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**ELECTION
EDITION**

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AMBULANCE SERVICE Journal

PRESIDENT ELECT

J.D. FUITEN
Owner and President
Metro West Ambulance
Hillsboro, OR



The delivery of healthcare today is much different than when I entered EMS 30 years ago. As federal reimbursement has not kept pace with the sophistication of the delivery of emergency medicine in the field, members of the AAA have become more organized to lobby our elected officials.

As President of the AAA, I will lead our organization continue to strive for financial stability for all providers, public and private. I will work closely with our elected officials so they fully understand the vital service we provide to communities nationwide to have a better understanding of the reimbursement issues that have created a crisis within the healthcare industry.

As an independent provider, I will also work closely with AAA members and promote your individual organizations throughout the Association. The “voice” of the American Ambulance Association is comprised of hundreds of ambulance providers such as myself—and I will make sure that each of you are heard.

I am asking for your support to launch the AAA into meaningful, productive conversations that benefit our entire membership.

Areas of responsibility within your organization:

As the Owner/President of Metro West Ambulance, I oversee the entire operations of my company, located approximately 10

miles west of Portland. In addition, I own and operate three other ambulance companies in Oregon, located along the Coast.

Size of ambulance operations:

Number of ambulances: 50
Number of Employees: 400

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

30

Past involvement with AAA:

- » Region 5 Board Member
- » Secretary
- » Finance Committee
- » Executive Committee

Current or past EMS certifications and year certified:

EMT 1972

Years in the ambulance industry:

30

Brief history of career in EMS:

J.D. is the second-generation owner of his company. His Father, James B. Fuiten, was the local community mortician in Forest Grove, Oregon. J.D. was born into this business and grew up living in the family apartment directly above the funeral home. Fifty-five years ago many ambulance services developed out of mortuary's and J.D.'s father saw the opportunity this provided and thus began Fuiten's Ambulance Service—now Metro West Ambulance. J.D. helped out in the family business by driving ambulances when he was 15 and eventually became an EMT. Eventually he took over the family business growing it into a well-

know emergency and non-emergency medical transportation service throughout Oregon and Southwest Washington.

What would you identify as the top three issues in emergency health care?

- » Federal Reimbursement
- » Implementation of healthcare reform
- » The image of private providers in EMS

What do you believe are the three priorities for the AAA?

- » Federal Reimbursement
- » Relevant management level training opportunities
- » Addressing forward looking issues of the day such as utilizing social media

JIMMY JOHNSON

President & CEO
Life EMS
Enid, Oklahoma



As a volunteer leader in the AAA, I am at a point where I am ready to increase my involvement in the association that I am passionately endeared to. After much thought and valuable encouragement from trusted colleagues, I have made the decision to enter my name as a candidate for the office of President Elect of the American Ambulance Association. I believe that in the past eighteen years as a member of the AAA, I have used my involvement in the association as the chairman of committees and a member of the Board of Directors to fully prepare myself as a qualified candidate for this position.

The upcoming elections are vital to the future of the American Ambulance Association. I believe that the AAA's commitment and vision to establish itself as the innovative leader and voice for ambulance providers throughout the United States, whether it be as an advocate for legislation on Capitol Hill or as an educational resource for our membership, is also vital to future of our association and our membership.

As President Elect of the AAA I will pledge to continue the Association's efforts to enhance our industry in an aggressive, ethical and professional manner. As a relatively small provider with 9 ambulances I understand the challenges that many of our members face daily. I also believe that I am fully aware of what is at stake when asking my colleagues, regardless of the size of your operation, to consider me as your candidate and will certainly treat your support with respect and a sense of fairness at all times. I would ask you to please consider my candidacy when casting your vote for the office of President Elect of the American Ambulance Association.

Areas of responsibility within your organization:

Administrative (Monitoring day to day operations)

Size of ambulance operations:

Number of ambulances: 9
Number of Employees: 40

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

18

Past involvement with AAA:

- » 1999-2001 Ethics Committee, 2002-2004 - Chairman Nominating Committee, 2003-2006 Chairman Stars of Life Committee, 2004-2006 Vice Chairman Federal Reimbursement
- » Committee, 2004-Present Region IV Board of Directors Delegate, 2009 - Present Finance
- » Committee, Committee Member - Membership Committee, Government Affairs Committee, Small Providers Committee.

Current or past EMS certifications and year certified:

EMT 1971

Years in the ambulance industry:

41

Brief history of career in EMS:

I began my career in EMS 41 years ago as a medic, working for the company that I currently own and operate. I have been an active member of the American Ambulance Association since 1992. I have welcomed the challenges, involvement and responsibilities of the committees listed above as well as being a member of the board of directors. My involvement in EMS at the state level includes serving as President, Treasurer, Legislative Chairman and a member of the Board of Directors of the Oklahoma Ambulance Association, Governor's appointee to (Chairman) Oklahoma Emergency Response Systems Development Advisory Council, Oklahoma Trauma Systems Improvement Development Advisory Council and (Vice Chairman) Governor's Task Force on EMS Readiness.

What would you identify as the top three issues in emergency health care?

- » Establishing innovative approaches to the delivery of pre hospital emergency health care.
- » Establishing equitable reimbursement rates from all third party payers.
- » Workforce and retention issues

What do you believe are the three priorities for the AAA?

- » Continue to establish the AAA as the leader and voice of Ambulance Providers throughout the United States and as a result distinguish ourselves from our challengers and grow our Association
- » Aggressively advocate to extend temporary Medicare ambulance relief while continuing to support long term Medicare relief legislation.
- » Pass the Dale Long Act providing for Public Safety Officers Death Benefits for our membership.



OFFICERS

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Jim McPartlon	Immediate Past President
Steven Williamson	President Elect
Dale Berry	Treasurer
J.D. Fuiten	Secretary

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SECRETARY

RANDY STROZYK

Regional CEO
American Medical Response
Seattle, Washington



Areas of responsibility within your organization:

I am responsible for the overall operations in the Northwest Great Lakes Region

Size of ambulance operations:

Number of ambulances: 400
Number of Employees: 2000

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

Since the early 1990's

Past involvement with AAA:

- » Past co-chairman of Stars of Life
- » Co-Chairman of the Reimbursement GAO Study committee.
- » I have been a member of several of the standing AAA committees in the past

Current or past EMS certifications and year certified:

Paramedic 1980

Years in the ambulance industry:

More than 33

Brief history of career in EMS:

- » 2007-Present: COO of American Medical Response Northwest Division
- » 2002-2007: Vice President of Operations AMR Northwest Division
- » 2000-2002: Director of Operations, AMR Alameda County
- » 1993-2000: Director of Operations, East Texas Medical Center EMS
- » 1991-1993: General Manager, LifeFleet, Tacoma Operations

- » 1989-1991: Care Ambulance, Portland Oregon
- » 1982-1889: Director, Providence Medic One, Lewis County Washington
- » 1980-1982: Ballard Services

What would you identify as the top three issues in emergency health care?

