

Area Metropolitan Ambulance Authority

MedStar

**Board of Directors
Agenda**

June 27, 2012

**NOTICE OF
AREA METROPOLITAN AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING
551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
June 27, 2012
10:00 a.m.**

- | | | | |
|-------------|-------------------------------|--|-----------------------|
| I. | CALL TO ORDER | | Dr. Beeson |
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| II. | INTRODUCTION OF GUESTS | | |
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| III. | CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
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| 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-1101 | Approval of minutes for board meeting of May 23, 2012 | Dr. Beeson
Page 4 |
| | BC-1102 | Approval of check register for the month of May, 2012 | Dr. Beeson
Page 8 |
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| V. | NEW BUSINESS | | |
| | BC-1103 | Approve the schedule of Price/Subsidy Options for FY 2012 - 2013 | Mr. Hooten
Page 11 |
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| VI. | MONTHLY REPORTS | | |
| | A. | Executive Director Report <ul style="list-style-type: none">• New Building• Staffing• Introduction of Compliance Manager• What Matters Operational Report | Mr. Hooten |
| | B. | Financial Report | Ms. Brown
Page 18 |
| | C. | Public Affairs Report | Mr. Zavadsky |
| | D. | EPAB Monthly Report | Dr. Beeson
Page 25 |
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| 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-1104

Act on any item discussed on Closed Session.

Dr. Beeson

X. ADJOURNMENT

MINUTES

AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET
FORT WORTH, TEXAS 76110

May 23, 2012

10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on May 23, 2012 at the Ambulance Authority offices.

I. CALL TO ORDER

Acting Chairman Dr. Steven Davis called the meeting to order at 10:05 am. Board members present were Byron Black, Paul Harral, Dr. Rajesh Gandhi, and Dr. Robert Adams. Absent was Zim Zimmerman and Dr. Jeff Beeson.

II. INTRODUCTION OF GUESTS

Others present were Douglas Hooten, Matt Zavadsky, Joyce Brown, John Elder, Chad Carr, Danyelle Kennan, Tammy Moore and Marianne Schmidt, all with MedStar; and AMAA Board Attorney, Matt Goetz.

III. CITIZEN PRESENTATIONS

No citizen presentations were requested or made.

IV. CONSENT AGENDA

BC-1098 Approval of minutes for board meeting of April 25, 2012.

Dr. Gandhi proposed a few questions about certain checks that were wrote.

BC-1099 Approval of check registers for the month of April, 2012.

The motion to approve the consent agenda was made by Dr. Gandhi and was seconded by Mr. Byron Black. The motion carried unanimously.

V. NEW BUSINESS

No new business was presented.

VI. MONTHLY REPORTS

A. Executive Director Report

Mr. Hooten reviewed the following:

- **New Building:** Numerous meetings with City and City Counsel – working on trying to get us on their property. We have sent them our drawings and they are looking at where we can fit. I have contacted a Consultant who our Attorney Matt Goetz suggested. If we hire him, he will represent MedStar in all construction meetings.
Dr. Gandhi asked if billing could be moved. Doug Hooten answered, yes, I'm sure it can – I was asked to look into getting us more room. We are jammed packed in Logistics and moving billing will open up space, but not where we need it most. Maybe it's time for me to talk to the owner of the buildings next door. We also need to look at our IT infrastructure, in order to have billing in a separate building.
- **Staffing:** We have slowed attrition down 4% from last year. Presently we have no openings; once the academy graduates in July.
- **Director of Operations:** We have conducted interviews and have chosen Mike D'Agostino. Mike comes from Bonner County Emergency Medical Service, Sandpoint, ID. Mike will start the first week of July.
- **What Matters:** Understanding that Mr. Zimmerman would like to see a report on the standards that are required from EPAB for What Matters Scorecard. EPAB is doing research and needs at least one month's data to create a report. We should have something at the next board meeting.

B. Financial Report

Ms. Brown reviewed the new formatted financial report for the month of April 2012, stating total collected for the month was \$20,093,147 or 27.04% gross collections and 46/11% net / net collections for the month. A detailed statement of revenue and expenditures by department was included in the board packet.

C. Public Affairs Report

Mr. Zavadsky reviewed:

- **FNFW Pilot:** I will have a detailed analysis at the next board meeting.
- **Nurse Triage Program** – lots of work done, we had a soft start on 5/22. 6 calls triaged, 3 no transport and 3 transported. (Board members listened to audio samples of the calls.)
- **North Texas Specialty Physicians:** on track for a start of 6/1. Sandlot interface completed, social work training completed. Doug and Matt met with stakeholders in Arlington, Bedford, Hurst and Euless. Scheduling meetings with Crowley and Benbrook.
- **Medicare/Medicaid Crossover payments:** Subsequent to meeting with HHSC in Austin – rule proposed to allow HHSC Commissioner to make modifications to facilitate elimination of payments dialysis transports and use the savings to pay emergency providers.
- **Road Rageous Initiative:** Matt met with Chief Judge Mares on 4/27 who approved MedStar Road Rageous class as option for prosecutors for ticket adjudication. Funding to Safe cities Collaboration for use for community health initiatives.

D. EPAB Monthly Report

Dr. Davis reporting for Dr. Beeson. All is well. No issues with NTSP.

VII. OTHER DISCUSSION

No new items or topics were discussed.

VIII. CLOSED SESSION

No closed session was held.

IX. RECONVENE FROM CLOSED SESSION

BC-1100 Act on items from Closed Session

No closed session was held.

X. ADJOURNMENT

There being no further business, Acting Chairman Dr. Davis adjourned the meeting at 11:15 am.

Respectfully submitted,

Dr. Rajesh Gandhi
Secretary

AMAA
BOARD COMMUNICATION

Date: 6/27/12	Reference #: BC-1102	Title: Approval of check register for the month of May, 2012.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the check register for payments over \$5,000 for the month May, 2012.

DISCUSSION:

N/A

FINANCING:

N/A

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

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 05-01-12 To 05-31-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
67777	5/2/12	Bruner Motors Inc Chevy Chassis for Remount Program	33,580.25
67782	5/3/12	AT&T Telephone Base	6,165.53
67785	5/3/12	Banc of America Leasing and Capital LLC Ambulance Lease	17,154.45
67786	5/3/12	Bound Tree Medical LLC Clinical Supplies	12,498.84
67796	5/3/12	Dell Marketing LP 10 Blade Servers	82,689.50
67802	5/3/12	GBC Benefits, Ltd. Benefits Administration	5,833.33
67822	5/3/12	ReCept Pharmacy Clinical Supplies	9,019.19
67830	5/3/12	UNITED HEALTHCARE May Premium	180,742.18
67855	5/10/12	Banc of America Leasing and Capital LLC Ambulance Lease	17,604.02
67858	5/10/12	Bound Tree Medical LLC Clinical Supplies	6,909.00
67880	5/10/12	The Fulcrum Group Computer Software Licenses	90,262.89
67903	5/10/12	ReCept Pharmacy Clinical Supplies	16,093.48
67909	5/10/12	Taylor Healthcare Products Clinical Supplies	6,888.00
67919	5/10/12	Xybix Systems, Inc. Furniture & Fixtures - Com Ctr	9,057.71
67928	5/15/12	Blue Cross Blue Shield of Texas Patient Accounts Refund	5,104.40
67976	5/15/12	Teresa Reeves Patient Accounts Refund	13,500.00
68003	5/17/12	Banc of America Leasing and Capital LLC Ambulance Lease	12,541.54
68031	5/18/12	Murphy Mahon Keffler & Farrier LLP Legal Services	9,884.30
68041	5/18/12	ReCept Pharmacy Clinical Supplies	7,364.08

