

**Area Metropolitan Ambulance Authority**

**MedStar**

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**Board of Directors  
Agenda**

**February 22, 2012**

**NOTICE OF  
AREA METROPOLITAN AMBULANCE AUTHORITY  
BOARD OF DIRECTORS MEETING  
551 EAST BERRY STREET  
FORT WORTH, TEXAS 76110  
February 22, 2012  
10:00 am**

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**AGENDA**

- |             |                               |  |                          |
|-------------|-------------------------------|--|--------------------------|
| <b>I.</b>   | <b>CALL TO ORDER</b>          |  | Mr. Zimmerman            |
| <b>II.</b>  | <b>INTRODUCTION OF GUESTS</b> |  |                          |
| <b>III.</b> | <b>CITIZEN PRESENTATIONS</b>  | Opportunity for citizens to address the Board of Directors   |                          |
| <b>IV.</b>  | <b>CONSENT AGENDA</b>         | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. |                          |
|             | BC-1085                       | It is recommended that the Board of Directors approve the minutes for the Special Meetings of Board of Directors on January 16-17-18, 2012 and the board meeting of January 25, 2012.  | Mr. Zimmerman<br>Page 4  |
|             | BC-1086                       | Approval of check register for the month of January 2012.  | Mr. Zimmerman<br>Page 12 |
|             | BC-1087                       | Approve and ratification of Employment Agreement between the Authority and Douglas Hooten, the Authority's Executive Director.   | Mr. Zimmerman<br>Page 15 |
| <b>V.</b>   | <b>NEW BUSINESS</b>           |  |                          |
|             | IR-192                        | Receive a report on the status of MedStar move.  | Mr. Hooten<br>Page 16    |
|             | IR-193                        | Receive a report on the far north Fort Worth negotiations.   | Mr. Hooten<br>Page 17    |

**VI. MONTHLY REPORTS**

- |    |                       |                       |
|----|-----------------------|-----------------------|
| A. | Operations Report     | Mr. Hooten<br>Page 18 |
| C. | Financial Report      | Ms. Brown<br>Page 24  |
| D. | Public Affairs Report | Mr. Zavadsky          |
| E. | 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- 1088 | Act on any item discussed in the Closed Session. | Mr. Zimmerman |
|----------|--|---------------|

**X. ADJOURNMENT**



## MINUTES

### **January 16, 2012 Special Meeting of Board of Directors of the Area Metropolitan Ambulance Authority**

After giving written notice as required by the Texas Open Meetings Act (Chapter 551 of the Texas Government Code), a special meeting of the Board of Directors of the Area Metropolitan Ambulance Authority Board d/b/a MedStar (the "Authority") was held on January 16, 2012 at The Fort Worth Club, 306 West 7th Street, Heritage Room, 11th Floor, Fort Worth, Texas 76102. Chairman Zim Zimmerman presided. The other Board members present were Dr. Jeff Beeson, Byron Black, Paul Harral and Dr. Rajesh Gandhi.

#### **I. CALL TO ORDER**

Mr. Zimmerman called the meeting to order at 6:05 p.m.

#### **II. CLOSED SESSION**

Mr. Zimmerman announced that a closed meeting would be held as allowed by Section 551.074 of the Texas Government Code to interview and evaluate a prospective candidate to replace Jack Eades as Executive Director of the Authority upon his retirement. The Board convened into the closed meeting at 6:06 p.m.

#### **III. ADJOURNMENT**

Mr. Zimmerman reconvened the open meeting at 8:45 p.m. No action was taken on any matter deliberated during the closed meeting. There being no further business, Mr. Zimmerman adjourned the meeting at 8:46 p.m.

Respectfully submitted,

Dr. Rajesh Gandhi  
Secretary

## MINUTES

### **January 17, 2012 Special Meeting of Board of Directors of the Area Metropolitan Ambulance Authority**

After giving written notice as required by the Texas Open Meetings Act (Chapter 551 of the Texas Government Code), a special meeting of the Board of Directors of the Area Metropolitan Ambulance Authority Board d/b/a MedStar (the "Authority") was held on January 17, 2012 at The Fort Worth Club, 306 West 7th Street, Heritage Room, 11th Floor, Fort Worth, Texas 76102. Chairman Zim Zimmerman presided. The other Board members present were Dr. Jeff Beeson, Byron Black, Paul Harral and Dr. Rajesh Gandhi.

#### **I. CALL TO ORDER**

Mr. Zimmerman called the meeting to order at 6:04 p.m.

#### **II. CLOSED SESSION**

Mr. Zimmerman announced that a closed meeting would be held as allowed by Section 551.074 of the Texas Government Code to interview and evaluate a prospective candidate to replace Jack Eades as Executive Director of the Authority upon his retirement. The Board convened into the closed meeting at 6:05 p.m.

#### **III. ADJOURNMENT**

Mr. Zimmerman reconvened the open meeting at 8:36 p.m. No action was taken on any matter deliberated during the closed meeting. There being no further business, Mr. Zimmerman adjourned the meeting at 8:37 p.m.

Respectfully submitted,

Dr. Rajesh Gandhi  
Secretary

## MINUTES

### **January 18, 2012 Special Meeting of Board of Directors of the Area Metropolitan Ambulance Authority**

After giving written notice as required by the Texas Open Meetings Act (Chapter 551 of the Texas Government Code), a special meeting of the Board of Directors of the Area Metropolitan Ambulance Authority Board d/b/a MedStar (the "Authority") was held on January 18, 2012 at The Fort Worth Club, 306 West 7th Street, Heritage Room, 11th Floor, Fort Worth, Texas 76102. Chairman Zim Zimmerman presided. The other Board members present were Dr. Robert Adams, Dr. Jeff Beeson, Byron Black, Paul Harral and Dr. Rajesh Gandhi.

#### **I. CALL TO ORDER**

Mr. Zimmerman called the meeting to order at 6:04 p.m.

#### **II. CLOSED SESSION**

Mr. Zimmerman announced that a closed meeting would be held as allowed by Section 551.074 of the Texas Government Code to interview and evaluate a prospective candidate to replace Jack Eades as Executive Director of the Authority upon his retirement. The Board convened into the closed meeting at 6:05 p.m.

#### **III. ADJOURNMENT**

Mr. Zimmerman reconvened the open meeting at 8:59 p.m. No action was taken on any matter deliberated during the closed meeting. There being no further business, Mr. Zimmerman adjourned the meeting at 9:00 p.m.

Respectfully submitted,

Dr. Rajesh Gandhi  
Secretary

## MINUTES

### AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET  
FORT WORTH, TEXAS 76110  
January 25, 2012  
10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on January 25, 2012 at the Ambulance Authority offices.

#### I. CALL TO ORDER

Chairman Zimmerman called the meeting to order at 10:03 am. Board members present were Board Chairman Zim Zimmerman, Paul Harral, Dr. Robert Adams, Dr. Rajesh Gandhi, Byron Black and Dr. Jeff Beeson.

#### II. INTRODUCTION OF GUESTS

Others present were Jack Eades, Matt Zavadsky, Joyce Brown, David Lamb, John Elder, Bob Strickland, Paul Trusty, Chad Carr, Joleen Quigg, Danyelle Kennan, and Devon Daugirda all with MedStar; Chief Rudy Jackson, and Richard Neuhaus with the Fort Worth Fire Department; Steve Athey of Healthcare Visions; Kerry Caves with Auditing firm Weaver, LLP and AMAA Board Attorney, Matt Goetz.

#### III. CITIZEN PRESENTATIONS

No citizen presentations were requested or made.

#### IV. CONSENT AGENDA

**BC-1081** Approval of minutes for board meeting of October 26, 2011 and executive session of December 12, 2011.

**BC-1082** Approval of check registers for the months of October, November and December 2011.

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

#### V. NEW BUSINESS



**IR 191            Receive the results of the audit of the Authority's financial statements for the fiscal year 2010-2011.**

MedStar's independent auditor, Weaver, LLP, completed their audit of the Authority's financial statements for the fiscal year end -September 30, 2011. A copy of the report was provided in the board packet. Mr. Caves of Weaver reported that the audit found that the Authority's financial statements represent the financial position of the Authority as of September 30, 2011 and the statements received an unqualified opinion.

A motion was made by Byron Black to approve acceptance of the auditor's report. Paul Harral seconded the motion. The motion carried unanimously.

**BC-1083            Authorize application for Centers for Medicare & Medicaid Services (CMS) challenge grant.**

Matt Zavadsky, Associate Director, briefed the Board on a grant program known as the Health Care Innovation Challenge in which MedStar has applied for using their CHP client program. This grant will award up to \$1 billion in grants to applicants who implement the most compelling new ideas to deliver better health, improved care, and lower costs to people enrolled in Medicare, Medicaid and CHIP, particularly those with the highest health care needs.

After much discussion between the board members the final thought was for Dr. Gandhi to sit down with Matt Zavadsky and go over additional details prior to approval.

A motion was made by Dr. Rajesh Gandhi to approve the authorization to submit the Centers for Medicare & Medicaid Services (CMS) challenge grant application. Byron Black seconded the motion. The motion carried unanimously with the exception of an abstention from Jeff Beeson because he is a part of the group working on the grant.

## **VI. MONTHLY REPORTS**

### **A. Operations Report**

Matt Zavadsky reported that MedStar achieved 90.9% Priority 1 response time compliance in December, which is two months in a row. They also made compliance for all other categories as well.

Mr. Zavadsky went over new ways to track level 5 transports. Stating that now the requested and promised time will be the same and the unit will be considered late after 60 minutes from requested time.

Currently there are 6 lead and 6 non lead paramedics in training, 7 paramedics are scheduled to interview on 2-8-2012. There are 7 paramedics in the application stage awaiting the online knowledge exam. The management team will meet to develop action plans from full year of Exit Interview Reports.

Right now MedStar is dealing with significant national shortages of some key medications which are Fentanyl, Morphine, Zofran, and Dopamine. We are working on several contingency plans with EPAB.

AHQR published MedStar's CHP program in their Innovation Center. Mr. Zavadsky reiterates they are applying for CMS Innovation Challenge Grant for a \$5.4 million CHP/CHF/PSiam program expansion.

Activation of the 9-1-1 Nurse Advance Triage Program (PSiam) will possibly be mid-late March 2012. This is a joint activity with MedStar and FWFD and together they have been briefing the Fort Worth City Council members and all first responders with offers to attend member city meetings. The Nurse position has been advertised, and software agreement is being reviewed with install in mid- February.

