

San Marcos Hays County EMS

San Marcos, TX
Client 6585



1515 Center Street
Lansing, Mi 48096
1 (877) 583-3100
service@EMSSurveyTeam.com
www.EMSSurveyTeam.com

EMS System Report

October 1, 2017 to December 31, 2017

Your Score

93.29

Number of Your Patients in this Report

208

Number of Patients in this Report

17,847

Number of Transport Services in All EMS DB

143





Executive Summary

This report contains data from **208 San Marcos Hays County EMS** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

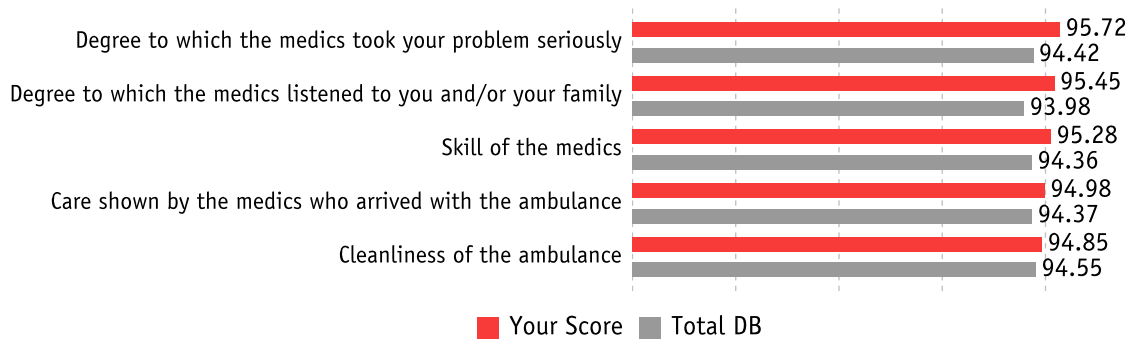
The overall mean score for the standard questions was **93.29**; this is a difference of **0.59** points from the overall EMS database score of **92.70**.

The current score of **93.29** is a change of **-1.14** points from last period's score of **94.43**. This was the **36th** highest overall score for all companies in the database.

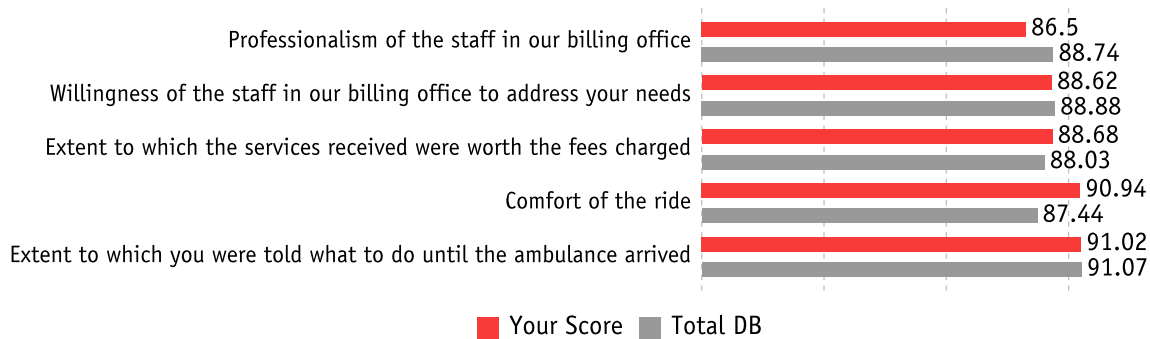
You are ranked **18th** for comparably sized companies in the system.

78.49% of responses to standard questions had a rating of Very Good, the highest rating. **98.88%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

