

Area Metropolitan Ambulance Authority

MedStar

**Board of Directors
Agenda**

April 25, 2012

**NOTICE OF
AREA METROPOLITAN AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING
551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
April 25, 2012
10:00 am**

AGENDA

- 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-1095 Approval of minutes for board meeting of March 28, 2012 Mr. Zimmerman
Page 4
- BC-1096 Approval of check register for the month of March, 2012 Mr. Zimmerman
Page 8
- V. **NEW BUSINESS** Mr. Hooten
- VI. **MONTHLY REPORTS**
- A. Executive Director Report Mr. Hooten
- New Building
 - Staffing
 - Turnover
 - Search for new Dir. Operations
 - New Logistics Manager
 - TMS Report
 - What Matters
- B. Financial Report Ms. Brown
Page 17
- C. Public Affairs Report Mr. Zavadsky

D. EPAB Monthly Report Dr. Beeson

VII. OTHER DISCUSSION

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

VIII. CLOSED SESSION

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

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

IX. RECONVENE FROM CLOSED SESSION

BC – 1097 Act on any item discussed on Closed Session. Mr. Zimmerman

X. ADJOURNMENT

MINUTES

AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
March 28, 2012
10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on March 28, 2012 at the Ambulance Authority offices.

I. CALL TO ORDER

Chairman Zimmerman called the meeting to order at 10:04 am. Board members present were Board Chairman Zim Zimmerman, Paul Harral, Dr. Robert Adams, Byron Black, Doug Hooten and Dr. Jeff Beeson. Absent from the meeting Dr. Rajesh Gandhi.

II. INTRODUCTION OF GUESTS

Others present were Matt Zavadsky, John Elder, Bob Strickland, Paul Trusty, Chad Carr, Danyelle Kennan, Kay Stanley, Susan Swagerty, Tammy Moore, and Marianne Schmidt all with MedStar; Chief Rudy Jackson, with the Fort Worth Fire Department; and AMAA Board Attorney, Matt Goetz.

III. CITIZEN PRESENTATIONS

No citizen presentations were requested or made.

IV. CONSENT AGENDA

- | | |
|----------------|--|
| BC-1089 | Approval of minutes for board meeting of February 22, 2012. |
| BC-1090 | Approval of check register for the month of February, 2012. |
| BC-1091 | Approval of Record Management Policy Revisions |
| BC-1092 | Approval of Purchasing Policy Revisions |
| BC-1093 | Approval of Purchasing IT Equipment |

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

V. NEW BUSINESS

Mr. Hooten introduced his new executive assistant, Marianne Schmidt.

VI. MONTHLY REPORTS

A. Executive Director Report

Mr. Hooten reviewed his handout; System Performance Dashboard “*What Matters*”.

B. Financial Report

Mr. Hooten gave the financial report for the month of February 2012, stating total collected for the month was \$2,597,838, or 17.92% collections for the month and 43.01% collected year-to-date. A detailed statement of revenue and expenditures by division was included in the board packet. Mr. Zimmerman requested that we have a one sheet report showing current month actuals.

C. Public Affairs Report

Mr. Zavadsky reported on the FNFW Pilot that started 2/27. There has been a 1:27 shorter P1 response times on average.

Mr. Zavadsky reported on the drug shortage and how MedStar is assisting with the development of a joint letter to Congress asking them to intervene.

Mr. Zavadsky talked briefly about the Nurse Triage Program; the finalizing software agreement and install.

Mr. Zavadsky announced that Jeff Popp, Field Supervisor, has been nominated by our MedStar employees to represent them at the American Ambulance Association Stars of Life program in Washington D.C.

D. EPAB Monthly Report

Dr. Jeff Beeson stated that Fort Worth has had several Hypotensive Resuscitation patients since the Hypotensive Resuscitation Study began. The credit was given to Dallas, but all patients submitted have been by Ft. Worth.

VII. OTHER DISCUSSION

No new items or topics were discussed.

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

The Board adjourned to executive session at 10:30 a.m. and concluded at 10:44 a.m.

RECONVENE FROM CLOSED SESSION

No action taken.

IX. ADJOURNMENT

There being no further business, Zim Zimmerman adjourned the meeting at 10:46 a.m.

Respectfully submitted,

Dr. Jeff Beeson
Secretary, designee

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 03-01-12 To 03-31-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
66953	3/1/12	AT&T Telephone Voice - Comm Ctr	6,153.38
66954	3/1/12	Banc of America Leasing and Capital LLC Ambulance Lease	5,670.06
66968	3/1/12	GBC Benefits, Ltd. Benefits Administration	5,833.33
66988	3/1/12	ReCept Pharmacy Clinical Supplies	10,651.86
67003	3/1/12	UNITED HEALTHCARE March Premium	177,340.83
67009	3/1/12	Zoll Data Systems Inc Radio Maintenance	44,832.76
67023	3/8/12	Bound Tree Medical LLC Clinical Supplies	5,186.50
67025	3/8/12	C3 SoftWorks, Inc. Training-Card Classes	5,520.00
67028	3/8/12	Centurion Medical Products Clinical Supplies	5,175.00
67050	3/8/12	ReCept Pharmacy Clinical Supplies	8,340.72
67060	3/8/12	Zoll Data Systems Inc Computer Software Maintenance	8,028.17
67079	3/13/12	TMHP Patient Refunds	9,029.80
67112	3/15/12	Banc of America Leasing and Capital LLC Ambulance Lease	19,641.29
67113	3/15/12	Bradshaw Consulting Services, Inc Computer Software Maintenance	20,600.00
67120	3/15/12	Dantom Systems Inc Invoice & Forms Processing	6,831.05
67121	3/15/12	Direct Energy Business Services Utilities	8,972.10
67150	3/15/12	ReCept Pharmacy Clinical Supplies	19,741.62
67155	3/15/12	Taylor Healthcare Products Inc Clinical Supplies	7,392.00
67162	3/15/12	USA Mobility Wireless, Inc. Pager Service	5,039.72

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 03-01-12 To 03-31-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
67166	3/15/12	XL Parts Fleet Parts	5,705.43
67169	3/23/12	AFLAC March Premium	6,177.00
67173	3/23/12	AT&T Mobility Telephone Base	7,655.79
67175	3/23/12	Banc of America Leasing and Capital LLC Ambulance Lease	6,157.82
67178	3/23/12	Bound Tree Medical LLC Clinical Supplies	12,382.00
67198	3/23/12	Konica Minolta Business Solutions Office Copiers and Fax	5,022.30
67204	3/23/12	Murphy Mahon Keffler & Farrier LLP Legal Services	10,424.65
67209	3/23/12	Professional Ambulance Sales & Services Minor Equipment - Ambulance	7,910.25
67211	3/23/12	PRUDENTIAL GROUP INSURANCE March Premium	23,615.97
67216	3/23/12	ReCept Pharmacy Clinical Supplies	5,324.20
67219	3/23/12	Smiths Medical Clinical Supplies	5,140.80
67269	3/26/12	CAAS CAAS Recertification	15,000.00
67270	3/29/12	Bruner Motors Inc Ambulance - Remount	33,580.25
67278	3/29/12	Bound Tree Medical LLC Clinical Supplies	5,089.03
67302	3/29/12	Microsoft Licensing, GP Computer Software Maintenance	34,082.10
67310	3/29/12	ReCept Pharmacy Clinical Supplies	13,715.50
67317	3/29/12	Taylor Healthcare Products Inc Clinical Supplies	6,216.00
			<u>583,179.28</u>
TOTAL ACCOUNTS PAYABLE			848,696.91
TOTAL PAYROLL EXPENSE			<u>1,382,816.15</u>
			<u>2,231,513.06</u>

MedStar System Performance Summary

March 2012

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	91	91
Filled	76	77
In Training	9	14
Medstar Paramedic School	n/a	n/a
FMLA / Light Duty / Other	0	1
Availability %	83.5%	83.5%

Unit Hour Production

Scheduled UH	19,327
Produced UH	16,832
Scheduling Efficiency	87.1%

Unfilled Shifts

Average Scheduled Shifts Per Day	50
Daily Average Unfilled Shifts	7

Response Time Reliability

Overall	92.5%
P1	89.2%
P2	94.2%
P3	93.2%
P4	83.0%
P5	91.9%

P1 Adjusted Reliability

09:30 RT Standard	91.8%
10:00 RT Standard	93.3%
10:30 RT Standard	94.3%
11:00 RT Standard	95.2%

