

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

August 1, 2020 to August 31, 2020

Your Score

93.98

Number of Your Patients in this Report

125

Number of Patients in this Report

6,247

Number of Transport Services in All EMS DB

166





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **08/01/2020** and **08/31/2020**.

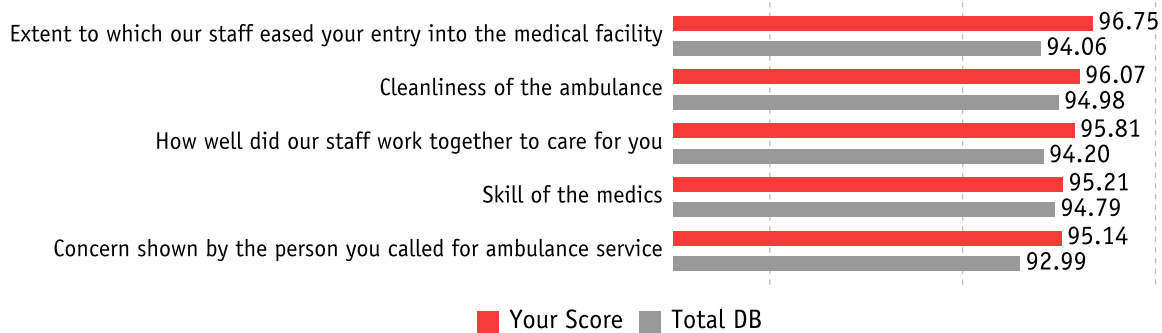
The overall mean score for the standard questions was **93.98**; this is a difference of **0.80** points from the overall EMS database score of **93.18**.

The current score of **93.98** is a change of **-1.75** points from last period's score of **95.73**. This was the **32nd** highest overall score for all companies in the database.

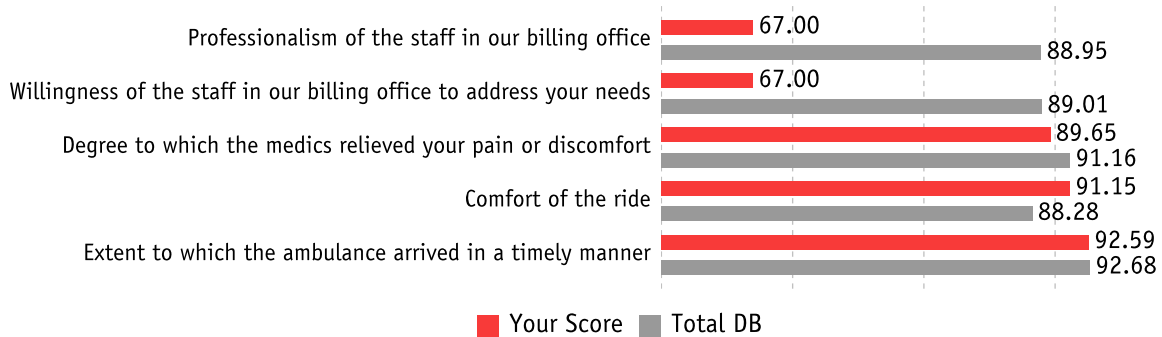
You are ranked **6th** for comparably sized companies in the system.

85.08% of responses to standard questions had a rating of Very Good, the highest rating. **97.95%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

