

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



1515 Center Street

Lansing, Mi 48096

1 (517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

October 1, 2020 to December 31, 2020

Your Score

97.11

Number of Your Patients in this Report

375

Number of Patients in this Report

18,721

Number of Transport Services in All EMS DB

168





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2020** and **12/31/2020**.

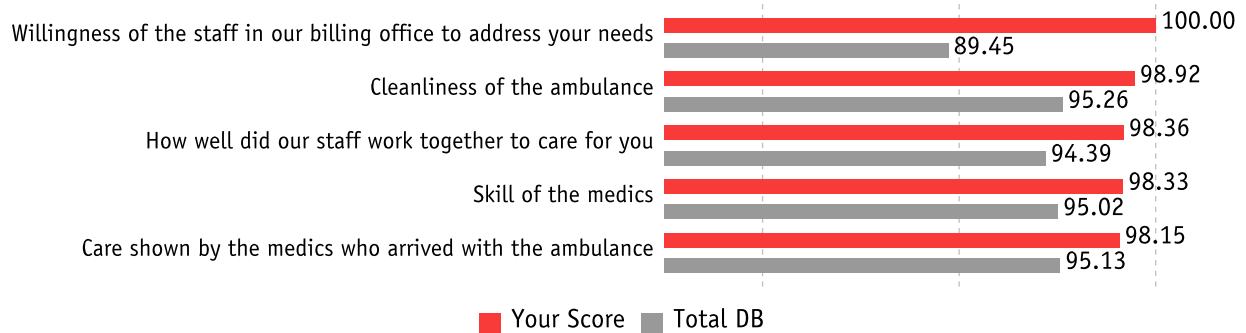
The overall mean score for the standard questions was **97.11**; this is a difference of **3.63** points from the overall EMS database score of **93.48**.

The current score of **97.11** is a change of **1.44** points from last period's score of **95.67**. This was the **6th** highest overall score for all companies in the database.

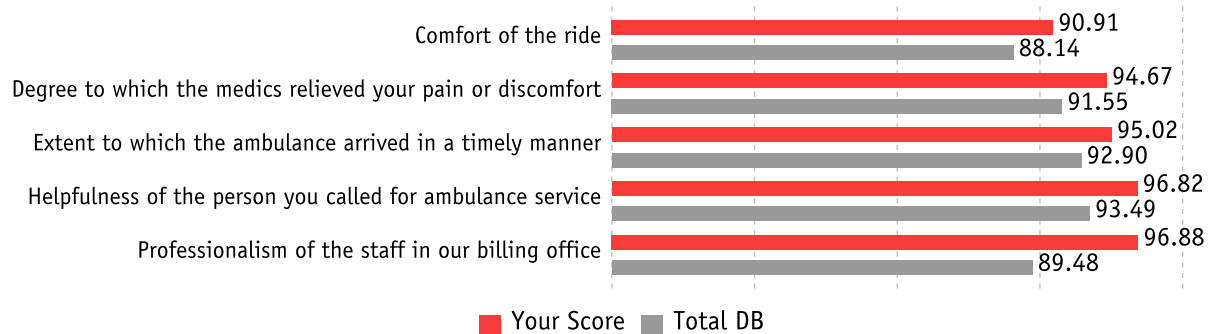
You are ranked **1st** for comparably sized companies in the system.

91.27% of responses to standard questions had a rating of Very Good, the highest rating. **99.43%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

