

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

April 1, 2023 to April 30, 2023

Your Score

90.77

Your Patients in this Report

132

Total Patients in this Report

5,775

Total EMS Organizations

222





Executive Summary

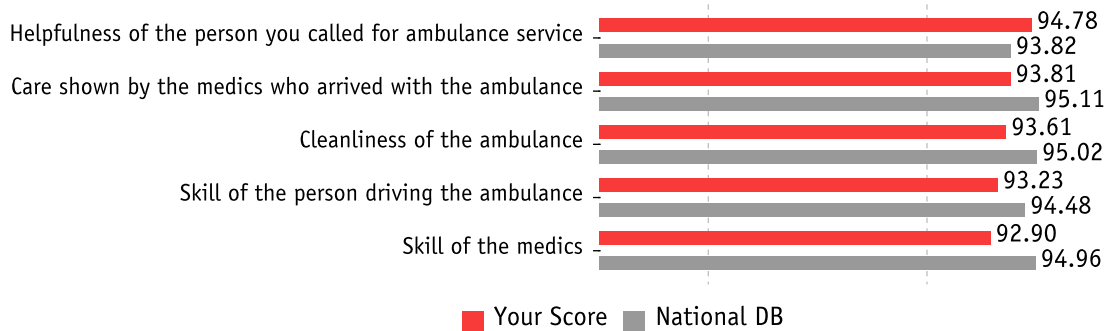
Your overall score for the time period selected is **90.77**. This is a difference of **-2.71** from your previous period's score of **93.48**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77.24%**.

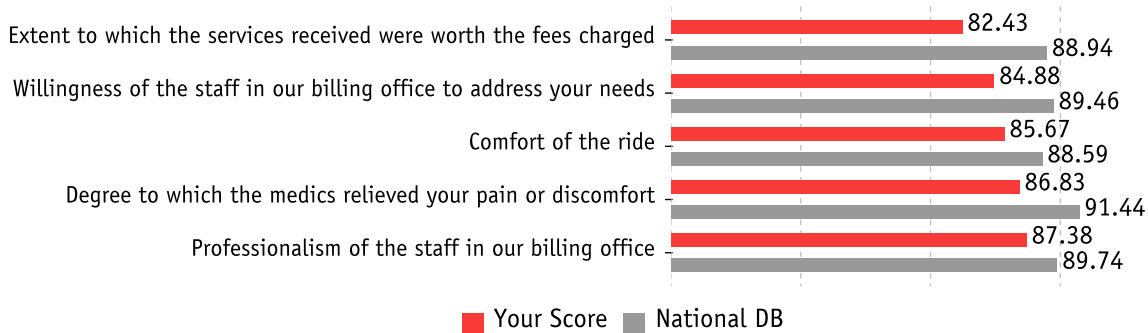
In addition, your rolling 12- month score of **91.02** is a difference of **-2.12** from the national database score of **93.14**.

When compared to all organizations in the national database, your score of **91.02** is ranked **72nd** and **23rd** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