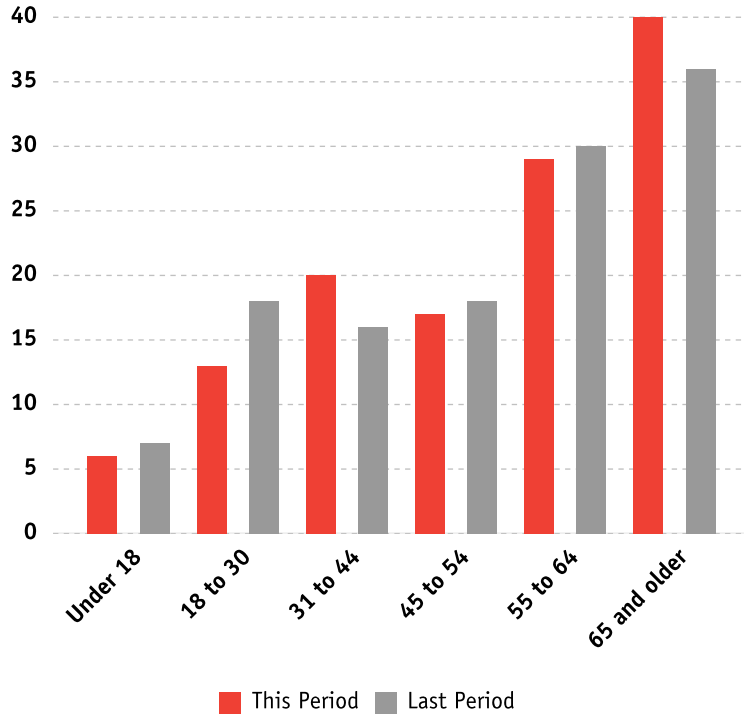




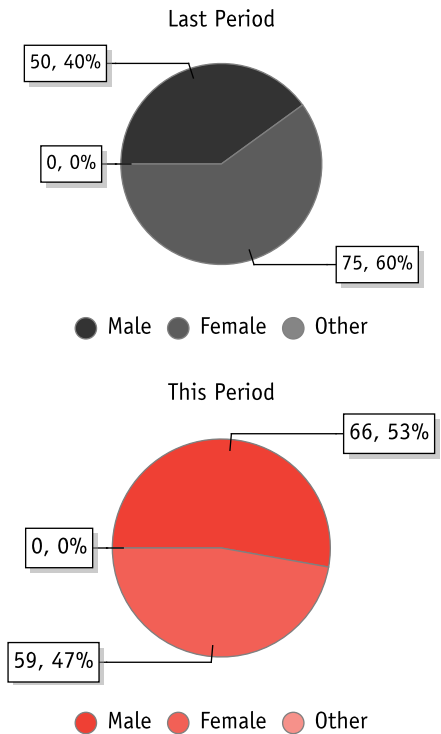
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	7	4	3	0	6	3	3	0
18 to 30	18	7	11	0	13	8	5	0
31 to 44	16	7	9	0	20	12	8	0
45 to 54	18	10	8	0	17	11	6	0
55 to 64	30	11	19	0	29	18	11	0
65 and older	36	11	25	0	40	14	26	0
Total	125	50	75	0	125	66	59	0

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference 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 report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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	97.44	-2.30	95.14	92.97
Concern shown by the person you called for ambulance service	97.44	-2.30	95.14	92.99
Extent to which you were told what to do until the ambulance arrived	97.44	-2.30	95.14	91.87

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.30	-0.71	92.59	92.68
Cleanliness of the ambulance	98.10	-2.03	96.07	94.98
Comfort of the ride	85.93	5.22	91.15	88.28
Skill of the person driving the ambulance	95.57	-1.64	93.93	94.23

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	97.40	-2.39	95.01	94.61
Degree to which the medics took your problem seriously	96.20	-1.79	94.41	94.46
Degree to which the medics listened to you and/or your family	95.73	-1.97	93.76	94.24
Skill of the medics	97.58	-2.37	95.21	94.79
Extent to which the medics kept you informed about your treatment	95.25	-1.90	93.35	93.00
Extent to which medics included you in the treatment decisions (if applicable)	95.04	-0.91	94.13	93.01
Degree to which the medics relieved your pain or discomfort	86.69	2.96	89.65	91.16
Medics' concern for your privacy	97.36	-2.76	94.60	93.90
Extent to which medics cared for you as a person	96.75	-1.70	95.05	94.82

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office		-	67.00	88.95
Willingness of the staff in our billing office to address your needs		-	67.00	89.01



