

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

January 1, 2021 to January 31, 2021

Your Score

93.19

Number of Your Patients in this Report

125

Number of Patients in this Report

6,669

Number of Transport Services in All EMS DB

170





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2021** and **01/31/2021**.

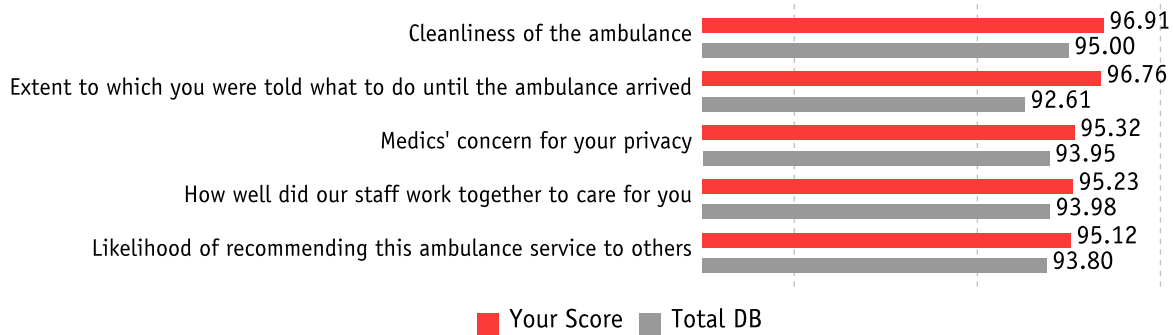
The overall mean score for the standard questions was **93.19**; this is a difference of **-0.14** points from the overall EMS database score of **93.33**.

The current score of **93.19** is a change of **-3.28** points from last period's score of **96.47**. This was the **50th** highest overall score for all companies in the database.

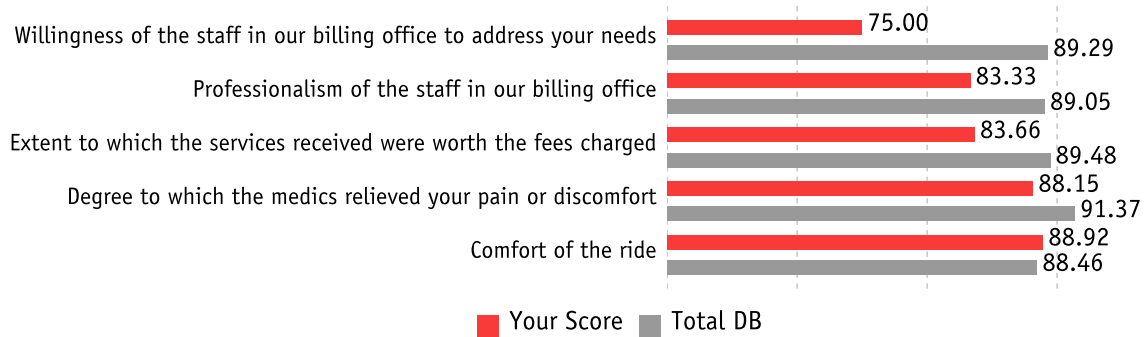
You are ranked **7th** for comparably sized companies in the system.

83.96% of responses to standard questions had a rating of Very Good, the highest rating. **96.15%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