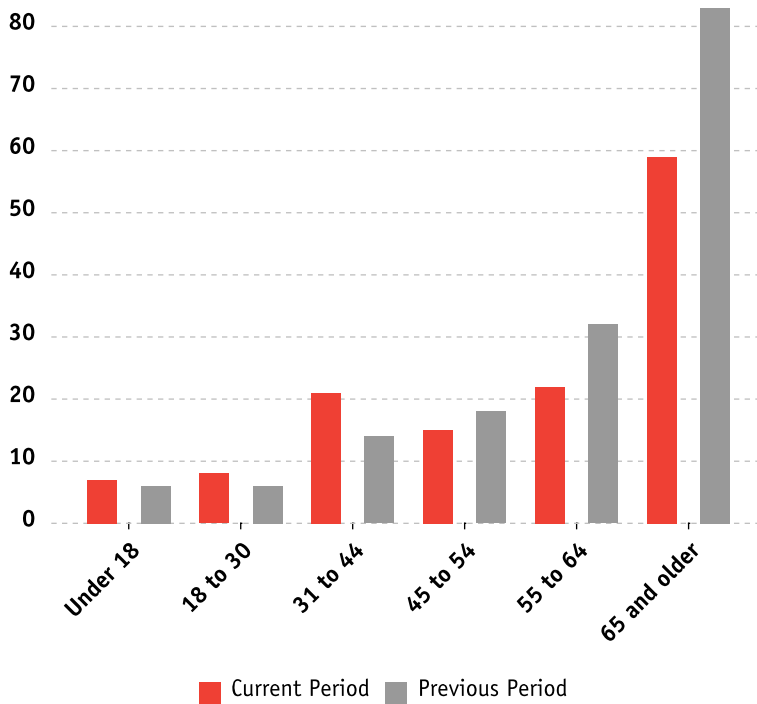




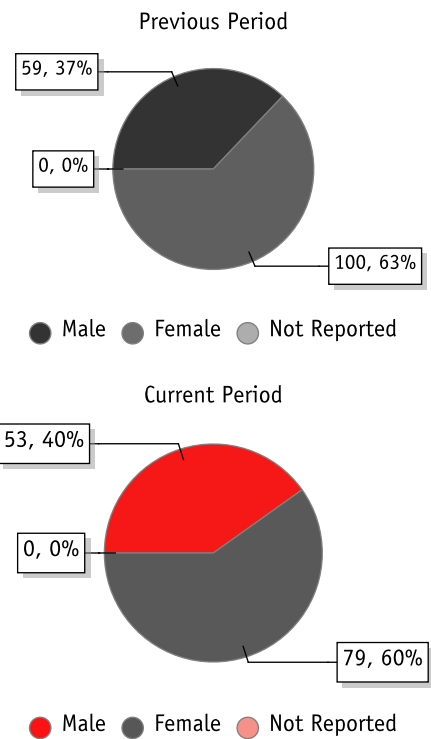
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period		Not Reported	Total	Current Period		Not Reported
		Male	Female			Male	Female	
Under 18	6	5	1	0	7	5	2	0
18 to 30	6	3	3	0	8	3	5	0
31 to 44	14	2	12	0	21	4	17	0
45 to 54	18	10	8	0	15	7	8	0
55 to 64	32	13	19	0	22	8	14	0
65 and older	83	26	57	0	59	26	33	0
Total	159	59	100	0	132	53	79	0

Age Ranges



Gender





Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Composite Score





Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



Overall Composite Score





Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

How well did our staff work together to care for you



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



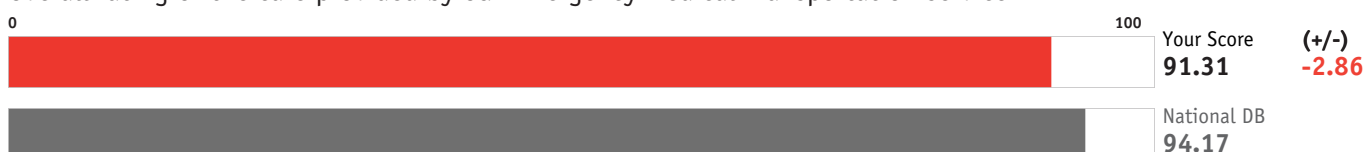
Appropriateness of Emergency Medical Transportation treatment



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 Composite Score





Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	94.78	96.00	-1.22	93.82
Concern shown by the person you called for ambulance service	92.53	94.68	-2.15	93.59
Extent to which you were told what to do until the ambulance arrived	92.45	93.75	-1.30	92.56

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	89.16	91.42	-2.26	92.84
Cleanliness of the ambulance	93.61	95.75	-2.14	95.02
Comfort of the ride	85.67	88.44	-2.77	88.59
Skill of the person driving the ambulance	93.23	94.80	-1.57	94.48