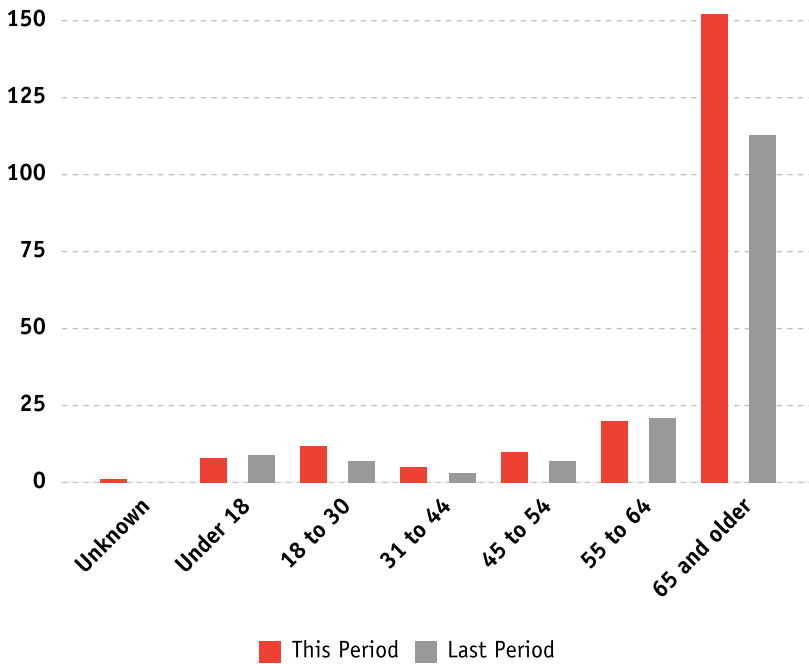




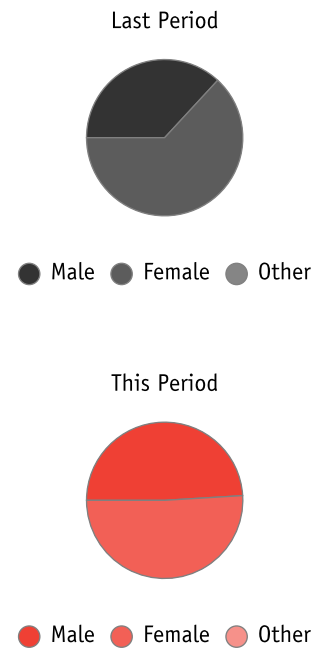
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Unknown		0	0	0	1	1	0	0
Under 18	9	5	4	0	8	3	5	0
18 to 30	7	1	6	0	12	6	6	0
31 to 44	3	1	2	0	5	4	1	0
45 to 54	7	2	5	0	10	4	6	0
55 to 64	21	10	11	0	20	11	9	0
65 and older	113	40	73	0	152	73	79	0
Total	160	59	101	0	208	102	106	0

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



Overall Section Score





Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



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



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	93.14	-0.71	92.43	92.73
Concern shown by the person you called for ambulance service	93.56	-1.27	92.29	92.57
Extent to which you were told what to do until the ambulance arrived	93.30	-2.28	91.02	91.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.84	-1.52	91.32	92.27
Cleanliness of the ambulance	94.18	0.67	94.85	94.55
Comfort of the ride	90.78	0.16	90.94	87.44
Skill of the person driving the ambulance	93.09	0.90	93.99	93.80

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.35	-0.37	94.98	94.37
Degree to which the medics took your problem seriously	96.55	-0.83	95.72	94.42
Degree to which the medics listened to you and/or your family	96.53	-1.08	95.45	93.98
Skill of the medics	95.67	-0.39	95.28	94.36
Extent to which the medics kept you informed about your treatment	94.47	-0.50	93.97	92.63
Extent to which medics included you in the treatment decisions (if applicable)	95.50	-1.95	93.55	92.48
Degree to which the medics relieved your pain or discomfort	92.06	0.35	92.41	90.48
Medics' concern for your privacy	95.83	-2.64	93.19	93.41
Extent to which medics cared for you as a person	96.64	-1.83	94.81	94.42

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	93.03	-6.53	86.50	88.74
Willingness of the staff in our billing office to address your needs	92.37	-3.75	88.62	88.88



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.68	-1.03	94.65	93.63
Extent to which our staff eased your entry into the medical facility	95.01	-0.27	94.74	93.74
Appropriateness of Emergency Medical Transportation treatment	96.11	-2.01	94.10	93.56
Extent to which the services received were worth the fees charged	89.96	-1.28	88.68	88.03
Overall rating of the care provided by our Emergency Medical Transportation	95.78	-2.60	93.18	93.69
Likelihood of recommending this ambulance service to others	95.20	-1.52	93.68	93.40