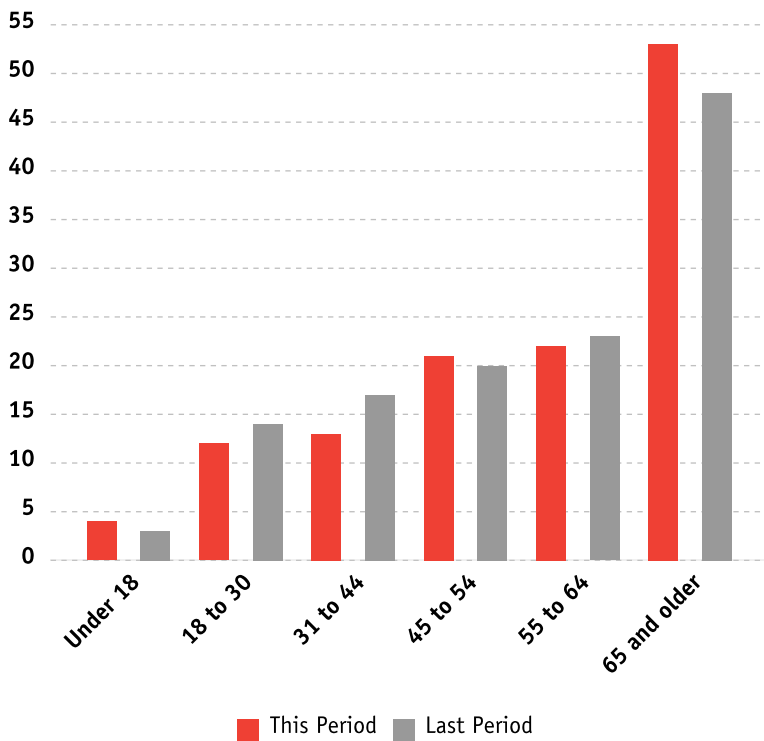




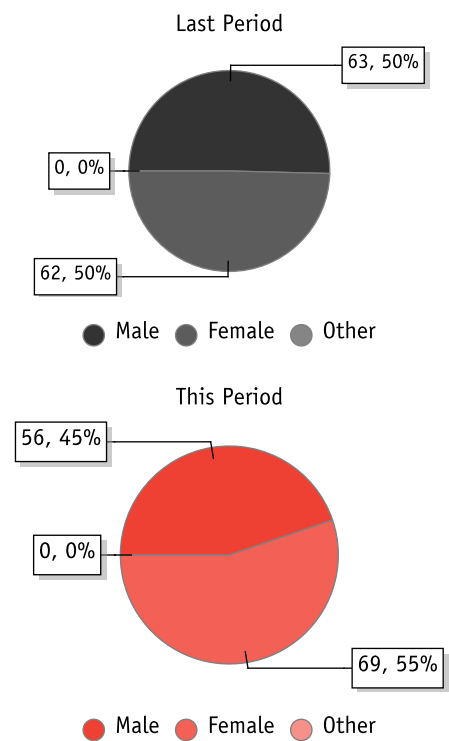
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	3	2	1	0	4	3	1	0
18 to 30	14	5	9	0	12	6	6	0
31 to 44	17	9	8	0	13	5	8	0
45 to 54	20	10	10	0	21	10	11	0
55 to 64	23	15	8	0	22	13	9	0
65 and older	48	22	26	0	53	19	34	0
Total	125	63	62	0	125	56	69	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	93.18	0.57	93.75	93.58
Concern shown by the person you called for ambulance service	94.32	-0.23	94.09	93.25
Extent to which you were told what to do until the ambulance arrived	95.24	1.52	96.76	92.61

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.81	-1.27	90.54	92.90
Cleanliness of the ambulance	98.25	-1.34	96.91	95.00
Comfort of the ride	88.60	0.32	88.92	88.46
Skill of the person driving the ambulance	97.52	-3.63	93.89	94.24

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	97.98	-5.23	92.75	94.81
Degree to which the medics took your problem seriously	97.00	-3.13	93.87	94.76
Degree to which the medics listened to you and/or your family	97.56	-3.75	93.81	94.39
Skill of the medics	98.20	-4.29	93.91	94.87
Extent to which the medics kept you informed about your treatment	96.95	-3.34	93.61	93.35
Extent to which medics included you in the treatment decisions (if applicable)	98.58	-4.09	94.49	93.08
Degree to which the medics relieved your pain or discomfort	93.11	-4.96	88.15	91.37
Medics' concern for your privacy	97.69	-2.37	95.32	93.95
Extent to which medics cared for you as a person	97.75	-5.12	92.63	94.60

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office		-	83.33	89.05
Willingness of the staff in our billing office to address your needs		-	75.00	89.29



