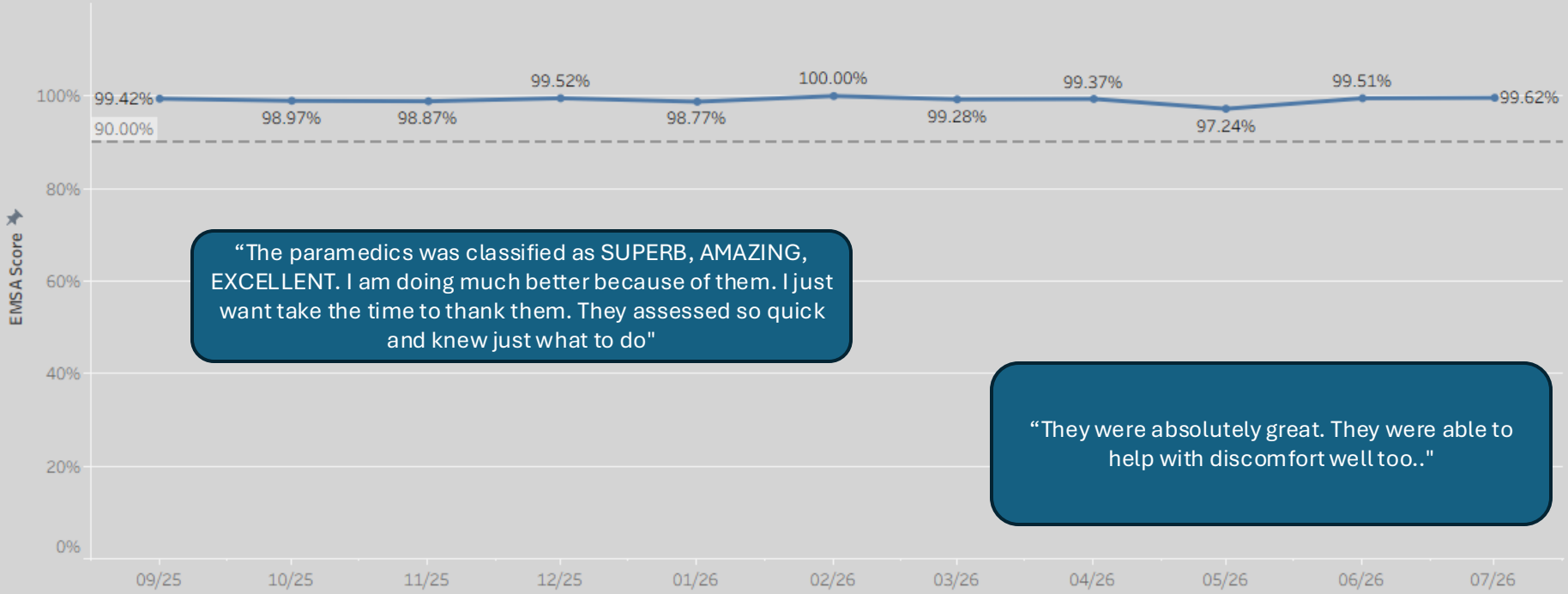
# Overall Patient Satisfaction Eastern Division