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 05-01-12 To 05-31-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
68066	5/24/12	AT&T Mobility CDMA - EMRS	7,738.29
68067	5/24/12	Bound Tree Medical LLC Clinical Supplies	10,645.05
68068	5/24/12	Buxton IDentiying Customers Membership Advertising	10,000.00
68074	5/24/12	Dantom Systems Inc Invoice & Forms Processing	10,386.12
68076	5/24/12	Direct Energy Business Services Utilities	10,654.95
68100	5/24/12	ReCept Pharmacy Clinical Supplies	9,638.06
68126	5/30/12	Banc of America Leasing and Capital LLC Ambulance Lease	12,772.73
68169	5/31/12	Centurion Medical Products Clinical Supplies	8,882.00
68189	5/31/12	PRUDENTIAL GROUP INSURANCE May Premium	24,216.16
68206	5/31/12	Zoll Data Systems Inc Computer Software Maintenance	7,559.42
			<u>655,385.47</u>
		TOTAL ACCOUNTS PAYABLE	946,009.06
		TOTAL PAYROLL EXPENSE	<u>1,374,543.20</u>
			<u>2,320,552.26</u>

MedStar System Performance Summary

May 2012

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	91	91
Filled	81	85
In Training	7	4
Medstar Paramedic School	n/a	n/a
FMLA / Light Duty / Other	0	0
Availability %	89.0%	93.4%

Unit Hour Production

Scheduled UH	19,403
Produced UH	17,719
Scheduling Efficiency	91.3%

Unfilled Shifts

Average Scheduled Shifts Per Day	50
Daily Average Unfilled Shifts	5

Response Time Reliability

Overall	91.6%
P1	89.7%
P2	92.0%
P3	92.5%
P4	95.2%
P5	91.3%

P1 Adjusted Reliability

09:30 RT Standard	91.6%
10:00 RT Standard	93.0%
10:30 RT Standard	93.9%
11:00 RT Standard	95.1%

Avg/Med Response Time

	<u>Average</u>	<u>Median</u>
P1	5:27	5:00
P2	5:52	5:09
P3	7:44	6:41

Extended Calls

	<u>Total</u>	<u>Daily Avg</u>
P1 Calls > 19:00	11	0.4
P2 Calls > 21:00	30	1.0
P3 Calls > 25:00	57	1.8

Customer Satisfaction Twelve Month Period

Cards Mailed	23,613
Cards Returned	3,332
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	87%
EMS Crew Helpful & Professional?	94%
Billing Staff Helpful?	54%
Overall Were You Satisfied With The Services?	95%

System Response Time Reliability and Average Response Time Performance

May 01, 2012 thru May 31, 2012

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,262	2,211	1,734	2,141	89.7%	89.7%	00:05:29
2	3,420	3,297	2,404	3,172	92.0%	92.0%	00:05:55
3	3,117	2,973	2,074	2,646	92.5%	92.5%	00:07:47
4	21	21	20	20	95.2%	83.0%	00:00:12
5	681	676	658	657	91.3%	91.3%	00:22:40
	9,501	9,178	6,890	8,636			

Response Time Reliability and Average Response Time Performance By Member City

May 01, 2012 thru May 31, 2012

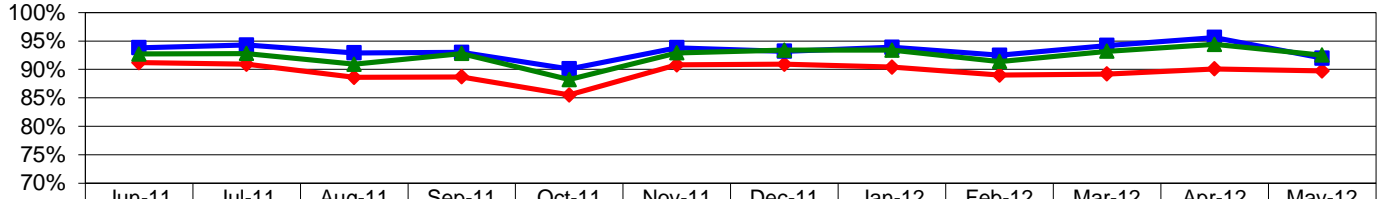
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
Blue Mound	2	5	5	4	5	< 11:00	60.0%	94.0%	00:13:20
	3	1	1	1	1	< 15:00	0.0%	96.0%	00:45:18
		6	6	5	6				
Burleson	1	49	47	35	47	< 09:00	81.6%	83.0%	00:05:54
	2	94	90	55	88	< 11:00	85.1%	86.0%	00:06:29
	3	71	67	50	62	< 15:00	95.8%	94.0%	00:07:47
	5	78	77	77	77	< 60:00	84.6%	NA	00:33:04
		292	281	217	274				
Edgecliff Village	1	4	4	3	4	< 09:00	100.0%	95.0%	00:05:10
	2	6	6	3	6	< 11:00	83.3%	97.0%	00:08:52
	3	3	3	2	3	< 15:00	100.0%	95.0%	00:07:22
		13	13	8	13				
Forest Hill	1	50	48	42	46	< 09:00	88.0%	88.0%	00:05:26
	2	38	37	27	37	< 11:00	92.1%	96.0%	00:05:31
	3	26	26	16	23	< 15:00	96.2%	94.0%	00:05:22
		114	111	85	106				
Fort Worth	1	1,919	1,881	1,465	1,816	< 09:00	90.5%	90.5%	00:05:28
	2	2,874	2,778	2,026	2,664	< 11:00	92.7%	92.7%	00:05:50
	3	2,733	2,607	1,808	2,304	< 15:00	92.6%	92.6%	00:07:43
	4	18	18	17	17	= 00:00	94.4%	NA	00:00:15
	5	588	584	567	566	< 60:00	92.0%	92.0%	00:21:40
		8,132	7,868	5,883	7,367				
Haltom City	1	86	82	65	80	< 09:00	82.6%	84.0%	00:06:15
	2	128	121	95	119	< 11:00	93.0%	93.0%	00:06:38
	3	99	93	66	83	< 15:00	92.9%	93.0%	00:09:09
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
		314	297	227	283				
Haslet	1	1	1	1	1	< 09:00	0.0%	55.0%	00:15:35
	2	3	3	1	2	< 11:00	100.0%	72.0%	00:08:59
	3	2	2	1	2	< 15:00	100.0%	NA	00:11:06
		6	6	3	5				
Lakeside	1	3	2	2	2	< 09:00	66.7%	NA	00:08:52
	2	1	1	1	1	< 11:00	0.0%	NA	00:18:07
	3	3	2	2	2	< 15:00	66.7%	NA	00:09:26
		7	5	5	5				
Lake Worth	1	26	24	18	24	< 09:00	92.3%	87.0%	00:04:44
	2	51	49	33	47	< 11:00	84.3%	88.0%	00:05:43
	3	29	28	22	28	< 15:00	93.1%	88.0%	00:08:03
	5	2	2	2	2	< 60:00	100.0%	NA	00:23:16
			108	103	75	101			

