

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

November 1, 2023 to November 30, 2023

Your Score

88.55

Your Patients in this Report

124

Total Patients in this Report

5,654

Total EMS Organizations

227





Executive Summary

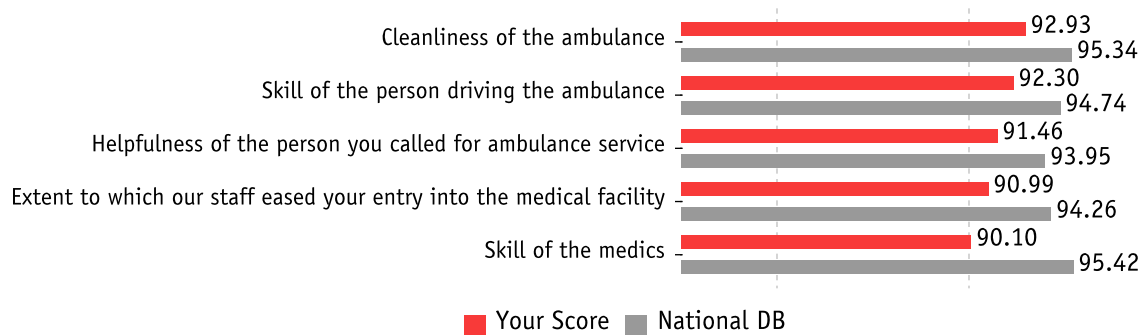
Your overall score for the time period selected is **88.55**. This is a difference of **-1.82** from your previous period's score of **90.37**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **71.24%**.

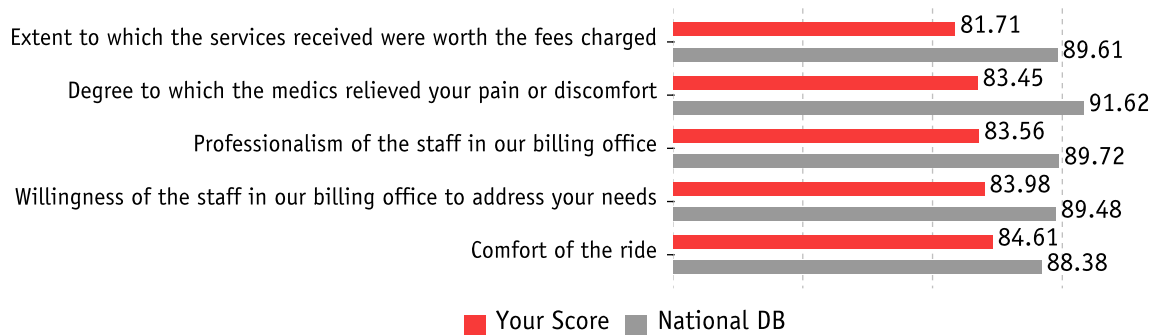
In addition, your rolling 12- month score of **90.64** is a difference of **-2.91** from the national database score of **93.55**.

When compared to all organizations in the national database, your score of **90.64** is ranked **78th** and **27th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

