

Harris County Emergency Services District No11

Spring, TX

Client 2805



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Patient Experience Report

February 01, 2026 to February 28, 2026

Your Score

93.30

Your Patients in this Report

51

Number of National Database Patients in this Report

4944

Total EMS Organizations

255



Executive Summary

Your overall score for the period selected is **93.30**, a difference of **-0.98**, compared to your score from the previous year, **94.28**.

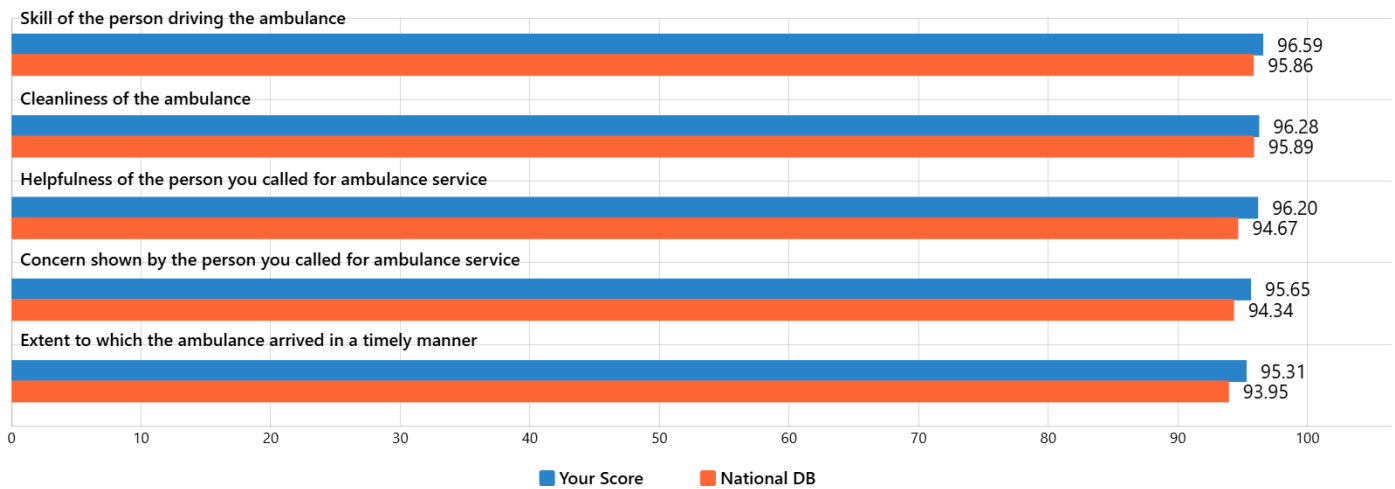
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80%**.

In addition, your rolling **12-** month score of **94.35** is a difference of **+0.22** from the national database score of **94.13**.

When compared to all organizations in the national database, your score of **94.35** is ranked **22nd**.

