08:17
	3	92	78	58	68	< 15:00	85.9%	87.0%	00:10:00
	4	3	3	3	3	= 00:00	66.7%	NA	00:03:07
	304	287	225	270					
Haslet	1	1	1	0	1	< 09:00	100.0%	60.0%	00:04:21
	2	5	5	3	5	< 11:00	80.0%	81.0%	00:13:18
	6	6	3	6					
Lakeside	1	3	3	3	3	< 09:00	33.3%	NA	00:10:18
	2	1	1	1	1	< 11:00	100.0%	NA	00:10:19
	4	4	4	4					
Lake Worth	1	21	21	18	21	< 09:00	61.9%	83.0%	00:06:58
	2	32	32	27	31	< 11:00	87.5%	88.0%	00:06:50
	3	31	30	19	27	< 15:00	87.1%	85.0%	00:07:47
	4	6	6	6	6	= 00:00	100.0%	NA	00:00:00
	90	89	70	85					
River Oaks	1	17	17	15	17	< 09:00	82.4%	89.0%	00:07:17
	2	30	28	19	27	< 11:00	93.3%	95.0%	00:06:45
	3	30	29	21	28	< 15:00	93.3%	94.0%	00:08:38
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	78	75	56	73					
Saginaw	1	31	31	21	30	< 09:00	83.9%	84.0%	00:06:48
	2	41	34	23	32	< 11:00	82.9%	84.0%	00:07:04
	3	32	27	21	26	< 15:00	87.5%	91.0%	00:09:37
	104	92	65	88					
Sansom Park	1	13	13	11	13	< 09:00	61.5%	85.0%	00:06:35
	2	22	21	18	20	< 11:00	90.9%	91.0%	00:05:40
	3	17	14	11	14	< 15:00	88.2%	92.0%	00:06:32
	4	15	15	15	15	= 00:00	86.7%	NA	00:02:36

Response Time Reliability and Average Response Time Performance By Member City

September 01, 2013 thru September 30, 2013

City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
		67	63	55	62				
Westover Hills	2	1	1	0	1	< 11:00	100.0%	NA	00:07:23
	3	2	2	1	2	< 15:00	100.0%	NA	00:12:27
		3	3	1	3				
White Settlement	1	53	53	38	51	< 09:00	84.9%	89.0%	00:05:08
	2	82	81	65	80	< 11:00	92.7%	92.0%	00:05:39
	3	64	60	46	58	< 15:00	92.2%	90.0%	00:06:44
	4	24	24	24	24	= 00:00	95.8%	NA	00:00:13
		223	218	173	213				
Westworth Village	1	14	14	8	13	< 09:00	78.6%	93.0%	00:06:29
	2	4	4	3	4	< 11:00	100.0%	92.0%	00:07:14
	3	8	8	6	8	< 15:00	87.5%	90.0%	00:09:30
		26	26	17	25				
Grand Total		10,029	9,680	7,192	8,962				