Avg/Med Response Time

	Average	Median
P1	5:28	5:01
P2	5:34	5:01
P3	7:27	6:45

Extended Calls

	Total	Daily Avg
P1 Calls > 19:00	8	0.3
P2 Calls > 21:00	16	0.5
P3 Calls > 25:00	31	1.0

Customer Satisfaction Twelve Month Period

Cards Mailed	25,958
Cards Returned	9,702
EMS Dispatcher Helpful?	81%
Care & Treatment Explained By The Paramedic	87%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	55%
Overall Were You Satisfied With The Services?	96%

System Response Time Reliability and Average Response Time Performance

March 01, 2012 thru March 31, 2012

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,188	2,142	1,677	2,079	89.2%	89.2%	00:05:28
2	3,373	3,275	2,388	3,141	94.2%	94.2%	00:05:34
3	3,022	2,884	2,052	2,597	93.2%	93.2%	00:07:30
4	18	18	16	16	77.8%	83.0%	00:03:25
5	752	742	724	722	91.9%	91.9%	12:05:31
	9,353	9,061	6,857	8,555			

Response Time Reliability and Average Response Time Performance By Member City

March 01, 2012 thru March 31, 2012

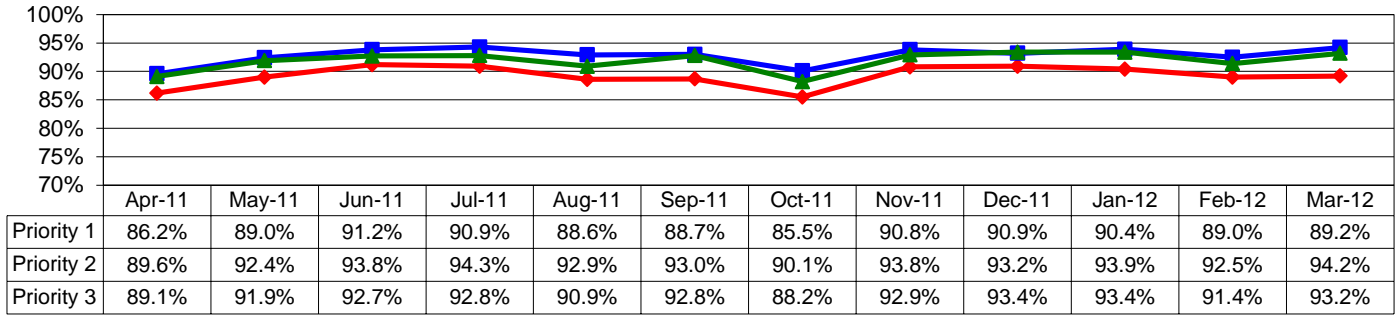
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
Blue Mound	1	1	1	1	1	< 09:00	100.0%	90.0%	00:03:18
	2	3	3	1	3	< 11:00	100.0%	96.0%	00:03:44
	3	8	8	8	8	< 15:00	100.0%	96.0%	00:06:05
		12	12	10	12				
Burleson	1	68	68	45	66	< 09:00	76.5%	78.0%	00:06:03
	2	105	98	69	95	< 11:00	84.8%	84.8%	00:06:01
	3	68	64	49	62	< 15:00	86.8%	84.0%	00:08:26
	5	92	92	92	90	< 60:00	92.4%	NA	00:32:06
		333	322	255	313				
Edgecliff Village	1	4	4	4	4	< 09:00	100.0%	94.0%	00:03:33
	2	4	4	3	4	< 11:00	100.0%	98.0%	00:04:21
	3	8	7	6	7	< 15:00	100.0%	95.0%	00:05:07
		16	15	13	15				
Forest Hill	1	30	29	19	28	< 09:00	83.3%	88.0%	00:05:48
	2	65	62	43	59	< 11:00	92.3%	94.0%	00:05:16
	3	35	34	25	33	< 15:00	94.3%	95.0%	00:06:58
		130	125	87	120				
Fort Worth	1	1,810	1,769	1,393	1,717	< 09:00	90.4%	90.4%	00:05:21
	2	2,848	2,777	2,021	2,655	< 11:00	94.8%	94.8%	00:05:31
	3	2,616	2,504	1,761	2,237	< 15:00	93.3%	93.3%	00:07:30
	4	17	17	16	16	= 00:00	76.5%	NA	00:03:37
	5	643	634	616	616	< 60:00	91.8%	91.8%	14:03:45
		7,934	7,701	5,807	7,241				
Haltom City	1	106	103	84	100	< 09:00	82.1%	82.1%	00:06:39
	2	103	97	75	96	< 11:00	96.1%	96.1%	00:06:19
	3	90	80	60	72	< 15:00	92.2%	93.0%	00:08:00
	4	1	1	0	0	= 00:00	100.0%	NA	00:00:00
		300	281	219	268				
Haslet	1	2	2	1	2	< 09:00	100.0%	56.0%	00:06:44
	2	9	6	3	6	< 11:00	77.8%	70.0%	00:07:15
	3	1	1	1	1	< 15:00	100.0%	NA	00:09:39
		12	9	5	9				
Lakeside	1	4	4	4	4	< 09:00	75.0%	NA	00:09:31
	2	3	3	3	3	< 11:00	66.7%	NA	00:09:39
	3	2	2	2	2	< 15:00	100.0%	NA	00:07:31
		9	9	9	9				
Lake Worth	1	25	25	19	25	< 09:00	92.0%	85.0%	00:04:30
	2	43	42	34	42	< 11:00	83.7%	86.0%	00:06:56
	3	36	33	27	32	< 15:00	86.1%	87.0%	00:08:01
	5	4	3	3	3	< 60:00	100.0%	NA	00:00:00
		108	103	83	102				

Response Time Reliability and Average Response Time Performance By Member City

March 01, 2012 thru March 31, 2012

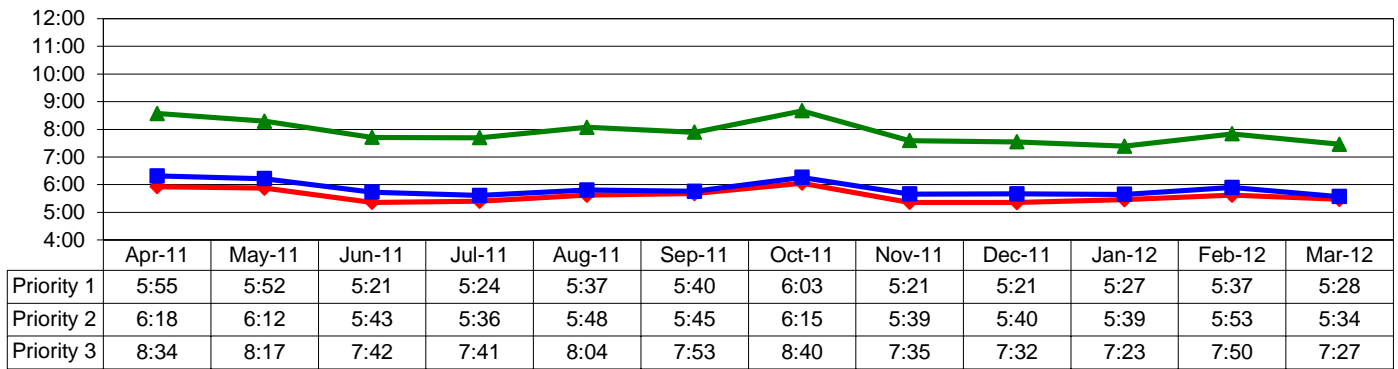
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
River Oaks	1	17	17	14	17	< 09:00	76.5%	84.0%	00:06:33
	2	22	21	15	20	< 11:00	95.5%	93.0%	00:05:07
	3	18	18	16	17	< 15:00	94.4%	90.0%	00:07:42
	5	1	1	1	1	< 60:00	100.0%	NA	00:00:00
		58	57	46	55				
Saginaw	1	37	36	24	34	< 09:00	94.6%	93.0%	00:05:54
	2	46	40	25	39	< 11:00	91.3%	93.0%	00:06:42
	3	38	36	27	35	< 15:00	89.5%	87.0%	00:08:52
		121	112	76	108				
Sansom Park	1	25	25	23	24	< 09:00	76.0%	81.0%	00:05:10
	2	17	17	14	17	< 11:00	100.0%	94.0%	00:05:47
	3	18	16	11	14	< 15:00	94.4%	94.0%	00:06:18
	5	1	1	1	1	< 60:00	100.0%	NA	00:00:00
		61	59	49	56				
Westover Hills	1	1	1	1	1	< 09:00	100.0%	NA	00:04:10
	2	1	1	0	0	< 11:00	100.0%	NA	00:08:33
	3	1	1	0	1	< 15:00	100.0%	NA	00:04:06
		3	3	1	2				
White Settlement	1	51	51	41	51	< 09:00	84.3%	85.0%	00:05:21
	2	94	94	76	92	< 11:00	94.7%	94.0%	00:04:30
	3	77	75	55	71	< 15:00	97.4%	98.0%	00:05:43
	5	11	11	11	11	< 60:00	90.9%	NA	00:09:48
		233	231	183	225				
Westworth Village	1	7	7	4	5	< 09:00	85.7%	87.0%	00:07:04
	2	10	10	6	10	< 11:00	100.0%	96.0%	00:05:42
	3	6	5	4	5	< 15:00	100.0%	93.0%	00:09:31
		23	22	14	20				
Grand Total		9,353	9,061	6,857	8,555				