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.31	-2.50	95.81	94.20
Extent to which our staff eased your entry into the medical facility	98.82	-2.07	96.75	94.06
Appropriateness of Emergency Medical Transportation treatment	96.93	-2.63	94.30	93.84
Extent to which the services received were worth the fees charged	100.00	-7.18	92.82	89.38
Overall rating of the care provided by our Emergency Medical Transportation	97.29	-4.50	92.79	94.12
Likelihood of recommending this ambulance service to others	96.67	-3.12	93.55	93.84



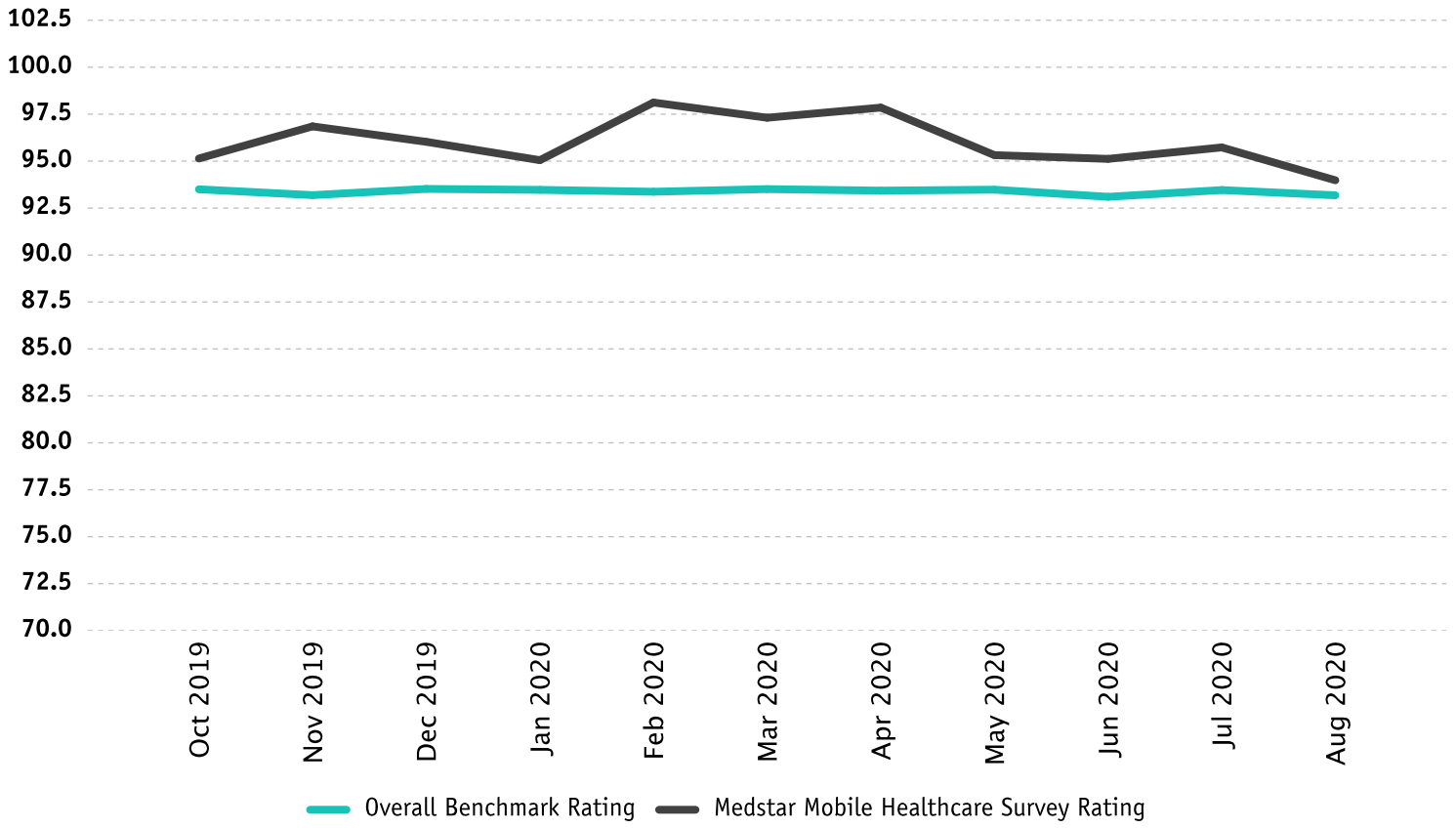
Monthly Breakdown

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.

