



# City of Palo Alto

## City Council Staff Report

(ID # 11589)

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**Report Type: Informational Report**

**Meeting Date: 9/28/2020**

**Summary Title: PAFD Semi-Annual Performance Report FY20**

**Title: Palo Alto Fire Department Semiannual Performance Report for the Second Half of Fiscal Year 2020**

**From: City Manager**

**Lead Department: Fire**

### **Recommendation**

Staff recommends the City Council review the Second Palo Alto Fire Department Semi-Annual Performance Report for Fiscal Year 2020.

### **Background and Discussion**

In Fiscal Year 2015 the Palo Alto Fire Department (PAFD) identified performance reporting as a key initiative, and began reporting on key performance measures quarterly. In Fiscal Year 2018 the Department began submitting reports twice each year.

The report provides overall calls for service information, as well as more detailed information on the key service areas, including Emergency Medical Services, Fire Suppression, Rescue and Hazardous Materials Response, and Fire Prevention. The report also provides information on mutual and automatic aid with our regional public safety partners and internal workforce planning efforts.

Performance measures include the following:

- **Calls for Service:** This data provides information on the final outcome of all emergency response calls. The data is tracked in the Fire Department's Record Management System, and uses standardized call type codes, which are defined by the National Fire Incident Reporting System (NFIRS). The report includes overall call volume by primary category, and a detailed listing of call type in the service type sections.
- **Response Times:** The time that an alert is received from the emergency dispatchers to the arrival of the fire resources at the scene of the emergency.

This information is tracked in the Computer Aided Dispatch (CAD) System, and the performance goals, or service levels, are set by Council in accordance with county and national standards.

- **Ambulance Transports:** The report provides the number of ambulatory transports to hospitals or other medical care facilities, and the proportion of Emergency Medical Calls that included transports. This information is tracked in the Fire Department's Emergency Medical Record Management System.
- **Fire Containment:** This measures the proportion of building and structure fires that are contained to the area or room of origin within Palo Alto and Stanford Campus.
- **Mutual and Automatic Aid:** This includes the number and proportion of all incidents that the PAFD provided aid to neighboring communities, as well as the aid received from neighboring Fire Departments. This information is tracked in the CAD System.
- **Permits:** This provides the total count of facility, electric vehicle, and solar permits issued by the Fire Prevention Bureau. This information is currently tracked in the Development Center's Records Management System.
- **Inspections:** A count of the total number of Hazardous Materials and State Mandated inspections is provided. In addition, an estimated number of inspections to be completed for the year is also provided to assess overall workload performance to date.
- **Fire and Life Safety Plans Reviewed:** This provides a total count of all plans reviewed, as well as the proportion of plans that were reviewed within the time guidelines.
- **Vacancies and Off-Line Employees:** This section provides the total number of budgeted full-time equivalent shift personnel, current vacancies, and employees that are off-line due to workers compensation or light duty. This information is obtained from the Fire Department's Staffing and Scheduling System (TeleStaff), as well as the City's Personnel Management System.
- **Succession Planning Metrics:** This provides the number and proportion of shift personnel that are eligible to retire, or will be eligible within the next five years. This information is tracked in the City's Personnel Management System. This report also provides the total number of hours that shift personnel spent in an acting capacity. Personnel serving in an acting capacity are a key component of the Department's overall succession planning efforts. Acting capacity allows junior officers to learn the responsibilities of higher ranks with guidance from

senior officers. This information is tracked in TeleStaff.

- Training hours: The total number of training hours completed by all shift personnel is provided, as well as the average number of hours per each shift personnel on staff. This information is tracked in the Fire Department's Record Management System. Local, State and Federal mandates require fire personnel to train a minimum of 20 hours per month.

**Attachments:**

- Attachment A: Coverletter Final
- Attachment B: Semi Annual Performance Report FY20.2 Final
- Attachment C: EMS Customer Survey FY20P2

City of Palo Alto  
*Fire Department*

Honorable Councilmembers,

Enclosed is the performance report for the second half of Fiscal Year 2020, and we have seen a significant change in our service demands and operations this period as a result of the Coronavirus pandemic.

Overall call volume decreased by twenty-one percent (21%) from the same period in Fiscal Year 2019. All call types decreased with the exception of Fire Calls, which increased by forty-four percent (44%) from the prior year.

The response to the Coronavirus became the primary focus after March 2020, and the Department tracked a total of forty-two (42) potential cases, with nine (9) confirmed patients treated with Coronavirus. This does not include potential symptomatic carriers that were treated for other medical or rescue needs.

The EMS Chief and Command Team worked around the clock to stay up to date on the latest evidence-based science to develop proper equipment and decontamination policies and to secure Personal Protective Equipment for our crews.

In an effort to assist in the research to advance the knowledge of the Coronavirus, the Department is participating in a voluntary antibody study currently being conducted by Stanford University.

This period saw the very first time in recent history that the Fire Department is fully staffed. We successfully hired and trained a new class of entry level Firefighters. In them coming months, Fire will be presenting new revenue generating programs as a strategy to aid the impacts of the budget challenges that we are facing.

Sincerely,



Geo Blackshire  
Fire Chief



# Palo Alto Fire Department Second Semi-Annual Performance Report Fiscal Year 2020

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## Calls for Service

The Palo Alto Fire Department (PAFD) responded to a total of 3,603 calls for service in the second six-month period of Fiscal Year 2020. Calls declined twenty-one percent (21%) in comparison to prior year which can be attributed to the impacts of the Coronavirus Pandemic. The calls include responses within Palo Alto, Stanford, and neighboring cities to provide Auto and Mutual Aid. Approximately eighty-eight percent (88%) of calls are generated from Palo Alto, eleven percent (11%) from Stanford, and the remainder from neighboring cities or requests for regional fire deployment.

