

Area Metropolitan Ambulance Authority

MedStar

**Board of Directors
Agenda**

May 23, 2012

**NOTICE OF
AREA METROPOLITAN AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING
551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
May 23, 2012
10:00 am**

AGENDA

- | | | |
|-----------------------------------|--|----------------------|
| I. CALL TO ORDER | | Dr. Davis |
| II. INTRODUCTION OF GUESTS | | |
| III. CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
| IV. CONSENT AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. | |
| | BC-1098 Approval of minutes for board meeting of April 25, 2012 | Dr. Davis
Page 4 |
| | BC-1099 Approval of check register for the month of April, 2012 | Dr. Davis
Page 8 |
| V. NEW BUSINESS | | |
| | | Mr. Hooten |
| VI. MONTHLY REPORTS | | |
| A. | Executive Director Report | Mr. Hooten |
| | <ul style="list-style-type: none">• New Building• Staffing• Search for Director of Operations• What Matters Operational Report | |
| B. | Financial Report | Ms. Brown
Page 11 |
| C. | Public Affairs Report | Mr. Zavadsky |

D. EPAB Monthly Report

Dr. Davis

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 – 1100

Act on any item discussed on Closed Session.

Dr. Davis

X. ADJOURNMENT

MINUTES

AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

**551 EAST BERRY STREET
FORT WORTH, TEXAS 76110**

April 25, 2012

10:00 am

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

I. CALL TO ORDER

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

II. INTRODUCTION OF GUESTS

Others present were Douglas Hooten, Matt Zavadsky, Joyce Brown, John Elder, Bob Strickland, Danyelle Kennan, Tammy Moore and Marianne Schmidt, all with MedStar; Chief Rudy Jackson and Richard Neuhaus of the Fort Worth Fire Department; and AMAA Board Attorney, Matt Goetz. Citizen present: David Lamb.

III. CITIZEN PRESENTATIONS

No citizen presentations were requested or made.

IV. CONSENT AGENDA

BC-1095 Approval of minutes for board meeting of March 28, 2012.

BC-1096 Approval of check registers for the month of March 2012.

The motion to approve the consent agenda was made by Mr. Byron Black and was seconded by Mr. Paul Harral. 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: We have been told that the GSA property is not surplus. We have reached out to Mr. Glen Hahn of Innovative Developers, Inc.,; whom we have a meeting with today and we have found two alternate sites for building. Will report more at next month's meeting.
- Staffing: New issue for MedStar – we will be completely staffed by Jun/Jul. We will have all shifts on the streets. Being fully staffed will reduce workload.
- Turnover: Turnovers are decreasing.
- Search for new Director of Operations: We are doing phone interviews and they will be completed by this Friday. We will choose three candidates and should have someone here permanently by first of June.
- New Logistics Manager: Chris Cunningham has been moved up from Operations Supervisor and he will also oversee Fleet operations.
- What Matters: Mr. Hooten reviewed the handout. Mr. Zimmerman requested that we report on the standards that are required from EPAB for STEMI patient response. Mr. Zimmerman would like to see a report on resolution of issues.
- TMS Report: Mr. Zavadsky is going to send Mr. Zimmerman the handout "Texas Motor Speedway Issues, Executive Summary". Mr. Zimmerman is going to meet with City Mangers and will request they review the TMS policies.

B. Financial Report

Ms. Brown reviewed the new formatted financial report for the month of March 2012, stating total collected for the month was \$16,260,085.00 or 25.52% gross collections and 43.39% 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: 2.46 shorter P1 response times on average.
- North Texas Specialty Physicians: An industry first: agreement for funding a pilot project for observation only hospital admission reduction. UHC Medical Director on the committee asked us to present the plan to the UHC Executive Leadership team.
- Medicare/Medicaid Crossover Payments: \$495,000 loss to MedStar.
- Arts Festival: 1815 people trained in CCR, 213 more than last year – including Mayor Price. 30 EMS calls handled by Bike and Mule teams. CCR# to date = 6,238
- Road Rageous Initiative: Meeting with Judge Mares 4/27 to discuss.
- Nurse Triage Program: Niagara, CA visitors here as part of the training.
- Stars of Life: Our Jeff Popp, Field Supervisor has been nominated. Jeff, Matt and Doug traveling to DC next week for event.
- Visitors from United Kingdom: Hosting South East Coast (U.K) Ambulance Trust (NHS) in July.

D. EPAB Monthly Report

Dr. Davis reporting for Dr. Beeson. The EPAB board meeting would be conducted the following day.

VII. OTHER DISCUSSION

No new items or topics were discussed.

VIII. CLOSED SESSION

No closed session was held.

IX. RECONVENE FROM CLOSED SESSION

BC-1097 Act on items from Closed Session

No closed session was held.

X. ADJOURNMENT

There being no further business, Chairman Zimmerman adjourned the meeting at 11:06 am.

Respectfully submitted,

Dr. Rajesh Gandhi
Secretary

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 04-01-12 To 04-30-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
67377	4/5/12	AT&T Telephone Voice & Data Service	6,156.70
67379	4/5/12	Banc of America Leasing and Capital LLC Ambulance Lease	26,423.82
67380	4/5/12	Bound Tree Medical LLC Clinical Supplies	7,056.80
67386	4/5/12	Dell Marketing LP Minor Equipment - Hardware	5,558.88
67394	4/5/12	GBC Benefits, Ltd. Benefits Administration	5,833.33
67410	4/5/12	Philips Medical Systems Monitor Maintenance Agreement	77,664.15
67416	4/5/12	ReCept Pharmacy Clinical Supplies	16,155.32
67424	4/5/12	SoftwareOne Computer Software Licenses	18,658.20
67427	4/5/12	Taylor Healthcare Products Inc Clinical Supplies	7,392.00
67434	4/5/12	UNITED HEALTHCARE Health Insurance	185,731.07
67486	4/12/12	Molle Chevrolet / Ally Bank Chevy Chassis for Remount Program	36,147.76
67487	4/12/12	Molle Chevrolet / Ally Bank Chevy Chassis for Remount Program	36,147.76
67492	4/12/12	American Express Professional Development	5,531.80
67496	4/12/12	Banc of America Leasing and Capital LLC Ambulance Lease	50,967.74
67507	4/12/12	Dantom Systems Inc Invoice & Forms Processing	7,387.45
67509	4/12/12	Direct Energy Business Services Utilities	8,692.66
67527	4/12/12	Microsoft Licensing, GP Software Licenses	51,914.59
67528	4/12/12	NetMotion Wireless Maintenance Renewal	5,750.00
67534	4/12/12	Priority Solutions PSIAM Implementation Agreement	86,400.00

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 04-01-12 To 04-30-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
67564	4/18/12	Banc of America Leasing and Capital LLC Ambulance Lease	23,695.73
67567	4/18/12	Bound Tree Medical LLC Clinical Supplies	5,922.00
67571	4/18/12	Centurion Medical Products Clinical Supplies	6,900.00
67584	4/18/12	Konica Minolta Business Solutions Monthly Lease	8,027.54
67589	4/18/12	Murphy Mahon Keffler & Farrier LLP Legal Services	13,824.50
67600	4/18/12	ReCept Pharmacy Clinical Supplies	12,878.45
67681	4/25/12	AT&T Mobility Telephone Base	7,914.59
67684	4/25/12	Centurion Medical Products Clinical Supplies	7,762.50
67707	4/25/12	PRUDENTIAL GROUP INSURANCE April Premium	24,062.71
67711	4/25/12	ReCept Pharmacy Clinical Supplies	15,255.13
67722	4/25/12	Taylor Healthcare Products Inc Clinical Supplies	5,712.00
			<u>777,525.18</u>
TOTAL ACCOUNTS PAYABLE			1,056,300.80
TOTAL PAYROLL EXPENSE			<u>1,440,734.47</u>
			<u>2,497,035.27</u>

MedStar System Performance Summary

April 2012

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	91	91
Filled	76	80
In Training	9	11
Medstar Paramedic School	n/a	n/a
FMLA / Light Duty / Other	0	1
Availability %	83.5%	86.8%