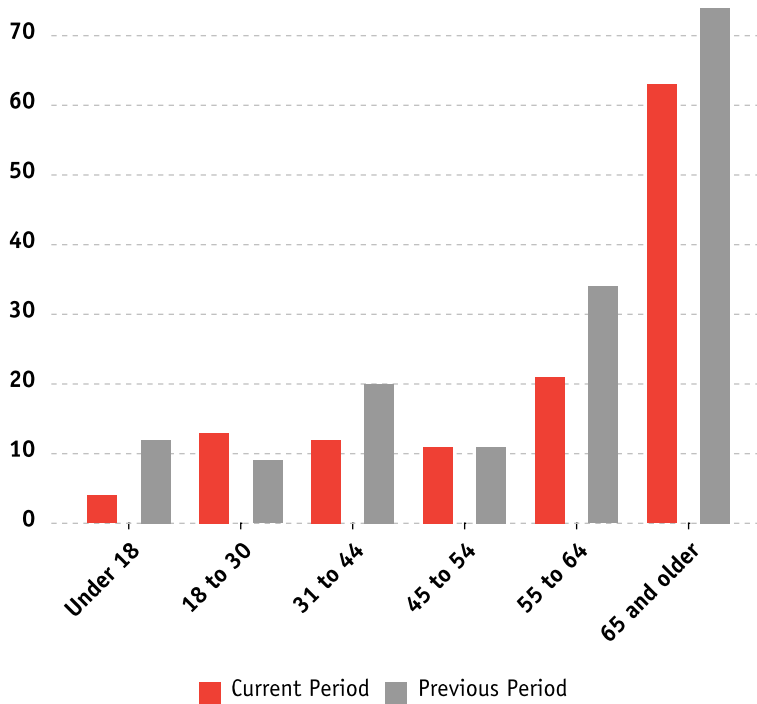




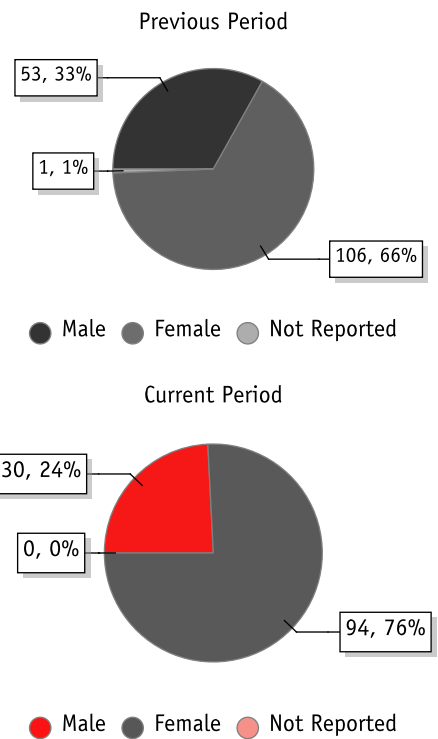
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	12	7	5	0	4	1	3	0
18 to 30	9	5	4	0	13	4	9	0
31 to 44	20	6	14	0	12	3	9	0
45 to 54	11	4	7	0	11	1	10	0
55 to 64	34	14	20	0	21	10	11	0
65 and older	74	17	56	1	63	11	52	0
Total	160	53	106	1	124	30	94	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



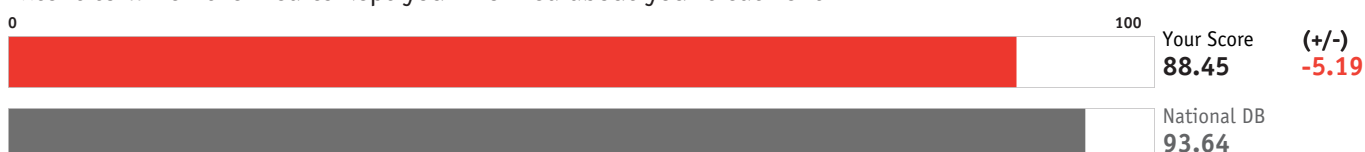
Degree to which the medics listened to you and/or your family



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	91.46	92.56	-1.10	93.95
Concern shown by the person you called for ambulance service	89.33	89.51	-0.18	93.84
Extent to which you were told what to do until the ambulance arrived	89.48	89.71	-0.23	92.63

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	87.41	90.87	-3.46	92.75
Cleanliness of the ambulance	92.93	94.04	-1.11	95.34
Comfort of the ride	84.61	83.31	1.30	88.38
Skill of the person driving the ambulance	92.30	90.35	1.95	94.74

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	90.05	92.28	-2.23	95.15
Degree to which the medics took your problem seriously	89.46	92.55	-3.09	95.03
Degree to which the medics listened to you and/or your family	89.57	92.24	-2.67	94.86
Skill of the medics	90.10	92.44	-2.34	95.42
Extent to which the medics kept you informed about your treatment	88.45	91.03	-2.58	93.64
Extent to which medics included you in the treatment decisions (if applicable)	86.76	92.10	-5.34	93.13
Degree to which the medics relieved your pain or discomfort	83.45	85.34	-1.89	91.62
Medics' concern for your privacy	89.59	92.11	-2.52	94.28
Extent to which medics cared for you as a person	88.57	91.31	-2.74	94.98

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	83.56	87.08	-3.52	89.72
Willingness of the staff in our billing office to address your needs	83.98	86.62	-2.64	89.48



