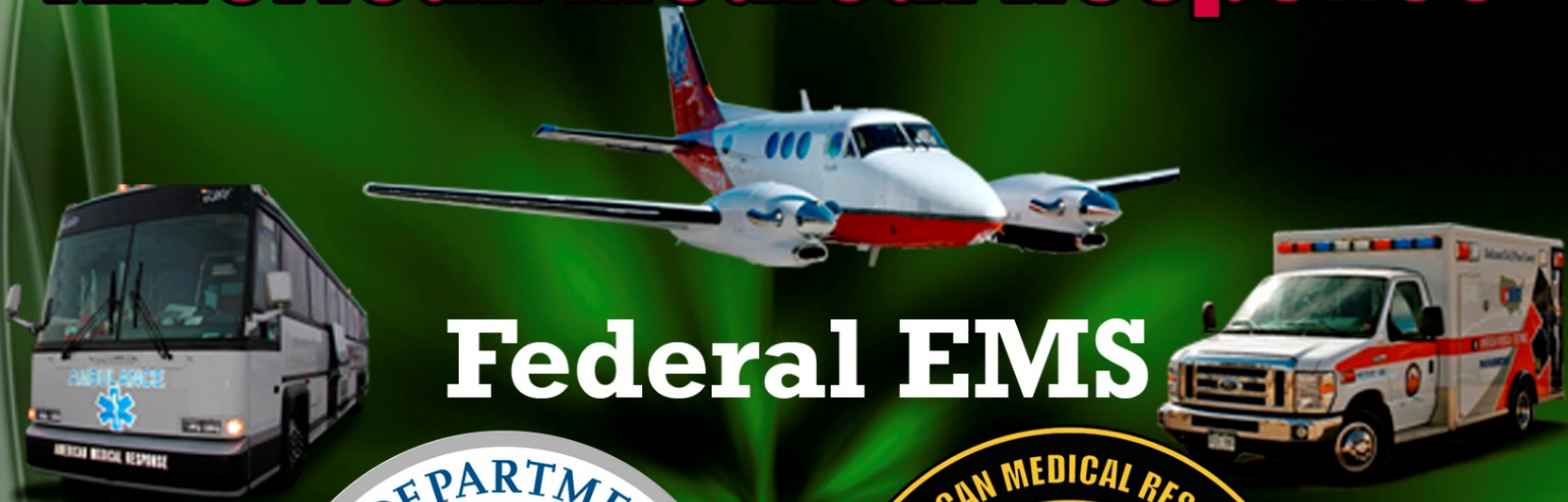


American Medical Response



Federal EMS



FEMA Contractor

AMR Previous Disaster and Federal EMS Experience

- Hurricane Andrew, 1992
- Oklahoma City Bombing, 1996
- Columbine High School, 1999
- World Trade Center Attack, Sept. 11, 2001
- Hurricane Charlie, 2004
- Hurricanes Katrina & Rita, 2005
- FEMA Contract, South Louisiana, 2006
- Hurricane Dean, Texas, 2007
- California Wildland Fires, 2007
- Oregon & Washington Floods, 2007
- Hurricanes Gustav & Ike, 2008
- Presidential Inauguration, 2009
- Hurricane Irene, 2011
- Hurricanes Isaac & Sandy, 2012

“The largest mobilization of EMS resources in U.S. history.” -FEMA



Overview of AMR/FEMA Federal Emergency Medical Services Contract

Following the catastrophic 2005 hurricane season, FEMA sought to implement a plan to establish a comprehensive EMS response to federally declared disasters. The government solicited proposals and on August 1, 2007, FEMA named American Medical Response (AMR) as the sole prime provider recipient of this contract, which provides a full array of ground ambulance, air ambulance, paratransit services, and medical personnel to supplement the federal and military response to a disaster, act of terrorism or other public health emergency. In addition to disaster response, these services can also be used for other Federal Events. This national contract is the first of its kind and covers the 48 contiguous States, which are divided into 4 FEMA zones.