Response Time Reliability and Average Response Time Performance By Member City

May 01, 2012 thru May 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	15	15	12	15	< 09:00	73.3%	89.0%	00:07:21
	2	24	23	16	23	< 11:00	83.3%	93.0%	00:07:14
	3	18	18	13	17	< 15:00	94.4%	91.0%	00:07:23
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	5	3	3	3	3	< 60:00	100.0%	NA	00:00:00
		61	60	45	59				
Saginaw	1	35	34	26	34	< 09:00	77.1%	85.0%	00:06:14
	2	56	50	35	47	< 11:00	83.9%	88.0%	00:07:31
	3	33	28	16	27	< 15:00	90.9%	92.0%	00:08:59
		124	112	77	108				
Sansom Park	1	19	18	18	18	< 09:00	100.0%	86.0%	00:03:34
	2	28	27	22	27	< 11:00	92.9%	97.0%	00:04:53
	3	19	19	14	17	< 15:00	89.5%	92.0%	00:07:33
	5	1	1	1	1	< 60:00	100.0%	NA	00:02:38
		67	65	55	63				
Westover Hills	2	1	1	1	1	< 11:00	0.0%	NA	00:12:51
	3	2	2	1	2	< 15:00	100.0%	NA	00:10:08
		3	3	2	3				
White Settlement	1	48	48	41	47	< 09:00	93.8%	93.0%	00:04:21
	2	99	95	78	94	< 11:00	91.9%	91.0%	00:05:07
	3	73	72	59	71	< 15:00	89.0%	91.0%	00:07:33
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	5	9	9	8	8	< 60:00	100.0%	NA	00:08:07
		230	225	187	221				
Westworth Village	1	7	7	6	7	< 09:00	85.7%	86.0%	00:05:57
	2	12	11	7	11	< 11:00	91.7%	96.0%	00:07:10
	3	5	5	3	4	< 15:00	80.0%	91.0%	00:10:27
		24	23	16	22				
Grand Total		9,501	9,178	6,890	8,636				

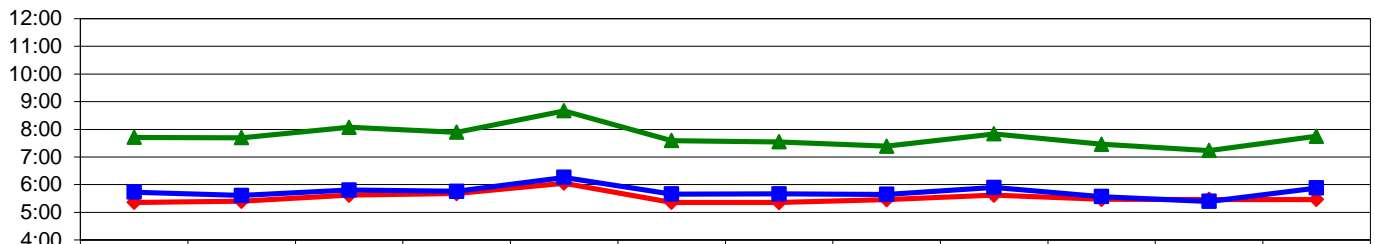
**Performance Indicators Last 12 Months
Response Time Reliability**



	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
Priority 1	91.2%	90.9%	88.6%	88.7%	85.5%	90.8%	90.9%	90.4%	89.0%	89.2%	90.1%	89.7%
Priority 2	93.8%	94.3%	92.9%	93.0%	90.1%	93.8%	93.2%	93.9%	92.5%	94.2%	95.6%	92.0%
Priority 3	92.7%	92.8%	90.9%	92.8%	88.2%	92.9%	93.4%	93.4%	91.4%	93.2%	94.4%	92.5%

◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

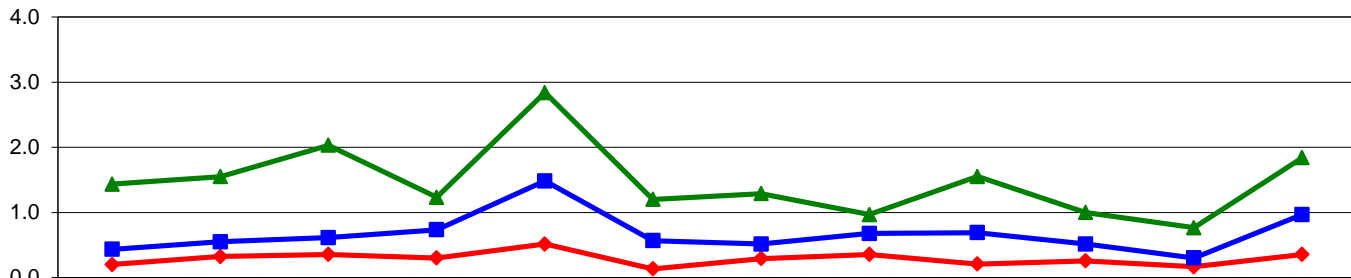
**Performance Indicators Last 12 Months
Average Response Time**



	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
Priority 1	5:21	5:24	5:37	5:40	6:03	5:21	5:21	5:27	5:37	5:28	5:27	5:27
Priority 2	5:43	5:36	5:48	5:45	6:15	5:39	5:40	5:39	5:53	5:34	5:23	5:52
Priority 3	7:42	7:41	8:04	7:53	8:40	7:35	7:32	7:23	7:50	7:27	7:14	7:44

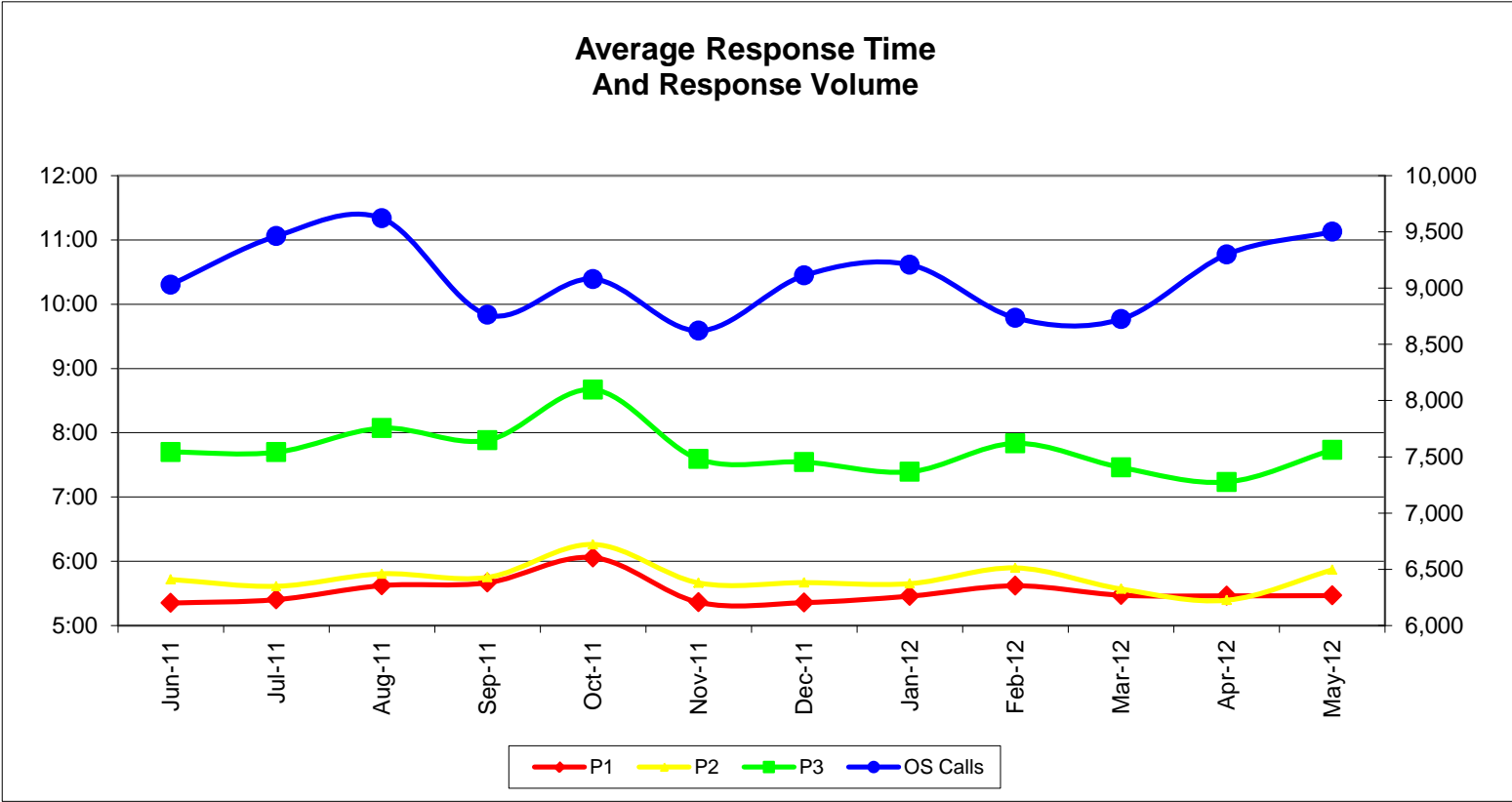
◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