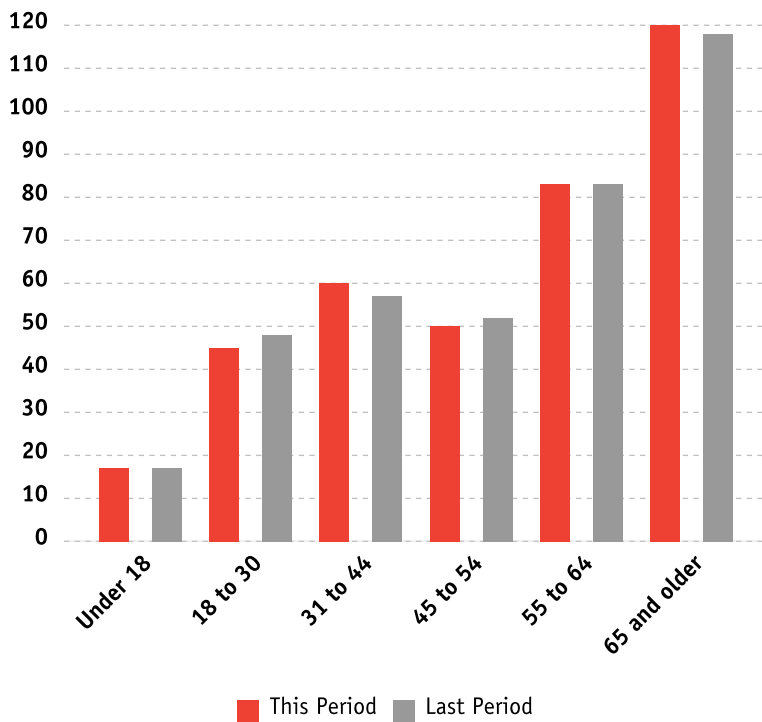




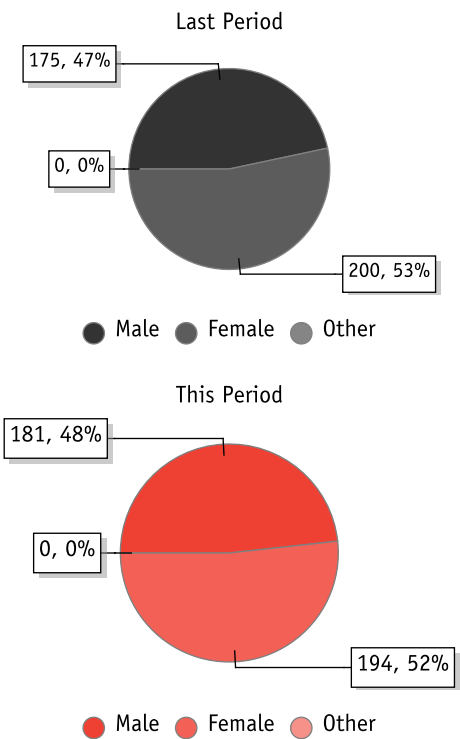
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	17	9	8	0	17	11	6	0
18 to 30	48	25	23	0	45	19	26	0
31 to 44	57	31	26	0	60	26	34	0
45 to 54	52	28	24	0	50	25	25	0
55 to 64	83	36	47	0	83	41	42	0
65 and older	118	46	72	0	120	59	61	0
Total	375	175	200	0	375	181	194	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



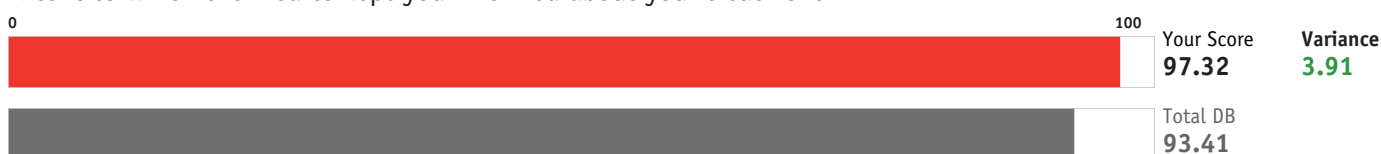
Degree to which the medics listened to you and/or your family



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



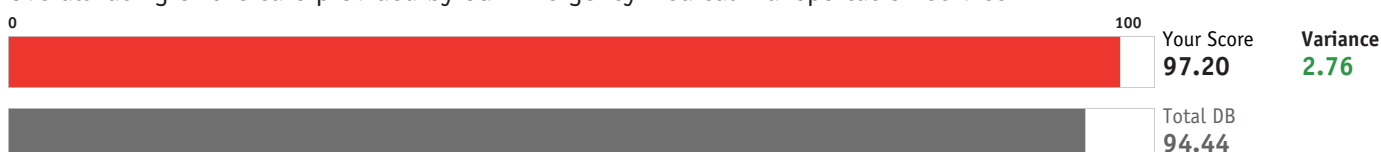
Appropriateness of Emergency Medical Transportation treatment



