

San Marcos Hays County EMS

San Marcos, TX

Client 6585



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EMS System Report

October 1, 2020 to December 31, 2020

Your Score

94.57

Number of Your Patients in this Report

148

Number of Patients in this Report

18,721

Number of Transport Services in All EMS DB

168





Executive Summary

This report contains data from **148 San Marcos Hays County EMS** patients who returned a questionnaire between **10/01/2020** and **12/31/2020**.

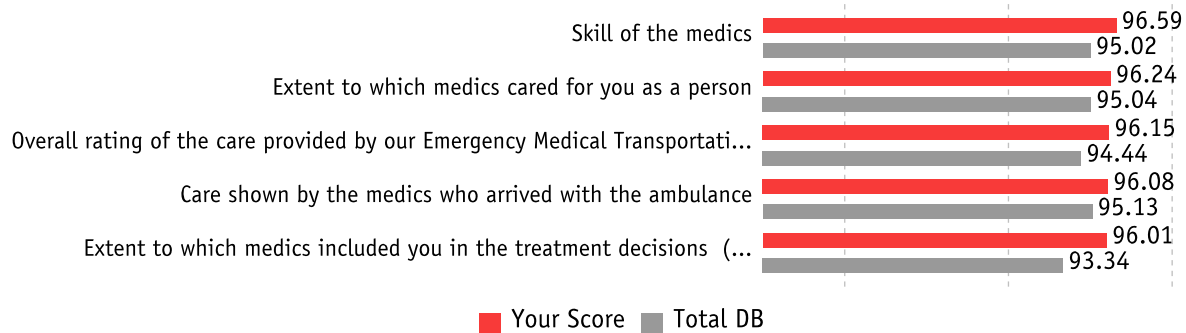
The overall mean score for the standard questions was **94.57**; this is a difference of **1.09** points from the overall EMS database score of **93.48**.

The current score of **94.57** is a change of **-0.23** points from last period's score of **94.80**. This was the **29th** highest overall score for all companies in the database.

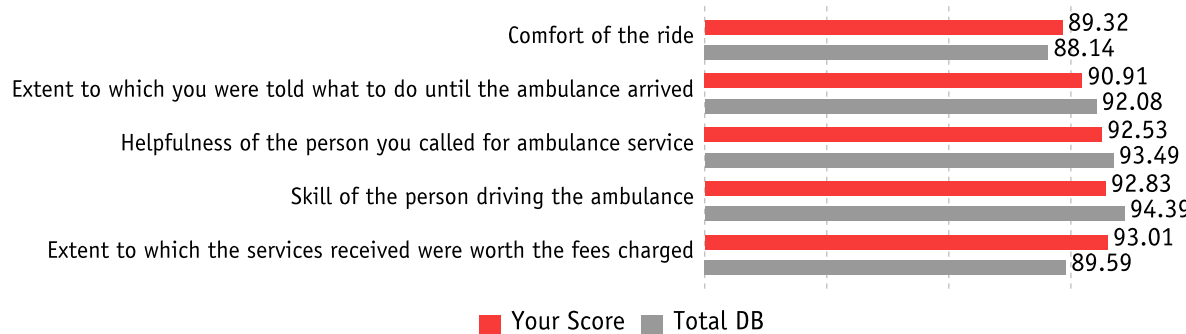
You are ranked **18th** for comparably sized companies in the system.

81.78% of responses to standard questions had a rating of Very Good, the highest rating. **99.44%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

