



NATIONAL MEDICAL TRANSPORT AND SUPPORT SERVICES (NMTS)

FEMA Contractor



OVERVIEW OF AMR/FEMA NATIONAL MEDICAL TRANSPORT AND SUPPORT SERVICES (NMTS) 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. The contract is re-bid by the government every 5 years. AMR has been awarded the contract since its inception in 2007.

SERVICES PROVIDED IN THE NMTS CONTRACT

- PATIENT TRIAGE AND ASSESSMENT
- PATIENT TREATMENT
- PATIENT TRANSPORT
- MEDICAL EVALUATION
- SYMPTOM SURVEILLANCE AND REPORTING
- ON-SCENE MEDICAL STAND-BY
- COMMUNITY WELLNESS CHECKS DURING DISASTERS
- PROVIDE IMMUNIZATIONS
- SET UP MOBILE MEDICAL CLINICS
- MEDICAL LIAISON
- MEDICAL FIXED SITE PERSONNEL
- SHELTER MEDICAL PACKAGES AND SUPPORT
- DISASTER EXERCISES
- HAZARD RECOGNITION
- DISASTER COMMUNICATIONS TEAMS AND EQUIPMENT
- DISASTER LOGISTICS AND BASE CAMPS
- OPERATIONS SUPPORT TEAMS
- INCIDENT MANAGEMENT TEAMS
- TRANSPORT AND REDISTRIBUTION OF PATIENTS TO FREE-UP HOSPITAL BED SPACE
- OVERSIGHT AND MANAGEMENT OF FEDERAL EMS AND 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

- 2018
 - September: FEMA Deployment Hurricane Florence
 - October-November: FEMA Deployment Hurricane Michael
- 2017
 - August-September: FEMA Deployment Hurricane Harvey
 - September: FEMA Deployment Hurricane Irma
 - October-December: FEMA Deployment Hurricane Maria
 - October: FEMA Deployment California Wildfires
- 2016
 - October: FEMA Deployment Hurricane Matthew
- 2013
 - June: FEMA National Exercise, Louisiana
 - July: FEMA National Exercise, Utah
 - November: FEMA National Exercise, Arizona
- 2012
 - August: FEMA Deployment Hurricane Issac
 - October: FEMA Deployment Hurricane Sandy
- 2011
 - FEMA Deployment Hurricane Irene
- 2010
 - FEMA National Exercise, South Carolina
- 2009
 - FEMA Deployment Presidential Inauguration
- 2008
 - August: FEMA Deployment Hurricane Gustav
 - September: FEMA Deployment Hurricane Ike
- 2007
 - FEMA Deployment Hurricane Dean
- 2006
 - FEMA Contract, South Carolina
- 2005
 - August: Hurricane Katrina
 - September: Hurricane Rita
- 2004
 - Hurricane Charlie
- 2001
 - World Trade Center Attack
- 1999
 - Columbine High School
- 1996
 - Oklahoma City Bombing
- 1992
 - Hurricane Andrew

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 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 patients. 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 Deployment - Hurricane Gustav

The 2008 hurricane season was one for the record books. On September 1, 2008, the eye of Hurricane Gustav made landfall in southern 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 separate states simultaneously: Mississippi, Louisiana and Texas. This was unprecedented and by far the largest EMS deployment in US history, deploying 662 ground ambulances from 41 states. Before being demobilized for Gustav, AMR was deployed simultaneously to Hurricane Ike.

2008 Deployment - Hurricane Ike

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 partners 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 (hurricanes Gustav and Ike) 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. 150 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 EMS 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 on 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 a.m. on August 28. Considerable damage occurred in eastern upstate New York and Vermont, which suffered from the worst flooding in centuries. 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 Deployment - Hurricane Issac

Hurricane Issac was a category 2 storm that made landfall in Louisiana on the evening of August 21, 2012 near the mouth of the Mississippi River. At least nine fatalities were confirmed in the United States: five in Louisiana and two each in Mississippi and Florida. 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!"*

2012 Deployment - Hurricane Sandy

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. 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. 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!"*



2016 Deployment - Hurricane Matthew

Hurricane Matthew was a very powerful hurricane that decimated Haiti and Cuba and affected several other Caribbean areas. From there it continued north and severely impacted the majority of the U.S. southern Atlantic Coast states. It was the first Category 5 Atlantic hurricane since 2007. Over 1,600 deaths were reported including 49 in the U.S. It caused record flooding in many areas. AMR deployed 120 ambulances, 19 paratransit vehicles, and 16 Fixed Site Personnel to Stone Mountain, GA. Operations Support Teams and Communications Support Teams were also utilized.