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	89.89	92.62	-2.73	94.27
Extent to which our staff eased your entry into the medical facility	90.99	91.67	-0.68	94.26
Appropriateness of Emergency Medical Transportation treatment	88.89	90.93	-2.04	94.24
Extent to which the services received were worth the fees charged	81.71	84.25	-2.54	89.61
Overall rating of the care provided by our Emergency Medical Transportation	89.05	91.03	-1.98	94.50
Likelihood of recommending this ambulance service to others	88.78	89.96	-1.18	94.05



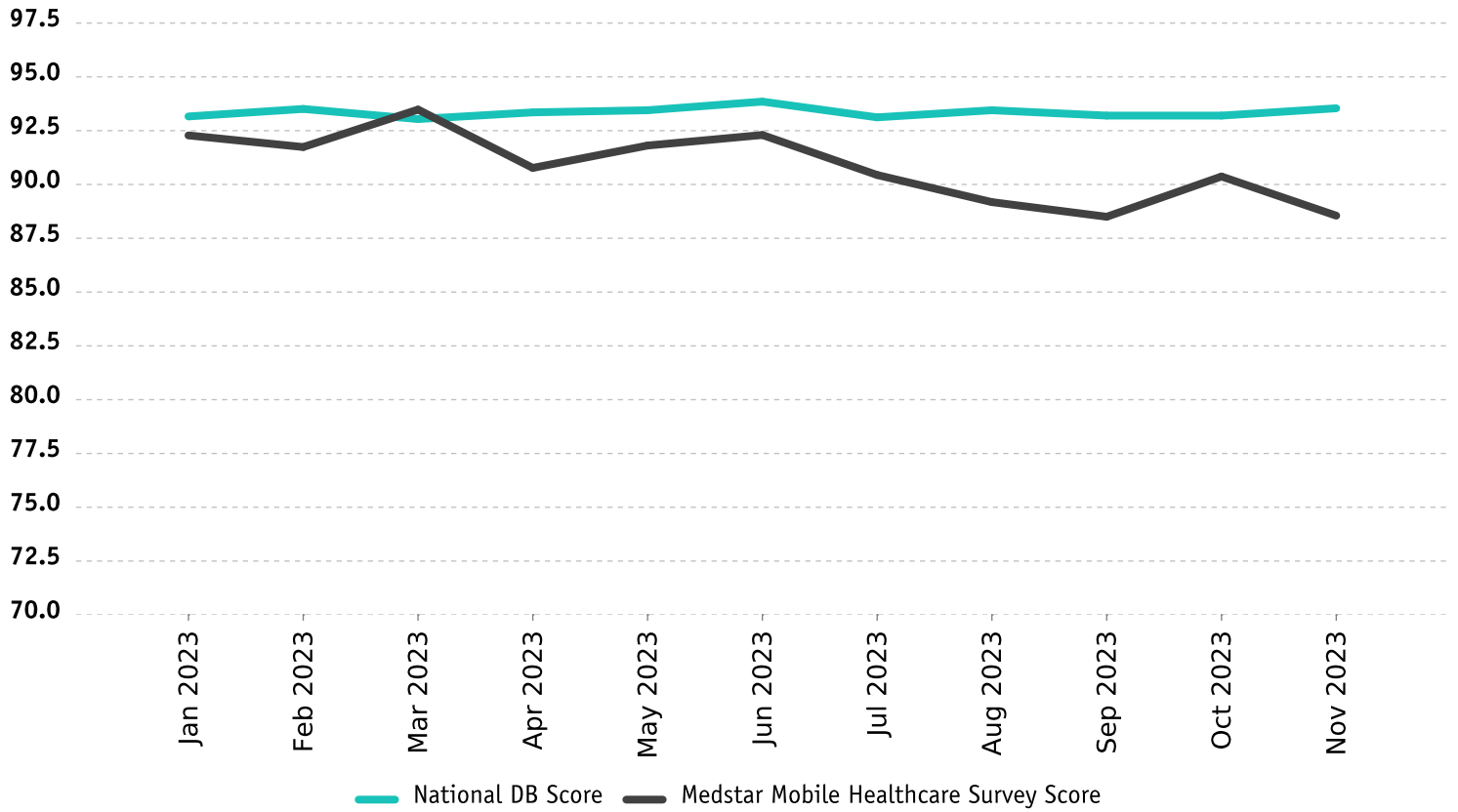
Monthly Breakdown

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

	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023
Helpfulness of the person you called for ambulance service	91.94	93.61	95.60	96.00	94.78	94.15	94.06	94.16	92.22	88.72	92.56	91.46
Concern shown by the person you called for ambulance service	90.18	92.02	93.76	94.68	92.53	92.81	92.22	94.09	90.05	87.15	89.51	89.33
Extent to which you were told what to do until the ambulance arrived	86.69	91.63	93.83	93.75	92.45	91.19	91.37	92.29	89.48	87.53	89.71	89.48
Extent to which the ambulance arrived in a timely manner	88.65	92.45	92.74	91.42	89.16	89.93	92.93	88.90	87.53	87.64	90.87	87.41
Cleanliness of the ambulance	93.02	95.38	94.19	95.75	93.61	94.86	93.97	94.06	92.53	92.41	94.04	92.93
Comfort of the ride	82.23	86.99	86.48	88.44	85.67	83.14	85.36	86.15	80.87	83.17	83.31	84.61
Skill of the person driving the ambulance	92.14	94.37	94.12	94.80	93.23	92.59	92.66	91.31	89.49	89.34	90.35	92.30
Care shown by the medics who arrived with the ambulance	92.60	93.97	92.08	96.96	93.81	94.48	95.69	93.13	91.70	91.33	92.28	90.05
Degree to which the medics took your problem seriously	91.88	93.73	91.02	95.92	92.26	94.13	94.87	91.00	92.60	90.32	92.55	89.46
Degree to which the medics listened to you and/or your family	92.18	94.28	93.05	95.92	92.32	94.83	94.76	91.43	91.54	90.12	92.24	89.57