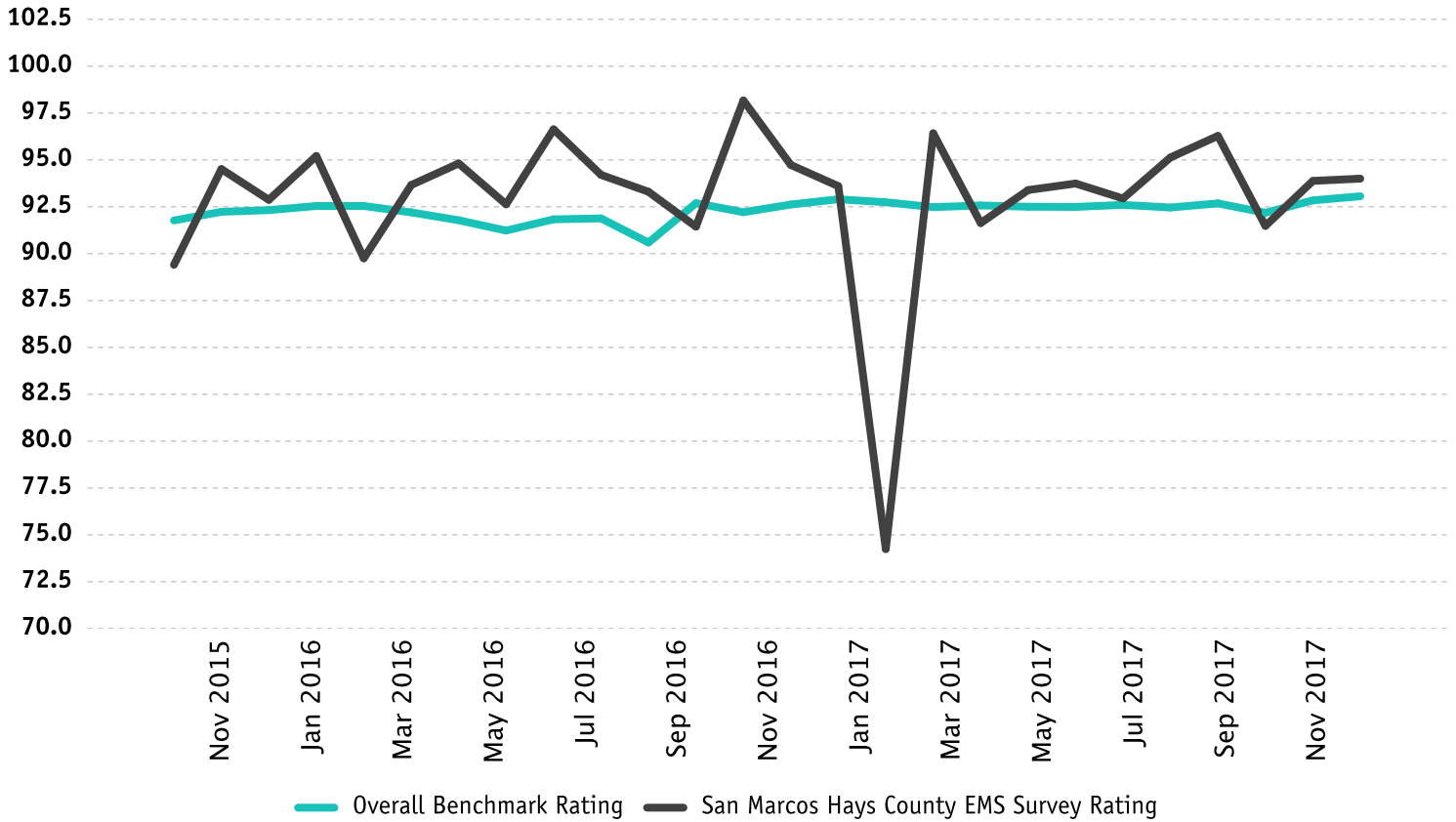
Monthly Breakdown

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.