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	93.81	96.96	-3.15	95.11
Degree to which the medics took your problem seriously	92.26	95.92	-3.66	95.14
Degree to which the medics listened to you and/or your family	92.32	95.92	-3.60	94.66
Skill of the medics	92.90	95.60	-2.70	94.96
Extent to which the medics kept you informed about your treatment	90.67	94.48	-3.81	93.22
Extent to which medics included you in the treatment decisions (if applicable)	90.34	94.36	-4.02	92.90
Degree to which the medics relieved your pain or discomfort	86.83	90.82	-3.99	91.44
Medics' concern for your privacy	91.31	94.09	-2.78	94.02
Extent to which medics cared for you as a person	91.33	94.69	-3.36	94.89

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	87.38	89.29	-1.91	89.74
Willingness of the staff in our billing office to address your needs	84.88	87.62	-2.74	89.46



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	91.69	92.99	-1.30	93.95
Extent to which our staff eased your entry into the medical facility	91.31	94.27	-2.96	94.12
Appropriateness of Emergency Medical Transportation treatment	91.96	92.58	-0.62	94.10
Extent to which the services received were worth the fees charged	82.43	87.01	-4.58	88.94
Overall rating of the care provided by our Emergency Medical Transportation	91.31	93.51	-2.20	94.17
Likelihood of recommending this ambulance service to others	90.36	94.13	-3.77	93.57