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	97.17	-0.35	96.82	93.49
Concern shown by the person you called for ambulance service	97.12	-0.01	97.11	93.26
Extent to which you were told what to do until the ambulance arrived	96.82	1.11	97.93	92.08

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.17	1.85	95.02	92.90
Cleanliness of the ambulance	97.78	1.14	98.92	95.26
Comfort of the ride	90.01	0.90	90.91	88.14
Skill of the person driving the ambulance	95.66	2.10	97.76	94.39

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.66	1.49	98.15	95.13
Degree to which the medics took your problem seriously	95.98	1.07	97.05	95.00
Degree to which the medics listened to you and/or your family	95.59	1.63	97.22	94.64
Skill of the medics	96.94	1.39	98.33	95.02
Extent to which the medics kept you informed about your treatment	95.09	2.23	97.32	93.41
Extent to which medics included you in the treatment decisions (if applicable)	95.44	1.72	97.16	93.34
Degree to which the medics relieved your pain or discomfort	90.43	4.24	94.67	91.55
Medics' concern for your privacy	96.71	1.04	97.75	94.20
Extent to which medics cared for you as a person	96.35	1.47	97.82	95.04

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	89.36	7.52	96.88	89.48
Willingness of the staff in our billing office to address your needs	91.00	9.00	100.00	89.45



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.71	0.65	98.36	94.39
Extent to which our staff eased your entry into the medical facility	97.96	0.18	98.14	94.37
Appropriateness of Emergency Medical Transportation treatment	96.39	1.39	97.78	94.23
Extent to which the services received were worth the fees charged	95.06	1.82	96.88	89.59
Overall rating of the care provided by our Emergency Medical Transportation	96.22	0.98	97.20	94.44
Likelihood of recommending this ambulance service to others	95.90	1.68	97.58	93.98