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.59	-3.36	95.23	93.98
Extent to which our staff eased your entry into the medical facility	97.86	-3.98	93.88	93.91
Appropriateness of Emergency Medical Transportation treatment	97.73	-3.42	94.31	93.86
Extent to which the services received were worth the fees charged	90.32	-6.66	83.66	89.48
Overall rating of the care provided by our Emergency Medical Transportation	97.15	-4.79	92.36	94.26
Likelihood of recommending this ambulance service to others	97.59	-2.47	95.12	93.80



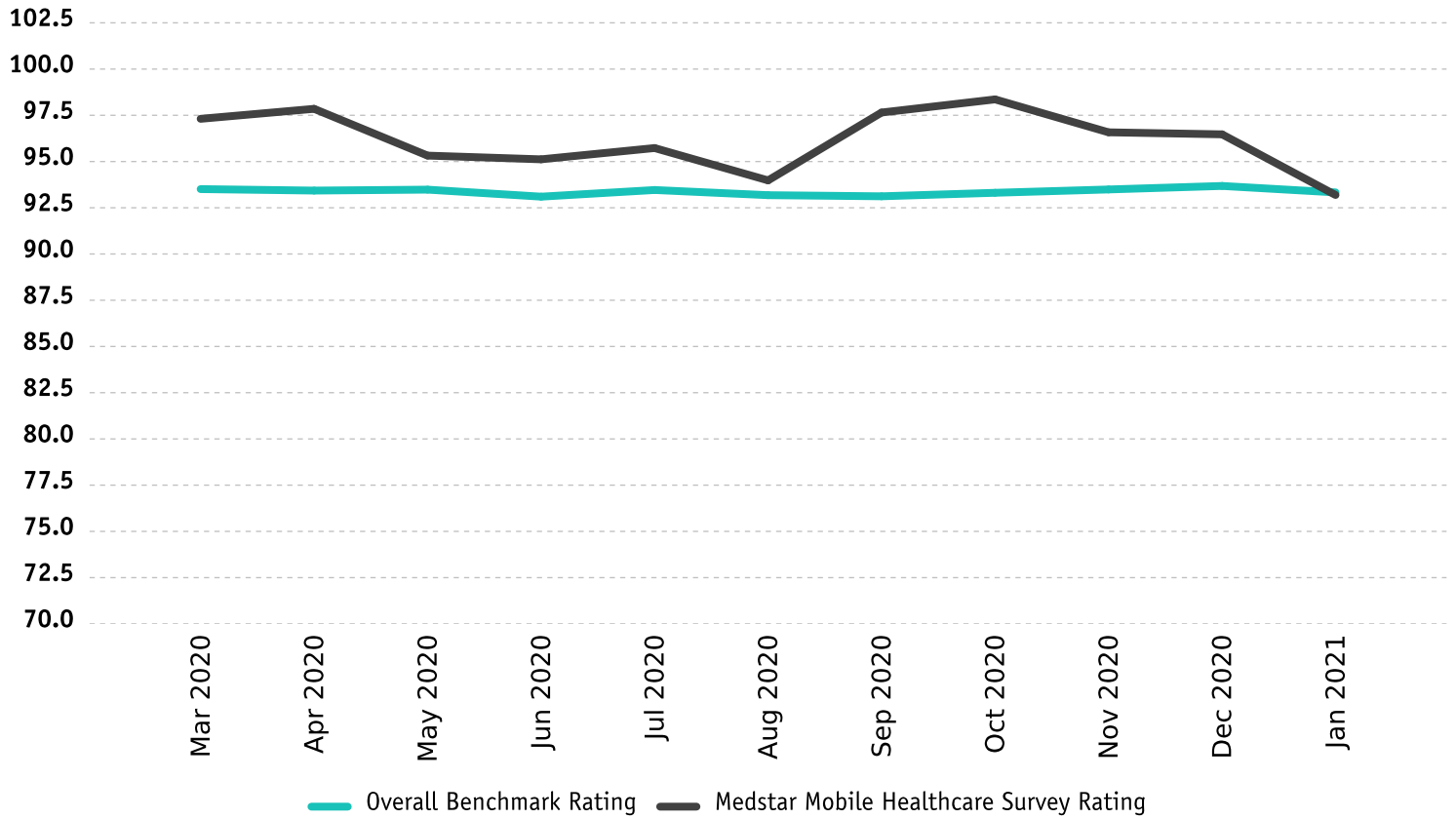
Monthly Breakdown

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.