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



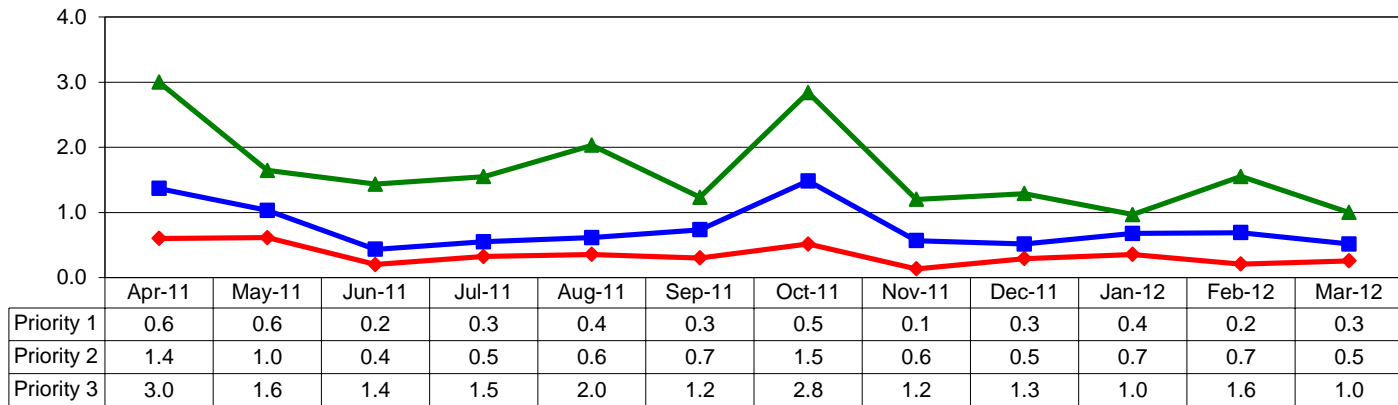
◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

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

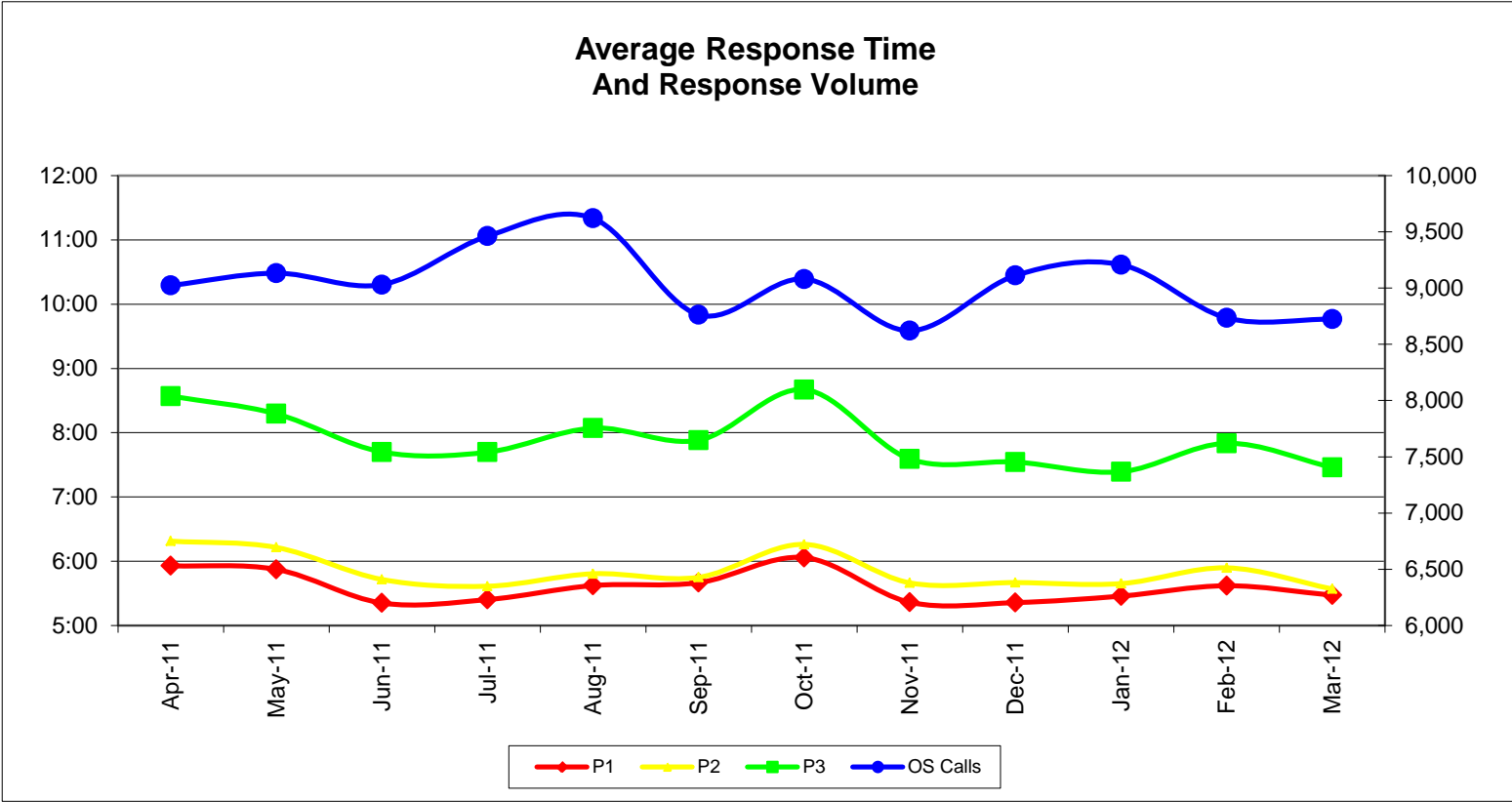


◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

**Performance Indicators Last 12 Months
Average Daily Extended Responses (> 10 Minutes Past Goal)**



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3



MedStar - Area Metropolitan Ambulance Authority

Billed vs. Collected
Six Month

Month	FY 11-12		
	Billed	Contractual Allowance	Collected
Oct	10,669,648	(4,399,143)	3,101,236
Nov	10,156,925	(3,961,717)	2,751,004
Dec	10,842,301	(4,630,550)	2,732,724
Jan	10,832,070	(4,519,819)	2,485,191
Feb	10,401,522	(4,361,690)	2,597,838
Mar	10,808,002	(4,359,322)	2,592,092
Total	63,710,468	(26,232,241)	16,260,085

YTD Gross Collection 25.52%
(\$16,260,085/\$63,710,468)

YTD Net / Net Collection 43.39%
(\$16,260,085/(\$63,710,468-\$26,232,241))



