

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

December 1, 2016 to December 31, 2016

Your Score

**96.13**

Number of Your Patients in this Report

**125**

Number of Patients in this Report

**4,637**

Number of Transport Services in All EMS DB

**135**





## Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **12/01/2016** and **12/31/2016**.

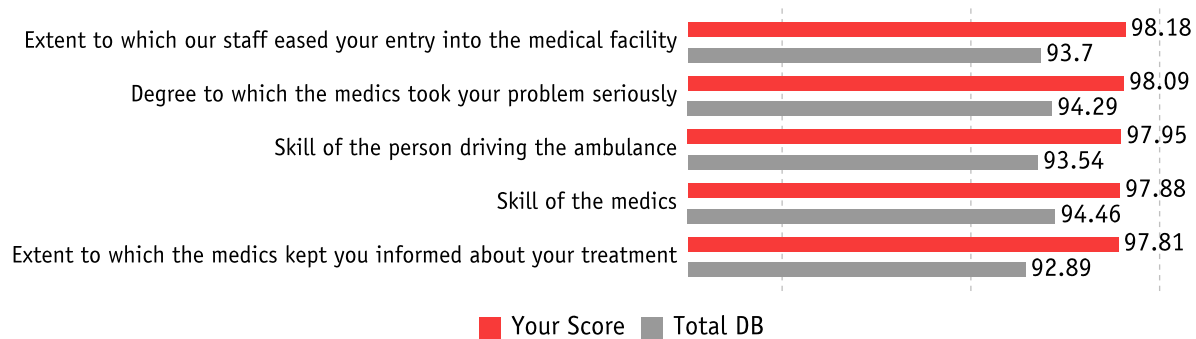
The overall mean score for the standard questions was **96.13**; this is a difference of **3.52** points from the overall EMS database score of **92.61**.

The current score of **96.13** is a change of **0.56** points from last period's score of **95.57**. This was the **12th** highest overall score for all companies in the database.

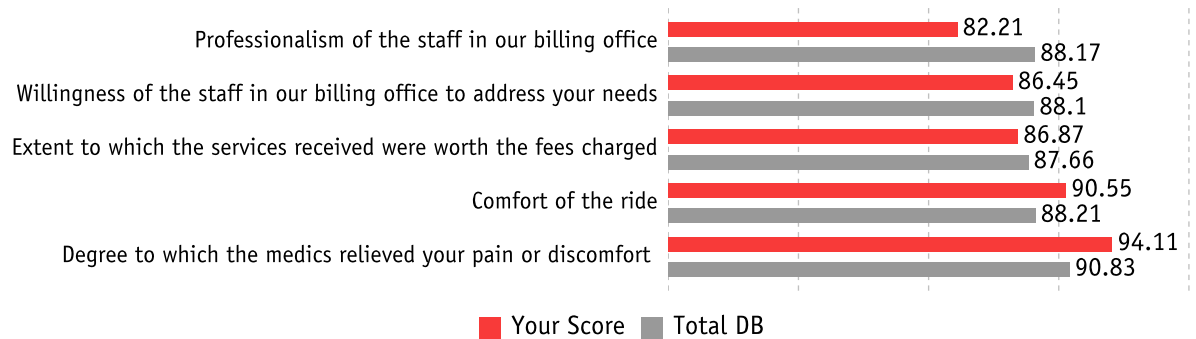
You are ranked **2nd** for comparably sized companies in the system.