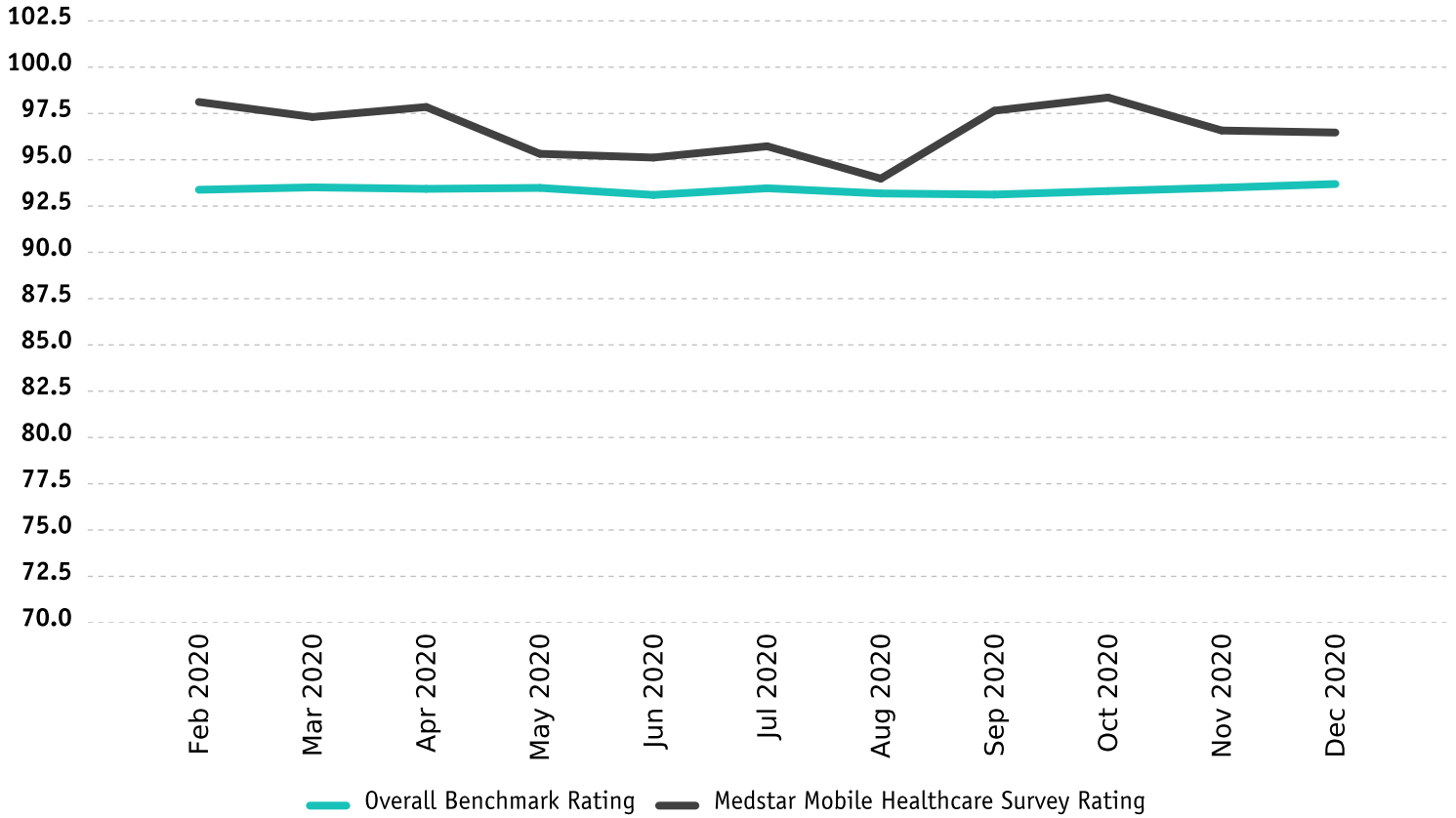
Monthly Breakdown

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.

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Helpfulness of the person you called for ambulance service	99.31	99.11	97.86	98.86	95.59	95.97	97.44	95.14	98.75	99.59	96.69	93.18
Concern shown by the person you called for ambulance service	99.31	99.07	96.53	98.86	95.59	95.97	97.44	95.14	98.68	100.00	96.32	94.32
Extent to which you were told what to do until the ambulance arrived	99.26	99.04	97.79	98.86	95.10	95.97	97.44	95.14	97.86	99.58	98.13	95.24
Extent to which the ambulance arrived in a timely manner	96.19	98.49	98.13	98.19	94.11	95.34	93.30	92.59	93.69	96.71	96.77	91.81
Cleanliness of the ambulance	97.92	99.29	98.88	99.52	98.36	97.94	98.10	96.07	99.46	99.50	99.08	98.25
Comfort of the ride	85.81	92.87	94.59	92.88	89.15	85.29	85.93	91.15	93.61	92.79	91.59	88.60
Skill of the person driving the ambulance	95.44	99.51	97.28	97.52	95.29	94.38	95.57	93.93	97.94	97.98	97.79	97.52
Care shown by the medics who arrived with the ambulance	95.21	98.99	98.40	98.79	95.98	96.77	97.40	95.01	97.63	99.36	97.18	97.98
Degree to which the medics took your problem seriously	95.57	98.39	98.20	99.60	97.19	96.40	96.20	94.41	97.50	98.06	96.17	97.00
Degree to which the medics listened to you and/or your family	94.22	97.78	97.78	98.79	96.98	95.49	95.73	93.76	97.60	98.68	95.53	97.56
Skill of the medics	95.54	98.37	97.78	98.60	96.61	97.00	97.58	95.21	98.28	99.55	97.38	98.20
Extent to which the medics kept you informed about your treatment	94.34	98.55	97.13	96.77	96.35	95.17	95.25	93.35	97.14	98.11	97.00	96.95
Extent to which medics included you in the treatment decisions (if	94.65	96.09	96.74	97.35	95.69	92.82	95.04	94.13	98.26	98.28	94.95	98.58
Degree to which the medics relieved your pain or discomfort	90.08	94.48	93.20	95.15	89.34	83.90	86.69	89.65	95.49	97.53	93.43	93.11
Medics' concern for your privacy	95.67	98.84	98.48	97.82	96.44	95.75	97.36	94.60	98.44	98.32	97.34	97.69
Extent to which medics cared for you as a person	95.88	99.17	97.78	98.33	96.52	96.98	96.75	95.05	97.39	98.84	97.00	97.75
Professionalism of the staff in our billing office	100.00	100.00	83.44	100.00	81.25	100.00		67.00	95.45	96.88		
Willingness of the staff in our billing office to address your needs	100.00	100.00	83.44	100.00	81.25	100.00		67.00	100.00	100.00	100.00	
How well did our staff work together to care for you	96.59	99.13	98.36	97.92	96.35	97.41	98.31	95.81	99.11	98.75	97.76	98.59
Extent to which our staff eased your entry into the medical facility	96.16	99.33	98.26	99.11	97.28	98.08	98.82	96.75	98.45	99.11	97.50	97.86
Appropriateness of Emergency Medical Transportation treatment	95.39	98.92	98.14	97.69	95.63	96.52	96.93	94.30	98.55	98.71	96.95	97.73
Extent to which the services received were worth the fees charged	65.75	94.44	86.17	75.25	50.13	50.00	100.00	92.82	98.68	100.00	97.08	90.32
Overall rating of the care provided by our Emergency Medical Transportation	95.01	97.67	97.52	97.71	95.26	96.55	97.29	92.79	98.71	97.71	96.75	97.15
Likelihood of recommending this ambulance service to others	96.44	98.48	97.71	98.11	95.50	96.55	96.67	93.55	98.79	98.44	96.88	97.59
Your Master Score	95.05	98.12	97.31	97.85	95.32	95.12	95.73	93.98	97.65	98.36	96.58	96.47
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