Annual Operating Budget
For The Month Ended March 31, 2012

	(1) FY 11-12 Adopted Budget	(2) Prorated Adopted Budget	(3) FY 11-12 Current Month	(4) FY 11-12 YTD
Revenues	\$33,872,529	\$16,936,265	\$2,697,197	\$16,448,476
Payroll	\$20,528,087	\$10,453,529	\$1,419,239	\$9,585,359
Payroll Related	\$3,378,320	\$1,689,160	\$222,180	\$1,253,594
Total Payroll	\$23,906,408	\$12,142,689	\$1,641,420	\$10,838,953
Operating Expenses	\$9,966,121	\$5,395,891	\$678,577	\$4,592,551
Total Expenditures	\$33,872,529	\$17,538,580	\$2,319,996	\$15,431,503
Net Gain (Loss)	\$0	(\$602,315)	\$377,201	\$1,016,973

**MedStar - Area Metropolitan Ambulance Authority
Billed vs. Collected
Six Month**

Month	FY 10-11			FY 11-12		
	Billed	Contractual Allowance	Collected	Billed	Contractual Allowance	Collected
Oct	10,769,112	4,346,494	2,270,288	10,669,648	4,399,143	3,101,236
Nov	10,200,804	4,043,619	2,765,211	10,156,925	3,961,717	2,751,004
Dec	11,033,322	4,495,915	2,645,505	10,842,301	4,630,550	2,732,724
Jan	6,395,757	1,740,110	2,669,938	10,832,070	4,519,819	2,485,191
Feb	15,277,203	7,258,873	1,437,060	10,401,522	4,361,690	2,597,838
Mar	10,945,392	4,567,863	3,373,398	10,808,002	4,359,322	2,592,092
Apr	11,343,950	4,507,136	3,025,363	-	-	-
May	11,121,395	4,390,538	3,327,846	-	-	-
Jun	11,203,883	4,555,660	2,892,671	-	-	-
Jul	11,477,481	4,315,051	2,482,995	-	-	-
Aug	11,539,568	4,454,468	3,048,319	-	-	-
Sept	10,520,848	4,227,653	2,730,879	-	-	-
Total	131,828,715	52,903,380	32,669,472	63,710,468	26,232,241	16,260,085

Comparison of Billed vs. Collected

Current Month Actual

52.90%

40.20%

Year To Date Actual

Year	Billed	Contractual Allowance	Collected	Percent
95-96	12,185,161	1,202,422	3,367,069	30.66%
96-97	12,292,601	1,506,175	5,471,526	50.73%
97-98	12,499,329	880,764	5,921,005	50.96%
98-99	15,452,410	1,146,785	4,987,029	34.86%
99-00	13,246,440	1,118,595	4,788,049	39.48%
00-01	17,716,290	1,817,889	5,563,336	34.99%
01-02	14,272,249	1,526,574	6,037,674	47.37%
02-03	15,528,328	2,035,998	6,234,026	46.20%
03-04	21,946,503	6,555,971	5,002,208	32.50%
04-05	30,157,952	10,264,047	6,626,917	33.31%
05-06	32,460,307	9,956,066	8,773,972	38.99%
06-07	36,430,199	12,934,081	9,193,765	39.13%
07-08	43,698,665	14,690,580	8,917,526	30.74%
08-09	44,208,946	16,093,314	12,223,561	43.48%
09-10	54,290,513	19,802,940	15,096,532	43.77%
10-11	64,621,590	26,452,874	15,161,399	39.72%
11-12	63,710,468	26,232,241	16,260,085	43.39%

Six Month Average

FY 10-11			FY 11-12		
Billed	Contractual Allowance	Collected	Billed	Contractual Allowance	Collected
10,770,265	4,408,812	2,526,900	10,618,411	4,372,040	2,710,014

MedStar - Area Metropolitan Ambulance Authority
Annual Operating Budget
For The Month Ended March 31, 2012

	(1) FY 11-12 Adopted Budget	(2) Prorated Adopted Budget	(3) FY 11-12 Current Month	(4) FY 11-12 YTD	(5) % of Total Funds to Budget
Revenues					
Patient Fees for Service	32,989,290.08	16,494,645.04	2,551,837.52	16,122,619.22	49%
Critical Care Transports (CCT) FFS	375,000.00	187,500.00	25,802.52	106,012.14	28%
Subscription Income	375,000.00	187,500.00	23,545.00	72,410.00	19%
Subsidies	40,239.00	20,119.50	3,226.54	17,973.00	45%
Special Events	90,000.00	45,000.00	14,452.34	50,933.04	57%
Interest Income	0.00	0.00	0.00	0.00	0%
Other	3,000.00	1,500.00	78,333.00	78,528.80	2618%
Total Revenues	33,872,529.08	16,936,264.54	2,697,196.92	16,448,476.20	49%
Administration Division Expenditures					
Personnel Services	2,897,622.07	1,477,351.71	192,365.78	1,435,133.24	50%
Operating	2,889,007.71	1,547,853.86	210,183.30	1,073,032.70	37%
Other	351,317.61	176,508.81	11,752.28	143,736.59	41%
Capital Outlay	781,284.89	443,098.06	35,100.00	265,359.39	34%
Total Administration Division Expenditures	6,919,232.28	3,644,812.43	449,401.36	2,917,261.92	42%
Human Resources Division Expenditures					
Personnel Services	575,853.33	291,729.74	38,228.77	268,227.24	47%
Operating	98,750.00	57,875.00	9,099.60	86,851.13	88%
Other	5,900.00	2,950.00	0.00	1,766.57	30%
Capital Outlay	0.00	0.00	0.00	0.00	0%
Total Human Resources Division Expenditures	680,503.33	352,554.74	47,328.37	356,844.94	52%
Field Operation Division Expenditures					
Personnel Services	20,432,932.45	10,373,607.31	1,410,825.09	9,135,592.09	45%
General & Administrative	808,275.00	608,637.50	26,606.63	528,010.56	65%
Operating	3,843,672.32	1,951,836.16	339,806.95	1,880,822.25	49%
Other	246,242.31	125,021.16	14,558.82	106,661.76	43%
Capital Outlay	941,671.39	482,110.70	31,469.17	506,309.75	54%
Total Field Operations Division Expenditures	26,272,793.47	13,541,212.82	1,823,266.66	12,157,396.41	46%
Total All Division Expenditures	33,872,529.08	17,538,579.98	2,319,996.39	15,431,503.27	46%
Net Gain (Loss)	0.00	(602,315.44)	377,200.53	1,016,972.93	

(2) - Column (1) divided by 12, multiplied by the # of months expired.
(5) - Column (4) divided by column (1).

Area Metropolitan Ambulance Authority
Balance Sheet
March 31, 2012

ASSETS

Current Assets

Operating Bank Account	\$ 16,358,624.08	
Membership Bank Account	31,593.92	
Petty Cash	460.00	
Petty Cash Field Ops	500.00	
Payroll Account	24,095.85	
Patient Accounts Receivable	17,907,742.12	
Allowance For Uncollectables	(12,343,165.35)	
Manual Payroll Acct Receivable	1,445.33	
Employee Uniform Receivable	(2,667.64)	
Pre-Paid Insurance	224,602.56	
Pre-Paid Expense	47,175.04	
Prepaid Health Insurance	<u>1,000.00</u>	
 Total Current Assets		 22,251,405.91

Property and Equipment

Land	325,165.00	
Building	3,052,876.02	
Computer Hardware	2,429,152.73	
Computer Software	1,839,061.70	
Furniture & Fixtures	586,365.73	
Mbrship Furniture & Fixtures	1,303.50	
Communications Equipment	1,762,753.81	
Dispatch Telephone Equipment	9,356.57	
EMRS Installation	81,390.65	
Electronic Imaging	119,381.29	
Automated Extl. Defibrillator	33,950.00	
Ambulances	2,249,143.25	
Ambulance - Remount	2,454,271.60	
Ambulance - Deployment	984,245.43	
Ambulance - CCT	195,643.94	
Support Vehicles	246,811.32	
Vehicle - APP	42,646.08	
Fleet Equipment	24,371.21	
Canopy	141,472.46	
Clinical Equipment	1,106,903.14	
Clinical Upgrades	10,127.83	
Accumulated Depreciation	<u>(12,366,168.52)</u>	
 Total Property and Equipment		 <u>5,330,224.74</u>

Total Assets		<u><u>\$ 27,581,630.65</u></u>
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Area Metropolitan Ambulance Authority
Balance Sheet
March 31, 2012