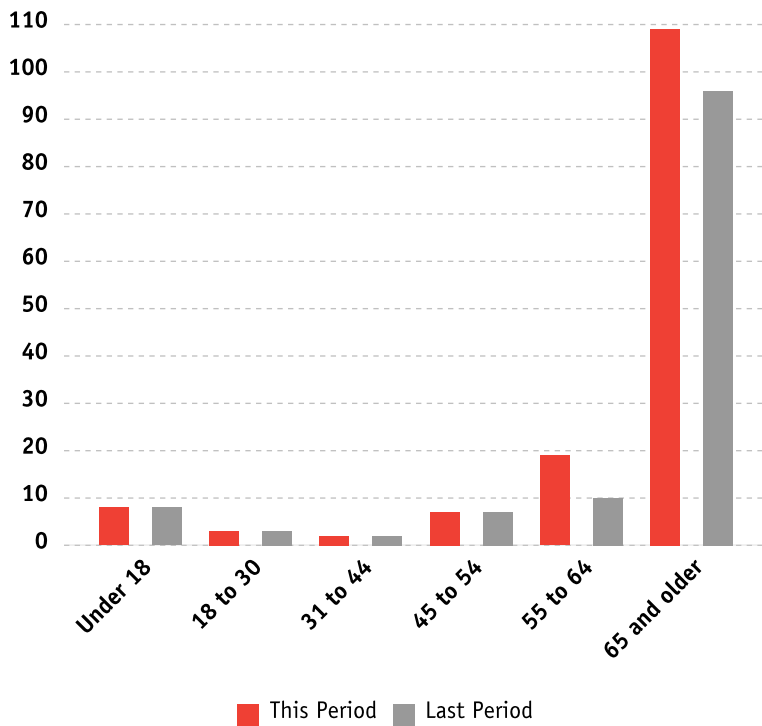




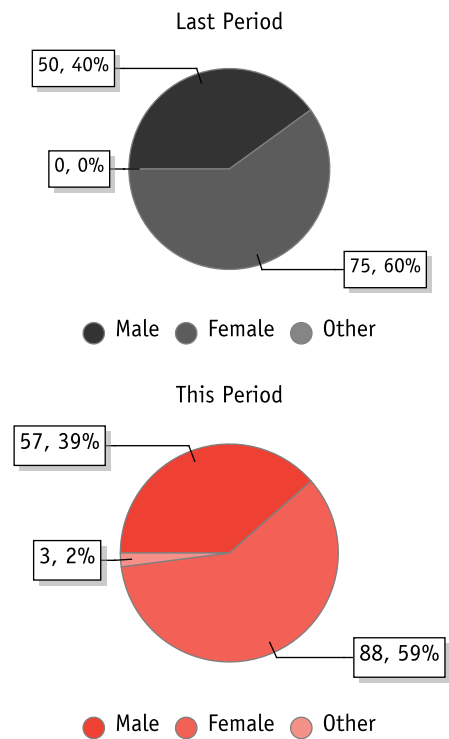
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	8	4	4	0	8	3	5	0
18 to 30	3	0	3	0	3	0	3	0
31 to 44	2	1	1	0	2	0	2	0
45 to 54	7	3	4	0	7	3	4	0
55 to 64	10	6	3	0	19	6	12	1
65 and older	96	36	60	0	109	45	62	2
Total	126	50	75	0	148	57	88	3

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	94.82	-2.29	92.53	93.49
Concern shown by the person you called for ambulance service	94.55	-0.85	93.70	93.26
Extent to which you were told what to do until the ambulance arrived	93.75	-2.84	90.91	92.08

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.95	1.69	94.64	92.90
Cleanliness of the ambulance	96.70	-1.34	95.36	95.26
Comfort of the ride	93.32	-4.00	89.32	88.14
Skill of the person driving the ambulance	96.25	-3.42	92.83	94.39

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.22	-0.14	96.08	95.13
Degree to which the medics took your problem seriously	96.01	-0.64	95.37	95.00
Degree to which the medics listened to you and/or your family	95.81	-0.77	95.04	94.64
Skill of the medics	97.22	-0.63	96.59	95.02
Extent to which the medics kept you informed about your treatment	94.26	0.70	94.96	93.41
Extent to which medics included you in the treatment decisions (if applicable)	93.57	2.44	96.01	93.34
Degree to which the medics relieved your pain or discomfort	91.68	1.47	93.15	91.55
Medics' concern for your privacy	95.31	0.62	95.93	94.20
Extent to which medics cared for you as a person	95.91	0.33	96.24	95.04

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	91.11	2.64	93.75	89.48
Willingness of the staff in our billing office to address your needs	90.91	2.24	93.15	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	94.42	1.45	95.87	94.39
Extent to which our staff eased your entry into the medical facility	96.24	-0.33	95.91	94.37
Appropriateness of Emergency Medical Transportation treatment	95.58	-0.00	95.58	94.23
Extent to which the services received were worth the fees charged	91.78	1.23	93.01	89.59
Overall rating of the care provided by our Emergency Medical Transportation	95.56	0.59	96.15	94.44
Likelihood of recommending this ambulance service to others	95.75	-0.35	95.40	93.98