- » Unfortunately, we are continuing to struggle with establishing a solid foundation for funding of EMS.
- » Continued integration of EMS care givers into in all aspects of patient care, not simply the initial emergent response.
- » Increasing levels of demand for service as a stop gap for lack of lesser expensive sources of healthcare.

What do you believe are the three priorities for the AAA?

- » We must continue to work to establish a fair and consistent level of funding to support the services we provide. We must keep our message active and known in Washington DC and each of our respective state capitals.
- » Ensure that the message is clearly communicated that we as private ambulance service providers are a critical part of the EMS delivery system across the nation.
- » Continue to recruit and retain membership in our organization and encourage new participation in committee work.

TREASURER

DALE BERRY

President and CEO
Huron Valley Ambulance
Ann Arbor, Michigan



I am running for the position of Treasurer of the AAA and I am asking for your support and your vote. For 29 years, I have been a licensed paramedic and CEO of a medium sized Michigan ambulance service. I have also served in the past as AAA Region

III Director, and Secretary or Treasurer for eight years. I have also served as Chair of many AAA committees and work groups. I am currently AAA's Treasurer.

It is important to me that our organization has the proper policies and controls to insure that long term financial goals of the association are met. I have been a strong advocate of building our fund balance so that we will have financial depth to meet significant challenges of the future. We have continued to accomplish that goal. Expenses need careful monitoring and dues need to be reasonable and affordable. I have done my part to accomplish that as Treasurer.

I believe that independent ambulance operators must have a strong voice in Association matters and federal Medicare/Medicaid policy. Fair representation need to be provided for both small and large services. Reimbursements need to improve to meet our costs. Fuel taxes need to be eliminated. And perhaps most important, we need to continually advocate for a level playing field for all private ambulance services.

Thank you for considering my candidacy and I look forward to serving and representing your interests again as AAA Treasurer. Please call or email me if you have questions about any matter that you feel I can help with.

Areas of responsibility within your organization:

Chief Executive Officer for the entire organization. I am a member of the company Board of Trustees and also report to the Board.

Size of ambulance operations:

Number of ambulances: about 80
Number of Employees: about 525

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

23

Past involvement with AAA:

- » Previous chair of the industry image committee
- » Elected member of the Ethics Committee
- » A member at one time or another of most committees
- » Chair of the Governance Work Group
- » Elected director of Region III
- » Elected Secretary (two terms)
- » Elected Treasurer (three terms)

Current or past EMS certifications and year certified:

EMT certified in 1978. Paramedic certification in 1981

Years in the ambulance industry:

32

Brief history of career in EMS:

- » Police Officer and supervisor – 1975 to 1981 (part time until 1994)
- » EMT and Paramedic – 1978 to date
- » Director of ambulance operations for the South Lyon Department of Public Safety – 1979 to 1981
- » Chief Executive Officer of Huron Valley Ambulance – 1981 to date

What would you identify as the top three issues in emergency health care?

- » Reimbursement and fuel costs
- » Fire Department competition
- » Leadership on clinical issues in the industry

What do you believe are the three priorities for the AAA?

See previous question

DIRECTOR REGION 1

ALFRED DELLAVALLE

Vice President, Government Relations Northeast Region
American Medical Response
New Haven, Connecticut



As a longtime member of the American Ambulance Association, I have served the past 6 years as a Board of Director representing members of Region 1.

I am once again asking for your support to continue to serve our members large and small, urban and rural.

During my tenure on the Board, I have formed many professional relationships with key members of Congress to further our goals. Whether in New York with Senator Chuck Schumer and Congressman Charlie Rangel; Connecticut with Senator Joe Lieberman and Representative Rosa DeLauro; Massachusetts with Senator John Kerry and Representative Richie Neal; Maine with Senators Olympia Snowe and Susan Collins; or New Jersey with Senators Frank Lautenberg and Robert Menendez, I have had the opportunity to forge relationships to ensure our initiatives are understood and receive the attention they deserve. I have spent countless hours informing, educating and meeting with key members of Congress and their staff to ensure our messages are heard and acted upon accordingly.

Having a 34 year career in EMS, I feel I have a good grasp of the issues we face every day and continue to work extremely hard to further our common goals.

I believe as an organization, we have come a long way and will continue to make progress in the areas of reimbursement, homeland security and most importantly recognition by Congress that our members provide vital, life saving first response services to our population throughout the nation.

I am again asking for your support to allow me to continue our efforts by voting for me for Region 1 Board of Director. In doing so, you will allow me to continue to work on your behalf as your voice in the AAA.

Once again, thank you for your support.

Areas of responsibility within your organization:

Develop, coordinate and oversee all governmental/legislative initiatives and plans for the Northeast Region of AMR. Coordinate all legislative issues and provide internal and external communications

Size of ambulance operations:

Number of ambulances:
Number of Employees:

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

10

Past involvement with AAA:

Current or past EMS certifications and year certified:

EMT, Paramedic

Years in the ambulance industry:

34

Brief history of career in EMS:

What would you identify as the top three issues in emergency health care?

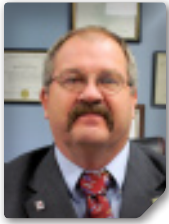
- » Adequate Reimbursement/Healthcare Reform
- » Inclusion in Homeland Security Training/Funding
- » Recognition of non-governmental ambulance providers

What do you believe are the three priorities for the AAA?

- » Reimbursement at the national and state levels
- » Member training/Education opportunities
- » Industry promotion

BILL HATHAWAY

Executive Director/Critical Care Paramedic
Bennington Rescue Squad, Inc.
Bennington, Vermont



I would like your support to serve as the AAA Region 1 Director. I am the Executive Director of a small Vermont non-profit Emergency Medical Service in

Bennington Vermont. EMS is my second career as I retired from the Air Force in 1996 as a Senior Master Sergeant after 22 years of service. I started in EMS in 1989 while still in the Air Force as a Volunteer EMT for a local rescue squad. When I retired I took the position as a director of a small municipal service in Northern New Hampshire and led that service to attaining the 2001 New Hampshire EMS Unit of the Year. In 2002 I took a position as the Executive Director of a rural non-profit ambulance service and transformed it into a model rural EMS service. In the Spring of 2006, I completed the AAA's ASM Course which I feel helped to round out my education and gave me a firm background in which to more effectively manage an Emergency Medical Service.

