

San Marcos Hays County EMS

San Marcos, TX
Client 6585



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EMS System Report

January 1, 2021 to March 31, 2021

Your Score

96.48

Number of Your Patients in this Report

163

Number of Patients in this Report

21,742

Number of Transport Services in All EMS DB

170





Executive Summary

This report contains data from **163 San Marcos Hays County EMS** patients who returned a questionnaire between **01/01/2021** and **03/31/2021**.

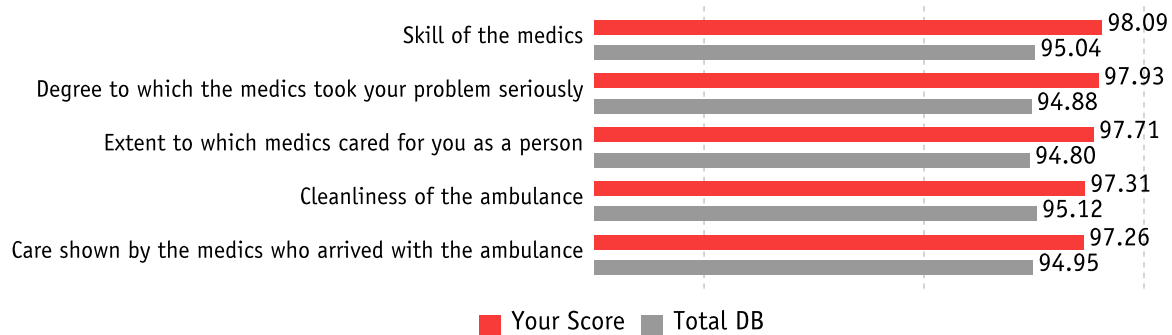
The overall mean score for the standard questions was **96.48**; this is a difference of **3.02** points from the overall EMS database score of **93.46**.

The current score of **96.48** is a change of **1.91** points from last period's score of **94.57**. This was the **10th** highest overall score for all companies in the database.

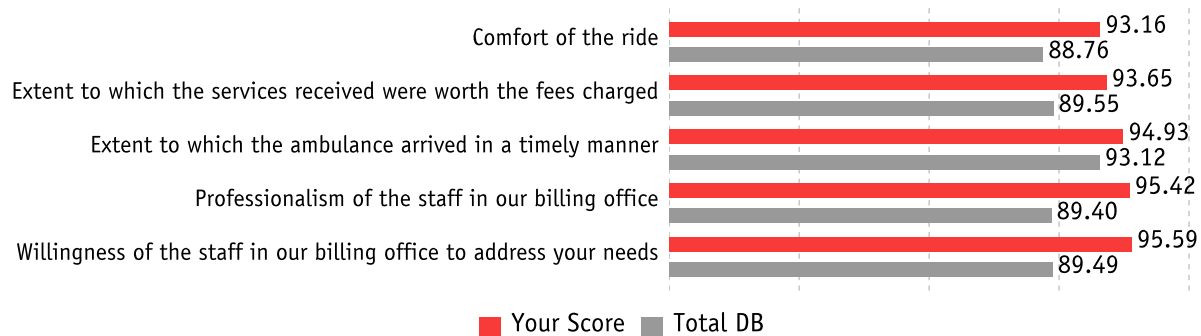
You are ranked **8th** for comparably sized companies in the system.

88.80% of responses to standard questions had a rating of Very Good, the highest rating. **99.42%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