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
Helpfulness of the person you called for ambulance service	99.11	97.86	98.86	95.59	95.97	97.44	95.14	98.75	99.59	96.69	93.18	93.75
Concern shown by the person you called for ambulance service	99.07	96.53	98.86	95.59	95.97	97.44	95.14	98.68	100.00	96.32	94.32	94.09
Extent to which you were told what to do until the ambulance arrived	99.04	97.79	98.86	95.10	95.97	97.44	95.14	97.86	99.58	98.13	95.24	96.76
Extent to which the ambulance arrived in a timely manner	98.49	98.13	98.19	94.11	95.34	93.30	92.59	93.69	96.71	96.77	91.81	90.54
Cleanliness of the ambulance	99.29	98.88	99.52	98.36	97.94	98.10	96.07	99.46	99.50	99.08	98.25	96.91
Comfort of the ride	92.87	94.59	92.88	89.15	85.29	85.93	91.15	93.61	92.79	91.59	88.60	88.92
Skill of the person driving the ambulance	99.51	97.28	97.52	95.29	94.38	95.57	93.93	97.94	97.98	97.79	97.52	93.89
Care shown by the medics who arrived with the ambulance	98.99	98.40	98.79	95.98	96.77	97.40	95.01	97.63	99.36	97.18	97.98	92.75
Degree to which the medics took your problem seriously	98.39	98.20	99.60	97.19	96.40	96.20	94.41	97.50	98.06	96.17	97.00	93.87
Degree to which the medics listened to you and/or your family	97.78	97.78	98.79	96.98	95.49	95.73	93.76	97.60	98.68	95.53	97.56	93.81
Skill of the medics	98.37	97.78	98.60	96.61	97.00	97.58	95.21	98.28	99.55	97.38	98.20	93.91
Extent to which the medics kept you informed about your treatment	98.55	97.13	96.77	96.35	95.17	95.25	93.35	97.14	98.11	97.00	96.95	93.61
Extent to which medics included you in the treatment decisions (if	96.09	96.74	97.35	95.69	92.82	95.04	94.13	98.26	98.28	94.95	98.58	94.49
Degree to which the medics relieved your pain or discomfort	94.48	93.20	95.15	89.34	83.90	86.69	89.65	95.49	97.53	93.43	93.11	88.15
Medics' concern for your privacy	98.84	98.48	97.82	96.44	95.75	97.36	94.60	98.44	98.32	97.34	97.69	95.32
Extent to which medics cared for you as a person	99.17	97.78	98.33	96.52	96.98	96.75	95.05	97.39	98.84	97.00	97.75	92.63
Professionalism of the staff in our billing office	100.00	83.44	100.00	81.25	100.00		67.00	95.45	96.88			83.33
Willingness of the staff in our billing office to address your needs	100.00	83.44	100.00	81.25	100.00		67.00	100.00	100.00	100.00		75.00
How well did our staff work together to care for you	99.13	98.36	97.92	96.35	97.41	98.31	95.81	99.11	98.75	97.76	98.59	95.23
Extent to which our staff eased your entry into the medical facility	99.33	98.26	99.11	97.28	98.08	98.82	96.75	98.45	99.11	97.50	97.86	93.88
Appropriateness of Emergency Medical Transportation treatment	98.92	98.14	97.69	95.63	96.52	96.93	94.30	98.55	98.71	96.95	97.73	94.31
Extent to which the services received were worth the fees charged	94.44	86.17	75.25	50.13	50.00	100.00	92.82	98.68	100.00	97.08	90.32	83.66
Overall rating of the care provided by our Emergency Medical Transportation	97.67	97.52	97.71	95.26	96.55	97.29	92.79	98.71	97.71	96.75	97.15	92.36
Likelihood of recommending this ambulance service to others	98.48	97.71	98.11	95.50	96.55	96.67	93.55	98.79	98.44	96.88	97.59	95.12
Your Master Score	98.12	97.31	97.85	95.32	95.12	95.73	93.98	97.65	98.36	96.58	96.47	93.19
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