**Emergency Physician Advisory Board
Annual Operating Budget
For The Twelfth Month Ended 9-30-13**

	Current Month			Year To Date			
	Actual	Budget	Variance Pos (Neg)	Actual	Budget	Variance Pos (Neg)	
Revenues							
Quality Assurance Fees	62,167.11	61,005.83	1,161.28	735,908.67	732,070.00	3,838.67	101%
Permit Fees	2,380.00	0.00	2,380.00	2,420.00	0.00	2,420.00	0%
Transfer from Fund Balance	0.00	2,083.33	(2,083.33)	0.00	25,000.00	(25,000.00)	0%
Development & Research Program	131,007.00	10,850.83	120,156.17	237,840.00	130,210.00	107,630.00	183%
Gross Revenues	195,554.11	73,940.00	121,614.11	976,168.67	887,280.00	88,888.67	110%
Expenditures							
Development Expenses - Salaries							
Salaries - Medical Director	16,666.67	16,666.67	(0.00)	200,000.04	200,000.00	(0.04)	100%
Salaries - Associate Medical Director	5,833.33	5,833.33	0.00	69,166.63	70,000.00	833.37	99%
Salaries - Development	6,884.80	10,833.33	3,948.53	142,740.32	130,000.00	(12,740.32)	110%
Salaries - Office Support	3,846.16	3,750.00	(96.16)	40,119.80	45,000.00	4,880.20	89%
Contract Employee	2,456.50	5,416.67	2,960.17	26,734.25	65,000.00	38,265.75	41%
Worker's Compensation Insurance	0.00	303.33	303.33	4,052.81	3,640.00	(412.81)	111%
FICA/FUTA/SUI	838.52	1,213.33	374.81	13,859.04	2,240.00	(11,619.04)	95%
Health & Disability Ins	401.67	4,264.42	3,862.75	15,160.75	51,173.00	36,012.25	30%
Health & Disability Ins-Med Dir	3,750.00	3,750.00	0.00	44,250.00	45,000.00	750.00	98%
Matching ICMA	820.40	1,063.25	242.85	15,658.73	12,759.00	(2,899.73)	123%
Total Development Salaries	41,498.05	53,094.33	11,596.28	571,742.37	624,812.00	53,069.63	90%
Development Expenses - Operating							
Dev & Research-Education	0.00	125.00	125.00	2,188.18	1,500.00	(688.18)	146%
Grant Research & Writing	0.00	933.33	933.33	3,807.69	11,200.00	7,392.31	34%
Research/Audit Expenses	0.00	41.67	41.67	0.00	500.00	500.00	0%
Legal Services	137.50	833.33	695.83	3,667.62	10,000.00	6,332.38	37%
Audit Services	0.00	0.00	0.00	0.00	0.00	0.00	0%
Medical Director Search	0.00	0.00	0.00	0.00	0.00	0.00	0%
Phone - Office	276.28	333.33	57.05	3,804.35	4,000.00	195.65	95%
Cellular Phone	332.29	450.00	117.71	3,605.68	5,400.00	1,794.32	67%
Pagers	0.00	0.00	0.00	0.00	0.00	0.00	0%
Printing	0.00	41.67	41.67	40.03	500.00	459.97	8%
Office Supplies	0.00	83.33	83.33	1,566.95	1,000.00	(566.95)	157%
Promotional	0.00	0.00	0.00	114.67	0.00	(114.67)	0%
Postage	0.00	33.33	33.33	129.41	400.00	270.59	32%
Bank Charges	85.32	83.33	(1.99)	1,108.28	1,000.00	(108.28)	111%
Payroll Services	174.90	233.33	58.43	2,590.20	2,800.00	209.80	93%
Uniforms	0.00	166.67	166.67	41.93	2,000.00	1,958.07	2%
Subscriptions & Memberships	94.94	41.67	(53.27)	377.88	500.00	122.12	76%
Publications	0.00	41.67	41.67	715.00	500.00	(215.00)	143%
Texts	0.00	0.00	0.00	0.00	0.00	0.00	0%
Committee Work and Team Supplies	671.81	666.67	(5.14)	6,539.40	8,000.00	1,460.60	82%
Computer Hardware	82.45	208.33	125.88	3,774.49	2,500.00	(1,274.49)	151%
Computer Software	0.00	208.33	208.33	2,161.51	2,500.00	338.49	86%
Computer Maintenance	0.00	0.00	0.00	0.00	0.00	0.00	0%
Vehicle Insurance	0.00	600.00	600.00	2,868.24	7,200.00	4,331.76	40%
Vehicle Costs	0.00	1,166.67	1,166.67	2,022.45	14,000.00	11,977.55	14%
Repairs & Maintenance/Contingency	0.00	83.33	83.33	244.10	1,000.00	755.90	24%
Online Web Services / Hosting	286.98	441.67	154.69	2,974.05	5,300.00	2,325.95	56%
Office Equipment Leasing	(72.79)	500.00	572.79	8,642.42	6,000.00	(2,642.42)	144%
Office Furniture & Equipment	0.00	83.33	83.33	819.79	1,000.00	180.21	82%
Meeting Room Rental	179.00	83.33	(95.67)	796.00	1,000.00	204.00	80%
Professional Development	0.00	0.00	0.00	85.32	0.00	(85.32)	85%
Travel-Medical Director	310.00	416.67	106.67	6,246.84	5,000.00	(1,246.84)	125%
Travel-Staff	0.00	416.67	416.67	1,573.72	5,000.00	3,426.28	31%
Dues-Medical Director	0.00	416.67	416.67	2,923.00	5,000.00	2,077.00	58%
Dues-Assistant to Medical Director	0.00	41.67	41.67	200.00	500.00	300.00	40%
Insurance-Malpractice	0.00	1,666.67	1,666.67	5,520.36	20,000.00	14,479.64	28%
Total Development Operating	2,558.68	10,441.67	7,882.99	71,149.56	125,300.00	54,150.44	57%
Total Development Expenses	44,056.73	63,536.00	19,479.27	642,891.93	750,112.00	107,220.07	84%
Research Expenses - Salaries							
Salaries - Research	8,591.49	6,833.33	(1,758.16)	96,068.68	82,000.00	(14,068.68)	117%
FICA/FUTA/SUI	676.57	551.67	(124.90)	7,347.45	6,620.00	(727.45)	111%
Health & Disability Ins	551.71	1,811.25	1,259.54	8,746.66	21,735.00	12,988.34	40%
Matching ICMA	0.00	512.50	512.50	0.00	6,150.00	6,150.00	0%
Total Research Salaries	9,819.77	9,708.75	(111.02)	112,162.79	116,505.00	4,342.21	96%
Research Expenses - Operating							
Printing	346.14	83.33	(262.81)	1,266.10	1,000.00	(266.10)	127%
Fuel Cost	264.34	253.58	(10.76)	3,981.61	3,043.00	(938.61)	131%
Office Supplies	13.25	83.33	70.08	620.27	1,000.00	379.73	62%
Postage	0.00	8.33	8.33	445.82	100.00	(345.82)	446%
Cellular Phone	0.00	16.67	16.67	115.77	200.00	84.23	58%
Office Furniture & Equipment	0.00	41.67	41.67	0.00	500.00	500.00	0%