Unit Hour Production

Scheduled UH	18,518
Produced UH	16,699
Scheduling Efficiency	90.2%

Unfilled Shifts

Average Scheduled Shifts Per Day	50
Daily Average Unfilled Shifts	5

Response Time Reliability

Overall	93.5%
P1	90.1%
P2	95.6%
P3	94.4%
P4	81.0%
P5	90.1%

P1 Adjusted Reliability

09:30 RT Standard	91.7%
10:00 RT Standard	93.4%
10:30 RT Standard	94.7%
11:00 RT Standard	95.6%

Avg/Med Response Time

	<u>Average</u>	<u>Median</u>
P1	5:27	5:05
P2	5:23	4:59
P3	7:14	6:32

Extended Calls

	<u>Total</u>	<u>Daily Avg</u>
P1 Calls > 19:00	5	0.2
P2 Calls > 21:00	9	0.3
P3 Calls > 25:00	23	0.8

Customer Satisfaction Twelve Month Period

Cards Mailed	24,542
Cards Returned	3,528
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	87%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	54%
Overall Were You Satisfied With The Services?	96%

System Response Time Reliability and Average Response Time Performance

April 01, 2012 thru April 30, 2012

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,211	2,151	1,697	2,075	90.1%	90.1%	00:05:27
2	3,291	3,189	2,341	3,056	95.6%	95.6%	00:05:23
3	3,078	2,929	2,053	2,610	94.4%	94.4%	00:07:14
4	25	25	25	25	84.0%	81.0%	00:00:22
5	694	688	655	655	90.1%	90.1%	00:25:14
	9,299	8,982	6,771	8,421			

Response Time Reliability and Average Response Time Performance By Member City

April 01, 2012 thru April 30, 2012

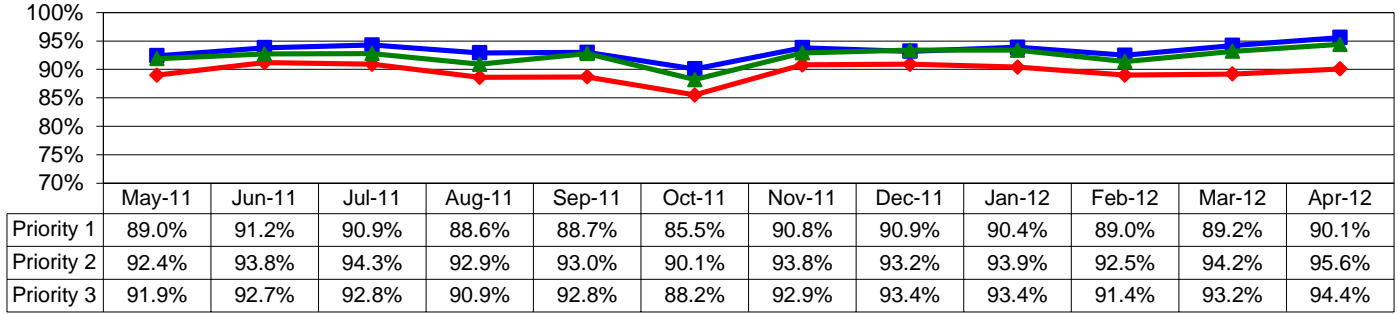
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
Blue Mound	1	4	4	3	4	< 09:00	75.0%	89.0%	00:06:46
	2	5	4	1	3	< 11:00	100.0%	96.0%	00:05:09
	3	2	2	1	2	< 15:00	100.0%	96.0%	00:02:59
		11	10	5	9				
Burleson	1	60	58	42	56	< 09:00	81.7%	79.0%	00:06:07
	2	85	79	51	77	< 11:00	89.4%	90.0%	00:05:31
	3	78	75	51	71	< 15:00	89.7%	89.0%	00:08:00
	5	94	93	92	92	< 60:00	88.3%	NA	00:31:37
		317	305	236	296				
Edgecliff Village	1	6	6	6	6	< 09:00	100.0%	94.0%	00:05:03
	2	3	3	3	3	< 11:00	100.0%	98.0%	00:05:09
	3	3	3	3	3	< 15:00	100.0%	95.0%	00:08:07
		12	12	12	12				
Forest Hill	1	39	39	33	37	< 09:00	87.2%	85.0%	00:05:30
	2	44	44	28	42	< 11:00	100.0%	95.0%	00:04:56
	3	36	33	22	32	< 15:00	91.7%	92.0%	00:06:11
		119	116	83	111				
Fort Worth	1	1,881	1,830	1,446	1,764	< 09:00	91.1%	91.1%	00:05:21
	2	2,819	2,736	2,005	2,617	< 11:00	95.8%	95.8%	00:05:22
	3	2,702	2,572	1,783	2,271	< 15:00	94.8%	94.8%	00:07:08
	4	19	19	19	19	= 00:00	84.2%	NA	00:00:25
	5	587	582	550	550	< 60:00	90.3%	90.3%	00:24:32
		8,008	7,739	5,803	7,221				
Haltom City	1	88	87	75	86	< 09:00	76.1%	76.0%	00:07:01
	2	113	109	86	107	< 11:00	95.6%	95.6%	00:05:56
	3	79	73	62	69	< 15:00	93.7%	94.0%	00:09:06
	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
		282	271	225	264				
Haslet	1	1	1	1	1	< 09:00	100.0%	56.0%	00:05:26
	2	4	4	3	3	< 11:00	100.0%	71.0%	00:08:15
	3	5	5	3	5	< 15:00	100.0%	NA	00:08:08
		10	10	7	9				
Lakeside	1	1	1	1	1	< 09:00	0.0%	NA	00:17:30
	2	1	1	0	1	< 11:00	100.0%	NA	00:06:56
	3	3	3	0	1	< 15:00	100.0%	NA	00:11:17
		5	5	1	3				
Lake Worth	1	17	17	12	16	< 09:00	82.4%	83.0%	00:05:37
	2	53	53	39	51	< 11:00	92.5%	89.0%	00:05:40
	3	28	28	23	27	< 15:00	89.3%	87.0%	00:09:42
	4	2	2	2	2	= 00:00	50.0%	NA	00:00:41
	5	2	2	2	2	< 60:00	100.0%	NA	00:00:00
		102	102	78	98				