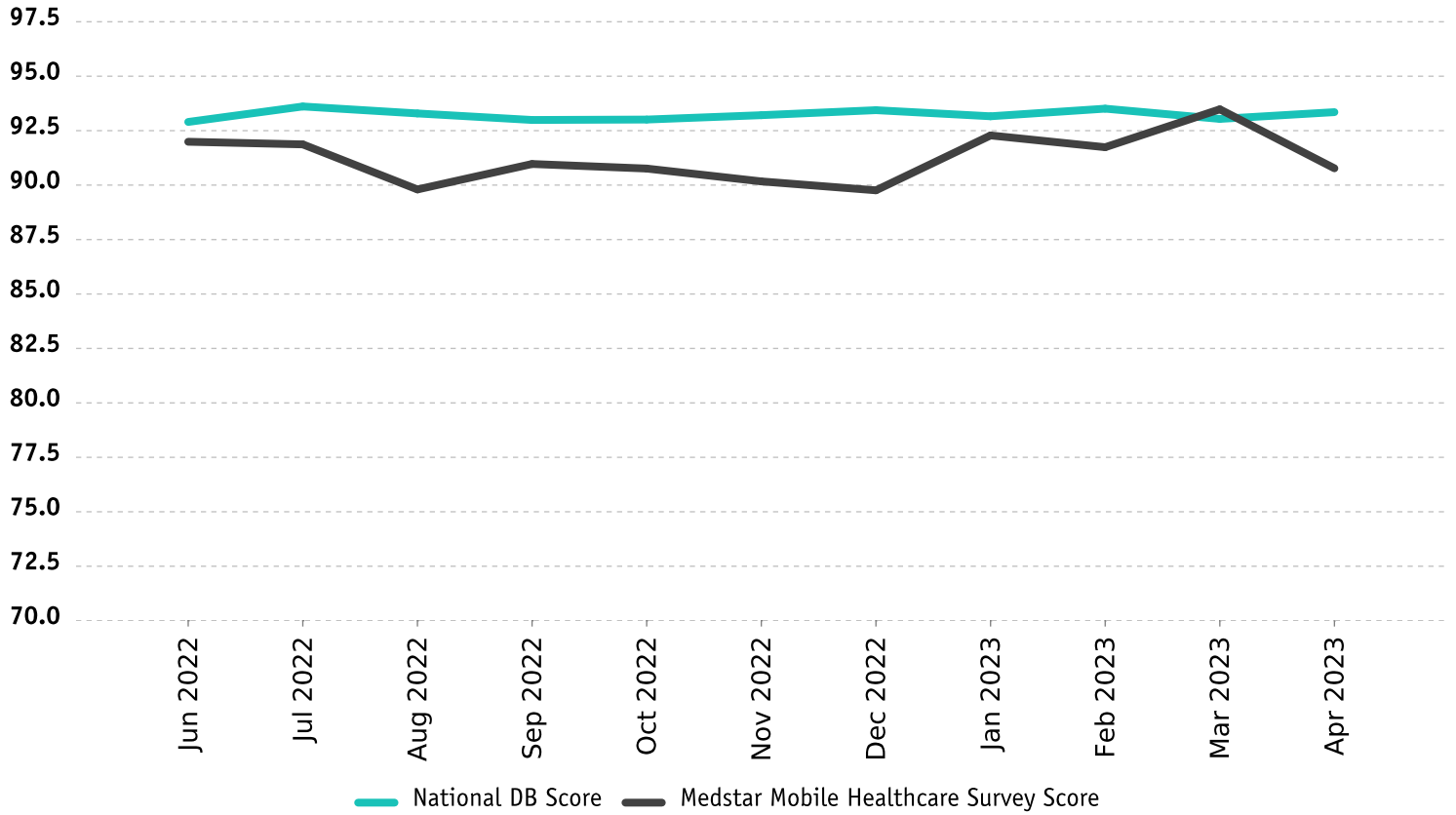
Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Helpfulness of the person you called for ambulance service	91.25	92.00	94.27	90.67	93.84	93.08	93.10	91.94	93.61	95.60	96.00	94.78
Concern shown by the person you called for ambulance service	91.64	92.06	93.27	88.21	92.30	92.26	91.93	90.18	92.02	93.76	94.68	92.53
Extent to which you were told what to do until the ambulance arrived	90.03	91.06	91.07	89.39	92.32	92.45	92.47	86.69	91.63	93.83	93.75	92.45
Extent to which the ambulance arrived in a timely manner	90.06	92.84	90.02	87.66	90.75	90.69	88.49	88.65	92.45	92.74	91.42	89.16
Cleanliness of the ambulance	91.63	95.84	94.09	92.37	93.84	94.96	94.69	93.02	95.38	94.19	95.75	93.61
Comfort of the ride	85.69	87.81	86.34	84.11	85.68	84.80	86.55	82.23	86.99	86.48	88.44	85.67
Skill of the person driving the ambulance	90.43	93.66	93.07	90.41	92.33	92.20	91.62	92.14	94.37	94.12	94.80	93.23
Care shown by the medics who arrived with the ambulance	91.65	93.33	93.53	92.77	94.16	92.07	91.75	92.60	93.97	92.08	96.96	93.81
Degree to which the medics took your problem seriously	91.17	92.48	94.10	92.03	93.40	91.33	91.19	91.88	93.73	91.02	95.92	92.26
Degree to which the medics listened to you and/or your family	91.05	92.91	92.38	91.35	92.93	92.13	91.69	92.18	94.28	93.05	95.92	92.32
Skill of the medics	91.01	94.68	94.89	93.36	92.80	92.19	92.51	92.68	94.37	93.92	95.60	92.90
Extent to which the medics kept you informed about your treatment	89.93	91.57	92.00	90.07	91.18	91.42	90.70	90.59	92.77	91.30	94.48	90.67
Extent to which medics included you in the treatment decisions (if	89.23	92.65	92.15	90.22	92.69	90.53	89.40	89.27	93.65	90.53	94.36	90.34
Degree to which the medics relieved your pain or discomfort	84.33	88.88	86.87	88.94	85.49	87.43	85.96	86.86	89.84	84.74	90.82	86.83
Medics' concern for your privacy	89.53	92.62	92.39	92.71	92.11	91.15	91.58	91.38	93.47	91.79	94.09	91.31
Extent to which medics cared for you as a person	91.15	92.78	93.57	92.23	92.58	91.20	90.95	91.58	95.02	93.05	94.69	91.33
Professionalism of the staff in our billing office	86.99	88.87	85.73	85.47	85.63	86.84	85.20	83.03	84.94	88.85	89.29	87.38
Willingness of the staff in our billing office to address your needs	86.86	88.65	86.03	84.44	85.12	87.11	84.82	82.10	84.17	89.45	87.62	84.88
How well did our staff work together to care for you	90.41	93.22	94.73	90.89	92.21	90.84	91.57	91.44	93.54	92.29	92.99	91.69
Extent to which our staff eased your entry into the medical facility	89.28	93.39	94.88	91.33	91.16	91.42	91.70	91.20	92.66	92.40	94.27	91.31
Appropriateness of Emergency Medical Transportation treatment	89.13	93.26	93.81	90.42	91.90	90.44	90.72	91.82	93.69	93.05	92.58	91.96
Extent to which the services received were worth the fees charged	80.36	85.36	84.52	82.78	83.25	87.05	82.52	83.06	84.21	86.33	87.01	82.43
Overall rating of the care provided by our Emergency Medical Transportation	89.71	92.56	93.90	89.88	91.38	90.58	89.91	91.20	93.80	92.47	93.51	91.31
Likelihood of recommending this ambulance service to others	88.48	92.42	92.52	89.28	89.13	90.59	88.88	91.21	93.63	92.19	94.13	90.36
Overall Score	89.34	91.99	91.87	89.80	90.97	90.76	90.17	89.76	92.28	91.74	93.48	90.77
Respondents	155	140	135	174	84	135	145	138	181	86	159	132