I currently serve as the Treasurer of the Vermont State Ambulance Association and also serve on the Vermont State Homeland Security Grants Advisory Committee. For the AAA I sit on the Reimbursement Task Force, Education Committee and the Not for Profit Council.

I have experience in billing, managing stock, repairing ambulances and even still staff a truck as a critical care paramedic. With all this I feel that I bring a variety of experience and knowledge to the American Association's Board of Directors and that I effectively represent the many ambulance service providers throughout our region both large and small. Thank you for your support and consideration.

Areas of responsibility within your organization:

Oversee all aspects of a 5000+ Call Rural Emergency Medical Service. This

includes: operations, billing, & administration.

Size of ambulance operations:

Number of ambulances: 6
Number of Employees: 60

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

6

Past involvement with AAA:

- » Region 1 Alternate Director
- » Reimbursement Task Force
- » Education Committee
- » Non-profit Committee
- » Awards Committee

Current or past EMS certifications and year certified:

- » EMT-Intermediate 1990
- » EMT-Paramedic 2004
- » Critical Care Paramedic 2007.

Years in the ambulance industry:

23

Brief history of career in EMS:

I started EMS in 1989 while still in the military with a local Rescue Squad in Rose Hill Kansas. I became an EMT-B and then a year later certified as an EMT-Intermediate. I became the president of the squad before I was deployed to Korea. While deployed to Korea I volunteered my time in the base Emergency Room so that I could keep my skills current and continue to learn about emergency medicine. I later was deployed to Dahran Saudi Arabia and also worked at the base clinic part-time, while not performing my regular duties as a Avionics Maintenance Superintendent. I retired from the military in 1996 and decided to make EMS a career. My first job after retirement was as the Ambulance Director for a small town ambulance service in Gorham New Hampshire. During the time that I was in Gorham, I participated in the EMS District council and later became the Chair of the Northern New Hampshire EMS Council. I also participated in

many different roles planning of the annual Northern NH EMS Conference..

While the Director in Gorham I continued my education and self-designed a Bachelors Degree in Emergency Medical Services as there were no colleges in New England that offered this type of degree. Under the mentorship of Doctor Frank Hubbel of Stonehearth Open Learning Opportunities (SOLO) in Conway New Hampshire I graduated Summa-cum Laude from the Granite State University in 2002. In spring of 2002 I accepted my current position with Bennington Rescue as its' first Executive Director. Since then I have transitioned the squad from a struggling 3 ambulance non-profit rescue squad into the successful Emergency Medical Service that it is today. In the last 7 years we have transitioned from an intermittent EMT-Intermediate service to a full time Paramedic level service with 5 ambulances, Paramedic intercept services and Critical Care transport.

What would you identify as the top three issues in emergency health care?

- » Reimbursements
- » Federal level recognition as Health Care Professionals
- » Federal Grants and Funding for System Develop & Disaster Preparedness

What do you believe are the three priorities for the AAA?

- » Recognition that Ambulance Services are Public Health and Safety Agencies regardless of whether for-profit, non-profit, municipal, etc...
- » Education of it's members
- » Representation of it's members

JIM MCPARTLON

Vice President and General Manager
Mohawk Ambulance Service
Schenectady, New York



My name is Jim McPartlon and I had the privilege and honor serving as President of the American Ambulance Association in 2007 and 2008.

While I have enjoyed the time continuing as Immediate Past President and working with our current President and Board in addition to chairing the AAA National Advisory Board for Invisible Bracelet and continuing to be involved pursuing our Medicare relief, I would like to stay involved on the Board to continue those efforts and bring them to fruition while representing Region 1.

Areas of responsibility within your organization:

Oversight of entire company including but not limited to, financial management, budgeting, accounts receivable management, business development, purchasing, labor relations, compliance, and operations resource deployment.

Size of ambulance operations:

Number of ambulances: 31
Number of Employees: 240

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

25

Past involvement with AAA:

- » Region 1 Board Member
- » Treasurer
- » President Elect
- » President
- » Immediate Past President.

Current or past EMS certifications and year certified:

Former EMT (1977)

Years in the ambulance industry:

33

Brief history of career in EMS:

I began my career in EMS after working in a Funeral Home for the summer prior to going to college. While in college my family acquired a small struggling ambulance service that was going to be shut down by the government for back taxes. During college the business continued to struggle. After graduating from college I was given an opportunity to turn the company around before other more permanent conditions occurred. From then the company has grown to be the largest in the area and one of the largest in NYS.

What would you identify as the top three issues in emergency health care?

- » Reimbursement
- » Managing costs
- » Meeting labor challenges

What do you believe are the three priorities for the AAA?

- » Medicare Reimbursement
- » Educational sessions focused more on business tools
- » Membership growth

DIRECTOR REGION 2

JOSEF PENNER

Executive Director
Mecklenburg EMS
Charlotte, North Carolina



In this chaotic season of change, we must be clear about our top priorities and equally clear on the actions to take.

The AAA must lead the fight to preserve and increase reimbursement for its members. We must use the movement of change to clarify what matters in the section of healthcare which we operate and help members lead opportunities for our members to learn and improve – in all parts of their business.

And as important, the AAA must continue to aid members in awareness and

response readiness to industry threats – the old and the new.

The Board takes aim each year to set action plans in context. More than any prior year, we are hard pressed on every side. Reimbursement challenges continue. Employer responsibilities increase. Competition grows. Add the chaos brought from rewriting the rules via healthcare reform that affect us as providers and employers. The changing landscape invites change in every business relationship we have. Opportunities and threats abound.

Areas of responsibility within your organization:

Direct development of strategic plans, short & long-range objectives, policies, budgets and operating plans for the organization. Represent the organization to key customers, industry groups, representatives of government and regulatory agencies, and the general public.

Size of ambulance operations:

Number of ambulances: 68
Number of Employees: 429

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

24 – since 1987

Past involvement with AAA:

Member, Board of Directors Chair, Industry Image Committee Chair, Stars of Life Member, Professional Standards

Current or past EMS certifications and year certified:

EMT, Paramedic, starting in 1978

Years in the ambulance industry:

33

Brief history of career in EMS:

For the past ten years, Joe has led the Mecklenburg EMS Agency through organizational and system design change. Joe entered the ambulance industry like many of the AAA members, volunteering with the local community ambulance. He worked full time as an EMT, a Paramedic, held supervisory and general

management positions in communications and field operations. Joe has worked for privately held, publicly traded and government ambulance and EMS providers. Joe has a Master in Business Administration degree from Marquette University in Milwaukee and is a Fellow in the American College of Healthcare Executives.