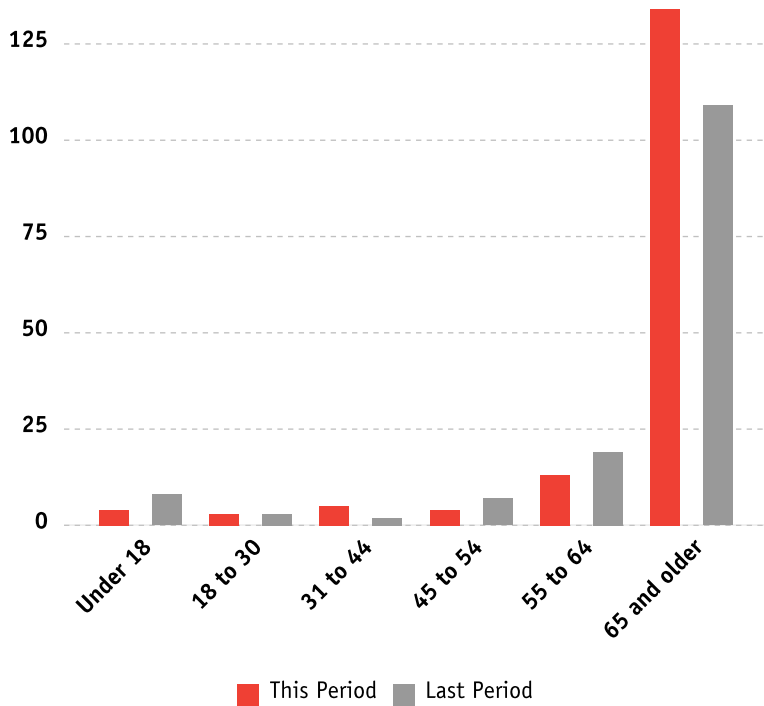




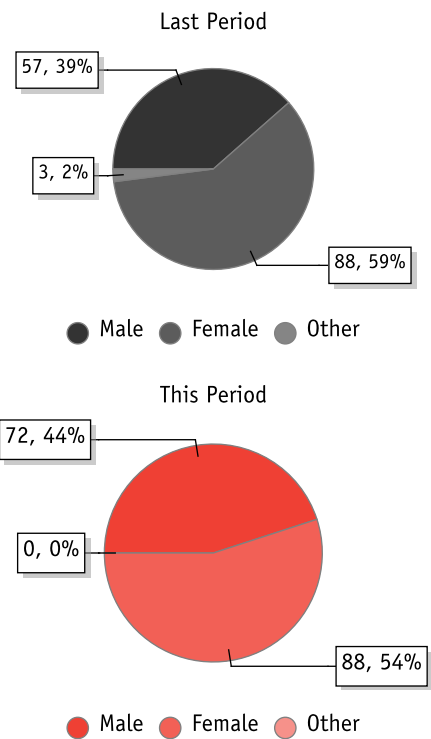
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	8	3	5	0	4	2	2	0
18 to 30	3	0	3	0	3	3	0	0
31 to 44	2	0	2	0	5	2	3	0
45 to 54	7	3	4	0	4	1	3	0
55 to 64	19	6	12	1	13	4	9	0
65 and older	109	45	62	2	134	60	71	0
Total	148	57	88	3	163	72	88	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	92.53	3.87	96.40	93.73
Concern shown by the person you called for ambulance service	93.70	3.02	96.72	93.48
Extent to which you were told what to do until the ambulance arrived	90.91	4.75	95.66	92.57

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.64	0.29	94.93	93.12
Cleanliness of the ambulance	95.36	1.95	97.31	95.12
Comfort of the ride	89.32	3.84	93.16	88.76
Skill of the person driving the ambulance	92.83	3.63	96.46	94.49

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.08	1.18	97.26	94.95
Degree to which the medics took your problem seriously	95.37	2.56	97.93	94.88
Degree to which the medics listened to you and/or your family	95.04	2.06	97.10	94.52
Skill of the medics	96.59	1.50	98.09	95.04
Extent to which the medics kept you informed about your treatment	94.96	2.22	97.18	93.44
Extent to which medics included you in the treatment decisions (if applicable)	96.01	0.21	96.22	93.13
Degree to which the medics relieved your pain or discomfort	93.15	2.93	96.08	91.66
Medics' concern for your privacy	95.93	0.53	96.46	94.14
Extent to which medics cared for you as a person	96.24	1.47	97.71	94.80

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	93.75	1.67	95.42	89.40
Willingness of the staff in our billing office to address your needs	93.15	2.44	95.59	89.49



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.87	1.17	97.04	94.05
Extent to which our staff eased your entry into the medical facility	95.91	1.02	96.93	94.05
Appropriateness of Emergency Medical Transportation treatment	95.58	1.22	96.80	94.05
Extent to which the services received were worth the fees charged	93.01	0.64	93.65	89.55
Overall rating of the care provided by our Emergency Medical Transportation	96.15	0.58	96.73	94.28
Likelihood of recommending this ambulance service to others	95.40	1.43	96.83	93.88