June 2026



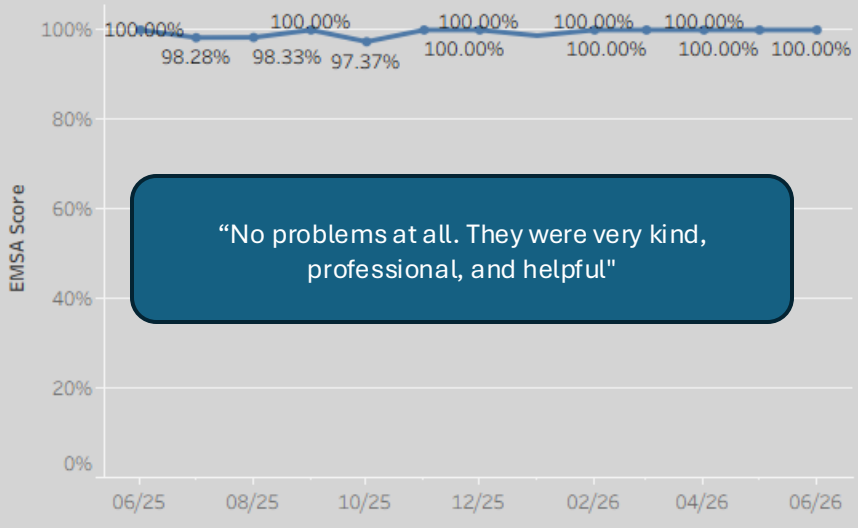

"The paramedics was classified as SUPERB, AMAZING, EXCELLENT. I am doing much better because of them. I just want take the time to thank them. They assessed so quick and knew just what to do"

"They were absolutely great. They were able to help with discomfort well too.."

99.51%

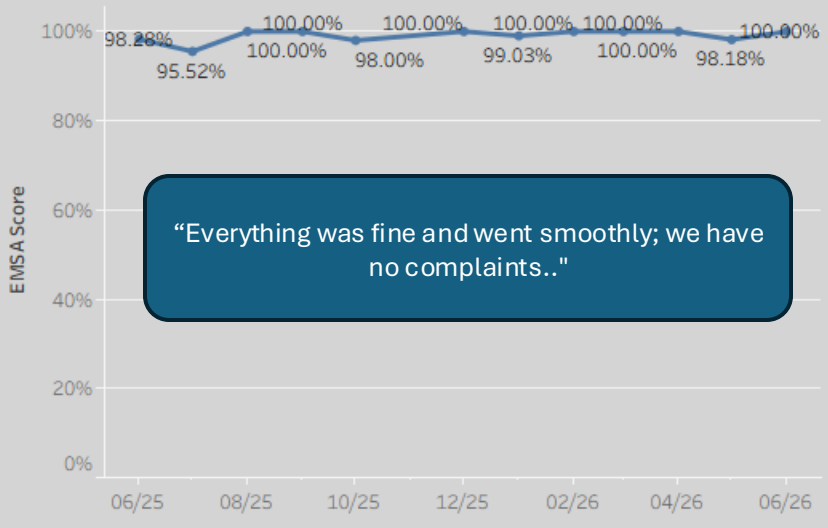
In June 2026, EMSA scored a 99.51 on Patient Satisfaction in the Eastern Division. This score is more than two points higher than the East's patient satisfaction score in May. The Eastern Division scored 100 on Dispatch Services, 100 on Care Provider, and 97.92 on Ambulance Services.

## Dispatch Services



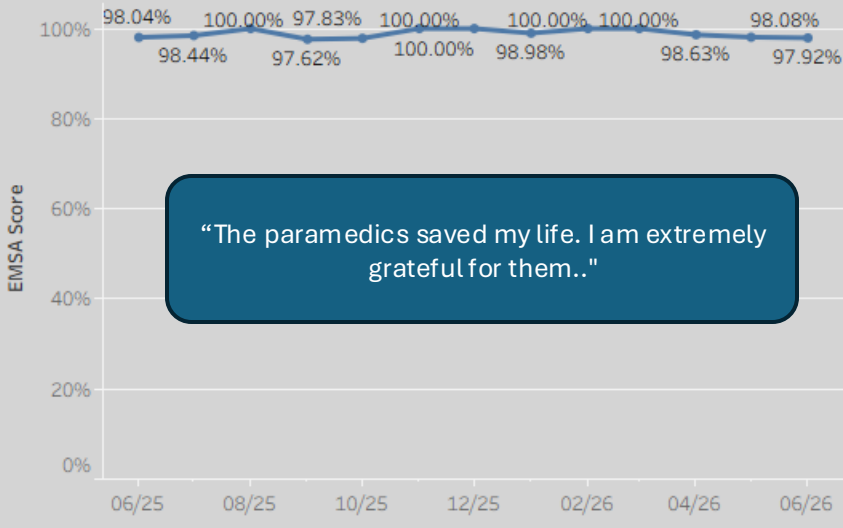

"No problems at all. They were very kind, professional, and helpful"

## Care Provider




"Everything was fine and went smoothly; we have no complaints.."

