

San Marcos Hays County EMS

San Marcos, TX
Client 6585



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EMS System Report

April 1, 2018 to June 30, 2018

Your Score

94.91

Number of Your Patients in this Report

137

Number of Patients in this Report

20,580

Number of Transport Services in All EMS DB

147





Executive Summary

This report contains data from **137 San Marcos Hays County EMS** patients who returned a questionnaire between **04/01/2018** and **06/30/2018**.

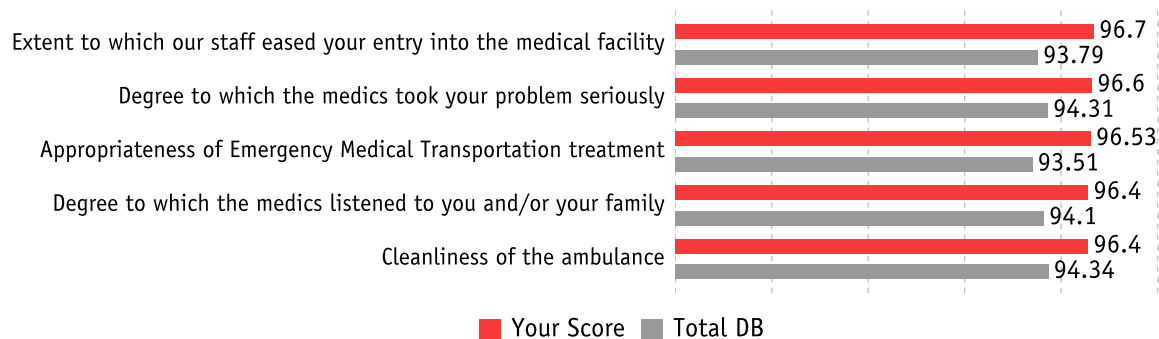
The overall mean score for the standard questions was **94.91**; this is a difference of **2.18** points from the overall EMS database score of **92.73**.

The current score of **94.91** is a change of **-0.52** points from last period's score of **95.43**. This was the **22nd** highest overall score for all companies in the database.

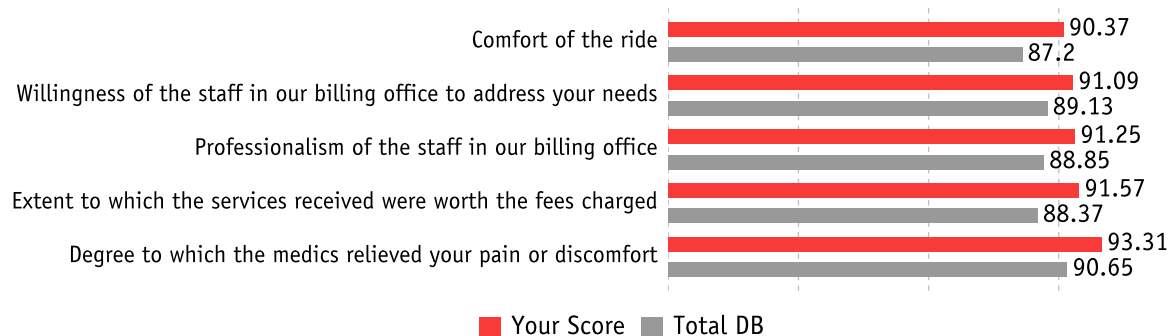
You are ranked **15th** for comparably sized companies in the system.

84.08% of responses to standard questions had a rating of Very Good, the highest rating. **99.16%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