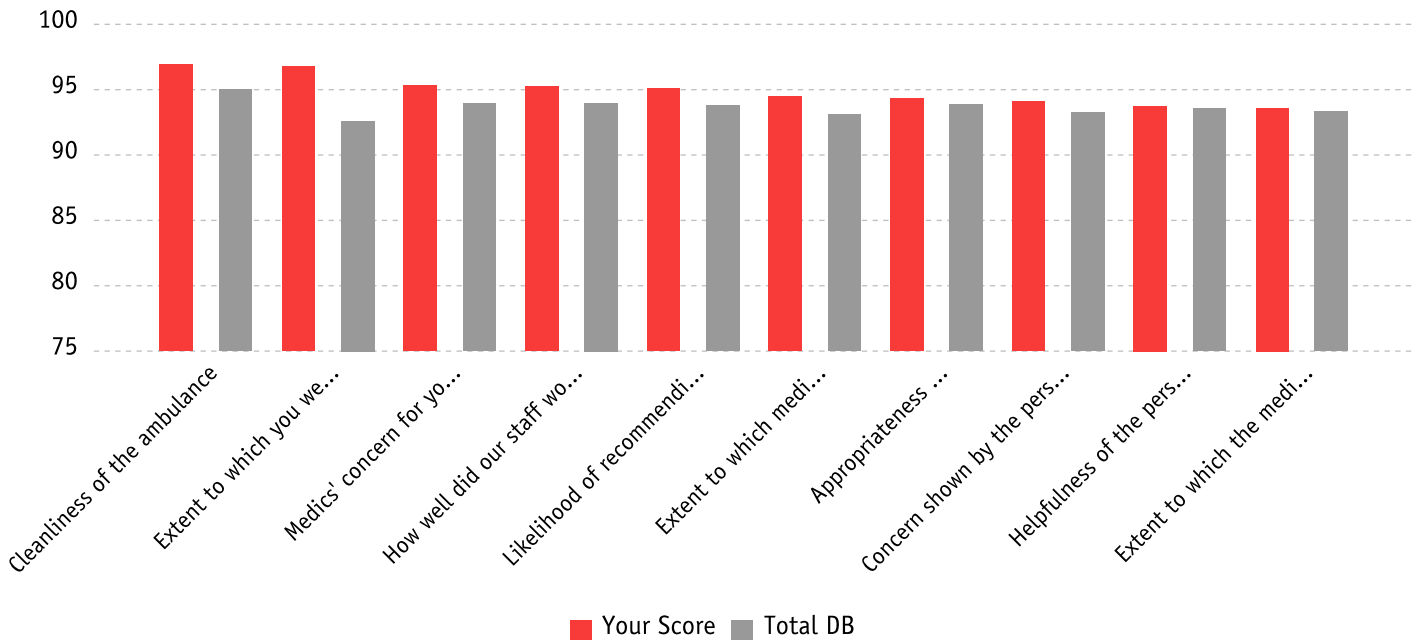
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which you were told what to do until the ambulance arrived	95.24	96.76	1.52	92.61
Helpfulness of the person you called for ambulance service	93.18	93.75	0.57	93.58
Comfort of the ride	88.60	88.92	0.33	88.46
Decreases				
Extent to which the services received were worth the fees charged	90.32	83.66	-6.67	89.48
Care shown by the medics who arrived with the ambulance	97.98	92.75	-5.23	94.81
Extent to which medics cared for you as a person	97.75	92.63	-5.11	94.60
Degree to which the medics relieved your pain or discomfort	93.11	88.15	-4.97	91.37
Overall rating of the care provided by our Emergency Medical Transportation service	97.15	92.36	-4.79	94.26
Skill of the medics	98.20	93.91	-4.29	94.87
Extent to which medics included you in the treatment decisions (if applicable)	98.58	94.49	-4.09	93.08
Extent to which our staff eased your entry into the medical facility	97.86	93.88	-3.98	93.91
Degree to which the medics listened to you and/or your family	97.56	93.81	-3.75	94.39
Skill of the person driving the ambulance	97.52	93.89	-3.64	94.24