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



	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
Priority 1	0.2	0.3	0.4	0.3	0.5	0.1	0.3	0.4	0.2	0.3	0.2	0.4
Priority 2	0.4	0.5	0.6	0.7	1.5	0.6	0.5	0.7	0.7	0.5	0.3	1.0
Priority 3	1.4	1.5	2.0	1.2	2.8	1.2	1.3	1.0	1.6	1.0	0.8	1.8

◆ Priority 1
 ■ Priority 2
 ▲ Priority 3



MedStar - Area Metropolitan Ambulance Authority

Billed vs. Collected
Eight 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
Apr	10,584,828	(4,483,928)	3,833,062
May	10,817,445	(4,251,936)	2,862,155
Total	85,112,741	(34,968,104)	22,955,302

YTD Gross Collection 26.97%
(\$22,955,302/\$85,112,741)

YTD Net / Net Collection 45.78%
(\$22,844,302/(\$85,112,741-\$34,968,104))

Annual Operating Budget
For The Month Ended May 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	\$22,582,661	\$3,016,778	\$23,344,704
Payroll	\$20,528,087	\$13,557,041	\$1,443,570	\$12,513,298
Payroll Related	\$3,378,320	\$2,252,288	\$207,117	\$1,645,191
Total Payroll	\$23,906,408	\$15,809,329	\$1,650,688	\$14,158,489
Operating Expenses	\$9,966,121	\$6,905,853	\$793,056	\$6,305,445
Total Expenditures	\$33,872,529	\$22,715,181	\$2,443,744	\$20,463,934
Net Gain (Loss)	\$0	(\$132,520)	\$573,035	\$2,880,771

MedStar - Area Metropolitan Ambulance Authority
Billed vs. Collected
Eight 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	10,584,828	4,483,927	3,833,062
May	11,121,395	4,390,538	3,327,846	10,817,445	4,251,935	2,862,155
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	85,112,741	34,968,104	22,955,302

Comparison of Billed vs. Collected

Current Month Actual

49.44%

43.59%

Year To Date Actual

Year	Billed	Contractual Allowance	Collected	Percent
95-96	16,342,273	1,721,217	5,192,723	35.52%
96-97	16,599,758	1,894,615	7,707,017	52.41%
97-98	16,709,302	1,188,225	7,726,355	49.78%
98-99	20,573,594	1,462,975	6,600,158	34.54%
99-00	18,375,251	1,670,427	6,660,483	39.87%
00-01	23,886,506	2,536,490	7,352,063	34.44%
01-02	19,446,744	2,019,100	8,597,857	49.33%
02-03	21,118,221	2,767,422	8,515,979	46.41%
03-04	29,174,596	8,710,238	6,663,864	32.56%
04-05	40,265,459	13,859,750	8,935,153	33.84%
05-06	43,099,493	13,804,319	12,225,012	41.73%
06-07	49,276,606	17,149,216	12,375,100	38.52%
07-08	58,557,330	19,989,457	12,730,565	33.01%
08-09	59,571,229	21,377,403	16,081,250	42.10%
09-10	73,249,476	27,465,288	20,356,455	44.46%
10-11	87,086,935	35,350,548	21,514,608	41.59%
11-12	85,112,741	34,968,104	22,955,302	45.78%

Eight Month Average

FY 10-11			FY 11-12		
Billed	Contractual Allowance	Collected	Billed	Contractual Allowance	Collected
10,885,867	4,418,819	2,689,326	10,639,093	4,371,013	2,869,413

MedStar - Area Metropolitan Ambulance Authority
Annual Operating Budget
For The Month Ended May 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	21,992,860.05	2,814,435.74	22,719,308.75	69%
Critical Care Transports (CCT) FFS	375,000.00	250,000.00	37,565.35	189,764.20	51%
Subscription Income	375,000.00	250,000.00	151,397.00	261,132.00	70%
Subsidies	40,239.00	27,801.25	3,226.54	30,262.40	75%
Special Events	90,000.00	60,000.00	10,153.60	65,708.04	73%
Interest Income	0.00	0.00	0.00	0.00	0%
Other	3,000.00	2,000.00	0.00	78,528.80	2618%
Total Revenues	33,872,529.08	22,582,661.30	3,016,778.23	23,344,704.19	69%
Administration Division Expenditures					
Personnel Services	2,897,622.07	1,920,158.41	225,857.65	1,882,580.06	65%
Operating	2,889,007.71	1,981,456.42	225,937.21	1,610,437.11	56%
Other	351,317.61	234,778.41	12,899.47	170,396.66	49%
Capital Outlay	781,284.89	555,827.00	130,132.56	446,459.69	57%
Total Administration Division Expenditures	6,919,232.28	4,692,220.24	594,826.89	4,109,873.52	59%
Human Resources Division Expenditures					
Personnel Services	575,853.33	381,292.73	37,252.51	349,057.49	61%
Operating	98,750.00	71,500.00	10,527.85	110,179.89	112%
Other	5,900.00	3,933.33	0.00	6,085.73	103%
Capital Outlay	0.00	0.00	0.00	0.00	0%
Total Human Resources Division Expenditure:	680,503.33	456,726.06	47,780.36	465,323.11	68%
Field Operation Division Expenditures					
Personnel Services	20,432,932.45	13,507,877.46	1,387,577.59	11,926,851.04	58%
General & Administrative	808,275.00	675,183.33	34,626.00	661,618.32	82%
Operating	3,843,672.32	2,582,448.21	324,779.48	2,492,165.10	65%
Other	246,242.31	165,428.21	8,780.86	119,900.58	49%
Capital Outlay	941,671.39	635,297.59	45,372.52	688,201.83	73%
Total Field Operations Division Expenditure:	26,272,793.47	17,566,234.80	1,801,136.45	15,888,736.87	60%
Total All Division Expenditures	33,872,529.08	22,715,181.10	2,443,743.70	20,463,933.50	60%
Net Gain (Loss)	0.00	(132,519.80)	573,034.53	2,880,770.69	