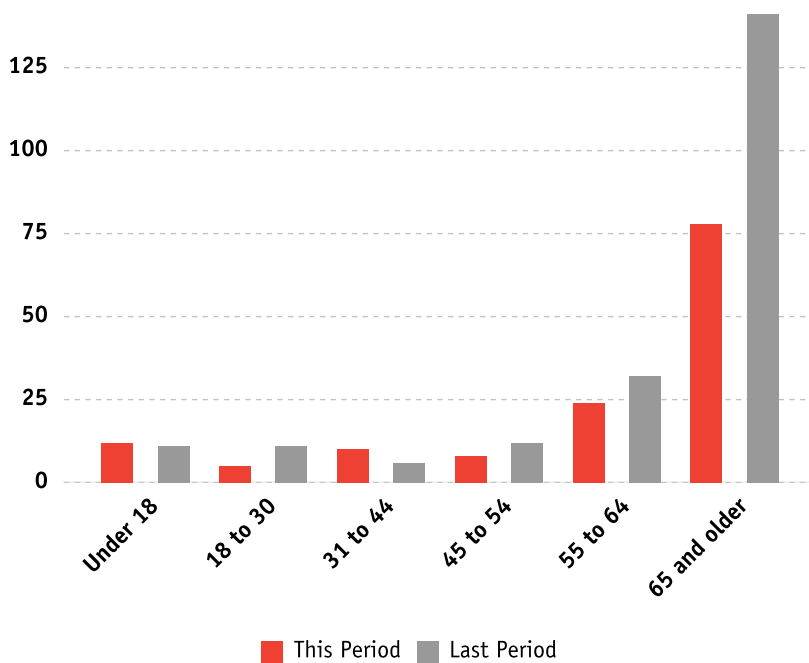




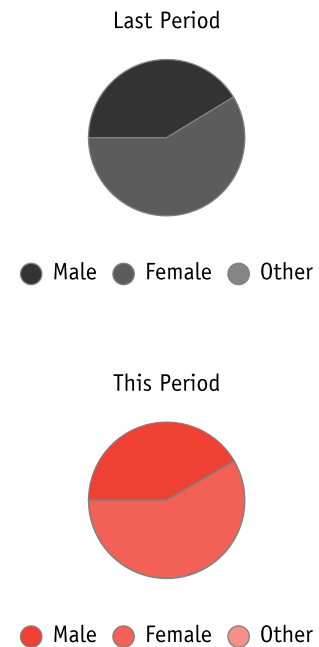
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	5	6	0	12	5	7	0
18 to 30	11	4	7	0	5	4	1	0
31 to 44	6	2	4	0	10	6	4	0
45 to 54	12	1	11	0	8	2	6	0
55 to 64	32	16	16	0	24	12	12	0
65 and older	141	60	81	0	78	28	50	0
Total	213	88	125	0	137	57	80	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	95.51	-1.86	93.65	92.79
Concern shown by the person you called for ambulance service	95.08	-0.64	94.44	92.69
Extent to which you were told what to do until the ambulance arrived	93.93	0.57	94.50	91.34

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.64	-1.98	93.66	92.29
Cleanliness of the ambulance	97.24	-0.84	96.40	94.34
Comfort of the ride	93.13	-2.76	90.37	87.20
Skill of the person driving the ambulance	95.53	-0.12	95.41	93.82

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.79	0.27	96.06	94.39
Degree to which the medics took your problem seriously	96.72	-0.12	96.60	94.31
Degree to which the medics listened to you and/or your family	96.58	-0.18	96.40	94.10
Skill of the medics	96.26	-0.77	95.49	94.39
Extent to which the medics kept you informed about your treatment	95.44	-0.52	94.92	92.71
Extent to which medics included you in the treatment decisions (if applicable)	95.51	0.16	95.67	92.37
Degree to which the medics relieved your pain or discomfort	93.14	0.17	93.31	90.65
Medics' concern for your privacy	95.93	-0.30	95.63	93.51
Extent to which medics cared for you as a person	96.51	-0.54	95.97	94.31

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	92.51	-1.26	91.25	88.85
Willingness of the staff in our billing office to address your needs	94.52	-3.43	91.09	89.13



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.98	0.06	96.04	93.57
Extent to which our staff eased your entry into the medical facility	97.31	-0.61	96.70	93.79
Appropriateness of Emergency Medical Transportation treatment	95.73	0.80	96.53	93.51
Extent to which the services received were worth the fees charged	91.28	0.29	91.57	88.37
Overall rating of the care provided by our Emergency Medical Transportation	95.91	-0.19	95.72	93.66
Likelihood of recommending this ambulance service to others	95.55	-0.25	95.30	93.22



