



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Alta Vista - Pink
Employee Name: Emily Bonvass
Title: DN
Date of Visit: 3/12/2024
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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5. **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

We are pleased and happy with partnership with AMR



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Alta Vista - Park
Employee Name: Emily Bonvass
Title: DN
Date of Visit: 3/12/2024
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

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5. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

We are pleased and happy with partnership with AMR



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Kaiser Riverside
Employee Name: Anthony Charge RN
Title: _____
Date of Visit: 3/13/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

2. The **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

3. **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional comments:

AMR communicates well with ED staff. Their supervisors are always attentive when issues are brought to their attention.

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: L Linn Bell
Employee Name: _____
Title: RN
Date of Visit: _____
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: MAGNOLIA REHABILITATION CENTER
Employee Name: Andrea Shaw
Title: Case manager
Date of Visit: 3/12/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Maricris Aranilla Mission Care Center
Employee Name: Maricris Aranilla
Title: Registered Nurse
Date of Visit: 3/12/24
Type of Facility: SNF Acute Care Hospice Hospital Other Sub-Acute

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Pacific Grove
Employee Name: Hanni McCarthy
Title: Admissions
Date of Visit: 3/13/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: PALM TERRACE CARE CENTER
Employee Name: GIRLY
Title: LVA
Date of Visit: 3/12/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Parkviad
Employee Name: Mum Patwara
Title: on direct
Date of Visit: _____
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CUSTOMER SATISFACTION SURVEY

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

Concerns regarding the faxing of fire check to AMR have been addressed appropriately by their leadership.



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Joanna Corde z
Employee Name: Parkview Comm
Title: RN
Date of Visit: 3/26/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

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CITY OF RIVERSIDE FIRE
CUSTOMER SATISFACTION SURVEY

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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

CUSTOMER INFORMATION:

Customer Name: Parkview
 Employee Name: Adam Patrawane
 Title: EN
 Date of Visit: _____



**CITY OF RIVERSIDE FIRE
 CUSTOMER SATISFACTION SURVEY**

CUSTOMER INFORMATION:

Customer Name: PCH
 Employee Name: Stefanie
 Title: MT/US
 Date of Visit: _____
 Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

These are all different company

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

*These are different cos. so
I am not happy with AMR but
happy with others*



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Riverside Community Hospital (RCH)
Employee Name: Shawn Binsey
Title: Director of EMS
Date of Visit: 3-18-24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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5. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Riverwalk Post Acute
Employee Name: Elma Coven
Title: DO N
Date of Visit: 3/12/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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5. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: The Grove Care & Wellness
Employee Name: Perla Coronado
Title: LVP
Date of Visit: 3-13-24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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5. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Valencia Gardens Health Care Center
Employee Name: Jacqueline Lopez
Title: ADM Coordinator
Date of Visit: 3/13/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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5. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

you are GREAT!



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: Villa Health Care Center
Employee Name: Dharanraj Darr
Title: RN
Date of Visit: 3/12/24 @ 4 pm
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

2. The **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

3. **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

4. Upon arrival, **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. **American Medical Response (AMR)**, Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

CUSTOMER INFORMATION:

Customer Name: WINDSOR CYPRESS GARDENS
Employee Name: MICHAEL VILLAMER
Title: Michael Villamer, Control Supply Services
Date of Visit: 3/12/24
Type of Facility: SNF Acute Care Hospice Hospital Other

SURVEY QUESTIONS:

1. Our Facility is pleased with the overall level of customer service provided by American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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2. The American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch center provides an easy, customer-friendly method of ordering ambulance services.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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3. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry dispatch call-takers provide accurate estimated wait times for ambulance services.

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5. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews have a well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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AMERICAN MEDICAL RESPONSE
879 Marlborough Ave.
Riverside, CA 92507-2133



CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

6. American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry employees are responsive to our needs.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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8. We would use American Medical Response (AMR), Premier Medical Transport (PMT), and Advantage and Cavalry ambulance service(s) again.

Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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9. Additional comments:

Thank you very much for
your service & assisting us
throughout our call

-R. O'Boyer