	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Helpfulness of the person you called for ambulance service	96.53	94.79	70.82	93.25	92.88	94.05	92.34	92.32	94.35	93.57	94.44	89.44	93.38
Concern shown by the person you called for ambulance service	96.53	94.01	72.29	94.15	90.65	93.45	93.15	93.27	93.75	93.94	92.05	91.69	92.91
Extent to which you were told what to do until the ambulance	95.71	92.80	67.88	93.33	91.67	93.29	90.68	93.16	91.94	95.00	90.63	88.29	93.36
Extent to which the ambulance arrived in a timely manner	91.86	93.27	78.76	96.36	91.83	93.52	90.44	91.68	93.75	94.05	93.62	90.43	90.61
Cleanliness of the ambulance	96.15	95.72	76.61	97.73	93.62	95.93	94.07	92.55	96.09	95.59	93.18	94.83	96.03
Comfort of the ride	91.89	90.00	69.72	93.18	89.67	88.75	89.15	87.13	93.33	95.14	86.36	93.18	92.21
Skill of the person driving the ambulance	95.95	94.86	76.61	97.09	94.44	95.12	93.75	92.08	94.17	93.95	91.86	95.91	93.75
Care shown by the medics who arrived with the ambulance	96.25	94.84	78.76	99.52	93.63	95.58	94.63	93.03	97.14	97.62	94.15	94.81	95.58
Degree to which the medics took your problem seriously	95.63	95.41	79.95	98.56	93.16	94.89	95.85	94.49	97.86	98.81	94.79	96.30	95.90
Degree to which the medics listened to you and/or your family	95.63	95.01	78.76	97.96	93.75	94.44	96.59	94.85	96.43	99.39	94.27	95.83	95.90
Skill of the medics	96.25	95.06	79.95	97.12	93.63	94.32	96.59	94.04	97.86	96.43	93.09	96.23	95.94
Extent to which the medics kept you informed about your	95.27	93.76	75.21	95.83	91.84	94.32	94.76	93.77	94.29	95.73	91.11	95.37	94.68
Extent to which medics included you in the treatment decisions	94.44	93.86	73.69	95.26	91.11	90.68	95.09	93.55	96.77	97.73	91.22	93.75	94.71
Degree to which the medics relieved your pain or discomfort	92.33	91.90	73.83	96.95	89.67	93.29	94.44	89.83	93.94	93.95	87.50	93.23	94.66
Medics' concern for your privacy	95.51	93.32	75.20	97.34	93.37	94.32	94.84	94.84	96.32	96.95	91.49	95.59	92.65
Extent to which medics cared for you as a person	96.15	95.25	78.76	98.40	92.18	94.77	95.02	95.09	96.97	98.81	93.23	94.46	96.07
Professionalism of the staff in our billing office	89.77	85.48	50.40	88.13	82.95	91.67	91.18	93.75	90.00	94.44	83.75	85.91	88.71
Willingness of the staff in our billing office to address your	88.64	85.00	50.40	94.44	86.67	90.63	91.18	92.31	92.19	92.65	84.21	89.33	91.07
How well did our staff work together to care for you	95.63	94.88	77.70	97.55	91.11	92.95	95.00	94.17	96.21	97.50	91.67	96.43	95.28
Extent to which our staff eased your entry into the medical	95.27	95.58	76.71	97.34	91.67	91.18	94.71	92.61	95.69	97.97	91.67	96.35	95.58
Appropriateness of Emergency Medical Transportation treatment	95.14	92.42	76.61	97.78	92.11	92.36	93.00	93.65	96.67	99.32	91.11	95.31	95.22
Extent to which the services received were worth the fees	92.14	86.21	67.62	92.57	79.87	91.35	90.02	90.56	88.80	89.84	87.90	91.92	86.80
Overall rating of the care provided by our Emergency Medical	95.63	94.01	72.63	98.96	91.30	92.76	95.26	94.18	96.77	97.44	90.34	95.33	93.49
Likelihood of recommending this ambulance service to others	94.74	95.23	73.83	97.92	93.18	92.57	93.87	92.81	94.53	99.36	90.70	95.77	94.13
Your Master Score	94.73	93.60	74.24	96.42	91.63	93.39	93.74	92.94	95.13	96.28	91.48	93.88	94.00
Your Total Responses	46	98	21	58	56	54	71	77	38	45	57	66	85



Monthly tracking of Overall Survey Score





Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Skill of the person driving the ambulance	93.09	93.99	0.90	93.80
Cleanliness of the ambulance	94.18	94.85	0.67	94.55
Degree to which the medics relieved your pain or discomfort	92.06	92.41	0.35	90.48
Comfort of the ride	90.78	90.94	0.16	87.44
Decreases				
Professionalism of the staff in our billing office	93.03	86.50	-6.53	88.74
Willingness of the staff in our billing office to address your needs	92.37	88.62	-3.76	88.88
Medics' concern for your privacy	95.83	93.19	-2.64	93.41
Overall rating of the care provided by our Emergency Medical Transportation service	95.78	93.18	-2.60	93.69
Extent to which you were told what to do until the ambulance arrived	93.30	91.02	-2.28	91.07
Appropriateness of Emergency Medical Transportation treatment	96.11	94.10	-2.02	93.56
Extent to which medics included you in the treatment decisions (if applicable)	95.50	93.55	-1.95	92.48
Extent to which medics cared for you as a person	96.64	94.81	-1.82	94.42
Extent to which the ambulance arrived in a timely manner	92.84	91.32	-1.52	92.27
Likelihood of recommending this ambulance service to others	95.20	93.68	-1.52	93.40



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Degree to which the medics took your problem seriously	95.72	1.30	94.42
Degree to which the medics listened to you and/or your family	95.45	1.46	93.98
Skill of the medics	95.28	0.92	94.36
Care shown by the medics who arrived with the ambulance	94.98	0.61	94.37
Cleanliness of the ambulance	94.85	0.30	94.55
Extent to which medics cared for you as a person	94.81	0.39	94.42
Extent to which our staff eased your entry into the medical facility	94.74	1.00	93.74
How well did our staff work together to care for you	94.65	1.02	93.63
Appropriateness of Emergency Medical Transportation treatment	94.10	0.54	93.56
Skill of the person driving the ambulance	93.99	0.19	93.80