Response Time Reliability and Average Response Time Performance By Member City

April 01, 2012 thru April 30, 2012

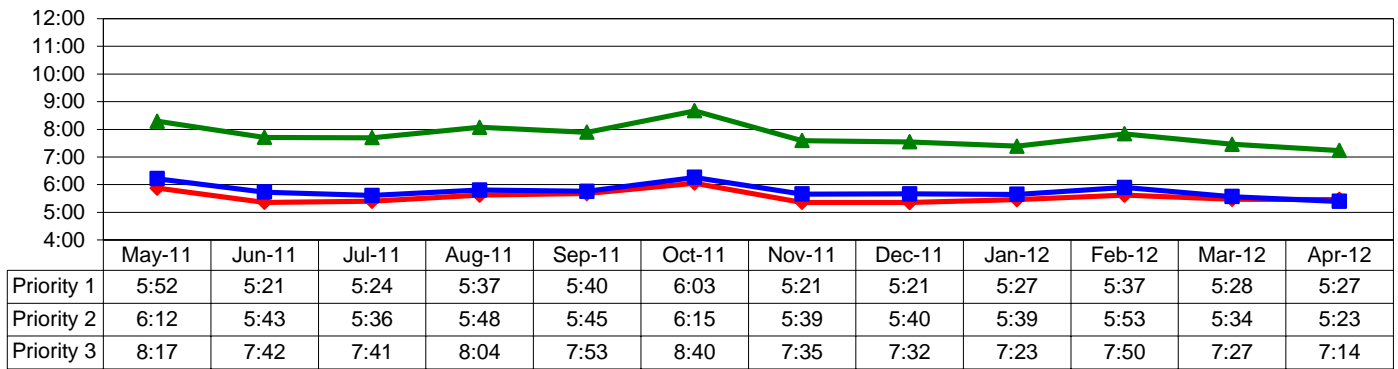
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
River Oaks	1	19	19	15	19	< 09:00	100.0%	90.0%	00:05:07
	2	22	21	15	20	< 11:00	90.9%	94.0%	00:05:37
	3	14	13	12	13	< 15:00	85.7%	89.0%	00:08:36
	4	2	2	2	2	= 00:00	100.0%	NA	00:00:00
	5	2	2	2	2	< 60:00	100.0%	NA	00:09:34
		59	57	46	56				
Saginaw	1	34	29	17	26	< 09:00	85.3%	90.0%	00:06:56
	2	30	24	19	23	< 11:00	96.7%	95.0%	00:06:39
	3	28	26	18	25	< 15:00	96.4%	89.0%	00:08:53
		92	79	54	74				
Sansom Park	1	10	10	7	10	< 09:00	100.0%	85.0%	00:03:47
	2	26	26	25	26	< 11:00	100.0%	96.0%	00:04:31
	3	25	24	18	23	< 15:00	88.0%	93.0%	00:08:10
	5	2	2	2	2	< 60:00	50.0%	NA	00:56:38
		63	62	52	61				
Westover Hills	1	2	2	2	2	< 09:00	100.0%	NA	00:07:43
	2	1	1	1	1	< 11:00	0.0%	NA	00:12:22
	3	3	2	2	2	< 15:00	66.7%	NA	00:11:20
		6	5	5	5				
White Settlement	1	44	43	32	42	< 09:00	93.2%	89.0%	00:04:46
	2	77	77	59	76	< 11:00	94.8%	95.0%	00:04:09
	3	65	64	51	60	< 15:00	96.9%	98.0%	00:05:31
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	5	6	6	6	6	< 60:00	100.0%	NA	00:01:26
		193	191	149	185				
Westworth Village	1	5	5	5	5	< 09:00	80.0%	87.0%	00:07:21
	2	8	7	6	6	< 11:00	100.0%	96.0%	00:05:31
	3	7	6	4	6	< 15:00	71.4%	91.0%	00:10:08
		20	18	15	17				
Grand Total		9,299	8,982	6,771	8,421				

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



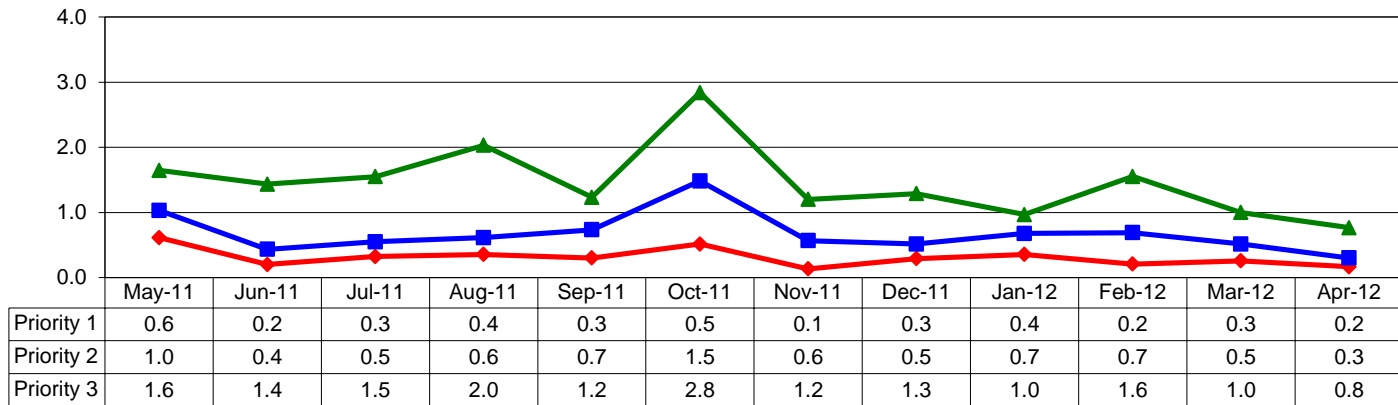
◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

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



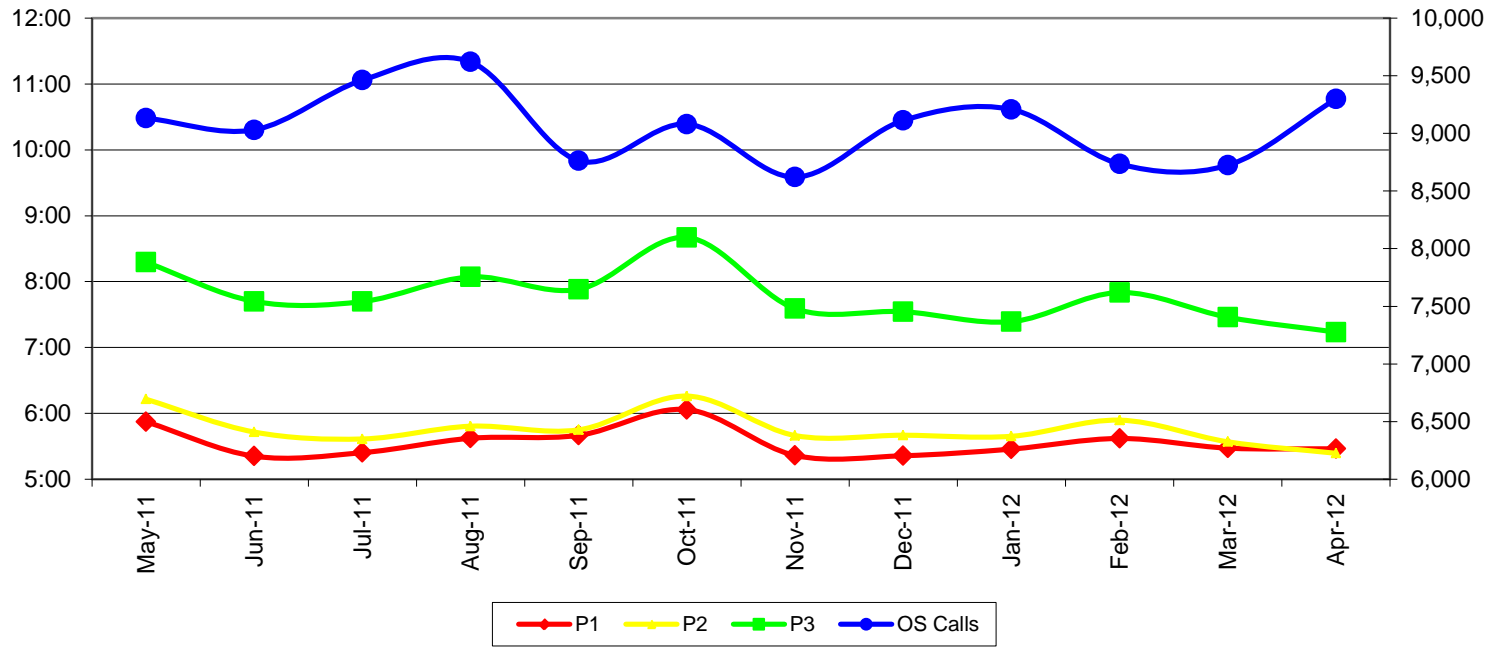
◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

**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
Seven 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	(4,483,927)	3,833,062
Total	74,295,296	(30,716,168)	20,093,147

YTD Gross Collection 27.04%
(\$20,093,147/\$74,295,296)

YTD Net / Net Collection 46.11%
(\$20,093,147/(\$74,295,296-\$30,716,168))

Annual Operating Budget
For The Month Ended April 30, 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	\$19,760,926	\$3,879,450	\$20,327,926
Payroll	\$20,528,087	\$12,005,285	\$1,484,368	\$11,069,727
Payroll Related	\$3,378,320	\$1,970,836	\$184,480	\$1,438,073
Total Payroll	\$23,906,408	\$13,976,120	\$1,668,848	\$12,507,801
Operating Expenses	\$9,966,121	\$6,164,205	\$833,381	\$5,425,931
Total Expenditures	\$33,872,529	\$20,140,326	\$2,502,229	\$17,933,732
Net Gain (Loss)	\$0	(\$379,400)	\$1,377,221	\$2,394,194