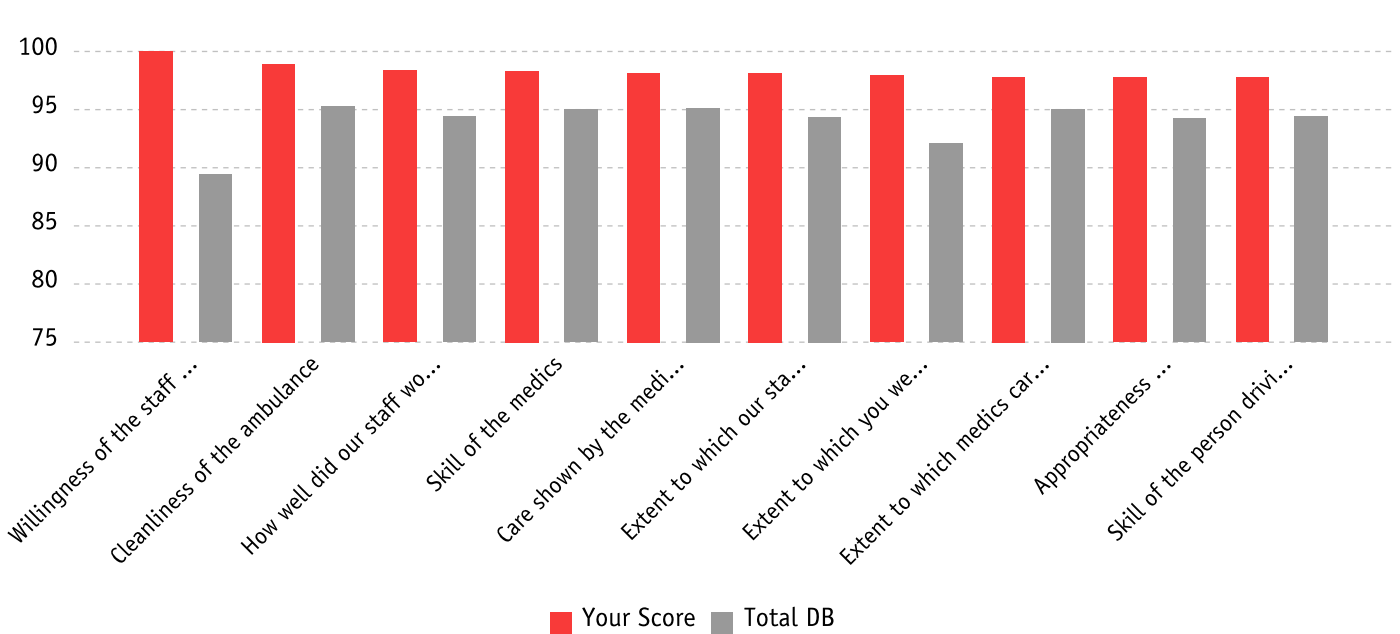
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Willingness of the staff in our billing office to address your needs	91.00	100.00	9.00	89.45
Professionalism of the staff in our billing office	89.36	96.88	7.52	89.48
Degree to which the medics relieved your pain or discomfort	90.43	94.67	4.24	91.55
Extent to which the medics kept you informed about your treatment	95.09	97.32	2.23	93.41
Skill of the person driving the ambulance	95.66	97.76	2.09	94.39
Extent to which the ambulance arrived in a timely manner	93.17	95.02	1.84	92.90
Extent to which the services received were worth the fees charged	95.06	96.88	1.82	89.59
Extent to which medics included you in the treatment decisions (if applicable)	95.44	97.16	1.71	93.34
Likelihood of recommending this ambulance service to others	95.90	97.58	1.68	93.98
Degree to which the medics listened to you and/or your family	95.59	97.22	1.64	94.64
Decreases				
Helpfulness of the person you called for ambulance service	97.17	96.82	-0.35	93.49
Concern shown by the person you called for ambulance service	97.12	97.11	-0.01	93.26