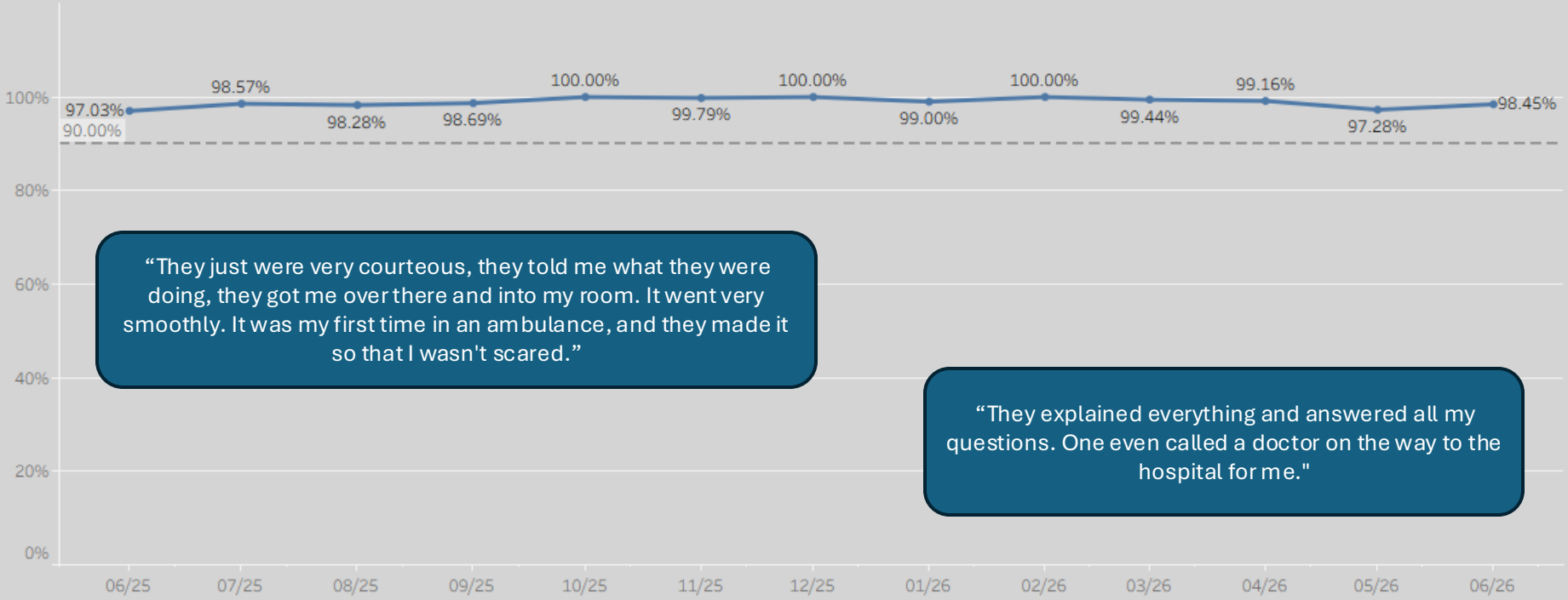
## Ambulance Services




"The paramedics saved my life. I am extremely grateful for them.."