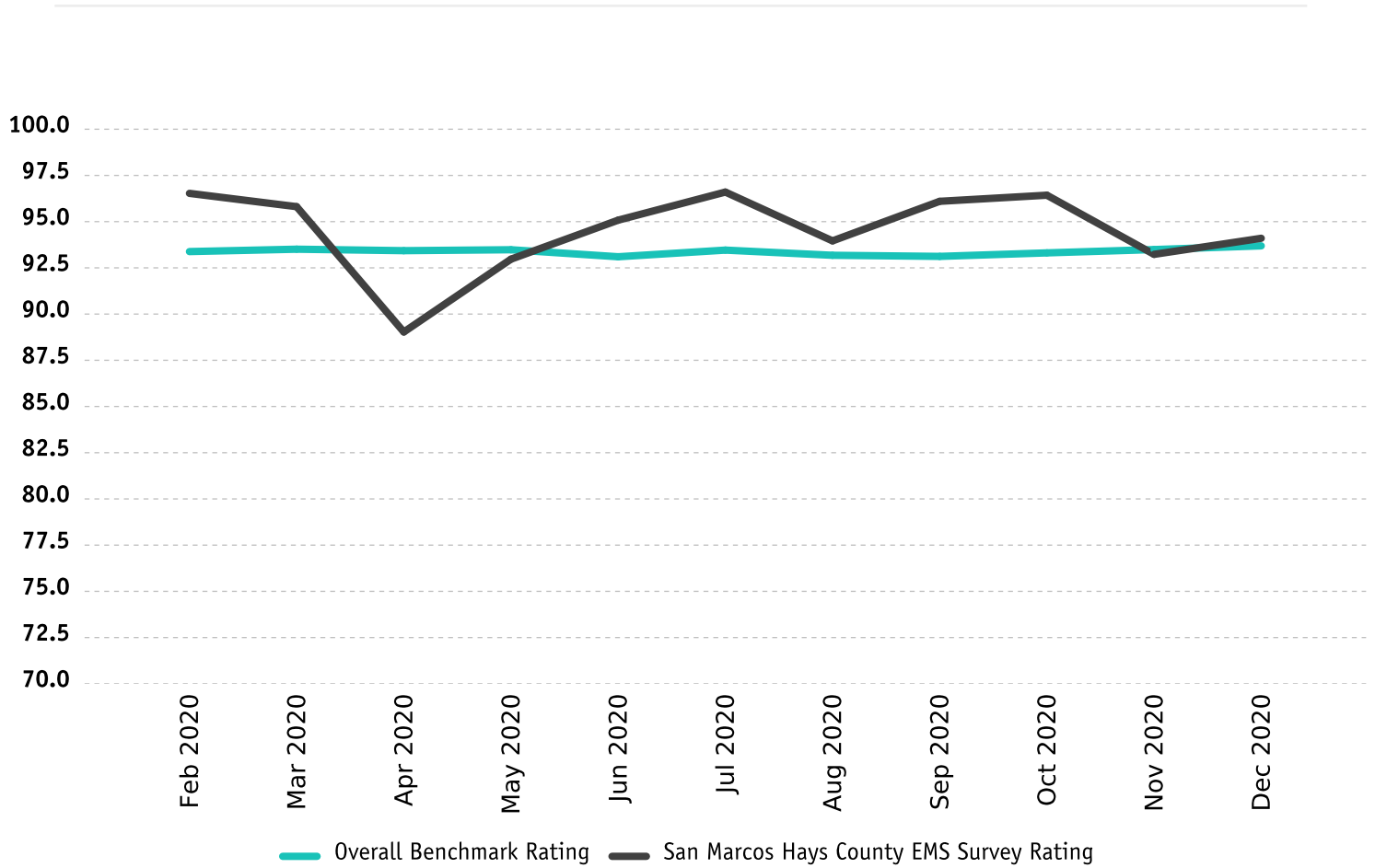
Monthly Breakdown

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	95.00	93.29	95.83	92.76	92.31	95.00	94.44	94.33	97.22	93.02	94.64	89.90
Concern shown by the person you called for ambulance service	93.97	95.39	95.12	92.31	90.50	93.28	94.44	94.26	95.83	94.77	93.45	92.86
Extent to which you were told what to do until the ambulance arrived	92.63	95.27	92.50	86.54	89.58	92.90	95.83	93.15	94.12	90.70	91.88	90.13
Extent to which the ambulance arrived in a timely manner	90.03	94.87	95.65	88.07	89.66	93.39	95.00	92.21	93.75	95.65	94.15	94.15
Cleanliness of the ambulance	95.31	99.29	95.74	91.45	91.83	95.89	98.61	96.43	95.83	96.15	94.64	95.35
Comfort of the ride	93.52	94.70	94.44	86.84	83.89	90.13	95.59	92.16	95.59	89.86	85.44	92.05
Skill of the person driving the ambulance	99.00	96.62	97.22	91.03	91.67	95.67	96.88	96.27	95.59	93.92	86.83	97.02
Care shown by the medics who arrived with the ambulance	93.06	97.92	97.92	89.07	97.03	96.53	98.81	95.13	97.62	98.86	94.15	95.35
Degree to which the medics took your problem seriously	93.06	99.32	95.85	90.90	96.19	95.75	98.81	94.81	97.62	97.16	93.09	96.02
Degree to which the medics listened to you and/or your family	93.75	97.22	93.64	89.68	95.69	96.97	98.81	94.82	96.43	96.69	94.15	94.32
Skill of the medics	93.57	97.86	97.28	88.74	96.49	96.21	98.81	96.67	97.62	98.86	94.32	96.59
Extent to which the medics kept you informed about your treatment	89.84	96.53	95.56	82.10	93.87	95.58	97.50	92.58	97.37	96.43	93.18	95.35
Extent to which medics included you in the treatment decisions (if	87.50	96.55	97.44	79.81	93.88	95.17	94.74	92.76	95.00	97.37	95.12	95.63
Degree to which the medics relieved your pain or discomfort	92.97	97.58	94.19	84.29	93.00	92.39	93.06	90.46	94.74	95.03	90.70	93.90
Medics' concern for your privacy	93.18	97.06	97.73	86.54	91.07	96.05	96.25	95.07	95.24	99.40	93.18	95.35
Extent to which medics cared for you as a person	92.97	98.57	97.78	88.83	95.69	96.46	97.50	95.01	97.62	98.84	95.11	94.89
Professionalism of the staff in our billing office	83.93	100.00	92.50	78.75	86.11	92.86	90.63	91.07	91.67	95.83	93.75	92.31
Willingness of the staff in our billing office to address your needs	82.14	97.50	91.67	75.05	84.62	93.13	91.67	88.89	96.88	95.59	93.42	91.35
How well did our staff work together to care for you	93.94	96.21	95.65	95.39	95.61	96.51	96.05	93.28	97.06	98.75	93.18	95.93
Extent to which our staff eased your entry into the medical facility	93.97	94.35	98.26	95.71	95.21	95.78	97.22	95.26	98.53	99.29	94.12	94.51