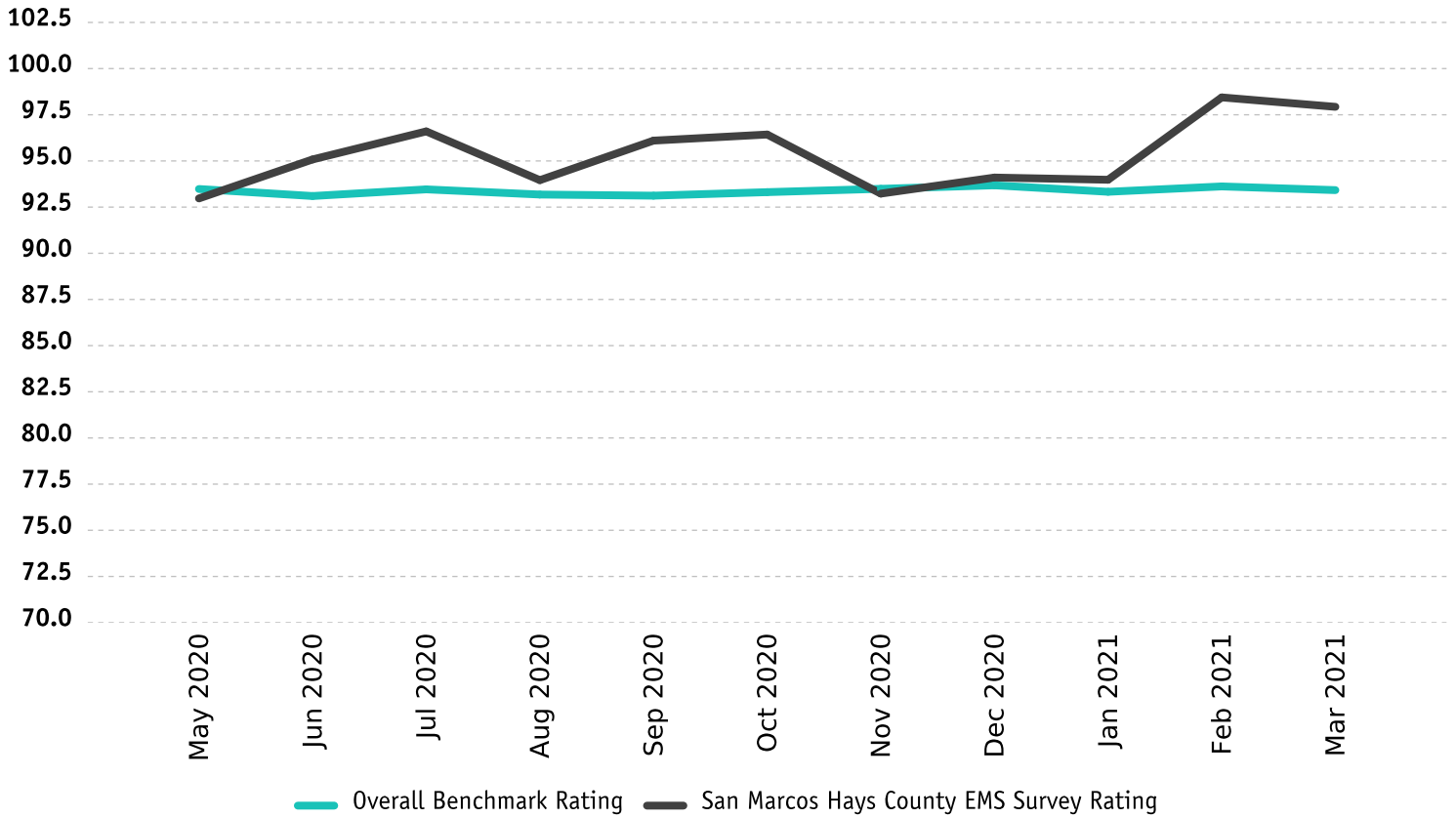
Monthly Breakdown

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.