Emergency Physician Advisory Board
Annual Operating Budget
For The Twelfth Month Ended 9-30-13

	Current Month			Year To Date			
	Actual	Budget	Variance Pos (Neg)	Actual	Budget	Variance Pos (Neg)	
Travel	0.00	0.00	0.00	12,205.73	0.00	(12,205.73)	12%
Computer Hardware	0.00	83.33	83.33	0.00	1,000.00	1,000.00	0%
Computer Software	0.00	41.67	41.67	0.00	500.00	500.00	0%
Pagers	0.00	41.67	41.67	0.00	500.00	500.00	0%
Committee Work and Team Supplies	115.34	41.67	(73.67)	1,845.77	500.00	(1,345.77)	369%
Total Research Operating	739.07	695.25	(43.82)	20,481.07	8,343.00	(12,138.07)	245%
Total Research Expenses	10,558.84	10,404.00	(154.84)	132,643.86	124,848.00	(7,795.86)	106%
Capital Outlay:							
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	0.00	3,333.33	3,333.33	31,250.14	40,000.00	8,749.86	0%
Total Capital Outlay	0.00	3,333.33	3,333.33	31,250.14	40,000.00	8,749.86	78%
Total Expenditures	54,615.57	73,940.00	19,324.43	806,785.93	874,960.00	68,174.07	91%
Ending Balance	140,938.54	0.00	140,938.54	169,382.74	12,320.00	(157,062.74)	%

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

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
OCT '12	2623	339	13%
NOV '12	2298	340	15%
DEC '12	2052	326	16%
JAN '13	3008	454	15%
FEB '13	2220	258	12%
MAR '13	4799	328	7%
Apr '13	5271	379	7%
May '13	5515	352	6%
June '13	4689	294	6%
July '13	5263	349	7%
Aug '13	5150	287	6%
Sept '13	4939	35	1%
TOTAL	47827	3741	8%