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Helpfulness of the person you called for ambulance service	100.00	100.00	98.65	97.73	99.31	99.11	97.86	98.86	95.59	95.97	97.44	95.14
Concern shown by the person you called for ambulance service	100.00	100.00	98.65	97.73	99.31	99.07	96.53	98.86	95.59	95.97	97.44	95.14
Extent to which you were told what to do until the ambulance arrived	100.00	98.21	98.65	96.77	99.26	99.04	97.79	98.86	95.10	95.97	97.44	95.14
Extent to which the ambulance arrived in a timely manner	96.78	92.20	94.33	93.44	96.19	98.49	98.13	98.19	94.11	95.34	93.30	92.59
Cleanliness of the ambulance	99.12	98.21	99.34	98.06	97.92	99.29	98.88	99.52	98.36	97.94	98.10	96.07
Comfort of the ride	95.43	85.13	90.42	87.27	85.81	92.87	94.59	92.88	89.15	85.29	85.93	91.15
Skill of the person driving the ambulance	97.45	94.80	98.45	96.57	95.44	99.51	97.28	97.52	95.29	94.38	95.57	93.93
Care shown by the medics who arrived with the ambulance	98.00	95.56	98.00	96.61	95.21	98.99	98.40	98.79	95.98	96.77	97.40	95.01
Degree to which the medics took your problem seriously	95.36	95.57	97.40	97.01	95.57	98.39	98.20	99.60	97.19	96.40	96.20	94.41
Degree to which the medics listened to you and/or your family	95.25	95.26	97.20	96.57	94.22	97.78	97.78	98.79	96.98	95.49	95.73	93.76
Skill of the medics	96.93	95.53	97.37	97.18	95.54	98.37	97.78	98.60	96.61	97.00	97.58	95.21
Extent to which the medics kept you informed about your treatment	96.90	94.27	97.58	96.47	94.34	98.55	97.13	96.77	96.35	95.17	95.25	93.35
Extent to which medics included you in the treatment decisions (if	97.45	94.50	97.03	96.70	94.65	96.09	96.74	97.35	95.69	92.82	95.04	94.13
Degree to which the medics relieved your pain or discomfort	94.37	88.30	94.06	93.10	90.08	94.48	93.20	95.15	89.34	83.90	86.69	89.65
Medics' concern for your privacy	98.57	98.10	98.53	97.54	95.67	98.84	98.48	97.82	96.44	95.75	97.36	94.60
Extent to which medics cared for you as a person	96.57	96.70	98.14	97.76	95.88	99.17	97.78	98.33	96.52	96.98	96.75	95.05
Professionalism of the staff in our billing office	75.00		62.50	100.00	100.00	100.00	83.44	100.00	81.25	100.00		67.00
Willingness of the staff in our billing office to address your needs	75.00		50.50	100.00	100.00	100.00	83.44	100.00	81.25	100.00		67.00
How well did our staff work together to care for you	98.71	97.86	97.44	96.72	96.59	99.13	98.36	97.92	96.35	97.41	98.31	95.81
Extent to which our staff eased your entry into the medical facility	98.65	99.10	98.84	97.41	96.16	99.33	98.26	99.11	97.28	98.08	98.82	96.75
Appropriateness of Emergency Medical Transportation treatment	96.12	95.39	96.23	96.46	95.39	98.92	98.14	97.69	95.63	96.52	96.93	94.30
Extent to which the services received were worth the fees charged	83.33	67.00	88.89	82.14	65.75	94.44	86.17	75.25	50.13	50.00	100.00	92.82
Overall rating of the care provided by our Emergency Medical Transportation	96.90	95.87	95.97	96.11	95.01	97.67	97.52	97.71	95.26	96.55	97.29	92.79
Likelihood of recommending this ambulance service to others	97.41	94.84	96.08	95.56	96.44	98.48	97.71	98.11	95.50	96.55	96.67	93.55
Your Master Score	97.12	95.14	96.85	96.03	95.05	98.12	97.31	97.85	95.32	95.12	95.73	93.98
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