(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
May 31, 2012

ASSETS

Current Assets

Operating Bank Account	\$ 18,209,314.51
Membership Bank Account	7,811.42
Petty Cash	500.00
Petty Cash Field Ops	500.00
Payroll Account	18,529.65
Patient Accounts Receivable	18,395,146.85
Allowance For Uncollectables	(12,873,688.76)
Manual Payroll Acct Receivable	2,994.08
Employee Uniform Receivable	(3,265.40)
Pre-Paid Insurance	149,735.06
Pre-Paid Expense	97,043.07
Prepaid Health Insurance	<u>2,003.41</u>

Total Current Assets 24,006,623.89

Property and Equipment

Land	325,165.00
Building	3,052,876.02
Computer Hardware	2,548,300.09
Computer Software	1,925,461.70
Furniture & Fixtures	595,423.44
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	2,119,864.25
Ambulance - Remount	2,626,375.21
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>(12,670,289.30)</u>

Total Property and Equipment 5,283,533.64

Total Assets \$ 29,290,157.53

Area Metropolitan Ambulance Authority
Balance Sheet
May 31, 2012

LIABILITIES AND CAPITAL

Current Liabilities

Funds Held for Other	20,577.65
Contracts Payable - EPAB	59,932.28
Interest Payable	17,872.00
Accrued Sick	260,450.54
Accrued Vacation	339,931.68
Payroll Deductions Payable	3,091.55
Current Portion - Amb Purchase	<u>357,925.68</u>

Total Current Liabilities 1,059,781.38

Long-Term Liabilities

Deferred Subscription Income	215,647.67
Ambulance Purchase	<u>1,310,857.49</u>

Total Long-Term Liabilities 1,526,505.16

Total Liabilities 2,586,286.54

Net Assets <Deficit>

Capital Contribution	316,920.50
Retained Earnings	23,664,369.25
Net Income	<u>2,722,581.24</u>

Total Net Assets <Deficit> 26,703,870.99

Total Liabilities & Net Assets <Deficit> \$ 29,290,157.53

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

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$ 18,236,655.58
Patient accounts receivable (net of allowance for doubtful accounts)	5,521,458.09
Prepaid expenses	248,781.54
Other Accounts Receivable	<u>(271.32)</u>

Total current assets **24,006,623.89**

CAPITAL ASSETS, at cost

Land	325,165.00
Communication equipment	1,772,110.38
Data processing equipment and software	4,674,533.73
Office furniture and equipment	630,676.94
Building and improvements	3,194,348.48
Ambulance fleet	7,346,860.58
Clinical Upgrades	<u>10,127.83</u>

	17,953,822.94
Less accumulated depreciation	<u>12,670,289.30</u>

5,283,533.64

TOTAL ASSETS **29,290,157.53**

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Current portion of capital lease payments	1,310,857.49
Accounts payable and accrued liabilities	701,855.70
Deferred revenue	<u>215,647.67</u>

Total current liabilities **2,228,360.86**

NONCURRENT LIABILITIES

Capital leases	357,925.68
----------------	------------

NET ASSETS

Invested in capital assets, net of relate debt	3,579,838.44
Unrestricted net assets	<u>26,703,870.99</u>

TOTAL NET ASSETS **26,703,870.99**

**Area Metropolitan Ambulance Authority
Income Statement
For the Eight Months Ending May 31, 2012**

	<u>Current Month</u>	<u>Year to Date</u>
<u>Revenues</u>		
Patient Fee for Service	10,712,441.59	84,448,265.72
Critical Care Transports (CCT) FFS	83,910.00	602,070.00
Special Events	14,639.00	126,696.04
Uncompensated Patient Fee for Service	(7,949,906.61)	(62,159,189.44)
Subscription Income	19,604.33	251,166.74
Subsidies	3,226.54	30,262.40
Other	0.00	195.80
	<hr/>	<hr/>
Total Revenues	2,883,914.85	23,299,467.26
	<hr/>	<hr/>
<u>Administrative Division Expenditures</u>		
Personnel Services	223,056.95	1,811,672.31
Operating	286,945.31	1,559,904.39
Other	13,045.77	162,196.43
	<hr/>	<hr/>
Total Administrative Division Expenditure	523,048.03	3,533,773.13
	<hr/>	<hr/>
<u>Human Resources Division Expenditures</u>		
Personnel Services	37,252.51	345,001.84
Operating	10,527.85	109,853.66
Other	0.00	6,085.73
	<hr/>	<hr/>
Total Human Resources Division Expenditure	47,780.36	460,941.23
	<hr/>	<hr/>
<u>Field Operations Division Expenditures</u>		
Personnel Services	1,387,577.59	11,600,541.98
General & Administrative	62,369.39	536,964.45
Operating	330,451.75	2,689,530.33
Other	8,780.86	118,137.85
	<hr/>	<hr/>
Total Field Oper. Division Expenditure	1,789,179.59	14,945,174.61
	<hr/>	<hr/>
Depreciation	228,158.37	1,715,330.05
	<hr/>	<hr/>
Total Expenditures	2,588,166.35	20,655,219.02
	<hr/>	<hr/>
Net Income	\$ 295,748.50	\$ 2,644,248.24
	<hr/> <hr/>	<hr/> <hr/>