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Willingness of the staff in our billing office to address your needs	100.00	10.55	89.45
Cleanliness of the ambulance	98.92	3.66	95.26
How well did our staff work together to care for you	98.36	3.98	94.39
Skill of the medics	98.33	3.31	95.02
Care shown by the medics who arrived with the ambulance	98.15	3.02	95.13
Extent to which our staff eased your entry into the medical facility	98.14	3.76	94.37
Extent to which you were told what to do until the ambulance arrived	97.93	5.85	92.08
Extent to which medics cared for you as a person	97.82	2.77	95.04
Appropriateness of Emergency Medical Transportation treatment	97.78	3.55	94.23
Skill of the person driving the ambulance	97.76	3.37	94.39





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	96.88	1.0000000
Degree to which the medics took your problem seriously	97.05	.85284069
Extent to which medics cared for you as a person	97.82	.847787469
Care shown by the medics who arrived with the ambulance	98.15	.834213896
Appropriateness of Emergency Medical Transportation treatment	97.78	.825560021
Extent to which the medics kept you informed about your treatment	97.32	.824557389
Degree to which the medics listened to you and/or your family	97.22	.807638435
Extent to which medics included you in the treatment decisions (if applicable)	97.16	.806023445
Degree to which the medics relieved your pain or discomfort	94.67	.772386995
How well did our staff work together to care for you	98.36	.768304915
Extent to which our staff eased your entry into the medical facility	98.14	.757060427
Medics' concern for your privacy	97.75	.738998195
Skill of the medics	98.33	.737884388
Concern shown by the person you called for ambulance service	97.11	.699607098
Extent to which you were told what to do until the ambulance arrived	97.93	.647002671
Cleanliness of the ambulance	98.92	.646809262
Extent to which the ambulance arrived in a timely manner	95.02	.634659755
Helpfulness of the person you called for ambulance service	96.82	.61759081
Comfort of the ride	90.91	.614096403
Skill of the person driving the ambulance	97.76	.603226255
Extent to which the services received were worth the fees charged	96.88	.556908507