What would you identify as the top three issues in emergency health care?

- » Fight for reimbursement to avoid systems collapse.
- » Increase collaboration with partners caring for patients and simplify the system from start to finish. The patient cares less about the component parts than the composite performance and result. The overall 'change' movement brings tremendous opportunities to improve.
- » Get clear on what matters in patient care - simplify, eliminate the redundancies, focus on the needed competencies and compassion.

What do you believe are the three priorities for the AAA?

- » Lead the fight to preserve and increase reimbursement. No margin, no mission.
- » Continue and manage the momentum of change. Identify, measure and improve what matters.
- » Design learning opportunities for members to improve results - in patient care, safety, human capital and finance.

GREG SHORE

CEO
Medshore Ambulance
Anderson, South Carolina



I enjoy serving as Region 2 Board of Director for AAA and would like to ask for your support for re-election. My company has been helped over the years as a member and I want to insure that all members that invest in our association get a good return on their membership. We are facing many changes in our future and the

leadership of AAA will be tasked to meet these changes. I'm willing to work hard as your director in region 2.

Areas of responsibility within your organization:
Administrative

Size of ambulance operations:

Number of ambulances: 16
Number of Employees: 96

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

25 years

Past involvement with AAA:

» Director, Region 2

Current or past EMS certifications and year certified:

Basic EMT 1973, Paramedic 1978

Years in the ambulance industry:

34

Brief history of career in EMS:

Basic EMT 1973 Started Medshore 1976
Paramedic 1978 CEO Medshore
Ambulance Service 1976-Present. CEO
Goldcross EMS Columbia S.C. 2001
thru present. Member SkyCare LLC Air
Ambulance Service 2003 thru Present.
Board of Directors Upstate EMS
Council 1988 thru present past
Chairman S.C. EMS advisory Council
1989-2008 past chairman.

What would you identify as the top three issues in emergency health care?

- » Rising Cost
- » Population aging more demand on Health care System
- » Limited funding to pay for health care

What do you believe are the three priorities for the AAA?

- » Increasing Medicare and Medicaid rates for Ambulance
- » Improving our standards supporting CAAS
- » Expanding our membership reaching out to more non members

LARRY WIERSCH

Executive Director
Cetronia Ambulance Corps, Inc
Allentown, Pennsylvania



I am committed to the pursuit of excellence, the promotion of the EMS profession and the continued success of our Association. This commitment has been demonstrated by my personal dedication of more than 32 years of service to the EMS profession and over fifteen years of committed service to the AAA as a Regional Director and active committee chair. I have given my personal best to both my professional career as well as my time served with the AAA.

My service to the AAA has been an extremely rewarding experience. During my tenure as a Region II Director, I have had the opportunity to serve on many committees. As current Chair of the Legislative and Regulatory Committee, we engage our members to participate through the various subcommittees of this larger committee as well as through the RRTF. I believe it takes all of us to make a true difference in evolving the profession of EMS and without true leadership and dedication from myself and all of our members we cannot succeed. The success of this, and all committees, is not based on any one person but on the collective efforts of fully engaged team members bringing immeasurable value to the committee table with each meeting. As a former chair of MMTS and Professional Standards and current chair of the Legislative and Regulatory Committee, I believe all of our members have witnessed firsthand my ability to lead our organization into the future.

I take great pride in my involvement and achievements with the AAA and perhaps one of my proudest moments was the honor of receiving the AAA's 2003 President's Award for Outstanding Service and Commitment to EMS and our association.

I am of the belief that every member of the Association deserves the right to be heard and participate with our national

objectives. By choosing me for President Elect, you can have the confidence that I will serve you to the very best of my abilities. When you cast your vote of confidence you should expect nothing less than the pursuit of continued success and advancement of our association.

I believe that when you choose your course in life or career you are obligated to give it your personal best. Perhaps this belief is why I have been fortunate in my professional career as well as my years served with the Association. I am extremely proud of my service to my organization, the community and the AAA.

Areas of responsibility within your organization:

Administrative-Responsible for all administrative functions including strategic planning, performance improvement, contracting, customer service, financial performance, capital acquisition and planning, compliance, licensing, and business planning and development.

Size of ambulance operations:

Number of ambulances: 18
Number of Employees: 150

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

15

Past involvement with AAA:

- » Legislative and Regulatory- Chair
- » Professional Standards- Chair
- » MMTS-Chair
- » Region II Board of Directors
- » past member of strategic planning and development
- » MTI
- » Federal Reimbursement
- » and Government Affairs. Participated in multiple events on Capitol Hill as well as multiple Federal partner invitation only events such as NHTSA programs, etc.

Current or past EMS certifications and year certified:

- » EMTP-1983 to present
- » EMT-1976-1983
- » American Red Cross First Aid 1976-77

Years in the ambulance industry:

32

Brief history of career in EMS:

Volunteer Advanced First Aid provider in 1976 where I was one of a small group of people to create and develop my communities first ambulance service, 1977 received EMT certification, one of the first EMT's in our state, in 1983 I became one of only a few certified paramedics where I began to serve Cetronia Ambulance Corps while at the same time working as a field paramedic for a hospital based and a municipal EMS agency. In 1989 I progressed at Cetronia from field paramedic to field supervisor, Director of Operations and was promoted to Executive Director in 1997 where I serve today. I am a 1997 graduate of the ASM program, received my Bachelor's degree in Safety where I graduated CumLaude from Allentown College of Saint Francis DeSales in 1995 with a minor certificate in Business Management and a 4.0 Graduate of the Masters of Science in Emergency Health Services from UMBC in 2002.

What would you identify as the top three issues in emergency health care?

- » Reimbursement
- » Quality and performance
- » Advancement of the profession

What do you believe are the three priorities for the AAA?

- » Reimbursement
- » Unity of voice and message
- » Regulatory affairs
- » Membership participation and involvement

DIRECTOR REGION 3

MARK MEIJER

President
Life EMS Ambulance
Grand Rapids, Michigan



Please allow me to continue to serve AAA members with unmatched intensity, knowledge, and independence with the best interest of ambulance providers and the patients we serve at the forefront.