MedStar has interviewed 9 candidates for the Public information Officer position and offers are pending.

Mr. Zavadsky states Charles Daniels, Fort Worth ACM rode out on 1/20/12, and San Antonio FD will be at MedStar today to learn about our Controlled Substance procedures. To date MedStar has also trained 3,865 people in CCR and we already have a commitment from the Arts Festival for a booth in this year's event.

## **B. Financial Report**

Ms. Brown gave the financial report for the month of December 2011, stating total collected for the month was \$2,732,724.00, or 43.99% collections for the month and 45.96% collected year-to-date. A detailed statement of revenue and expenditures by department was included in the board packet.

## **C. EPAB Monthly Report**

Dr. Jeff Beeson is excited to announce the start of the Hypotensive Resuscitation Study within the next few weeks. The study is being performed as part of our participation in the Resuscitation Outcomes Consortium (ROC). MedStar has the honor of being chosen as one of only four EMS systems in North America to pilot this study. The purpose of this study is to determine whether hypotensive resuscitation for the early treatment of patients with traumatic shock is better than standard fluid resuscitation.

Dr. Beeson states Fort Worth was chosen over Dallas, Texas due to the clean data presented, remote access to the hospitals, great relations with the hospital staff, and the great ability to have face time with all the medics involved every quarter.

## **VII. OTHER DISCUSSION**

In other discussion, Matt Goetz informed the board members that the City Council is to sign documents on 1/31/12 regarding the stationed coverage for north Fort Worth. Effective date will be announced once documents are signed.

Zim Zimmerman requests that the next AMAA meeting include a report on the expansion or relocation of AMAA's facilities.

### **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

As authorized by Section 551.074 of the Texas Government Code, the Board of Directors of the Area Metropolitan Ambulance Authority (the "Authority") will conduct a Closed Meeting to evaluate prospective candidates to replace Jack Eades as Executive Director of the Authority upon his retirement.

The Board adjourned to executive session at 10:55 a.m. and concluded at 12:12 a.m.

Motion to approve extending an employment offer to Doug Hooten for the position of Executive Director and to authorize Danyelle Keenan, Associate Director of Human Resources, to prepare and negotiate an employment agreement with Mr. Hooten on reasonable and customary terms acceptable to the Board.

The board members have requested to place a hold on the hiring process for the Public Information Officer. Once Doug Hooten moves into his position he has stated the PIO will report to him, at this time he will interview and fill the position.

### **IX. RECONVENE FROM CLOSED SESSION**

### **X. ADJOURNMENT**

There being no further business, Zim Zimmerman adjourned the meeting at 12:15am.

Respectfully submitted,  
Dr. Rajesh Gandhi  
Secretary



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

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
66262	1/4/12	Molle Chevrolet, Inc 2012 Chevy G3500 Chassis	36,080.25
66268	1/5/12	Ash Automated Packaging Systems, Inc. Shrink wrap machine	11,350.00
66269	1/5/12	AT&T Telephone Voice - Comm Ctr	5,443.68
66271	1/5/12	Banc of America Leasing and Capital LLC Ambulance Lease	12,357.16
66272	1/5/12	Black Ink Systems, LLC Verification Services	10,438.65
66276	1/5/12	Centurion Medical Products Clinical Supplies	6,037.50
66286	1/5/12	GBC Benefits, Ltd. Benefits Administration	5,833.33
66296	1/5/12	New Horizons Professional Development	15,000.00
66303	1/5/12	ReCept Pharmacy Clinical Supplies	15,771.56
66315	1/5/12	Taylor Healthcare Products Inc Clinical Supplies	6,216.00
66336	1/12/12	Banc of America Leasing and Capital LLC Ambulance Lease	17,632.82
66338	1/12/12	Bound Tree Medical LLC Clinical Supplies	12,716.04
66343	1/12/12	Centurion Medical Products Clinical Supplies	5,817.50
66347	1/12/12	Dantom Systems Inc Invoice & Forms Processing	6,685.80
66357	1/12/12	Health Care Visions ED Recruitment	11,366.47
66358	1/12/12	Heartland Services Inc Computer Hardware Maintenance	7,066.60
66377	1/12/12	ReCept Pharmacy Clinical Supplies	6,077.35
66388	1/12/12	Taylor Healthcare Products Inc Clinical Supplies	5,712.00
66416	1/19/12	Avesta Systems, Inc. Leadership Development	15,350.00

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

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
66417	1/19/12	Banc of America Leasing and Capital LLC Ambulance Lease	12,464.53
66427	1/19/12	Direct Energy Business Services Utilities	7,843.47
66452	1/19/12	Professional Ambulance Sales & Services Parts	8,061.14
66454	1/19/12	PRUDENTIAL GROUP INSURANCE January Premium	23,095.25
66460	1/19/12	ReCept Pharmacy Clinical Supplies	10,750.36
66470	1/19/12	UNITED HEALTHCARE January Premium	178,803.60
66481	1/24/12	Aetna Patient Refunds	5,162.98
66536	1/26/12	AT&T Mobility CDMA - EMRS	14,311.69
66540	1/26/12	Bound Tree Medical LLC Clinical Supplies	6,358.40
66564	1/26/12	Microsoft Licensing, GP Computer Software Licenses	12,852.96
66570	1/26/12	Pro-Tech Service Company, L.L.C. Installation of Car Wash	34,383.60
66574	1/26/12	ReCept Pharmacy Clinical Supplies	8,793.92
66577	1/26/12	Silverleaf Graphics Membership Cards and StarSaver Brochure	19,752.04
66578	1/26/12	Smiths Medical Clinical Supplies	5,953.16
66581	1/26/12	Taylor Healthcare Products Inc Clinical Supplies	13,608.00
66587	1/26/12	Vidacare Clinical Supplies	6,608.39
66592	1/30/12	Molle Chevrolet, Inc 2012 Chevy G3500 Chassis	36,080.25
			<u>617,836.45</u>
TOTAL ACCOUNTS PAYABLE			877,775.09
TOTAL PAYROLL EXPENSE			<u>1,358,476.57</u>
			<u>2,236,251.66</u>









# MedStar System Performance Summary

January 2012

## Staffing

	Paramedic	EMT
Authorized Shifts	91	91
Filled	71	76
In Training	5	8
Medstar Paramedic School	n/a	n/a
FMLA / Light Duty / Other	1	1
Availability %	76.9%	82.4%

## Unit Hour Production

Scheduled UH	19,187
Produced UH	17,070
Scheduling Efficiency	89.0%

## Unfilled Shifts

Average Scheduled Shifts Per Day	50
Daily Average Unfilled Shifts	6

## Response Time Reliability

Overall	93.0%
P1	90.4%
P2	93.9%
P3	93.4%
P4	84.6%
P5	95.4%

## P1 Adjusted Reliability

09:30 RT Standard	92.0%
10:00 RT Standard	93.4%
10:30 RT Standard	94.3%
11:00 RT Standard	95.2%

## Avg/Med Response Time

	Average	Median
P1	5:27	5:01
P2	5:39	5:04
P3	7:23	6:41

## Extended Calls

	Total	Daily Avg
P1 Calls > 19:00	11	0.4
P2 Calls > 21:00	21	0.7
P3 Calls > 25:00	30	1.0

## Customer Satisfaction Twelve Month Period

Cards Mailed	27,186
Cards Returned	3,955
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

January 01, 2012 thru January 31, 2012

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,139	2,098	1,642	2,026	90.4%	90.4%	00:05:27
2	3,376	3,278	2,511	3,154	93.9%	93.9%	00:05:39
3	3,034	2,878	2,084	2,578	93.4%	93.4%	00:07:25
4	26	25	24	24	84.6%	88.0%	00:02:16
5	633	632	605	607	95.4%	95.4%	27:53:42
	<b>9,208</b>	<b>8,911</b>	<b>6,866</b>	<b>8,389</b>			