Fire Department Helpful?					
YES	%	NO	%	NA	%
269	79%	8	2%	62	18%
270	79%	4	1%	66	19%
256	79%	5	2%	65	20%
352	78%	5	1%	97	21%
197	76%	4	2%	57	22%
247	75%	11	3%	70	21%
297	78%	6	2%	76	20%
260	74%	8	2%	84	24%
239	81%	4	1%	51	17%
277	79%	7	2%	65	19%
233	81%	7	2%	47	16%
26	74%	0	0%	9	26%
2923	78%	69	2%	749	20%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
274	81%	3	1%	62	18%
264	78%	3	1%	73	21%
269	83%	0	0%	57	17%
371	82%	3	1%	80	18%
208	81%	1	0%	49	19%
263	80%	3	1%	62	19%
295	78%	4	1%	80	21%
275	78%	4	1%	73	21%
238	81%	3	1%	53	18%
288	83%	3	1%	58	17%
234	82%	6	2%	47	16%
28	80%	0	0%	7	20%
3007	80%	33	1%	701	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
288	85%	16	5%	35	10%
300	88%	11	3%	29	9%
292	90%	7	2%	27	8%
410	90%	7	2%	37	8%
231	90%	5	2%	22	9%
294	90%	5	2%	29	9%
324	85%	12	3%	43	11%
306	87%	13	4%	33	9%
260	88%	4	1%	30	10%
301	86%	13	4%	35	10%
250	87%	12	4%	25	9%
34	97%	1	3%	0	0%
3290	88%	106	3%	345	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
314	93%	8	2%	17	5%
325	96%	5	1%	10	3%
308	94%	3	1%	15	5%
435	96%	4	1%	15	3%
246	95%	0	0%	12	5%
309	94%	5	2%	14	4%
354	93%	4	1%	21	6%
324	92%	11	3%	17	5%
279	95%	3	1%	12	4%
331	95%	11	3%	7	2%
272	95%	6	2%	9	3%
35	100%	0	0%	0	0%
3532	94%	60	2%	149	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
181	53%	7	2%	151	45%
186	55%	8	2%	146	43%
164	50%	3	1%	159	49%
245	54%	1	0%	208	46%
143	55%	7	3%	108	42%
197	60%	6	2%	125	38%
194	51%	6	2%	179	47%
174	49%	7	2%	171	49%
170	58%	8	3%	116	39%
202	58%	6	2%	141	40%
173	60%	10	3%	104	36%
22	63%	0	0%	13	37%
2051	55%	69	2%	1621	43%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
320	94%	10	3%	9	3%
320	94%	7	2%	13	4%
306	94%	3	1%	17	5%
423	93%	13	3%	18	4%
242	94%	4	2%	12	5%
302	92%	6	2%	20	6%
355	94%	8	2%	16	4%
317	90%	16	5%	19	5%
264	90%	16	5%	14	5%
285	82%	35	10%	29	8%
260	91%	13	5%	14	5%
35	100%	0	0%	0	0%
3429	92%	131	4%	181	5%

2010/2011 Gross Responses

YES	18,232	81%
NO	468	2%
N/A	3,746	17%
	<u>22,446</u>	

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

1	Great!
2	It is a blessing to have someone you can count on . Thank you MedStar Mrs. S****.
3	Service was excellent in every way. Please send me and application form for me to join Starsaver Program.
4	The service was great but I think they need to have a blanket or sheet to cover the patient, I was too ill to reach for one.
5	The best service and very concerned
6	Please send us the forms to join MedStar. Thank you .
7	They did a great job.
8	MedStar was excellent that was on that job. D***** J***
9	Excellent ! Great ! Very professional! Thank you very for your wonderful care.
10	Transport was from Harris Ft Worth to Kindred SW.
11	Excellent !
12	You took my 17 year old son and I thank you for the care you gave him.
13	If it had not been for the two caring EMS people I would have died at home. They did a great job.
14	They were the best! The Fire Dept. and Ems Dispatcher and Paramedic and the Police officer that came to help; Thanks for are the best best. And all of you that run it, thank you. You are the best.
15	The paramedic was very knowledgeable and reassured me regarding my condition. I felt very confident that I was in good hands and relaxed.
16	I am filling the out for my girlfriend, who was the person that was in the accident. She said that the firemen were hunky and dreamy and that was the highlight for her. Other than that she spent 10 days of hell at Baylor All Saints. Insured or not, don't take people there, it is terrible. But MedStar is a noble institution for delivering hurt folks to get help. Thanks for your delivery of her.
17	We received excellent service! The phone dispatcher gave instruction over the phone that kept my family calm. The ambulance team was very diligent and professional. Thank you!
18	I wish your services were covered by our insurance network. I was really surprised at the cost after the insurance paid their part. Thank you to your billing dept. for helping out some.
19	Mr. H***** has end stage Alzheimer's and does not even remember the incident. I'm sure that MedStar services were very good. Thank you
20	I have Humana ins. Let me know if I can be of help.
21	The first responders saved my life. I wasn't having any pain - just felt bad. The EKG showed I was having a heart attack. They got me to agree to go to the hospital. I was having a widow maker heart attack and now have a stent in my LAD. No heart damage- I'm feeling great and am very grateful. Thank you.
22	Fire & Ems arrived at the same time. Somethings were explained but not all. Everyone was very nice to me.