Areas of responsibility within your organization:

Chief Executive Officer

Type of Organization:

For Profit & Privately Held

Size of ambulance operations:

Number of ambulances: 54
Number of Employees: 350

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

30

Past involvement with AAA:

- » Board of Directors
- » President
- » Treasurer
- » Small Providers Committee
- » Government Affairs

Current or past EMS certifications and year certified:

1977

Years in the ambulance industry:

35

Brief history of career in EMS:

Began working as an ambulance attendant initially trained in first aid and later trained in invasive procedures that would become recognized as paramedic skills. Worked for Bud's Ambulance and later established Life EMS Ambulance initially

with a single licensed unit. Involved in multiple boards and committees ranging from the Michigan Association of Ambulance Services to Statewide Trauma Commission.

What would you identify as the top three issues in emergency health care?

- » Amount and consistency of ambulance transport reimbursement
- » Increased demand for responses – as well as preparedness, and speciality service with less resources
- » Quality workforce availability

What do you believe are the three priorities for the AAA?

- » Advocates for appropriate ambulance funding
- » Ensuring regulations adapt to emergency/changing environment
- » Continue to elevate the value of EMS among other elected officials, regulators, health care providers and emergency services

JULIE ROSE

CEO

Community Care Ambulance
Ashtabula, Ohio



The American Ambulance Association is the leading organization securing funding for EMS. The success of the AAA is essential to the future of EMS as reimbursement above cost is essential to our member's survival.

EMS has been my career for more than 20 years. First learning EMS operations through a hospital environment, I was given the great opportunity to create a new EMS service; providing all service lines for ground medical transportation including 911, critical interfacility and non emergency transports. Having an intimate understanding of funding and reimbursement was essential to the new organization's survival; now over quadruple in size.

This is why I believe that I bring the essential knowledge and experience, a CEO with a strong EMS reimbursement

background, to serve you on the Board of the AAA. I have also served the AAA as a committee chair as well as a member on several committees. Volunteering for state association leadership has been another way that I have fulfilled my commitment to service to our provider community, most recently serving as President of the Ohio and Medical Transportation Association.

Having served for 5 years as the Alternate Director on the Board, I ask for your vote and support so that I may serve you as Region III Director on the AAA Board of Directors. Thank you.

Areas of responsibility within your organization:

Responsible for all areas and success of the organization.

Size of ambulance operations:

Number of ambulances: 23
Number of Employees: 150

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

Past involvement with AAA:

- » Board Member Alternate Region 3 2004-2010
- » AmbuPAC Committee member 2008-2010
- » AmbuPAC Vice Chair 2006-2007
- » Board Governance Workgroup Committee member 2005-2007
- » Membership Features & Benefits Chair 2005-2008
- » Government Affairs Committee Member 2003-2006
- » AAA Medicare Alternative Task Force Member 2005
- » RTF Participant 2005-2008
- » RTF Data Work Group Committee Member 2005-2006
- » Rural Initiative Task Force Committee Member 2003-2004
- » Strike Team Member Committee Member 2003-2004

- » Ambulance Lobbying Leadership Initiative Committee Member 2003

Current or past EMS certifications and year certified:

1995 EMT

Years in the ambulance industry:

22

Brief history of career in EMS:

1994-present CEO/Executive Director; Created a new private not for profit, free standing regional service; leading all functions of the organization to growth of quadruple in size.

1989-1993 Executive Director of hospital owned for-profit service providing EMS to municipalities and critical and non emergency interfacility transports and other for profit subsidiary and hospital parent organization and foundation; excluding the hospital operations.

1986-1988 Administrative responsibility for hospital owned for-profit ambulance service

Leadership experience:

- » 2008-2010 Ohio Ambulance & Medical Transportation Association; President
- » 2003-2007 Vice President, Membership Committee chair, Public Relations Chair and Stars of Life Program Chair.
- » 1998-present Board Member
- » 2001-2006 Developed the National Ambulance Coalition to address the inequities in reimbursement facing the 20+ states of the East North Central, East South Central and South Atlantic regions developed in the MMA.

Education:

- » BS in Business Administration
- » Strategic Planning Courses
- » Six Sigma Yellow Belt
- » Ambulance Service Management, 1994 graduate

What would you identify as the top three issues in emergency health care?

- » The uncertainty of future funding coupled with spiraling costs; government payor reimbursement –federal,

state and local- that is inconsistent with cost

- » Assuring EMS is supported in health-care reform legislation and initiatives
- » Non priority EMS agencies looking to provide EMS as a way to fund other priorities

What do you believe are the three priorities for the AAA?

- » Securing & increasing funding for EMS through legislative advocacy by:
 - » Develop, through effective membership input, and advocate for payment reform that is based upon the AAA cost data and supporting GAO study
 - » Develop champions in Congress that will understand and support our needs.
 - » Support the development of the PAC by educating providers about the need and appropriate use of a strong PAC fund; teach members to hold & attend in district fundraisers.
 - » Strengthen the recognition of EMS as an integral part of the healthcare system as well as public safety
 - » Continuing the efforts to assure recognition of EMS and non government providers are included in government funding and deployment opportunities
- » Increase membership participation & input through enhancement of two way dialogue opportunities, membership features and information transfer programs:
 - » Increase input from and communications to members; maximize Regional Directors communications with members; provide opportunities & tools for two way dialogues; networking of members with common interests
 - » Provide “nuts & bolts”, management & leadership development training opportunities in

both onsite & alternative venues

- » Assure members are aware of all current benefits offered
- » Evaluate and add membership features that meet the needs of our members
- » Encourage committee participation
- » Supporting the recruitment of quality individuals into a career in EMS as field providers and management candidates
 - » Advocate for reimbursement that will provide fair compensation packages for EMS professionals

DIRECTOR REGION 4

JIMMY JOHNSON

President & CEO
Life Emergency Medical Services, Inc.
Enid, Oklahoma



The expiration of my term as Region IV director puts me in the unique position of being nominated for two leadership positions. If I am elected as your next President

Elect, I will serve on the association's executive committee and board. As such I will be included in ultimate industry decision making as well as being instrumental in guiding the affairs of the association itself. If you have been happy with my past representation as your Region IV director, a vote for me in that capacity as well will help secure my leadership position regardless of whether or not I prevail as President Elect.

The upcoming elections are vital to the future of the American Ambulance Association. I believe that the AAA's commitment and vision to establish itself as the innovative leader and voice for ambulance providers throughout the United States, whether it be as an advocate for legislation on Capitol Hill or as

an educational resource for the membership, is also vital to future of our association and our membership.