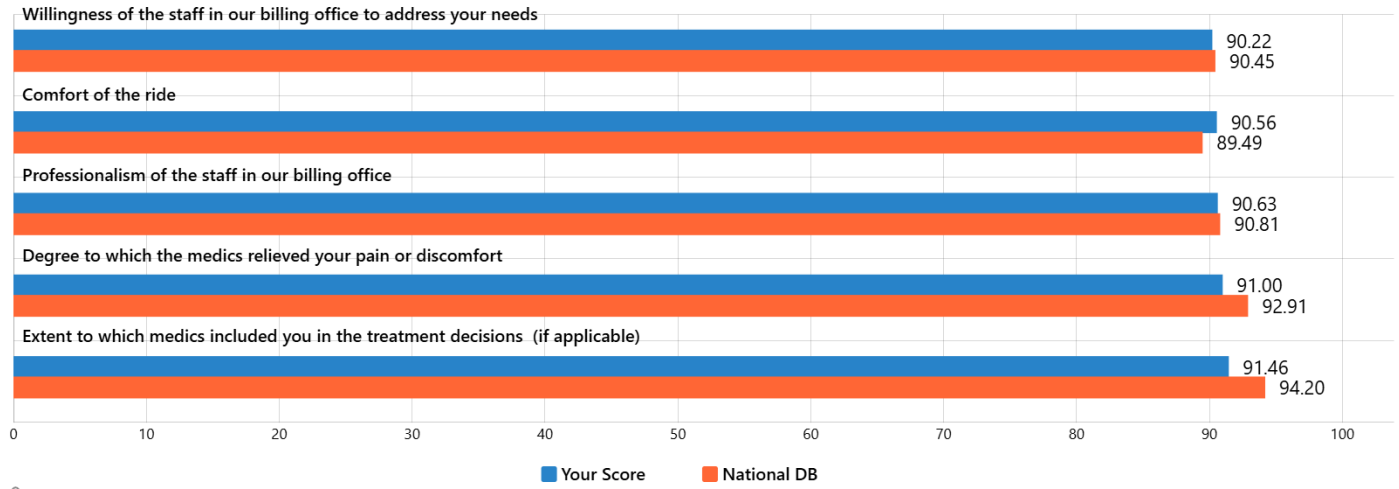
Highest and Lowest Scores

5 Highest Scores





5 Lowest Scores

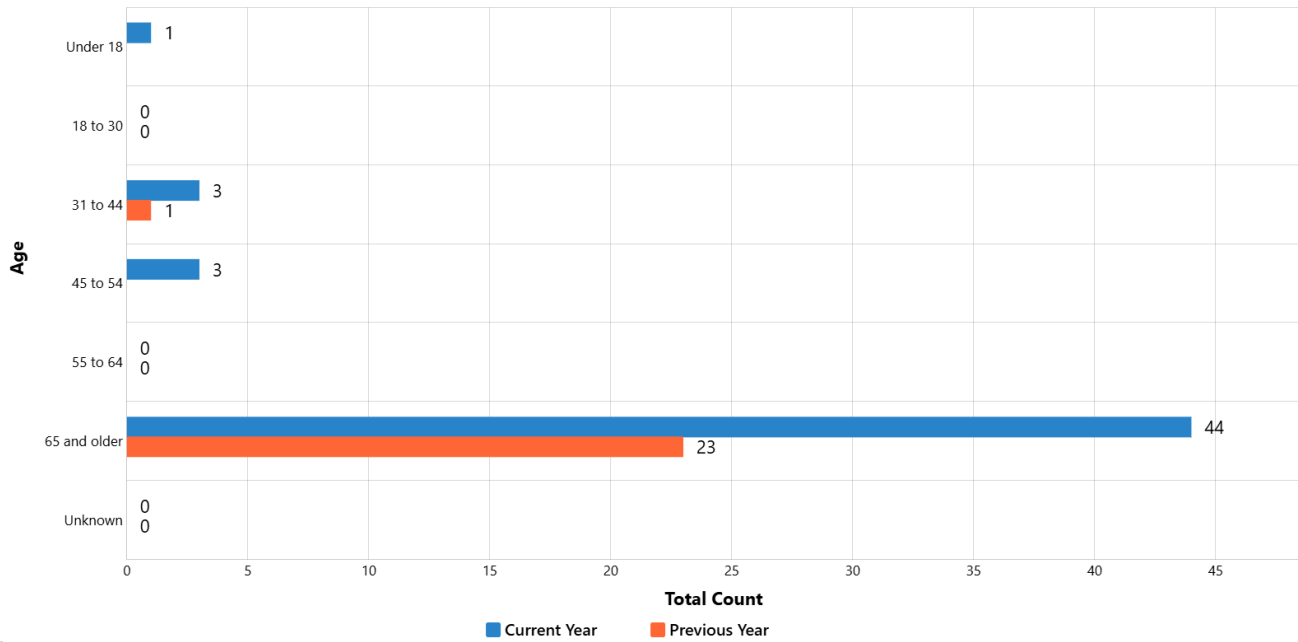




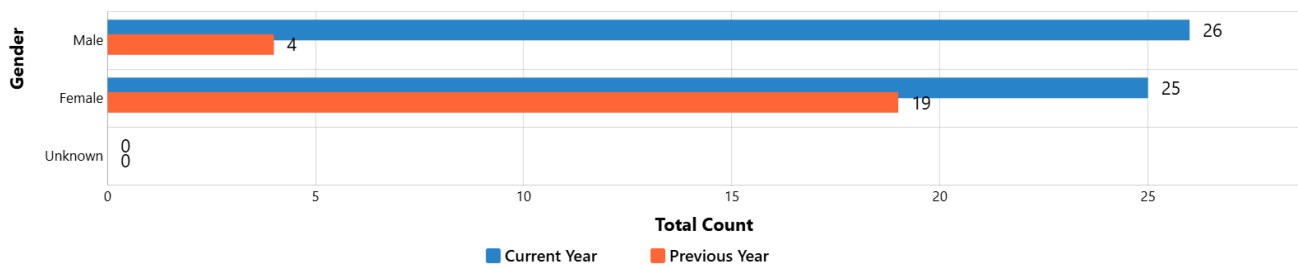
Demographics

This report provides basic information about the patient's age and gender.