The majority of calls were for Rescue and Emergency Medical Services, making up sixty-two percent (62%) of the responses. Table 1 below shows the main categories of the calls to which PAFD responded. Calls are classified based on the actual event occurred, rather than the initial call request.

| Call Type                                       | FY19 JAN-JUN | FY20 JAN-JUN |
|-------------------------------------------------|--------------|--------------|
| Rescue and Emergency Medical Services Incidents | 2,858        | 2,237        |
| Good Intent                                     | 659          | 561          |
| False Alarm and False Call                      | 589          | 405          |
| Service Call                                    | 335          | 267          |
| Fire                                            | 48           | 69           |
| Hazardous Condition, No Fire                    | 89           | 64           |
| <b>Grand Total</b>                              | <b>4,578</b> | <b>3,603</b> |

Good Intent and False Alarm calls make up the second largest types of responses. Most calls for service that may be a true threat of fire, gas or other emergency hazard are actually found to be something else after Firefighters investigate the situation. These calls are coded as Good Intent calls. As well, many fire alarm activations are from causes other than fire or emergency hazard. These situations are categorized as False Alarm calls.

## Emergency Medical Services and Rescue

Emergency Medical Service (EMS) is the primary service that the Palo Alto Fire Department provides to Palo Alto and Stanford. The Palo Alto Fire Department is the only Fire Department in the County that provides ambulance and transport services.

Of the 2,237 Emergency Medical Service calls the PAFD responded to in the second period of Fiscal Year 2020, the overwhelming majority were for medical, trauma and cardiac calls that did not involve a vehicle accident.

| Rescue and EMS Performance Measures                                             | FY19 JAN-JUN | FY20 JAN-JUN |
|---------------------------------------------------------------------------------|--------------|--------------|
| Emergency Medical Service Incident                                              | 2,826        | 2,201        |
| Extrication, Rescue                                                             | 26           | 26           |
| Rescue or EMS Standby                                                           | 2            | 10           |
| Lock-In                                                                         | 3            | 0            |
| Water and Ice-Related Rescue                                                    | 1            | 0            |
| <b>Total</b>                                                                    | <b>2,858</b> | <b>2,237</b> |
| <b>Transports</b>                                                               |              |              |
| Number of Transports                                                            | 1,885        | 1,530        |
| Percent of EMS Calls resulting in transport                                     | 67%          | 68%          |
| <b>Response Times</b>                                                           |              |              |
| Percent of first responder arriving on scene to EMS calls within 8 minutes      | 92%          | 92%          |
| Percent of paramedic responder arriving on scene to EMS calls within 12 minutes | 99%          | 99%          |
| Average response time for first responder arriving on scene to EMS calls        | 5:11         | 5:25         |

This period reflects a decrease to the number of Rescue and EMS Incident calls. Although the number of transports decreased, the proportion of calls resulting in a transport remained consistent at sixty-eight percent (68%) of all Rescue and EMS calls.

- ★ **Response Time Goal Met:** At least 90% of first responder arriving on scene to EMS calls within eight minutes.

This period the PAFD first responder arrived on scene to EMS calls within eight minutes ninety-two percent (92%) of the time.

- ★ **Response Time Goal Met:** At least 99% of paramedic responder arriving on scene to EMS calls within 12 minutes.

This period the PAFD paramedic responder arrived on scene to EMS calls within 12 minutes ninety-nine percent (99%) of the time.

## Fire Suppression

Very few of the potential fire calls coming into dispatch turn out to be a real fire once PAFD investigates the scene and cause of the concerning elements. The total of calls this period was sixty-nine (69) whereas forty-nine calls where fire was present originated from Palo Alto. Fourteen (14) occurred in Stanford. There were two (2) building fires that the Department responded to and the fire was contained to the area of origin. Here are the descriptions of the significant fires for this period:

### 1/11/20

Units responded to a fire that started in a bedroom from a candle being knocked onto bedding. The fire was contained to the bedroom and adjacent hall. No injuries.

### 2/3/20

Suspected Arson fire. Vegetation around electrical substation burned. No injuries.

### 5/1/20

Vegetation fire in “dish” area of Stanford. Approximately 10 acres burned. Mutual Aide from Cal Fire was required, including a helicopter, hand crew, and engines. No injuries.

| Fire Suppression Measures                                                       | FY19 JAN-JUN | FY20 JAN-JUN |
|---------------------------------------------------------------------------------|--------------|--------------|
| Outside rubbish fire                                                            | 3            | 21           |
| Structure Fire                                                                  | 18           | 17           |
| Natural vegetation on fire                                                      | 2            | 14           |
| Fire, Other                                                                     | 9            | 10           |
| Special outside fire                                                            | 6            | 4            |
| Mobile property (vehicle) fire                                                  | 10           | 3            |
| <b>Total</b>                                                                    | <b>48</b>    | <b>69</b>    |
| <b>Response Times</b>                                                           |              |              |
| Percent of first responder arriving on scene to Fire calls within 8 minutes     | 85%          | 87%          |
| Average response time for first responder arriving on scene to Fire calls       | 5:57         | 5:43         |
| <b>Fire Containment</b>                                                         |              |              |
| Percent of building and structure fires contained to the room or area of origin | 91%          | 50%          |



**Response Time Goal Not Met:** At least 90% of first responder arriving on scene to Fire calls within eight minutes.

This period the PAFD first responder arrived on scene to Fire calls within eight minutes was eighty-seven percent (87%) of the time.



**Fire Containment Goal Not Met:** At least 90% of building and structure fires contained to the room or area of origin.

This period there were two building or structure fires within Palo Alto or Stanford, of which fifty percent (50%) were contained to the room or area of origin. For both incidents crews arrived on scene in under 8 minutes.