Appropriateness of Emergency Medical Transportation treatment	93.55	96.67	98.26	95.45	94.39	95.73	98.61	94.69	95.59	98.57	93.75	94.64
Extent to which the services received were worth the fees charged	86.96	93.48	90.91	87.94	90.56	94.57	95.31	90.33	92.86	95.97	93.97	90.03
Overall rating of the care provided by our Emergency Medical Transportation	91.41	96.21	96.59	95.14	96.63	96.80	98.75	94.49	96.05	97.97	95.39	95.24
Likelihood of recommending this ambulance service to others	92.86	96.88	96.11	94.59	95.00	95.83	97.50	94.78	97.37	98.78	94.51	93.02
Your Master Score	92.46	96.53	95.81	89.03	92.97	95.08	96.60	93.96	96.10	96.43	93.23	94.10
Your Total Responses	37	42	52	44	63	107	21	83	22	50	49	49



Monthly tracking of Overall Survey Score





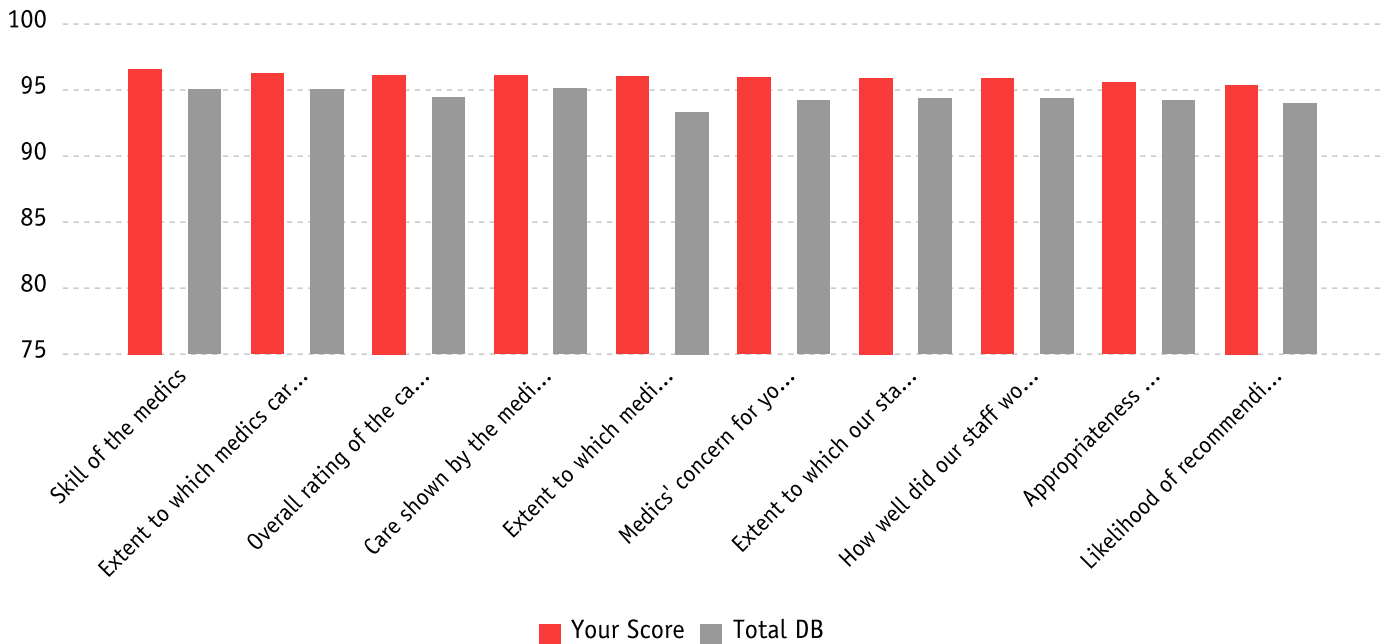
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Professionalism of the staff in our billing office	91.11	93.75	2.64	89.48
Extent to which medics included you in the treatment decisions (if applicable)	93.57	96.01	2.43	93.34
Willingness of the staff in our billing office to address your needs	90.91	93.15	2.24	89.45
Extent to which the ambulance arrived in a timely manner	92.95	94.64	1.69	92.90
Degree to which the medics relieved your pain or discomfort	91.68	93.15	1.48	91.55
How well did our staff work together to care for you	94.42	95.87	1.45	94.39
Extent to which the services received were worth the fees charged	91.78	93.01	1.23	89.59
Extent to which the medics kept you informed about your treatment	94.26	94.96	0.70	93.41
Medics' concern for your privacy	95.31	95.93	0.62	94.20
Overall rating of the care provided by our Emergency Medical Transportation service	95.56	96.15	0.59	94.44
Decreases				
Comfort of the ride	93.32	89.32	-3.99	88.14
Skill of the person driving the ambulance	96.25	92.83	-3.42	94.39
Extent to which you were told what to do until the ambulance arrived	93.75	90.91	-2.84	92.08
Helpfulness of the person you called for ambulance service	94.82	92.53	-2.29	93.49
Cleanliness of the ambulance	96.70	95.36	-1.34	95.26
Concern shown by the person you called for ambulance service	94.55	93.70	-0.84	93.26
Degree to which the medics listened to you and/or your family	95.81	95.04	-0.76	94.64
Degree to which the medics took your problem seriously	96.01	95.37	-0.64	95.00
Skill of the medics	97.22	96.59	-0.63	95.02
Likelihood of recommending this ambulance service to others	95.75	95.40	-0.35	93.98