Skill of the medics	92.68	94.37	93.92	95.60	92.90	93.80	94.86	92.00	91.70	91.76	92.44	90.10
Extent to which the medics kept you informed about your treatment	90.59	92.77	91.30	94.48	90.67	92.82	92.64	89.58	88.32	90.02	91.03	88.45
Extent to which medics included you in the treatment decisions (if	89.27	93.65	90.53	94.36	90.34	93.05	92.04	90.17	88.75	88.50	92.10	86.76
Degree to which the medics relieved your pain or discomfort	86.86	89.84	84.74	90.82	86.83	88.75	89.58	87.12	86.11	84.55	85.34	83.45
Medics' concern for your privacy	91.38	93.47	91.79	94.09	91.31	93.27	93.67	90.22	90.12	90.61	92.11	89.59
Extent to which medics cared for you as a person	91.58	95.02	93.05	94.69	91.33	93.87	93.33	91.80	91.03	90.13	91.31	88.57
Professionalism of the staff in our billing office	83.03	84.94	88.85	89.29	87.38	85.86	88.72	84.63	83.38	85.36	87.08	83.56
Willingness of the staff in our billing office to address your needs	82.10	84.17	89.45	87.62	84.88	85.28	87.39	84.26	83.98	84.98	86.62	83.98
How well did our staff work together to care for you	91.44	93.54	92.29	92.99	91.69	93.49	93.22	91.35	90.55	89.67	92.62	89.89
Extent to which our staff eased your entry into the medical facility	91.20	92.66	92.40	94.27	91.31	93.79	92.91	92.79	90.94	90.03	91.67	90.99
Appropriateness of Emergency Medical Transportation treatment	91.82	93.69	93.05	92.58	91.96	92.34	93.63	90.91	89.90	89.47	90.93	88.89
Extent to which the services received were worth the fees charged	83.06	84.21	86.33	87.01	82.43	84.40	87.21	83.19	82.11	81.48	84.25	81.71
Overall rating of the care provided by our Emergency Medical Transportation	91.20	93.80	92.47	93.51	91.31	92.51	92.24	90.80	90.80	88.24	91.03	89.05
Likelihood of recommending this ambulance service to others	91.21	93.63	92.19	94.13	90.36	92.78	93.12	90.45	90.44	88.04	89.96	88.78
Overall Score	89.76	92.28	91.74	93.48	90.77	91.81	92.30	90.44	89.18	88.50	90.37	88.55
Respondents	138	181	86	159	132	190	149	161	112	131	160	124