## Hazardous Materials

The Fire Department responded to a total of sixty-four (64) calls related to hazardous material incidents. The two primary categories of calls continue to be for Spills and Leaks or Electrical Problems, making up sixty-four percent (64%) of all Hazardous Materials calls this period.

| Hazardous Materials Response Measures                                                             | FY19 JAN-JUN | FY20 JAN-JUN |
|---------------------------------------------------------------------------------------------------|--------------|--------------|
| Combustible/Flammable spills and leaks                                                            | 32           | 24           |
| Electrical wiring/Equipment problem                                                               | 22           | 17           |
| Hazardous Condition, Other                                                                        | 8            | 10           |
| Chemical release, reaction, or toxic condition                                                    | 6            | 8            |
| Accident, potential accident                                                                      | 2            | 3            |
| Biological hazard                                                                                 | 6            | 1            |
| Attempted burning, illegal action                                                                 | 1            | 1            |
| Total                                                                                             | 77           | 64           |
| <b>Response Times</b>                                                                             |              |              |
| Average response time for first responder arriving on scene to Rescue & Hazardous Materials calls | 6:28         | 7:03         |



## Mutual and Automatic Aid

The Fire Department previously held automatic aid agreements with five regional Fire Departments, including Mountain View, Menlo Park, and Santa Clara County Fire. At the request of the City of Mountain View, the automatic aid agreement was modified at the beginning of January 2018 resulting in a significant decrease in the number of calls compared to the prior fiscal year. The Palo Alto Fire Department continues to advocate for the closest unit response and collects objective data to support improved services to all of our communities under the previous automatic aid agreement.

Santa Clara County Fire received the highest amount of aid from the department this period accounting for fifty-eight (58%) of all mutual and auto aid provided. The Department required Thirty-One Percent more Aid from other jurisdictions this period compared to the prior year, with the majority received from Mountain View with a total of 36 incidents.

| Mutual Aid Performances                 |  | FY19 JAN-JUN | FY20 JAN-JUN |
|-----------------------------------------|--|--------------|--------------|
| <b>Mutual and Auto Aid Provided</b>     |  |              |              |
| <u>Agency</u>                           |  |              |              |
| Santa Clara County Fire                 |  | 40           | 33           |
| Mountain View Fire                      |  | 12           | 15           |
| Menlo Park Fire                         |  | 6            | 4            |
| San Mateo City                          |  | 0            | 1            |
| San Mateo County                        |  | 0            | 2            |
| Morgan Hill                             |  | 0            | 1            |
| Gilroy                                  |  | 0            | 1            |
| San Jose                                |  | 4            | 0            |
| <i>All Mutual and Auto Aid Provided</i> |  | 62           | 57           |
| <b>Mutual and Auto Aid Received</b>     |  |              |              |
| <u>Agency</u>                           |  |              |              |
| Mountain View Fire                      |  | 28           | 36           |
| Menlo Park Fire                         |  | 19           | 16           |
| Woodside Fire                           |  | 0            | 10           |
| Santa Clara County Fire                 |  | 1            | 1            |
| <i>All Mutual and Auto Aid Received</i> |  | 48           | 63           |

## Fire Prevention

The Fire Prevention Bureau ensures compliance with the Fire Code for the safety of occupants and protection of property. Fire Inspectors perform fire sprinkler and fire alarm plan checks, permitting, and field inspections with the goal of ensuring all construction complies with local and national codes.

This period saw a decrease in the number of permits and inspections as a result of the Coronavirus Pandemic. The Bureau expects for it to be challenging to complete inspections in the coming fiscal year as a result of the Coronavirus Pandemic and significant staff reductions.

| Prevention Bureau Performance Measures                        | FY19 JAN-JUN | FY20 JAN-JUN |
|---------------------------------------------------------------|--------------|--------------|
| <b>Permits</b>                                                |              |              |
| Fire Permits Issued                                           | 266          | 160          |
| Sprinkler Permits Issued                                      | 151          | 103          |
| Solar Permits Issued                                          | 61           | 62           |
| Electric Vehicle Permits Issued                               | 0            | 0            |
| <b>Inspections</b>                                            |              |              |
| Fire Inspections                                              | 5,842        | 3,758        |
| Hazardous Material Inspections Completed                      | 168          | 44           |
| Number of Hazardous Material Inspections for the year         | 632          | 716          |
| Percent of Hazardous Material Facilities Inspections Complete | 27%          | 6%           |
| State Mandated Inspections Completed                          | 99           | 41           |
| Number of State Mandated Inspections for the year             | 574          | 535          |
| Percent of State Mandated Facilities Inspections Complete     | 17%          | 7.7%         |
| <b>Fire and Life Safety Plan Review</b>                       |              |              |
| Plans Reviewed                                                | 968          | 716          |
| Percent of Reviews Completed On-Time                          | 93%          | 97%          |

## Workforce Planning

The Department operated daily emergency response operations with a total of 86.00 FTE line personnel for the second period of FY20. This includes three battalions of crews that staff six stations in the City and Stanford 24 hours each day. Over the last period, the department has operated with no vacancies for the first time in over ten years, with only 3.00 employees off-line creating a total of 3.00 FTE positions that required backfill.

The Fire Department successfully graduated a new class of Entry Level Firefighters through a Joint Fire Academy in March and promoted Fire Captain Steven Lindsey to Battalion Chief during this second half of the fiscal year.