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Skill of the medics	96.59	1.57	95.02
Extent to which medics cared for you as a person	96.24	1.20	95.04
Overall rating of the care provided by our Emergency Medical Transportation service	96.15	1.71	94.44
Care shown by the medics who arrived with the ambulance	96.08	0.95	95.13
Extent to which medics included you in the treatment decisions (if applicable)	96.01	2.67	93.34
Medics' concern for your privacy	95.93	1.73	94.20
Extent to which our staff eased your entry into the medical facility	95.91	1.54	94.37
How well did our staff work together to care for you	95.87	1.48	94.39
Appropriateness of Emergency Medical Transportation treatment	95.58	1.35	94.23
Likelihood of recommending this ambulance service to others	95.40	1.42	93.98





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
Medics' concern for your privacy	95.93	.894953478
Degree to which the medics listened to you and/or your family	95.04	.882645352
Degree to which the medics relieved your pain or discomfort	93.15	.878578219
Extent to which the medics kept you informed about your treatment	94.96	.875750961
Degree to which the medics took your problem seriously	95.37	.875728007
Extent to which medics cared for you as a person	96.24	.859769444
Care shown by the medics who arrived with the ambulance	96.08	.840330859
How well did our staff work together to care for you	95.87	.835647266
Skill of the medics	96.59	.832347448
Appropriateness of Emergency Medical Transportation treatment	95.58	.831621634
Concern shown by the person you called for ambulance service	93.70	.82294548
Extent to which our staff eased your entry into the medical facility	95.91	.811306785
Cleanliness of the ambulance	95.36	.792165123
Willingness of the staff in our billing office to address your needs	93.15	.782355168
Extent to which the services received were worth the fees charged	93.01	.763192499
Professionalism of the staff in our billing office	93.75	.756781045
Extent to which the ambulance arrived in a timely manner	94.64	.738179467
Helpfulness of the person you called for ambulance service	92.53	.733776769
Extent to which medics included you in the treatment decisions (if applicable)	96.01	.721267044
Extent to which you were told what to do until the ambulance arrived	90.91	.658833549
Comfort of the ride	89.32	.626826994
Skill of the person driving the ambulance	92.83	.58416139