# Overall Patient Satisfaction Western Division

June 2026



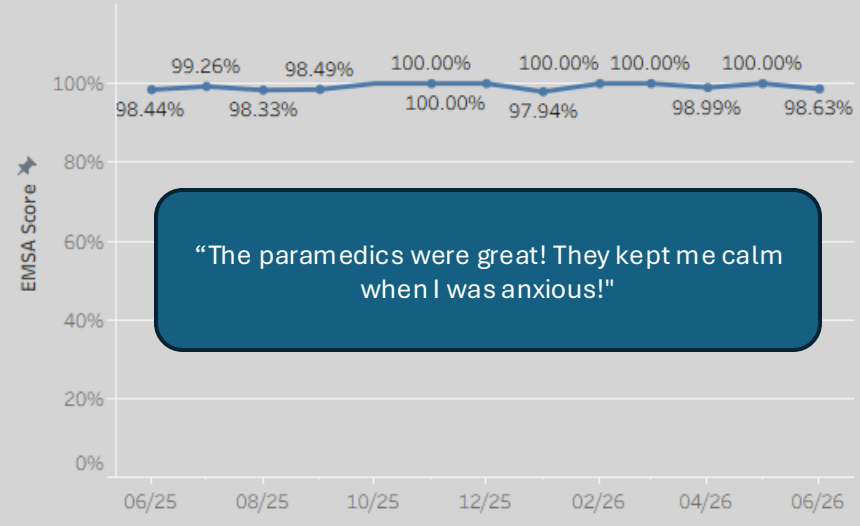

"They just were very courteous, they told me what they were doing, they got me over there and into my room. It went very smoothly. It was my first time in an ambulance, and they made it so that I wasn't scared."

"They explained everything and answered all my questions. One even called a doctor on the way to the hospital for me."

98.45%

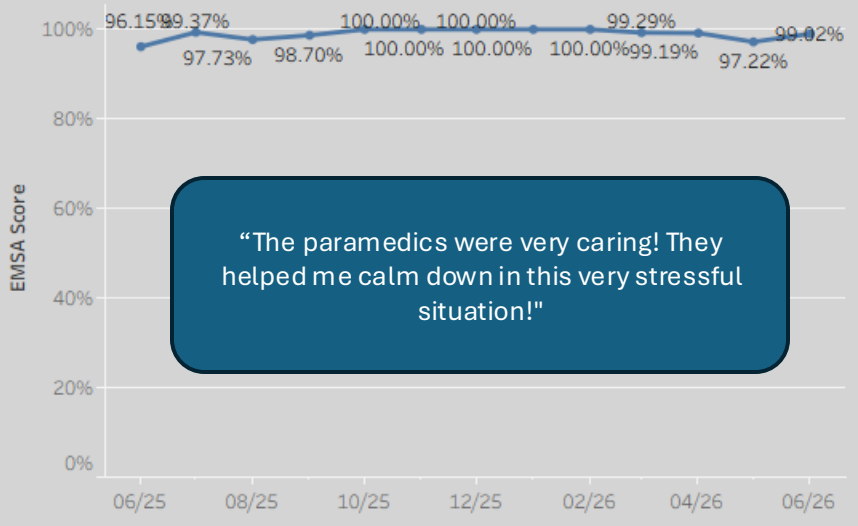
In June 2026, EMSA scored a 98.45 on Patient Satisfaction for the Western Division. This score is more than one point higher than the West's patient satisfaction score in May. The Western Division scored 98.63 on Dispatch Services, 97.98 on Ambulance Services, and a 99.02 on Care Provider.

## Dispatch Services



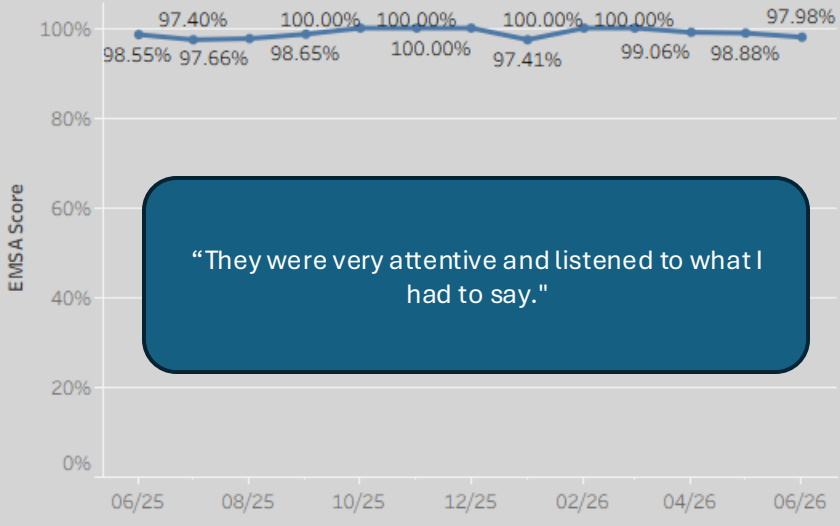

"The paramedics were great! They kept me calm when I was anxious!"

## Care Provider




"The paramedics were very caring! They helped me calm down in this very stressful situation!"

## Ambulance Services




"They were very attentive and listened to what I had to say."