The Department shifted from continuing succession planning efforts in order to focus on the response to the Coronavirus pandemic, the Officers Academy and Fire Captain’s Test were postponed. A significant focus for the training department was decontamination and proper preventative procedures responding to the Coronavirus pandemic.

| Vacancies and Off-Line Employees FY20 JAN-JUN |              |           |                                              |                   |                              |
|-----------------------------------------------|--------------|-----------|----------------------------------------------|-------------------|------------------------------|
| Classification                                | Budgeted FTE | Vacancies | Off-Line Employees (Workers Comp/Light Duty) | Personnel On Line | Percent of Personnel On Line |
| Battalion Chief                               | 4            | 0         | 0                                            | 4                 | 100%                         |
| Fire Captain                                  | 22           | 0         | 0                                            | 22                | 100%                         |
| Fire Apparatus Operator & Fire Fighters       | 60           | 0         | 3                                            | 57                | 95%                          |
| <b>TOTAL</b>                                  | <b>86</b>    | <b>0</b>  | <b>3</b>                                     | <b>83</b>         | <b>97%</b>                   |

| Succession Planning                                             | FY19 JAN-JUN | FY20 JAN-JUN |
|-----------------------------------------------------------------|--------------|--------------|
| <b>Personnel</b>                                                |              |              |
| Number of Shift Staff Currently Eligible to Retire              | 25           | 23           |
| Number of Shift Staff Eligible to Retire in Five Years          | 10           | 15           |
| Percent of all Shift Staff Eligible to Retire within Five Years | 49%          | 44%          |
| Number of Acting Battalion Chief Hours                          | 24           | 0            |
| Number of Acting Captain Hours                                  | 1,529        | 2,451        |
| Number of Acting Apparatus Operator Hours                       | 7,088        | 12,992       |
| <b>Training</b>                                                 |              |              |
| Hours of Training Completed                                     | 13,438       | 10,960       |
| Average Hours Per Line Personnel                                | 253          | 132          |



# PAFD VITAL SIGNS REPORT

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SURVEYS RECEIVED 1-1-2020 THROUGH 6-30-2020

FILTERS: SURVEY: 1



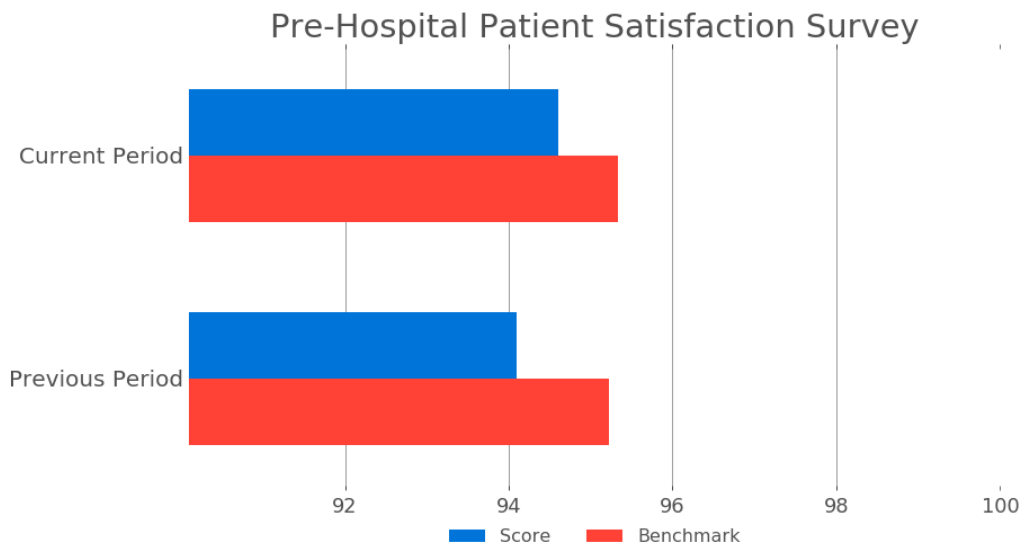
P.O. Box 100,  
Andover MA 01810  
(844) 340-6060  
[Feedback-Innovations.com](http://Feedback-Innovations.com)

# 1.0 EXECUTIVE SUMMARY

PAFD received a total of 173 responses for this period. The highest rated section was *Communication*, with a total score of 97.1. The lowest rated section was *Billing*, with a total score of 87.53.

- The Communication section had a 1.6% increase in *Ambulance staff's efforts to inform you about treatment Los esfuerzos del personal del ambulancia para informarle sobre el procedimiento.*
- The Billing section had a 0.8% decrease in *Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades.* This question and section may represent specific areas for improvement.
- Percentile ranking this period is lower 28.26%.