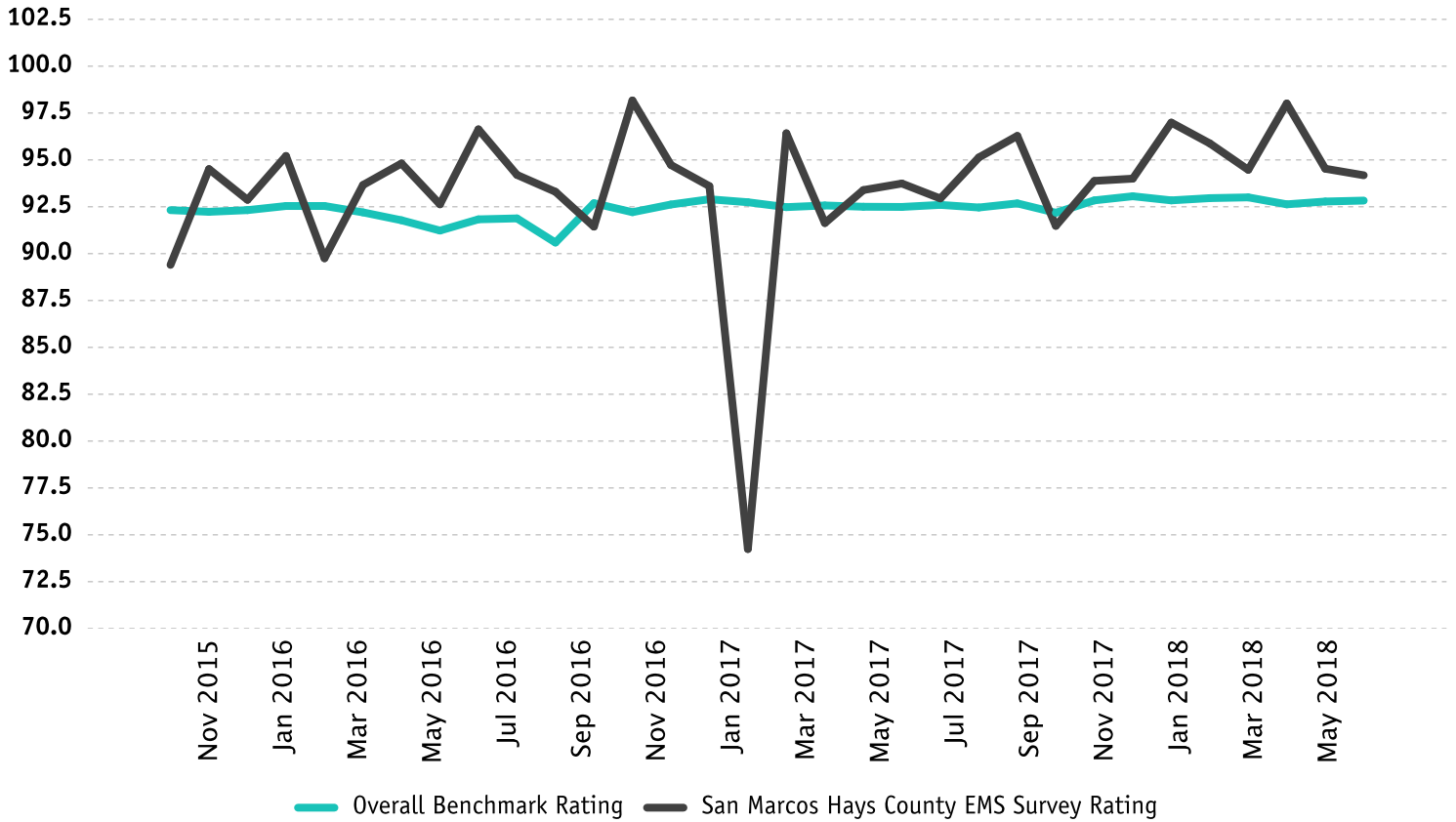
Monthly Breakdown

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.

	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
Helpfulness of the person you called for ambulance service	92.34	92.32	94.35	93.57	94.44	89.44	93.38	97.12	96.79	93.58	98.68	94.51	91.02
Concern shown by the person you called for ambulance service	93.15	93.27	93.75	93.94	92.05	91.69	92.91	95.19	96.79	93.24	98.61	95.83	91.67
Extent to which you were told what to do until the ambulance	90.68	93.16	91.94	95.00	90.63	88.29	93.36	91.00	95.78	92.96	100.00	95.83	91.15
Extent to which the ambulance arrived in a timely manner	90.44	91.68	93.75	94.05	93.62	90.43	90.61	96.00	95.83	95.31	97.37	93.16	92.92
Cleanliness of the ambulance	94.07	92.55	96.09	95.59	93.18	94.83	96.03	98.96	97.29	96.62	96.67	96.67	96.08
Comfort of the ride	89.15	87.13	93.33	95.14	86.36	93.18	92.21	96.59	92.42	92.86	90.00	90.70	90.20
Skill of the person driving the ambulance	93.75	92.08	94.17	93.95	91.86	95.91	93.75	95.65	95.64	95.36	100.00	93.60	95.59
Care shown by the medics who arrived with the ambulance	94.63	93.03	97.14	97.62	94.15	94.81	95.58	97.12	96.44	94.69	98.75	95.50	95.61
Degree to which the medics took your problem seriously	95.85	94.49	97.86	98.81	94.79	96.30	95.90	98.08	97.00	95.99	100.00	96.43	95.54
Degree to which the medics listened to you and/or your family	96.59	94.85	96.43	99.39	94.27	95.83	95.90	99.04	97.00	95.37	100.00	95.92	95.54
Skill of the medics	96.59	94.04	97.86	96.43	93.09	96.23	95.94	98.08	96.91	95.00	100.00	94.79	94.55
Extent to which the medics kept you informed about your	94.76	93.77	94.29	95.73	91.11	95.37	94.68	98.00	96.66	93.35	97.37	94.44	94.44
Extent to which medics included you in the treatment decisions	95.09	93.55	96.77	97.73	91.22	93.75	94.71	98.68	96.35	93.84	98.61	94.08	95.83
Degree to which the medics relieved your pain or discomfort	94.44	89.83	93.94	93.95	87.50	93.23	94.66	96.43	95.35	90.01	89.13	94.89	93.25
Medics' concern for your privacy	94.84	94.84	96.32	96.95	91.49	95.59	92.65	98.86	96.81	94.23	94.79	95.74	95.83
Extent to which medics cared for you as a person	95.02	95.09	96.97	98.81	93.23	94.46	96.07	98.08	97.83	94.69	100.00	95.21	95.18
Professionalism of the staff in our billing office	91.18	93.75	90.00	94.44	83.75	85.91	88.71	93.75	90.66	93.75	97.22	90.74	89.33
Willingness of the staff in our billing office to address your	91.18	92.31	92.19	92.65	84.21	89.33	91.07	93.75	95.16	94.12	96.88	90.74	89.33
How well did our staff work together to care for you	95.00	94.17	96.21	97.50	91.67	96.43	95.28	98.08	95.90	95.33	98.68	95.31	95.75
Extent to which our staff eased your entry into the medical	94.71	92.61	95.69	97.97	91.67	96.35	95.58	100.00	97.18	96.54	98.21	95.35	97.45
Appropriateness of Emergency Medical Transportation treatment	93.00	93.65	96.67	99.32	91.11	95.31	95.22	97.62	95.07	95.83	98.33	96.02	96.43
Extent to which the services received were worth the fees	90.02	90.56	88.80	89.84	87.90	91.92	86.80	91.18	91.07	91.52	100.00	90.00	90.38
Overall rating of the care provided by our Emergency Medical	95.26	94.18	96.77	97.44	90.34	95.33	93.49	98.00	95.35	95.77	100.00	95.35	94.71
Likelihood of recommending this ambulance service to others	93.87	92.81	94.53	99.36	90.70	95.77	94.13	97.00	94.53	96.05	100.00	93.62	95.28
Your Master Score	93.74	92.94	95.13	96.28	91.48	93.88	94.00	96.99	95.88	94.47	98.01	94.53	94.18
Your Total Responses	71	77	38	45	57	66	85	29	97	87	20	56	61