As your Region IV Delegate of the AAA I will pledge to continue the Association's efforts to enhance our industry in an aggressive, ethical and professional manner. As a relatively small provider with 9 ambulances I understand the challenges that many of our members face daily. I also believe that I am fully aware of what is at stake when asking my colleagues, regardless of the size of your operation, to consider me as your candidate and will certainly treat your support with respect and a sense of fairness at all times. I would ask you to please consider my candidacy when casting your votes for the offices of Region IV Director and President Elect of the American Ambulance Association.

Areas of responsibility within your organization:

President (Monitoring day to day operations)

Size of ambulance operations:

Number of ambulances: 9
Number of Employees: 40

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

18

Past involvement with AAA:

- » 1999-2001 Ethics Committee, 2002-2004 - Chairman Nominating Committee, 2003-2006 Chairman Stars of Life Committee, 2004-2006 Vice Chairman Federal Reimbursement
- » Committee, 2004-Present Region IV Board of Directors Delegate, 2009 - Present Finance
- » Committee, Committee Member - Membership Committee, Government Affairs Committee, Small Providers Committee.

Current or past EMS certifications and year certified:

EMT 1971

Years in the ambulance industry:

41

Brief history of career in EMS:

I began my career in EMS 41 years ago as a medic, working for the company that I currently own and operate. I have been an active member of the American Ambulance Association since 1992. I have welcomed the challenges, involvement and responsibilities of the committees listed above as well as being a member of the board of directors. My involvement in EMS at the state level includes serving as President, Treasurer, Legislative Chairman and a member of the Board of Directors of the Oklahoma Ambulance Association, Governor's appointee to (Chairman) Oklahoma Emergency Response Systems Development Advisory Council, Oklahoma Trauma Systems Improvement Development Advisory Council and (Vice Chairman) Governor's Task Force on EMS Readiness.

What would you identify as the top three issues in emergency health care?

- » Establishing innovative approaches to the delivery of pre hospital emergency health care.
- » Establishing equitable reimbursement rates from all third party payers.
- » Workforce and retention issues

What do you believe are the three priorities for the AAA?

- » Continue to establish the AAA as the leader and voice of Ambulance Providers throughout the United States and as a result distinguish ourselves from our challengers and grow our Association
- » Aggressively advocate to extend temporary Medicare ambulance relief while continuing to support long term Medicare relief legislation.
- » Pass the Dale Long Act providing for Public Safety Officers Death Benefits for our membership.

ASBEL MONTES

Vice President Client Services
Acadian Ambulance Service
Lafayette, Louisiana



My name is Asbel Montes and I am running for the position of Region IV Director. I currently serve as the Vice President of Client Services for Acadian Ambulance Service. My background is a culmination of over 12 years of health care revenue cycle and receivables process management experience, specifically within the ambulance industry. I pursued my education the non-traditional route by attending college online while maintaining a full-time job. I graduated with an Associates in Accounting in 2007 and will graduate in November 2010 with a BS in Business Management.

Over the past several years, our industry has continued to be plagued with increased expenses while battling decreased reimbursements on federal and state levels. Innovation, creativity and industry collaboration is needed to enhance our current revenue structures. I respectfully request that you vote for me as your Region IV representation in order to be your voice to collaborate with our industry by bringing innovative and creative solutions to the table.

Areas of responsibility within your organization:

Revenue Cycle Management, Business Office Process Improvements, Contract Managements

Size of ambulance operations:

Number of ambulances: 350
Number of Employees: 3000

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

5

Past involvement with AAA:

- » Reimbursement Task Force

Current or past EMS certifications and year certified:

n/a

Years in the ambulance industry:

12

Brief history of career in EMS:

Twelve years ago, I began working for an ambulance billing and consulting firm. After three years, I decided to work for a private, non-emergency ambulance service. Over the past nine years I have provided leadership in revenue cycle management to four agencies located throughout the southeast. I currently serve as the Vice President of Client Services for Acadian Ambulance Service, located Lafayette, Louisiana.

What would you identify as the top three issues in emergency health care?

- » Federal and State Reimbursements
- » Safety
- » Education

What do you believe are the three priorities for the AAA?

- » Reimbursements
- » Educational Initiatives
- » Membership

AARRON REINERT

Executive Director
Lakes Region EMS
North Branch, Minnesota



Please consider my nomination for the Board of Directors of the AAA. As a practicing Paramedic for the past 20 years and Ambulance Director for 16 years I feel I bring a wealth of experiences and talents that few other candidates can offer.

My experiences include leading rural volunteer EMS systems, municipal EMS systems, hospital based EMS systems, not for profit EMS systems, and serving in state government regulating EMS systems. I have also represented the AAA and its members through my actions as a committee member, conference present-

er, committee chair, council chair and Region V Board Of Directors Alternate.

Over the past 6 years I have been actively advocating for EMS on the national level. I was appointed by the US Secretary of Transportation to sit on NHTSA's National EMS Advisory Council. I have been working closely with the Minnesota Congressional delegation, especially Congressman Oberstar and Congressman Ellison on national EMS issues, such as Public Safety Officer Death Benefit and the recent Healthcare Reform Legislation. I act as a representative for the National Rural Health Association on EMS issues, and provide regular management classes to rural ambulance service leaders, all the while continuing to work clinical shifts.

One of my many goals as a Board member would be to energize and mobilize the expertise and passion we have in AAA members. I would do this through regular communication, growing the membership, and encouraging members to participate through committees, councils, and advocacy.

I feel these experiences I have mentioned make me the ideal candidate to serve the AAA members from Region IV.

Areas of responsibility within your organization:

I am responsible for executive leadership of an Advanced Level Ambulance Service providing 911 and Critical Care serving a 450 square mile service area with over 6000 requests for service a year. I lead a team that consists of a Director of Finance, Director of Operations, two Supervisors, Education Coordinator, Patient Account Representative, Administrative Assistant and 37 clinical staff. I am responsible for organizational vision, budgeting functions including capital outlays and facility improvements, and executive leadership of daily operations.

Size of ambulance operations:

Number of ambulances: 5
Number of Employees: 43

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

6

Past involvement with AAA:

I currently serve on the Board of Directors as the Region IV alternate. I have also been involved in many committees of the AAA, such as the education committee, member features and benefits, and legislative / regulatory committee. I also participated in the Emergency Preparedness Workgroup and served as its chair, served on the Pay for Performance subcommittee, and led the not for profit council. The areas I have enjoy the most is working with the members of the Minnesota Congressional Delegation on ambulance issues and speaking at AAA conferences.