**Emergency Physician Advisory Board
Annual Operating Budget
For The Eighth Month Ended 05-31-12**

	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	490,024.00	59,973.27	472,980.27	64%
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	91,300.67	0.00	41,857.00	0%
Gross Revenues	858,672.62	871,987.00	581,324.67	59,973.27	514,837.27	59%
Expenditures						
Development Expenses - Salaries						
Salaries	357,071.39	530,958.00	350,498.18	33,892.87	270,654.09	51%
FICA/FUTA/SUI	6,990.81	14,720.00	9,624.62	645.23	4,079.04	28%
Health & Disability Ins	19,122.77	49,683.00	33,122.00	997.91	5,581.69	11%
Health & Disability Ins-Med Dir	29,598.95	36,000.00	24,000.00	3,000.00	23,502.50	65%
Matching ICMA	3,104.40	13,425.00	8,777.88	259.20	2,184.00	16%
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0%
Total Development Salaries	415,888.32	644,786.00	426,022.68	38,795.21	306,001.32	47%
Development Expenses - Operating						
Dev & Research-Education	558.22	500.00	153.85	1,965.15	332.20	66%
Research/Audit Expenses	1,078.63	500.00	333.33	1,998.92	4,182.29	836%
Legal Services	1,742.50	2,500.00	1,666.67	0.00	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	3,466.67	649.44	3,936.64	76%
Cellular Phone	4,808.68	5,300.00	3,533.33	527.15	2,530.86	48%
Pagers	75.68	0.00	0.00	35.80	74.68	75%
Printing	495.74	500.00	333.33	212.76	391.76	78%
Office Supplies	211.02	1,000.00	666.67	295.44	570.39	57%
Postage	102.14	250.00	166.67	33.00	166.09	66%
Bank Charges	1,813.37	2,500.00	1,666.67	93.24	708.42	28%
Payroll Services	1,993.41	2,500.00	1,666.67	180.00	2,028.45	81%
Uniforms	708.52	1,500.00	1,000.00	68.13	2,087.94	139%
Subscriptions & Memberships	78.00	250.00	166.67	0.00	407.98	163%
Publications	399.00	250.00	166.67	0.00	533.00	213%
Committee Work and Team Supplies	9,089.89	9,000.00	6,000.00	1,311.25	5,427.10	60%
Computer Hardware	15,244.00	2,000.00	1,333.33	0.00	31.38	2%
Computer Software	10,050.00	2,000.00	1,333.33	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	666.67	119.10	217.80	22%
Online Web Services / Hosting	1,535.24	6,500.00	4,333.33	138.53	1,385.36	21%
Office Equipment Leasing	6,581.21	6,000.00	4,000.00	(4,170.40)	(191.88)	-3%
Office Furniture & Equipment	0.00	1,000.00	666.67	159.92	1,066.31	107%
Meeting Room Rental	675.50	1,000.00	666.67	0.00	548.00	55%
Professional Development	0.00	0.00	0.00	0.00	315.00	315%
Travel-Medical Director	2,552.03	5,000.00	3,333.33	64.71	4,801.89	96%
Travel-Staff	2,577.52	5,000.00	3,333.33	0.00	2,196.24	44%
Dues-Medical Director	4,377.75	5,000.00	3,333.33	940.00	3,553.00	71%
Dues-Assistant to Medical Director	180.56	500.00	333.33	0.00	0.00	0%
Insurance-Malpractice	14,705.48	20,000.00	13,333.33	0.00	6,076.55	30%
Total Development Operating	116,481.27	90,250.00	61,153.85	4,622.14	49,634.83	55%
Total Development Expenses	583,302.84	735,036.00	487,176.53	43,417.35	355,636.15	48%
Research Expenses - Salaries						
Salaries - Research	90,999.74	91,000.00	59,500.00	11,914.44	87,012.07	96%
FICA/FUTA/SUI	7,026.98	7,267.00	4,751.50	842.83	6,757.68	93%
Health & Disability Ins	12,393.98	23,884.00	7,348.92	1,022.83	8,518.82	36%
Matching ICMA	0.00	5,000.00	3,269.23	0.00	0.00	0%
Total Research Salaries	110,420.70	127,151.00	74,869.65	13,780.10	102,288.57	80%
Research Expenses - Operating						
Printing	438.71	1,000.00	666.67	0.00	173.52	17%
Fuel Cost	0.00	0.00	0.00	49.00	49.00	0%
Office Supplies	308.22	1,000.00	666.67	61.52	789.68	79%
Postage	0.00	100.00	66.67	0.00	0.00	0%
Provider and Hospital Fees	0.00	200.00	133.33	0.00	0.00	0%
Office Furniture & Equipment	0.00	500.00	333.33	0.00	338.32	68%
Computer Hardware	776.00	2,000.00	1,333.33	0.00	0.00	0%
Computer Software	0.00	500.00	333.33	0.00	0.00	0%
Committee Work and Team Supplies	0.00	4,500.00	3,000.00	0.00	0.00	0%
Total Research Operating	1,522.93	9,800.00	6,533.33	110.52	1,350.52	14%
Total Research Expenses	111,943.63	136,951.00	81,402.99	13,890.62	103,639.09	76%
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	568,579.51	57,307.97	459,275.24	53%
Ending Balance	142,082.40	0.00	12,745.15	2,665.30	55,562.03	

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

		Oct-11	%	Nov-11	%	Dec-11	%	Jan-12	%	Feb-12	%	Mar-12	%	Apr-12	%	May-12	%	Total	%
Blue Mound	Billed	8,234		13,379		14,564		24,168		14,602		12,824		8,275		9,857		105,900	
	Collected	829	10%	4,451	33%	3,632	25%	2,161	9%	2,016	14%	1,943	15%	-	0%	342	3%	15,373	15%
Burleson	Billed	390,026		345,025		465,109		341,519		369,233		387,267		372,677		313,768		2,984,622	
	Collected	137,735	35%	138,615	40%	170,093	37%	128,166	38%	130,317	35%	147,593	38%	101,600	27%	15,233	5%	969,350	32%
Edgecliff Village	Billed	14,349		9,339		3,140		12,563		9,640		8,178		12,724		6,241		76,174	
	Collected	4,147	29%	3,344	36%	728	23%	4,086	33%	1,807	19%	1,202	15%	2,057	16%	-	0%	17,371	23%
Forest Hill	Billed	125,058		129,503		122,117		138,976		104,914		118,455		110,572		103,342		952,935	
	Collected	26,764	21%	31,671	24%	27,442	22%	28,773	21%	24,681	24%	27,804	23%	16,231	15%	3,286	3%	186,652	20%
Ft. Worth	Billed	9,126,879		8,719,933		9,197,980		9,374,399		8,968,948		9,264,884		9,238,669		9,343,984		73,235,676	
	Collected	2,303,120	25%	2,276,794	26%	2,277,057	25%	2,153,850	23%	2,064,381	23%	2,066,620	22%	1,500,067	16%	252,876	3%	14,894,765	20%
Haltom City	Billed	288,482		379,995		337,385		325,820		285,007		297,703		319,444		334,892		2,568,726	
	Collected	62,548	22%	94,537	25%	84,136	25%	72,950	22%	55,648	20%	49,186	17%	8,229	3%	5,529	2%	432,762	17%
Haslet	Billed	30,039		20,196		18,512		23,058		27,461		21,025		18,773		17,425		176,487	
	Collected	12,092	40%	9,658	48%	7,127	39%	8,887	39%	10,702	39%	6,295	30%	5,096	27%	859	5%	60,716	34%
Lakeside	Billed	5,451		8,332		7,120		5,534		6,046		9,676		1,725		7,081		50,964	
	Collected	1,699	31%	2,135	26%	1,348	19%	1,834	33%	1,980	33%	1,757	18%	-	0%	400	6%	11,152	22%
Lake Worth	Billed	90,313		84,313		111,108		111,817		91,743		115,194		103,537		107,573		815,596	
	Collected	19,706	22%	20,088	24%	32,170	29%	23,216	21%	22,521	25%	27,834	24%	18,403	18%	2,835	3%	166,772	20%
River Oaks	Billed	71,208		62,409		67,525		56,789		68,910		71,303		60,828		65,204		524,173	
	Collected	15,515	22%	15,184	24%	18,333	27%	16,068	28%	13,613	20%	14,632	21%	9,398	15%	2,561	4%	105,305	20%
Saginaw	Billed	113,411		132,685		123,595		98,617		96,806		116,342		98,650		113,180		893,284	
	Collected	40,493	36%	37,734	28%	37,253	30%	22,451	23%	17,888	18%	31,766	27%	22,795	23%	2,661	2%	213,042	24%
Sansom Park	Billed	27,096		36,768		50,032		44,438		37,422		34,531		38,393		44,958		313,636	
	Collected	5,542	20%	6,892	19%	8,984	18%	10,177	23%	6,278	17%	6,674	19%	6,432	17%	371	1%	51,350	16%
White Settlement	Billed	229,170		228,184		231,260		186,552		209,116		232,569		180,990		241,858		1,739,697	
	Collected	49,265	21%	50,847	22%	50,923	22%	45,218	24%	39,508	19%	49,767	21%	35,064	19%	4,478	2%	325,070	19%
Westover Hills	Billed	1,385		1,436		-		1,605		2,848		2,880		3,965		2,620		16,739	
	Collected	1,108	80%	526	37%	-	0%	-	0%	895	31%	1,913	66%	652	16%		0%	5,094	30%
Westworth Village	Billed	19,712		18,995		26,775		20,721		25,060		14,271		18,824		26,564		170,920	
	Collected	2,964	15%	6,094	32%	5,698	21%	5,519	27%	3,502	14%	3,421	24%	933	5%	1,034	4%	29,165	17%
Total Billed		10,540,811		10,190,488		10,776,218		10,766,574		10,317,752		10,707,098		10,588,043		10,738,544		84,625,529	
Total Collected		2,683,524	25%	2,698,570	26%	2,724,925	25%	2,523,356	23%	2,395,738	23%	2,438,407	23%	1,726,957	16%	292,465	3%	17,483,940	21%