Monthly tracking of Overall Survey Score





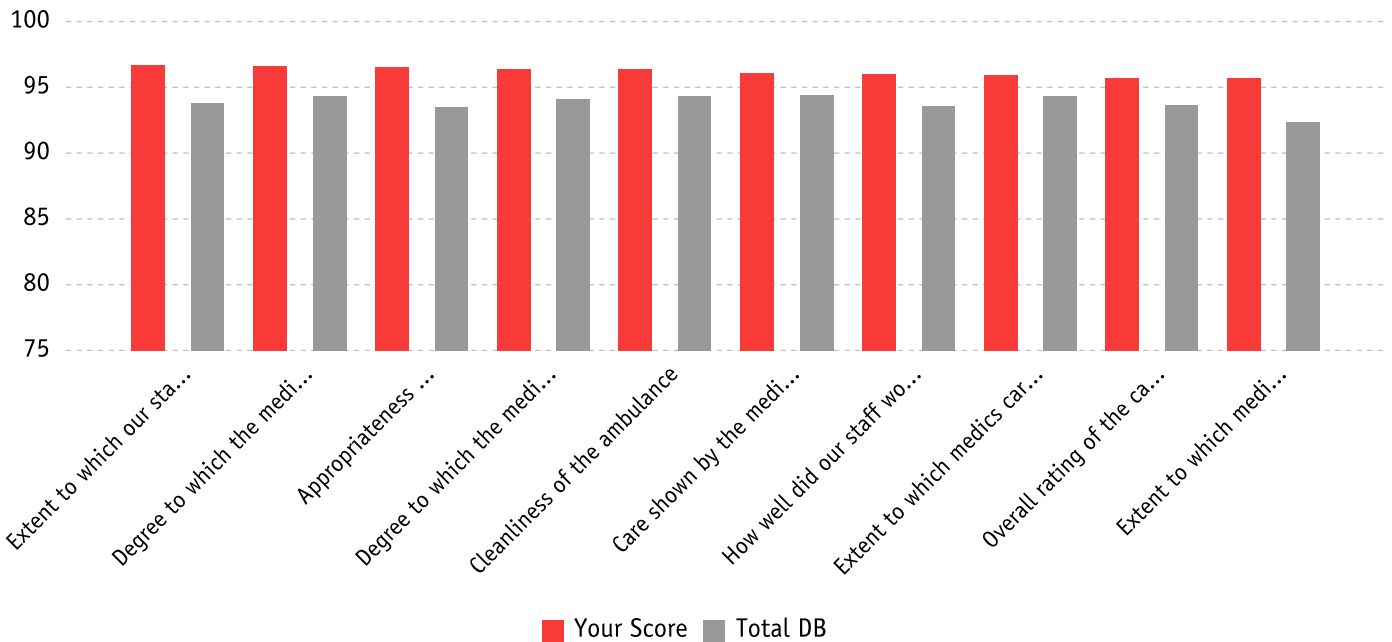
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Appropriateness of Emergency Medical Transportation treatment	95.73	96.53	0.80	93.51
Extent to which you were told what to do until the ambulance arrived	93.93	94.50	0.56	91.34
Extent to which the services received were worth the fees charged	91.28	91.57	0.29	88.37
Care shown by the medics who arrived with the ambulance	95.79	96.06	0.27	94.39
Degree to which the medics relieved your pain or discomfort	93.14	93.31	0.17	90.65
Extent to which medics included you in the treatment decisions (if applicable)	95.51	95.67	0.16	92.37
How well did our staff work together to care for you	95.98	96.04	0.06	93.57
Decreases				
Willingness of the staff in our billing office to address your needs	94.52	91.09	-3.43	89.13
Comfort of the ride	93.13	90.37	-2.77	87.20
Extent to which the ambulance arrived in a timely manner	95.64	93.66	-1.98	92.29
Helpfulness of the person you called for ambulance service	95.51	93.65	-1.86	92.79
Professionalism of the staff in our billing office	92.51	91.25	-1.27	88.85
Cleanliness of the ambulance	97.24	96.40	-0.84	94.34
Skill of the medics	96.26	95.49	-0.76	94.39
Concern shown by the person you called for ambulance service	95.08	94.44	-0.64	92.69
Extent to which our staff eased your entry into the medical facility	97.31	96.70	-0.61	93.79
Extent to which medics cared for you as a person	96.51	95.97	-0.54	94.31