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	92.53	90.40	93.65	95.69	93.46	91.38	97.97
Concern shown by the person you called for ambulance service	93.70	92.01	93.29	97.55	93.18	92.24	97.97
Extent to which you were told what to do until the ambulance	90.91	89.40	92.33	95.56	91.67	84.82	97.97
Extent to which the ambulance arrived in a timely manner	94.64	90.23	95.74	96.88	91.79	90.32	95.87
Cleanliness of the ambulance	95.36	95.00	97.01	97.69	93.28	93.75	99.57
Comfort of the ride	89.32	82.08	91.57	96.15	88.52	87.13	85.50
Skill of the person driving the ambulance	92.83	92.92	96.26	97.64	93.95	93.33	98.35
Care shown by the medics who arrived with the ambulance	96.08	92.65	97.44	99.06	92.97	96.09	98.91
Degree to which the medics took your problem seriously	95.37	92.96	97.44	98.11	92.63	96.09	98.37
Degree to which the medics listened to you and/or your family	95.04	92.08	97.03	97.64	92.87	91.13	98.15
Skill of the medics	96.59	93.56	97.64	97.13	92.27	95.00	98.90
Extent to which the medics kept you informed about your	94.96	91.25	95.63	97.50	92.80	92.50	97.66
Extent to which medics included you in the treatment decisions (if	96.01	89.41	96.54	96.88	90.31	91.25	97.88
Degree to which the medics relieved your pain or discomfort	93.15	88.03	92.95	96.35	87.33	88.50	93.54
Medics' concern for your privacy	95.93	92.02	95.62	98.44	93.08	93.52	97.79
Extent to which medics cared for you as a person	96.24	93.69	97.39	98.50	94.13	93.97	99.26
Professionalism of the staff in our billing office	93.75	89.50	92.35	98.08	84.76	95.59	0
Willingness of the staff in our billing office to address your needs	93.15	89.29	92.13	97.92	83.15	96.88	0
How well did our staff work together to care for you	95.87	93.62	96.78	98.44	92.71	91.38	98.30
Extent to which our staff eased your entry into the medical facility	95.91	93.56	96.43	98.37	91.41	89.42	98.77
Appropriateness of Emergency Medical Transportation treatment	95.58	92.29	96.95	97.40	90.35	92.59	99.01
Extent to which the services received were worth the fees charged	93.01	88.11	93.46	96.09	82.20	80.25	50.00
Overall rating of the care provided by our Emergency Medical	96.15	92.93	96.56	97.96	91.45	92.86	99.07
Likelihood of recommending this ambulance service to others	95.40	92.75	96.43	98.91	91.57	91.70	98.65
Overall score	94.57	91.35	95.59	97.49	91.28	91.72	97.64
National Rank	29	70	19	4	71	66	3
Comparable Size (Small) Company Rank	18	33	12	3	34	31	2



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Helpfulness of the person you called for ambulance service	92.53	93.49	93.29	93.93
Concern shown by the person you called for ambulance service	93.70	93.26	93.19	93.78
Extent to which you were told what to do until the ambulance	90.91	92.08	91.72	93.24
Extent to which the ambulance arrived in a timely manner	94.64	92.90	93.14	93.58
Cleanliness of the ambulance	95.36	95.26	95.34	95.98
Comfort of the ride	89.32	88.14	88.72	90.15
Skill of the person driving the ambulance	92.83	94.39	94.53	95.08
Care shown by the medics who arrived with the ambulance	96.08	95.13	95.23	95.46
Degree to which the medics took your problem seriously	95.37	95.00	95.05	95.31
Degree to which the medics listened to you and/or your family	95.04	94.64	94.86	95.22
Skill of the medics	96.59	95.02	95.36	95.56
Extent to which the medics kept you informed about your	94.96	93.41	93.51	94.12
Extent to which medics included you in the treatment decisions	96.01	93.34	93.68	93.82
Degree to which the medics relieved your pain or discomfort	93.15	91.55	91.44	92.20
Medics' concern for your privacy	95.93	94.20	94.22	94.85
Extent to which medics cared for you as a person	96.24	95.04	95.30	95.27
Professionalism of the staff in our billing office	93.75	89.48	89.97	90.68
Willingness of the staff in our billing office to address your	93.15	89.45	89.96	90.69
How well did our staff work together to care for you	95.87	94.39	94.44	94.72
Extent to which our staff eased your entry into the medical	95.91	94.37	94.33	94.93
Appropriateness of Emergency Medical Transportation treatment	95.58	94.23	94.22	94.76
Extent to which the services received were worth the fees	93.01	89.59	89.49	90.27
Overall rating of the care provided by our Emergency Medical	96.15	94.44	94.51	94.68
Likelihood of recommending this ambulance service to others	95.40	93.98	93.88	94.44
Number of Surveys for the period	148			
Overall Score	94.57	93.20	93.31	93.86