Services Provided in the Federal EMS Contract

1. patient triage
2. treatment
3. transport
4. hazard recognition
5. symptom surveillance and reporting
6. on-scene medical stand-by
7. transport and redistribution of patients to free-up receiving hospital bed space

8. provide immunizations
9. staffing for shelters
10. staffing hospital emergency departments
11. set up mobile medical clinics
12. medical liaison
13. tactical management functions
14. oversight & management of Federal EMS & paratransit resources

Simultaneous response from multiple zones for catastrophic disasters may be required under this Federal contract. Maximum deployment for all four FEMA zones combined includes 1,400 ground ambulances, 129 air ambulances, enough paratransit vehicles to accommodate 14,000 seats, 600 Fixed Location EMTs and Paramedics, Incident Management Teams, Communications Support Teams, Operations Support Teams and medical support for shelters. AMR has established a robust network of subcontractors to assist in meeting these needs. Private, public, third-service and volunteer EMS agencies have joined forces with AMR to form an impressive Emergency Response Network. AMR continues to recruit organizations to be part of this Network.

AMR Previous Disaster and Federal EMS Experience

• 1992, Hurricane Andrew
• 1996, Oklahoma City Bombing
• 1999, Columbine High School
• 2001, World Trade Center Attack
• 2004 Hurricane Charlie
• 2005 August, Hurricane Katrina
• 2005 September, Hurricane Rita
• 2006, FEMA Contract, South Louisiana
• 2007, FEMA deployment Hurricane Dean
• 2008 August, FEMA deployment Hurricane Gustav

• 2008 September, FEMA deployment Hurricane Ike
• 2009, FEMA deployment Presidential Inauguration
• 2010, FEMA national exercise, South Carolina
• 2011, FEMA deployment Hurricane Irene
• 2012 August, FEMA deployment Hurricane Isaac
• 2012 October, FEMA deployment Hurricane Sandy
• 2013 June, FEMA national exercise, Louisiana
• 2013 July, FEMA national exercise, Utah
• 2013 November, FEMA national exercise, Arizona
• 2015 April, FEMA national exercise, Louisiana

Jurisdiction. While most emergencies are handled locally, major incidents may require assistance from other jurisdictions, including state and Federal governments. The National Response Framework identifies FEMA as the Federal Lead Agency during an Incident of National Significance. Emergency Support Function (ESF) #8 – Public Health and Medical Services Annex – is the mechanism for coordinated federal assistance to supplement state and local resources in response to the public health and medical care needs of potential or actual federally declared disasters and/or during a developing potential health and medical situation. The U.S. Dept. of Health and Human Services (HHS) is the coordinating lead agency for the Federal Government on public health and medical services. As the primary provider for this FEMA Federal contract, AMR may be called upon to provide supplemental EMS support when local and state resources are overwhelmed. FEMA and HHS will coordinate the Federal EMS response and AMR will provide tactical command and oversight of resources deployed pursuant to this Federal contract.

AMR recognizes that many EMS providers are regulated by local or state agencies and may have restrictions when it comes to responding to out-of-area disasters. The EMS needs of local communities are primary and participation in the AMR Emergency Response Network is not intended to undermine those obligations. States may have Emergency Management Assistance Compact (EMAC) agreements with ambulance services; therefore, AMR will not utilize assets that are committed under EMAC.

Standards and Guidelines. The FEMA Typed Resources Definitions, Emergency Medical Services Resources, is used as a guideline for EMS responders. The applicable EMS job titles listed in FEMA's National Emergency Responder Credentialing document are used to determine the required and recommended training and certification. Both ALS and BLS services are utilized. EMS personnel are required to maintain current credentials in their home state to practice at the required skill level. *The National Incident Management System (NIMS)* establishes standard incident management processes, protocols and procedures to ensure that all responders work together more effectively. NIMS works hand-in-hand with the *National Response Framework (NRF)*. NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy and incident management. For EMS deployments pursuant to the AMR/FEMA Contract, the *National EMS Core Content* will be used to define the domain of out-of-hospital care. The scope of practice for the AMR/FEMA Contract shall be the *National EMS Scope of Practice Model*.