	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Helpfulness of the person you called for ambulance service	92.76	92.31	95.00	94.44	94.33	97.22	93.02	94.64	89.90	94.26	98.84	97.02
Concern shown by the person you called for ambulance service	92.31	90.50	93.28	94.44	94.26	95.83	94.77	93.45	92.86	95.00	98.84	97.02
Extent to which you were told what to do until the ambulance arrived	86.54	89.58	92.90	95.83	93.15	94.12	90.70	91.88	90.13	95.34	97.16	94.51
Extent to which the ambulance arrived in a timely manner	88.07	89.66	93.39	95.00	92.21	93.75	95.65	94.15	94.15	92.97	96.28	96.43
Cleanliness of the ambulance	91.45	91.83	95.89	98.61	96.43	95.83	96.15	94.64	95.35	95.10	98.86	98.57
Comfort of the ride	86.84	83.89	90.13	95.59	92.16	95.59	89.86	85.44	92.05	88.00	96.51	96.43
Skill of the person driving the ambulance	91.03	91.67	95.67	96.88	96.27	95.59	93.92	86.83	97.02	94.00	98.21	97.86
Care shown by the medics who arrived with the ambulance	89.07	97.03	96.53	98.81	95.13	97.62	98.86	94.15	95.35	94.17	99.42	99.42
Degree to which the medics took your problem seriously	90.90	96.19	95.75	98.81	94.81	97.62	97.16	93.09	96.02	96.12	99.43	98.84
Degree to which the medics listened to you and/or your family	89.68	95.69	96.97	98.81	94.82	96.43	96.69	94.15	94.32	93.66	98.86	100.00
Skill of the medics	88.74	96.49	96.21	98.81	96.67	97.62	98.86	94.32	96.59	96.12	99.42	99.42
Extent to which the medics kept you informed about your treatment	82.10	93.87	95.58	97.50	92.58	97.37	96.43	93.18	95.35	94.40	99.42	98.78
Extent to which medics included you in the treatment decisions (if	79.81	93.88	95.17	94.74	92.76	95.00	97.37	95.12	95.63	92.75	98.08	99.34
Degree to which the medics relieved your pain or discomfort	84.29	93.00	92.39	93.06	90.46	94.74	95.03	90.70	93.90	95.67	98.21	94.38
Medics' concern for your privacy	86.54	91.07	96.05	96.25	95.07	95.24	99.40	93.18	95.35	94.64	97.12	98.21
Extent to which medics cared for you as a person	88.83	95.69	96.46	97.50	95.01	97.62	98.84	95.11	94.89	94.92	99.42	100.00
Professionalism of the staff in our billing office	78.75	86.11	92.86	90.63	91.07	91.67	95.83	93.75	92.31	94.35	95.45	97.22
Willingness of the staff in our billing office to address your needs	75.05	84.62	93.13	91.67	88.89	96.88	95.59	93.42	91.35	93.33	98.75	95.83
How well did our staff work together to care for you	95.39	95.61	96.51	96.05	93.28	97.06	98.75	93.18	95.93	93.75	99.36	99.38
Extent to which our staff eased your entry into the medical facility	95.71	95.21	95.78	97.22	95.26	98.53	99.29	94.12	94.51	94.50	99.34	97.79
Appropriateness of Emergency Medical Transportation treatment	95.45	94.39	95.73	98.61	94.69	95.59	98.57	93.75	94.64	93.50	99.36	98.61
Extent to which the services received were worth the fees charged	87.94	90.56	94.57	95.31	90.33	92.86	95.97	93.97	90.03	89.79	96.21	95.83
Overall rating of the care provided by our Emergency Medical Transportation	95.14	96.63	96.80	98.75	94.49	96.05	97.97	95.39	95.24	93.52	99.36	98.65
Likelihood of recommending this ambulance service to others	94.59	95.00	95.83	97.50	94.78	97.37	98.78	94.51	93.02	93.63	99.38	98.57
Your Master Score	89.03	92.97	95.08	96.60	93.96	96.10	96.43	93.23	94.10	93.98	98.44	97.93
Your Total Responses	44	63	107	21	83	22	50	49	49	68	49	46



Monthly tracking of Overall Survey Score





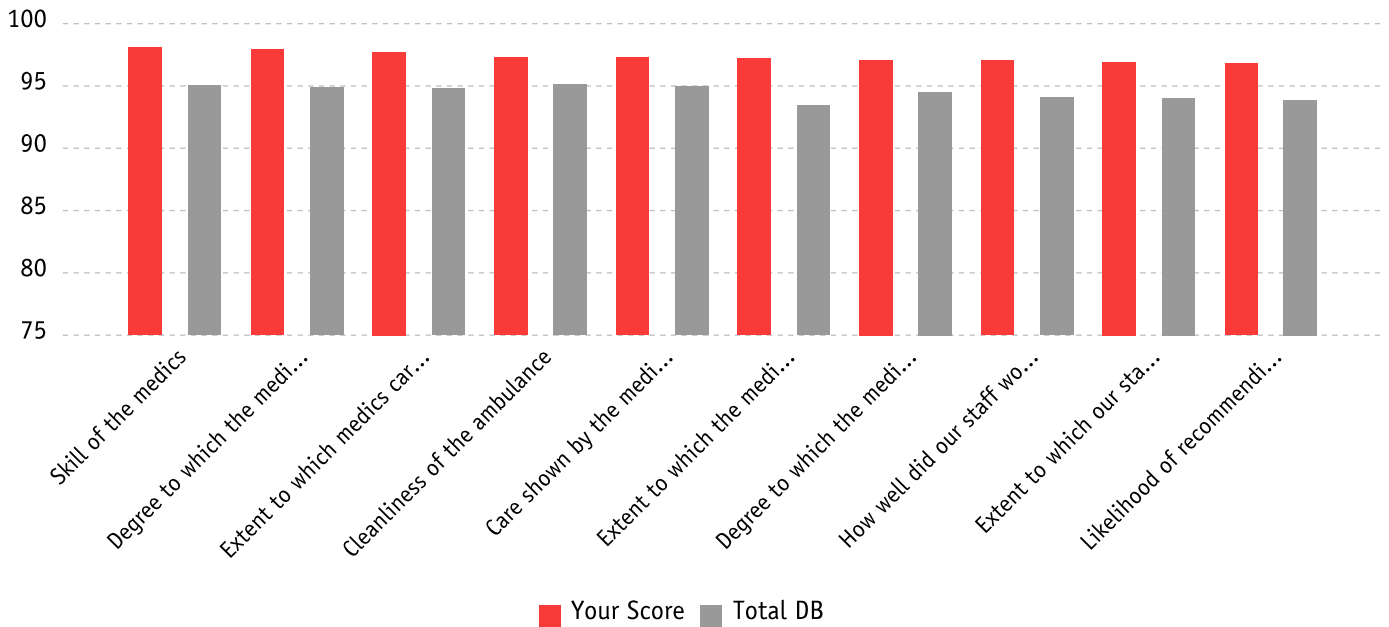
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which you were told what to do until the ambulance arrived	90.91	95.66	4.75	92.57
Helpfulness of the person you called for ambulance service	92.53	96.40	3.88	93.73
Comfort of the ride	89.32	93.16	3.84	88.76
Skill of the person driving the ambulance	92.83	96.46	3.62	94.49
Concern shown by the person you called for ambulance service	93.70	96.72	3.02	93.48
Degree to which the medics relieved your pain or discomfort	93.15	96.08	2.93	91.66
Degree to which the medics took your problem seriously	95.37	97.93	2.56	94.88
Willingness of the staff in our billing office to address your needs	93.15	95.59	2.44	89.49
Extent to which the medics kept you informed about your treatment	94.96	97.18	2.22	93.44
Degree to which the medics listened to you and/or your family	95.04	97.10	2.05	94.52