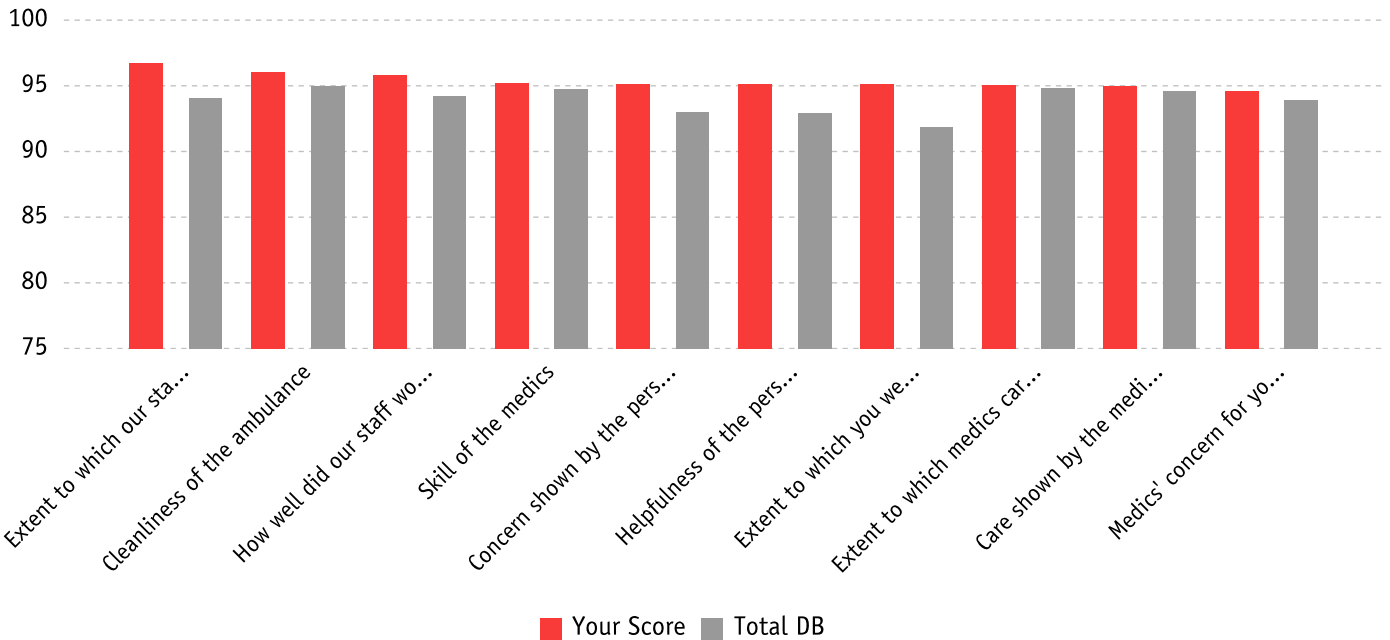
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Comfort of the ride	85.93	91.15	5.21	88.28
Degree to which the medics relieved your pain or discomfort	86.69	89.65	2.96	91.16
Decreases				
Extent to which the services received were worth the fees charged	100.00	92.82	-7.18	89.38
Overall rating of the care provided by our Emergency Medical Transportation service	97.29	92.79	-4.51	94.12
Likelihood of recommending this ambulance service to others	96.67	93.55	-3.11	93.84
Medics' concern for your privacy	97.36	94.60	-2.75	93.90
Appropriateness of Emergency Medical Transportation treatment	96.93	94.30	-2.63	93.84
How well did our staff work together to care for you	98.31	95.81	-2.50	94.20
Care shown by the medics who arrived with the ambulance	97.40	95.01	-2.39	94.61
Skill of the medics	97.58	95.21	-2.37	94.79
Concern shown by the person you called for ambulance service	97.44	95.14	-2.30	92.99
Helpfulness of the person you called for ambulance service	97.44	95.14	-2.30	92.97