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 included you in the treatment decisions (if applicable)	93.55	.903105356
How well did our staff work together to care for you	94.65	.891972041
Medics' concern for your privacy	93.19	.887007513
Extent to which medics cared for you as a person	94.81	.885813207
Degree to which the medics relieved your pain or discomfort	92.41	.883394042
Care shown by the medics who arrived with the ambulance	94.98	.879873602
Degree to which the medics listened to you and/or your family	95.45	.873668914
Degree to which the medics took your problem seriously	95.72	.851046244
Appropriateness of Emergency Medical Transportation treatment	94.10	.848625905
Extent to which our staff eased your entry into the medical facility	94.74	.836350643
Willingness of the staff in our billing office to address your needs	88.62	.829117471
Extent to which the medics kept you informed about your treatment	93.97	.826624579
Skill of the medics	95.28	.808095511
Professionalism of the staff in our billing office	86.50	.73536629
Helpfulness of the person you called for ambulance service	92.43	.722044865
Concern shown by the person you called for ambulance service	92.29	.719547044
Extent to which the services received were worth the fees charged	88.68	.698762215
Extent to which you were told what to do until the ambulance arrived	91.02	.648801056
Cleanliness of the ambulance	94.85	.648722348
Extent to which the ambulance arrived in a timely manner	91.32	.640160001
Skill of the person driving the ambulance	93.99	.6233501
Comfort of the ride	90.94	.555270685



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	92.43	92.54	94.43	98.57	98.63	93.90	90.27
Concern shown by the person you called for ambulance service	92.29	92.69	93.30	97.06	97.23	90.63	91.10
Extent to which you were told what to do until the ambulance	91.02	89.52	90.95	93.10	96.80	88.16	89.05
Extent to which the ambulance arrived in a timely manner	91.32	91.19	95.42	98.84	97.68	92.78	87.70
Cleanliness of the ambulance	94.85	94.38	95.44	98.78	98.60	94.87	95.07
Comfort of the ride	90.94	79.65	90.32	96.88	96.55	92.50	84.06
Skill of the person driving the ambulance	93.99	94.58	95.29	98.13	98.61	93.75	91.55
Care shown by the medics who arrived with the ambulance	94.98	94.81	96.48	98.72	98.37	95.73	94.40
Degree to which the medics took your problem seriously	95.72	93.75	96.37	98.75	98.91	96.95	93.75
Degree to which the medics listened to you and/or your family	95.45	93.09	96.11	98.13	98.91	94.51	93.18
Skill of the medics	95.28	93.52	96.83	97.50	98.37	95.63	92.65
Extent to which the medics kept you informed about your	93.97	91.78	95.31	96.71	97.41	93.75	92.31
Extent to which medics included you in the treatment decisions (if	93.55	95.50	95.00	98.44	98.96	89.09	90.28
Degree to which the medics relieved your pain or discomfort	92.41	87.92	92.46	96.97	98.38	94.44	88.93
Medics' concern for your privacy	93.19	92.71	95.39	97.97	98.15	95.27	92.69
Extent to which medics cared for you as a person	94.81	94.33	97.37	98.65	98.86	95.39	94.40
Professionalism of the staff in our billing office	86.50	88.97	93.44	97.22	95.27	86.90	90.00
Willingness of the staff in our billing office to address your needs	88.62	89.42	94.26	96.43	98.48	86.90	88.84
How well did our staff work together to care for you	94.65	91.90	95.86	97.22	98.01	95.14	91.67
Extent to which our staff eased your entry into the medical facility	94.74	93.57	96.15	96.71	97.70	96.97	92.31
Appropriateness of Emergency Medical Transportation treatment	94.10	93.40	96.41	97.50	98.30	96.43	89.79
Extent to which the services received were worth the fees charged	88.68	87.96	94.70	96.55	96.37	96.43	89.71
Overall rating of the care provided by our Emergency Medical	93.18	91.91	96.88	98.68	98.86	95.27	90.31
Likelihood of recommending this ambulance service to others	93.68	91.00	96.62	98.57	98.56	95.16	92.44
Overall score	93.29	91.79	95.12	97.71	98.07	93.83	91.20
National Rank	36	58	17	2	1	27	74
Comparable Size (Small) Company Rank	18	27	13	2	1	16	32