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

January 01, 2012 thru January 31, 2012

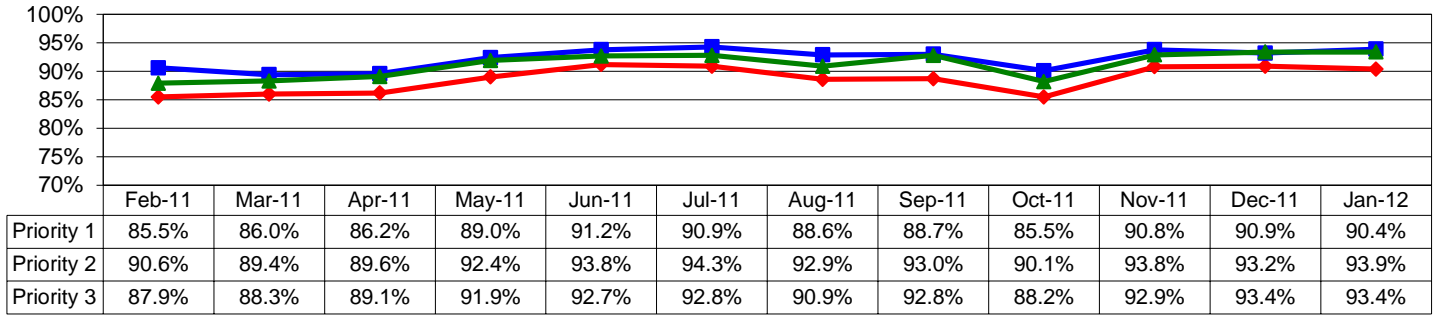
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
<b>Blue Mound</b>	1	4	4	3	4	< 09:00	100.0%	90.0%	00:04:22
	2	10	10	7	9	< 11:00	100.0%	96.0%	00:05:46
	3	5	5	4	4	< 15:00	100.0%	95.0%	00:07:25
		<b>19</b>	<b>19</b>	<b>14</b>	<b>17</b>				
<b>Burleson</b>	1	48	46	37	45	< 09:00	83.3%	88.0%	00:05:30
	2	83	80	59	75	< 11:00	91.6%	91.0%	00:05:06
	3	63	59	44	56	< 15:00	93.7%	94.0%	00:06:54
	5	94	94	94	94	< 60:00	94.7%	NA	00:12:35
		<b>288</b>	<b>279</b>	<b>234</b>	<b>270</b>				
<b>Edgecliff Village</b>	1	6	6	5	6	< 09:00	100.0%	94.0%	00:04:35
	2	3	3	2	3	< 11:00	100.0%	98.0%	00:04:32
	3	3	3	2	3	< 15:00	100.0%	95.0%	00:07:58
		<b>12</b>	<b>12</b>	<b>9</b>	<b>12</b>				
<b>Forest Hill</b>	1	38	36	28	35	< 09:00	97.4%	97.0%	00:04:50
	2	67	65	47	64	< 11:00	98.5%	98.0%	00:05:24
	3	37	32	24	31	< 15:00	100.0%	96.0%	00:05:43
		<b>142</b>	<b>133</b>	<b>99</b>	<b>130</b>				
<b>Fort Worth</b>	1	1,849	1,815	1,413	1,748	< 09:00	90.9%	90.9%	00:05:27
	2	2,891	2,810	2,159	2,704	< 11:00	94.2%	94.2%	00:05:37
	3	2,646	2,518	1,808	2,236	< 15:00	93.5%	93.5%	00:07:21
	4	23	22	21	21	= 00:00	82.6%	NA	00:02:34
	5	531	530	503	505	< 60:00	95.5%	95.5%	33:12:58
		<b>7,940</b>	<b>7,695</b>	<b>5,904</b>	<b>7,214</b>				
<b>Haltom City</b>	1	74	73	59	72	< 09:00	83.8%	87.0%	00:06:11
	2	112	110	85	106	< 11:00	92.9%	92.9%	00:06:25
	3	87	79	67	73	< 15:00	92.0%	93.0%	00:09:17
	4	2	2	2	2	= 00:00	100.0%	NA	00:00:00
	5	3	3	3	3	< 60:00	100.0%	NA	00:00:00
		<b>278</b>	<b>267</b>	<b>216</b>	<b>256</b>				
<b>Haslet</b>	1	2	2	1	2	< 09:00	100.0%	55.0%	00:02:47
	2	5	3	1	3	< 11:00	100.0%	72.0%	00:05:16
	3	1	1	0	1	< 15:00	100.0%	NA	00:09:40
		<b>8</b>	<b>6</b>	<b>2</b>	<b>6</b>				
<b>Lakeside</b>	1	3	3	3	3	< 09:00	33.3%	NA	00:09:21
	2	2	2	1	2	< 11:00	100.0%	NA	00:07:07
		<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>				
<b>Lake Worth</b>	1	22	22	20	21	< 09:00	86.4%	85.0%	00:05:14
	2	39	39	27	37	< 11:00	79.5%	85.0%	00:07:06
	3	35	34	29	33	< 15:00	88.6%	89.0%	00:08:06
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	5	1	1	1	1	< 60:00	100.0%	NA	00:00:00
		<b>98</b>	<b>97</b>	<b>78</b>	<b>93</b>				

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

January 01, 2012 thru January 31, 2012

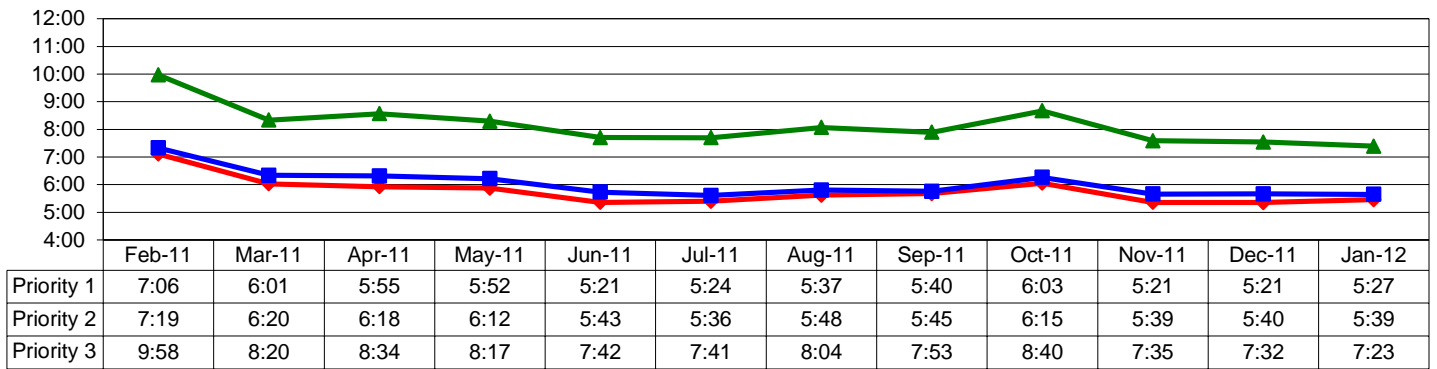
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
<b>River Oaks</b>	1	14	14	12	13	< 09:00	85.7%	84.0%	00:04:50
	2	17	16	11	15	< 11:00	100.0%	90.0%	00:06:06
	3	17	17	14	16	< 15:00	94.1%	93.0%	00:08:54
		<b>48</b>	<b>47</b>	<b>37</b>	<b>44</b>				
<b>Saginaw</b>	1	21	21	20	21	< 09:00	90.5%	87.0%	00:06:32
	2	43	38	27	34	< 11:00	90.7%	94.0%	00:06:52
	3	29	24	16	21	< 15:00	89.7%	89.0%	00:09:58
		<b>93</b>	<b>83</b>	<b>63</b>	<b>76</b>				
<b>Sansom Park</b>	1	8	8	7	8	< 09:00	87.5%	86.0%	00:04:44
	2	30	29	23	29	< 11:00	90.0%	90.0%	00:06:00
	3	23	22	14	22	< 15:00	95.7%	94.0%	00:06:48
	5	1	1	1	1	< 60:00	100.0%	NA	00:00:00
		<b>62</b>	<b>60</b>	<b>45</b>	<b>60</b>				
<b>Westover Hills</b>	1	1	1	0	1	< 09:00	100.0%	NA	00:05:23
	3	2	1	0	1	< 15:00	100.0%	NA	00:03:17
		<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>				
<b>White Settlement</b>	1	42	41	32	41	< 09:00	90.5%	90.0%	00:04:02
	2	67	66	56	66	< 11:00	92.5%	93.0%	00:04:57
	3	74	72	54	71	< 15:00	90.5%	93.0%	00:07:20
	5	3	3	3	3	< 60:00	100.0%	NA	00:00:38
		<b>186</b>	<b>182</b>	<b>145</b>	<b>181</b>				
<b>Westworth Village</b>	1	7	6	2	6	< 09:00	71.4%	86.0%	00:07:41
	2	7	7	6	7	< 11:00	85.7%	96.0%	00:07:44
	3	12	11	8	10	< 15:00	100.0%	92.0%	00:09:19
		<b>26</b>	<b>24</b>	<b>16</b>	<b>23</b>				
<b>Grand Total</b>		<b>9,208</b>	<b>8,911</b>	<b>6,866</b>	<b>8,389</b>				

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



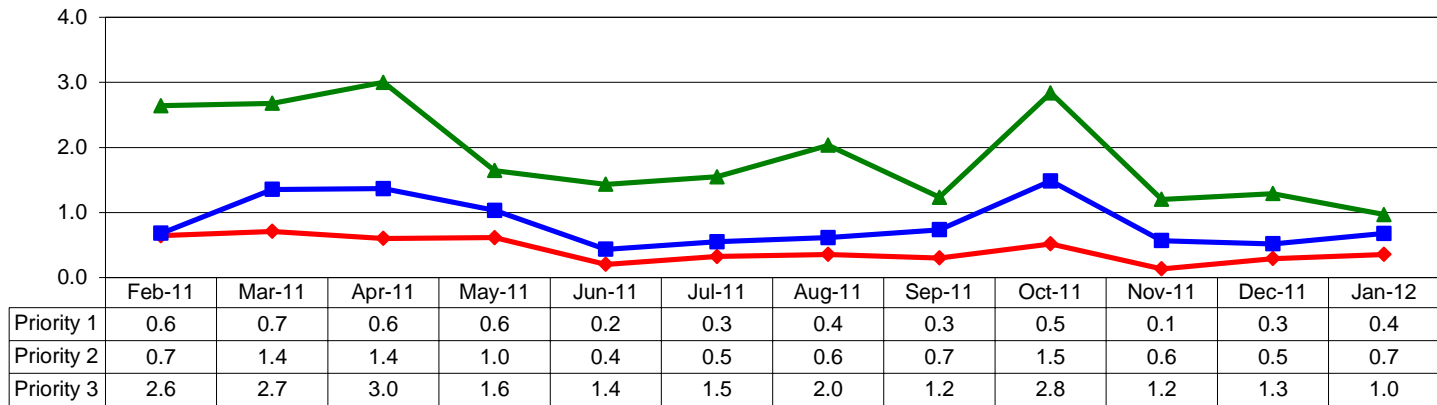
◆ Priority 1   
 ■ Priority 2   
 ▲ Priority 3