**MedStar - Area Metropolitan Ambulance Authority
Billed vs. Collected
Seven 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	-	-	-
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	74,295,296	30,716,168	20,093,147

Comparison of Billed vs. Collected

Current Month Actual

44.25%

62.83%

Year To Date Actual

Year	Billed	Contractual Allowance	Collected	Percent
95-96	14,166,779	1,457,118	4,184,875	32.93%
96-97	14,478,838	1,746,497	6,592,531	51.78%
97-98	14,560,789	1,054,872	6,862,296	50.81%
98-99	17,963,617	1,347,995	5,812,166	34.98%
99-00	15,712,855	1,415,335	5,886,434	41.17%
00-01	20,712,194	2,212,899	6,508,498	35.18%
01-02	16,821,520	1,801,202	7,361,081	49.01%
02-03	18,246,765	2,348,252	7,464,134	46.95%
03-04	25,434,810	7,532,744	5,815,342	32.48%
04-05	35,123,168	12,095,393	7,861,128	34.14%
05-06	37,826,371	11,792,856	10,532,866	40.46%
06-07	42,636,125	14,770,968	10,659,815	38.25%
07-08	50,935,112	17,230,620	10,989,873	32.61%
08-09	51,716,254	18,716,202	14,038,680	42.54%
09-10	63,644,846	23,524,160	18,077,208	45.06%
10-11	75,965,540	30,960,010	18,186,762	40.41%
11-12	74,295,296	30,716,168	20,093,147	46.11%

Six Month Average

FY 10-11			FY 11-12		
Billed	Contractual Allowance	Collected	Billed	Contractual Allowance	Collected
10,852,220	4,422,859	2,598,109	10,613,614	4,388,024	2,870,450

MedStar - Area Metropolitan Ambulance Authority
Annual Operating Budget
For The Month Ended April 30, 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	19,243,752.55	3,782,253.79	19,904,873.01	60%
Critical Care Transports (CCT) FFS	375,000.00	218,750.00	46,186.71	152,198.85	41%
Subscription Income	375,000.00	218,750.00	37,325.00	109,735.00	29%
Subsidies	40,239.00	25,423.25	9,062.86	27,035.86	67%
Special Events	90,000.00	52,500.00	4,621.40	55,554.44	62%
Interest Income	0.00	0.00	0.00	0.00	0%
Other	3,000.00	1,750.00	0.00	78,528.80	2618%
Total Revenues	33,872,529.08	19,760,925.80	3,879,449.76	20,327,925.96	60%
Administration Division Expenditures					
Personnel Services	2,897,622.07	1,698,866.68	221,589.17	1,656,722.41	57%
Operating	2,889,007.71	1,777,988.47	225,009.59	1,298,042.29	45%
Other	351,317.61	205,643.61	13,760.60	157,497.19	45%
Capital Outlay	781,284.89	499,462.53	50,967.74	316,327.13	40%
Total Administration Division Expenditures	6,919,232.28	4,181,961.29	511,327.10	3,428,589.02	50%
Human Resources Division Expenditures					
Personnel Services	575,853.33	336,511.23	43,577.74	311,804.98	54%
Operating	98,750.00	64,687.50	12,800.91	99,652.04	101%
Other	5,900.00	3,441.67	4,319.16	6,085.73	103%
Capital Outlay	0.00	0.00	0.00	0.00	0%
Total Human Resources Division Expenditure:	680,503.33	404,640.40	60,697.81	417,542.75	61%
Field Operation Division Expenditures					
Personnel Services	20,432,932.45	11,940,742.39	1,403,681.36	10,539,273.45	52%
General & Administrative	808,275.00	641,910.42	98,981.76	626,992.32	78%
Operating	3,843,672.32	2,267,142.19	286,563.37	2,167,385.62	56%
Other	246,242.31	145,224.68	4,457.96	111,119.72	45%
Capital Outlay	941,671.39	558,704.14	136,519.56	642,829.31	68%
Total Field Operations Division Expenditur:	26,272,793.47	15,553,723.81	1,930,204.01	14,087,600.42	54%
Total All Division Expenditures	33,872,529.08	20,140,325.50	2,502,228.92	17,933,732.19	53%
Net Gain (Loss)	0.00	(379,399.71)	1,377,220.84	2,394,193.77	

(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
April 30, 2012

ASSETS

Current Assets

Operating Bank Account	\$	17,649,846.12	
Membership Bank Account		33,653.92	
Petty Cash		475.00	
Petty Cash Field Ops		500.00	
Payroll Account		22,361.38	
Patient Accounts Receivable		16,463,258.73	
Allowance For Uncollectables		(10,870,470.86)	
Manual Payroll Acct Receivable		724.87	
Employee Uniform Receivable		(3,210.00)	
Pre-Paid Insurance		187,168.81	
Pre-Paid Expense		91,438.85	
Prepaid Health Insurance		2,003.41	
		<hr/>	
Total Current Assets			23,577,750.23

Property and Equipment

Land		325,165.00	
Building		3,052,876.02	
Computer Hardware		2,429,152.73	
Computer Software		1,925,461.70	
Furniture & Fixtures		586,365.73	
Mbrship Furniture & Fixtures		1,303.50	
Communications Equipment		1,762,753.81	
Dispatch Telephone Equipment		9,356.57	
EMRS Installation		81,390.65	
Electronic Imaging		119,381.29	
Automated Extl. Defibrillator		33,950.00	
Ambulances		2,201,896.75	
Ambulance - Remount		2,560,931.04	
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		(12,524,163.43)	
		<hr/>	
Total Property and Equipment			5,318,042.77

Total Assets			\$ 28,895,793.00
			<hr/> <hr/>

Area Metropolitan Ambulance Authority
Balance Sheet
April 30, 2012

LIABILITIES AND CAPITAL

Current Liabilities

Funds Held for Other	21,776.65	
Contracts Payable - EPAB	58,690.16	
Interest Payable	17,872.00	
Accrued Sick	253,285.77	
Accrued Vacation	338,055.91	
Payroll Deductions Payable	4,725.79	
Current Portion - Amb Purchase	<u>389,803.45</u>	
 Total Current Liabilities		 1,084,209.73

Long-Term Liabilities

Deferred Subscription Income	83,855.00	
Ambulance Purchase	<u>1,319,605.78</u>	
 Total Long-Term Liabilities		 <u>1,403,460.78</u>

Total Liabilities		2,487,670.51
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Net Assets <Deficit>

Capital Contribution	316,920.50	
Retained Earnings	23,664,369.25	
Net Income	<u>2,426,832.74</u>	
 Total Net Assets <Deficit>		 <u>26,408,122.49</u>

Total Liabilities & Net Assets <Deficit>		<u><u>\$ 28,895,793.00</u></u>
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Area Metropolitan Ambulance Authority
Statement of Net Assets
April 30, 2012

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$ 17,706,836.42
Patient accounts receivable (net of allowance for doubtful accounts)	5,592,787.87
Prepaid expenses	280,611.07
Other Accounts Receivable	<u>(2,485.13)</u>

Total current assets **23,577,750.23**

CAPITAL ASSETS, at cost

Land	325,165.00
Communication equipment	1,772,110.38
Data processing equipment and software	4,555,386.37
Office furniture and equipment	621,619.23
Building and improvements	3,194,348.48
Ambulance fleet	7,363,448.91
Clinical Upgrades	<u>10,127.83</u>

	17,842,206.20
Less accumulated depreciation	<u>12,524,163.43</u>

5,318,042.77

TOTAL ASSETS **28,895,793.00**

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Current portion of capital lease payments	1,319,605.78
Accounts payable and accrued liabilities	694,406.28
Deferred revenue	<u>83,855.00</u>

Total current liabilities **2,097,867.06**

NONCURRENT LIABILITIES

Capital leases	389,803.45
----------------	------------

NET ASSETS

Invested in capital assets, net of relate debt	3,573,721.51
Unrestricted net assets	<u>26,408,122.49</u>

TOTAL NET ASSETS **26,408,122.49**

Area Metropolitan Ambulance Authority
Income Statement
For the Seven Months Ending April 30, 2012