Monthly Overall Survey Score





Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Skill of the person driving the ambulance	92.30	90.35	1.95	94.74
Comfort of the ride	84.61	83.31	1.30	88.38
Decreases	Current	Previous	(+/-)	National DB
Extent to which medics included you in the treatment decisions (if applicable)	86.76	92.10	-5.34	93.13
Professionalism of the staff in our billing office	83.56	87.08	-3.52	89.72
Extent to which the ambulance arrived in a timely manner	87.41	90.87	-3.46	92.75
Degree to which the medics took your problem seriously	89.46	92.55	-3.08	95.03
Extent to which medics cared for you as a person	88.57	91.31	-2.74	94.98
How well did our staff work together to care for you	89.89	92.62	-2.73	94.27
Degree to which the medics listened to you and/or your family	89.57	92.24	-2.67	94.86
Willingness of the staff in our billing office to address your needs	83.98	86.62	-2.64	89.48
Extent to which the medics kept you informed about your treatment	88.45	91.03	-2.59	93.64
Extent to which the services received were worth the fees charged	81.71	84.25	-2.53	89.61



Greatest Scores Above Benchmarks by Question

No scores above benchmark for this period.



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 medics cared for you as a person	88.57	.936299445
How well did our staff work together to care for you	89.89	.929967409
Medics' concern for your privacy	89.59	.926368644
Appropriateness of Emergency Medical Transportation treatment	88.89	.925056944
Care shown by the medics who arrived with the ambulance	90.05	.923545896
Degree to which the medics listened to you and/or your family	89.57	.923292419
Degree to which the medics took your problem seriously	89.46	.923126004
Extent to which the medics kept you informed about your treatment	88.45	.923032164
Extent to which medics included you in the treatment decisions (if applicable)	86.76	.916385265
Degree to which the medics relieved your pain or discomfort	83.45	.89977762
Skill of the medics	90.10	.899355191
Extent to which our staff eased your entry into the medical facility	90.99	.89551505
Skill of the person driving the ambulance	92.30	.86563053
Extent to which the services received were worth the fees charged	81.71	.861381773
Willingness of the staff in our billing office to address your needs	83.98	.850292136
Professionalism of the staff in our billing office	83.56	.828210234
Concern shown by the person you called for ambulance service	89.33	.818590632
Extent to which you were told what to do until the ambulance arrived	89.48	.787479991
Extent to which the ambulance arrived in a timely manner	87.41	.786507964
Helpfulness of the person you called for ambulance service	91.46	.779982792
Comfort of the ride	84.61	.778515584
Cleanliness of the ambulance	92.93	.74496399



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	91.46	100.00	92.71	93.31	88.25	94.51	93.75
Concern shown by the person you called for ambulance service	89.33	100.00	93.22	92.56	90.82	93.82	92.86
Extent to which you were told what to do until the ambulance	89.48	100.00	92.88	93.13	88.30	92.97	90.82
Extent to which the ambulance arrived in a timely manner	87.41	100.00	90.63	85.65	85.98	93.52	92.02
Cleanliness of the ambulance	92.93	100.00	94.57	91.26	92.73	96.21	94.53
Comfort of the ride	84.61	100.00	83.43	84.36	87.52	90.54	86.16
Skill of the person driving the ambulance	92.30	100.00	93.25	92.50	94.09	94.94	94.34
Care shown by the medics who arrived with the ambulance	90.05	100.00	95.53	93.48	93.88	96.18	94.28
Degree to which the medics took your problem seriously	89.46	100.00	95.79	92.95	93.32	96.03	94.22
Degree to which the medics listened to you and/or your family	89.57	100.00	95.35	94.57	92.15	95.83	93.95
Skill of the medics	90.10	100.00	95.27	94.11	92.45	95.83	94.25
Extent to which the medics kept you informed about your	88.45	100.00	94.63	92.48	89.31	93.79	92.64
Extent to which medics included you in the treatment decisions (if	86.76	100.00	93.03	92.64	87.85	94.80	91.46
Degree to which the medics relieved your pain or discomfort	83.45	100.00	91.98	90.73	85.44	92.38	90.65
Medics' concern for your privacy	89.59	100.00	94.13	94.25	89.60	94.88	93.99
Extent to which medics cared for you as a person	88.57	100.00	96.14	94.24	91.37	95.68	94.58
Professionalism of the staff in our billing office	83.56	100.00	90.07	88.61	85.71	91.58	90.42
Willingness of the staff in our billing office to address your needs	83.98	100.00	90.36	88.09	85.71	91.09	90.97
How well did our staff work together to care for you	89.89	100.00	94.37	94.28	91.85	95.50	93.75
Extent to which our staff eased your entry into the medical facility	90.99	100.00	93.82	92.70	91.85	95.57	93.33
Appropriateness of Emergency Medical Transportation treatment	88.89	100.00	93.83	93.60	91.37	96.04	93.32
Extent to which the services received were worth the fees charged	81.71	100.00	90.26	93.01	85.55	91.42	84.68
Overall rating of the care provided by our Emergency Medical	89.05	100.00	94.28	93.82	91.69	95.83	93.58
Likelihood of recommending this ambulance service to others	88.78	100.00	94.70	94.12	91.85	94.58	92.26
Overall score	88.55	100.00	93.25	92.16	90.30	94.45	92.52