LIABILITIES AND CAPITAL

Current Liabilities

Funds Held for Other	\$	20,346.65	
Contracts Payable - EPAB		60,512.20	
Interest Payable		17,872.00	
Accrued Sick		246,385.17	
Accrued Vacation		357,324.40	
Payroll Deductions Payable		5,839.52	
Current Portion - Amb Purchase		<u>392,069.17</u>	
 Total Current Liabilities			 1,100,349.11

Long-Term Liabilities

Deferred Subscription Income		83,508.65	
Ambulance Purchase		<u>1,373,211.61</u>	
 Total Long-Term Liabilities			 <u>1,456,720.26</u>
 Total Liabilities			 2,557,069.37

Net Assets <Deficit>

Capital Contribution		316,920.50	
Retained Earnings		23,664,369.25	
Net Income		<u>1,043,271.53</u>	
 Total Net Assets <Deficit>			 <u>25,024,561.28</u>
 Total Liabilities & Net Assets <Deficit>			 <u>\$ 27,581,630.65</u>

Area Metropolitan Ambulance Authority
Statement of Net Assets
March 31, 2012

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$	16,415,273.85
Patient accounts receivable (net of allowance for doubtful accounts)		5,564,576.77
Prepaid expenses		272,777.60
Other Accounts Receivable		<u>(1,222.31)</u>

Total current assets **22,251,405.91**

CAPITAL ASSETS, at cost

Land		325,165.00
Communication equipment		1,772,110.38
Data processing equipment and software		4,468,986.37
Office furniture and equipment		621,619.23
Building and improvements		3,194,348.48
Ambulance fleet		7,304,035.97
Clinical Upgrades		<u>10,127.83</u>

		17,696,393.26
Less accumulated depreciation		<u>12,366,168.52</u>

5,330,224.74

TOTAL ASSETS **27,581,630.65**

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Current portion of capital lease payments		1,373,211.61
Accounts payable and accrued liabilities		708,279.94
Deferred revenue		<u>83,508.65</u>

Total current liabilities **2,165,000.20**

NONCURRENT LIABILITIES

Capital leases		392,069.17
----------------	--	------------

NET ASSETS

Invested in capital assets, net of relate debt		3,530,031.93
Unrestricted net assets		<u>25,024,561.28</u>

TOTAL NET ASSETS **25,024,561.28**

Area Metropolitan Ambulance Authority
Income Statement
For the Six Months Ending March 31, 2012

	<u>Current Month</u>	<u>Year to Date</u>
<u>Revenues</u>		
Patient Fee for Service	10,731,975.08	63,209,076.88
Critical Care Transports (CCT) FFS	83,820.00	447,040.00
Special Events	8,911.00	90,754.04
Uncompensated Patient Fee for Service	(8,219,073.32)	(47,451,542.14)
Subscription Income	36,978.65	194,583.76
Subsidies	3,226.54	17,973.00
Other	0.00	195.80
	<hr/>	<hr/>
Total Revenues	2,645,837.95	16,508,081.34
	<hr/>	<hr/>
<u>Administrative Division Expenditures</u>		
Personnel Services	192,820.11	1,369,805.78
Operating	226,331.64	1,075,075.39
Other	11,880.42	135,100.63
	<hr/>	<hr/>
Total Administrative Division Expenditure	431,032.17	2,579,981.80
	<hr/>	<hr/>
<u>Human Resources Division Expenditures</u>		
Personnel Services	39,998.95	264,171.59
Operating	9,099.60	86,524.90
Other	0.00	1,766.57
	<hr/>	<hr/>
Total Human Resources Division Expenditure	49,098.55	352,463.06
	<hr/>	<hr/>
<u>Field Operations Division Expenditures</u>		
Personnel Services	1,421,059.05	8,809,283.03
General & Administrative	54,221.88	347,742.68
Operating	345,479.22	2,066,842.94
Other	14,558.82	104,899.03
	<hr/>	<hr/>
Total Field Oper. Division Expenditure	1,835,318.97	11,328,767.68
	<hr/>	<hr/>
Depreciation	200,542.56	1,281,930.27
	<hr/>	<hr/>
Total Expenditures	2,515,992.25	15,543,142.81
	<hr/>	<hr/>
Net Income	<u>\$ 129,845.70</u>	<u>\$ 964,938.53</u>

**Emergency Physician Advisory Board
Annual Operating Budget
For The Sixth Month Ended 03-31-12**

	FY 10-11 Actual Year	FY 11-12 Adopted Budget	FY 11-12 ProRated Budget	FY 11-12 Current Month	FY 11-12 YTD	
Revenues						
Quality Assurance Fees	703,807.14	735,036.00	367,518.00	60,442.01	354,383.33	48%
Interest Income	247.40	0.00	0.00	0.00	0.00	0%
Transfer from Fund Balance	92,211.08	0.00	0.00	0.00	0.00	0%
Development & Research Program	62,407.00	136,951.00	68,475.50	0.00	0.00	0%
Gross Revenues	858,672.62	871,987.00	435,993.50	60,442.01	354,383.33	41%
Expenditures						
Development Expenses - Salaries						
Salaries	357,071.39	530,958.00	265,479.00	47,859.00	204,723.88	39%
FICA/FUTA/SUI	6,990.81	14,720.00	7,360.00	632.53	2,827.13	19%
Health & Disability Ins	19,122.77	49,683.00	24,841.50	522.75	3,119.07	6%
Health & Disability Ins-Med Dir	29,598.95	36,000.00	18,000.00	3,000.00	17,502.50	49%
Matching ICMA	3,104.40	13,425.00	6,712.50	259.20	1,665.60	12%
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0%
Total Development Salaries	415,888.32	644,786.00	322,393.00	52,273.48	229,838.18	36%
Development Expenses - Operating						
Dev & Research-Education	558.22	500.00	115.38	0.00	127.00	25%
Research/Audit Expenses	1,078.63	500.00	250.00	290.27	1,969.80	394%
Legal Services	1,742.50	2,500.00	1,250.00	275.00	1,347.50	54%
Medical Director Search	25,587.29	0.00	0.00	0.00	0.00	0%
Phone - Office	5,007.02	5,200.00	2,600.00	861.53	2,830.97	54%
Cellular Phone	4,808.68	5,300.00	2,650.00	277.16	1,726.55	33%
Pagers	75.68	0.00	0.00	0.00	0.00	0%
Printing	495.74	500.00	250.00	0.00	0.00	0%
Office Supplies	211.02	1,000.00	500.00	9.16	274.95	27%
Postage	102.14	250.00	125.00	6.45	123.79	50%
Bank Charges	1,813.37	2,500.00	1,250.00	30.64	480.48	19%
Payroll Services	1,993.41	2,500.00	1,250.00	162.00	1,686.45	67%
Uniforms	708.52	1,500.00	750.00	1,029.26	2,239.77	149%
Subscriptions & Memberships	78.00	250.00	125.00	363.98	407.98	163%
Publications	399.00	250.00	125.00	0.00	533.00	213%
Committee Work and Team Supplies	9,089.89	9,000.00	4,500.00	330.15	3,210.66	36%
Computer Hardware	15,244.00	2,000.00	1,000.00	0.00	31.38	2%
Computer Software	10,050.00	2,000.00	1,000.00	0.00	2,381.31	119%
Worker's Compensation Insurance	3,299.49	3,500.00	3,500.00	0.00	2,528.57	72%
Repairs & Maintenance/Contingency	953.38	1,000.00	500.00	14.10	84.60	8%
Online Web Services / Hosting	1,535.24	6,500.00	3,250.00	138.53	1,108.30	17%
Office Equipment Leasing	6,581.21	6,000.00	3,000.00	494.08	3,155.92	53%
Office Furniture & Equipment	0.00	1,000.00	500.00	0.00	906.39	91%
Meeting Room Rental	675.50	1,000.00	500.00	183.00	548.00	55%
Travel-Medical Director	2,552.03	5,000.00	2,500.00	493.60	4,652.18	93%
Travel-Staff	2,577.52	5,000.00	2,500.00	0.00	2,196.24	44%
Dues-Medical Director	4,377.75	5,000.00	2,500.00	150.00	2,613.00	52%
Dues-Assistant to Medical Director	180.56	500.00	250.00	0.00	0.00	0%
Insurance-Malpractice	14,705.48	20,000.00	10,000.00	0.00	4,733.55	24%
Total Development Operating	116,481.27	90,250.00	46,740.38	5,108.91	41,898.34	46%
Total Development Expenses	583,302.84	735,036.00	369,133.38	57,382.39	271,736.52	37%
Research Expenses - Salaries						
Salaries - Research	90,999.74	91,000.00	45,500.00	11,085.00	63,622.69	70%
FICA/FUTA/SUI	7,026.98	7,267.00	3,633.50	857.05	5,073.97	70%
Health & Disability Ins	12,393.98	23,884.00	5,511.69	1,022.83	6,464.80	27%
Matching ICMA	0.00	5,000.00	2,500.00	0.00	0.00	0%
Total Research Salaries	110,420.70	127,151.00	57,145.19	12,964.88	75,161.46	59%
Research Expenses - Operating						
Printing	438.71	1,000.00	500.00	0.00	173.52	17%
Office Supplies	308.22	1,000.00	500.00	147.63	640.16	64%
Postage	0.00	100.00	50.00	0.00	0.00	0%
Provider and Hospital Fees	0.00	200.00	100.00	0.00	0.00	0%
Office Furniture & Equipment	0.00	500.00	250.00	338.32	338.32	68%
Computer Hardware	776.00	2,000.00	1,000.00	0.00	0.00	0%
Computer Software	0.00	500.00	250.00	0.00	0.00	0%
Committee Work and Team Supplies	0.00	4,500.00	2,250.00	0.00	0.00	0%
Total Research Operating	1,522.93	9,800.00	4,900.00	485.95	1,152.00	12%
Total Research Expenses	111,943.63	136,951.00	62,045.19	13,450.83	76,313.46	56%