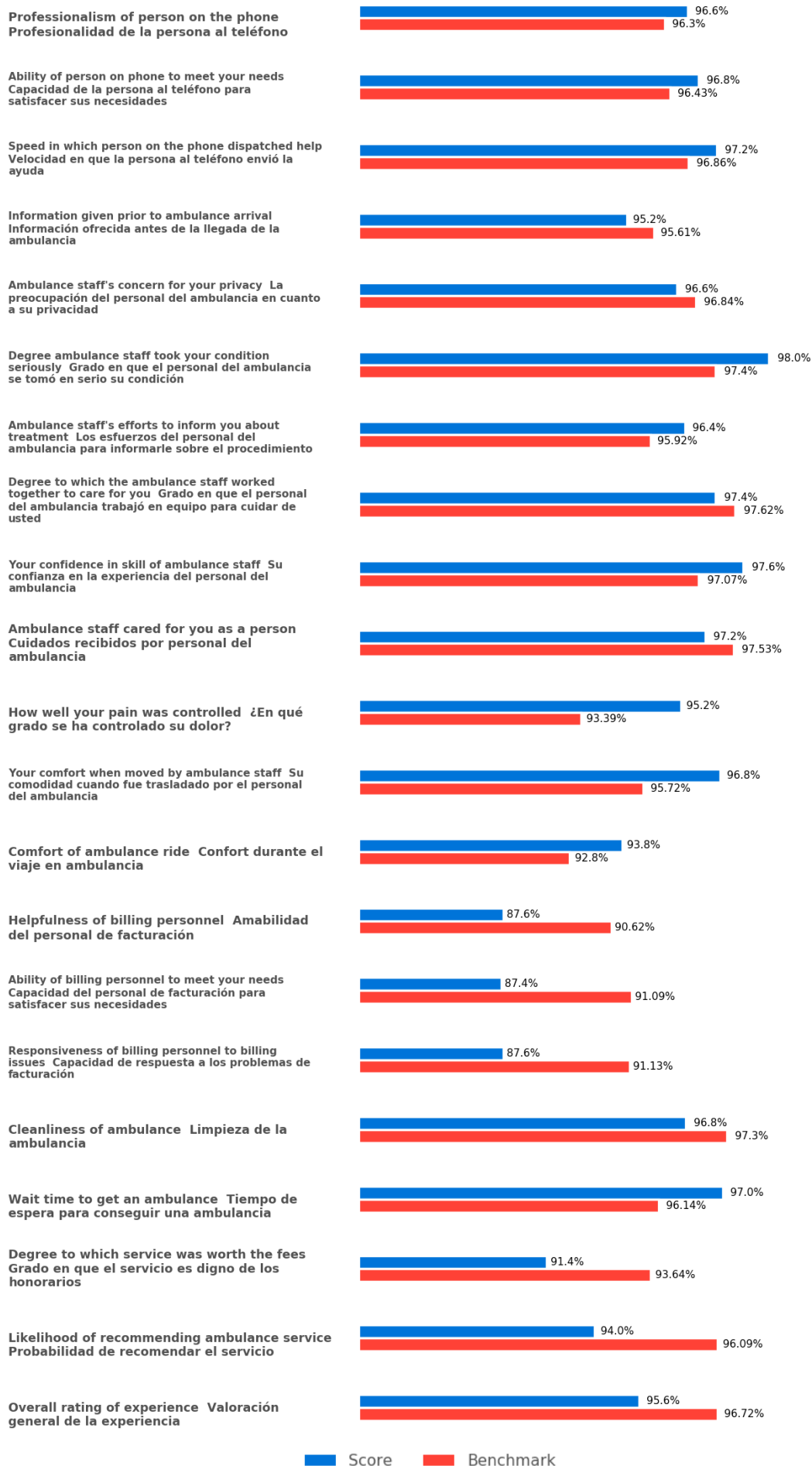
Cumulative Score: **94.6**



|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 94.1            | 94.6           |
| Benchmark | 95.22           | 95.33          |

The benchmark is the mean average of all responses for all services in the Feedback Innovations database.

# VITAL SIGNS PATIENT SATISFACTION REPORT



■ Score ■ Benchmark

## 2.0 IMPROVEMENT PRIORITY RANKING

| Rank | Question                                                                                                                                              |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Professionalism of person on the phone<br>Profesionalidad de la persona al teléfono                                                                   |
| 2    | Ability of person on phone to meet your needs<br>Capacidad de la persona al teléfono para satisfacer sus necesidades                                  |
| 3    | Speed in which person on the phone dispatched help<br>Velocidad en que la persona al teléfono envió la ayuda                                          |
| 4    | Information given prior to ambulance arrival<br>Información ofrecida antes de la llegada de la ambulancia                                             |
| 5    | Helpfulness of billing personnel<br>Amabilidad del personal de facturación                                                                            |
| 6    | Ability of billing personnel to meet your needs<br>Capacidad del personal de facturación para satisfacer sus necesidades                              |
| 7    | Responsiveness of billing personnel to billing issues<br>Capacidad de respuesta a los problemas de facturación                                        |
| 8    | Cleanliness of ambulance<br>Limpieza de la ambulancia                                                                                                 |
| 9    | Wait time to get an ambulance<br>Tiempo de espera para conseguir una ambulancia                                                                       |
| 10   | Degree to which service was worth the fees<br>Grado en que el servicio es digno de los honorarios                                                     |
| 11   | Likelihood of recommending ambulance service<br>Probabilidad de recomendar el servicio                                                                |
| 12   | Ambulance staff's concern for your privacy<br>La preocupación del personal del ambulancia en cuanto a su privacidad                                   |
| 13   | Degree ambulance staff took your condition seriously<br>Grado en que el personal del ambulancia se tomó en serio su condición                         |
| 14   | Ambulance staff's efforts to inform you about treatment<br>Los esfuerzos del personal del ambulancia para informarle sobre el procedimiento           |
| 15   | Degree to which the ambulance staff worked together to care for you<br>Grado en que el personal del ambulancia trabajó en equipo para cuidar de usted |
| 16   | Comfort of ambulance ride<br>Confort durante el viaje en ambulancia                                                                                   |
| 17   | Your confidence in skill of ambulance staff<br>Su confianza en la experiencia del personal del ambulancia                                             |
| 18   | Ambulance staff cared for you as a person<br>Cuidados recibidos por personal del ambulancia                                                           |
| 19   | How well your pain was controlled<br>¿En qué grado se ha controlado su dolor?                                                                         |
| 20   | Your comfort when moved by ambulance staff<br>Su comodidad cuando fue trasladado por el personal del ambulancia                                       |

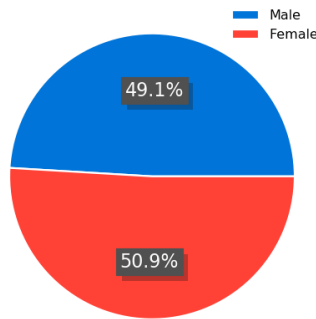
*The Improvement Priority Ranking uses a combination of score and correlation to overall satisfaction to determine the most important areas for improvement. The closer to 1 the more important it is to your patients that this aspect of your service be improved upon.*