Age



Gender





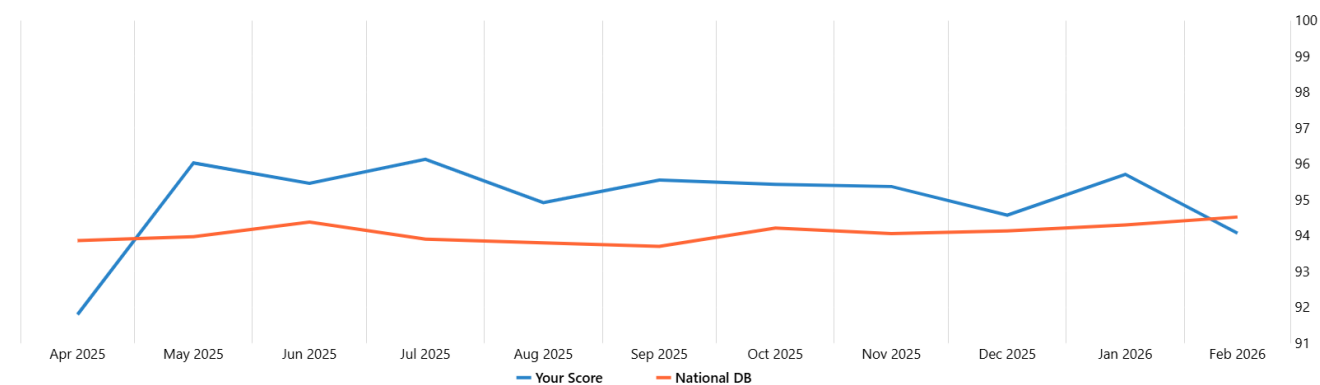
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Likelihood of recommending this ambulance service to others	93.62	0.00	+93.62	94.89
Extent to which the services received were worth the fees charged	92.19	87.56	+4.63	90.65
Comfort of the ride	90.56	86.00	+4.56	89.49
Degree to which the medics listened to you and/or your family	93.15	92.04	+1.11	95.76
Extent to which medics included you in the treatment decisions (if applicable)	91.46	90.52	+0.93	94.17
Helpfulness of the person you called for ambulance service	96.20	95.37	+0.83	94.65
Medics' concern for your privacy	92.33	92.04	+0.29	95.13
Concern shown by the person you called for ambulance service	95.65	95.37	+0.28	94.32
Extent to which our staff eased your entry into the medical facility	92.50	92.43	+0.07	95.46

Decreases	Current	Previous	(+/-)	National DB
Willingness of the staff in our billing office to address your needs	90.22	95.83	-5.62	90.45
Skill of the medics	92.71	98.00	-5.29	95.87
Care shown by the medics who arrived with the ambulance	93.48	98.00	-4.52	96.16
How well did our staff work together to care for you	92.68	96.88	-4.19	95.38
Professionalism of the staff in our billing office	90.63	93.75	-3.13	90.72
Overall rating of the care provided by our Emergency Medical Transportation service	92.86	95.83	-2.98	95.23
Degree to which the medics took your problem seriously	93.48	96.00	-2.52	96.20
Extent to which medics cared for you as a person	93.77	96.00	-2.23	95.87
Extent to which you were told what to do until the ambulance arrived	93.33	95.37	-2.04	93.28
Appropriateness of Emergency Medical Transportation treatment	93.13	94.57	-1.44	95.37



Monthly Overall Score Trend





Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Feb 2026
Helpfulness of the person you called for ambulance service	96.20
Concern shown by the person you called for ambulance service	95.65
Extent to which you were told what to do until the ambulance arrived	93.33
Extent to which the ambulance arrived in a timely manner	95.31
Cleanliness of the ambulance	96.28
Comfort of the ride	90.56
Skill of the person driving the ambulance	96.59
Care shown by the medics who arrived with the ambulance	93.48
Degree to which the medics took your problem seriously	93.48
Degree to which the medics listened to you and/or your family	93.15
Skill of the medics	92.71
Extent to which the medics kept you informed about your treatment	91.49
Extent to which medics included you in the treatment decisions (if applicable)	91.46
Degree to which the medics relieved your pain or discomfort	91.00
Medics' concern for your privacy	92.33
Extent to which medics cared for you as a person	93.78