Current or past EMS certifications and year certified:

NREMT-P since 1992, NREMT-I, 1991, NREMT-B 1990

Years in the ambulance industry:

20

Brief history of career in EMS:

My emergency medical services career began as a volunteer EMT for a municipal ambulance Service. After several years as a volunteer EMT I was fortunate to be selected as the service manager when the ambulance service was transitioned from a law enforcement based service to a hospital based service. I also led the service in upgrading to Advanced Life Support and aided in developing a first of its kind Paramedic Quick Response Vehicle deployment model with paramedics in Broncos and volunteer EMTs staffing the ambulance.

My career advanced to a metropolitan ambulance service where I served as Director of operations overseeing 110 personnel, 911, Dispatch, RN Advice Line, Billing, Vehicle Maintenance, Interfacility Critical Care, and Wheelchair divisions. From the metropolitan ambulance service I accepted a position as Field Services Manager for

the Minnesota Emergency Medical Services Regulatory Board, the state agency in Minnesota that regulates the state's ambulance services. At the Emergency Medical Service Regulatory Board I oversaw the field personnel that regulate, inspect, and mentor the state's ambulance services. I also led the process to develop and implement a statewide data collection system and the bioterrorism preparedness programs.

I am currently the Executive Director for Lakes Region EMS, a rural advance life support ambulance service serving 450 square mile area 60 miles north of the Minneapolis/St. Paul metropolitan area. Lakes Region EMS is a not for profit ambulance service solely funded by the revenue we receive from the patients we transport. We receive not tax or public support of any kind. Our ambulance service provides 911 and interfacility BLS, ALS, and Critical Care services as well as operational support of surrounding basic life support ambulance services.

I continue to work nationally on EMS data collection and EMS leadership training for current and future leaders in EMS. I have served as subject matter expert for numerous states such as Georgia, Nebraska, and New Hampshire as they began to develop statewide EMS data collection systems. Additionally I assisted the country of Ireland explore the development and implementation of a national EMS data collection system. I was recently re-appointed by the US Secretary of Transportation to serve on NHTSA's National EMS Advisory Council.

In 2004 I served as the incident commander for all FEMA / AAA deployed ambulances to Hurricane Rita. During my deployment I experienced a side of mass casualty / disaster management that has fundamentally changed my views on large scale protracted disasters. I have brought these experiences back to the AAA through the Emergency Preparedness Workgroup.

I have been working hard to pioneer the use of the Balanced Score Card within ambulance services. I continue to be a

practicing Paramedic and have a B.A. in Organizational Leadership.

What would you identify as the top three issues in emergency health care?

- » Recruitment and Retention of rural healthcare workers.
- » Lack of adequate reimbursement and reimbursement that does not pay for procedures that are considered the standard of care such as CPR assist devices, cooling for heart attacks, or intraosseous infusion devices.
- » Fostering a culture of safety within EMS.

What do you believe are the three priorities for the AAA?

- » Reimbursement for EMS that allows for innovation and state of the art patient care.
- » Removing laws and regulations that create unequal standing between governmental and non-governmental EMS. Two examples, one, under the Fire Act Grant Program hospital based ambulance providers are specifically prohibited from applying. The Public Safety Officer Death Benefit legislation bars non-governmental ambulance provider's families from receiving the death benefit.
- » Using the expertise and passion among the members of the AAA to advance the issues faced by the nations ambulance services.

DIRECTOR REGION 5

TOM MCENTEE

General Manager
American Medical Response
Riverside, California



I ask for the support of Region 5 AAA members in my bid to represent you on the Board of Directors. If successful it will be my return to the BOD after leaving it 2007 when a job change took me from the east coast to the west. I currently work for American Medical Response as the

General Manager for the Riverside County California operation and despite leaving the AAA BOD in 2007 I have remained very active serving on the Education Committee and as the Chair of the Stars of Life Committee.

Despite our competitive differences there are crucial issues facing all of our businesses; these are the issues taken up by the AAA. We've been engaged in a long term effort to secure permanent improvement to Medicare reimbursement rates and that effort must continue unabated. With the uncertainty of health care reform in our future the AAA must serve as a lead organization by looking deep into the future and securing our participation in program changes that will shape how we will serve our communities in the years to come.

Next, the AAA must develop programs that prepare and support the next generation of EMS leaders. We have offered great programs for many years but it's time to consider what will be necessary to groom the next team; over the next ten years we will not only need new executives in our businesses but also new national leaders to continue the forward progress of the AAA.

Over the years in my various roles in the AAA I believe I have earned a reputation for creativity, fairness and balance. I try to break complex issues down into manageable segments and to push for constant forward progress. I pledge to serve you well on the Board of Directors.

Thank you for your consideration.

Areas of responsibility within your organization:

Full local leadership responsibilities, includes: P&L, ambulance operations, clinical practice, fleet, contracts, human resources and communications.

Size of ambulance operations:

Number of ambulances: 135
Number of Employees: 735

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

16

Past involvement with AAA:

- » Board of Directors, Region 1: 2003 to 2007
- » MTI & Education Committee: 2002 to Present
- » Stars of Life Committee: 2006 to Present
- » Chairman - Stars of Life Committee: 2008 to Present

Current or past EMS certifications and year certified:

- » EMT - 1977, EMT-I 1982
- » Paramedic - 1992

Years in the ambulance industry:

35

Brief history of career in EMS:

Although I have worked in other professions my passion for EMS has been a constant throughout the years. My first EMS experience dates back to a small town volunteer organization that I joined while still in high school; I remained active with that service for more than 20 years.

I began working part time as an EMT for a private company in 1982, there I worked my way up through various positions until my full transition into EMS leadership in 1993. I have served in executive management positions since and I continued to maintain my paramedic license until I retired that in 2009. From 2004 until mid 2007 I enjoyed the unique challenge of managing two different ambulance services simultaneously in both New Hampshire and Ohio.

In 2007 I moved away from the warm, dry, sunny winters I enjoyed in New Hampshire & on the shores of Lake Erie and found solace in the cold, icy, lake effect snow of southern California - maybe I have that backwards. In any case, I live and work in California now after accepting the opportunity to manage an ambulance service that provides primary ALS service to 1.9 million people and covers 5,500 square miles of service area.

Regardless of where my EMS career has taken me I continue to remain impressed

by the passion, determination and resilience of people in the ambulance business.

I turned to the AAA in 1994 as I sought to learn more about the business of ambulance service. I have gained a wealth of knowledge and enjoy many friendships through my involvement with the AAA, so I feel compelled to give back. The AAA makes a real difference in our business and is a crucial resource for providers of all sizes, in all corners of America.