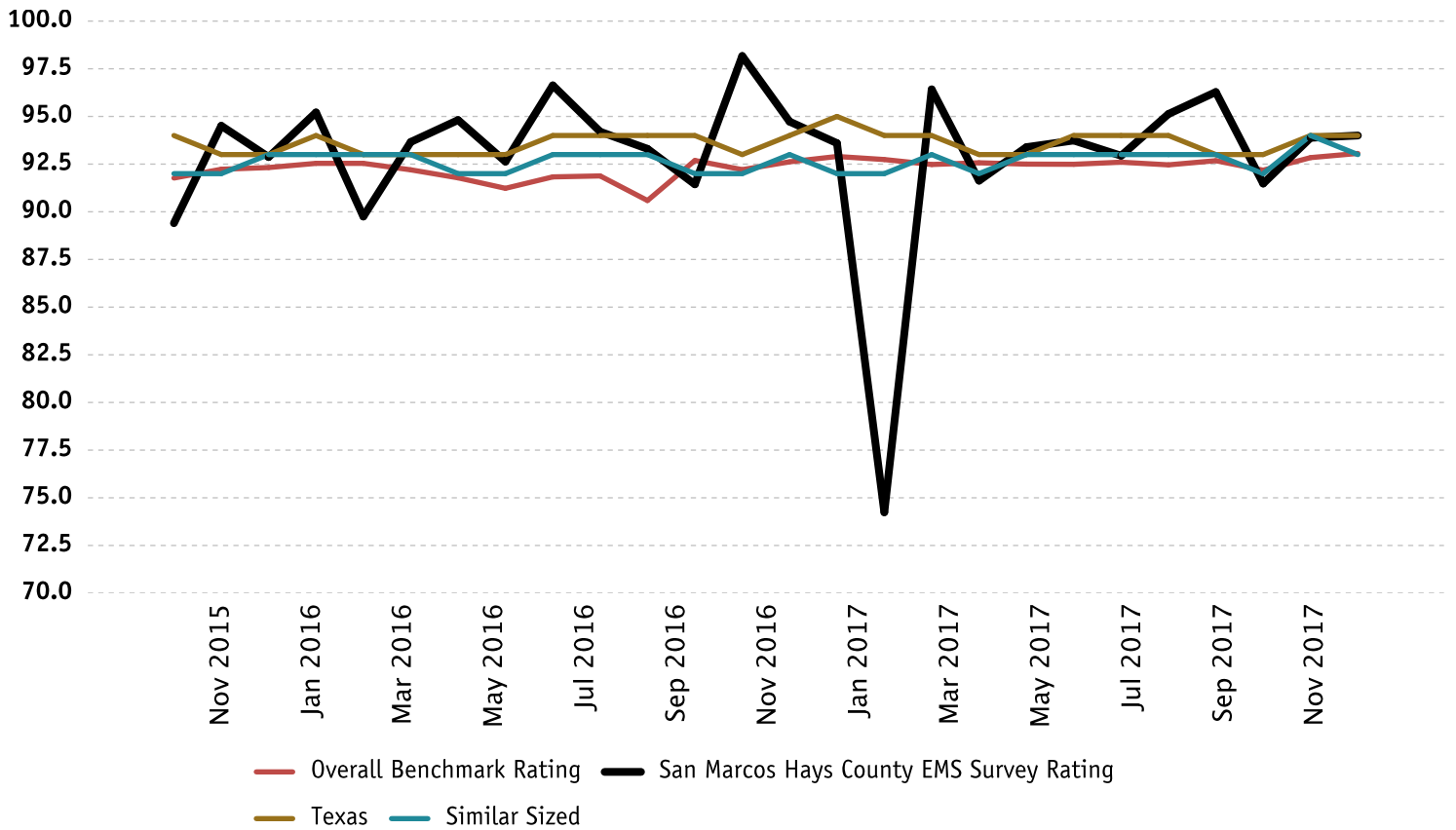


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Total Score	93.29	92.70	92.82	93.45
Medics' concern for your privacy	93.19	93.41	93.74	94.20
Extent to which the medics kept you informed about your	93.97	92.63	93.21	93.47
Helpfulness of the person you called for ambulance service	92.43	92.73	93.25	93.67
Skill of the medics	95.28	94.36	94.80	94.95
Degree to which the medics listened to you and/or your family	95.45	93.98	94.39	94.77
Extent to which our staff eased your entry into the medical	94.74	93.74	93.94	94.91
Extent to which you were told what to do until the ambulance	91.02	91.07	91.15	92.85
Care shown by the medics who arrived with the ambulance	94.98	94.37	94.89	94.97
Willingness of the staff in our billing office to address your	88.62	88.88	89.06	90.31
Degree to which the medics relieved your pain or discomfort	92.41	90.48	90.88	91.64
Extent to which medics included you in the treatment decisions	93.55	92.48	93.16	93.12
Professionalism of the staff in our billing office	86.50	88.74	88.96	89.97
Comfort of the ride	90.94	87.44	87.82	89.16
How well did our staff work together to care for you	94.65	93.63	93.67	94.71
Extent to which the ambulance arrived in a timely manner	91.32	92.27	93.03	93.55
Extent to which the services received were worth the fees	88.68	88.03	88.38	89.35
Extent to which medics cared for you as a person	94.81	94.42	94.86	94.99
Skill of the person driving the ambulance	93.99	93.80	94.18	94.55
Concern shown by the person you called for ambulance service	92.29	92.57	92.94	93.55
Likelihood of recommending this ambulance service to others	93.68	93.40	93.60	94.56
Overall rating of the care provided by our Emergency Medical	93.18	93.69	93.75	94.51
Appropriateness of Emergency Medical Transportation treatment	94.10	93.56	93.88	94.80
Degree to which the medics took your problem seriously	95.72	94.42	94.91	94.95
Cleanliness of the ambulance	94.85	94.55	95.22	95.30
Number of Surveys for the period	208			