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

23	I was not at city view care center when she was picked up so cannot respond to first 3 questions. Otherwise fine. Thanks
24	Team that responded at the home address was wonderful! Very caring and careful. Kudos.
25	Drivers always friendly and helpful
26	I have the worst veins anyone could have and your tech was able to get in the first time. He was emerging all of them that treated me were and also very respectful. Thank you all.
27	The paramedics were very patient with me and helped me a lot at a time when I was not very alert.
28	Thank you for your kindness in my time of pain.
29	Your men were great. Thank you
30	A-O-K
31	Thank you for your help. Mr. S**** died 8/16/13.
32	I was so out of it I remember nothing.
33	Emts were extremely polite and caring throughout the crisis.
34	Very prompt! These gentlemen were skilled in getting me out to the ambulance with the least bumps. They were great on the way to the hospital. Thank you all for being so helpful and professional
35	I am filling this in for our son who passed recently, he was very glad to see them when they arrived. He was known as ***** Jr.
36	The whole team was great but 2 of them that drove my husband were awesome. One explained that my husband might not make it to Harris downtown that we requested but had to go to Huguley. He was very concerned and caring, even checked twice (at least) with us in the ER room before leaving. Everything he said and did was helpful and professional but showed compassion. My husband was transferred to Arlington Mem. Hosp (Heart&Vascular) had an ablation, is doing great. Thanks
37	The MedStar crew knew what they were doing and handled me very well. I don't know how anyone could have done any better.
38	They were wonderful!
39	The MedStar people was very good & I was truly helped.
40	The MedStar crew was so comforting and kind to mother @ Autumn Leaves. Wonderful people.
41	As unusual, all you guys and gals were letter perfect.
42	Absolutely wonderful!
43	The paramedics have always been super helpful and comforting. They take the time to do their best to take the fear away.
44	Thank God for MedStar.
60	I was in so much pain for dislocating my hip implant, the care and the attendants were very helpful and careful for my care. Thank you.
61	Thank you for saving my life! My cardiologist said that I would have had a stroke if it hadn't been for them.

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62	Love those guys! They got there fast! Problem with referral to collection agency because they supposedly didn't have my Medicare number.
63	My son was to be transported to hospital. The crew agreed to wait a few minutes until my wife arrived home from work and ride with them. The crew talked to son and was extremely helpful and understanding. Thank them for a job well done. M**** (father)
64	I was very impressed by the service of your staff. Complimentation and Thanks!! S*****
65	They made me feel really good.
66	They did very well!
67	I was very impressed by the service of your staff. Compliments and thanks . S*****
68	Ivory & Joey were great, as well as the firefighters. I was really scared since I was alone and was losing a lot of blood & didn't know how to stop it. I was in good hands. (Ivory & Joey even stopped by to check on me when they made another run to the ER.) Thank you!
69	I did not make call. Great as usual FD even took my groceries upstairs & put them away for me!
70	Each trip we made with MedStar was very good. All personnel were kind. We made 3 trips in 4 days to 3 different hospitals.
71	Thank you so much for giving me life again. God bless you always.
72	My husband may not have made it if it were not for the crew dispatch to help him.
73	Thank you so much for your service in time of need. Life is critical in time of need may God bless you and the family of MedStar continuously.
74	Your service is "very" expensive to elderly people on a "fixed" income you should warn us before you transport! MC paid on account leaving a balance due from the patient of \$102.13. Account is paid in full.
75	The brunette female driver/paramedic/emt was a bit curt with me, bordering on rudeness, when prepping me for my ambulance ride to North Hills Hospital. The male medic and blonde female in-training exhibited compassion & professionalism. Suggestion: for improvement: The brunette female should either get some sensitivity training or else work in a cubicle where she avoids all human contact possible. Assigned to Roland Hernandez for resolution.
76	My drivers' license was in my pocket! How could they get my name wrong? They did not ask me once I was awake. No, just told my friend everything was fine. What you should do: In situations like mine. Charge the person that called you or consider it training for your technicians. This would be the right thing to do. They gave me no help. They set there until I became awake. I did not need them nor did I ask for them. My doctor said things like this might happen. Mr. C***** Jr. Assigned to Dustin Black for resolution.