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which our staff eased your entry into the medical facility	96.70	2.91	93.79
Degree to which the medics took your problem seriously	96.60	2.29	94.31
Appropriateness of Emergency Medical Transportation treatment	96.53	3.01	93.51
Degree to which the medics listened to you and/or your family	96.40	2.30	94.10
Cleanliness of the ambulance	96.40	2.05	94.34
Care shown by the medics who arrived with the ambulance	96.06	1.68	94.39
How well did our staff work together to care for you	96.04	2.47	93.57
Extent to which medics cared for you as a person	95.97	1.65	94.31
Overall rating of the care provided by our Emergency Medical Transportation service	95.72	2.06	93.66
Extent to which medics included you in the treatment decisions (if applicable)	95.67	3.30	92.37





Key Drivers — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Extent to which the medics kept you informed about your treatment	94.92	.925130577
How well did our staff work together to care for you	96.04	.913460255
Degree to which the medics took your problem seriously	96.60	.905512855
Extent to which medics included you in the treatment decisions (if applicable)	95.67	.897978442
Extent to which medics cared for you as a person	95.97	.897734754
Appropriateness of Emergency Medical Transportation treatment	96.53	.880636906
Degree to which the medics listened to you and/or your family	96.40	.880512432
Professionalism of the staff in our billing office	91.25	.855236617
Willingness of the staff in our billing office to address your needs	91.09	.8545750
Care shown by the medics who arrived with the ambulance	96.06	.845392163
Skill of the medics	95.49	.838394558
Extent to which our staff eased your entry into the medical facility	96.70	.821190881
Extent to which the services received were worth the fees charged	91.57	.81460892
Medics' concern for your privacy	95.63	.789758815
Extent to which you were told what to do until the ambulance arrived	94.50	.777351256
Skill of the person driving the ambulance	95.41	.752488695
Degree to which the medics relieved your pain or discomfort	93.31	.73194982
Extent to which the ambulance arrived in a timely manner	93.66	.718124922
Cleanliness of the ambulance	96.40	.709045086
Comfort of the ride	90.37	.677870619
Concern shown by the person you called for ambulance service	94.44	.673924716
Helpfulness of the person you called for ambulance service	93.65	.632728063