**89.60%** of responses to standard questions had a rating of Very Good, the highest rating. **98.63%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

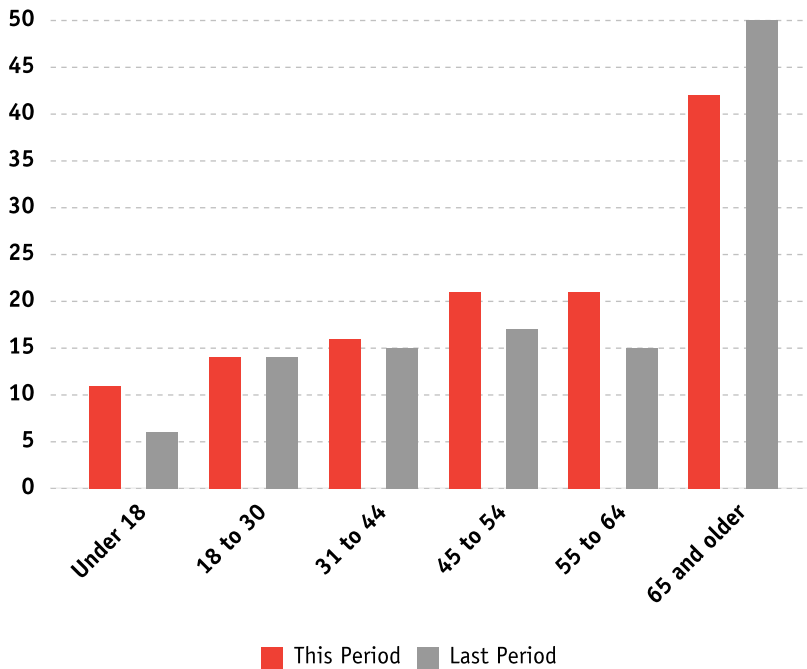




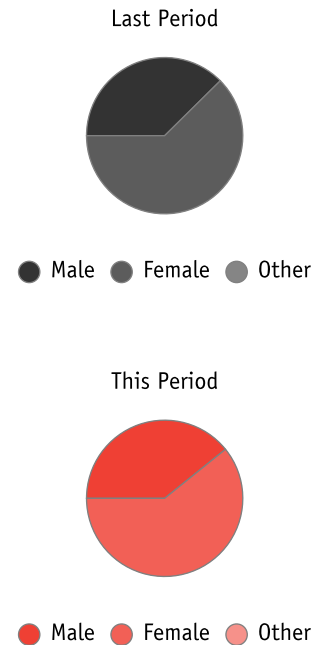
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	6	2	4	0	11	5	6	0
18 to 30	14	4	10	0	14	7	7	0
31 to 44	15	8	7	0	16	6	10	0
45 to 54	17	7	10	0	21	9	12	0
55 to 64	15	9	6	0	21	5	16	0
65 and older	50	14	36	0	42	17	25	0
<b>Total</b>	<b>117</b>	<b>44</b>	<b>73</b>	<b>0</b>	<b>125</b>	<b>49</b>	<b>76</b>	<b>0</b>

### Age Ranges



### Gender





### Dispatch Analysis

This analysis details the section results that concern dispatcher operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



### Overall Section Score





### Ambulance Analysis

This analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Section Score**





### Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





### Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



**Overall Section Score**





### Billing Staff Assessment Analysis

This analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



**Overall Section Score**







### Overall Assessment Analysis

This analysis details the section results that concern assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



### Overall Section Score





### Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

#### Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	96.88	-2.07	94.81	92.69
Concern shown by the person you called for ambulance service	97.50	-2.71	94.79	92.72
Extent to which you were told what to do until the ambulance arrived	97.50	-1.76	95.74	91.14

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.21	0.55	95.76	91.74
Cleanliness of the ambulance	96.84	-0.54	96.30	94.16
Comfort of the ride	90.56	-0.01	90.55	88.21
Skill of the person driving the ambulance	96.80	1.15	97.95	93.54

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.22	1.69	96.91	94.43
Degree to which the medics took your problem seriously	95.51	2.58	98.09	94.29
Degree to which the medics listened to you and/or your family	93.71	4.02	97.73	93.88
Skill of the medics	96.19	1.69	97.88	94.46
Extent to which the medics kept you informed about your treatment	96.02	1.79	97.81	92.89
Extent to which medics included you in the treatment decisions (if applicable)	95.59	0.66	96.25	92.39
Degree to which the medics relieved your pain or discomfort	94.71	-0.60	94.11	90.83
Medics' concern for your privacy	97.73	-1.39	96.34	93.24
Extent to which medics cared for you as a person	96.07	1.11	97.18	94.25