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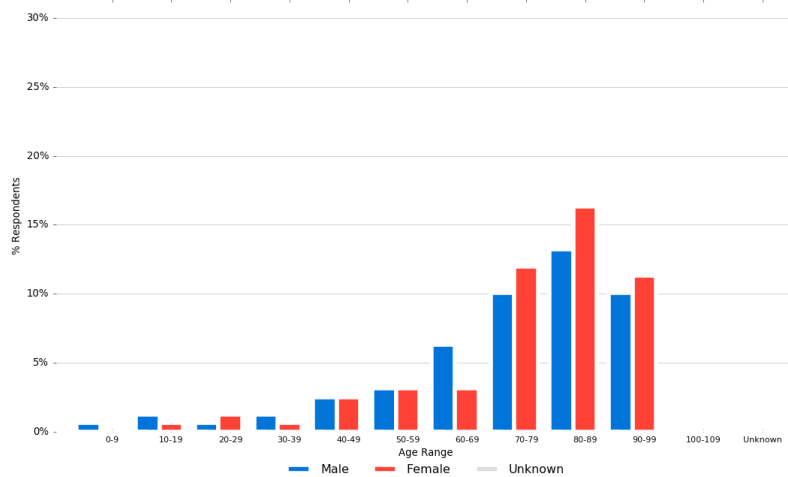
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## 3.0 DEMOGRAPHIC INFORMATION

Respondents (159 Total)



Respondents (159 Total)





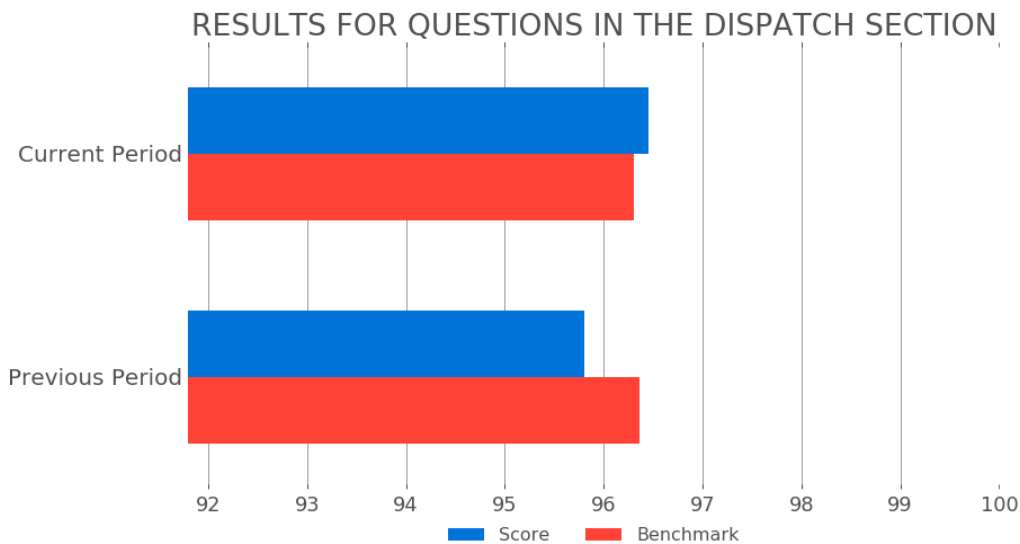
## 4.0 SECTIONS

### 4.1 Dispatch

Percentile ranking this period is lower 40.0%.

The Dispatch section showed a 0.65% increase overall from Previous Period to Current Period, with a total score of **96.45**. Drilling down by question for the Dispatch section:

- There was a 1.0% increase for *Professionalism of person on the phone Profesionalidad de la persona al teléfono*, with a score of 96.6.
- There was a 0.8% increase for *Ability of person on phone to meet your needs Capacidad de la persona al teléfono para satisfacer sus necesidades*, with a score of 96.8.
- There was a 0.8% increase for *Speed in which person on the phone dispatched help Velocidad en que la persona al teléfono envió la ayuda*, with a score of 97.2.
- There was a 0.0% increase for *Information given prior to ambulance arrival Información ofrecida antes de la llegada de la ambulancia*, with a score of 95.2.



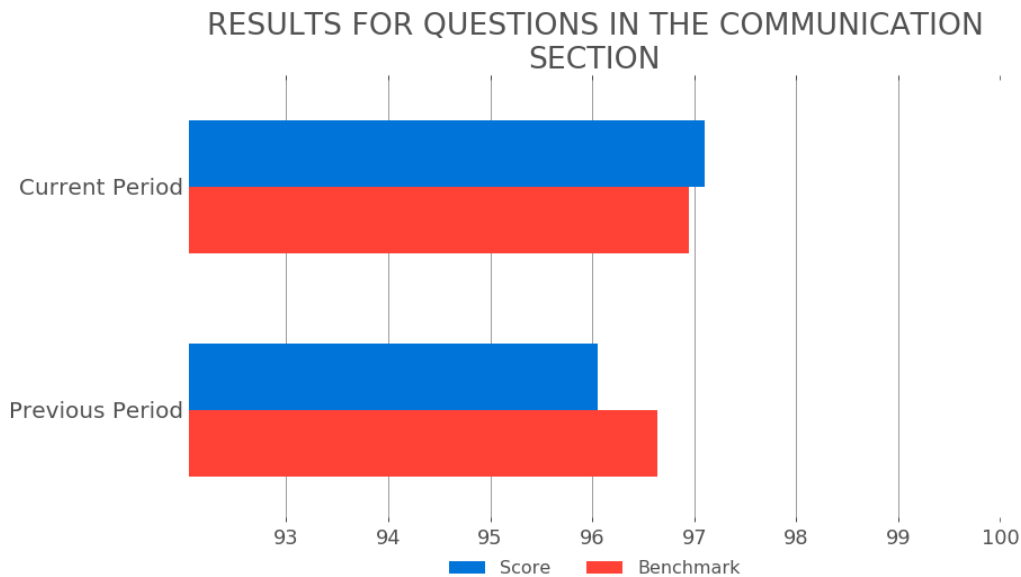
|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 95.8            | 96.45          |
| Benchmark | 96.36           | 96.3           |

## 4.2 Communication

Percentile ranking this period is lower 46.67%.