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Skill of the medics	98.09	3.05	95.04
Degree to which the medics took your problem seriously	97.93	3.06	94.88
Extent to which medics cared for you as a person	97.71	2.91	94.80
Cleanliness of the ambulance	97.31	2.19	95.12
Care shown by the medics who arrived with the ambulance	97.26	2.31	94.95
Extent to which the medics kept you informed about your treatment	97.18	3.74	93.44
Degree to which the medics listened to you and/or your family	97.10	2.57	94.52
How well did our staff work together to care for you	97.04	2.99	94.05
Extent to which our staff eased your entry into the medical facility	96.93	2.88	94.05
Likelihood of recommending this ambulance service to others	96.83	2.95	93.88





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
Cleanliness of the ambulance	97.31	.858487175
Extent to which medics cared for you as a person	97.71	.845850266
Willingness of the staff in our billing office to address your needs	95.59	.838834714
Care shown by the medics who arrived with the ambulance	97.26	.802815707
Skill of the medics	98.09	.794918514
Appropriateness of Emergency Medical Transportation treatment	96.80	.765965721
Degree to which the medics took your problem seriously	97.93	.764649543
Skill of the person driving the ambulance	96.46	.76418187
Extent to which the medics kept you informed about your treatment	97.18	.758628929
Extent to which our staff eased your entry into the medical facility	96.93	.754501274
Concern shown by the person you called for ambulance service	96.72	.753710296
How well did our staff work together to care for you	97.04	.748536396
Degree to which the medics listened to you and/or your family	97.10	.736572505
Comfort of the ride	93.16	.713038624
Extent to which the ambulance arrived in a timely manner	94.93	.674564469
Extent to which the services received were worth the fees charged	93.65	.674504193
Professionalism of the staff in our billing office	95.42	.663812087
Extent to which you were told what to do until the ambulance arrived	95.66	.653656846
Helpfulness of the person you called for ambulance service	96.40	.645293997
Extent to which medics included you in the treatment decisions (if applicable)	96.22	.607721144
Degree to which the medics relieved your pain or discomfort	96.08	.585091204
Medics' concern for your privacy	96.46	.578766449