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	93.65	89.68	94.94	96.74	98.13	89.06	92.68
Concern shown by the person you called for ambulance service	94.44	92.03	94.65	97.73	98.38	89.58	92.81
Extent to which you were told what to do until the ambulance	94.50	91.29	94.84	94.64	97.30	88.64	90.58
Extent to which the ambulance arrived in a timely manner	93.66	89.44	96.22	98.58	99.11	95.59	90.32
Cleanliness of the ambulance	96.40	94.35	97.90	99.00	97.81	95.11	93.06
Comfort of the ride	90.37	74.44	90.33	97.55	95.89	83.51	80.22
Skill of the person driving the ambulance	95.41	90.81	95.95	99.02	98.75	94.57	92.03
Care shown by the medics who arrived with the ambulance	96.06	93.81	97.12	99.00	97.13	94.61	90.77
Degree to which the medics took your problem seriously	96.60	92.26	97.42	98.50	97.05	93.14	88.88
Degree to which the medics listened to you and/or your family	96.40	92.34	96.52	99.00	98.06	92.16	90.77
Skill of the medics	95.49	92.70	97.10	99.48	97.09	95.59	92.50
Extent to which the medics kept you informed about your	94.92	90.51	96.41	98.44	96.25	94.79	89.83
Extent to which medics included you in the treatment decisions (if	95.67	89.95	95.25	96.79	95.02	91.22	89.05
Degree to which the medics relieved your pain or discomfort	93.31	89.08	93.88	97.16	95.18	91.11	86.70
Medics' concern for your privacy	95.63	92.99	95.45	98.37	97.57	92.35	91.76
Extent to which medics cared for you as a person	95.97	92.95	96.76	100.00	98.66	93.63	92.12
Professionalism of the staff in our billing office	91.25	90.31	90.95	93.06	92.39	89.77	90.48
Willingness of the staff in our billing office to address your needs	91.09	89.08	90.95	96.43	93.18	91.25	90.85
How well did our staff work together to care for you	96.04	91.90	97.17	99.48	95.90	93.37	92.05
Extent to which our staff eased your entry into the medical facility	96.70	91.59	96.74	98.44	96.25	93.62	92.22
Appropriateness of Emergency Medical Transportation treatment	96.53	91.44	96.51	98.96	97.65	94.90	89.66
Extent to which the services received were worth the fees charged	91.57	86.05	93.89	96.09	91.71	83.97	83.09
Overall rating of the care provided by our Emergency Medical	95.72	92.09	96.94	99.48	95.96	95.59	91.13
Likelihood of recommending this ambulance service to others	95.30	90.45	96.13	99.44	95.17	91.69	90.11
Overall score	94.91	90.52	95.71	98.23	96.84	92.24	90.21
National Rank	22	81	16	2	6	56	83
Comparable Size (Small) Company Rank	15	39	11	2	3	28	40



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Total Score	94.91	92.73	93.11	94.23
Medics' concern for your privacy	95.63	93.51	94.12	95.08
Helpfulness of the person you called for ambulance service	93.65	92.79	93.21	94.40
Extent to which the medics kept you informed about your	94.92	92.71	93.66	94.39
Skill of the medics	95.49	94.39	95.26	95.74
Degree to which the medics listened to you and/or your family	96.40	94.10	94.83	95.56
Extent to which our staff eased your entry into the medical	96.70	93.79	94.34	95.39
Extent to which you were told what to do until the ambulance	94.50	91.34	91.87	93.69
Care shown by the medics who arrived with the ambulance	96.06	94.39	95.14	95.54
Degree to which the medics relieved your pain or discomfort	93.31	90.65	91.58	92.49
Professionalism of the staff in our billing office	91.25	88.85	88.73	90.81
Extent to which medics included you in the treatment decisions	95.67	92.37	93.22	94.36
How well did our staff work together to care for you	96.04	93.57	94.30	95.37
Extent to which the ambulance arrived in a timely manner	93.66	92.29	93.25	94.66
Extent to which medics cared for you as a person	95.97	94.31	95.07	95.50
Extent to which the services received were worth the fees	91.57	88.37	89.38	90.52
Skill of the person driving the ambulance	95.41	93.82	94.35	95.22
Concern shown by the person you called for ambulance service	94.44	92.69	93.05	94.50
Likelihood of recommending this ambulance service to others	95.30	93.22	93.94	95.49
Overall rating of the care provided by our Emergency Medical	95.72	93.66	94.46	94.93
Appropriateness of Emergency Medical Transportation treatment	96.53	93.51	94.37	94.82
Degree to which the medics took your problem seriously	96.60	94.31	95.14	95.61
Cleanliness of the ambulance	96.40	94.34	95.13	96.13
Willingness of the staff in our billing office to address your	91.09	89.13	89.21	91.45
Comfort of the ride	90.37	87.20	87.11	89.85
Number of Surveys for the period	137			



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	93.42	91.89
Dispatch	92.85	91.67
Helpfulness of the person you called for ambulance service	92.95	92.38
Concern shown by the person you called for ambulance service	93.31	92.14
Extent to which you were told what to do until the ambulance	92.28	90.50
Ambulance	93.23	91.46
Extent to which the ambulance arrived in a timely manner	92.79	91.78
Cleanliness of the ambulance	95.12	94.00
Comfort of the ride	90.63	87.13
Skill of the person driving the ambulance	94.39	92.93
Medic	94.56	92.88
Care shown by the medics who arrived with the ambulance	95.37	93.91
Degree to which the medics took your problem seriously	95.48	93.83
Degree to which the medics listened to you and/or your family	95.20	93.54
Skill of the medics	95.32	93.95
Extent to which the medics kept you informed about your treatment	93.95	92.06
Extent to which medics included you in the treatment decisions (if	93.82	91.84
Degree to which the medics relieved your pain or discomfort	92.30	90.20
Medics' concern for your privacy	94.27	92.83
Extent to which medics cared for you as a person	95.33	93.78
Billing Staff Assessment	89.1	88.3