The Communication section showed a 1.05% increase overall from Previous Period to Current Period, with a total score of **97.1**. Drilling down by question for the Communication section:

- There was a 1.0% increase for *Ambulance staff's concern for your privacy La preocupación del personal del ambulancia en cuanto a su privacidad*, with a score of 96.6.
- There was a 1.0% increase for *Degree ambulance staff took your condition seriously Grado en que el personal del ambulancia se tomó en serio su condición*, with a score of 98.0.
- There was a 1.6% increase for *Ambulance staff's efforts to inform you about treatment Los esfuerzos del personal del ambulancia para informarle sobre el procedimiento*, with a score of 96.4.
- There was a 0.6% increase for *Degree to which the ambulance staff worked together to care for you Grado en que el personal del ambulancia trabajó en equipo para cuidar de usted*, with a score of 97.4.



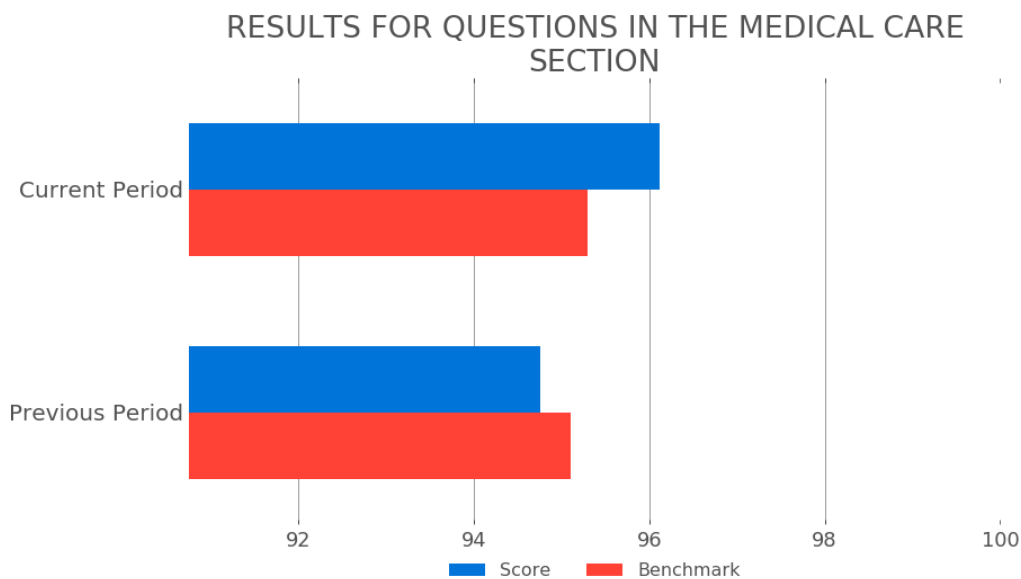
|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 96.05           | 97.1           |
| Benchmark | 96.64           | 96.95          |

### 4.3 Medical Care

Percentile ranking this period is upper 44.44%.

The Medical Care section showed a 1.36% increase overall from Previous Period to Current Period, with a total score of **96.12**. Drilling down by question for the Medical Care section:

- There was a 1.0% increase for *Your confidence in skill of ambulance staff Su confianza en la experiencia del personal del ambulancia*, with a score of 97.6.
- There was a 0.6% increase for *Ambulance staff cared for you as a person Cuidados recibidos por personal del ambulancia*, with a score of 97.2.
- There was a 2.0% increase for *How well your pain was controlled ¿En qué grado se ha controlado su dolor?*, with a score of 95.2.
- There was a 2.4% increase for *Your comfort when moved by ambulance staff Su comodidad cuando fue trasladado por el personal del ambulancia*, with a score of 96.8.
- There was a 0.8% increase for *Comfort of ambulance ride Confort durante el viaje en ambulancia*, with a score of 93.8.



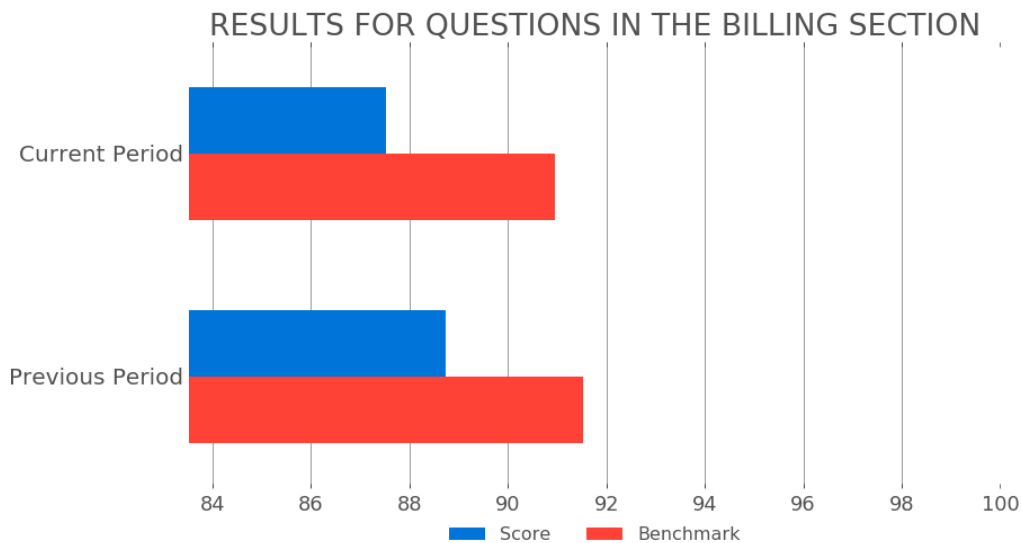
|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 94.76           | 96.12          |
| Benchmark | 95.11           | 95.3           |

## 4.4 Billing

Percentile ranking this period is lower 16.28%.