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	96.91	1.91	95.00
Extent to which you were told what to do until the ambulance arrived	96.76	4.15	92.61
Medics' concern for your privacy	95.32	1.37	93.95
How well did our staff work together to care for you	95.23	1.24	93.98
Likelihood of recommending this ambulance service to others	95.12	1.31	93.80
Extent to which medics included you in the treatment decisions (if applicable)	94.49	1.41	93.08
Appropriateness of Emergency Medical Transportation treatment	94.31	0.45	93.86
Concern shown by the person you called for ambulance service	94.09	0.84	93.25
Helpfulness of the person you called for ambulance service	93.75	0.17	93.58
Extent to which the medics kept you informed about your treatment	93.61	0.25	93.35





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
Willingness of the staff in our billing office to address your needs	75.00	1.0000000
Professionalism of the staff in our billing office	83.33	.957502528
Extent to which medics included you in the treatment decisions (if applicable)	94.49	.955899841
Care shown by the medics who arrived with the ambulance	92.75	.954130793
Degree to which the medics listened to you and/or your family	93.81	.950859346
Extent to which medics cared for you as a person	92.63	.946240879
How well did our staff work together to care for you	95.23	.93604249
Skill of the medics	93.91	.925935074
Appropriateness of Emergency Medical Transportation treatment	94.31	.92509801
Extent to which the medics kept you informed about your treatment	93.61	.909447837
Degree to which the medics took your problem seriously	93.87	.908941779
Extent to which our staff eased your entry into the medical facility	93.88	.891224046
Extent to which the services received were worth the fees charged	83.66	.837400782
Medics' concern for your privacy	95.32	.823314126
Degree to which the medics relieved your pain or discomfort	88.15	.816012621
Skill of the person driving the ambulance	93.89	.813859443
Cleanliness of the ambulance	96.91	.784632459
Helpfulness of the person you called for ambulance service	93.75	.692959337
Concern shown by the person you called for ambulance service	94.09	.68377072
Extent to which you were told what to do until the ambulance arrived	96.76	.680423321
Comfort of the ride	88.92	.62847745
Extent to which the ambulance arrived in a timely manner	90.54	.59275778



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	93.75	94.47	93.07	91.68	91.87	94.70	93.86
Concern shown by the person you called for ambulance service	94.09	93.67	92.83	92.44	92.15	94.59	93.86
Extent to which you were told what to do until the ambulance	96.76	93.57	91.85	92.57	90.60	95.16	92.00
Extent to which the ambulance arrived in a timely manner	90.54	93.85	91.72	93.86	91.35	92.04	91.81
Cleanliness of the ambulance	96.91	95.27	93.87	96.01	95.00	95.37	95.29
Comfort of the ride	88.92	90.66	85.69	89.74	88.62	88.25	90.99
Skill of the person driving the ambulance	93.89	94.56	93.12	94.49	95.56	95.24	94.21
Care shown by the medics who arrived with the ambulance	92.75	93.57	94.88	95.62	92.95	95.83	94.34
Degree to which the medics took your problem seriously	93.87	93.69	94.29	95.54	94.46	95.37	93.61
Degree to which the medics listened to you and/or your family	93.81	93.16	94.02	94.48	94.03	95.09	93.19
Skill of the medics	93.91	94.19	94.75	93.43	94.25	96.06	94.45
Extent to which the medics kept you informed about your	93.61	93.54	92.47	90.25	92.51	94.31	93.02
Extent to which medics included you in the treatment decisions (if	94.49	93.02	91.09	93.63	91.95	92.22	93.76
Degree to which the medics relieved your pain or discomfort	88.15	89.82	91.12	91.27	89.49	91.76	90.57
Medics' concern for your privacy	95.32	92.91	92.22	93.76	91.89	94.17	96.22
Extent to which medics cared for you as a person	92.63	93.74	93.44	96.17	92.08	95.29	95.98
Professionalism of the staff in our billing office	83.33	87.30	90.06	82.11	90.27	93.18	88.56
Willingness of the staff in our billing office to address your needs	75.00	88.08	90.01	83.35	88.15	93.27	88.59
How well did our staff work together to care for you	95.23	92.49	92.87	92.90	91.10	93.50	95.00
Extent to which our staff eased your entry into the medical facility	93.88	92.88	93.40	94.22	93.15	93.82	93.60
Appropriateness of Emergency Medical Transportation treatment	94.31	93.76	93.46	93.87	93.39	94.14	93.17
Extent to which the services received were worth the fees charged	83.66	87.98	88.58	89.74	88.77	88.70	86.56
Overall rating of the care provided by our Emergency Medical	92.36	93.13	93.49	94.21	92.74	94.76	94.11
Likelihood of recommending this ambulance service to others	95.12	92.44	93.33	94.34	93.61	93.57	91.72
Overall score	93.19	92.84	92.47	92.99	92.28	93.84	93.13
National Rank	50	59	61	54	64	34	51
Comparable Size (Large) Company Rank	7	12	13	10	14	4	8