Emergency Physician Advisory Board
Annual Operating Budget
For The Sixth Month Ended 03-31-12

	FY 10-11 Actual Year	FY 11-12 Adopted Budget	FY 11-12 ProRated Budget	FY 11-12 Current Month	FY 11-12 YTD	
Capital Outlay:						
Computer System Upgrades	0.00	0.00	0.00	0.00	0.00	0%
Office Equipment	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%
Vehicle	21,343.75	0.00	0.00	0.00	0.00	0%
Total Capital Outlay	21,343.75	0.00	0.00	0.00	0.00	0%
Total Expenditures	716,590.22	871,987.00	431,178.58	70,833.22	348,049.98	40%
Ending Balance	142,082.40	0.00	4,814.92	(10,391.21)	6,333.35	

**MedStar - Area Metropolitan Ambulance Authority
Collection For Fiscal Year 2011-2012**

		Oct-11	%	Nov-11	%	Dec-11	%	Jan-12	%	Feb-12	%	Mar-12	%	Total	%
Blue Mound	Billed	8,234		13,379		14,564		24,168		14,602		12,824		87,769	
	Collected	829	10%	2,846	21%	3,632	25%	1,767	7%	1,061	7%	-	0%	10,134	12%
Burleson	Billed	390,027		345,025		465,109		341,519		369,236		379,772		2,290,688	
	Collected	129,841	33%	131,428	38%	159,972	34%	107,168	31%	58,189	16%	10,366	3%	596,963	26%
Edgecliff Village	Billed	14,349		9,339		3,140		12,563		9,637		8,178		57,206	
	Collected	4,147	29%	3,344	36%	370	12%	3,509	28%	1,268	13%	-	0%	12,639	22%
Forest Hill	Billed	125,058		129,501		122,126		138,979		105,056		118,455		739,173	
	Collected	26,664	21%	27,667	21%	21,275	17%	20,438	15%	14,754	14%	2,802	2%	113,599	15%
Ft. Worth	Billed	9,127,452		8,719,907		9,198,144		9,372,257		8,960,012		9,217,790		54,595,562	
	Collected	2,230,730	24%	2,152,173	25%	1,990,811	22%	1,607,376	17%	1,334,773	15%	219,387	2%	9,535,249	17%
Haltom City	Billed	288,482		380,002		337,385		325,820		285,068		293,031		1,909,787	
	Collected	59,603	21%	89,510	24%	76,561	23%	52,308	16%	40,431	14%	6,193	2%	324,606	17%
Haslet	Billed	30,039		20,196		18,512		23,058		27,461		21,156		140,421	
	Collected	12,092	40%	9,045	45%	5,998	32%	6,419	28%	7,287	27%	499	2%	41,341	29%
Lakeside	Billed	5,451		8,332		7,120		5,534		6,046		9,676		42,158	
	Collected	1,699	31%	2,135	26%	1,348	19%	1,469	27%	50	1%	-	0%	6,700	16%
Lake Worth	Billed	90,313		84,313		111,108		111,812		91,743		113,597		602,884	
	Collected	19,506	22%	19,813	23%	29,033	26%	14,338	13%	17,314	19%	6,132	5%	106,135	18%
River Oaks	Billed	71,208		62,409		67,525		56,789		68,910		71,305		398,144	
	Collected	15,515	22%	13,506	22%	13,939	21%	12,971	23%	8,145	12%	722	1%	64,798	16%
Saginaw	Billed	113,411		132,683		123,595		98,617		96,806		113,098		678,209	
	Collected	36,702	32%	37,332	28%	32,611	26%	17,376	18%	11,495	12%	2,985	3%	138,500	20%
Sansom Park	Billed	27,096		36,768		50,020		44,438		37,422		34,531		230,274	
	Collected	5,542	20%	6,534	18%	7,527	15%	7,394	17%	3,886	10%	-	0%	30,884	13%
White Settlement	Billed	229,174		228,184		231,260		186,552		209,112		231,264		1,315,544	
	Collected	48,114	21%	48,294	21%	43,075	19%	33,340	18%	24,553	12%	5,258	2%	202,634	15%
Westover Hills	Billed	1,385		1,436		-		1,605		2,848		2,880		10,154	
	Collected	1,108	80%	526	37%	-	0%	-	0%	357	13%	-	0%	1,991	20%
Westworth Village	Billed	19,712		18,995		26,775		20,721		25,060		14,271		125,533	
	Collected	2,690	14%	5,121	27%	5,213	19%	4,563	22%	2,131	9%	340	2%	20,060	16%
Total Billed		10,541,388		10,190,465		10,776,380		10,764,429		10,309,016		10,641,825		63,223,503	
Total Collected		2,594,780	25%	2,549,274	25%	2,391,365	22%	1,890,437	18%	1,525,695	15%	254,684	2%	11,206,238	18%

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary April 2011 - March 2012**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
APR '11	2828	413	15%
MAY '11	2877	423	15%
JUN '11	2425	349	14%
JUL '11	2157	325	15%
AUG '11	2628	346	13%
SEP '11	2097	212	10%
OCT '11	2390	345	14%
NOV '11	1956	291	15%
DEC '11	1826	317	17%
JAN '12	1512	311	21%
FEB '12	1566	219	14%
MAR '12	1696	151	9%
TOTAL	25958	3702	14%