	Feb 2026
Professionalism of the staff in our billing office	90.63
Willingness of the staff in our billing office to address your needs	90.22
How well did our staff work together to care for you	92.68
Extent to which our staff eased your entry into the medical facility	92.50
Appropriateness of Emergency Medical Transportation treatment	93.13
Extent to which the services received were worth the fees charged	92.19
Overall rating of the care provided by our Emergency Medical Transportation service	92.86
Likelihood of recommending this ambulance service to others	93.62
Respondents	51
Overall Score	93.30



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	National DB % Very Good
Overall Company Total	10	5	22	158	763	80%	77%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Ambulance	0	0	7	25	152	82%	77%
Skill of the person driving the ambulance	0	0	0	6	38	86%	81%
Comfort of the ride	0	0	4	9	32	71%	67%
Extent to which the ambulance arrived in a timely manner	0	0	2	5	41	85%	78%
Cleanliness of the ambulance	0	0	1	5	41	87%	83%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Overall Experience	1	5	5	38	185	79%	81%
Likelihood of recommending this ambulance service to others	1	0	0	6	32	82%	89%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	1	7	33	79%	83%
Extent to which our staff eased your entry into the medical facility	0	1	1	7	31	78%	82%
Extent to which the services received were worth the fees charged	0	1	1	5	25	78%	71%
Appropriateness of Emergency Medical Transportation treatment	0	1	1	6	32	80%	82%
How well did our staff work together to care for you	0	1	1	7	32	78%	82%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Billing Office Staff	0	0	4	10	33	70%	66%
Willingness of the staff in our billing office to address your needs	0	0	2	5	16	70%	67%
Professionalism of the staff in our billing office	0	0	2	5	17	71%	66%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Dispatch	0	0	2	23	112	82%	78%
Concern shown by the person you called for ambulance service	0	0	0	8	38	83%	79%
Extent to which you were told what to do until the ambulance arrived	0	0	2	8	35	78%	76%
Helpfulness of the person you called for ambulance service	0	0	0	7	39	85%	80%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Medic	9	0	4	62	281	78%	82%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	1	6	27	77%	80%
Extent to which the medics kept you informed about your treatment	1	0	1	8	31	76%	80%
Degree to which the medics took your problem seriously	1	0	0	7	34	81%	85%
Medics' concern for your privacy	1	0	0	8	30	77%	81%
Degree to which the medics relieved your pain or discomfort	1	0	1	7	27	75%	76%
Care shown by the medics who arrived with the ambulance	1	0	0	7	34	81%	85%
Extent to which medics cared for you as a person	1	0	0	6	33	83%	85%
Skill of the medics	1	0	1	6	33	80%	84%
Degree to which the medics listened to you and/or your family	1	0	0	7	32	80%	84%



Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference.

Dispatch Composite

	Current	Previous	+/-	National DB
Helpfulness of the person you called for ambulance service	96.20	+0.83	95.37	94.67
Concern shown by the person you called for ambulance service	95.65	+0.28	95.37	94.34
Extent to which you were told what to do until the ambulance arrived	93.33	-2.04	95.37	93.28
Overall Composite Score	95.06	-0.31	95.37	94.10

Ambulance Composite

	Current	Previous	+/-	National DB
Extent to which the ambulance arrived in a timely manner	95.31	-0.06	95.37	93.95
Cleanliness of the ambulance	96.28	-0.72	97.00	95.89
Comfort of the ride	90.56	+4.56	86.00	89.49
Skill of the person driving the ambulance	96.59	-0.41	97.00	95.86
Overall Composite Score	94.68	+0.84	93.84	93.80

Medic Composite

	Current	Previous	+/-	National DB
Care shown by the medics who arrived with the ambulance	93.48	-4.52	98.00	96.16
Degree to which the medics took your problem seriously	93.48	-2.52	96.00	96.23
Degree to which the medics listened to you and/or your family	93.15	+1.11	92.04	95.79
Skill of the medics	92.71	-5.29	98.00	95.88
Extent to which the medics kept you informed about your treatment	91.49	-1.22	92.71	94.44
Extent to which medics included you in the treatment decisions (if applicable)	91.46	+0.94	90.52	94.20
Degree to which the medics relieved your pain or discomfort	91.00	-1.39	92.39	92.91
Medics' concern for your privacy	92.33	+0.29	92.04	95.16
Extent to which medics cared for you as a person	93.78	-2.22	96.00	95.91
Overall Composite Score	92.54	-1.65	94.19	95.19

Billing Office Staff Composite

	Current	Previous	+/-	National DB
Professionalism of the staff in our billing office	90.63	-3.12	93.75	90.81
Willingness of the staff in our billing office to address your needs	90.22	-5.61	95.83	90.45
Overall Composite Score	90.42	-4.37	94.79	90.63