Monthly Overall Survey Score





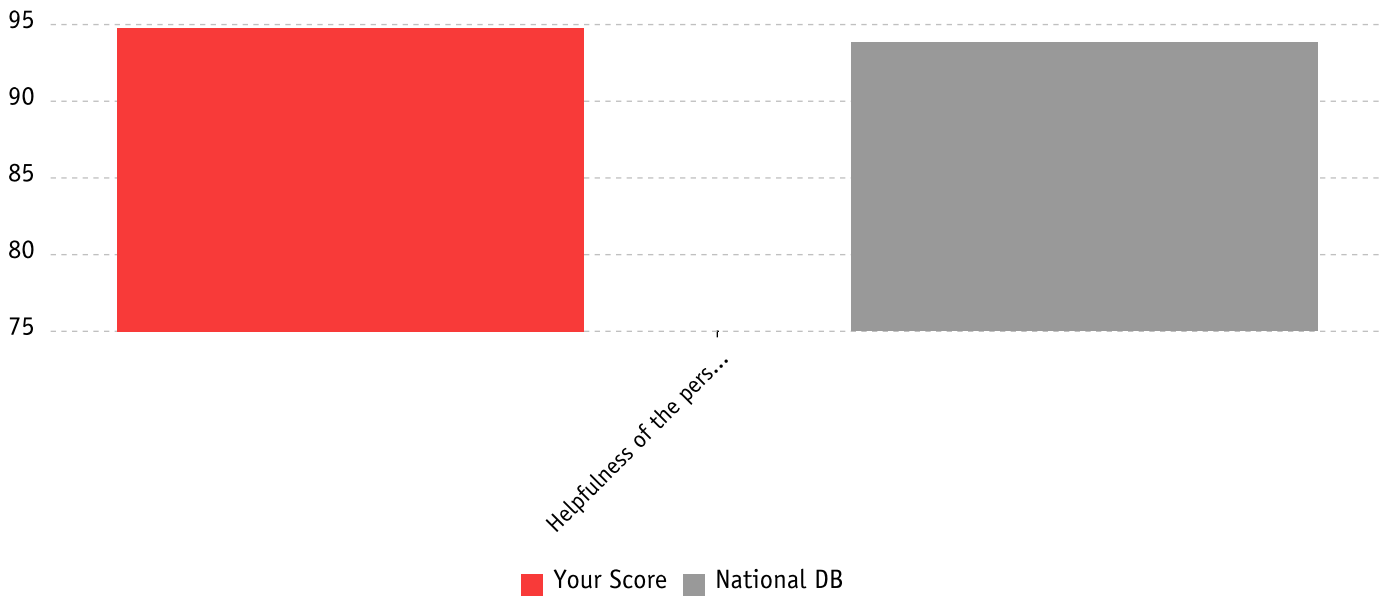
Greatest Increase and Decrease in Scores by Question

Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	82.43	87.01	-4.58	88.94
Extent to which medics included you in the treatment decisions (if applicable)	90.34	94.36	-4.02	92.90
Degree to which the medics relieved your pain or discomfort	86.83	90.82	-3.99	91.44
Extent to which the medics kept you informed about your treatment	90.67	94.48	-3.81	93.22
Likelihood of recommending this ambulance service to others	90.36	94.13	-3.77	93.57
Degree to which the medics took your problem seriously	92.26	95.92	-3.66	95.14
Degree to which the medics listened to you and/or your family	92.32	95.92	-3.60	94.66
Extent to which medics cared for you as a person	91.33	94.69	-3.36	94.89
Care shown by the medics who arrived with the ambulance	93.81	96.96	-3.15	95.11
Extent to which our staff eased your entry into the medical facility	91.31	94.27	-2.96	94.12



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Helpfulness of the person you called for ambulance service	94.78	0.95	93.82





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	90.67	.949148024
Degree to which the medics listened to you and/or your family	92.32	.929333848
Extent to which medics cared for you as a person	91.33	.928133621
Degree to which the medics took your problem seriously	92.26	.915254289
Skill of the medics	92.90	.909938457
Care shown by the medics who arrived with the ambulance	93.81	.891927481
Medics' concern for your privacy	91.31	.889322977
Degree to which the medics relieved your pain or discomfort	86.83	.88880083
Extent to which medics included you in the treatment decisions (if applicable)	90.34	.867269202
Appropriateness of Emergency Medical Transportation treatment	91.96	.853767593
Concern shown by the person you called for ambulance service	92.53	.816072417
Extent to which the services received were worth the fees charged	82.43	.80913309
How well did our staff work together to care for you	91.69	.788249706
Willingness of the staff in our billing office to address your needs	84.88	.77458852
Extent to which you were told what to do until the ambulance arrived	92.45	.757744789
Extent to which the ambulance arrived in a timely manner	89.16	.750365353
Helpfulness of the person you called for ambulance service	94.78	.746902688
Extent to which our staff eased your entry into the medical facility	91.31	.731526192
Cleanliness of the ambulance	93.61	.694820027
Skill of the person driving the ambulance	93.23	.688295142
Professionalism of the staff in our billing office	87.38	.649705966
Comfort of the ride	85.67	.641951506



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	94.78	100.00	93.00	93.20	88.64	94.33	94.17
Concern shown by the person you called for ambulance service	92.53	100.00	93.34	95.08	88.64	93.52	94.17
Extent to which you were told what to do until the ambulance	92.45	100.00	92.64	90.55	86.36	91.17	92.74
Extent to which the ambulance arrived in a timely manner	89.16	100.00	91.54	93.39	93.75	88.11	93.24
Cleanliness of the ambulance	93.61	100.00	93.90	95.99	93.75	93.64	93.18
Comfort of the ride	85.67	100.00	86.42	87.35	89.58	87.27	89.39
Skill of the person driving the ambulance	93.23	100.00	94.10	95.94	93.75	94.44	95.31
Care shown by the medics who arrived with the ambulance	93.81	100.00	95.65	92.79	91.67	94.35	94.59
Degree to which the medics took your problem seriously	92.26	100.00	95.39	92.74	91.67	94.15	95.14
Degree to which the medics listened to you and/or your family	92.32	100.00	94.82	92.14	93.75	93.64	94.29
Skill of the medics	92.90	100.00	94.78	95.21	90.91	94.03	96.43
Extent to which the medics kept you informed about your	90.67	100.00	94.15	94.23	92.50	91.24	93.94
Extent to which medics included you in the treatment decisions (if	90.34	100.00	93.59	92.26	94.44	89.90	95.16
Degree to which the medics relieved your pain or discomfort	86.83	100.00	92.06	91.41	90.00	89.35	94.17
Medics' concern for your privacy	91.31	100.00	94.27	94.29	89.58	90.86	91.18
Extent to which medics cared for you as a person	91.33	100.00	95.43	93.43	91.67	93.44	93.57
Professionalism of the staff in our billing office	87.38	0	89.53	92.86	92.86	89.93	92.19
Willingness of the staff in our billing office to address your needs	84.88	0	89.34	93.29	92.86	90.10	93.33
How well did our staff work together to care for you	91.69	100.00	94.41	93.32	93.75	93.04	94.29
Extent to which our staff eased your entry into the medical facility	91.31	100.00	95.19	95.14	91.67	91.79	96.09
Appropriateness of Emergency Medical Transportation treatment	91.96	100.00	94.18	92.62	93.18	93.23	94.85
Extent to which the services received were worth the fees charged	82.43	0	90.58	90.97	85.00	87.53	87.96
Overall rating of the care provided by our Emergency Medical	91.31	100.00	94.78	94.52	93.18	94.12	93.75
Likelihood of recommending this ambulance service to others	90.36	100.00	94.02	96.18	95.45	94.91	93.75
Overall score	90.77	100.00	93.37	93.33	91.60	92.12	93.71