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



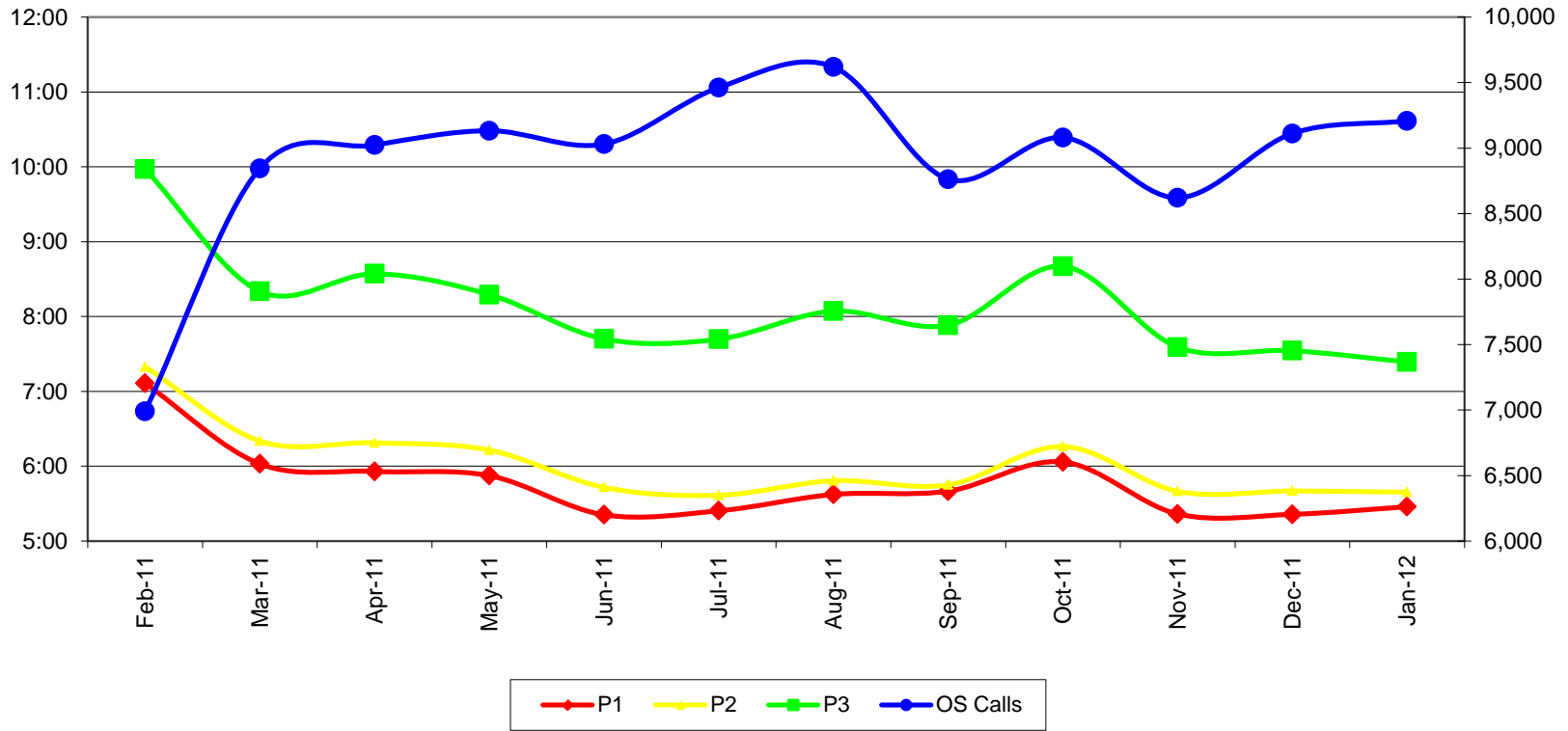
◆ Priority 1   
 ■ Priority 2   
 ▲ Priority 3

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



◆ Priority 1   
 ■ Priority 2   
 ▲ Priority 3

### Average Response Time And Response Volume



**MedStar - Area Metropolitan Ambulance Authority  
Billed vs. Collected  
Four 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	-	-	-
Mar	10,945,392	4,567,863	3,373,398	-	-	-
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	-	-	-
<b>Total</b>	<b>131,828,715</b>	<b>52,903,380</b>	<b>32,669,472</b>	<b>42,500,944</b>	<b>17,511,229</b>	<b>11,070,154</b>

Comparison of Billed vs. Collected

Current Month Actual 57.35% 39.37%

**Year To Date Actual**

Year	Billed	Contractual Allowance	Collected	Percent
95-96	7,995,400	787,404	2,450,237	33.99%
96-97	8,294,522	979,186	3,605,084	49.28%
97-98	8,369,256	520,810	3,756,668	47.87%
98-99	10,142,286	655,917	3,227,235	34.02%
99-00	8,772,303	686,939	2,994,224	37.03%
00-01	11,808,264	1,192,974	3,724,415	35.09%
01-02	9,484,364	1,023,000	3,833,729	45.31%
02-03	10,504,980	1,212,217	4,291,688	46.18%
03-04	14,610,777	3,958,418	3,125,914	29.34%
04-05	19,625,113	6,424,350	4,117,048	31.19%
05-06	21,686,574	6,689,681	5,395,091	35.97%
06-07	23,976,657	8,587,822	5,584,732	36.29%
07-08	29,006,428	9,278,447	5,726,119	29.03%
08-09	29,792,124	10,936,536	8,184,068	43.40%
09-10	36,301,798	13,426,610	9,464,506	41.37%
10-11	38,398,995	14,626,138	10,350,941	43.54%
<b>11-12</b>	<b>42,500,944</b>	<b>17,511,229</b>	<b>11,070,154</b>	<b>44.30%</b>

**Four Month Average**

FY 10-11			FY 11-12		
Billed	Contractual Allowance	Collected	Billed	Contractual Allowance	Collected
9,599,749	3,656,535	2,587,735	10,625,236	4,377,807	2,767,539



MedStar - Area Metropolitan Ambulance Authority  
Annual Operating Budget  
For The Month Ended January 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
<b>Revenues</b>					
Patient Fees for Service	32,989,290.08	10,996,430.03	2,453,322.90	10,972,943.54	33%
Critical Care Transports (CCT) FFS	375,000.00	125,000.00	20,208.41	62,988.56	17%
Subscription Income	375,000.00	125,000.00	16,940.00	42,820.00	11%
Subsidies	40,239.00	15,363.50	3,979.50	12,242.96	30%
Special Events	90,000.00	30,000.00	11,659.20	34,222.30	38%
Interest Income	0.00	0.00	0.00	0.00	0%
Other	3,000.00	1,000.00	0.00	195.80	7%
<b>Total Revenues</b>	<b>33,872,529.08</b>	<b>11,292,793.53</b>	<b>2,506,110.01</b>	<b>11,125,413.16</b>	<b>33%</b>
<b>Administration Division Expenditures</b>					
Personnel Services	2,897,622.07	942,694.74	200,462.36	896,941.79	31%
Operating	2,889,007.71	1,008,571.80	168,056.61	617,580.40	21%
Other	351,317.61	117,105.87	24,477.67	83,602.63	24%
Capital Outlay	781,284.89	260,428.30	4,200.00	230,259.39	29%
<b>Total Administration Division Expenditures</b>	<b>6,919,232.28</b>	<b>2,328,800.71</b>	<b>397,196.64</b>	<b>1,828,384.21</b>	<b>26%</b>
<b>Human Resources Division Expenditures</b>					
Personnel Services	575,853.33	186,732.12	37,660.96	175,967.58	31%
Operating	98,750.00	32,916.67	20,511.88	67,756.39	69%
Other	5,900.00	1,966.67	0.00	1,766.57	30%
Capital Outlay	0.00	0.00	0.00	0.00	0%
<b>Total Human Resources Division Expenditures</b>	<b>680,503.33</b>	<b>221,615.46</b>	<b>58,172.84</b>	<b>245,490.54</b>	<b>36%</b>
<b>Field Operation Division Expenditures</b>					
Personnel Services	20,432,932.45	6,582,822.47	1,375,470.15	5,686,405.95	28%
General & Administrative	808,275.00	542,091.67	30,871.91	473,267.15	59%
Operating	3,843,672.32	1,321,224.11	319,792.58	1,273,543.28	33%
Other	246,242.31	82,080.77	17,026.03	84,476.46	34%
Capital Outlay	941,671.39	319,890.46	100,887.47	405,345.77	43%
<b>Total Field Operations Division Expenditures</b>	<b>26,272,793.47</b>	<b>8,848,109.48</b>	<b>1,844,048.14</b>	<b>7,923,038.61</b>	<b>30%</b>
<b>Total All Division Expenditures</b>	<b>33,872,529.08</b>	<b>11,398,525.65</b>	<b>2,299,417.62</b>	<b>9,996,913.36</b>	<b>30%</b>
<b>Net Gain (Loss)</b>	<b>0.00</b>	<b>(105,732.12)</b>	<b>206,692.39</b>	<b>1,128,499.80</b>	

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

**Area Metropolitan Ambulance Authority**  
**Income Statement**  
**For the Four Months Ending January 31, 2012**

	<u>Current Month</u>	<u>Year to Date</u>
<u>Revenues</u>		
Patient Fee for Service	10,764,610.93	42,123,659.65
Critical Care Transports (CCT) FFS	50,800.00	302,260.00
Special Events	16,659.40	74,925.40
Uncompensated Patient Fee for Service	(8,344,598.72)	(31,429,448.28)
Subscription Income	27,733.99	120,626.46
Subsidies	3,979.50	12,242.96
Interest Income	0.00	0.00
Other	0.00	195.80
	<hr/>	<hr/>
Total Revenues	2,519,185.10	11,204,461.99
	<hr/>	<hr/>
<u>Administrative Division Expenditures</u>		
Personnel Services	199,392.20	835,628.20
Operating	170,366.66	591,862.35
Other	24,737.62	75,131.31
	<hr/>	<hr/>
Total Administrative Division Expenditure	394,496.48	1,502,621.86
	<hr/>	<hr/>
<u>Field Operations Division Expenditures</u>		
Personnel Services	1,413,131.11	5,548,423.31
General & Administrative	68,175.18	237,588.63
Operating	346,165.46	1,515,649.59
Other	17,026.03	84,480.30
	<hr/>	<hr/>
Total Field Oper. Division Expenditure	1,844,497.78	7,386,141.83
	<hr/>	<hr/>
Depreciation	215,830.59	874,252.80
	<hr/>	<hr/>
Total Expenditures	2,454,824.85	9,763,016.49
	<hr/>	<hr/>
Net Income	<u>\$ 64,360.25</u>	<u>\$ 1,441,445.50</u>

**Area Metropolitan Ambulance Authority**  
**Statement of Net Assets**  
**January 31, 2012**

**ASSETS**

**CURRENT ASSETS**

Cash and cash equivalents	\$	16,555,797.68
Patient accounts receivable (net of allowance for doubtful accounts)		5,529,920.79
Prepaid expenses		358,871.14
Other Accounts Receivable		<u>3,713.61</u>
<b>Total current assets</b>		<b><u>22,448,303.22</u></b>

**CAPITAL ASSETS, at cost**

Land		325,165.00
Communication equipment		1,772,110.38
Data processing equipment and software		4,433,886.37
Office furniture and equipment		604,347.63
Building and improvements		3,194,348.48
Ambulance fleet		7,251,227.24
Clinical Upgrades		<u>10,127.83</u>
		17,591,212.93
Less accumulated depreciation		<u>12,039,653.55</u>
		<u>5,551,559.38</u>
<b>TOTAL ASSETS</b>		<b><u>27,999,862.60</u></b>