	<u>Current Month</u>	<u>Year to Date</u>
<u>Revenues</u>		
Patient Fee for Service	10,526,747.25	73,735,824.13
Critical Care Transports (CCT) FFS	71,120.00	518,160.00
Special Events	21,303.00	112,057.04
Uncompensated Patient Fee for Service	(6,757,740.69)	(54,209,282.83)
Subscription Income	36,978.65	231,562.41
Subsidies	9,062.86	27,035.86
Other	0.00	195.80
	<hr/>	<hr/>
Total Revenues	3,907,471.07	20,415,552.41
	<hr/>	<hr/>
<u>Administrative Division Expenditures</u>		
Personnel Services	218,809.58	1,588,615.36
Operating	197,883.69	1,272,959.08
Other	14,050.03	149,150.66
	<hr/>	<hr/>
Total Administrative Division Expenditure	430,743.30	3,010,725.10
	<hr/>	<hr/>
<u>Human Resources Division Expenditures</u>		
Personnel Services	43,577.74	307,749.33
Operating	12,800.91	99,325.81
Other	4,319.16	6,085.73
	<hr/>	<hr/>
Total Human Resources Division Expenditure	60,697.81	413,160.87
	<hr/>	<hr/>
<u>Field Operations Division Expenditures</u>		
Personnel Services	1,403,681.36	10,212,964.39
General & Administrative	126,852.38	474,595.06
Operating	292,235.64	2,359,078.58
Other	4,457.96	109,356.99
	<hr/>	<hr/>
Total Field Oper. Division Expenditure	1,827,227.34	13,155,995.02
	<hr/>	<hr/>
Depreciation	205,241.41	1,487,171.68
	<hr/>	<hr/>
Total Expenditures	2,523,909.86	18,067,052.67
	<hr/>	<hr/>
Net Income	\$ 1,383,561.21	\$ 2,348,499.74
	<hr/> <hr/>	<hr/> <hr/>

Emergency Physician Advisory Board
Annual Operating Budget
For The Seventh Month Ended 04-30-12

	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	428,771.00	58,643.67	413,007.00	56%
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	79,888.08	41,857.00	41,857.00	0%
Gross Revenues	858,672.62	871,987.00	508,659.08	100,500.67	454,864.00	52%
Expenditures						
Development Expenses - Salaries						
Salaries	357,071.39	530,958.00	307,988.59	32,037.33	236,761.21	45%
FICA/FUTA/SUI	6,990.81	14,720.00	8,492.31	606.68	3,433.81	23%
Health & Disability Ins	19,122.77	49,683.00	28,981.75	1,464.71	4,583.78	9%
Health & Disability Ins-Med Dir	29,598.95	36,000.00	21,000.00	3,000.00	20,502.50	57%
Matching ICMA	3,104.40	13,425.00	7,745.19	259.20	1,924.80	14%
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0%
Total Development Salaries	415,888.32	644,786.00	374,207.84	37,367.92	267,206.10	41%
Development Expenses - Operating						
Dev & Research-Education	558.22	500.00	134.62	(1,759.95)	(1,632.95)	-327%
Research/Audit Expenses	1,078.63	500.00	291.67	213.57	2,183.37	437%
Legal Services	1,742.50	2,500.00	1,458.33	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	3,033.33	456.23	3,287.20	63%
Cellular Phone	4,808.68	5,300.00	3,091.67	277.16	2,003.71	38%
Pagers	75.68	0.00	0.00	38.88	38.88	39%
Printing	495.74	500.00	291.67	179.00	179.00	36%
Office Supplies	211.02	1,000.00	583.33	0.00	274.95	27%
Postage	102.14	250.00	145.83	9.30	133.09	53%
Bank Charges	1,813.37	2,500.00	1,458.33	134.70	615.18	25%
Payroll Services	1,993.41	2,500.00	1,458.33	162.00	1,848.45	74%
Uniforms	708.52	1,500.00	875.00	(219.96)	2,019.81	135%
Subscriptions & Memberships	78.00	250.00	145.83	0.00	407.98	163%
Publications	399.00	250.00	145.83	0.00	533.00	213%
Committee Work and Team Supplies	9,089.89	9,000.00	5,250.00	905.19	4,115.85	46%
Computer Hardware	15,244.00	2,000.00	1,166.67	0.00	31.38	2%
Computer Software	10,050.00	2,000.00	1,166.67	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	583.33	14.10	98.70	10%
Online Web Services / Hosting	1,535.24	6,500.00	3,791.67	138.53	1,246.83	19%
Office Equipment Leasing	6,581.21	6,000.00	3,500.00	822.60	3,978.52	66%
Office Furniture & Equipment	0.00	1,000.00	583.33	0.00	906.39	91%
Meeting Room Rental	675.50	1,000.00	583.33	0.00	548.00	55%
Professional Development	0.00	0.00	0.00	315.00	315.00	315%
Travel-Medical Director	2,552.03	5,000.00	2,916.67	85.00	4,737.18	95%
Travel-Staff	2,577.52	5,000.00	2,916.67	0.00	2,196.24	44%
Dues-Medical Director	4,377.75	5,000.00	2,916.67	0.00	2,613.00	52%
Dues-Assistant to Medical Director	180.56	500.00	291.67	0.00	0.00	0%
Insurance-Malpractice	14,705.48	20,000.00	11,666.67	1,343.00	6,076.55	30%
Total Development Operating	116,481.27	90,250.00	53,947.12	3,114.35	45,012.69	50%
Total Development Expenses	583,302.84	735,036.00	428,154.96	40,482.27	312,218.79	42%
Research Expenses - Salaries						
Salaries - Research	90,999.74	91,000.00	52,500.00	11,474.94	75,097.63	83%
FICA/FUTA/SUI	7,026.98	7,267.00	4,192.50	840.88	5,914.85	81%
Health & Disability Ins	12,393.98	23,884.00	6,430.31	1,031.19	7,495.99	31%
Matching ICMA	0.00	5,000.00	2,884.62	0.00	0.00	0%
Total Research Salaries	110,420.70	127,151.00	66,007.42	13,347.01	88,508.47	70%
Research Expenses - Operating						
Printing	438.71	1,000.00	583.33	0.00	173.52	17%
Office Supplies	308.22	1,000.00	583.33	88.00	728.16	73%
Postage	0.00	100.00	58.33	0.00	0.00	0%
Provider and Hospital Fees	0.00	200.00	116.67	0.00	0.00	0%
Office Furniture & Equipment	0.00	500.00	291.67	0.00	338.32	68%
Computer Hardware	776.00	2,000.00	1,166.67	0.00	0.00	0%
Computer Software	0.00	500.00	291.67	0.00	0.00	0%
Committee Work and Team Supplies	0.00	4,500.00	2,625.00	0.00	0.00	0%
Total Research Operating	1,522.93	9,800.00	5,716.67	88.00	1,240.00	24%

Emergency Physician Advisory Board
Annual Operating Budget
For The Seventh Month Ended 04-30-12

	FY 10-11 Actual Year	FY 11-12 Adopted Budget	FY 11-12 ProRated Budget	FY 11-12 Current Month	FY 11-12 YTD	
Total Research Expenses	111,943.63	136,951.00	71,724.09	13,435.01	89,748.47	66%
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	499,879.04	53,917.28	401,967.26	46%
Ending Balance	142,082.40	0.00	8,780.04	46,583.39	52,896.74	