The Billing section showed a 1.2% decrease overall from Previous Period to Current Period, with a total score of **87.53**. Drilling down by question for the Billing section:

- There was a 1.0% decrease for *Helpfulness of billing personnel Amabilidad del personal de facturación*, with a score of 87.6.
- There was a 0.8% decrease for *Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades*, with a score of 87.4.
- There was a 1.8% decrease for *Responsiveness of billing personnel to billing issues Capacidad de respuesta a los problemas de facturación*, with a score of 87.6.



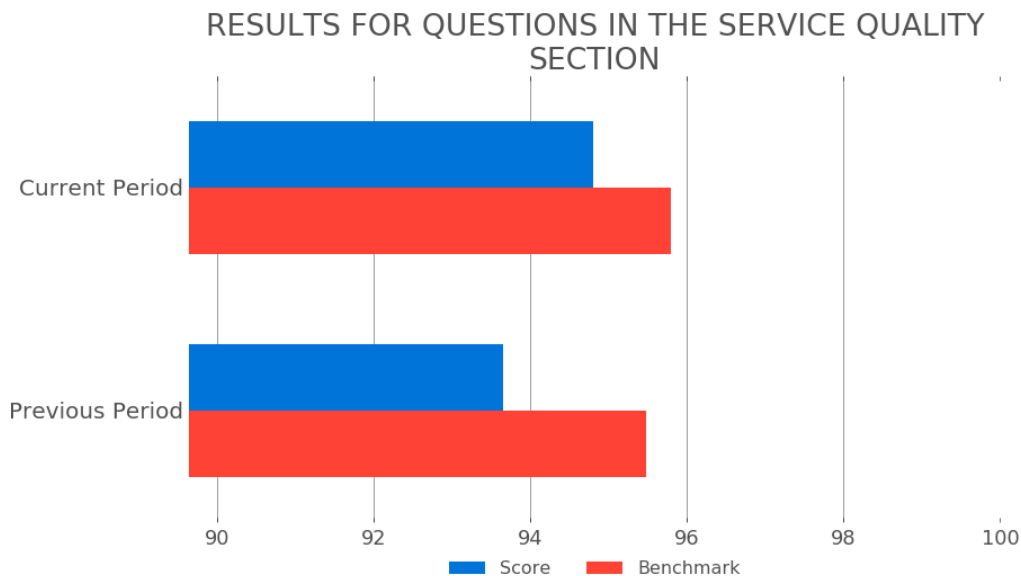
|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 88.73           | 87.53          |
| Benchmark | 91.53           | 90.95          |

## 4.5 Service Quality

Percentile ranking this period is lower 28.89%.

The Service Quality section showed a 1.15% increase overall from Previous Period to Current Period, with a total score of **94.8**. Drilling down by question for the Service Quality section:

- There was a 0.4% increase for *Cleanliness of ambulance Limpieza de la ambulancia*, with a score of 96.8.
- There was a 1.0% increase for *Wait time to get an ambulance Tiempo de espera para conseguir una ambulancia*, with a score of 97.0.
- There was a 2.6% increase for *Degree to which service was worth the fees Grado en que el servicio es digno de los honorarios*, with a score of 91.4.
- There was a 0.6% increase for *Likelihood of recommending ambulance service Probabilidad de recomendar el servicio*, with a score of 94.0.



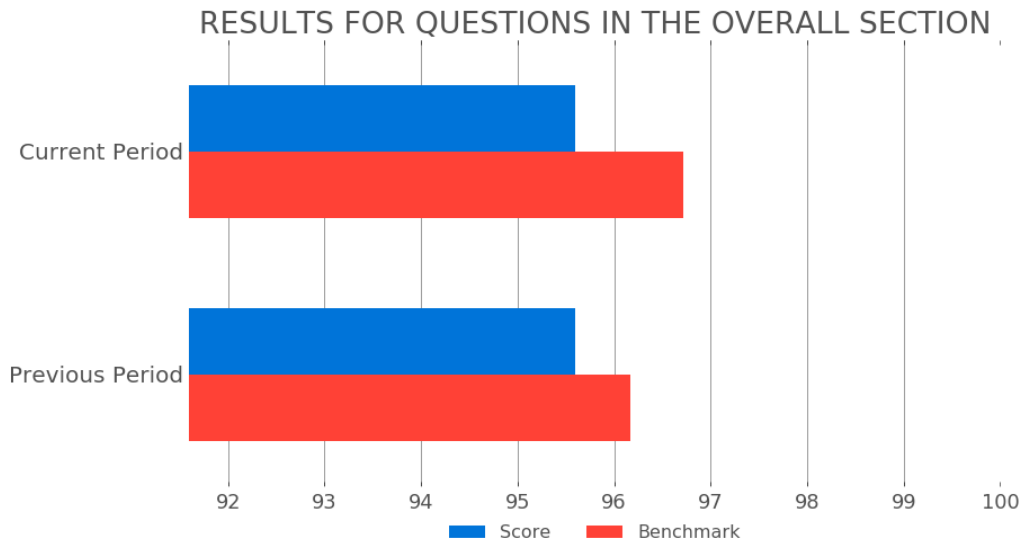
|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 93.65           | 94.8           |
| Benchmark | 95.48           | 95.79          |

## 4.6 Overall

Percentile ranking this period is lower 31.52%.

The Overall section showed a 0.0% increase overall from Previous Period to Current Period, with a total score of **95.6**. Drilling down by question for the Overall section:

- There was a 0.0% increase for *Overall rating of experience Valoración general de la experiencia*, with a score of 95.6.



|           | Previous Period | Current Period |
|-----------|-----------------|----------------|
| Score     | 95.6            | 95.6           |
| Benchmark | 96.17           | 96.72          |