**LIABILITIES AND NET ASSETS**

**CURRENT LIABILITIES**

Current portion of capital lease payments		1,380,884.31
Accounts payable and accrued liabilities		676,297.92
Deferred revenue		<u>127,875.95</u>
<b>Total current liabilities</b>		<b>2,185,058.18</b>

**NONCURRENT LIABILITIES**

Capital leases		392,069.17
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**NET ASSETS**

Invested in capital assets, net of relate		3,743,693.87
Unrestricted net assets		<u>25,422,735.25</u>
<b>TOTAL NET ASSETS</b>		<b><u>25,422,735.25</u></b>

**Emergency Physician Advisory Board  
Annual Operating Budget  
For The Fourth Month Ended 01-31-12**

	FY 10-11 Actual Year	FY 11-12 Adopted Budget	FY 11-12 ProRated Budget	FY 11-12 Current Month	FY 11-12 YTD	
<b>Revenues</b>						
Quality Assurance Fees	703,807.14	735,036.00	245,012.00	60,089.61	236,062.17	32%
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	45,650.33	0.00	0.00	0%
Gross Revenues	<u>858,672.62</u>	<u>871,987.00</u>	<u>290,662.33</u>	<u>60,089.61</u>	<u>236,062.17</u>	<u>27%</u>
<b>Expenditures</b>						
<b>Development Expenses - Salaries</b>						
Salaries	357,071.39	530,958.00	170,038.36	27,879.91	121,204.02	23%
FICA/FUTA/SUI	6,990.81	14,720.00	4,529.23	296.65	1,108.15	8%
Health & Disability Ins	19,122.77	49,683.00	16,561.00	485.84	2,169.02	4%
Health & Disability Ins-Med Dir	29,598.95	36,000.00	12,000.00	3,000.00	11,502.50	32%
Matching ICMA	3,104.40	13,425.00	4,130.77	259.20	1,017.60	8%
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0%
Total Development Salaries	<u>415,888.32</u>	<u>644,786.00</u>	<u>207,259.36</u>	<u>31,921.60</u>	<u>137,001.29</u>	<u>21%</u>
<b>Development Expenses - Operating</b>						
Dev & Research-Education	558.22	500.00	76.92	0.00	127.00	25%
Research/Audit Expenses	1,078.63	500.00	166.67	104.00	825.98	165%
Legal Services	1,742.50	2,500.00	833.33	220.00	1,072.50	43%
Medical Director Search	25,587.29	0.00	0.00	0.00	0.00	0%
Phone - Office	5,007.02	5,200.00	1,733.33	383.54	1,534.82	30%
Cellular Phone	4,808.68	5,300.00	1,766.67	294.47	1,149.13	22%
Pagers	75.68	0.00	0.00	0.00	0.00	0%
Printing	495.74	500.00	166.67	0.00	0.00	0%
Office Supplies	211.02	1,000.00	333.33	44.00	194.15	19%
Postage	102.14	250.00	83.33	6.36	50.88	20%
Bank Charges	1,813.37	2,500.00	833.33	177.59	416.36	17%
Payroll Services	1,993.41	2,500.00	833.33	136.50	604.00	24%
Uniforms	708.52	1,500.00	500.00	90.85	822.24	55%
Subscriptions & Memberships	78.00	250.00	83.33	0.00	44.00	18%
Publications	399.00	250.00	83.33	0.00	279.00	112%
Committee Work and Team Supplies	9,089.89	9,000.00	3,000.00	642.95	2,518.80	28%
Computer Hardware	15,244.00	2,000.00	666.67	0.00	31.38	2%
Computer Software	10,050.00	2,000.00	666.67	0.00	1,081.42	54%
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	333.33	14.10	56.40	6%
Online Web Services / Hosting	1,535.24	6,500.00	2,166.67	360.76	831.24	13%
Office Equipment Leasing	6,581.21	6,000.00	2,000.00	540.18	2,167.76	36%
Office Furniture & Equipment	0.00	1,000.00	333.33	0.00	0.00	0%
Meeting Room Rental	675.50	1,000.00	333.33	0.00	365.00	37%
Travel-Medical Director	2,552.03	5,000.00	1,666.67	0.00	2,754.77	55%
Travel-Staff	2,577.52	5,000.00	1,666.67	0.00	1,853.79	37%
Dues-Medical Director	4,377.75	5,000.00	1,666.67	0.00	2,463.00	49%
Dues-Assistant to Medical Director	180.56	500.00	166.67	0.00	0.00	0%
Insurance-Malpractice	14,705.48	20,000.00	6,666.67	0.00	2,255.57	11%
Total Development Operating	<u>116,481.27</u>	<u>90,250.00</u>	<u>32,326.92</u>	<u>3,015.30</u>	<u>26,027.76</u>	<u>29%</u>
<b>Total Development Expenses</b>	<u>583,302.84</u>	<u>735,036.00</u>	<u>239,586.28</u>	<u>34,936.90</u>	<u>163,029.05</u>	<u>22%</u>
<b>Research Expenses - Salaries</b>						
Salaries - Research	90,999.74	91,000.00	28,000.00	11,999.33	38,230.03	42%
FICA/FUTA/SUI	7,026.98	7,267.00	2,236.00	1,014.37	3,050.32	42%
Health & Disability Ins	12,393.98	23,884.00	3,674.46	1,036.54	4,467.64	19%
Matching ICMA	0.00	5,000.00	1,538.46	0.00	0.00	0%
Total Research Salaries	<u>110,420.70</u>	<u>127,151.00</u>	<u>35,448.92</u>	<u>14,050.24</u>	<u>45,747.99</u>	<u>36%</u>
<b>Research Expenses - Operating</b>						
Printing	438.71	1,000.00	333.33	0.00	173.52	17%
Office Supplies	308.22	1,000.00	333.33	0.00	373.56	37%
Postage	0.00	100.00	33.33	0.00	0.00	0%
Provider and Hospital Fees	0.00	200.00	66.67	0.00	0.00	0%
Office Furniture & Equipment	0.00	500.00	166.67	0.00	0.00	0%
Computer Hardware	776.00	2,000.00	666.67	0.00	0.00	0%
Computer Software	0.00	500.00	166.67	0.00	0.00	0%
Committee Work and Team Supplies	0.00	4,500.00	1,500.00	0.00	0.00	0%
Total Research Operating	<u>1,522.93</u>	<u>9,800.00</u>	<u>3,266.67</u>	<u>0.00</u>	<u>547.08</u>	<u>6%</u>
<b>Total Research Expenses</b>	<u>111,943.63</u>	<u>136,951.00</u>	<u>38,715.59</u>	<u>14,050.24</u>	<u>46,295.07</u>	<u>34%</u>
<b>Capital Outlay:</b>						
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	<u>21,343.75</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0%</u>
<b>Total Expenditures</b>	<u>716,590.22</u>	<u>871,987.00</u>	<u>278,301.87</u>	<u>48,987.14</u>	<u>209,324.12</u>	<u>24%</u>
<b>Ending Balance</b>	<u>142,082.40</u>	<u>0.00</u>	<u>12,360.46</u>	<u>11,102.47</u>	<u>26,738.05</u>	

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

		Oct-11	%	Nov-11	%	Dec-11	%	Jan-12	%	Total	%
Blue Mound	Billed	8,234		13,379		14,564		24,168		60,344	
	Collected	829	10%	1,079	8%	1,586	11%	-	0%	3,493	6%
Burleson	Billed	390,027		345,025		465,109		336,670		1,536,831	
	Collected	122,511	31%	122,722	36%	121,044	26%	22,937	7%	389,214	25%
Edgecliff Village	Billed	14,349		9,339		3,140		12,563		39,391	
	Collected	4,147	29%	2,430	26%	370	12%	473	4%	7,420	19%
Forest Hill	Billed	123,625		129,501		122,131		138,987		514,242	
	Collected	25,396	21%	25,698	20%	12,584	10%	127	0%	63,804	12%
Ft. Worth	Billed	9,115,757		8,718,576		9,197,377		9,300,156		36,331,866	
	Collected	2,087,120	23%	1,928,790	22%	1,335,312	15%	116,071	1%	5,467,292	15%
Haltom City	Billed	288,482		380,002		338,863		322,701		1,330,046	
	Collected	56,817	20%	84,355	22%	48,726	14%	2,634	1%	192,533	14%
Haslet	Billed	30,039		20,196		18,512		24,646		93,392	
	Collected	10,229	34%	8,485	42%	4,650	25%	1,236	5%	24,600	26%
Lakeside	Billed	5,451		8,332		7,120		5,534		26,437	
	Collected	1,699	31%	2,135	26%	861	12%	-	0%	4,694	18%
Lake Worth	Billed	90,313		84,313		111,108		111,817		397,550	
	Collected	19,167	21%	15,952	19%	17,997	16%	-	0%	53,116	13%
River Oaks	Billed	71,208		62,409		67,525		58,207		259,348	
	Collected	14,912	21%	12,004	19%	9,849	15%	917	2%	37,682	15%
Saginaw	Billed	111,816		132,685		123,595		97,005		465,100	
	Collected	31,339	28%	34,998	26%	23,889	19%	686	1%	90,912	20%
Sansom Park	Billed	27,096		36,768		50,320		44,438		158,621	
	Collected	5,542	20%	6,177	17%	4,966	10%	-	0%	16,684	11%
White Settlement	Billed	226,039		228,189		231,271		184,959		870,457	
	Collected	46,707	21%	44,694	20%	27,237	12%	2,570	1%	121,207	14%
Westover Hills	Billed	1,385		1,436		-		1,605		4,426	
	Collected	1,108	80%	526	37%	-	0%	-	0%	1,634	37%
Westworth Village	Billed	18,701		18,995		26,784		20,721		85,200	
	Collected	2,662	14%	3,168	17%	4,884	18%	-	0%	10,714	13%
Total Billed		10,522,520		10,189,141		10,777,414		10,684,174		42,173,248	
Total Collected		2,430,183	23%	2,293,212	23%	1,613,954	15%	147,651	1%	6,485,000	15%

**Area Metropolitan Ambulance Authority dba MedStar  
Rolling Twelve Month Summary February 2011 - January 2012**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
FEB '11	1594	357	22%
MAR '11	2896	448	15%
APR '11	2828	413	15%
MAY '11	2877	423	15%
JUN '11	2425	348	14%
JUL '11	2157	325	15%
AUG '11	2628	345	13%
SEP '11	2097	211	10%
OCT '11	2390	344	14%
NOV '11	1956	290	15%
DEC '11	1826	294	16%
JAN '12	1512	157	10%
<b>TOTAL</b>	<b>27186</b>	<b>3955</b>	<b>15%</b>