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	93.64	92.23
Dispatch	93.1	92.02
Helpfulness of the person you called for ambulance service	93.34	92.67
Concern shown by the person you called for ambulance service	93.56	92.43
Extent to which you were told what to do until the ambulance	92.41	90.97
Ambulance	93.34	91.86
Extent to which the ambulance arrived in a timely manner	92.76	92.07
Cleanliness of the ambulance	95.28	94.31
Comfort of the ride	90.72	87.42
Skill of the person driving the ambulance	94.61	93.66
Medic	94.65	93.19
Care shown by the medics who arrived with the ambulance	95.50	94.20
Degree to which the medics took your problem seriously	95.49	94.12
Degree to which the medics listened to you and/or your family	95.15	93.82
Skill of the medics	95.50	94.21
Extent to which the medics kept you informed about your treatment	93.90	92.41
Extent to which medics included you in the treatment decisions (if	93.84	92.19
Degree to which the medics relieved your pain or discomfort	92.34	90.50
Medics' concern for your privacy	94.53	93.18
Extent to which medics cared for you as a person	95.59	94.09
Billing Staff Assessment	89.38	88.6


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.64	92.23
Billing Staff Assessment	89.38	88.6
Professionalism of the staff in our billing office	89.26	88.56
Willingness of the staff in our billing office to address your needs	89.51	88.65
Overall Assessment	94	92.36
How well did our staff work together to care for you	94.99	93.34
Extent to which our staff eased your entry into the medical facility	95.10	93.49
Appropriateness of Emergency Medical Transportation treatment	94.75	93.25
Extent to which the services received were worth the fees charged	89.82	87.61
Overall rating of the care provided by our Emergency Medical	94.80	93.41
Likelihood of recommending this ambulance service to others	94.53	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	10	63	442	2339	81.78%	78.76%
Dispatch	1	3	12	77	282	75.20%	77.38%
Helpfulness of the person you called for ambulance service	1	1	3	25	97	76.38%	78.94%
Concern shown by the person you called for ambulance service	0	1	2	25	99	77.95%	77.90%
Extent to which you were told what to do until the ambulance arrived	0	1	7	27	86	71.07%	75.30%
Ambulance	2	2	13	96	383	77.22%	76.88%
Extent to which the ambulance arrived in a timely manner	0	0	3	24	113	80.71%	77.45%
Cleanliness of the ambulance	0	0	1	21	102	82.26%	82.84%
Comfort of the ride	1	1	8	27	80	68.38%	66.47%
Skill of the person driving the ambulance	1	1	1	24	88	76.52%	80.76%
Medic	2	4	26	139	1000	85.40%	82.00%
Care shown by the medics who arrived with the ambulance	0	0	4	13	117	87.31%	84.51%
Degree to which the medics took your problem seriously	0	2	2	15	116	85.93%	84.67%
Degree to which the medics listened to you and/or your family	1	0	5	13	117	86.03%	83.67%
Skill of the medics	0	0	1	16	115	87.12%	83.81%
Extent to which the medics kept you informed about your treatment	0	1	3	17	108	83.72%	79.67%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	6	10	63	442	2339	81.78%	78.76%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	15	102	85.71%	79.92%
Degree to which the medics relieved your pain or discomfort	1	1	4	19	99	79.84%	75.84%
Medics' concern for your privacy	0	0	2	17	110	85.27%	80.99%
Extent to which medics cared for you as a person	0	0	3	14	116	87.22%	84.91%
Billing Staff Assessment	0	0	2	29	95	75.40%	66.14%
Professionalism of the staff in our billing office	0	0	1	14	49	76.56%	65.92%
Willingness of the staff in our billing office to address your needs	0	0	1	15	46	74.19%	66.37%
Overall Assessment	1	1	10	101	579	83.67%	80.04%
How well did our staff work together to care for you	0	0	1	19	107	84.25%	81.69%
Extent to which our staff eased your entry into the medical facility	0	0	2	14	94	85.45%	81.50%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	18	94	83.19%	81.19%
Extent to which the services received were worth the fees charged	1	0	3	18	78	78.00%	71.26%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	16	100	85.47%	82.54%
Likelihood of recommending this ambulance service to others	0	1	2	16	106	84.80%	82.05%



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	94.48	94.47	94.90	95.55	85.29
Helpfulness of the person you called for ambulance service	92.53	93.59	92.41	93.14	75.00
Concern shown by the person you called for ambulance service	93.70	92.95	93.75	95.69	83.33
Extent to which you were told what to do until the ambulance	90.91	92.57	88.84	95.19	62.50
Extent to which the ambulance arrived in a timely manner	94.64	93.18	93.64	98.39	95.83
Cleanliness of the ambulance	95.36	95.63	94.50	96.30	96.43
Comfort of the ride	89.32	85.16	92.19	92.00	82.14
Skill of the person driving the ambulance	92.83	92.14	92.88	93.75	92.86
Care shown by the medics who arrived with the ambulance	96.08	95.63	96.05	97.50	92.86
Degree to which the medics took your problem seriously	95.37	93.90	96.05	96.67	92.86
Degree to which the medics listened to you and/or your family	95.04	93.93	96.49	95.16	89.29
Skill of the medics	96.59	96.15	97.37	96.67	91.67
Extent to which the medics kept you informed about your	94.96	95.00	96.30	95.54	82.14
Extent to which medics included you in the treatment decisions	96.01	97.14	95.83	97.12	81.25
Degree to which the medics relieved your pain or discomfort	93.15	91.24	95.45	93.27	83.33
Medics' concern for your privacy	95.93	96.79	96.82	95.69	83.33
Extent to which medics cared for you as a person	96.24	97.44	95.61	97.50	89.29
Number of Survey Responses	148	47	62	32	7