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	94.78	93.82	93.67	95.11	93.33	94.33
Concern shown by the person you called for ambulance service	92.53	93.59	93.24	94.28	92.91	93.98
Extent to which you were told what to do until the ambulance	92.45	92.56	92.24	93.93	91.94	93.64
Extent to which the ambulance arrived in a timely manner	89.16	92.84	92.06	93.45	91.98	93.82
Cleanliness of the ambulance	93.61	95.02	94.60	95.48	94.50	95.47
Comfort of the ride	85.67	88.59	87.92	89.64	87.69	89.12
Skill of the person driving the ambulance	93.23	94.48	94.07	95.06	93.87	94.64
Care shown by the medics who arrived with the ambulance	93.81	95.11	94.81	95.73	94.70	95.47
Degree to which the medics took your problem seriously	92.26	95.14	94.92	95.76	94.73	95.42
Degree to which the medics listened to you and/or your family	92.32	94.66	94.35	95.27	94.12	95.02
Skill of the medics	92.90	94.96	94.60	95.93	94.37	95.33
Extent to which the medics kept you informed about your	90.67	93.22	92.75	93.72	92.62	93.22
Extent to which medics included you in the treatment decisions	90.34	92.90	92.44	93.84	92.13	92.82
Degree to which the medics relieved your pain or discomfort	86.83	91.44	90.92	91.89	90.61	91.05
Medics' concern for your privacy	91.31	94.02	93.75	94.41	93.46	94.14
Extent to which medics cared for you as a person	91.33	94.89	94.56	95.49	94.39	94.90
Professionalism of the staff in our billing office	87.38	89.74	89.48	89.70	89.77	89.51
Willingness of the staff in our billing office to address your	84.88	89.46	89.33	88.86	89.47	88.57
How well did our staff work together to care for you	91.69	93.95	93.60	94.57	93.56	94.05
Extent to which our staff eased your entry into the medical	91.31	94.12	93.92	94.44	93.77	93.63
Appropriateness of Emergency Medical Transportation treatment	91.96	94.10	93.83	94.97	93.61	94.13
Extent to which the services received were worth the fees	82.43	88.94	88.51	89.08	88.15	88.40
Overall rating of the care provided by our Emergency Medical	91.31	94.17	93.78	94.86	93.63	94.06
Likelihood of recommending this ambulance service to others	90.36	93.57	93.27	94.66	93.08	94.04
Overall Score	90.77	93.14	92.78	93.76	92.60	93.28



Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Number of organizations in compare group		222	55	19	47	13
Minimum Score	25.3	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	91.02	93.13	92.35	92.92	92.55	91.48
Your Percentile		15th	15th	N/A	21st	10th
Your Rank		72	23	N/A	28	10

Minimum Score - This is the lowest score in the benchmark group.

Maximum Score - This is the highest score in the benchmark group.

Mean Score - This is where your mean score ranks against others in the compare group.

Your Percentile - This is the percentage of scores that fall below your mean score.

Your Rank - This is where your mean score ranks against others in the compare group.