Fire Department Helpful?					
YES	%	NO	%	NA	%
288	81%	5	1%	64	18%
328	73%	4	1%	116	26%
328	79%	5	1%	80	19%
340	80%	7	2%	76	18%
257	74%	9	3%	82	24%
244	75%	6	2%	75	23%
272	79%	3	1%	70	20%
154	73%	7	3%	50	24%
262	76%	13	4%	69	20%
219	76%	5	2%	66	23%
226	77%	3	1%	65	22%
114	73%	2	1%	41	26%
<b>3032</b>	<b>77%</b>	<b>69</b>	<b>2%</b>	<b>854</b>	<b>22%</b>

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
307	86%	2	1%	48	13%
354	79%	4	1%	90	20%
349	85%	3	1%	61	15%
354	84%	4	1%	65	15%
287	82%	1	0%	60	17%
264	81%	6	2%	55	17%
276	80%	0	0%	69	20%
165	78%	3	1%	43	20%
269	78%	3	1%	72	21%
231	80%	2	1%	57	20%
229	78%	1	0%	64	22%
122	78%	0	0%	35	22%
<b>3207</b>	<b>81%</b>	<b>29</b>	<b>1%</b>	<b>719</b>	<b>18%</b>

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
318	89%	14	4%	25	7%
379	85%	11	2%	58	13%
363	88%	14	3%	36	9%
373	88%	13	3%	37	9%
316	91%	12	3%	20	6%
281	86%	12	4%	32	10%
306	89%	9	3%	30	9%
172	82%	10	5%	29	14%
289	84%	21	6%	34	10%
248	86%	12	4%	30	10%
266	90%	1	0%	27	9%
140	89%	1	1%	16	10%
<b>3451</b>	<b>87%</b>	<b>130</b>	<b>3%</b>	<b>374</b>	<b>9%</b>

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
336	94%	4	1%	17	5%
416	93%	5	1%	27	6%
399	97%	4	1%	10	2%
405	96%	5	1%	13	3%
333	96%	4	1%	11	3%
301	93%	5	2%	19	6%
329	95%	2	1%	14	4%
190	90%	6	3%	15	7%
325	94%	7	2%	12	3%
270	93%	4	1%	16	6%
286	97%	1	0%	7	2%
154	98%	0	0%	3	2%
<b>3744</b>	<b>95%</b>	<b>47</b>	<b>1%</b>	<b>164</b>	<b>4%</b>

Billing Staff Helpful?					
YES	%	NO	%	NA	%
191	54%	3	1%	163	46%
253	56%	10	2%	185	41%
231	56%	3	1%	179	43%
253	60%	5	1%	165	39%
200	57%	5	1%	143	41%
188	58%	4	1%	133	41%
192	56%	3	1%	150	43%
116	55%	3	1%	92	44%
186	54%	8	2%	150	44%
138	48%	5	2%	147	51%
149	51%	3	1%	142	48%
74	47%	1	1%	82	52%
<b>2171</b>	<b>55%</b>	<b>53</b>	<b>1%</b>	<b>1731</b>	<b>44%</b>

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
341	96%	2	1%	14	4%
423	94%	3	1%	22	5%
402	97%	3	1%	8	2%
412	97%	1	0%	10	2%
338	97%	5	1%	5	1%
309	95%	6	2%	10	3%
334	97%	1	0%	10	3%
195	92%	7	3%	9	4%
328	95%	5	1%	11	3%
279	96%	1	0%	10	3%
284	97%	1	0%	9	3%
157	100%	0	0%	0	0%
<b>3802</b>	<b>96%</b>	<b>35</b>	<b>1%</b>	<b>118</b>	<b>3%</b>

**2010/2011 Gross Responses**

<b>YES</b>	19,407	82%
<b>NO</b>	363	2%
<b>N/A</b>	3,960	17%
	<u>23,730</u>	

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

1	I have never been disappointed with Medstar; they have been thoughtful and caring about my condition and I'm 86 yrs. old and they handled me carefully.
2	Employees not caring and gentle. Put bruises on my arms.
3	Service was excellent! Thanks!
4	Thanks so much for the help. Very good and safe driver.
5	I was expecting professional, competent care and I wasn't disappointed. What I wasn't expecting was to see one of the EMT's to pop his head at the ER room hours later to check up on my Mom. Very nice.
6	Just the outrageous prices just to go to the hospital with insurance.
7	Seemed like it took a long time before leaving after placed in the ambulance. It was unsettling for me and my wife, who was in her car, to wait as long as we did before heading to the hospital. Crew was great with care and treatment.
8	Very nice and competent.
9	All okay; very good.
10	The rep I talked to was very short and not very friendly; started to get collection calls before I got a bill. The field supervisor was awesome; he was calming and knew everything would be okay. However, the rep who took my payment was very sweet and nice.
11	Very concerned and kept eye on monitoring devices; extremely professional.
12	They came fast, took questions; ambulance took almost 10 min to start after patient was inside; this is the third survey we have filled out.
13	Crew was very professional; only complaint was they got lost.
14	Was very pleased with professional way I was treated; keep up the good work.
14	FD was very quick to arrive and began oxygen treatment, which I needed. All respondents were calm, extremely knowledgeable, professional, and patient. Explained all they did. Am thankful for their help.
16	They were very sweet to me and my husband, although had to wait almost an hour for the pickup.
17	Service was good.
18	Dispatcher was very helpful at calming me down and stayed on the line until the medics arrived. Medics were caring and professional. They made sure my dog didn't get out the door and made sure my door was securely locked. Thank you so much.
19	Took them over 30 min to arrive. We were told our daughter was having a febrile seizure, but no one took her temp and I knew she was running a fever. They down played the fact our daughter had a brain malfunction, even told us that we could have taken her to Cooks ourselves. After we arrived at Cooks, she had 2 more seizures. She is now a candidate for brain surgery. Was not impressed with Medstar, but glad we insisted on them driving to Cooks.
20	I was treated very nicely, professionally, and kindness.
21	Have more compassion and help the patient on the stretcher, and don't just stand there and watch.
22	Personnel was nice and friendly. Thank you for caring for me. God Bless.
23	I fell and hit my head and my first memory of treatment was in the ER, so unable to filled the survey out.
24	My 90 yr. old Mom had passed out in the bathroom, and the FD was here in 5 min, and then Medstar arrived within minutes and took over. They were so compassionate and talked Mom into going to the hospital; they were so kind and gentle to her.
25	I tried to tell them nothing was broken, but after a cat scan and x-rays, they believed me. I know my own body!!
26	I was very sick, therefore don't remember all of the service. They take good care of me.
27	Appreciated your help.
28	They were very sympathetic, kind, and helpful. The entire team was knowledgeable and professional. Thanks to all.
29	Fantastic.
30	All the responders were so very kind to my 91 yr. old Mom.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

31	Please bill Medicaid for the remainder of my life. Thank you all.
32	I do not remember much, but I was treated with dignity. Thank you.
33	Fast professional service and I thank you.
34	We asked for FD truck, only wanted ambulance; came quickly and was great.
35	Haven't received a bill yet.
36	The responders were wonderful, patient, understanding, and caring. They kept me calm. May God Bless them all.
37	Dispatcher very gentle and explained things; medics very nice, almost made it fun, not scary.
38	Experienced prompt response to our emergency call and they were very professional and helpful.
39	Very pleased with the whole process, start to finish! This is our 3rd experienced, excellent service and care. They were very reassuring, prompt, and professional.
40	Thank you for your fast service, probably saved my husband's life. Since he spent 3 days in the hospital, he has quit smoking. Thank you.
41	An old cliché, the operation was successful, bur the patient died.
42	Only problem was getting wet while being loaded into the ambulance.
43	First responders, dispatcher, and medics were professional and caring.
44	Had it not been for the prompt and efficient way the medics took my husband, he would had died at home. They were sensitive to our fear and his immediate needs. Thank you. Billing personnel was very understanding to resolve our insurance issues. Thank you.
45	Thank you for helping Charles; he wasn't able to respond due to his condition, but I'm grateful for your help.
46	Very good service and only short waiting time. Thank you very much.
47	Very gentle and caring. Absolutely professional, loving, responsive, and very speedy.
48	I wasn't there when my husband was picked up from Garden Terrace. In the past, service has been exceptional.
49	Thank so much. I was very nervous and scared and they were so calming.
50	Everything was fine. Thanks.
51	Very quick and professional in getting my husband ready for his trip to hospital. Thanks to everyone involved.
52	Cost was extremely high for a non emergency transfer to a hospital 3 blocks away.
53	Paramedics were great!
54	I was unaware of anything since I fell off the roof on my head.
55	Medics were very kind, treated my husband with great care and concern. They explained everything step by step.
56	Mom passed, but your service was first rate! Thank you so much.
57	Was a transport from one hospital to another. As far as I know, everything was perfect.
58	Very good service. Thank you.
59	Billing is what concerns me; we bought the membership and thought it would take care of the pickups.
60	I fell and someone called Medstar; people were standing around, none of whom I knew. That is all I know.
61	Everyone did a superb job. Thanks for the great care you gave.
62	Refused pickup; sister took me to Baylor; did not want to go to JPS, they tried to kill me.
63	FD arrived quickly and helped my son; was having seizures. Only thing I was disappointed, that no one told us Medstar was not in network with our insurance and now we have this big bill to pay for.
64	My Mom has terminal disease, both FD and Medstar were amazing. They took a terrible situation and made it easier. I will forever be grateful. They passed me off to a police officer after Mom's death was confirmed. He was so helpful. Thank you for your kindness.
65	No treatment was explained; they did could to get my Mom stabled. Even though it took FD 12 min to get here, and Medstar came 5 min later; I realized this is our loved one and 1 min is like a lifetime to us, but otherwise thank you.