Overall Experience Composite

	Current	Previous	+/-	National DB
How well did our staff work together to care for you	92.68	-4.20	96.88	95.38
Extent to which our staff eased your entry into the medical facility	92.50	+0.07	92.43	95.48
Appropriateness of Emergency Medical Transportation treatment	93.13	-1.44	94.57	95.39
Extent to which the services received were worth the fees charged	92.19	+4.63	87.56	90.65
Overall rating of the care provided by our Emergency Medical Transportation service	92.86	-2.97	95.83	95.24
Likelihood of recommending this ambulance service to others	93.62	+93.62	0.00	94.88
Overall Composite Score	92.83	-0.62	93.45	94.50



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the dataset's lifetime. The first column shows your score, and the second details the National DB score.

Medic	Your Score	National DB
Degree to which the medics listened to you and/or your family	92.59	95.33
Extent to which medics included you in the treatment decisions (if applicable)	90.94	93.69
Degree to which the medics took your problem seriously	92.97	95.79
Extent to which medics cared for you as a person	93.27	95.49
Skill of the medics	92.33	95.47
Medics' concern for your privacy	91.92	94.72
Degree to which the medics relieved your pain or discomfort	90.47	92.41
Extent to which the medics kept you informed about your treatment	91.05	93.90
Care shown by the medics who arrived with the ambulance	92.97	95.71

Dispatch	Your Score	National DB
Extent to which you were told what to do until the ambulance arrived	93.18	92.81
Concern shown by the person you called for ambulance service	95.56	93.93
Helpfulness of the person you called for ambulance service	96.11	94.23

Ambulance	Your Score	National DB
Cleanliness of the ambulance	96.20	95.56
Skill of the person driving the ambulance	96.51	95.48
Comfort of the ride	90.34	88.97
Extent to which the ambulance arrived in a timely manner	95.21	93.45

Billing Office Staff	Your Score	National DB
Professionalism of the staff in our billing office	89.29	90.46
Willingness of the staff in our billing office to address your needs	88.75	90.11

Overall Experience	Your Score	National DB
How well did our staff work together to care for you	92.11	94.95
Likelihood of recommending this ambulance service to others	92.89	94.38
Appropriateness of Emergency Medical Transportation treatment	92.57	95.00
Extent to which our staff eased your entry into the medical facility	91.89	95.08
Overall rating of the care provided by our Emergency Medical Transportation service	92.31	94.77
Extent to which the services received were worth the fees charged	91.94	90.10



Benchmark Comparison By Question

	Your Score	Texas
Helpfulness of the person you called for ambulance service	96.20	96.04
Concern shown by the person you called for ambulance service	95.65	95.80
Extent to which you were told what to do until the ambulance arrived	93.33	95.49
Extent to which the ambulance arrived in a timely manner	95.31	95.37
Cleanliness of the ambulance	96.28	97.30
Comfort of the ride	90.56	92.79
Skill of the person driving the ambulance	96.59	97.29
Care shown by the medics who arrived with the ambulance	93.48	96.90
Degree to which the medics took your problem seriously	93.48	96.61
Degree to which the medics listened to you and/or your family	93.15	96.14
Skill of the medics	92.71	96.94
Extent to which the medics kept you informed about your treatment	91.49	95.36
Extent to which medics included you in the treatment decisions (if applicable)	91.46	95.47
Degree to which the medics relieved your pain or discomfort	91.00	94.14
Medics' concern for your privacy	92.33	95.90
Extent to which medics cared for you as a person	93.78	96.62
Professionalism of the staff in our billing office	90.63	90.79
Willingness of the staff in our billing office to address your needs	90.22	90.20
How well did our staff work together to care for you	92.68	96.20
Extent to which our staff eased your entry into the medical facility	92.50	96.24
Appropriateness of Emergency Medical Transportation treatment	93.13	96.45
Extent to which the services received were worth the fees charged	92.19	92.50
Overall rating of the care provided by our Emergency Medical Transportation service	92.86	95.87
Likelihood of recommending this ambulance service to others	93.62	96.27
Overall Score	93.11	95.36



Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	National DB
Number of organizations in compare group		255
Minimum score	25.43	1.00
Maximum score	100.00	100.00
Mean score	94.35	94.13
Your Percentile		73rd
Your rank		22

Minimum Score - This is the lowest score in the benchmark group.

Maximum Score - This is the highest score in the benchmark group.

Mean Score - This is where your mean score ranks against others in the compare group.

Your Percentile - This is the percentage of scores that fall below your mean score.

Your Rank - This is where your mean score ranks against others in the compare group.