2007 Deployment – Hurricane Dean. In August of 2007, catastrophic **Hurricane Dean** threatened to make landfall in south Texas. State officials requested Federal assistance with evacuation and the AMR/FEMA Federal EMS Contract was activated for the first time. The government asked AMR to deploy 300 ground ambulances, 25 air ambulances, and paratransit vehicles to transport 3,500 passengers. AMR coordinated the mobilization of ambulances, aircraft and paratransit vehicles from 30 states to meet this challenge. The response from AMR's Emergency Response Network was unprecedented. FEMA described this deployment as "the largest mobilization of EMS resources in the history of the United States". AMR's Hurricane Dean deployment was evaluated by FEMA and the results have been posted publicly by the National Institutes of Health. AMR attained either "outstanding" or "excellent" evaluation scores from FEMA and the U.S. Dept. of Health and Human Services in all categories. The evaluation states, *"This firm acted in the most professional manner and I would easily and strongly recommend this firm to any Federal agency. The government's overall satisfaction with this deployment was extremely high."*

2008 Deployments – Hurricanes Gustav and Ike. The 2008 hurricane season was one for the record books. On September 1, 2008, the eye of **Hurricane Gustav** made landfall in south Louisiana prompting the largest evacuation in that state's history - 2 million people. The size of this storm prompted FEMA to activate the AMR Federal disaster contract in three (3) separate states simultaneously; Mississippi, Louisiana and Texas. This was unprecedented. While still recovering from Gustav, **Hurricane Ike** made landfall in Texas on September 12, 2008. At one point, the diameter of Ike's forceful winds made it the most massive Atlantic hurricane recorded. FEMA called upon AMR once again. The government then requested the maximum EMS resources for the Atlantic and Gulf states (zones 1 and 2), be deployed for Hurricanes Gustav and Ike simultaneously. AMR and its network providers responded accordingly. AMR established forward operating bases (FOB) in each state (Jackson MS, Alexandria LA, San Antonio TX, Houston TX and Galveston TX). The EMS deployment to these back-to-back disasters established a new benchmark in EMS disaster response. Never before have so many ground ambulances, air ambulances, and paratransit vehicles been deployed to assist disaster victims. Ambulances responded from 35 states to Texas, Louisiana and Mississippi. Approximately 50% of the ground ambulances were supplied by AMR's subcontracted network providers. A total of 150 different ambulance companies responded. To complicate matters, in between Gustav and Ike came Hurricane Hanna, that threatened the Atlantic Coast and made landfall on the South Carolina / North Carolina border. AMR released all deployed ambulances from states affected by Hanna so they could return home and backfilled with additional ambulances from non-vulnerable states. These contiguous disaster deployments are by far the largest mobilization of EMS disaster resources in U.S. history. USDHHS Lt. Commander Bruce Dell characterized AMR's performance as follows: *"Deploying roughly 600 ambulances across three Gulf States is grossly equivalent to a U.S. Army Armored Division deployed across an area more than twice the size of Iraq... It has been a pleasure working in the environment of professionalism and excellence which defines AMR."*

2009 Deployment – Presidential Inauguration. In anticipation of record crowds and increased emergency medical service activity for the **2009 Presidential Inauguration**, FEMA activated its Federal EMS contract with AMR. The government ordered federal aid to supplement the Washington DC response efforts. AMR was tasked with providing assistance for certain emergency protective measures needed to save lives and protect public health and safety. This was designated as a National Security Special Event (NSSE) by the Department of Homeland Security.