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	93.07	92.42
Dispatch	93.18	92.27
Helpfulness of the person you called for ambulance service	93.67	92.90
Concern shown by the person you called for ambulance service	93.26	92.66
Extent to which you were told what to do until the ambulance	92.62	91.24
Ambulance	93.08	92.06
Extent to which the ambulance arrived in a timely manner	93.26	92.23
Cleanliness of the ambulance	96.11	94.50
Comfort of the ride	88.49	87.66
Skill of the person driving the ambulance	94.46	93.83
Medic	94.09	93.37
Care shown by the medics who arrived with the ambulance	94.98	94.38
Degree to which the medics took your problem seriously	94.85	94.29
Degree to which the medics listened to you and/or your family	94.56	93.98
Skill of the medics	95.27	94.39
Extent to which the medics kept you informed about your treatment	93.71	92.61
Extent to which medics included you in the treatment decisions (if	93.34	92.38
Degree to which the medics relieved your pain or discomfort	90.10	90.69
Medics' concern for your privacy	94.96	93.37
Extent to which medics cared for you as a person	95.04	94.25
Billing Office Staff	86.86	88.76



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.07	92.42
Billing Office Staff	86.86	88.76
Professionalism of the staff in our billing office	87.04	88.75
Willingness of the staff in our billing office to address your needs	86.68	88.78
Overall Experience	93.54	92.54
How well did our staff work together to care for you	95.14	93.50
Extent to which our staff eased your entry into the medical facility	95.12	93.63
Appropriateness of Emergency Medical Transportation treatment	94.67	93.42
Extent to which the services received were worth the fees charged	87.21	87.94
Overall rating of the care provided by our Emergency Medical	94.60	93.58
Likelihood of recommending this ambulance service to others	94.52	93.20



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	76	39	120	445	2308	77.24%	78.97%
Dispatch	3	6	13	48	315	81.82%	78.95%
Helpfulness of the person you called for ambulance service	1	2	2	13	111	86.05%	80.49%
Concern shown by the person you called for ambulance service	1	3	5	15	103	81.10%	79.41%
Extent to which you were told what to do until the ambulance arrived	1	1	6	20	101	78.29%	76.95%
Ambulance	10	3	26	96	379	73.74%	77.35%
Extent to which the ambulance arrived in a timely manner	2	1	7	31	88	68.22%	77.89%
Cleanliness of the ambulance	1	0	3	23	102	79.07%	82.30%
Comfort of the ride	5	2	11	25	84	66.14%	67.61%
Skill of the person driving the ambulance	2	0	5	17	105	81.40%	81.59%
Medic	32	21	39	130	927	80.68%	82.11%
Care shown by the medics who arrived with the ambulance	2	2	3	12	110	85.27%	84.86%
Degree to which the medics took your problem seriously	3	3	5	10	111	84.09%	85.54%
Degree to which the medics listened to you and/or your family	2	3	5	13	107	82.31%	83.94%
Skill of the medics	2	2	5	13	108	83.08%	84.32%
Extent to which the medics kept you informed about your treatment	3	4	3	19	102	77.86%	79.34%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	76	39	120	445	2308	77.24%	78.97%
Extent to which medics included you in the treatment decisions (if applicable)	4	3	4	12	93	80.17%	79.23%
Degree to which the medics relieved your pain or discomfort	5	3	8	20	87	70.73%	75.69%
Medics' concern for your privacy	5	0	3	18	100	79.37%	80.95%
Extent to which medics cared for you as a person	6	1	3	13	109	82.58%	85.13%
Billing Office Staff	4	1	14	63	116	58.59%	66.60%
Professionalism of the staff in our billing office	1	0	7	32	59	59.60%	66.60%
Willingness of the staff in our billing office to address your needs	3	1	7	31	57	57.58%	66.61%
Overall Experience	27	8	28	108	571	76.95%	79.48%
How well did our staff work together to care for you	3	1	4	19	99	78.57%	80.81%
Extent to which our staff eased your entry into the medical facility	5	0	4	16	101	80.16%	81.23%
Appropriateness of Emergency Medical Transportation treatment	4	2	1	17	103	81.10%	81.50%
Extent to which the services received were worth the fees charged	5	2	13	22	63	60.00%	69.75%
Overall rating of the care provided by our Emergency Medical Transportation service	4	2	3	17	103	79.84%	82.34%
Likelihood of recommending this ambulance service to others	6	1	3	17	102	79.07%	81.27%