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.75	93.58	93.40	94.19	93.70	94.61
Concern shown by the person you called for ambulance service	94.09	93.25	93.21	93.58	93.31	93.94
Extent to which you were told what to do until the ambulance	96.76	92.61	92.45	93.35	92.62	94.06
Extent to which the ambulance arrived in a timely manner	90.54	92.90	92.41	93.53	92.83	94.55
Cleanliness of the ambulance	96.91	95.00	94.79	95.60	95.21	96.35
Comfort of the ride	88.92	88.46	88.29	90.06	88.39	89.73
Skill of the person driving the ambulance	93.89	94.24	94.01	94.44	94.34	95.03
Care shown by the medics who arrived with the ambulance	92.75	94.81	94.60	94.77	94.96	95.63
Degree to which the medics took your problem seriously	93.87	94.76	94.46	94.69	94.89	95.49
Degree to which the medics listened to you and/or your family	93.81	94.39	94.12	94.64	94.44	95.44
Skill of the medics	93.91	94.87	94.65	95.17	94.97	95.40
Extent to which the medics kept you informed about your	93.61	93.35	93.04	93.73	93.49	94.53
Extent to which medics included you in the treatment decisions	94.49	93.08	92.59	93.31	93.11	94.39
Degree to which the medics relieved your pain or discomfort	88.15	91.37	90.80	92.16	91.37	92.50
Medics' concern for your privacy	95.32	93.95	93.60	94.27	93.98	94.99
Extent to which medics cared for you as a person	92.63	94.60	94.27	94.34	94.72	95.25
Professionalism of the staff in our billing office	83.33	89.05	88.63	91.67	88.94	90.46
Willingness of the staff in our billing office to address your	75.00	89.29	88.92	91.41	89.27	90.87
How well did our staff work together to care for you	95.23	93.98	93.44	94.49	94.05	95.37
Extent to which our staff eased your entry into the medical	93.88	93.91	93.69	94.10	94.04	94.64
Appropriateness of Emergency Medical Transportation treatment	94.31	93.86	93.73	94.31	94.02	94.72
Extent to which the services received were worth the fees	83.66	89.48	89.19	89.01	89.78	90.58
Overall rating of the care provided by our Emergency Medical	92.36	94.26	93.97	94.20	94.39	95.22
Likelihood of recommending this ambulance service to others	95.12	93.80	93.61	94.24	94.01	95.26
Number of Surveys for the period	125					
Overall Score	93.19	93.04	92.74	93.55	93.12	94.13