Fire Department Helpful?					
YES	%	NO	%	NA	%
328	79%	5	1%	80	19%
340	80%	7	2%	76	18%
257	74%	10	3%	82	23%
244	75%	6	2%	75	23%
272	79%	4	1%	70	20%
154	73%	7	3%	51	24%
263	76%	13	4%	69	20%
220	76%	5	2%	66	23%
242	76%	6	2%	69	22%
241	77%	3	1%	67	22%
170	78%	5	2%	44	20%
127	84%	0	0%	24	16%
2858	77%	71	2%	773	21%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
349	85%	3	1%	61	15%
354	84%	4	1%	65	15%
287	82%	2	1%	60	17%
264	81%	6	2%	55	17%
276	80%	1	0%	69	20%
166	78%	3	1%	43	20%
270	78%	3	1%	72	21%
232	80%	2	1%	57	20%
248	78%	2	1%	67	21%
251	81%	5	2%	55	18%
164	75%	4	2%	51	23%
128	85%	0	0%	23	15%
2989	81%	35	1%	678	18%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
363	88%	14	3%	36	9%
373	88%	13	3%	37	9%
316	91%	13	4%	20	6%
281	86%	12	4%	32	10%
307	89%	9	3%	30	9%
173	82%	10	5%	29	14%
290	84%	21	6%	34	10%
249	86%	12	4%	30	10%
286	90%	1	0%	30	9%
274	88%	9	3%	28	9%
190	87%	10	5%	19	9%
134	89%	6	4%	11	7%
3236	87%	130	4%	336	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
399	97%	4	1%	10	2%
405	96%	5	1%	13	3%
333	95%	5	1%	11	3%
301	93%	5	2%	19	6%
330	95%	2	1%	14	4%
191	90%	6	3%	15	7%
326	94%	7	2%	12	3%
271	93%	4	1%	16	5%
308	97%	1	0%	8	3%
301	97%	1	0%	9	3%
203	93%	6	3%	10	5%
139	92%	5	3%	7	5%
3507	95%	51	1%	144	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
231	56%	3	1%	179	43%
253	60%	5	1%	165	39%
200	57%	6	2%	143	41%
188	58%	4	1%	133	41%
192	55%	4	1%	150	43%
117	55%	3	1%	92	43%
186	54%	8	2%	151	44%
139	48%	5	2%	147	51%
164	52%	4	1%	149	47%
141	45%	23	7%	147	47%
126	58%	4	2%	89	41%
89	59%	0	0%	62	41%
2026	55%	69	2%	1607	43%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
402	97%	3	1%	8	2%
412	97%	1	0%	10	2%
338	97%	6	2%	5	1%
309	95%	6	2%	10	3%
335	97%	1	0%	10	3%
196	92%	7	3%	9	4%
329	95%	5	1%	11	3%
280	96%	1	0%	10	3%
306	97%	1	0%	10	3%
303	97%	4	1%	4	1%
208	95%	2	1%	9	4%
136	90%	6	4%	9	6%
3554	96%	43	1%	105	3%

2010/2011 Gross Responses

YES	18,170	82%
NO	399	2%
N/A	3,643	16%
	<u>22,212</u>	

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1	I was visiting and fell at a parking lot. I couldn't asked for two nicer fellows.
2	I called because I was in labor. They didn't do anything! Even in the ambulance, no assistance was given. At one point I was pushing and was told to stop! I'm happy for the speedy arrival to my home and to the hospital, but not for anything else. They didn't even know which hospital I was to be take to. Instead of Women's Center, they took me to ER department!
3	Couldn't answer the first 3 question, due to being passed out.
4	They were very professional and up and beyond with care.
5	The service was good and I was surprised that my insurance paid.
6	All of the above gave my husband excellent medical care. They are all exceptional, very careful handing the patient and deserve commendation. Job well done!
7	Everyone was exceptionally caring, professional, and well trained to their job! They worked well in stressful situations.
8	If I had known the cost, I would have taken a cab or a limo to the hospital. Your bill made me sick. There should be a law to identify cost before using Medstar. The only reason I used it because I'm single and did not have transportation.
9	Responders and billing staff could not have been more patient, helpful, and accommodating. Many thanks!
10	We were very impressed with the fast response and care given.
11	All of the above were excellent. They were all helpful and very professional, also well trained. Exceptionally compassionate. Thank you very much for the job.
12	Always courteous and wonderful but please remove from mailing list due to the patient has passed away.
13	Dad was transported from one facility to another. Thanks for a job well done.
14	They were very caring and gentle. They knew what had to be done and did it quickly.
15	Everything was good, except the cost. My brother works for Celina FD and he says they don't charge for non pickups and I shouldn't have to pay; but you have been good to us in the past, I sent payment to your facility.
16	Thank you!
17	They joked with me and my family and made the ride more comfortable as they chit chat with me about other things than my pain and my problem. I'm very grateful.
18	Great service! Thank you!
19	My son fell on his back breaking both arms. One broke in half, the other one a complete break. Upon arrival the EMS employees proceeded to make him stand to get on the stretcher with unknown injury to his neck, back or head. Once in the ambulance they did not place the IV straight.
20	Without MedStar, a lot of us would die. Thank you MedStar!
21	Medics were great. They treated me with courtesy, kindness, and professionalism. Made a bad day bearable.
22	Everything was wonderful for my angel and you tried to save him but I buried him on 02/18/12. Thank you.
23	Medstar and FD were so helpful to my daughter and I. All were professional, but it was their humor that saved me. They calmed my anxiety.
24	Being a Star Saver member is a wonderful perk.
25	Moved patient from one facility to another and excellent, friendly service both times.
26	Although they were professional and helpful, being gouged for \$1600 for an 8 mile trip is absurd. Whether people have insurance or not, MedStar should be ashamed of its billing/price structure.
27	I was treated excellent with FD and the EMS dispatcher. Care/treatment was explained by the medics very well. The billing staff was helpful refilling my bill again with insurance. I was treated nice by everyone.
28	EMT's were caring, professional, and understanding. They gave great care to my daughter.

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29	I requested to go Baylor All Saint CV a couple of miles away and the EMT's refused to take me there. Then I requested to be transported to Baylor DT. Again they refused and proceeded to transport me to JPS. I informed them that I had insurance but that didn't seem to make a difference. When my family reached JPS they then transported me to Baylor CV. They accused me of being on drugs which I was not, turns out it was a bad reaction to medication. In my opinion, MedStar performed neither a "service" or "transportation" to a facility of my choice.
30	They gave me detailed explanation on everything that was performed.
31	They are a wonderful group sent by God to help all the old with all the works.
32	Their quick and professional service saved me from more serious trouble or death. Thanks to all.
33	One female medic was helpful, but the young male medics had an attitude. They questioned us both because this was the patient's second time to ER that day. They assumed the patient was a drug seeker. The patient had broken bones with a metal apparatus and an allergic reaction to antibiotics so yes patient was in pain. I believe it their job to transport, not diagnose and he was not addicted to drugs it was due to pain. The patient was admitted to hospital for 3 weeks.
34	Everyone was nice and professional. Thank you for your services.
35	Utmost professional service!
36	Thanks for your help and may God continue to bless those in need of help.
37	They arrived quickly, accessed the situation and proceeded quickly. They were a great help and comfort.
38	Very good.
39	I was not present at the scene of the accident, but was told EMT's did a good job of caring for my husband.
40	The young men who administered to me were superb! They were very considerate and gentle and one told me I had pretty eyes. Quite a compliment to a 76 year old lady!! They were great.
41	Outstanding service.
42	There were no first responders. They were one minute away and it took them 25 minutes to get to me.
43	Service was excellent and the crew was very courteous and pleasant.
44	I owe you money and I will pay you off a little bit at a time.
45	Everything and everyone was polite and professional. Under the circumstances I am large lady with a small house and problems getting me off the floor both times, but they did it. Thanks!
46	Thank you for the excellent service and even though there was a language barrier, you did the best you could.
47	Service provided was excellent. The arrival time was good and I felt I was in capable hands. They explained everything clearly and was very comforting. Thank you!
48	The two people who helped me were awesome! Thanks so much!
49	Everything was great! The guys were helpful, nice, and professional. Only thing was how long it took them to arrive from the time my employer called. Billing part was excellent and they were helpful answering questions.
50	We were very grateful for the MedStar personnel. I was hemorrhaging and they rushed me to the hospital.
51	The time on dispatcher call seemed slow when put on hold twice, but when finally spoke with someone, she was nice and helpful. I just felt when it's an emergency, one shouldn't be transferred to several people and put on hold.
52	The care and compassion I received while in extreme pain was very helpful. I'll always be so thankful to those paramedics.
53	The response time was 5 minutes. Bless you all!
54	Can't answer any of the questions, due to no one ever contacted us to say what happened to our loved one who is dead.