AMR and its Emergency Response Network subcontractors responded with 144 ambulances and 15 paratransit buses. Most of these resources were assigned to support the Washington DC Fire Department EMS system. Some assets were assigned to Maryland to provide emergency care to the large numbers of riders utilizing the public transit system out of the Capitol. In evaluating AMR's performance of this deployment, FEMA stated, *"We have come to rely upon AMR during national disasters and once again, they have done a great job. The AMR/FEMA contract is an all-hazards agreement and this deployment certainly demonstrates the diversity of AMR to respond to major events other than hurricanes. FEMA is proud to be represented by this group of trained EMS professionals."*

2011 Deployment – Hurricane Irene. **Hurricane Irene** was a large and powerful Atlantic hurricane that left extensive flood and wind damage along its path through the Caribbean, the United States East Coast and as far north as Atlantic Canada. It made landfall over Eastern North Carolina's Outer Banks on August 27 as a Category 1 hurricane. After briefly reemerging over water, Irene made a second U.S. landfall in New Jersey on August 28. Irene was downgraded to a tropical storm as it made its third U.S. landfall in the Coney Island area of Brooklyn, New York, at approximately 9:00 AM on August 28. Considerable damage occurred in eastern upstate New York and Vermont, which suffered from the worst flooding in centuries. A mandatory evacuation order was issued on August 26 for low-lying areas of New York City. The President issued a state of emergency declaration for the New York metropolitan area. The nation's largest mass transit system was completely shut down. The Staten Island University Hospital, Coney Island Hospital, New York University Hospitals Center, and the Veterans Administration Hospital began evacuating patients on August 26. Sixteen nursing homes and adult care facilities were also evacuated. FEMA ordered AMR to deploy 175 federally contracted ambulances and crews into New York to assist with evacuation and augment local 9-1-1 EMS response. FEMA and the USDHHS had this to say about the deployment: *"Very smooth. Congratulations on a textbook deployment." "Excellent work by all of you involved in this mission. This was the best in-theater coordination by FEMA and AMR with the Federal EMS Contract." "The mission was a success and the AMR Incident Command Team did an outstanding job. Thanks for the great work on this mission, Very professionally done under fast changing and difficult circumstances."*

2012 Deployments – Hurricanes Isaac and Sandy. **Hurricane Isaac** was a category 2 storm that made landfall in Louisiana on the evening of August 21, 2012 near the mouth of the Mississippi River. Due to its large size, the hurricane produced a relatively large storm surge. At least nine fatalities were confirmed in the United States: five in Louisiana and two each in Mississippi and Florida. AMR/FEMA assets were deployed to Louisiana with Baton Rouge as the staging area. The deployment lasted from August 27 – September 6, 2012 (11 days). Included in this deployment were 111 ambulances, 20 paratransit vehicles, 4 Operations Support Teams, and 2 Communications Support Teams. FEMA evaluated AMR's performance as "Excellent" for this deployment. This is their official comment about the quality of service provided by AMR, *"Throughout this activation AMR was a responsive and exceptional vendor! They anticipated each requirement, going above and beyond to meet and exceed thresholds for deployments and demobilization timelines, and made efforts to always and eagerly react to every requirement with ease and great effectiveness. This activation went smoothly due to large part to their past experience and to the leadership involved throughout the operation. They are a very balanced and knowledgeable team as well. Their expertise is evident and was a great support throughout the activation. If we encountered any issues, they were also driven to work and provide recommended solutions. It was a pleasure to work with this top notch professional organization!"*

Hurricane Sandy devastated portions of the Mid-Atlantic and Northeastern United States during late October 2012. The effects in New York were severe, particularly in New York City, its suburbs, and Long Island. Sandy was the 18th named storm and 10th hurricane of the 2012 Atlantic Hurricane season. It was a Category 2 storm at its peak intensity and on the night of October 29, it made landfall near Atlantic City, New Jersey, as a Category 1 hurricane. It is the largest Atlantic hurricane on record (as measured by diameter). It is the second costliest hurricane in U.S. history. Approximately 131 people died in the U.S. because of this storm. FEMA activated AMR for 38 days for this "Superstorm". This was the longest single Federal EMS deployment in U.S. history. AMR deployed 369 ambulances to New York City, Nassau County and Suffolk in NY. Fixed Location Support Medical Personnel (EMTs and Paramedics) were activated for the first time for this deployment. Operations Support Teams and Communications Support Teams were also utilized. The USDHHS made the following comment about AMR's performance: *"Please accept our sincere thanks for a job well done! AMR not only provided the excellent service and support we have come to expect, but also was able to roll with the unexpected changes and emerging needs as they arose. In no small part, your support helped us successfully respond to this event. Please extend our heartfelt appreciation to all who worked such long hours for more than a month!"*