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	94.48	94.47	94.90	95.55	85.29
Professionalism of the staff in our billing office	93.75	94.05	93.97	97.73	75.00
Willingness of the staff in our billing office to address your	93.15	94.05	92.59	97.73	75.00
How well did our staff work together to care for you	95.87	96.05	96.43	95.19	92.86
Extent to which our staff eased your entry into the medical	95.91	96.97	97.34	93.48	89.29
Appropriateness of Emergency Medical Transportation treatment	95.58	96.43	96.88	94.57	85.71
Extent to which the services received were worth the fees	93.01	93.33	93.77	94.05	80.00
Overall rating of the care provided by our Emergency Medical	96.15	97.92	97.00	94.79	85.71
Likelihood of recommending this ambulance service to others	95.40	95.95	95.45	96.15	89.29
Number of Survey Responses	148	47	62	32	7



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.64	93.42	95.68	93.38	92.45	95.29	93.55	92.52
Helpfulness of the person you called for ambulance service	93.34	93.27	95.52	93.23	91.10	94.77	93.07	92.75
Concern shown by the person you called for ambulance service	93.56	93.40	95.48	93.38	91.35	94.86	93.48	93.18
Extent to which you were told what to do until the ambulance	92.41	92.66	94.68	91.53	91.07	94.21	91.57	91.94
Extent to which the ambulance arrived in a timely manner	92.76	92.16	93.75	92.70	91.94	93.18	92.96	92.81
Cleanliness of the ambulance	95.28	95.31	96.33	95.08	94.96	96.49	95.53	93.89
Comfort of the ride	90.72	91.07	92.67	90.02	89.93	91.34	91.10	89.78
Skill of the person driving the ambulance	94.61	94.53	95.50	94.30	93.68	95.62	94.92	94.03
Care shown by the medics who arrived with the ambulance	95.50	94.40	98.14	95.55	94.70	97.16	95.51	94.10
Degree to which the medics took your problem seriously	95.49	94.74	97.98	95.06	94.93	96.96	95.33	94.56
Degree to which the medics listened to you and/or your family	95.15	94.26	97.60	94.90	94.98	96.58	95.05	93.92
Skill of the medics	95.50	95.67	97.96	94.74	94.40	97.01	95.19	94.51
Extent to which the medics kept you informed about your	93.90	93.18	96.55	93.41	93.68	95.96	93.86	92.15
Extent to which medics included you in the treatment decisions	93.84	93.20	97.37	93.55	93.33	95.82	93.32	91.96
Degree to which the medics relieved your pain or discomfort	92.34	92.32	94.76	91.45	91.69	94.36	91.94	91.16
Medics' concern for your privacy	94.53	94.48	96.88	94.49	94.13	96.17	93.72	92.98
Extent to which medics cared for you as a person	95.59	95.48	97.45	95.23	94.89	97.08	95.58	94.28
Professionalism of the staff in our billing office	89.26	90.06	87.80	89.91	86.33	90.99	90.35	88.15
Willingness of the staff in our billing office to address your	89.51	89.83	91.68	89.12	87.17	90.64	90.47	88.58
Number of Surveys for the period	3449	535	311	644	348	461	588	535



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.64	93.42	95.68	93.38	92.45	95.29	93.55	92.52
How well did our staff work together to care for you	94.99	94.13	97.81	94.62	94.70	97.31	94.51	93.46
Extent to which our staff eased your entry into the medical	95.10	95.10	97.18	94.73	93.65	96.92	95.28	93.74
Appropriateness of Emergency Medical Transportation treatment	94.75	94.60	96.62	94.70	93.58	96.40	94.46	93.72
Extent to which the services received were worth the fees	89.82	90.29	92.76	90.48	86.08	93.35	89.06	87.48
Overall rating of the care provided by our Emergency Medical	94.80	94.22	97.00	94.80	93.50	96.82	94.48	93.76
Likelihood of recommending this ambulance service to others	94.53	93.79	96.81	94.17	93.06	96.88	94.40	93.59
Number of Surveys for the period	3449	535	311	644	348	461	588	535