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	93.50	92.24
Dispatch	93.46	92.03
Helpfulness of the person you called for ambulance service	93.64	92.68
Concern shown by the person you called for ambulance service	93.63	92.44
Extent to which you were told what to do until the ambulance	93.10	90.98
Ambulance	93.39	91.87
Extent to which the ambulance arrived in a timely manner	93.85	92.07
Cleanliness of the ambulance	96.36	94.32
Comfort of the ride	88.74	87.43
Skill of the person driving the ambulance	94.62	93.66
Medic	94.39	93.2
Care shown by the medics who arrived with the ambulance	95.17	94.21
Degree to which the medics took your problem seriously	95.13	94.13
Degree to which the medics listened to you and/or your family	94.82	93.82
Skill of the medics	95.44	94.22
Extent to which the medics kept you informed about your treatment	94.01	92.42
Extent to which medics included you in the treatment decisions (if	93.66	92.20
Degree to which the medics relieved your pain or discomfort	90.59	90.50
Medics' concern for your privacy	95.34	93.19
Extent to which medics cared for you as a person	95.34	94.10
Billing Staff Assessment	87.78	88.61


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.50	92.24
Billing Staff Assessment	87.78	88.61
Professionalism of the staff in our billing office	87.74	88.57
Willingness of the staff in our billing office to address your needs	87.81	88.65
Overall Assessment	94.15	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	95.58	93.50
Appropriateness of Emergency Medical Transportation treatment	95.03	93.26
Extent to which the services received were worth the fees charged	88.78	87.63
Overall rating of the care provided by our Emergency Medical	94.98	93.42
Likelihood of recommending this ambulance service to others	95.05	93.04



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	29	57	50	222	1874	83.96%	78.38%
Dispatch	0	2	0	28	135	81.82%	77.72%
Helpfulness of the person you called for ambulance service	0	1	0	11	44	78.57%	79.02%
Concern shown by the person you called for ambulance service	0	1	0	10	44	80.00%	77.84%
Extent to which you were told what to do until the ambulance arrived	0	0	0	7	47	87.04%	76.30%
Ambulance	7	6	17	50	353	81.52%	76.53%
Extent to which the ambulance arrived in a timely manner	3	1	6	17	89	76.72%	77.18%
Cleanliness of the ambulance	1	0	1	7	96	91.43%	82.25%
Comfort of the ride	1	4	7	17	77	72.64%	66.27%
Skill of the person driving the ambulance	2	1	3	9	91	85.85%	80.41%
Medic	13	29	19	94	854	84.64%	81.54%
Care shown by the medics who arrived with the ambulance	1	5	3	11	104	83.87%	83.56%
Degree to which the medics took your problem seriously	2	3	1	11	105	86.07%	84.48%
Degree to which the medics listened to you and/or your family	1	4	2	10	104	85.95%	83.31%
Skill of the medics	1	4	2	10	106	86.18%	83.86%
Extent to which the medics kept you informed about your treatment	2	2	3	10	100	85.47%	79.77%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	29	57	50	222	1874	83.96%	78.38%
Extent to which medics included you in the treatment decisions (if applicable)	1	2	1	7	75	87.21%	79.30%
Degree to which the medics relieved your pain or discomfort	3	4	2	11	62	75.61%	75.44%
Medics' concern for your privacy	1	0	3	11	97	86.61%	80.22%
Extent to which medics cared for you as a person	1	5	2	13	101	82.79%	83.93%
Billing Staff Assessment	0	0	2	0	3	60.00%	65.66%
Professionalism of the staff in our billing office	0	0	1	0	2	66.67%	65.15%
Willingness of the staff in our billing office to address your needs	0	0	1	0	1	50.00%	66.18%
Overall Assessment	9	20	12	50	529	85.32%	79.44%
How well did our staff work together to care for you	1	2	1	10	101	87.83%	80.67%
Extent to which our staff eased your entry into the medical facility	2	2	2	9	95	86.36%	80.22%
Appropriateness of Emergency Medical Transportation treatment	1	4	1	8	100	87.72%	80.80%
Extent to which the services received were worth the fees charged	2	5	4	7	40	68.97%	71.06%
Overall rating of the care provided by our Emergency Medical Transportation service	1	6	2	11	101	83.47%	82.15%
Likelihood of recommending this ambulance service to others	2	1	2	5	92	90.20%	81.74%