What would you identify as the top three issues in emergency health care?

- » Immediate reimbursement relief from government programs
- » A long term government reimbursement strategy
- » The looming changes and challenges of health care reform

What do you believe are the three priorities for the AAA?

- » Fight for Medicare rate increases
- » Prepare our members to defend and maintain their current cash flows
- » Develop the next generation of industry leaders

ETHICS COMMITTEE

ANN BRANDL

Medical Express Ambulance
Skokie, Illinois

GREG REID

REACT EMS
Shawnee, Oklahoma

RON THACKERY

American Medical Response
Greenwood Village, Colorado



I am seeking your support for a position on the Ethics Committee. I've been active in the AAA since 1998. My involvement with AAA focused on Professional Standards and

Research, Mobile Medical Transportation Safety Task Force and the Insurance Task Force. I've spoken at Association functions and represented the Association in a variety of agency and governmental meetings.

I practiced law for 10 years prior to joining an EMS provider in 1995 and have been involved in management and support of EMS operations. I've acquired a vast knowledge of EMS and its challenges and am quite proud of my association with the industry. My legal background has enabled me to analyze issues, design strategic interventions while recognizing the duty of loyalty that ethical matters require.

I firmly believe in fairness, impartiality and equal application of rules and procedures of an association. As a member of the Ethics Committee, I'd commit my loyalty to these values with regard to any issue under consideration. I will endeavor to bring calmness and reason to the Committee discussions to enable fair decisions. I understand the importance of listening and understanding all pertinent information regarding an issue to support any counsel or decision.

I represent the AAA as a Board member for the Committee on Accreditation of Educational Programs for Emergency

Medical Services Professions. I also represent my company and the AAA on the NFPA 1917 Committee on the Design of an Ambulance Standard. I recently completed my term as a member of the Board of Directors and its Executive Committee at the National Safety Council and Chair its Strategic Planning Committee and continue to serve as a member.

I'd be proud to represent you on the AAA Ethics Committee.

Areas of responsibility within your organization:

The Professional Services Department includes executive leadership responsibility for Safety, Risk Management, Clinical and Education Services, Fleet Administration, Procurement and the National College of Technical Instruction (EMT and Paramedic Training Schools). The responsibility for Integration includes operational due diligence for acquisition prospects and the integration of acquired companies into AMR.

Size of ambulance operations:

Number of ambulances: 4,000
Number of Employees: 15,000

Does the ownership or Board of your organization commit to your travel and full participation for your term?

Yes

Years you have been active in AAA:

12

Past involvement with AAA:

- » Professional Standards and Research (Chair 2006 – 2010, Vice Chair 2004 – 2006, Member since 1998)
- » Insurance Task Force (Chair 2005 – 2006)
- » Mobile Medical Transportation Safety Task Force (Chair 2006 – 2008, Member since 2003)

Current or past EMS certifications and year certified:

None

Years in the ambulance industry:

14

Brief history of career in EMS:

I joined AMR in December of 1995, which was my first introduction to EMS. I practiced law for ten years prior to joining the company and was presented with an opportunity to apply those skills in the areas of risk management and safety. The industry was experiencing significant consolidation at that time and I had the privilege of learning many of the strategies that companies employed to manage risk, change behaviors and evolve through a myriad of challenges related to reimbursement. I was fortunate to have the opportunity to lead a group of individuals to develop a World Class Safety program that has been shared through the industry. In 1999, my responsibilities expanded to include Fleet Administration for 4,000 vehicles maintained at more than 63 maintenance facil-

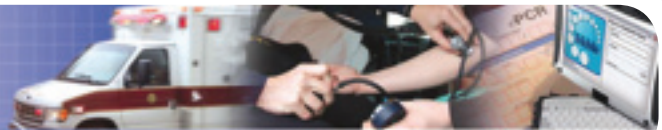
ities. In 2003, I was asked to lead the Clinical and Education Services function which required the coordination and advancement of clinical processes to assure quality patient care. Since that time, our team has been able to draw on a resource of more than 6 million patient care records to establish clinical practices and conduct research. In 2004, I began providing leadership for the National College of Technical Instruction which graduates more than 800 paramedics each year and nearly 500 EMT's. NCTI has training schools in 11 states. During 2007, I served as the Chief Operating Officer for AMR operations in the 7 Southeastern states. While I am not an EMT or paramedic, I have been privileged to serve in a variety of supporting and managerial roles that have given me a broad knowledge of EMS

What would you identify as the top three issues in emergency health care?

- » Appropriate reimbursement for EMS services
- » Quality of patient care
- » Equity in access to public funding

What do you believe are the three priorities for the AAA?

- » Advancing legislative and regulatory strategies to assure sufficiency of reimbursement for EMS providers.
- » Assuring that the needs of members are appropriately addressed.
- » Serving as a central resource for members needs.



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That key approach began back in the late 50s when Paul Demers first started the company. He saw for himself his vehicles' end-user, developing a keen understanding

of what needed improving. In his small garage, he thought, tinkered and tweaked his way to vastly improved ambulances, a practice that would become the hallmark of his company for 50 years. This constant, quiet, breakthrough innovation has led to industry-leading firsts that make Demers ambulances some of the strongest and safest on the road.

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For an emergency vehicle, the less downtime the better and Demers' solution is unique and ingenious. Every Demers ambulance is equipped with a standard Multiplex Demers Electronic Management System (DEMS) that offers full operational flexibility to easily customize the vehicle's electronic functions to specific needs.

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In fact, Demers is the only manufacturer that can remotely access the customer's Multiplex system in his ambulance to diagnose, download and repair the system if necessary.



MYSTERE MX 170S TYPE III



Demers field service coordinator providing assistance via remote Multiplex CyberLink to a customer service technician.

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Hundreds of innovative differences make a Demers ambulance stronger, more aerodynamic, more fuel-efficient, longer lasting, smarter and safer. 50 years of experience and customer feedback have led to continual improvements, driven by the philosophy that every single detail contributes to a superior vehicle. Demers ambulances deliver significant and tangible added value, low operating costs and excellent, 24/7 after-sale service. Detail by detail, Demers ambulances have exceeded the sum of their parts and are standouts in the industry.

As more and more owners discover the Demers difference, the company today has vocal proponents the world over. Amidst the fanfare, Demers has quietly stayed constant and true to their mission: To build innovative ambulances that deliver on customer expectations and assist paramedics in saving lives.

For more information about Demers go to www.demers-ambulances.com



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