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	94.70	-12.49	82.21	88.17
Willingness of the staff in our billing office to address your needs	94.23	-7.78	86.45	88.10



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.43	1.92	97.35	93.68
Extent to which our staff eased your entry into the medical facility	96.98	1.20	98.18	93.70
Appropriateness of Emergency Medical Transportation treatment	97.02	0.43	97.45	93.37
Extent to which the services received were worth the fees charged	95.63	-8.76	86.87	87.66
Overall rating of the care provided by our Emergency Medical Transportation	96.39	0.54	96.93	93.56
Likelihood of recommending this ambulance service to others	94.33	1.22	95.55	92.93



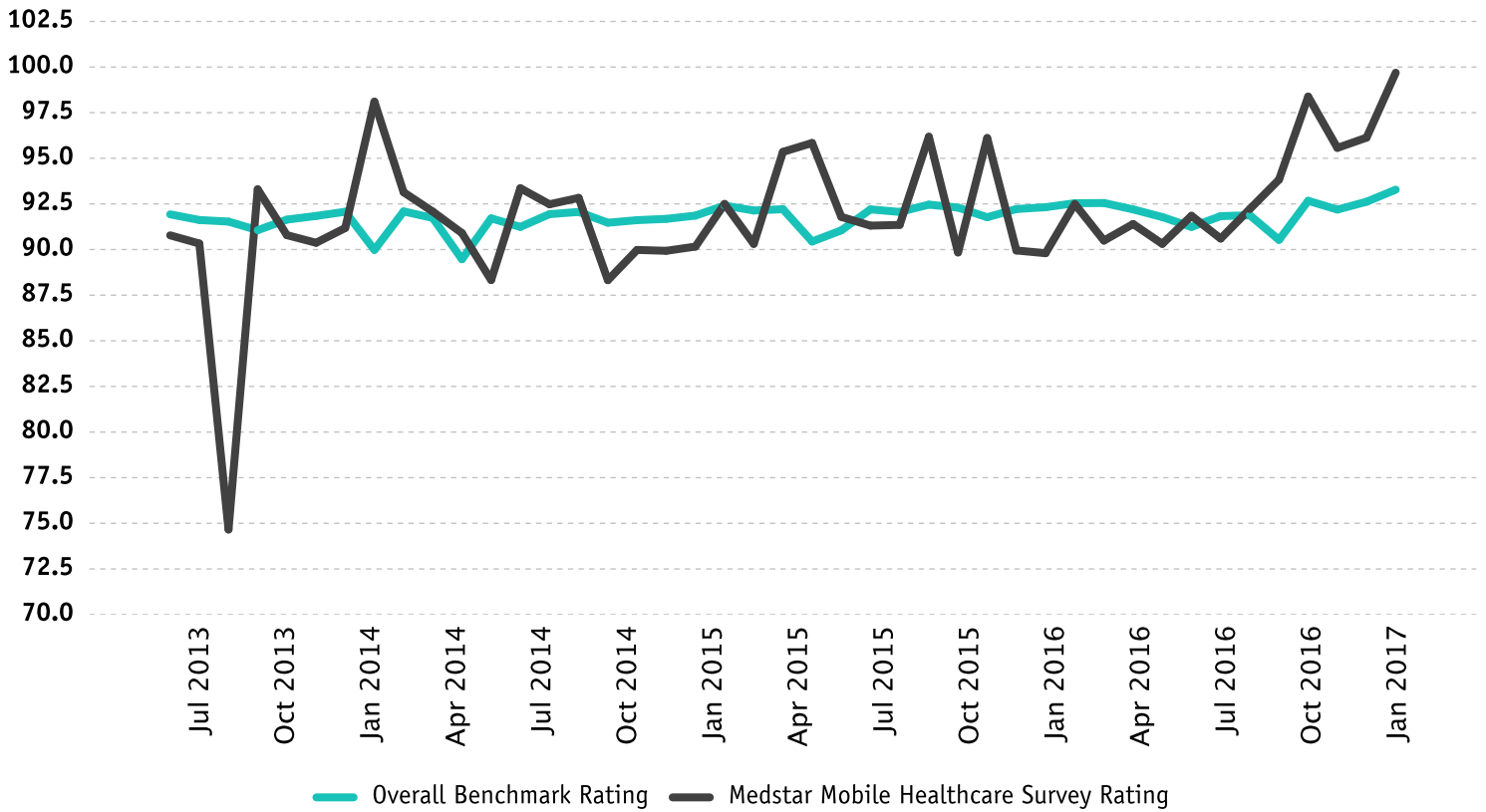
### Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016
Helpfulness of the person you called for ambulance service	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	96.15	94.77	96.88	94.81
Concern shown by the person you called for ambulance service	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.50	95.35	97.50	94.79
Extent to which you were told what to do until the ambulance	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	91.88	93.02	97.50	95.74
Extent to which the ambulance arrived in a timely manner	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	92.23	98.25	95.21	95.76
Cleanliness of the ambulance	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	95.30	99.12	96.84	96.30
Comfort of the ride	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	88.50	96.68	90.56	90.55
Skill of the person driving the ambulance	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	94.50	98.44	96.80	97.95
Care shown by the medics who arrived with the ambulance	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.00	98.79	95.22	96.91
Degree to which the medics took your problem seriously	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	93.77	99.17	95.51	98.09
Degree to which the medics listened to you and/or your family	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.30	97.99	93.71	97.73