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55	Medics were very good with my 93 year old Mom and I appreciated it.
56	Drivers did a great job!
57	Wonderful staff and incredibly efficient!!
58	I was in a car accident and very scared since this was the first bad thing after the passing of my husband. That day I was on my way to take care of depositing checks, and the EMT's were very patient with me because I kept telling them I need my bag and phone to call my son. The medics were so nice. Thanks!
59	I was very pleased with your staff as they were very professional and caring. Thank you.
60	Crew was wonderful in helping me.
61	I am very please with the care and service.
62	Both men were really good to me.
63	I was an EMT in NJ and can truly assess the professional care. They were excellent in managing pain of a broken humeris and very prompt. Glad we subscribe and again thanks for community care.
64	We are new here and expected to be taken to closest hospital, but instead was taken to one across town.
68	Medics were exceptional and drove safely and carefully. They took exceptionally good care of me. I got my bill and am sending payment today.
66	Crew members were polite and professional. I had asked the dispatcher which hospital took mcare assignments as insurance and she said, "EMS first responders would tell me." When the first responders got there and I asked the same question, she said she didn't know, but all else was very helpful.
67	They were very blah-zey and not helpful. Their attitude was horrid.
68	Billing dept ignored me when I offered information about my billing. This delayed payment from my insurance company.
69	Very good and fast service.
70	I didn't call, the school did so Question 1 & 2 I cannot answer. I also haven't dealt w/billing. The fire dept didn't know what to do because of his age & situation with heart but all were nice & concerned for my son.
71	The Fire Dept was fantastic to me and did everything they could for me, I thank all of the "MedStar Crew", even the dispatcher. I'm from Illinois and my family thanks you too for what everyone did for me.
72	They lost my eyeglass case.
73	Patient does not live here. Please do not send anymore of her mail here.
74	I don't know anything I was out of it. My ammonia level was so high that I blacked out. My mother was the one who called. I'm sorry I can't be more helpful.
75	The only complaint I have is we got a letter stating they were turning us over to a collection agency and insurance had not even been filed. Also thought the bill was extremely high.
76	Everybody was very kind and that means a lot!
77	The service I received on the 19th of December, 2011 was absolutely wonderful. The paramedics were very wise helpful, and sympathetic. The service I received on the 25th of Dec 2011 was the total opposite. The paramedic (I use the term loosely) was no help at all. I would not recommend him or his driver to a dog fight. I should not be charged the same amount for services rendered, because they rendered NO services on the 25th of December.
78	The crew was very professional.
79	Everything was excellent. I probably would have died if I wasn't delivered to the hospital in a very fast time.
80	They were very professional and kept my spouse up to date.
81	MedStar was called by medical personnel at Care Now.

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82	The MedStar tech was exceptionally informative and helpful. The fireman put my mind at ease by carefully putting my pet dog in her house.
83	Everything went swimmingly!
84	All were very professional, kind & gentle. Both my husband & I could not have been more pleased. Thanks to all who were there to help us.
85	Thanks!!! Under the circumstances the service was wonderful! Thanks again!
86	I was out of it due to low blood sugar and I heard no one. My son was here with me and things were explained to him. There were very courteous,professional. Excellent service and very prompt!
87	Very helpful, Thanks!!
88	Great!! Made an old lady feel much better. I was little scared of what was going on.
89	I think the ambulances should have some shocks for their cars. It seems that they don't have any.
90	Every time we use you people, they have been wonderful. Keep up the good work!
91	RUDE ! I was told my daughter arrived about the same time & they said I had flu & I called (exp)equipment, my daughter should have taken me. My heart doctor, Vance, told me if I got dizzy or heavy sweats call 911 immediately and the quicker the better. 12/2009 I had a heart attack living here. I knew it was not a heart attack but I was running into things was very dizzy and knew I could not drive. I have (1) kidney due to E-COLI & over 102 temp. I wanted to tell man to get out of my room but he immediately rushed me in and gave me a CAT SCAN to be sure I had no Brain Damage. Very Rude man. Later he came to room. Good thing I was so sick.
92	The are all wonderful people! They were very caring and helpful. They helped make a bad situation bearable. Thank You!
93	One does not have to comment on excellence, Thank You!
94	The fireman got Bill out of bed & onto gurney in a very tight situation. The EMT's were excellent. They listened, ran the right test & got treatment started in route.
95	Outstanding Paramedic and crew!!!!
96	Can't answer because I don't remember what happened. So sorry.
97	Your service was very good. The only complaint I might have is the "rough" ride. I was sick to my stomach when I got to my destination, but I still say "Good job!"
98	Ice would have been helpful for my nose bleed. When my children were young I used ice, it works!
99	I was just transported from Harris Methodist FW to Springwood Hospital and it was ok.
100	Service was great!
101	They came right in & began working on my husband immediately. There were able to revive him. In removing him from the house, they did break the glass in a picture frame, but I have a pretty cluttered home. It's ok. I was just grateful they were able to revive him.
102	The team of paramedics have always treated me with respect & dignity. Thank you very much for all that you do for me.
103	I haven't been billed yet. Patient has Medicare and Tricare.
104	Thank you for your service.
105	Your services were good in general.
106	All of the above were very helpful. They took good care of me. I didn't talk to billing staff because my insurance is taking care of it. Thanks to all for the help.
107	There could not be an improvement on the services received.
108	Rapid response with good knowledgeable responders. Thanks for your service to the community.
109	There was a trainee on board. That's a good thing. I didn't mind being a guinea pig and I could keep up with what was going on.
110	There was an issue with billing that was stressful and eventually resolved but overall the experience was very positive.
111	We appreciate the promptness and professional care given to our family by your staff. Thanks for being there.
112	They are friendly!

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113	My mom was very pleased with the care she was given and for being the first time for me I was also very pleased. Thank you to all.
114	I am sorry to report that he passed away on 2-18-12.
115	I was transported from a surgical center to Harris FW. The emt and paramedic were great! They were very professional and nice, and did a great job of driving. One thing I didn't like was getting a bill for the full cost of the ambulance ride even though I already have an EOB from my insurance company listing my responsibility after insurance. I suppose that's your job though. Great experience otherwise.
116	Very helpful!
117	Very good bunch of guys! Keep up the good work.
118	I was unconscious, however, my family said I was well taken care of. Thank You!
119	I'm sorry I didn't remember her name, but the paramedic was super! She was attentive very caring, even at the hospital Thank you very much!
120	The care is excellent, I want to keep services to help people who need to helped. The MedStar crews help save lives of people who need help. I appreciate them helping me in that situation.
121	Awesome service!
122	I was very pleased with a prompt response, and everyone was very courteous, helpful and professional. Thank you all!
123	Thank you!
124	The Emt's were very efficient, kind and caring. They checked me thoroughly before transporting me. Thank you.
125	My Mom wants to thank everyone involved. Thank you!
126	Only complaint I have is with the dispatcher not allowing me to put her on hold while I put oxygen on my Dad. She was more interested in having her questions answered than my Dad's comfort.
127	The second crew was taking to much time to get her to the emergency room. They drove slower with no urgency or emergency lights till a few blocks from the hospital. I almost did not survive on that trip (2nd). My life preserver was about to discharge. The first trip crew was effective knew exactly what to do & was here to take me. My hats off to that crew.
128	On 3/4/12 between 1700 to 1800 hours I had very bad epileptic spell and I was transported to JPS hospital from 5609 Crowley St. and when I was going about 15 min later your EMT worker put her crouch in my face 2 times. I didn't like it at all and they cannot hit a large vein at all. Please send me a response on this. Thank you.
129	Med Star crew was knowledgeable, courteous, pleasant and all around professional. Thank you!
130	When I called 911 they walked me through everything & within 5 min the ambulance was there. Thanks for being there. To let you know she did break her hip, had surgery and now is in hospice. This is why you see my label on everything, I am her daughter in law. Thanks again.
131	Not sure which trip this was, but in the past, our service with you has been wonderful and crew was good.
132	Keep up the good work. Thanks for all the help you gave us.
133	The team you sent was absolutely awesome and a total Godsend. No doubt in my mind those dudes helped saved my brother's life and I'm so grateful for them and all the hard work and training they put in. God Bless.
134	I am complaining about the loss of my Mom's watch. They just laid it on her lap, instead of placing it in a plastic bag and giving it to a nurse at the ER.
135	Excellent!
136	Each procedure was explained before it was implemented and before lifting from one position to another.
137	Great service! Ambulance ride was very short, but medics were very courteous and pleasant.
138	Transport from one hospital to another.
139	They gave my Mom excellent care and attention. Thank you for such professionals.

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140	This crew did not rush me to ER. They said they didn't want to upset me. I am just 2 blocks from ER! I told them if they didn't hurry up, I wasn't going to make it alive. I was having a heart attack. Tell me, do they sound like professionals?
141	Service was professional. By the time I reached hospital I was breathing normally. Thanks to your crew that was on duty.
142	God Bless everyone of them.