**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

66	I thank God for Medstar
67	Did not see FD, just Medstar came and they were very helpful and professional.
68	These medics was the best we ever had. They moved fast and efficient, very reassuring, and kept us informed.
69	They were very calm and attentive.
70	Very professional, explained services and what needed to be done.
71	Very impressed with my care. Thank you.
72	Very helpful and respectful. Thanks!
73	Transport from one facility to another. No medical care was provided.
74	Very pleased with all of your service; they also gave us a lot of confidence. The techs were so professional and gentle in their treatment.
75	We think your crew is the best and they were here in minutes. Thank you and wish the best of everything.
76	At a time of confusion and despair, the crew tried their best to rescue my husband; they were very helpful and gentle with me and the family.
77	It was my first ride in an ambulance and have nothing to compare. Only I didn't like, they wouldn't let me sit up, which would have helped me lessen my pain. They told me it wasn't allowed.
78	It saddens me to tell my husband passed away shortly after 24 hrs reaching the hospital. You did respond quickly, along with caring and concern meant so much to me. Cannot express in words how much I appreciate your service. Thanks to you and FD.
79	Everyone was timely, professional, and got Joseph to the hospital as quick as possible.
80	Medics were very professional and caring and I'm extremely grateful for their care.
81	Excellent.
82	Dispatcher hung up on me before medics arrived; she asked dumb questions and some dumb advice. She said not to eat or drink anything, and could he, he couldn't breath. She got on my nerves.
83	Everything they did was great. They were very nice.
84	EMS guys were so sweet and caring. A++.
85	Not sure if they did explained the treatment, but I'm assuming they did.
86	They were very professional; took good care of patient.
87	Please include the date of service on form.
88	They were great, even after arrival at the hospital.
89	They were very fast in responding and got us to the hospital quickly.
90	Staff was very professional, kind, and gentle.
91	Everyone was kind and helpful.
92	Everything was good. The cost was a little high for a 16 mile. Trip.
93	Great Work. Thank you.
94	Overall excellent service for my 91 yr. old uncle.
95	Cannot thank all the people involved enough! They were awesome; very caring, funny and made me totally relaxed. Thank you all.
96	All the people that came to my house were respectful, helpful, and efficient. Thank you so much.
97	Great job!
98	Took a really long time to get to the hospital; sit about 30 min in the apt complex parking lot. My family was able to drop off my son off at another relatives, register me in the hospital, and was waiting in my room before I ever arrived.
99	Ambulance took 20+ min to arrive. When enroute to hospital, they took the long way; we think they had a bad driver or GPS system.
100	Thank you so much, all of you made a very difficult time bearable. You guys are awesome!
101	I was pretty much out of it, but it seems like the best thing happened when EMS was called. Thanks.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

102	They are always nice.
103	Excellent!!!
104	I was pleased with my care.
105	Fast response and respectful of my Father in law.
106	I couldn't get any better treatment; the two medics were excellent and professional in every aspect. I enjoyed the trip.
107	Very good.
108	Bill for services was sent to collection agency, before we even received a bill. The hospital had all the info and with some effort, they could have retrieved it; I do not appreciate going through a collection agency. This greatly offends me. It was never sent to my insurances, and they pay most of it, all but \$9.82; I have spent so much time on the phone and still getting nasty mail from the collection agency.
109	Rapid response; didn't know what to expect. They were outstanding in every way; very professional.
110	Thank all of them for saving my life.
111	Great and caring staff.
112	Keep it up.
113	All responders came in less than 8 min after call. All were sympathetic, knowledgeable, helpful, and calming influence. Great job from all.
114	Very professional.
115	I liked the medics that picked me up; they were professional, but fun. I was joking at the ER, and the staff there looked at me like I was crazy, but the medics were laughing because they understood what I was saying.
116	I was confused as to the two choices of where to go; Dallas VA or Harris due to inadequate info given to me by your staff, but after the turmoil, I thought all that should have been explained before anything else is decided.
117	The lead medic was very nice and professional and made the experience much better. The entire team was excellent.
118	Responders were extremely kind and considerate.
119	Crew was great and very professional. Thank you.
120	Seemed everyone was doing their part in a very efficient and clean manner.
121	I had a head injury and they didn't cushion it going to ER; every bump in the road hurt my head.
122	Medics were especially nice and reassuring to me; I was in great pain.
123	Richard and the other medic were wonderful; this was my first ride in an ambulance and I hope my last, but I could not have asked for any better care and understanding from anyone. They did a great job. Thanks.
124	We would like to thank everyone who came to help us that day.
125	Crew was very professional.
126	The care from everyone involved was superior.
127	Very efficient.
128	Response time was very prompt. The team was courteous and helpful.
129	Excellent care was given to my husband, who fell and broke his hip. Thank you so much.
130	Transfer from one hospital to another; guys were very good! Very caring and gentle with my husband.
131	I am not sure how you run your company, but I was very upset at the way the two medics treated me. At the time I needed help, they laughed at me. I was injured by a fall, seizure, but come to find out I have a tumor in my brain. Your medics laughed at me after asking me, do you know me, you know why this happened? They laughed like I was drunk. Unit 34, I will always remember your faces. I hope one day you will grow up and I hope and pray that you never get treated the way you treated me that day.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

132	I would liked a detail report for Jack Bowman. He died in the ER due to a stroke, because his air passage was blocked by ER staff. The care by Medstar is not responsible for his stroke or the inability to breath without life support or inability to swallow and go into coma and organs shutting down due to hospital negligence. He probably had an ulcer that was fixable and could have lived another 3 to 4 yrs. Thank you. I need the ambulance report for Jack Bowman; he received fast, excellent care from Medstar; he begged not to received care from Medical Plaza and forced on against his will. It killed him. His constitutional rights need to be uphold. Thank you. POA, Maxine Bowman.
133	No complaints, excellent care, very professional. Thank you.
134	We were in a desperate situation and you helped us greatly! Thank you so much.
135	My husband passed, but it wasn't your fault. Thank you so much for all you done.
136	I was impressed at the service I receive. Had a heart attack at my friend's house; and how you were fast and professional the medics are. Thank you for your outstanding service,
137	Thank you for the respect and kindness in caring in transportation to the hospital.
138	Non emergency transport and personnel were very helpful and professional.
139	Medstar beat the FD; and I was in good hands.
140	Am so thankful your service was available at our time of need.
141	Quality all the way.
142	Very pleased with service. Thank you.
143	Always very kind and helpful and gentle.
144	Care was good, but the lead medic was pushy and rude. She refused to take my aunt to Baylor DT, which was never a problem in the past. She said we had either go to JPS or Harris, because it was a fall. I told her that a year ago Medstar took her to Baylor DT, and she said that was impossible. Extremely rude.
145	Very good service, helpful, caring people.
146	Can't remember what was said about care and treatment.
147	The call and contact with EMS; but the most part, crew was handled by a nurse from home health care.
148	Was very pleased with the service I received. No time was wasted in getting to fin out what my condition was, whether I needed to go the hospital or stay home. Thanks for your concerned care for me. I highly appreciate it.
149	They were training a new hire the day of my emergency. One the older medic took over, everything was better; the new person did not give me much confidence. Thank you again for your help that day! I appreciate what you do.
150	The services, care, crew were very helpful and professional. They are concerned and polite. They prayed with us for our recovery. They put the IV in the first time they tried and I have very weak veins; very impressive. Thank you for being here.
151	Very professional staff; enjoyed the transfer ride greatly. Thanks.
152	Did an excellent job; I am so thankful and grateful.
153	Thanks for the best care and service.
154	Medics are always kind and helpful.
155	Medics were very professional, and at the same time were personal and treated me with respect.
156	They did an outstanding job.
157	Being out of state, my wife and I was very reassured and pleased by all. Thank you and God Bless.
158	Everyone was very helpful and made us feel at ease. Very nice.
159	No billing was explained whatsoever. When I could have provided my insurance info at the time; I was notify my insurance they paid the whole bill but I get a notice from you that I owe the remaining balance of a discount that you don't allow. This needs to be taken care of by the insurance.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

160	I was allowed to ride in the ambulance with the crew, was very impressed with the care given to my husband and their kindness to me. I thank you from the bottom of my heart. You are blessed to have them.
161	Not sure which trip the paper is referring to. It was unclear to me which person asked about my billing information. I did not see anyone from the Fire Dept.
162	GREAT SERVICE!
163	VERY PLEASE THANK YOU!
164	The emergency medical services were excellent and efficient.
165	OUTSTANDING!! PROFESSIONAL!
166	Not happy with dispatcher. She kept saying don't let him eat or drink and I kept telling her she didn't need to worry because he couldn't breath.
167	Was moved from hospital to another.
168	Were extremely responsive, very nice paramedics/ MedStar crew. I felt cared for and safe.
169	FTW has the best EMS, MedStar and FD in Texas!
170	It seems like they asked 100 questions before sending an ambulance! I had fallen on my knee and was in pain. Do you think they could cut out all the questions.
171	All personal were extremely professional, helpful, courteous, kind and friendly. I am looking forward to meeting them all again under different circumstances.
172	My greatest concerns were for the EMTs not myself. Since I weigh near 300 lbs. I was afraid they would not be able to lift me from the floor. They were kind and concerned and reassuring. Also very professional and well trained.
173	My mother has been picked up multiple times and transported to various hospitals by MedStar, the service she receives each time has been excellent.
174	I just don't remember talking to any billing staff
175	Excellent service!
176	I could not have been treated any better, thank you all very much.
177	Many problems with the EKG machine. EMT kept saying it was a heart attack and I was insistent it was not, r/o at hospital. Hope it did not affect my record.
178	There are people dedicated to the ones who need help and on the way to healing! Sometimes when you are hurting it's just a great help!
179	The fire department said he was ok and continued on with their business.
180	QUICK RESPONSE!!
181	As a senior living in a senior community, we all are appreciative of the quick responses, concern, and professionalism we receive.
182	Your great service is very much appreciated. Still waiting on a detailed report to help in the future.
183	All is good!
184	We really appreciate the quick response to our call.
185	We are grateful to MedStar for the professional service, care, and treatment. I feel that MedStar's initial care gave my wife the chance for a speedy recovery!
186	Staff was competent, calm and friendly; they explained all they were doing. Thank you for excellent service.
187	Only moved from Huguley to Harris Downtown, didn't do much but very good at what they did.
188	Paramedics- compassionate, professional!
189	I requested a "silent arrival" my neighbors knew noting!
190	I don't remember what happened and I don't remember the trip.
191	My care was very good, and they were very nice to me and I will be calling again.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