Skill of the medics	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	95.75	98.57	96.19	97.88
Extent to which the medics kept you informed about your	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.03	99.17	96.02	97.81
Extent to which medics included you in the treatment decisions	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	90.08	99.16	95.59	96.25
Degree to which the medics relieved your pain or discomfort	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	90.85	97.69	94.71	94.11
Medics' concern for your privacy	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	93.58	99.38	97.73	96.34
Extent to which medics cared for you as a person	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.35	99.16	96.07	97.18
Professionalism of the staff in our billing office	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.00	94.44	94.70	82.21
Willingness of the staff in our billing office to address your	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.00	90.63	94.23	86.45
How well did our staff work together to care for you	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	95.43	98.96	95.43	97.35
Extent to which our staff eased your entry into the medical	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.83	98.52	96.98	98.18
Appropriateness of Emergency Medical Transportation treatment	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.28	99.17	97.02	97.45
Extent to which the services received were worth the fees	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	95.16	98.40	95.63	86.87
Overall rating of the care provided by our Emergency Medical	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.68	98.75	96.39	96.93
Likelihood of recommending this ambulance service to others	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	94.92	98.96	94.33	95.55
Your Master Score	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	93.83	98.38	95.57	96.13
Your Total Responses	125	125	141	127	125	125	127	125	125	109	125	117	125