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which our staff eased your entry into the medical facility	96.75	2.69	94.06
Cleanliness of the ambulance	96.07	1.09	94.98
How well did our staff work together to care for you	95.81	1.61	94.20
Skill of the medics	95.21	0.42	94.79
Concern shown by the person you called for ambulance service	95.14	2.15	92.99
Helpfulness of the person you called for ambulance service	95.14	2.17	92.97
Extent to which you were told what to do until the ambulance arrived	95.14	3.27	91.87
Extent to which medics cared for you as a person	95.05	0.23	94.82
Care shown by the medics who arrived with the ambulance	95.01	0.40	94.61
Medics' concern for your privacy	94.60	0.71	93.90





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
Professionalism of the staff in our billing office	67.00	1.0000000
Willingness of the staff in our billing office to address your needs	67.00	1.0000000
Skill of the medics	95.21	.958431242
Extent to which medics included you in the treatment decisions (if applicable)	94.13	.955780943
Extent to which medics cared for you as a person	95.05	.951621078
Care shown by the medics who arrived with the ambulance	95.01	.944206351
Helpfulness of the person you called for ambulance service	95.14	.943105868
Extent to which you were told what to do until the ambulance arrived	95.14	.943105868
Concern shown by the person you called for ambulance service	95.14	.943105868
Medics' concern for your privacy	94.60	.914247338
How well did our staff work together to care for you	95.81	.902549721
Appropriateness of Emergency Medical Transportation treatment	94.30	.894705343
Degree to which the medics listened to you and/or your family	93.76	.879938627
Degree to which the medics took your problem seriously	94.41	.867438342
Extent to which the medics kept you informed about your treatment	93.35	.84909178
Extent to which the services received were worth the fees charged	92.82	.836192656
Skill of the person driving the ambulance	93.93	.827081022
Extent to which our staff eased your entry into the medical facility	96.75	.817744102
Cleanliness of the ambulance	96.07	.81476434
Extent to which the ambulance arrived in a timely manner	92.59	.746003219
Degree to which the medics relieved your pain or discomfort	89.65	.725879364
Comfort of the ride	91.15	.704054441



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	95.14	92.57	91.92	92.75	93.27	93.10	93.88
Concern shown by the person you called for ambulance service	95.14	91.67	92.30	95.83	91.69	93.07	94.12
Extent to which you were told what to do until the ambulance	95.14	90.91	91.60	93.18	91.69	93.29	92.18
Extent to which the ambulance arrived in a timely manner	92.59	93.39	89.65	92.50	91.67	92.11	93.22
Cleanliness of the ambulance	96.07	94.42	93.96	95.69	96.43	94.09	94.50
Comfort of the ride	91.15	90.56	85.58	91.67	89.06	86.98	88.75
Skill of the person driving the ambulance	93.93	94.52	93.25	93.97	95.21	92.74	93.72
Care shown by the medics who arrived with the ambulance	95.01	94.56	93.19	97.32	93.06	94.62	93.88
Degree to which the medics took your problem seriously	94.41	94.42	93.44	99.14	92.59	94.62	94.47
Degree to which the medics listened to you and/or your family	93.76	93.93	92.96	98.21	92.45	94.57	93.84
Skill of the medics	95.21	95.83	93.50	97.41	92.92	95.60	94.81
Extent to which the medics kept you informed about your	93.35	92.70	91.48	96.30	87.07	93.26	93.53
Extent to which medics included you in the treatment decisions (if	94.13	92.90	92.41	96.74	92.22	92.63	94.15
Degree to which the medics relieved your pain or discomfort	89.65	91.34	90.17	94.00	89.94	88.87	92.74
Medics' concern for your privacy	94.60	93.97	93.14	95.54	91.52	94.72	94.19
Extent to which medics cared for you as a person	95.05	94.45	93.89	96.55	92.33	95.38	94.36
Professionalism of the staff in our billing office	67.00	88.27	88.72	93.18	91.70	91.20	93.04
Willingness of the staff in our billing office to address your needs	67.00	88.51	88.29	93.18	90.78	90.09	91.36
How well did our staff work together to care for you	95.81	93.42	93.38	96.30	93.75	94.60	93.71
Extent to which our staff eased your entry into the medical facility	96.75	93.55	92.96	93.75	94.61	94.25	93.71
Appropriateness of Emergency Medical Transportation treatment	94.30	93.91	92.79	97.32	94.12	94.25	92.86
Extent to which the services received were worth the fees charged	92.82	89.35	88.08	91.30	95.00	91.56	89.56
Overall rating of the care provided by our Emergency Medical	92.79	93.84	92.37	95.69	94.12	94.23	93.50
Likelihood of recommending this ambulance service to others	93.55	93.21	92.42	96.55	93.29	95.45	93.16
Overall score	93.98	92.98	91.89	95.32	92.55	93.24	93.29
National Rank	32	44	64	22	55	41	39
Comparable Size (Large) Company Rank	6	11	18	2	15	9	8