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	96.40	93.92	94.19	94.23	90.80	95.10	95.00
Concern shown by the person you called for ambulance service	96.72	94.08	94.03	95.95	91.35	94.50	95.00
Extent to which you were told what to do until the ambulance	95.66	93.54	94.07	91.91	89.24	87.78	95.00
Extent to which the ambulance arrived in a timely manner	94.93	91.61	95.06	98.21	93.14	93.75	95.55
Cleanliness of the ambulance	97.31	94.41	96.68	98.13	93.31	96.08	99.69
Comfort of the ride	93.16	84.80	91.85	93.59	87.69	91.18	88.33
Skill of the person driving the ambulance	96.46	94.21	96.34	97.44	93.84	94.50	96.93
Care shown by the medics who arrived with the ambulance	97.26	93.92	97.60	97.56	93.76	96.15	97.83
Degree to which the medics took your problem seriously	97.93	94.76	97.31	97.56	94.09	97.12	98.03
Degree to which the medics listened to you and/or your family	97.10	94.25	96.91	96.95	94.75	97.12	96.69
Skill of the medics	98.09	93.71	96.82	96.95	93.26	96.63	98.86
Extent to which the medics kept you informed about your	97.18	92.53	95.86	96.79	90.64	96.57	98.20
Extent to which medics included you in the treatment decisions (if	96.22	93.19	96.36	97.58	90.49	95.93	95.51
Degree to which the medics relieved your pain or discomfort	96.08	91.36	93.97	96.21	90.15	93.88	90.85
Medics' concern for your privacy	96.46	94.05	96.40	97.30	91.35	95.41	97.07
Extent to which medics cared for you as a person	97.71	94.51	96.91	97.56	93.26	94.61	98.18
Professionalism of the staff in our billing office	95.42	88.41	91.90	93.33	81.11	91.67	0
Willingness of the staff in our billing office to address your needs	95.59	87.52	92.05	94.23	83.85	91.35	0
How well did our staff work together to care for you	97.04	93.25	96.20	98.72	91.45	95.00	96.99
Extent to which our staff eased your entry into the medical facility	96.93	93.30	96.54	97.50	91.06	95.11	97.56
Appropriateness of Emergency Medical Transportation treatment	96.80	92.51	96.32	98.08	92.55	94.90	98.36
Extent to which the services received were worth the fees charged	93.65	86.77	94.11	96.15	86.03	90.70	0
Overall rating of the care provided by our Emergency Medical	96.73	93.37	96.28	98.75	93.42	94.50	98.45
Likelihood of recommending this ambulance service to others	96.83	92.91	95.96	97.97	92.51	94.79	98.85
Overall score	96.48	92.61	95.65	96.82	91.41	94.49	97.06
National Rank	10	62	17	8	75	32	7
Comparable Size (Small) Company Rank	8	33	13	7	37	21	6



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Helpfulness of the person you called for ambulance service	96.40	93.73	93.55	94.73
Concern shown by the person you called for ambulance service	96.72	93.48	93.24	94.67
Extent to which you were told what to do until the ambulance	95.66	92.57	92.29	94.01
Extent to which the ambulance arrived in a timely manner	94.93	93.12	93.56	94.16
Cleanliness of the ambulance	97.31	95.12	95.40	96.05
Comfort of the ride	93.16	88.76	88.98	90.54
Skill of the person driving the ambulance	96.46	94.49	95.00	95.30
Care shown by the medics who arrived with the ambulance	97.26	94.95	95.40	95.44
Degree to which the medics took your problem seriously	97.93	94.88	95.34	95.35
Degree to which the medics listened to you and/or your family	97.10	94.52	94.87	95.28
Skill of the medics	98.09	95.04	95.38	95.92
Extent to which the medics kept you informed about your	97.18	93.44	93.69	94.44
Extent to which medics included you in the treatment decisions	96.22	93.13	93.30	94.22
Degree to which the medics relieved your pain or discomfort	96.08	91.66	92.17	92.82
Medics' concern for your privacy	96.46	94.14	94.36	95.12
Extent to which medics cared for you as a person	97.71	94.80	95.13	95.51
Professionalism of the staff in our billing office	95.42	89.40	89.32	91.78
Willingness of the staff in our billing office to address your	95.59	89.49	89.57	91.49
How well did our staff work together to care for you	97.04	94.05	94.24	94.97
Extent to which our staff eased your entry into the medical	96.93	94.05	94.13	94.96
Appropriateness of Emergency Medical Transportation treatment	96.80	94.05	94.32	94.96
Extent to which the services received were worth the fees	93.65	89.55	89.78	90.22
Overall rating of the care provided by our Emergency Medical	96.73	94.28	94.41	94.85
Likelihood of recommending this ambulance service to others	96.83	93.88	94.02	94.83
Number of Surveys for the period	163			
Overall Score	96.48	93.19	93.39	94.23



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	93.77	92.26
Dispatch	93.26	92.06
Helpfulness of the person you called for ambulance service	93.49	92.70
Concern shown by the person you called for ambulance service	93.71	92.47
Extent to which you were told what to do until the ambulance	92.57	91.02
Ambulance	93.44	91.9
Extent to which the ambulance arrived in a timely manner	92.86	92.10
Cleanliness of the ambulance	95.37	94.34
Comfort of the ride	90.83	87.46
Skill of the person driving the ambulance	94.69	93.68
Medic	94.76	93.22
Care shown by the medics who arrived with the ambulance	95.58	94.23
Degree to which the medics took your problem seriously	95.60	94.14
Degree to which the medics listened to you and/or your family	95.24	93.84
Skill of the medics	95.62	94.24
Extent to which the medics kept you informed about your treatment	94.05	92.44
Extent to which medics included you in the treatment decisions (if	93.95	92.22
Degree to which the medics relieved your pain or discomfort	92.51	90.53
Medics' concern for your privacy	94.62	93.21
Extent to which medics cared for you as a person	95.69	94.12
Billing Staff Assessment	89.69	88.62