San Marcos Hays County EMS
October 1, 2017 to December 31, 2017

Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





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	93.01	91.83
Dispatch	92.4	91.61
Helpfulness of the person you called for ambulance service	92.48	92.33
Concern shown by the person you called for ambulance service	92.92	92.08
Extent to which you were told what to do until the ambulance	91.79	90.42
Ambulance	92.83	91.41
Extent to which the ambulance arrived in a timely manner	92.26	91.72
Cleanliness of the ambulance	94.66	93.95
Comfort of the ride	90.27	87.10
Skill of the person driving the ambulance	94.12	92.88
Medic	94.27	92.83
Care shown by the medics who arrived with the ambulance	95.23	93.86
Degree to which the medics took your problem seriously	95.17	93.77
Degree to which the medics listened to you and/or your family	94.86	93.48
Skill of the medics	95.16	93.89
Extent to which the medics kept you informed about your treatment	93.62	91.99
Extent to which medics included you in the treatment decisions (if	93.36	91.79
Degree to which the medics relieved your pain or discomfort	92.07	90.16
Medics' concern for your privacy	93.87	92.77
Extent to which medics cared for you as a person	95.08	93.73
Billing Staff Assessment	88.26	88.22


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.01	91.83
Billing Staff Assessment	88.26	88.22
Professionalism of the staff in our billing office	87.79	88.18
Willingness of the staff in our billing office to address your needs	88.72	88.26
Overall Assessment	93.12	91.92
How well did our staff work together to care for you	94.52	92.95
Extent to which our staff eased your entry into the medical facility	94.28	93.12
Appropriateness of Emergency Medical Transportation treatment	94.09	92.88
Extent to which the services received were worth the fees charged	87.82	86.91
Overall rating of the care provided by our Emergency Medical	94.09	93.04
Likelihood of recommending this ambulance service to others	93.91	92.65



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	27	15	91	677	2956	78.49%	76.25%
Dispatch	3	8	20	79	370	77.08%	74.35%
Helpfulness of the person you called for ambulance service	1	3	6	25	130	78.79%	76.15%
Concern shown by the person you called for ambulance service	1	3	4	29	125	77.16%	75.15%
Extent to which you were told what to do until the ambulance arrived	1	2	10	25	115	75.16%	71.77%
Ambulance	3	3	18	137	506	75.86%	74.80%
Extent to which the ambulance arrived in a timely manner	3	1	6	37	137	74.46%	75.33%
Cleanliness of the ambulance	0	0	2	30	133	80.61%	80.36%
Comfort of the ride	0	1	8	39	112	70.00%	64.61%
Skill of the person driving the ambulance	0	1	2	31	124	78.48%	78.91%
Medic	10	2	28	246	1272	81.64%	79.42%
Care shown by the medics who arrived with the ambulance	1	0	2	28	148	82.68%	81.81%
Degree to which the medics took your problem seriously	1	0	2	23	155	85.64%	82.62%
Degree to which the medics listened to you and/or your family	1	0	3	23	154	85.08%	81.35%
Skill of the medics	0	0	3	28	149	82.78%	81.74%
Extent to which the medics kept you informed about your treatment	1	1	4	27	141	81.03%	76.89%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	27	15	91	677	2956	78.49%	76.25%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	4	27	119	78.81%	77.04%
Degree to which the medics relieved your pain or discomfort	1	1	5	31	120	75.95%	72.34%
Medics' concern for your privacy	2	0	2	36	136	77.27%	78.32%
Extent to which medics cared for you as a person	2	0	3	23	150	84.27%	82.66%
Billing Staff Assessment	2	0	5	53	82	57.75%	64.01%
Professionalism of the staff in our billing office	1	0	4	28	41	55.41%	63.67%
Willingness of the staff in our billing office to address your needs	1	0	1	25	41	60.29%	64.36%
Overall Assessment	9	2	20	162	726	79.00%	77.50%
How well did our staff work together to care for you	1	0	3	26	138	82.14%	79.27%
Extent to which our staff eased your entry into the medical facility	1	0	2	24	125	82.24%	79.20%
Appropriateness of Emergency Medical Transportation treatment	0	1	4	27	129	80.12%	79.10%
Extent to which the services received were worth the fees charged	3	0	6	30	80	67.23%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	3	30	126	78.26%	79.93%
Likelihood of recommending this ambulance service to others	2	1	2	25	128	81.01%	80.11%