**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	%	Total	%
Blue Mound	Billed	8,234		13,379		14,564		24,168		14,602		12,824		8,275		96,044	
	Collected	829	10%	4,451	33%	3,632	25%	2,161	9%	2,016	14%	1,656	13%	-	0%	14,744	15%
Burleson	Billed	390,026		345,025		465,109		341,519		369,233		385,651		369,429		2,665,992	
	Collected	133,739	34%	138,612	40%	168,258	36%	125,364	37%	122,966	33%	144,061	37%	21,524	6%	854,524	32%
Edgecliff Village	Billed	14,349		9,339		3,140		12,563		9,640		8,178		12,724		69,933	
	Collected	4,147	29%	3,344	36%	728	23%	4,086	33%	1,807	19%	939	11%	380	3%	15,432	22%
Forest Hill	Billed	125,058		129,505		122,117		138,976		104,914		118,455		109,151		848,174	
	Collected	26,714	21%	28,032	22%	27,002	22%	27,818	20%	22,137	21%	22,630	19%	3,414	3%	157,747	19%
Ft. Worth	Billed	9,126,888		8,718,278		9,197,977		9,374,381		8,967,194		9,266,032		9,180,949		63,831,700	
	Collected	2,268,515	25%	2,237,293	26%	2,212,872	24%	2,080,303	22%	1,912,808	21%	1,621,243	17%	226,272	2%	12,559,305	20%
Haltom City	Billed	288,482		379,995		337,385		325,820		285,007		297,703		319,444		2,233,834	
	Collected	62,548	22%	94,537	25%	84,136	25%	72,950	22%	55,648	20%	49,186	17%	8,229	3%	427,233	19%
Haslet	Billed	30,039		20,196		18,512		23,058		27,461		21,025		18,773		159,063	
	Collected	12,092	40%	9,233	46%	6,992	38%	8,866	38%	8,203	30%	4,536	22%	-	0%	49,923	31%
Lakeside	Billed	5,451		8,332		7,120		5,534		6,046		9,676		1,725		43,883	
	Collected	1,699	31%	2,135	26%	1,348	19%	1,834	33%	1,883	31%	876	9%	-	0%	9,774	22%
Lake Worth	Billed	90,313		84,313		111,108		111,817		91,743		115,194		101,962		706,448	
	Collected	19,606	22%	19,813	23%	32,120	29%	21,037	19%	20,181	22%	26,308	23%	3,115	3%	142,179	20%
River Oaks	Billed	71,208		62,409		67,525		56,789		68,910		71,303		60,828		458,969	
	Collected	15,515	22%	15,184	24%	18,076	27%	15,942	28%	13,609	20%	13,401	19%	1,083	2%	92,810	20%
Saginaw	Billed	113,411		132,685		123,595		98,617		96,806		116,342		97,058		778,512	
	Collected	40,800	36%	37,708	28%	36,098	29%	21,797	22%	16,768	17%	24,238	21%	3,200	3%	180,609	23%
Sansom Park	Billed	27,096		36,768		50,020		44,438		37,422		34,531		38,393		268,666	
	Collected	5,542	20%	6,892	19%	8,714	17%	9,536	21%	6,278	17%	5,600	16%	362	1%	42,924	16%
White Settlement	Billed	229,170		228,184		231,260		186,552		209,116		232,565		180,990		1,497,835	
	Collected	48,280	21%	49,731	22%	50,744	22%	45,187	24%	35,811	17%	41,819	18%	3,656	2%	275,228	18%
Westover Hills	Billed	1,385		1,436		-		1,605		2,848		2,880		3,965		14,119	
	Collected	1,108	80%	526	37%	-	0%	-	0%	895	31%	368	13%	-	0%	2,897	21%
Westworth Village	Billed	19,712		18,995		26,775		20,721		25,060		14,271		18,824		144,357	
	Collected	2,690	14%	5,917	31%	5,680	21%	5,219	25%	3,046	12%	2,679	19%	-	0%	25,232	17%
Total Billed		10,540,820		10,188,835		10,776,203		10,766,556		10,315,999		10,706,627		10,522,488		73,817,527	
Total Collected		2,643,823	25%	2,653,406	26%	2,656,400	25%	2,442,100	23%	2,224,056	22%	1,959,539	18%	271,236	3%	14,850,561	20%

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

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
MAY '11	2877	423	15%
JUN '11	2425	349	14%
JUL '11	2157	325	15%
AUG '11	2628	346	13%
SEP '11	2097	212	10%
OCT '11	2390	345	14%
NOV '11	1956	292	15%
DEC '11	1826	320	18%
JAN '12	1512	313	21%
FEB '12	1566	224	14%
MAR '12	1696	271	16%
APR '12	1412	108	8%
TOTAL	24542	3528	14%

Fire Department Helpful?					
YES	%	NO	%	NA	%
340	80%	7	2%	76	18%
257	74%	10	3%	82	23%
244	75%	6	2%	75	23%
272	79%	4	1%	70	20%
154	73%	7	3%	51	24%
263	76%	13	4%	69	20%
220	75%	5	2%	67	23%
245	77%	6	2%	69	22%
241	77%	3	1%	69	22%
174	78%	5	2%	45	20%
227	84%	0	0%	44	16%
77	71%	3	3%	28	26%
2714	77%	69	2%	745	21%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
354	84%	4	1%	65	15%
287	82%	2	1%	60	17%
264	81%	6	2%	55	17%
276	80%	1	0%	69	20%
166	78%	3	1%	43	20%
270	78%	3	1%	72	21%
233	80%	2	1%	57	20%
251	78%	2	1%	67	21%
253	81%	5	2%	55	18%
167	75%	4	2%	53	24%
231	85%	0	0%	40	15%
83	77%	0	0%	25	23%
2835	80%	32	1%	661	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
373	88%	13	3%	37	9%
316	91%	13	4%	20	6%
281	86%	12	4%	32	10%
307	89%	9	3%	30	9%
173	82%	10	5%	29	14%
290	84%	21	6%	34	10%
250	86%	12	4%	30	10%
289	90%	1	0%	30	9%
276	88%	9	3%	28	9%
195	87%	10	4%	19	8%
240	89%	7	3%	24	9%
90	83%	3	3%	15	14%
3080	87%	120	3%	328	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
405	96%	5	1%	13	3%
333	95%	5	1%	11	3%
301	93%	5	2%	19	6%
330	95%	2	1%	14	4%
191	90%	6	3%	15	7%
326	94%	7	2%	12	3%
272	93%	4	1%	16	5%
311	97%	1	0%	8	3%
303	97%	1	0%	9	3%
208	93%	6	3%	10	4%
253	93%	6	2%	12	4%
101	94%	1	1%	6	6%
3334	95%	49	1%	145	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
253	60%	5	1%	165	39%
200	57%	6	2%	143	41%
188	58%	4	1%	133	41%
192	55%	4	1%	150	43%
117	55%	3	1%	92	43%
186	54%	8	2%	151	44%
139	48%	6	2%	147	50%
167	52%	4	1%	149	47%
143	46%	23	7%	147	47%
131	58%	4	2%	89	40%
149	55%	0	0%	122	45%
54	50%	2	2%	52	48%
1919	54%	69	2%	1540	44%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
412	97%	1	0%	10	2%
338	97%	6	2%	5	1%
309	95%	6	2%	10	3%
335	97%	1	0%	10	3%
196	92%	7	3%	9	4%
329	95%	5	1%	11	3%
280	96%	2	1%	10	3%
308	96%	1	0%	11	3%
305	97%	4	1%	4	1%
213	95%	2	1%	9	4%
248	92%	9	3%	14	5%
98	91%	2	2%	8	7%
3371	96%	46	1%	111	3%