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.77	92.26
Billing Staff Assessment	89.69	88.62
Professionalism of the staff in our billing office	89.57	88.58
Willingness of the staff in our billing office to address your needs	89.81	88.67
Overall Assessment	94.1	92.39
How well did our staff work together to care for you	95.08	93.36
Extent to which our staff eased your entry into the medical facility	95.18	93.51
Appropriateness of Emergency Medical Transportation treatment	94.85	93.28
Extent to which the services received were worth the fees charged	89.99	87.67
Overall rating of the care provided by our Emergency Medical	94.89	93.44
Likelihood of recommending this ambulance service to others	94.63	93.06



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	5	13	49	283	2774	88.8%	78.69%
Dispatch	0	2	10	39	384	88.28%	78.04%
Helpfulness of the person you called for ambulance service	0	1	3	12	130	89.04%	79.49%
Concern shown by the person you called for ambulance service	0	0	3	13	129	88.97%	78.36%
Extent to which you were told what to do until the ambulance arrived	0	1	4	14	125	86.81%	76.26%
Ambulance	0	3	16	57	462	85.87%	77.12%
Extent to which the ambulance arrived in a timely manner	0	2	3	19	129	84.31%	77.92%
Cleanliness of the ambulance	0	0	3	8	119	91.54%	82.42%
Comfort of the ride	0	1	7	18	102	79.69%	67.15%
Skill of the person driving the ambulance	0	0	3	12	112	88.19%	81.00%
Medic	3	3	12	101	1153	90.64%	81.78%
Care shown by the medics who arrived with the ambulance	0	0	3	10	133	91.10%	83.97%
Degree to which the medics took your problem seriously	0	0	2	8	135	93.10%	84.56%
Degree to which the medics listened to you and/or your family	1	1	0	10	134	91.78%	83.51%
Skill of the medics	0	0	1	9	134	93.06%	83.97%
Extent to which the medics kept you informed about your treatment	0	0	1	14	127	89.44%	79.78%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	5	13	49	283	2774	88.8%	78.69%
Extent to which medics included you in the treatment decisions (if applicable)	1	1	0	13	117	88.64%	79.32%
Degree to which the medics relieved your pain or discomfort	0	1	3	12	118	88.06%	75.77%
Medics' concern for your privacy	1	0	1	14	125	88.65%	80.94%
Extent to which medics cared for you as a person	0	0	1	11	130	91.55%	84.25%
Billing Staff Assessment	0	0	4	17	118	84.89%	66.34%
Professionalism of the staff in our billing office	0	0	2	9	60	84.51%	65.93%
Willingness of the staff in our billing office to address your needs	0	0	2	8	58	85.29%	66.76%
Overall Assessment	2	5	7	69	657	88.78%	79.55%
How well did our staff work together to care for you	0	1	1	11	122	90.37%	80.84%
Extent to which our staff eased your entry into the medical facility	0	1	0	12	109	89.34%	80.50%
Appropriateness of Emergency Medical Transportation treatment	0	1	0	13	111	88.80%	80.96%
Extent to which the services received were worth the fees charged	2	0	3	12	85	83.33%	71.15%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	1	12	116	89.23%	82.02%
Likelihood of recommending this ambulance service to others	0	1	2	9	114	90.48%	81.81%



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	96.40	97.22	96.66	94.44	97.15
Helpfulness of the person you called for ambulance service	96.40	97.22	96.63	94.85	95.83
Concern shown by the person you called for ambulance service	96.72	97.22	98.04	94.12	95.83
Extent to which you were told what to do until the ambulance	95.66	96.63	96.63	94.12	87.50
Extent to which the ambulance arrived in a timely manner	94.93	95.54	94.64	94.29	95.83
Cleanliness of the ambulance	97.31	97.22	98.04	96.55	95.00
Comfort of the ride	93.16	93.75	94.61	92.86	75.00
Skill of the person driving the ambulance	96.46	96.51	97.06	95.54	95.00
Care shown by the medics who arrived with the ambulance	97.26	97.73	99.06	93.18	100.00
Degree to which the medics took your problem seriously	97.93	97.77	99.04	96.09	100.00
Degree to which the medics listened to you and/or your family	97.10	98.21	98.58	92.22	100.00
Skill of the medics	98.09	99.07	98.58	95.31	100.00
Extent to which the medics kept you informed about your	97.18	98.11	97.60	94.53	100.00
Extent to which medics included you in the treatment decisions	96.22	97.55	95.67	94.17	100.00
Degree to which the medics relieved your pain or discomfort	96.08	96.50	94.50	97.41	100.00
Medics' concern for your privacy	96.46	98.15	95.75	94.00	100.00
Extent to which medics cared for you as a person	97.71	98.64	98.50	94.53	100.00
Number of Survey Responses	163	59	60	36	8