192	I called the billing dept. about my EOB from the ins instead of working with me and trying to help, she threatened to send me to collections.
193	Responded very quick. Professional, explained what was happening.
194	3's a crowd but I'd rather be safe than sorry!
195	Please review your billing records. Checked my coverage prior to getting an ambulance. All agreed it was emergent. Needs to be rebilled as an emergency.
196	GREAT SERVICE! I appreciate the help of the community program!
197	Three's a crowd, but I'd rather be safe than sorry. Thanks.
198	They were super nice.
199	This was the first time I was treated for an emergency; everything went like clockwork; very well. And all the guys were so handsome!!
200	The crew that picked up my 90 year old mother were exceptional. Chris Demers went above and beyond! He was compassionate and caring; we are grateful!
201	We received the best treatment that was so much needed! Everyone was so kind. Thank you so much!
202	Thanks! You were a big help! My husband is in a wheel chair and is too heavy for me to help.
203	The EMTs that responded were compassionate. I appreciate their goodness and kindness to the elderly widow who needed help. Very professional!
204	Ruben was very helpful, informative, reassuring, and caring. Both medics were great. Thanks for your service.
205	We had a bad start when getting an IV became a problem, but all went well just before we arrived at Baylor.
206	We really appreciate you caring service!
207	Please contract as a network provider! By not doing this your company is forcing users to be at the mercy of the nearest EMS which happens to be a non-par,
208	Sit down and negotiate a fair rate with insurance carriers to reduce these outrageous charges for we as consumers must pay.
209	Synthetic Morphine was administered in the ambulance gave me zero pain relief. The ambulance should be stocked with pain medication that works!
210	Love you guys! You're always caring and pleasant!
211	They were prompt, professional, and effective.
212	They took very good care of me and they knew what they were doing. Couldn't ask for better service. I hope I get the same crew next time!
213	Medics were kind and careful handling me; very attentive to my pain. Thank you.
214	Police cam first and took down my medication sent it to the hospital with me.
215	I am grateful for using you, keep up the good work.
216	It took forever to get to Harris downtown.
217	I asked to be take to H.E.B., but what told we had to go the nearest trauma center which was JPS. Overall the service was good. Thank you for saving my life.
218	Thanks for saving my life.
219	I fractured a vertebrae and they drove very careful to avoid jarring me. I really appreciate all the help I received.
220	Have not received a bill.
221	Could have asked for better service; they were very sensitive to my needs and questions; I commend you highly.
222	I got the best treatment anyone could get! Very professional!
223	Outstanding service. Thanks.
224	The only place I wasn't cold, all day? The ambulance!

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2012**

225	My husband suffered a major stroke and was unable to move. He needed to be transported from Plaza to our home in Mineral Wells with a hospice nurse. I am very grateful your personnel were available and I could not have asked for better service.
226	Jimmy was very calming on a bumpy ride. All the crew were very kind.
227	We were all pleased with your services.
228	Everybody was very helpful and treated me most professionally. Thanks.
229	I was in extreme pain and scared. The medics took great care and gentleness to get me to ER. The lady EMT was so calmed and joking with me; I felt safe and know I would be taken care of. Thanks.
230	Very proud of FD and Medstar; they took excellent care of my Mom; they are great. God Bless everyone of them.
231	I think the cost is ridiculous for transporting a person .4 miles \$1594.00.
232	The crew was outstanding, caring, dedicated, and professional.
233	One the medics even came back to ER to check on my Mom. Amazing service and care!!
234	Your transport to Harris Heart Center on earlier occasions was TOPS for any emergency service.
235	Medics were especially polite, respectful, and kind to my 95 yr. old Mom who was injured when she fell out of bed. I appreciate their human touch of compassion while performing their duties professionally. Care was excellent!
236	Paramedics were polite, helpful, and calming to my 93 yr. old Mom. They called and informed me; very helpful!
237	10+ they were courteous, polite! They were very friendly. Locked my doors and made me feel comfortable!
238	I fell and broke my hip I couldn't move they gave me a shot and waited until it took affect to move me. They took very good care of me!
239	All the EMS employees were excellent. I appreciate everything they did.
240	The crew was excellent thank you for your service!
241	Received good care and very well treated and crew was very helpful.
242	Excellent total service between both in ride and personal care!
243	The men were helpful and kind.
244	They got here so quick, good job thank them!
245	Everyone was helpful and caring.
246	Medics were very caring; was doing their best to care for my needs. Thank you for training these men so well. God Bless you all. You are doing a great service to our community.
247	Was a non emergency transport; haven't been billed yet; can't wait! Your vehicles rides like trucks.
248	Both was extremely good; could not have been better.
249	Did not speak to dispatcher, but great service, friendly, and helpful, given our circumstances. Thank you.
250	We had no contact for transfer. Medical staff at Plaza took care of it all.
251	It's a real blessing to have such professionals in a time of need. Thank you for good service.
252	Medics showed genuine concern and consideration during what was a stressful situation; my car was totaled and it all happened so quickly. The FD showed up in 2-3 min. and all were very professional and courteous.
253	Everything was just fine. I thank you. Your expertise was valuable.
254	The men was very helpful and spoke very nice; entered my house professionally. Thought that was good.
255	They were wonderful! So kind to me and I'm grateful for them.
256	They kept me comfortable and thanks for the blanket. Took care of all my anxieties by talking to me.
257	Very professional and polite.
258	Somehow my insurance info wasn't submitted to Aetna, which resulted in collection threat, but finally got the documentation to provide info to Medstar; kind of a hassle, but all worked out. Thanks.

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259	My husband was transported 4 times in 2011; but this time was his final time. He went into final coronary arrest and died. The responses and care of all responders was reassuring to us both. The dispatcher kept me calm during the short wait times. Thank you all for your service. God Bless.
260	What a crew of people; fantastic. Thanks.
261	My 84 yr. old Mom passed out at my home. The EMT's and FD were great. They were kind and compassionate. Thanks.
262	Very good service over all. Thank you.
263	Don't remember about the FD; if they came. Medics were very courteous and nice. Very good service.
264	Extremely professional, caring and attentive. Excellent service.
265	Thank so much for your service and being so helpful to me.
266	Excellent and prompt service.
267	Excellent job, very professional.
268	My first ride in an ambulance; was very impressed and pleased with the professional work these people performed.
269	Responders came quickly; very appropriate in their thorough care; very clear in their explanations. I was and am extremely confident and pleased of the service that all the personnel provided. Thank you very much.
270	One of the medics pulled my car out of the garage; I can't do it because of the tightness. He was kind and considerate.
271	Good riding ambulance and more comfortable gurney than others. EMS were very solice and calming. Excelled all around!
272	Address changed (Maria updated it)
273	Report was not written up correctly or billing? My husband had a fall he couldn't stand up and if we could have I would have taken him as we did in the past. Other than that incorrect info to the Medicare , everything was good. Group was excellent. Thank You
274	Excellent and caring, was in very good hands through out the rid to emergency. My compliments to all employees. The Best!!
275	My mother was taken from Ft Worth Center of Rehab to Baylor All Saints the center would be the people to answer your questions.
276	Medstar crew was very helpful and considerate.
277	Had a very good service from both of the EMS dispatchers. Two very nice young people.
278	Crew got here fast and they were awesome. Thank you so much.
279	Person in charge would not let me have any medicine. He grabbed something that looked like a prescription and he did not offer me a chance to read it.
280	Thank you, thank you, thank you!
281	They all were kind and supportive. I felt terribly ill and they helped assure me on the trip to ER.
282	Was transported from hospital to hospital; crew was very nice and helpful. Thanks
283	Medics did everything they could for; could not asked for better. God Bless your company.
284	Care was the best and I'm very thankful for how I was treated. You have a great team!
285	They're the best!
286	Very nice, thoughtful and helpful. Very good at their job.
287	Concerning my bill, would like to make pmt arrangements. ( a rep took care of this).
288	I absolutely loved the medic who stayed with me. He anticipated and was proactive in caring for me; had excellent bedside manners. Thank you so much.
289	Excellent, professional care.
290	MedStar arrived first.
291	Even when I fall and can't get up the fire dept. comes and helps thank you for them for being very nice.



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293	There was a very long delay in MedStar arriving to the scene. The call might not have been "rated" severe. The patient was alert. However, the patient had severe sepsis and was within hours of death. Those first response hours are critical. The symptoms had come on so quickly and progressed rapidly It is sometimes difficult to make a diagnosis on scene, but services would be quicker than what we experienced.
294	We have not received a bill yet.
295	Thanks for the great care of me. They were great!
296	Everyone was excellent; they seemed to really care about me. Thanks Medstar.
297	Professional personnel on board. Very dedicated.
298	Everything was excellent, treatment and answering questions. Ride was bumpy, which made my pain worse. The city needs to invest in better vehicles; felt I was transported in a wagon on rough dirt roads. You charge enough for services to invest in better vehicles.
299	My specific issue was determined to be untreatable by the first responders & the paramedics/ambulance crew, and we went to the emergency room.
300	Thank you so much for your dependability.
301	Was a very stressful situation and the three gentlemen made it a lot easier to deal with.
302	Patient was taken from Alzheimer's care home to hospital. She had no memory of this trip. Danny Moon, son 817-246-9323.
303	I was bleeding rectally and lost consciousness and fallen twice before my husband called. We could have gotten to ER without your help. We are senior citizens and very grateful for your care. Medics were courteous and professional.
304	Good service, nice clean cut guys; they knew their stuff and were very professional.
305	Transfer from hospital to another; very helpful.
306	My husband was picked up at a NH and I met them at the ER. He said they were very nice; he is 84 yrs. old and had fallen. Thank your staff for a safe trip.
307	Everyone was very helpful and professional and personal.
308	On the ball, Thank you!
309	Medicare pays for this service.
310	They was so great to us, we feel good in there hands. Thank you for the good care you gave us. The Thompsons.
311	The two paramedics were friendly, kind, through & professional. I thank them for their expertise. It was also good to see that they handled the ER in expert fashion. Please give my thanks to the gentleman who took care of me on the 11-28-11 about 3:00-4:00 run from Lockheed Martin.
312	We were treated wonderful. They were very kind and helpful Thank You.
313	Unfortunately my husband passed away that night, 01-07-2012.
314	I appreciate the quick and caring response we received. My husband had a heart attack, but died 7 days later; he got to spend Christmas with Jesus. God Bless you and thank you.
315	I'm in a power chair and as Mary left with the medics, I said I will see you when I can and one of the medics said, "We'll take care of her". That was a comforting statement; just lets me know they care. God Bless all of you!