2010/2011 Gross Responses

YES	17,253	82%
NO	385	2%
N/A	3,530	17%
	<u>21,168</u>	

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DOS	Ticket #		
1	11/13/11	11-82639	I called Medicare about the denial of payment for service. The lady I spoke with said she could not see a reason the claim was denied. She told me to call your office and have it resubmitted. Louis could not stand or walk. I called your office and the lady there said she would not resubmit as Medicare would turn it down again. I'm trying to help you get your money, she said no again. BCBS did not have a problem, this is in for collections. Thank You.
2	11/27/11	11-86234	I was carried to Harris downtown around 11-30-11.
3	12/07/11	11-88773	I could not have received better care. They were very helpful and all were polite and professional.
4	02/03/12	12-8411	Dios Los Bendiga Por Su Trabajo, Translated in English: God Bless you for your work.
5	02/03/12	12-8408	Ambulance arrived quickly & transport went well. Great Staff.
6	01/22/12	12-5510	Everyone was most professional and took excellent care of my husband, and they helped to save his life.
7	12/20/11	11-91928	Here's my payment of \$10.00.
8	12/23/12	11-92645	I would call every time for help they were kind to me. Very nice guys. Keep up the good job. Thank you so much for caring.
9	02/11/12	12-10733	Outstanding - Thank you.
10	03/08/12	12-17423	Being new to this state, we were at a loss as to the procedures here when falling ill. The dispatcher was great and did not hang up until the EMS personnel arrived and took over. We thank you for the excellent response and service.
11	01/24/12	12-5988	My husband Ralph (RIP) was transported from Health South to Plaza immediately. Unfortunately no one from the family was there to have a first hand knowledge of the quality of your service. Thank You.
12	02/06/12	12-9121	I was transported from Alliance to Harris about 7:00 on 02-06-12. It took approximately 1.5 hours after being called for MedStar to arrive. Being the only ambulance company in town can be detrimental to patients who need immediate attention. My paramedics were very efficient and professional.
13	03/14/12	12-18479	These people are professional in every way they go. They do what is proper & take time to hear the patient if they have anything to say.
14	03/14/12	12-18529	As usual you guys are great!! Lloyd really appreciates the caring feelings and knowing that you are always there! Thanks Again!!
15	01/24/12	12-6104	I am executer for my uncle Richard Anderson. I am unable to answer questions. He passed away 02-28-12.
16	02/12/12	12-10584	Fire Dept. was not required on this call. Someone other than myself communicated with the EMS dispatcher and to the best of my knowledge, the EMS dispatcher was helpful.
17	02/24/12	12-13814	Paramedic was outstanding!!!!
18	01/16/12	12-3969	Thank You!
19	03/15/12	12-18872	The guys were great!
20	03/02/12	12-16044	The billing staff have been very helpful and professional. Thanks to Traci at Ext. "144".
21	02/23/12	12-13772	Hello - Because I have never used an ambulance in my 75 years, I did not know that my Medicare and Medicaid did not provide full coverage, I have been in a Rehab Nursing Home all the time since that initial trip to the Er with you. Since I have no family, I have no way of getting anything from home or of keeping up with what is in the mail. I am sorry this is so late. Please send me a receipt, ck# 1070-#77.55.
22	03/01/12	12-15359	The guys on the ambulance were very professional and did a great job.
23	02/03/12	12-8491	No complaint whatsoever, My first experience. AOK.
24	03/16/12	12-19190	My mother Imogene McClure was transported from Sunrise. I was told that she was being taken to Harris. When I arrived she was not there. I was told by Sunrise that she had to go to a trauma hospital i.e.: Jps or Harris. I picked Harris. You all would not tell me where she was. I left Harris went to JPS not there. Then called you all & you told JPS that she was at Baylor All Saints. There has to be a better way. Mother is 95, not in touch with reality & it took me an hour and a half to find her!!!
25	02/27/12	12-14873	The paramedics/EMT were great with my daughter. Very professional and great at distracting her while starting IV. She stayed calm and smiling the whole time.
26	03/17/12	12-19342	Always very helpful and responded to all calls with care. I appreciate all of them very much. Thank you all.
27	02/29/12	12-14945	It was a comfortable experience. Good guys and professional.
28	03/18/12	12-19850	Thanks so much for being there so quickly and being so professional as well as caring!
29	03/18/12	12-19517	In general, the care was excellent.
30	02/26/12	12-14133	Good Service.
31	03/17/12	12-19658	I sincerely appreciate the kindness and the professional crew that transported my mom. These situations are not easy for patients and family. It helped to be treated with a caring attitude.

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	DOS	Ticket #	
32	02/28/12	12-15029	Every time I use Medstar, I always get a great response from them. They explain every thing in the order they do it. When I call the dispatcher they stay on the phone with me or who ever is there to talk to. They don't get off until the help gets there.
33	02/27/12	12-14858	Listed insurance Info.
34	03/17/12	12-19409	Dean and his partner on Medstar were both exceptional. They were considerate in every way and a great source of comfort at an anxious time.
35	03/06/12	12-16931	Everyone was great! Thank you for taking good care of me.
36	03/22/12	12-20729	Fire truck and ambulance came quickly and gave excellent service. Thank you so much!
37	03/22/12	12-20656	Thank You! I was so sick I don't know who arrived first?? With being diagnosed with vertigo, I was sent home with written instructions for treatment, which I appreciate. I presented my ID and medical cards as instructed. To the best of my knowledge I was treated with the best of care and it is very nice to know someone is there for me in a time of need.
38	03/05/12	12-16538	I was disappointed that the Medstar crew wasn't friendlier. I felt the one paramedic who stayed in the back with me was a little rude and insensitive to me. A bit arrogant and condescending. The driver was a nice guy. Also they had trouble with directions to Grapevine Baylor and getting the gurney into the truck. There I am in pain and scared and they are asking me for directions and before that trying to get the wheels to collapse on the gurney with me on it. Not great service for \$1000. They did their jobs but they could have been a lot better for what you are charging for your service.
39	03/21/12	12-20498	Hogan, please let us know when the big day is. Joanne was very serious about surprising you and yours(future). P.S. I too really appreciate your strongfulness. We don't forget that type of service.
40	03/21/12	12-20561	While I was still on the phone with 911 dispatcher, the ambulance was at my door!! They were very professional and very nice to me.
41	03/22/12	12-20608	I was (*can't read word) from dialysis clinic to hospital.
42	03/21/12	12-20413	The transfer to Harris was fine but 5 days later the Medstar crew took 5 hours to pick up my husband from Harris to return to HealthSouth.
43	01/23/12	12-5763	They were very professional, courteous and knowledgeable. Thanks!
44	03/21/12	12-20340	The MedStar Crew was very professional and did not take long for them to get here.
45	01/21/12	12-5050	No comment. Could not have received better service. Thanks. You saved my life!!
46	03/21/12	12-20450	It was very good except for the minor trouble of my pain.
47	02/18/12	12-12219	The MedStar crew was the best I have seen. They were very educated about my condition and very interested in making me as comfortable as possible, They worked with speed advised me what they were going to do before doing it. I wish I knew I could always get the same guys because I have a serious heart problem so I need the best and I feel certain they were the best.
48	03/07/12	12-16734	They were very caring.
49	02/24/12	12-13938	I have not had a bill yet, so I have no dealing w/ the billing staff.
50	02/21/12	12-13018	Have not received bill yet. Glad you were available. Thank you.
51	02/23/12	12-13575	I've never had to have Emergency Medical Service before by ambulance, but I can tell you they took very good care of me. I'm 72 and they explained everything they did. Thank you so much.
52	02/29/12	12-15100	They were quick with response and quick with treatment as well as kept me calm. Very, Very good guys! I'm thankful for their compassionate heart! A little high on pricing though so people with fixed income may struggle with payment.
53	02/16/12	12-11771	The crew got me from home to ER at Harris Downtown OK but took the long way around. Crew was unable to insert an IV into my veins. They did ok on the EKG hookup, All I had was a fever and weakness. If I had been a heart attack patient I would have been in trouble. They were well-mannered.
54	03/22/12	12-20624	Everyone was very professional. They all kept me calm. I was going out of my wits. Also the police officer stayed til my daughter got here. I couldn't leave my husband alone because he has Alzheimer's. Thanks and God Bless.
55	03/22/12	12-20726	Thank you for caring for Mr. Smith. I am grateful for you and your prompt attention to care for him and get him to the hospital.
56	03/22/12	12-20748	They were very professional and made sure I went to the right hospital to get the correct treatment.
57	03/23/12	12-20896	The MedStar crew was helpful with my wife's seizures. They gave me an option as to what hospital we wanted. I always prefer HEB and they are really helpful. Thanks a lot.
58	03/23/12	12-21116	I have not talked to billing staff as yet. Excellent Service.
59	03/01/12	12-15513	Job well done.
60	02/15/12	12-11241	We love MedStar guys and gals :) Thank you all for everything you do.