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	96.40	97.22	96.66	94.44	97.15
Professionalism of the staff in our billing office	95.42	93.27	96.97	94.44	100.00
Willingness of the staff in our billing office to address your	95.59	96.00	95.31	93.75	100.00
How well did our staff work together to care for you	97.04	99.04	96.08	94.64	100.00
Extent to which our staff eased your entry into the medical	96.93	98.33	95.41	96.88	100.00
Appropriateness of Emergency Medical Transportation treatment	96.80	98.96	94.79	96.00	100.00
Extent to which the services received were worth the fees	93.65	94.85	93.05	93.23	91.67
Overall rating of the care provided by our Emergency Medical	96.73	98.47	97.96	91.07	100.00
Likelihood of recommending this ambulance service to others	96.83	98.47	97.22	92.86	100.00
Number of Survey Responses	163	59	60	36	8



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.77	93.81	95.68	93.68	92.45	95.22	93.58	92.52
Helpfulness of the person you called for ambulance service	93.49	93.70	95.52	93.52	91.10	94.78	93.11	92.75
Concern shown by the person you called for ambulance service	93.71	93.83	95.48	93.79	91.35	94.81	93.51	93.18
Extent to which you were told what to do until the ambulance	92.57	93.10	94.68	91.99	91.07	94.20	91.50	91.94
Extent to which the ambulance arrived in a timely manner	92.86	92.51	93.75	92.86	91.94	93.27	92.99	92.81
Cleanliness of the ambulance	95.37	95.49	96.33	95.34	94.96	96.49	95.52	93.89
Comfort of the ride	90.83	91.32	92.67	90.44	89.93	91.45	90.94	89.78
Skill of the person driving the ambulance	94.69	94.72	95.50	94.55	93.68	95.62	94.92	94.03
Care shown by the medics who arrived with the ambulance	95.58	94.73	98.14	95.84	94.70	96.87	95.55	94.10
Degree to which the medics took your problem seriously	95.60	95.05	97.98	95.39	94.93	96.90	95.37	94.56
Degree to which the medics listened to you and/or your family	95.24	94.67	97.60	95.21	94.98	96.27	95.10	93.92
Skill of the medics	95.62	96.02	97.96	95.06	94.40	96.89	95.23	94.51
Extent to which the medics kept you informed about your	94.05	93.69	96.55	93.77	93.68	95.85	93.92	92.15
Extent to which medics included you in the treatment decisions	93.95	93.67	97.37	93.73	93.33	95.69	93.40	91.96
Degree to which the medics relieved your pain or discomfort	92.51	92.74	94.76	91.72	91.69	94.58	92.02	91.16
Medics' concern for your privacy	94.62	94.87	96.88	94.60	94.13	96.02	93.78	92.98
Extent to which medics cared for you as a person	95.69	95.81	97.45	95.49	94.89	96.90	95.62	94.28
Professionalism of the staff in our billing office	89.57	90.38	87.80	90.72	86.33	91.19	90.48	88.15
Willingness of the staff in our billing office to address your	89.81	90.46	91.68	89.84	87.17	90.80	90.61	88.58
Number of Surveys for the period	3612	594	311	704	348	497	596	594



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.77	93.81	95.68	93.68	92.45	95.22	93.58	92.52
How well did our staff work together to care for you	95.08	94.62	97.81	94.75	94.70	97.13	94.56	93.46
Extent to which our staff eased your entry into the medical	95.18	95.41	97.18	94.79	93.65	96.92	95.32	93.74
Appropriateness of Emergency Medical Transportation treatment	94.85	95.04	96.62	94.71	93.58	96.37	94.51	93.72
Extent to which the services received were worth the fees	89.99	90.69	92.76	90.71	86.08	93.34	89.08	87.48
Overall rating of the care provided by our Emergency Medical	94.89	94.63	97.00	95.06	93.50	96.40	94.52	93.76
Likelihood of recommending this ambulance service to others	94.63	94.25	96.81	94.41	93.06	96.60	94.44	93.59
Number of Surveys for the period	3612	594	311	704	348	497	596	594