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	91.46	93.95	93.50	93.92	93.69	94.01
Concern shown by the person you called for ambulance service	89.33	93.84	93.47	93.52	93.61	94.04
Extent to which you were told what to do until the ambulance	89.48	92.63	92.58	93.12	92.41	92.68
Extent to which the ambulance arrived in a timely manner	87.41	92.75	92.16	93.96	92.01	93.65
Cleanliness of the ambulance	92.93	95.34	94.94	95.86	94.95	95.84
Comfort of the ride	84.61	88.38	87.78	90.09	87.49	89.95
Skill of the person driving the ambulance	92.30	94.74	94.32	94.70	94.14	94.60
Care shown by the medics who arrived with the ambulance	90.05	95.15	94.86	94.50	94.71	94.59
Degree to which the medics took your problem seriously	89.46	95.03	94.58	94.08	94.59	94.25
Degree to which the medics listened to you and/or your family	89.57	94.86	94.66	94.13	94.59	94.24
Skill of the medics	90.10	95.42	95.08	94.64	95.03	94.93
Extent to which the medics kept you informed about your	88.45	93.64	93.31	93.15	93.26	93.36
Extent to which medics included you in the treatment decisions	86.76	93.13	92.87	92.75	92.62	92.61
Degree to which the medics relieved your pain or discomfort	83.45	91.62	91.31	91.14	90.98	90.90
Medics' concern for your privacy	89.59	94.28	93.93	94.14	93.76	94.04
Extent to which medics cared for you as a person	88.57	94.98	94.73	94.18	94.62	94.09
Professionalism of the staff in our billing office	83.56	89.72	89.49	88.70	89.43	88.32
Willingness of the staff in our billing office to address your	83.98	89.48	89.31	88.78	89.09	88.28
How well did our staff work together to care for you	89.89	94.27	94.12	93.78	93.78	93.21
Extent to which our staff eased your entry into the medical	90.99	94.26	93.89	93.84	94.00	93.92
Appropriateness of Emergency Medical Transportation treatment	88.89	94.24	93.85	93.56	93.83	93.82
Extent to which the services received were worth the fees	81.71	89.61	89.44	89.44	89.00	88.38
Overall rating of the care provided by our Emergency Medical	89.05	94.50	94.27	94.22	94.04	93.76
Likelihood of recommending this ambulance service to others	88.78	94.05	93.80	93.51	93.62	93.35
Overall Score	88.55	93.33	93.01	93.07	92.89	92.95



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		227	57	19	47	13
Minimum Score	1	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	90.63	93.55	93.37	92.89	93.64	93.21
Your Percentile		9th	10th	N/A	13th	20th
Your Rank		78	27	N/A	27	9