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	DOS	Ticket #	
61	03/22/12	12-20711	Your crew arrived quickly and alleviated my distress and took very good care of me. I felt I was in good hands the whole time and words can't express my gratitude.
62	02/27/12	12-14164	They gave me meds that I still use today which helps me from repeating what happened. Thank you.
63	02/23/12	12-13451	They were very caring when dealing with the care of our mother.
64	02/19/12	12-12588	The Paramedics were friendly and very helpful. They not only made me more comfortable, but showed real concern in assisting me. The only thing that would have made the whole experience better is not to have been sick! Thanks for the great service!
65	02/12/12	12-13751	MedStar is careful and good. Eventhough I blacked out, when I woke up they were there and treating me so they are excellent in my book.
66	02/04/12	12-8680	Thank you so much for all your professional work. Everyone was courteous and professional.
67	03/07/12	12-17004	Keep up the good work. You are great responders when you are called. The dispatcher was very helpful and they stay with you until the paramedics get to the house. The MedStar crew was very helpful and very professional. The are very concerned about their patient. They explain what they are going to do. The billing staff are very helpful and professional. Thank you!
68	03/27/12	12-21967	I was shuttled from Harris Southwest to Harris Downtown Fort Worth because of possible need of a neurosurgeon after a head-injury fall. The trip was uneventful.
69	03/16/12	12-19169	Excellent in every phase.
70	03/26/12	12-21785	Prompt. Very Pleasant.
71	03/27/12	12-22070	On question number three that I didn't answer, they were to busy trying to revive him to explain to me what was going on. I asked them which hospital would be the best for what happened to him and they told me what they would suggest. They were very helpful.
72	03/27/12	12-21822	Very pleased with the service.
73	02/26/12	12-14295	"Perfect".
74	08/19/11	11-60542	None of this expresses the outrageous fees charged. Over \$1200 for a half/hour ride that I could have arranged with a friend for free. I know the corrupt and (can't make out word) city council arranged this legalized trickery but there is no way it could ever be justified. Any money I have coming in goes out to pay bills. Now this on top of that.
75	03/14/12	12-18502	They are always prompt and courteous but this time things didn't work out.
76	03/08/12	12-17183	The dispatcher my daughter called for me was very courteous and the fire rescue squad was here immediately from station 19. They are very nice and helpful and said an ambulance was on the way and responded very professionally to my every need and I could not have asked for more from anyone. It was ambulance #39.
77	03/10/12	12-17782	Very Impressed! The paramedics were very professional and caring. They showed concern. Thank you billing staff for being so nice and helpful in getting my payment plan set up and understanding our financial hardships following an accident.
78	03/13/12	12-18281	The men were very professional. It did not matter much because of the pain. Thanks a lot for the fast service.
79	03/12/12	12-18087	The paramedics were incredible - very professional, reassuring & friendly. I felt like I was very well taken care of.
80	02/29/12	12-15301	Absolutely Fantastic!
81	09/06/11	11-65539	Your billing staff has been almost impossible to speak with and waited almost 6 months before filing a claim with my insurance.
82	03/27/12	12-21902	Every person was very kind and professional and I am thankful for the help I received.
83	03/30/12	12-22790	Very Professional.
84	03/31/12	12-23225	Please thank the 3 EMT's who helped me. They did a good job and the response time was 10 minutes which I thought was excellent.
85	03/30/12	12-23022	Great Help & knowledge! Much appreciated for the help!
86	03/12/12	12-18165	The only thing was one guy kept trying to say it was just my dad's Alzheimer's that he was the way he was. I had to get mean for him to understand that was not normal for my dad. Which later doctor's said he did have a stroke. Thank You.
87	03/29/12	12-22315	Transferred from Harris Southwest to Harris Downtown.
88	01/28/12	12-7096	All very good to me.
89	01/17/12	12-4070	Emergency crew very good and did a great job driving on bad, crowded highway. They kept emergency room at hospital informed and was prompt in all actions. Thanks you for a good job under stressful conditions.
90	02/21/12	12-15282	They were all very kind-considerate and caring to my 85 year old mother. Thank you!!
91	03/06/12	12-16964	MedStar had great service as expected.

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	DOS	Ticket #	
92	02/26/12	12-14479	They were good & kind people. Thank you.
93	01/04/12	12-555	Under the circumstances the care & service were excellent. If I had gotten their names, I would want them personally praised.
94	01/13/12	12-3062	Extremely quick response. Very professional yet caring manner.
95	01/27/12	12-6734	The MedStar crew was very helpful and professional. They took excellent care of me.
96	03/29/12	12-22312	The first two questions are not applicable because I was transferred from a medical building to the hospital due to an emergency. The MedStar crew did a great job! My thanks to those employees.
97	04/01/12	12-22987	Pleased!!
98	04/02/12	12-23508	I'm so grateful for your help. I'm sorry I cannot check all yes but I feel that you did a wonderful job getting me to the hospital! I was unconscious through it all. But I have no doubt that you took good care of me. May God bless you all. Thank you.
99	04/02/12	12-23463	Thank You!
100	04/01/12	12-23370	A+. Superior in all care. Saved my life.
101	04/01/12	12-23032	Fire Dept. & EMS were both excellent.
102	04/04/12	12-24022	My husband was transferred from an Alzheimer care facility to the hospital. The 1st time heart attack short of stroke; 2nd time uncontrolled behavior and had fall possible head injury; third time to J.P.S. psych ward. I talked to the responders and they seemed capable and gave me as much info as they knew. I appreciate the care they gave my husband. They seemed caring and concerned and perhaps a little frustrated. The facility was not able to care for him. He has since moved to a more capable facility. Thank you for helping him.
103	04/02/12	12-23495	My husband was (& still is) at Trail Lake Nursing Home. He was extremely sick and they had to stabilize him before they ever started. They did a super job and we appreciated their professionalism.
104	03/16/12	12-19130	MedStar crew was terrific!
105	02/19/12	12-12536	The paramedics were very professional and helpful.
106	04/04/12	12-24140	Good.
107	04/02/12	12-23483	(Wrote by Questions) 1. Very kind., 3.Do not recall., 5. Awaiting final bill after mcare and ins.
108	03/09/12	12-17296	On March 9,2012 I was experiencing excruciating pain in my back and hips. My legs had "locked" and I could not walk so your people were called to take me to the hospital. I could not have gotten there with out their assistance. This was the beginning of a problem for which I am now scheduled for spinal shots. However, your men told Medicare I had pain in my leg and hip which meant that Medicare wouldn't pay. Maybe they didn't know how to "code" their report, but it has caused me a great deal of anxiety because it was a bad error on their part. I feel it should be your responsibility to re-file with Medicare in the way it should be so they will pay you.
109	04/04/12	12-24340	Excellent.
110	04/04/12	12-23965	I had a stroke and seizure and can't remember much of anything that went on while in the hospital. Sorry but I was unconscious most of the time.
111	03/20/12	12-19906	They were all kind, gentle, and caring. Couldn't ask for any better care. Unfortunately, my husband passed on April 15th at the Hospice Place after a week in the hospital at H.S.W. God bless you all.
112	02/01/12	12-7923	Only thing I thought was uncomfortable was the ride to the hospital. I was very sick and dizzy and the ride was bumpy. Don't the ambulances have better shocks? Other than that I was well cared for.
113	03/16/12	12-19247	Very professional, very caring, very cheerful, positive experience.
114	03/17/12	12-19473	This was my first time in an ambulance. The paramedics were very friendly and all about making sure I was comfortable and aware of what was going on. I was very impressed and pleased with the professional treatment I received. Thank you. If you know who my paramedics were please tell them thank you and a job well done.
115	03/04/12	12-16191	They saved my life! Heroic actions witnessed by my family and friends. Thank you so much.
116	04/05/12	12-24258	I was comforted which helped me keep my husband calm. They were excellent! Thank you.

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	DOS	Ticket #	
117	03/13/12	12-18343	I had been to the ER twice and the doctors had failed to come up with a correct diagnosis. The MedStar Emergency Medical person who started the IV asked about my rash. He said he knew what was the matter with me and that he would talk to the nurse when we got to the hospital. When the nurse came in with him and looked at my rash & other symptoms, she said he was right. I had shingles. The doctor then looked and said the same thing. Thanks to this young man, I finally had a diagnosis.
118	03/05/12	12-16547	The medics have been wonderful and put her mind at ease giving the family members peace of mind.
119	03/02/12	12-15983	I very much appreciate that MedStar is filing with my Medicare. Thank you very much!