### Monthly tracking of Overall Survey Score





**Key Drivers** — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Extent to which the medics kept you informed about your treatment	97.81	.84295605
Helpfulness of the person you called for ambulance service	94.81	.830366448
Extent to which medics cared for you as a person	97.18	.816326893
Appropriateness of Emergency Medical Transportation treatment	97.45	.794755141
Degree to which the medics took your problem seriously	98.09	.78072602
Extent to which the services received were worth the fees charged	86.87	.768701408
Degree to which the medics relieved your pain or discomfort	94.11	.767568442
Extent to which our staff eased your entry into the medical facility	98.18	.766203988
Skill of the medics	97.88	.764580595
Degree to which the medics listened to you and/or your family	97.73	.7637700
How well did our staff work together to care for you	97.35	.740827555
Medics' concern for your privacy	96.34	.739105607
Comfort of the ride	90.55	.664640832
Extent to which medics included you in the treatment decisions (if applicable)	96.25	.635176323
Willingness of the staff in our billing office to address your needs	86.45	.606789498
Care shown by the medics who arrived with the ambulance	96.91	.59507164
Extent to which the ambulance arrived in a timely manner	95.76	.561899775
Concern shown by the person you called for ambulance service	94.79	.443011812
Skill of the person driving the ambulance	97.95	.41140859
Cleanliness of the ambulance	96.30	.335305348
Professionalism of the staff in our billing office	82.21	.329308339
Extent to which you were told what to do until the ambulance arrived	95.74	.317071271



**Company Comparisons** — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	94.81	93.94	92.76	92.63	91.35	94.42	87.50
Concern shown by the person you called for ambulance service	94.79	93.94	91.72	94.06	91.09	94.37	87.50
Extent to which you were told what to do until the ambulance	95.74	92.08	92.09	90.08	89.18	92.89	87.50
Extent to which the ambulance arrived in a timely manner	95.76	89.00	91.27	93.89	90.50	90.59	89.29
Cleanliness of the ambulance	96.30	93.15	94.54	93.29	93.91	95.47	85.71
Comfort of the ride	90.55	88.73	86.47	90.43	88.73	88.16	85.71
Skill of the person driving the ambulance	97.95	92.81	93.90	93.60	92.70	94.62	89.29
Care shown by the medics who arrived with the ambulance	96.91	92.13	94.86	92.10	93.47	93.43	95.83
Degree to which the medics took your problem seriously	98.09	94.09	95.03	94.08	93.69	93.59	95.83
Degree to which the medics listened to you and/or your family	97.73	92.78	94.92	93.53	93.48	93.19	95.83
Skill of the medics	97.88	93.43	94.83	93.90	94.95	94.64	95.83
Extent to which the medics kept you informed about your	97.81	91.01	92.53	92.41	93.32	92.23	91.67
Extent to which medics included you in the treatment decisions (if	96.25	91.40	94.15	92.28	92.15	89.61	95.00
Degree to which the medics relieved your pain or discomfort	94.11	91.07	90.40	89.41	89.52	89.92	91.67
Medics' concern for your privacy	96.34	93.26	92.47	91.36	92.38	92.78	95.83
Extent to which medics cared for you as a person	97.18	93.85	94.57	94.00	95.09	95.29	95.83
Professionalism of the staff in our billing office	82.21	91.67	90.11	89.29	86.86	92.67	75.00
Willingness of the staff in our billing office to address your needs	86.45	90.83	90.76	88.41	87.28	92.59	75.00
How well did our staff work together to care for you	97.35	94.46	94.23	93.09	93.35	92.86	95.83
Extent to which our staff eased your entry into the medical facility	98.18	94.53	93.93	92.63	92.97	94.44	95.83
Appropriateness of Emergency Medical Transportation treatment	97.45	94.73	93.56	93.04	93.39	92.84	95.83
Extent to which the services received were worth the fees charged	86.87	90.97	89.01	88.41	87.51	89.73	83.33
Overall rating of the care provided by our Emergency Medical	96.93	93.26	93.68	92.72	94.50	92.62	95.83
Likelihood of recommending this ambulance service to others	95.55	93.86	94.15	92.42	93.76	93.59	95.83
<b>Overall score</b>	96.13	92.63	92.88	92.31	92.13	92.81	91.48
<b>National Rank</b>	12	47	43	50	52	44	56
<b>Comparable Size (Large) Company Rank</b>	2	9	7	11	13	8	16