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	95.14	92.97	93.11	94.27	93.06	94.72
Concern shown by the person you called for ambulance service	95.14	92.99	93.16	94.41	93.01	94.41
Extent to which you were told what to do until the ambulance	95.14	91.87	92.11	93.59	91.92	94.21
Extent to which the ambulance arrived in a timely manner	92.59	92.68	92.60	93.34	92.82	94.11
Cleanliness of the ambulance	96.07	94.98	95.01	95.65	94.99	96.14
Comfort of the ride	91.15	88.28	88.65	90.38	88.19	90.22
Skill of the person driving the ambulance	93.93	94.23	94.21	94.71	94.21	95.10
Care shown by the medics who arrived with the ambulance	95.01	94.61	94.69	94.96	94.75	95.59
Degree to which the medics took your problem seriously	94.41	94.46	94.50	94.72	94.67	95.33
Degree to which the medics listened to you and/or your family	93.76	94.24	94.14	94.54	94.38	95.08
Skill of the medics	95.21	94.79	94.83	95.47	94.83	95.39
Extent to which the medics kept you informed about your	93.35	93.00	92.97	93.50	93.35	94.49
Extent to which medics included you in the treatment decisions	94.13	93.01	93.40	93.61	93.42	94.52
Degree to which the medics relieved your pain or discomfort	89.65	91.16	91.54	91.04	91.49	91.96
Medics' concern for your privacy	94.60	93.90	94.11	94.69	94.14	95.08
Extent to which medics cared for you as a person	95.05	94.82	94.72	94.95	95.05	95.83
Professionalism of the staff in our billing office	67.00	88.95	89.52	90.55	89.25	89.44
Willingness of the staff in our billing office to address your	67.00	89.01	89.58	90.63	89.34	89.31
How well did our staff work together to care for you	95.81	94.20	94.10	94.88	94.30	95.43
Extent to which our staff eased your entry into the medical	96.75	94.06	94.29	95.23	94.19	95.12
Appropriateness of Emergency Medical Transportation treatment	94.30	93.84	94.03	94.41	93.95	94.63
Extent to which the services received were worth the fees	92.82	89.38	90.09	91.27	89.68	89.63
Overall rating of the care provided by our Emergency Medical	92.79	94.12	94.07	94.48	94.26	95.17
Likelihood of recommending this ambulance service to others	93.55	93.84	93.75	94.90	94.02	94.96
Number of Surveys for the period	125					
Overall Score	93.98	92.89	93.05	93.76	93.05	93.99