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	92.82	92.45
Dispatch	92.94	92.31
Helpfulness of the person you called for ambulance service	93.54	92.94
Concern shown by the person you called for ambulance service	92.96	92.70
Extent to which you were told what to do until the ambulance	92.32	91.28
Ambulance	92.81	92.08
Extent to which the ambulance arrived in a timely manner	92.99	92.26
Cleanliness of the ambulance	95.92	94.53
Comfort of the ride	88.13	87.68
Skill of the person driving the ambulance	94.20	93.86
Medic	93.87	93.4
Care shown by the medics who arrived with the ambulance	94.83	94.41
Degree to which the medics took your problem seriously	94.67	94.32
Degree to which the medics listened to you and/or your family	94.39	94.01
Skill of the medics	95.07	94.42
Extent to which the medics kept you informed about your treatment	93.48	92.65
Extent to which medics included you in the treatment decisions (if	93.11	92.42
Degree to which the medics relieved your pain or discomfort	89.82	90.72
Medics' concern for your privacy	94.70	93.40
Extent to which medics cared for you as a person	94.80	94.28
Billing Office Staff	86.58	88.79



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.82	92.45
Billing Office Staff	86.58	88.79
Professionalism of the staff in our billing office	86.76	88.78
Willingness of the staff in our billing office to address your needs	86.39	88.80
Overall Experience	93.25	92.58
How well did our staff work together to care for you	94.90	93.52
Extent to which our staff eased your entry into the medical facility	94.88	93.66
Appropriateness of Emergency Medical Transportation treatment	94.40	93.46
Extent to which the services received were worth the fees charged	86.76	87.98
Overall rating of the care provided by our Emergency Medical	94.33	93.61
Likelihood of recommending this ambulance service to others	94.23	93.23



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	63	68	150	517	1977	71.24%	79.55%
Dispatch	4	8	13	72	251	72.13%	78.93%
Helpfulness of the person you called for ambulance service	1	1	5	23	87	74.36%	80.47%
Concern shown by the person you called for ambulance service	2	4	3	24	84	71.79%	79.63%
Extent to which you were told what to do until the ambulance arrived	1	3	5	25	80	70.18%	76.69%
Ambulance	7	5	22	119	328	68.19%	77.44%
Extent to which the ambulance arrived in a timely manner	2	1	8	34	76	62.81%	77.13%
Cleanliness of the ambulance	1	0	3	24	92	76.67%	83.15%
Comfort of the ride	3	3	8	37	69	57.50%	67.50%
Skill of the person driving the ambulance	1	1	3	24	91	75.83%	81.96%
Medic	29	33	57	173	794	73.11%	82.59%
Care shown by the medics who arrived with the ambulance	1	5	8	14	95	77.24%	85.19%
Degree to which the medics took your problem seriously	4	3	7	13	96	78.05%	84.94%
Degree to which the medics listened to you and/or your family	2	4	8	15	93	76.23%	84.88%
Skill of the medics	2	2	5	24	88	72.73%	85.28%
Extent to which the medics kept you informed about your treatment	4	3	6	20	90	73.17%	80.55%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	63	68	150	517	1977	71.24%	79.55%
Extent to which medics included you in the treatment decisions (if applicable)	4	3	8	19	79	69.91%	79.88%
Degree to which the medics relieved your pain or discomfort	6	7	6	22	78	65.55%	76.22%
Medics' concern for your privacy	1	3	6	25	85	70.83%	81.50%
Extent to which medics cared for you as a person	5	3	3	21	90	73.77%	84.90%
Billing Office Staff	4	3	20	41	95	58.28%	67.88%
Professionalism of the staff in our billing office	2	2	10	20	48	58.54%	68.07%
Willingness of the staff in our billing office to address your needs	2	1	10	21	47	58.02%	67.68%
Overall Experience	19	19	38	112	509	73.03%	80.59%
How well did our staff work together to care for you	2	5	4	18	92	76.03%	82.04%
Extent to which our staff eased your entry into the medical facility	1	3	4	23	91	74.59%	81.77%
Appropriateness of Emergency Medical Transportation treatment	3	4	6	17	89	74.79%	82.00%
Extent to which the services received were worth the fees charged	4	2	13	18	53	58.89%	72.04%
Overall rating of the care provided by our Emergency Medical Transportation service	3	3	6	21	90	73.17%	83.09%
Likelihood of recommending this ambulance service to others	6	2	5	15	94	77.05%	82.61%