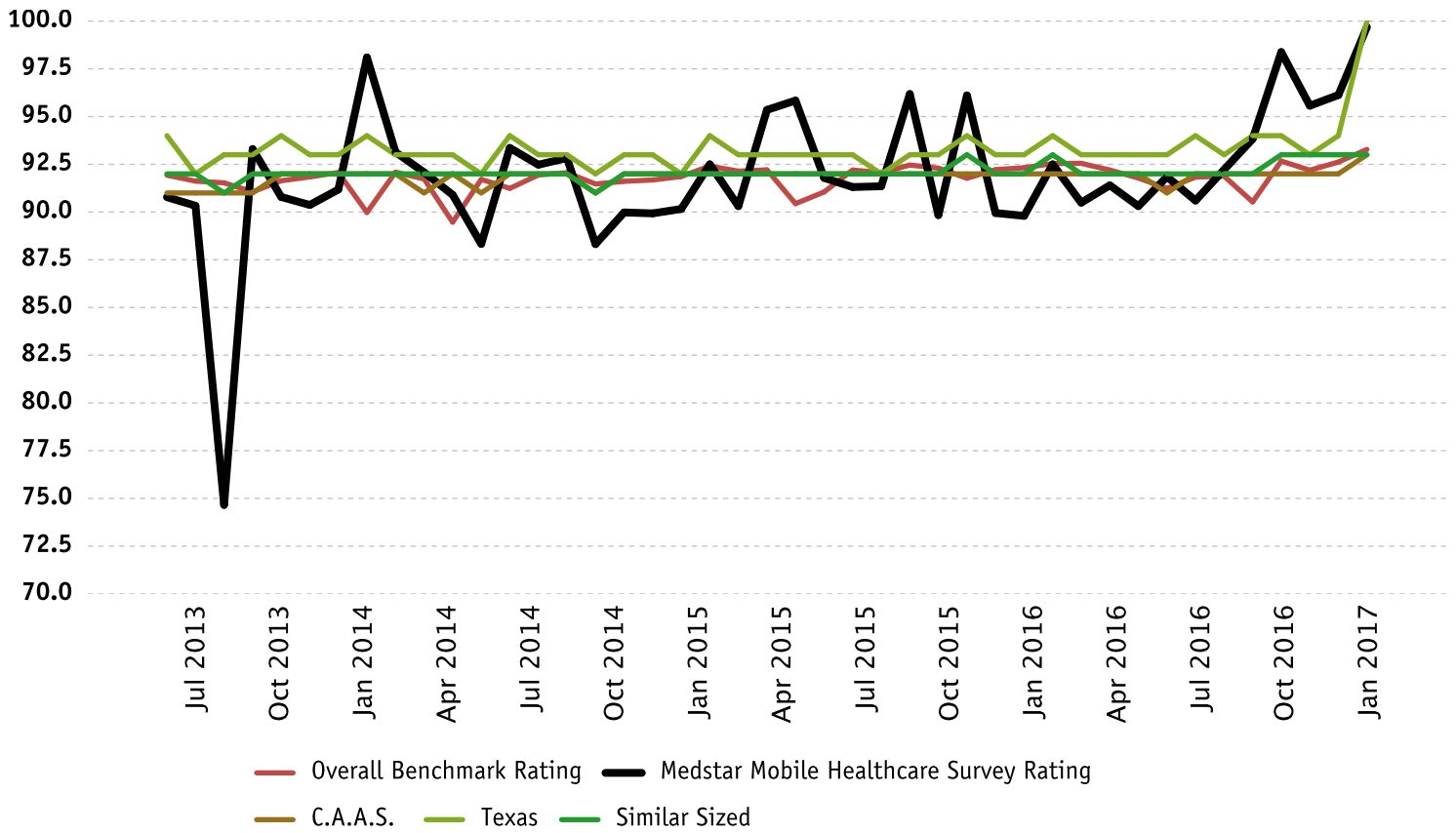
### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>96.13</b>	92.61	92.72	93.87	92.20
Helpfulness of the person you called for ambulance service	94.81	92.69	92.97	94.65	92.46
Concern shown by the person you called for ambulance service	94.79	92.72	92.97	94.82	92.53
Extent to which you were told what to do until the ambulance	95.74	91.14	91.26	93.71	90.79
Extent to which the ambulance arrived in a timely manner	95.76	91.74	92.18	93.78	91.34
Cleanliness of the ambulance	96.30	94.16	94.46	95.80	93.91
Comfort of the ride	90.55	88.21	88.81	89.69	87.71
Skill of the person driving the ambulance	97.95	93.54	94.12	95.55	93.60
Care shown by the medics who arrived with the ambulance	96.91	94.43	94.81	95.41	94.28
Degree to which the medics took your problem seriously	98.09	94.29	94.65	95.44	94.18
Degree to which the medics listened to you and/or your family	97.73	93.88	94.39	95.31	93.88
Skill of the medics	97.88	94.46	94.82	95.83	94.46
Extent to which the medics kept you informed about your	97.81	92.89	93.17	94.21	92.74
Extent to which medics included you in the treatment decisions	96.25	92.39	92.79	93.86	92.18
Degree to which the medics relieved your pain or discomfort	94.11	90.83	91.14	92.10	90.63
Medics' concern for your privacy	96.34	93.24	93.26	94.81	92.77
Extent to which medics cared for you as a person	97.18	94.25	94.69	95.42	94.12
Professionalism of the staff in our billing office	82.21	88.17	88.61	89.10	88.50
Willingness of the staff in our billing office to address your	86.45	88.10	88.55	88.98	88.39
How well did our staff work together to care for you	97.35	93.68	93.87	94.88	93.54
Extent to which our staff eased your entry into the medical	98.18	93.70	94.05	95.40	93.70
Appropriateness of Emergency Medical Transportation treatment	97.45	93.37	93.82	94.74	93.36
Extent to which the services received were worth the fees	86.87	87.66	88.49	90.22	87.39
Overall rating of the care provided by our Emergency Medical	96.93	93.56	93.99	94.74	93.38
Likelihood of recommending this ambulance service to others	95.55	92.93	93.40	94.48	92.93
<b>Number of Surveys for the period</b>	<b>125</b>				