Monthly Division Comparison

	Overall Company	ESD #1	Kyle	Other	San Marcos
Total Score	92.93	94.83	91.79	92.30	92.66
Helpfulness of the person you called for ambulance service	92.43	94.08	88.31	91.18	94.26
Concern shown by the person you called for ambulance service	92.29	93.75	88.74	90.44	94.26
Extent to which you were told what to do until the ambulance	91.02	93.18	86.70	88.64	93.42
Extent to which the ambulance arrived in a timely manner	91.32	90.00	86.73	91.06	94.67
Cleanliness of the ambulance	94.85	94.70	94.83	94.79	95.00
Comfort of the ride	90.94	91.41	93.75	90.76	89.35
Skill of the person driving the ambulance	93.99	95.16	93.75	93.62	93.75
Care shown by the medics who arrived with the ambulance	94.98	98.21	95.69	93.65	93.42
Degree to which the medics took your problem seriously	95.72	98.81	96.55	94.25	94.40
Degree to which the medics listened to you and/or your family	95.45	98.21	96.55	93.29	94.83
Skill of the medics	95.28	97.67	95.69	94.12	94.30
Extent to which the medics kept you informed about your	93.97	96.05	94.83	93.52	92.54
Extent to which medics included you in the treatment decisions	93.55	95.71	94.44	92.88	92.02
Degree to which the medics relieved your pain or discomfort	92.41	96.15	91.67	90.88	91.18
Medics' concern for your privacy	93.19	97.44	93.97	91.52	91.40
Extent to which medics cared for you as a person	94.81	98.78	93.79	94.63	92.67
Number of Survey Responses	208	44	36	59	69



Monthly Division Comparison

	Overall Company	ESD #1	Kyle	Other	San Marcos
Total Score	92.93	94.83	91.79	92.30	92.66
Professionalism of the staff in our billing office	86.50	83.33	81.33	90.22	86.67
Willingness of the staff in our billing office to address your	88.62	89.29	81.33	92.50	88.79
How well did our staff work together to care for you	94.65	98.13	95.37	92.73	93.40
Extent to which our staff eased your entry into the medical	94.74	97.66	93.75	93.36	94.61
Appropriateness of Emergency Medical Transportation treatment	94.10	95.71	94.23	92.55	94.34
Extent to which the services received were worth the fees	88.68	90.84	84.57	89.61	88.95
Overall rating of the care provided by our Emergency Medical	93.18	95.83	93.04	91.87	92.59
Likelihood of recommending this ambulance service to others	93.68	95.71	93.31	93.20	92.92
Number of Survey Responses	208	44	36	59	69



Cumulative Division Comparison

	Overall Company	ESD #1	Kyle	Other	San Marcos
Total Score	93.01	95.23	91.84	93.87	91.94
Helpfulness of the person you called for ambulance service	92.48	94.85	90.30	92.96	92.25
Concern shown by the person you called for ambulance service	92.92	95.02	90.82	93.48	92.73
Extent to which you were told what to do until the ambulance	91.79	94.06	90.40	91.75	91.41
Extent to which the ambulance arrived in a timely manner	92.26	93.21	91.29	92.24	92.36
Cleanliness of the ambulance	94.66	95.83	94.67	95.67	93.34
Comfort of the ride	90.27	92.14	89.59	91.34	89.03
Skill of the person driving the ambulance	94.12	95.01	93.43	94.83	93.60
Care shown by the medics who arrived with the ambulance	95.23	98.13	94.12	95.91	93.81
Degree to which the medics took your problem seriously	95.17	97.61	94.27	95.55	94.05
Degree to which the medics listened to you and/or your family	94.86	97.16	94.53	95.56	93.31
Skill of the medics	95.16	97.91	93.97	95.32	94.19
Extent to which the medics kept you informed about your	93.62	96.22	93.40	95.04	91.31
Extent to which medics included you in the treatment decisions	93.36	96.88	92.94	94.33	90.97
Degree to which the medics relieved your pain or discomfort	92.07	95.05	91.61	92.69	90.30
Medics' concern for your privacy	93.87	96.41	93.45	94.58	92.25
Extent to which medics cared for you as a person	95.08	97.09	94.11	96.29	93.70
Professionalism of the staff in our billing office	87.79	86.75	84.51	91.67	87.61
Willingness of the staff in our billing office to address your	88.72	90.37	85.67	91.74	88.01
Number of Surveys for the period	1392	264	291	348	489



Cumulative Division Comparison

	Overall Company	ESD #1	Kyle	Other	San Marcos
Total Score	93.01	95.23	91.84	93.87	91.94
How well did our staff work together to care for you	94.52	97.41	94.17	94.53	93.11
Extent to which our staff eased your entry into the medical	94.28	96.65	93.34	95.17	93.07
Appropriateness of Emergency Medical Transportation treatment	94.09	96.28	93.30	94.65	93.04
Extent to which the services received were worth the fees	87.82	92.10	84.84	89.11	86.73
Overall rating of the care provided by our Emergency Medical	94.09	96.74	92.94	94.30	93.23
Likelihood of recommending this ambulance service to others	93.91	96.63	92.56	94.07	93.14
Number of Surveys for the period	1392	264	291	348	489