



# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

Customer Name: Alta Vista - Frank  
Employee Name: Pm by Bonanza  
Title: DON  
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	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



# 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



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9. Additional comments:

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AMR



# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

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

### SURVEY QUESTIONS:

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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: LLinie Bell

Employee Name: RD

Title:

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.

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**CITY OF RIVERSIDE FIRE  
CUSTOMER SATISFACTION SURVEY**



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9. Additional comments:

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# 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:

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

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# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

Customer Name: Maricris Aranilla Mission Call 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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9. Additional comments:

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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: Hayli 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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9. Additional comments:

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# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

Customer Name: PALM TERRACE CARE CENTER  
Employee Name: GIRLY  
Title: LVN  
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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9. Additional comments:

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# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

Customer Name: Parikh  
Employee Name: Allen Patwana  
Title: EMT Director  
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.

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

Concerns regarding the faxing of facsheet to AMR has been addressed appropriately by their leadership.



# CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

## CUSTOMER INFORMATION:

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

## SURVEY QUESTIONS:

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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9. Additional comments:

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**CUSTOMER INFORMATION:**

Customer Name: Parikh  
 Employee Name: Alvin Patawane  
 Title: EM  
 Date of Visit: 08/08/14



## CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

**CUSTOMER INFORMATION:**

Customer Name: PCh  
 Employee Name: Stephanie  
 Title: MT/US  
 Date of Visit: 08/08/14  
 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.

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*These are 911 different company*

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9. Additional comments:

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



CITY OF RIVERSIDE FIRE  
**CUSTOMER SATISFACTION SURVEY**

**CUSTOMER INFORMATION:**

Customer Name:

Employee Name:

Title:

Date of Visit:

Type of Facility:

Riverside Community Hospital (RCH)

Shawn Finney

Dispatcher of EMS

3-18-21

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.

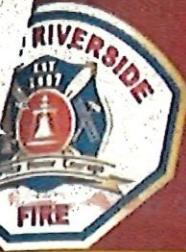
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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4. Upon arrival, American Medical Response (AMR), Premier Medical Transport (PMT), Advantage and Cavalry field crews are courteous and provide excellent customer service.

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:

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# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

Customer Name: Riverwalk Post Acute  
Employee Name: Elma Cover  
Title: DON  
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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# 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:

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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: Caroline Corsoantes

Title: LVN

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:

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# CITY OF RIVERSIDE FIRE CUSTOMER SATISFACTION SURVEY

## CUSTOMER INFORMATION:

Customer Name: Valencia Gardens Health Care Center  
Employee Name: Jacqueline Lopez  
Title: ADM. WARD HUTCH  
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: Dharamjot Dass  
Title: RN  
Date of Visit: 3/12/24 at 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 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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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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# 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:

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# CITY OF RIVERSIDE FIRE

## CUSTOMER SATISFACTION SURVEY

### CUSTOMER INFORMATION:

Customer Name: WINDSOR CYPRESS GARDENS  
Employee Name: MICHAEL VILLAMER  
Title: Michael Villamer, Contract 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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# 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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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  
when we call  
-R. Olegino