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
Overall Facility Rating	93.34	92.18
Dispatch	93.21	91.98
Helpfulness of the person you called for ambulance service	93.44	92.63
Concern shown by the person you called for ambulance service	93.42	92.40
Extent to which you were told what to do until the ambulance	92.78	90.91
Ambulance	93.28	91.72
Extent to which the ambulance arrived in a timely manner	93.85	92.04
Cleanliness of the ambulance	96.22	94.27
Comfort of the ride	88.60	87.39
Skill of the person driving the ambulance	94.47	93.18
Medic	94.25	93.16
Care shown by the medics who arrived with the ambulance	95.05	94.17
Degree to which the medics took your problem seriously	95.05	94.09
Degree to which the medics listened to you and/or your family	94.71	93.79
Skill of the medics	95.31	94.19
Extent to which the medics kept you informed about your treatment	93.85	92.37
Extent to which medics included you in the treatment decisions (if	93.46	92.15
Degree to which the medics relieved your pain or discomfort	90.40	90.46
Medics' concern for your privacy	95.20	93.15
Extent to which medics cared for you as a person	95.25	94.06
Billing Staff Assessment	87.64	88.58



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.34	92.18
Billing Staff Assessment	87.64	88.58
Professionalism of the staff in our billing office	87.62	88.53
Willingness of the staff in our billing office to address your needs	87.65	88.62
Overall Assessment	93.98	92.31
How well did our staff work together to care for you	95.34	93.30
Extent to which our staff eased your entry into the medical facility	95.46	93.47
Appropriateness of Emergency Medical Transportation treatment	94.88	93.22
Extent to which the services received were worth the fees charged	88.39	87.52
Overall rating of the care provided by our Emergency Medical	94.88	93.37
Likelihood of recommending this ambulance service to others	94.92	92.99



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
Overall Company Rating	26	21	91	204	1950	85.08%	77.41%
Dispatch	0	0	9	3	96	88.89%	76.03%
Helpfulness of the person you called for ambulance service	0	0	3	1	32	88.89%	77.01%
Concern shown by the person you called for ambulance service	0	0	3	1	32	88.89%	76.66%
Extent to which you were told what to do until the ambulance arrived	0	0	3	1	32	88.89%	74.41%
Ambulance	4	3	18	56	362	81.72%	76.03%
Extent to which the ambulance arrived in a timely manner	1	1	7	14	95	80.51%	76.07%
Cleanliness of the ambulance	1	0	1	11	95	87.96%	81.64%
Comfort of the ride	1	2	6	17	84	76.36%	66.47%
Skill of the person driving the ambulance	1	0	4	14	88	82.24%	79.93%
Medic	11	14	45	85	925	85.65%	80.64%
Care shown by the medics who arrived with the ambulance	1	1	4	10	109	87.20%	82.65%
Degree to which the medics took your problem seriously	1	2	5	8	109	87.20%	83.00%
Degree to which the medics listened to you and/or your family	1	3	5	8	107	86.29%	82.08%
Skill of the medics	1	0	5	10	109	87.20%	82.68%
Extent to which the medics kept you informed about your treatment	1	1	6	14	102	82.26%	78.25%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	26	21	91	204	1950	85.08%	77.41%
Extent to which medics included you in the treatment decisions (if applicable)	1	1	6	9	102	85.71%	79.09%
Degree to which the medics relieved your pain or discomfort	3	3	8	7	85	80.19%	74.68%
Medics' concern for your privacy	1	2	3	8	97	87.39%	79.59%
Extent to which medics cared for you as a person	1	1	3	11	105	86.78%	83.76%
Billing Staff Assessment	2	0	0	0	4	66.67%	64.41%
Professionalism of the staff in our billing office	1	0	0	0	2	66.67%	63.94%
Willingness of the staff in our billing office to address your needs	1	0	0	0	2	66.67%	64.89%
Overall Assessment	9	4	19	60	563	85.95%	78.53%
How well did our staff work together to care for you	1	1	2	9	106	89.08%	80.55%
Extent to which our staff eased your entry into the medical facility	1	1	1	6	106	92.17%	79.92%
Appropriateness of Emergency Medical Transportation treatment	2	1	2	12	101	85.59%	79.45%
Extent to which the services received were worth the fees charged	1	0	5	5	55	83.33%	69.62%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	6	15	98	80.99%	80.82%
Likelihood of recommending this ambulance service to others	2	1	3	13	97	83.62%	80.81%