

Presentation for: Permit 1 – Emergency (911) Services



AMERICAN MEDICAL RESPONSE | SANTA BARBARA COUNTY

September 19, 2023

AMR[®]
A Global Medical Response Solution

The AMR logo features the letters 'AMR' in a bold, white, sans-serif font with a white Star of Life symbol integrated into the letter 'M'. Below the logo, the tagline 'A Global Medical Response Solution' is written in a smaller, white, sans-serif font.

An aerial photograph of Santa Barbara County, California, showing a range of mountains in the foreground and middle ground, with a coastal town and the ocean visible in the distance under a clear sky.

AMR is your current **experienced** provider

WE'VE SERVED SANTA BARBARA COUNTY FOR MORE THAN 50 YEARS

We understand your needs & know what it takes to be successful here

AMR is the incumbent provider in Santa Barbara County with an unblemished history of providing great service

Approved and published compliance records for AMR's performance in the County show that AMR has never been out of compliance.

We have an established and proven deployment plan to continue servicing the entire County with high quality emergency ambulance transport



AMR is your current **qualified** provider

WE HAVE OVER 50 YEARS OF PROVIDING QUALITY SERVICE LOCALLY

We have over **150** experienced and clinically sophisticated paramedics, EMTs, field training officers and local leadership who are keenly familiar with ambulance transport in Santa Barbara

AMR is the largest ambulance provider in California and the United States

We have a progressive clinical quality management program and will continually monitor and improve the quality of care delivered to our patients

Our greatest asset is our local workforce, which is established, experienced and clinically proven to provide great care.



AMR is **fit** to continue providing service

WE HAVE STATE OF THE ART AMBULANCES, TELECOMMUNICATIONS AND EQUIPMENT

AMR has an existing fleet of ambulances being used in the County that will continue to be replaced on an annualized basis

AMR has a comprehensive fleet preventative maintenance plan for our ambulances to ensure they are in a constant state of readiness

Each ambulance will continue to meet and exceed the required equipment necessary to perform our high-quality care.

Each ambulance is equipped with the necessary telecommunications equipment needed to communicate with our dispatch center and local hospitals

Economically Viable

NATIONALLY BACKED BY GLOBAL MEDICAL RESPONSE (GMR)

Included in our permit application are copies of audited financial statements as required

We are a local company supported with the financial strength of a national parent company, GMR

GMR has the liquidity to support operations, with approximately \$112 million of cash and more than \$500 million of borrowing capacity.

GMR is prepared to undertake all necessary actions to ensure the financial and long-term success of AMR if permitted to serve this operating area.

We are a private company with no taxpayer support or subsidy. We do not cost the community anything unless they are transported. There is no impact to the County's pension plan with AMR.



Community Benefit

INNOVATIVE SERVICE DELIVERY

With years of historical data, AMR uses a proprietary system to analyze demand and develop a deployment strategy

AMR uses FirstWatch and FirstPass to monitor operational and clinical metrics and ensure all patients receive the highest quality of care

We utilize CODE-STAT to review and analyze our performance on all cardiac arrest patients, so we can provide feedback and improve performance

We contract with EMS Survey Team (EMSST) to conduct patient satisfaction surveys so we can monitor and benchmark our patient's experience

Community Benefit

LOCAL REINVESTMENT

“**Hands-only CPR**”, training our fellow citizens in lifesaving CPR techniques, which have proved to save lives

“**Stop the Bleed**” education, preparing Santa Barbara County residents to properly and safely assist their friends, neighbors and family members during an active shooter or disaster event.

Other Community Outreach Campaigns, including local standby events and school education



An aerial photograph of a mountain range with a valley below. The mountains are covered in green and brown vegetation, and the valley contains a small town or village. The sky is clear and blue.

Community Benefit

INTEGRATED PUBLIC SAFETY RESPONSE

AMR is fully integrated with your communications infrastructure, local dispatch center, radio system and automated vehicle tracking system

We are ready to integrate with the new Santa Barbara Regional Dispatch Center when its construction is completed

We are willing to discuss other service deliveries that the County may be interested in that were included in our RFP

YOUR TRUSTED PROVIDER

Questions & Answers

AMIR
A Global Medical Response Solution