FAST FACTS

AMR/FEMA DEPLOYMENTS – FEDERAL EMS RESPONSE
("The largest and longest EMS disaster deployments in U.S. history...FEMA")

HURRICANE DEAN 2007

Deployed August 18 – 25, 2007 (8 days)	25 air ambulances (fixed and rotary wing)
Staging area – San Antonio TX	56 Paratransit vehicles (to provide 3,500 passenger seats)
300 ground ambulances responded from 30 states	In 2007 this was the largest EMS deployment in U.S. history

HURRICANE GUSTAV 2008 - (largest Federal EMS deployment in U.S. history)

Deployed August 28 – September 12, 2008 (16 days)	27 air ambulances (fixed and rotary wing)
FEMA contracted EMS in three states simultaneously: MS, LA & TX	180 Paratransit vehicles (to provide 3,900 passenger seats)
662 ground ambulances responded from 41 states	5 Forward Operating Bases established by AMR

HURRICANE IKE 2008

Deployed September 9 – October 4, 2008 (25 days)	Ambulances responded from 34 states
FEMA contracted EMS in two states simultaneously: TX and LA	25 air ambulances (fixed and rotary wing)
540 ground ambulances	163 Paratransit vehicles (to provide 3,000 passenger seats)

HURRICANES GUSTAV AND IKE COMBINED TOTALS 2008

Deployed August 28 – October 4, 2008 (38 total combined days, 4 overlapping days)	FEMA contracted EMS in three states: MS, LA and TX
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PRESIDENTIAL INAUGURATION 2009

Deployed January 18 – 21, 2009 (4 days)	15 paratransit coach buses deployed
FEMA contracted EMS in Washington DC and Maryland	268 ground ambulance missions
144 ground ambulances deployed (70% ALS, 30% BLS)	10 Incident Management Team members, 4 dispatchers

HURRICANE IRENE 2011

Deployed August 26 – August 31, 2011 (6 days)	1,188 mission assignments
FEMA contracted EMS in New York City metropolitan area	1,170 patient contacts
188 ground ambulances deployed (70% ALS, 30% BLS)	AMR Evacuated 4 hospitals and 16 skilled nursing facilities

HURRICANE ISAAC 2012

Deployed August 27 -- September 6, 2012 (11 days)	20 paratransit vehicles deployed
FEMA contracted EMS in Louisiana	306 mission assignments
111 ground ambulances deployed (76% ALS, 24% BLS)	410 patient contacts

HURRICANE SANDY 2012 - (longest Federal EMS deployment in U.S. history)

Deployed October 27 – December 4, 2012 (38 days)	2,172 mission assignments
FEMA contracted EMS in New York City metropolitan area	46,471 patient contacts
368 ground ambulances deployed (73% ALS, 27% BLS)	Fixed location support team EMTs and Paramedics also deployed

Operating under the recognized brands of American Medical Response (AMR), EmCare and Evolution Health, Envision Healthcare (EVHC) offers an array of healthcare-related services to consumers, hospitals, healthcare systems, health plans and local, state and national government entities. AMR is the largest EMS provider in the U.S. with more than 26,000 employees and 6,700 vehicles. We care for patients more than 6.7 million times a year by providing emergency care, non-emergency medical transportation and mobile integrated healthcare services in more than 2,100 communities in 44 states and the District of Columbia. AMR also provides domestic and international air ambulance services.

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