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.42	91.89
Billing Staff Assessment	89.1	88.3
Professionalism of the staff in our billing office	88.62	88.24
Willingness of the staff in our billing office to address your needs	89.57	88.35
Overall Assessment	93.56	92
How well did our staff work together to care for you	94.83	93.01
Extent to which our staff eased your entry into the medical facility	94.85	93.19
Appropriateness of Emergency Medical Transportation treatment	94.48	92.94
Extent to which the services received were worth the fees charged	88.55	87.04
Overall rating of the care provided by our Emergency Medical	94.44	93.09
Likelihood of recommending this ambulance service to others	94.23	92.71



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	7	15	66	329	2203	84.08%	76.52%
Dispatch	1	2	14	38	272	83.18%	74.99%
Helpfulness of the person you called for ambulance service	1	1	3	15	90	81.82%	76.60%
Concern shown by the person you called for ambulance service	0	1	5	11	91	84.26%	75.68%
Extent to which you were told what to do until the ambulance arrived	0	0	6	12	91	83.49%	72.68%
Ambulance	1	4	9	77	368	80.17%	74.59%
Extent to which the ambulance arrived in a timely manner	1	1	1	24	103	79.23%	75.62%
Cleanliness of the ambulance	0	0	1	14	96	86.49%	79.85%
Comfort of the ride	0	2	6	24	77	70.64%	63.81%
Skill of the person driving the ambulance	0	1	1	15	92	84.40%	79.08%
Medic	3	6	20	119	925	86.21%	79.73%
Care shown by the medics who arrived with the ambulance	0	0	4	12	111	87.40%	82.08%
Degree to which the medics took your problem seriously	0	0	3	11	111	88.80%	82.65%
Degree to which the medics listened to you and/or your family	0	0	2	14	109	87.20%	81.93%
Skill of the medics	0	1	3	13	105	86.07%	81.92%
Extent to which the medics kept you informed about your treatment	0	2	1	16	99	83.90%	77.53%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	7	15	66	329	2203	84.08%	76.52%
Extent to which medics included you in the treatment decisions (if applicable)	0	1	1	13	89	85.58%	77.01%
Degree to which the medics relieved your pain or discomfort	2	1	2	14	89	82.41%	72.87%
Medics' concern for your privacy	1	0	2	13	104	86.67%	78.87%
Extent to which medics cared for you as a person	0	1	2	13	108	87.10%	82.74%
Billing Staff Assessment	2	0	4	24	83	73.45%	64.48%
Professionalism of the staff in our billing office	1	0	2	12	42	73.68%	64.05%
Willingness of the staff in our billing office to address your needs	1	0	2	12	41	73.21%	64.91%
Overall Assessment	0	3	19	71	555	85.65%	77.78%
How well did our staff work together to care for you	0	0	3	13	104	86.67%	79.25%
Extent to which our staff eased your entry into the medical facility	0	0	2	10	94	88.68%	79.61%
Appropriateness of Emergency Medical Transportation treatment	0	0	3	9	96	88.89%	79.41%
Extent to which the services received were worth the fees charged	0	1	4	18	63	73.26%	68.03%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	3	10	97	87.39%	80.40%
Likelihood of recommending this ambulance service to others	0	1	4	11	101	86.32%	79.97%



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	94.70	93.94	97.79	92.89	98.70	95.94	95.19	94.58
Helpfulness of the person you called for ambulance service	93.65	96.25	95.83	88.33	96.88	97.50	91.24	97.22
Concern shown by the person you called for ambulance service	94.44	93.75	95.83	90.83	96.43	97.50	98.44	91.67
Extent to which you were told what to do until the ambulance	94.50	93.75	100.00	91.38	100.00	94.05	96.88	94.44
Extent to which the ambulance arrived in a timely manner	93.66	95.19	95.83	89.77	93.75	94.79	96.05	96.88
Cleanliness of the ambulance	96.40	96.00	93.75	95.31	100.00	97.22	98.75	92.86
Comfort of the ride	90.37	88.00	93.75	90.83	100.00	90.28	90.00	89.29
Skill of the person driving the ambulance	95.41	95.00	100.00	94.35	100.00	94.12	96.25	96.43
Care shown by the medics who arrived with the ambulance	96.06	96.00	95.83	95.00	96.88	97.83	96.43	94.44
Degree to which the medics took your problem seriously	96.60	96.00	100.00	94.12	100.00	97.83	97.50	97.22
Degree to which the medics listened to you and/or your family	96.40	95.00	100.00	94.12	100.00	97.83	97.50	97.22
Skill of the medics	95.49	96.00	100.00	91.67	100.00	97.83	95.00	96.88
Extent to which the medics kept you informed about your	94.92	94.57	95.83	91.91	96.43	97.50	96.25	96.88
Extent to which medics included you in the treatment decisions	95.67	93.75	100.00	94.83	100.00	97.06	94.74	96.88
Degree to which the medics relieved your pain or discomfort	93.31	95.24	80.20	91.16	96.43	97.22	92.50	95.83
Medics' concern for your privacy	95.63	95.00	100.00	94.70	100.00	97.73	92.55	96.88
Extent to which medics cared for you as a person	95.97	95.00	100.00	93.57	96.88	97.62	97.62	96.88
Number of Survey Responses	137	27	6	40	8	25	22	9