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

1	All were very helpful-great bunch of paramedics.
2	Patient was semi-conscious. Moved from one hosp. I.C.U. to another hospital CV I.C.U. Husband completed questionnaire.
3	My mother lives in an assisted living facility an when there is a bill, you send it there. I don't always see it until later- sometimes when it is past due. Is it possible to have any communications sent directly to me?
4	Please tell MedStar crew God Bless, I'll never forget them.
5	Thank you.
6	Pt was transported by you twice recently, the first the crew seemed more knowledgeable and able to answer questions
7	Very prompt, very professional, very capable. I appreciated the medic that was in charge wishing my mother well as they left.
8	Very much appreciate billing filing with Medicare for me. If they need more info, please have them call me. Thank you.
9	The paramedics are wonderful. I was very surprised to receive a bill...thought my insurance covered such a thing.
10	I am concerned about the bill I got that shows a different cost on the mileage on the trip and the cost of amount of care is different. Since we are on fixed income and cannot afford to pay bills at time due I will be making monthly payments. Don't you have help for people that are on fixed income and health is not good and need use of ambulance every time patient has a TIA or stroke and because Medicare doesn't always pay you need to help us that are trying the best we can.
11	This is my fathers 3rd trip in approx 18 mos. Thank you for being so kind and taking care of him.
12	"Hey just keep up the good work." We thank you for you professionalism and the love God has placed in your heart to take care of others in crisis or emergencies. To the MedStar Staff: Your services mean so much to my family and me :)
13	The ride to the hospital was very uncomfortable. I constantly stated how uncomfortable I was. There seemed to be a long lapse of time before we left the scene.
14	Could not have asked for better!
15	I was the one in the ambulance. You guys were awesome! I am temporarily staying with my mother in law. I broke my my back. I was scared and you guys did a great job of stopping me from having a full out panic attack. Tell everyone who helped I said thank you and may God bless you all.
16	I think the ambulance paramedics or someone should tell you how much it is going to cost and give you a choice of riding by ambulance or car. People in my office called the ambulance and I had no say so. The cost is so much when your insurance does not cover but a small portion.
17	MedStar met our plane at Meacham, coming in from Mexico - Patient and family had been hours without restroom facilities none aboard leer jet & we had been in the ambulance about 2 hours waiting for customs crew to change; waiting to refuel; waiting for our luggage to be cleared ect. The lady MedStar in Fort Worth said no when my husband requested to be taken to the restroom. So about 5 hours - no restroom! She seemed adamant. The gentleman on the team sort of tried to explain to me that they had never had a stroke patient request to use the restroom before. He told me she was a "level 5" EMT & I took it as a sort of apology. It was a different case!
18	Very expensive but excellent service.
19	I had a stroke right side the entire service was very good.
20	Excellent service.
21	Thank you for your excellent staff and care.
22	Each and everyone did a fantastic job at a time when I was kind of under the weather. Thanks again.
23	We were very thankful to MedStar for responding so quickly when our mother had a stroke. MedStar has always been good to us. Thank You
24	Thank you for all your help with transporting XXX to the hospital over the years! Always nice & professional with her.
25	The 3 EMT's - Driver/Assistant/Senior Tech were excellent! They were here 10 minutes, asked the correct questions & responded/treated my symptom's correctly. My only beef was that because I am intelligent and tough they may have underestimated the seriousness of my "burst appendix" pain and leisurely took me to the ER. Thanks to them.

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26	I didn't see them when they pickup my husband at Harris and transported him to Hospice in Bowie. I assumed that they did a good job. Thanks.
27	The MedStar crew that took care of my husband ended up with needing to provide emergency care that we (at least I) never anticipated. But they did it professionally and with extra care that I surely appreciated.
28	Thank you very much.
29	Service all around excellent!
30	Very prompt and helpful.
31	The best member of EMS was the head one whose name started with a P. I wasn't much with it. The others were on the ball. I had a great team. Thanks to all!
32	We are very Grateful!
33	Everyone did a good job from our opinion.
34	This is the second survey that I have sent you.
35	My first experience with MedStar. The couldn't have been nicer.
36	They came about 15 minutes after I called. The care and treatment, was very helpful by the MedStar crew. They were in contact with the hospital all the time. Reporting my respond to them and monitoring me all the way, making sure I was comfortable there and back. They were very careful that I was able to slide over to the cart & was very pleased with the service. Having being used them since the mid 90s. God bless each of you for your caring service.
37	Very attentive and kind.
38	Thank you for the pretty navy blanket throw! P.S. I've had eye surgery today, hard time seeing. Thanks fellas. God Bless.
39	Fast response & excellent care! Thank you!!
40	You provide and excellent service.
41	My mother was in a rehab facility, I did not call, they did but the crew was there so fast I was amazed. The explained everything they did & were very kind. It was a distressful time and I was so appreciatorily of them & their conduct with me. The hospital was only 2 blocks away so the entire transition was speedy. Unfortunately my mom passed early the next morning. Thank You For All You Do!
42	One of the fist responders were kind enough to keep her two grandsons busy while she was loaded onto the stretcher. This was something they did not have to do & was greatly appreciated. Thank you for having such wonderful staff.
43	The EMT's were excellent and arrived in excellent time. Courteous, all business, stayed in communication w/each other and hospital. In 1 hour from time of our request we were in ER receiving care from doctors. Thank you.
44	Very good w/ elderly explaining all.
45	Excellent service.
46	It was the nicest I've ever known. They were professional! So caring and seeing that I had a way also with a neighbor of mine to the hospital. I love you all!! God bless you all!!
47	They were very courteous and nice.
48	Extremely grateful for all who helped my husband!
49	The young men were very kind, professional, and helpful. I received the best of care. Thank you. *Next to billing question pt wrote: Haven't received billing.
50	I was thankful for excellent care I received. I couldn't ask for anything better. Please thank those who took care of me. I appreciate their dedication.
51	All excellent.
52	Excellent paramedic and fire department, Dr ok, wanted water did not get it, mouth was dry, went home after dismissed to get water bad service.
53	I am not sure who was helping me. I know EMS was there first and I sure had a part in helping me and taking care of my husband. My husband passed on.
54	Too Expensive!!!
55	The responders were very good.