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	96.82	92.14	92.72	93.31	93.46	90.29	94.54
Concern shown by the person you called for ambulance service	97.11	91.97	92.65	92.50	93.31	91.22	94.76
Extent to which you were told what to do until the ambulance	97.93	90.09	91.86	91.06	91.18	91.02	92.84
Extent to which the ambulance arrived in a timely manner	95.02	92.90	91.21	92.61	91.67	89.66	93.55
Cleanliness of the ambulance	98.92	94.24	94.55	94.90	94.58	94.23	95.80
Comfort of the ride	90.91	88.60	85.39	88.13	88.89	87.63	90.14
Skill of the person driving the ambulance	97.76	93.58	93.81	94.22	94.19	93.67	95.23
Care shown by the medics who arrived with the ambulance	98.15	93.41	94.90	94.94	94.18	93.52	95.65
Degree to which the medics took your problem seriously	97.05	93.21	94.65	94.79	94.91	93.32	95.63
Degree to which the medics listened to you and/or your family	97.22	92.11	94.37	94.35	94.95	93.36	95.23
Skill of the medics	98.33	93.41	94.63	94.23	93.73	94.02	95.59
Extent to which the medics kept you informed about your	97.32	90.23	92.69	92.76	93.48	91.17	93.78
Extent to which medics included you in the treatment decisions (if	97.16	90.44	93.08	91.93	93.96	91.72	93.82
Degree to which the medics relieved your pain or discomfort	94.67	88.89	90.89	91.23	92.55	88.77	92.35
Medics' concern for your privacy	97.75	91.50	93.67	93.64	94.42	93.06	94.34
Extent to which medics cared for you as a person	97.82	93.05	94.79	94.97	94.98	93.00	95.38
Professionalism of the staff in our billing office	96.88	84.71	89.68	90.35	92.09	89.50	91.24
Willingness of the staff in our billing office to address your needs	100.00	84.92	89.20	90.20	92.76	88.64	91.12
How well did our staff work together to care for you	98.36	92.00	93.41	94.05	95.02	92.11	94.90
Extent to which our staff eased your entry into the medical facility	98.14	92.56	94.65	93.92	94.80	92.67	95.27
Appropriateness of Emergency Medical Transportation treatment	97.78	93.03	93.99	94.10	95.10	92.59	95.19
Extent to which the services received were worth the fees charged	96.88	85.97	88.96	89.82	92.19	88.55	89.88
Overall rating of the care provided by our Emergency Medical	97.20	92.59	94.19	94.10	94.88	92.44	95.93
Likelihood of recommending this ambulance service to others	97.58	90.73	93.66	93.65	95.34	92.01	94.58
Overall score	97.11	91.42	92.83	93.10	93.66	91.70	94.22
National Rank	6	69	57	51	41	67	34
Comparable Size (Large) Company Rank	1	18	14	11	6	17	4



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	96.82	93.49	93.49	93.93	93.50	94.90
Concern shown by the person you called for ambulance service	97.11	93.26	93.31	93.78	93.22	94.38
Extent to which you were told what to do until the ambulance	97.93	92.08	92.04	93.24	92.24	94.12
Extent to which the ambulance arrived in a timely manner	95.02	92.90	92.56	93.58	92.85	94.57
Cleanliness of the ambulance	98.92	95.26	95.15	95.98	95.33	96.64
Comfort of the ride	90.91	88.14	87.87	90.15	87.74	89.59
Skill of the person driving the ambulance	97.76	94.39	94.18	95.08	94.39	95.59
Care shown by the medics who arrived with the ambulance	98.15	95.13	95.00	95.46	95.20	96.30
Degree to which the medics took your problem seriously	97.05	95.00	94.87	95.31	95.10	96.28
Degree to which the medics listened to you and/or your family	97.22	94.64	94.44	95.22	94.68	96.03
Skill of the medics	98.33	95.02	94.91	95.56	95.05	96.04
Extent to which the medics kept you informed about your	97.32	93.41	93.19	94.12	93.49	95.31
Extent to which medics included you in the treatment decisions	97.16	93.34	93.16	93.82	93.43	95.06
Degree to which the medics relieved your pain or discomfort	94.67	91.55	91.39	92.20	91.53	93.43
Medics' concern for your privacy	97.75	94.20	93.97	94.85	94.23	95.74
Extent to which medics cared for you as a person	97.82	95.04	94.81	95.27	95.12	96.39
Professionalism of the staff in our billing office	96.88	89.48	89.42	90.68	89.38	90.71
Willingness of the staff in our billing office to address your	100.00	89.45	89.36	90.69	89.36	90.79
How well did our staff work together to care for you	98.36	94.39	94.15	94.72	94.46	95.88
Extent to which our staff eased your entry into the medical	98.14	94.37	94.45	94.93	94.52	95.43
Appropriateness of Emergency Medical Transportation treatment	97.78	94.23	94.25	94.76	94.29	95.44
Extent to which the services received were worth the fees	96.88	89.59	89.35	90.27	89.80	91.10
Overall rating of the care provided by our Emergency Medical	97.20	94.44	94.25	94.68	94.55	95.91
Likelihood of recommending this ambulance service to others	97.58	93.98	93.79	94.44	94.12	95.54
Number of Surveys for the period	375					
Overall Score	97.11	93.20	93.06	93.86	93.23	94.63