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77	Med alert bracelet too week took too long not really Medicare and military I was squashed between 2 300# men who took forever to get info. I had been and was dizzy and nauseated and needed to get to the hospital. Took longer than previous Med* ride and driver hit every bump available. When reached hospital, the female driver was left to get me out of ambulance and she jerked me out, bumping me inches off the gurney. The headache I was nursing for 4 days blew my head off! Going into hospital -more rough pulls. Worst ride of my life. I called Med alert when I was up and around and told them if that crew showed again I refuse to ride. Assigned to Marshall Sharp for resolution. Then I get a bill - I've never gotten a bill with my coverage. M MC Patient only recieved a bill after MC paid. His secondary insurance paid the balance on the account.
78	The responder was helpful but scary the fire dept. did not respond, only the MedStar Mobile. Thanks Ms. B*****
79	I not speak English . You need more personnel than speak Spanish. Assigned to Roland Hernandez for resolution.
80	Responders would not stop long enough for me to pull my panties or pj's up. I was on the pot. They drug me out the door undressed for my son-in-law and all neighbors to stare at. I SHOULD SUE YOU! Assigned to Roland Hernandez for resolution.
81	I live about 1 1/2 miles from SW Harris. I was taken to downtown Harris. This caused unnecessary strife since my wife who was very ill could not pick me up and a taxi costing \$45 had to be utilized. This fall did not warrant going to downtown Harris. Assigned to Jeff Popp for resolution.
82	When the first responders arrived, they did not get in a rush to help Mrs. C*****. They were slow to get to her once they arrived. Assigned to John Elder for resolution.
83	The price were to high I were around ta block from the hospital cost too much. Insurance paid \$1110.00, leaving a balance of \$385.00 for the patient to pay.
84	The option to go to Cooks hospital was never mentioned to me. My son, who was the pt., is 17. I asked for the billing info to be emailed to me rather than over the phone. It was never emailed to me. Mother and Father were both emailed as requested and insurance information was obtained.
85	Not paying bill! Patient has Medicaid but denied due to transport was not part of the benefit plan.
86	I was fine by the time thy started to load me. I did not need hospital care. But they made me go anyway. Now I have a huge bill from you that my insurance won't pay. I am out of work and the bill is making my situation that much harder. Patient is making payment plan. Account rep did not offer a discount so we will follow back up with the patient.
87	I would have hated to see what treatment would have cost! Assigned to Heath Stone of resolution.
88	Thank you for all your help. \$ is very tight with us but we will get you paid. Is there any special programs for low income persons? Account Rep did not offer any assistance with the prompt pay or charity care program. Account Rep iscalling patient back.

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89	Somewhat The ems dispatcher seemed to question I needed an ambulance even though my mother couldn't walk. That was a little upsetting. <i>The dispatcher did a wonderful job with a difficult caller. EMD was followed and the correct response was sent. I personally listened to the tapes. The caller found her mother on the ground and there was a voice in the background questioning the caller on why she did not know her mother had fallen. In order to get pertinent information the call taker had to clarify questions multiple times. The caller was reassured that paramedics were on the way.</i>