Medstar Mobile Healthcare  
**December 1, 2016 to December 31, 2016**

**Benchmark Trending Graphic** - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





**Top Box Comparisons**

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>17</b>	<b>14</b>	<b>36</b>	<b>168</b>	<b>2024</b>	<b>89.6%</b>	<b>75.67%</b>
<b>Dispatch</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>127</b>	<b>88.81%</b>	<b>74.14%</b>
Helpfulness of the person you called for ambulance service	1	1	1	1	44	91.67%	75.71%
Concern shown by the person you called for ambulance service	0	0	3	4	41	85.42%	75.42%
Extent to which you were told what to do until the ambulance arrived	0	0	3	2	42	89.36%	71.28%
<b>Ambulance</b>	<b>2</b>	<b>1</b>	<b>15</b>	<b>44</b>	<b>373</b>	<b>85.75%</b>	<b>73.98%</b>
Extent to which the ambulance arrived in a timely manner	1	0	2	10	93	87.74%	74.43%
Cleanliness of the ambulance	0	0	3	10	95	87.96%	78.79%
Comfort of the ride	1	1	9	17	83	74.77%	65.20%
Skill of the person driving the ambulance	0	0	1	7	102	92.73%	77.50%
<b>Medic</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>74</b>	<b>953</b>	<b>91.11%</b>	<b>79.19%</b>
Care shown by the medics who arrived with the ambulance	1	1	1	6	112	92.56%	81.79%
Degree to which the medics took your problem seriously	0	0	1	7	110	93.22%	82.34%
Degree to which the medics listened to you and/or your family	0	1	1	6	113	93.39%	80.67%
Skill of the medics	0	0	2	6	110	93.22%	81.69%
Extent to which the medics kept you informed about your treatment	0	0	1	8	105	92.11%	77.57%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>17</b>	<b>14</b>	<b>36</b>	<b>168</b>	<b>2024</b>	<b>89.6%</b>	<b>75.67%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	1	1	8	102	90.27%	76.26%
Degree to which the medics relieved your pain or discomfort	2	0	2	14	92	83.64%	72.90%
Medics' concern for your privacy	1	1	0	10	104	89.66%	77.50%
Extent to which medics cared for you as a person	1	0	0	9	105	91.30%	82.02%
<b>Billing Staff Assessment</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>19</b>	<b>76.00%</b>	<b>61.39%</b>
Professionalism of the staff in our billing office	1	1	1	1	10	71.43%	60.99%
Willingness of the staff in our billing office to address your needs	1	0	1	0	9	81.82%	61.79%
<b>Overall Assessment</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>42</b>	<b>552</b>	<b>90.49%</b>	<b>77.05%</b>
How well did our staff work together to care for you	0	1	0	9	103	91.15%	79.09%
Extent to which our staff eased your entry into the medical facility	0	1	0	5	104	94.55%	79.39%
Appropriateness of Emergency Medical Transportation treatment	0	1	0	8	99	91.67%	78.32%
Extent to which the services received were worth the fees charged	4	1	2	5	41	77.36%	66.99%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	1	9	103	90.35%	79.23%
Likelihood of recommending this ambulance service to others	2	2	0	6	102	91.07%	79.27%



### Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	94.81	92.69	18.962	14.669	-4.29
Concern shown by the person you called for ambulance service	94.79	92.72	13.461	14.367	0.91
Extent to which you were told what to do until the ambulance arrived	95.74	91.14	12.964	15.978	3.01
Extent to which the ambulance arrived in a timely manner	95.76	91.74	13.441	16.382	2.94
Cleanliness of the ambulance	96.30	94.16	10.658	12.002	1.34
Comfort of the ride	90.55	88.21	18.657	19.099	0.44
Skill of the person driving the ambulance	97.95	93.54	7.636	13.188	5.55
Care shown by the medics who arrived with the ambulance	96.91	94.43	13.023	13.685	0.66
Degree to which the medics took your problem seriously	98.09	94.29	7.391	14.421	7.03
Degree to which the medics listened to you and/or your family	97.73	93.88	9.642	14.592	4.95
Skill of the medics	97.88	94.46	8.346	13.314	4.97
Extent to which the medics kept you informed about your	97.81	92.89	7.809	15.229	7.42
Extent to which medics included you in the treatment decisions (if applicable)	96.25	92.39	13.741	16.118	2.38
Degree to which the medics relieved your pain or discomfort	94.11	90.83	16.386	18.005	1.62
Medics' concern for your privacy	96.34	93.24	13.172	14.269	1.10
Extent to which medics cared for you as a person	97.18	94.25	11.234	14.401	3.17
Professionalism of the staff in our billing office	82.21	88.17	31.761	17.117	-14.64
Willingness of the staff in our billing office to address your needs	86.45	88.10	30.574	17.959	-12.62
How well did our staff work together to care for you	97.35	93.68	9.618	13.83	4.21
Extent to which our staff eased your entry into the medical facility	98.18	93.70	8.732	14.158	5.43
Appropriateness of Emergency Medical Transportation treatment	97.45	93.37	9.586	14.504	4.92
Extent to which the services received were worth the fees charged	86.87	87.66	28.752	21.436	-7.32
Overall rating of the care provided by our Emergency Medical Transportation service	96.93	93.56	10.545	14.601	4.06
Likelihood of recommending this ambulance service to others	95.55	92.93	17.005	16.70	-0.30
<b>Overall Survey Rating</b>	96.13	92.61	14.3	15.42	1.12



**Responses vs Score Histogram** — This graph shows the number of responses on the Y axis vs the average score on the X axis.