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56	I feel that I got excellent care. It could not have been any better. I would like to thank you for the professional care. No complaints of any kind.
57	MedStar didn't turn on sirens, stopped at every red light like normal cars and was going an average speed of 25-30 mph.
58	The paramedics, whose names I do not remember, were extremely kind, caring, helpful in every way and kept me informed of my husbands condition on the way to Baylor All Saints. They were very comforting to me. Thank you.
59	I wasn't at the nursing home when they called so can't answer the questions. As far as I know everything was ok.
60	Great Team! Comforting at a stressful time!
61	MedStar was very professional. Thanks,
62	Fast response time & very professional people. Thank you.
63	I have no complaints. They were also helpful to me, offering comforting words.
64	I was at Texas Health Burleson. They made arrangements for transfer to Baylor 8th Ave. I have Medicare and Aetna.
65	The young men picked my husband up from Medical Plaza in Fort Worth and took him to Corinth (Denton Co.) to the Atrium Medical Facility. They were very professional and helpful. We were pleased with all aspects of the transfer.
66	Outstanding service/work. Please keep up the good service.
67	The service was excellent.
68	MedStar crew was very courteous & polite.
69	They were great!! Thank you.
70	There was one worker- male in his 30's - very ugly to a sick old lady. I told him med worker said I was critically ill - he began to make a joke and in front of the nurse at hosp. he said sarcastically "Here comes the critically ill person!"
71	Just wanted to thank MedStar for the best of help that they gave me in my time of sickness.
72	I don't remember very little. I am sure they did a good job.
73	I am unable to answer the above questions. I don't remember anything about the Fire Dept, ect.
74	These guys were great, scooped me up and away we went to hospital. Very professional all the way.
75	Thank you very much and may God bless you all!
76	The MedStar Ambulance service was only used to transport my husband from Harris Hospital SW to Harris Hospital downtown so the above questions do not apply. As far as I could tell they did a good job.
77	This last trip in April, I had the same MedStar attendants, I had last Sept. They were the nicest men & very professional. Thanks.
78	We were treated like people love to be treated!! Very very nice & helpful.
79	You are the best. This last trip was so vital I had a block artery & nearly died. Thanks to you MedStar crew I made it just in time & we had to go across town & in heavy non moving traffic. The men kept me comfortable & were pleasant conversationalist. I think you are the best. My daughter in law is a trauma nurse at JPS. She says you are the best and the back bone of the medical professionals.
80	Very Pleased!
81	Did not no I was take too about this but the staff and ect I am on Medicare!! But to close you all care and services all the above. Thank-God-for-you-all! Keep-Up-With-You-All-Works God-Bless-You-All! Amen!
82	I think you should contact BCBS. I was told to ask you guys to write off some of the 887 I have to pay. Your billing people are nice & EMS Robert was great. THANK YOU.
83	Thank you for your help at my time of need, I was very happy with service.
84	The members of the ambulance team were kind and helpful. Thank you.

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85	I requested to go to the Dallas VA medical center and they refused to take me there, so now I did not get the service I needed.
86	Everyone was so helpful and nice. They made a very stressful situation so much better and I couldn't have asked for better or friendlier people.
87	A little more compassion. Answer all questions asked.
88	Both young men were exceptional. The paramedic was especially courteous & kind.
89	While it was only minutes, it seemed like forever. They were extremely calming and reassuring. I gave the paramedics the slip with all of my husbands meds - which I never got back - my husband kept that in his wallet which I needed later at the hospital - but didn't have. They never gave back to me.
90	2. Did not talk to dispatcher, hospital made the call.
91	I'm not sure if the fire dept was there. It probably was. Since I was unconscious, I do not know.
92	Bill and Rusty your paramedics that came were very particularly careful & gentle with me explaining that there would be pain when lifting me to the gurney and off at the ER. I had fallen on both of my knees coming down on a tile floor was really suffering. They were both thoughtful, polite and with a nice sense of humor to keep me from falling into complete depression. They were the best!!!
93	Excellent in every way.
94	Everyone was very helpful. They helped make a bad situation not so bad.
95	They came immediately. Took over my helpless husband. He couldn't walk or straighten up right. Had fever. They took his temp 105 degrees, started working on him (got him in a chair while they were working on him). Got temp down a little, then loaded him in ambulance. We were very please with the service.
96	Thank You. Your service was very much appreciated.
97	They have always been great every time we have had to call, and very caring.
98	When arrived @ Rehab Hosp. MedStar was leaving. We did not have opportunity to speak with anyone. Staff at Kindred said they tried very hard to revive her but my mother in law passed away. Thank you to your responders for helping.
99	Thank you.
100	I was in BAD shape mentally, emotionally and physically. I was frightened for my life when the paramedics came to take me from FW Physical Rehab hospital on 12th St in FW to Harris Hospital Southwest. The paramedics were very professional and made me feel safe. The one that rode in the back with me kept me informed of what was going on and started my IV in the moving vehicle. I was impressed. I had never been transported by ambulance before.
101	I was very satisfied with the EMS talked to me and dealt with me! I was very satisfied with everything they did.

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary June 2011 - May 2012**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
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	293	15%
DEC '11	1826	320	18%
JAN '12	1512	313	21%
FEB '12	1566	224	14%
MAR '12	1696	281	17%
APR '12	1412	155	11%
MAY '12	1948	169	9%
TOTAL	23613	3332	14%

Fire Department Helpful?					
YES	%	NO	%	NA	%
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%
221	75%	5	2%	67	23%
245	77%	6	2%	69	22%
241	77%	3	1%	69	22%
174	78%	5	2%	45	20%
233	83%	0	0%	48	17%
114	74%	3	2%	38	25%
124	73%	5	3%	40	24%
2542	76%	67	2%	723	22%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
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%
234	80%	2	1%	57	19%
251	78%	2	1%	67	21%
253	81%	5	2%	55	18%
167	75%	4	2%	53	24%
239	85%	0	0%	42	15%
119	77%	0	0%	36	23%
143	85%	0	0%	26	15%
2669	80%	28	1%	635	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
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%
251	86%	12	4%	30	10%
289	90%	1	0%	30	9%
276	88%	9	3%	28	9%
195	87%	10	4%	19	8%
248	88%	7	2%	26	9%
130	84%	5	3%	20	13%
145	86%	6	4%	18	11%
2901	87%	115	3%	316	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
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%
273	93%	4	1%	16	5%
311	97%	1	0%	8	3%
303	97%	1	0%	9	3%
208	93%	6	3%	10	4%
262	93%	7	2%	12	4%
146	94%	1	1%	8	5%
159	94%	3	2%	7	4%
3143	94%	48	1%	141	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
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%
140	48%	6	2%	147	50%
167	52%	4	1%	149	47%
143	46%	23	7%	147	47%
131	58%	4	2%	89	40%
153	54%	0	0%	128	46%
83	54%	3	2%	69	45%
85	50%	3	2%	81	48%
1785	54%	68	2%	1479	44%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
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%
281	96%	2	1%	10	3%
308	96%	1	0%	11	3%
305	97%	4	1%	4	1%
213	95%	2	1%	9	4%
258	92%	9	3%	14	5%
143	92%	2	1%	10	6%
156	92%	4	2%	9	5%
3171	95%	49	1%	112	3%

2010/2011 Gross Responses

YES	16,211	81%
NO	375	2%
N/A	3,406	17%
	<u>19,992</u>	