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	94.70	93.94	97.79	92.89	98.70	95.94	95.19	94.58
Professionalism of the staff in our billing office	91.25	90.07	100.00	91.67	100.00	90.63	90.00	85.00
Willingness of the staff in our billing office to address your	91.09	90.07	100.00	91.67	100.00	90.63	90.00	81.25
How well did our staff work together to care for you	96.04	94.79	100.00	94.53	100.00	97.73	96.25	93.75
Extent to which our staff eased your entry into the medical	96.70	94.57	100.00	96.43	100.00	97.37	97.50	96.43
Appropriateness of Emergency Medical Transportation treatment	96.53	95.45	100.00	95.69	100.00	97.37	96.43	96.43
Extent to which the services received were worth the fees	91.57	89.29	100.00	89.77	95.00	92.31	91.67	95.83
Overall rating of the care provided by our Emergency Medical	95.72	93.18	100.00	93.94	100.00	97.22	97.62	96.43
Likelihood of recommending this ambulance service to others	95.30	92.71	100.00	93.75	100.00	95.45	97.50	96.88
Number of Survey Responses	137	27	6	40	8	25	22	9



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.42	93.94	95.67	92.89	92.45	95.94	93.68	92.52
Helpfulness of the person you called for ambulance service	92.95	96.25	95.52	88.33	91.10	97.50	92.71	92.75
Concern shown by the person you called for ambulance service	93.31	93.75	95.48	90.83	91.35	97.50	93.43	93.18
Extent to which you were told what to do until the ambulance	92.28	93.75	94.68	91.38	91.07	94.05	91.67	91.94
Extent to which the ambulance arrived in a timely manner	92.79	95.19	93.73	89.77	91.94	94.79	92.79	92.81
Cleanliness of the ambulance	95.12	96.00	96.31	95.31	94.96	97.22	95.83	93.89
Comfort of the ride	90.63	88.00	92.67	90.83	89.93	90.28	91.14	89.78
Skill of the person driving the ambulance	94.39	95.00	95.50	94.35	93.68	94.12	94.69	94.03
Care shown by the medics who arrived with the ambulance	95.37	96.00	98.14	95.00	94.70	97.83	95.37	94.10
Degree to which the medics took your problem seriously	95.48	96.00	97.97	94.12	94.93	97.83	95.20	94.56
Degree to which the medics listened to you and/or your family	95.20	95.00	97.59	94.12	94.98	97.83	95.27	93.92
Skill of the medics	95.32	96.00	97.95	91.67	94.40	97.83	95.26	94.51
Extent to which the medics kept you informed about your	93.95	94.57	96.54	91.91	93.68	97.50	94.61	92.15
Extent to which medics included you in the treatment decisions	93.82	93.75	97.36	94.83	93.33	97.06	93.78	91.96
Degree to which the medics relieved your pain or discomfort	92.30	95.24	94.74	91.16	91.69	97.22	92.16	91.16
Medics' concern for your privacy	94.27	95.00	96.86	94.70	94.13	97.73	93.87	92.98
Extent to which medics cared for you as a person	95.33	95.00	97.44	93.57	94.89	97.62	95.58	94.28
Professionalism of the staff in our billing office	88.62	90.07	87.80	91.67	86.33	90.63	91.37	88.15
Willingness of the staff in our billing office to address your	89.57	90.07	91.68	91.67	87.17	90.63	91.67	88.58
Number of Surveys for the period	1742	27	310	40	348	25	430	27



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.42	93.94	95.67	92.89	92.45	95.94	93.68	92.52
How well did our staff work together to care for you	94.83	94.79	97.80	94.53	94.70	97.73	94.38	93.46
Extent to which our staff eased your entry into the medical	94.85	94.57	97.18	96.43	93.65	97.37	95.48	93.74
Appropriateness of Emergency Medical Transportation treatment	94.48	95.45	96.62	95.69	93.58	97.37	94.43	93.72
Extent to which the services received were worth the fees	88.55	89.29	92.76	89.77	86.08	92.31	88.95	87.48
Overall rating of the care provided by our Emergency Medical	94.44	93.18	97.00	93.94	93.50	97.22	94.28	93.76
Likelihood of recommending this ambulance service to others	94.23	92.71	96.80	93.75	93.06	95.45	94.29	93.59
Number of Surveys for the period	1742	27	310	40	348	25	430	27