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	93.51	92.23
Dispatch	93.44	92.02
Helpfulness of the person you called for ambulance service	93.63	92.67
Concern shown by the person you called for ambulance service	93.63	92.43
Extent to which you were told what to do until the ambulance	93.05	90.97
Ambulance	93.4	91.86
Extent to which the ambulance arrived in a timely manner	93.89	92.07
Cleanliness of the ambulance	96.36	94.31
Comfort of the ride	88.74	87.42
Skill of the person driving the ambulance	94.63	93.66
Medic	94.4	93.19
Care shown by the medics who arrived with the ambulance	95.20	94.20
Degree to which the medics took your problem seriously	95.15	94.12
Degree to which the medics listened to you and/or your family	94.84	93.82
Skill of the medics	95.46	94.21
Extent to which the medics kept you informed about your treatment	94.02	92.41
Extent to which medics included you in the treatment decisions (if	93.65	92.19
Degree to which the medics relieved your pain or discomfort	90.61	90.50
Medics' concern for your privacy	95.34	93.18
Extent to which medics cared for you as a person	95.37	94.09
Billing Staff Assessment	87.79	88.6


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.51	92.23
Billing Staff Assessment	87.79	88.6
Professionalism of the staff in our billing office	87.75	88.56
Willingness of the staff in our billing office to address your needs	87.83	88.65
Overall Assessment	94.18	92.36
How well did our staff work together to care for you	95.50	93.34
Extent to which our staff eased your entry into the medical facility	95.60	93.49
Appropriateness of Emergency Medical Transportation treatment	95.04	93.25
Extent to which the services received were worth the fees charged	88.87	87.61
Overall rating of the care provided by our Emergency Medical	95.01	93.41
Likelihood of recommending this ambulance service to others	95.05	93.03



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	6	33	110	452	6280	91.27%	78.76%
Dispatch	0	1	8	37	469	91.07%	77.38%
Helpfulness of the person you called for ambulance service	0	1	2	15	155	89.60%	78.94%
Concern shown by the person you called for ambulance service	0	0	4	12	157	90.75%	77.90%
Extent to which you were told what to do until the ambulance arrived	0	0	2	10	157	92.90%	75.30%
Ambulance	2	7	42	117	1147	87.22%	76.88%
Extent to which the ambulance arrived in a timely manner	1	3	10	35	292	85.63%	77.45%
Cleanliness of the ambulance	0	0	1	12	311	95.99%	82.84%
Comfort of the ride	1	4	29	45	248	75.84%	66.47%
Skill of the person driving the ambulance	0	0	2	25	296	91.64%	80.76%
Medic	3	15	47	183	2864	92.03%	82.00%
Care shown by the medics who arrived with the ambulance	0	1	3	18	343	93.97%	84.51%
Degree to which the medics took your problem seriously	0	3	7	20	335	91.78%	84.67%
Degree to which the medics listened to you and/or your family	0	3	4	23	330	91.67%	83.67%
Skill of the medics	0	3	0	15	342	95.00%	83.81%
Extent to which the medics kept you informed about your treatment	0	1	4	27	322	90.96%	79.67%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	6	33	110	452	6280	91.27%	78.76%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	7	20	272	90.97%	79.92%
Degree to which the medics relieved your pain or discomfort	3	3	13	19	271	87.70%	75.84%
Medics' concern for your privacy	0	0	5	21	319	92.46%	80.99%
Extent to which medics cared for you as a person	0	1	4	20	330	92.96%	84.91%
Billing Staff Assessment	0	0	0	1	15	93.75%	66.14%
Professionalism of the staff in our billing office	0	0	0	1	7	87.50%	65.92%
Willingness of the staff in our billing office to address your needs	0	0	0	0	8	100.00%	66.37%
Overall Assessment	1	10	13	114	1785	92.82%	80.04%
How well did our staff work together to care for you	1	1	1	15	348	95.08%	81.69%
Extent to which our staff eased your entry into the medical facility	0	1	2	19	327	93.70%	81.50%
Appropriateness of Emergency Medical Transportation treatment	0	2	2	22	334	92.78%	81.19%
Extent to which the services received were worth the fees charged	0	3	3	4	142	93.42%	71.26%
Overall rating of the care provided by our Emergency Medical Transportation service	0	2	2	31	331	90.44%	82.54%
Likelihood of recommending this ambulance service to others	0	1	3	23	303	91.82%	82.05%