The deployment lasted 7 days, from Oct. 8 to Oct. 14.

2017 Deployment - Hurricane Harvey

Hurricane Harvey is tied with Hurricane Katrina as the costliest tropical cyclone on record, inflicting at least \$125 billion in damage, primarily from catastrophic rainfall-triggered flooding in the Houston metropolitan area. It was the first major hurricane to make landfall in the United States since Wilma in 2005, ending a record 12-year span in which no hurricanes made landfall at such an intensity in the country. In a four-day period, many areas received more than 40 inches of rain as the system slowly meandered over eastern Texas and adjacent waters, causing unprecedented flooding. With peak accumulations of 60.58 in, Harvey was the wettest tropical cyclone on record in the United States. The resulting floods inundated hundreds of thousands of homes, displaced more than 30,000 people, and prompted more than 17,000 rescues. AMR was called on to respond with both ground and air ambulances.

2017 Deployment - Hurricane Irma

Prior to the demobilization of Harvey, Hurricane Irma threatened Puerto Rico, the U.S. Virgin Islands and the state of Florida. Hurricane Irma was an extremely powerful and catastrophic Cape Verde-type hurricane, the strongest observed in the Atlantic in terms of maximum sustained winds since Wilma, and the strongest storm on record to exist in the open Atlantic region. It was the first Category 5 hurricane to strike the Leeward Islands on record, followed by Hurricane Maria two weeks later, and is the second-costliest Caribbean hurricane on record, after Maria. AMR was again called to action and for the first time in the history of this contract, was deployed outside of the United States. In addition to supplying over 300 ground ambulances and nearly 150 paratransit vehicles, AMR supplied fixed site personnel and air assets to support operations in both Puerto Rico and the U.S. Virgin Islands.

2017 Deployment - Hurricane Maria

Hurricane Maria is regarded as the worst natural disaster on record in Dominica and Puerto Rico. The tenth-most intense Atlantic hurricane on record and the most intense tropical cyclone worldwide of 2017, Maria was the thirteenth named storm, eighth consecutive hurricane, fourth major hurricane, second Category 5 hurricane, and the deadliest storm of the hyperactive 2017 Atlantic hurricane season. At its peak, the hurricane caused catastrophic damage and numerous fatalities across the northeastern Caribbean, compounding recovery efforts in the areas of the Leeward Islands already struck by Hurricane Irma. AMR's response to Maria is the longest on record at 102 days. In addition to the lengthy response, resources were deployed outside of the continental U.S.

2017 Deployment - California Wildfires

The 2017 California wildfire season was the most destructive wildfire season on record, which saw multiple wildfires burning across California. A total of 9,133 fires burned 1,381,405 acres according to the California Department of Forestry and Fire Protection, including five of the 20 most destructive wildland-urban interface fires in the state's history. In October 2017, 250 wildfires ignited across Northern California, burning over 245,000 acres and causing more than \$9.4 billion in insured property losses, becoming the costliest group of wildfires on record. AMR was called on once again by FEMA to deploy in support of the state of California - a first for this contract - and responded by sending both ambulance and paratransit vehicles to Solano County, CA.



2018 Deployment - Hurricane Florence

Hurricane Florence was a powerful and long-lived Cape Verde hurricane that caused catastrophic damage in the Carolinas in September 2018, primarily as a result of freshwater flooding. Florence dropped a maximum total of 35.93 inches of rain in Elizabethtown, North Carolina, becoming the wettest tropical cyclone recorded in the Carolinas, and also the eighth-wettest overall in the contiguous United States. An unexpected bout of rapid intensification ensued on September 4-5, culminating with Florence becoming a Category 4 major hurricane on the Saffir-Simpson scale, with estimated maximum sustained winds of 130 mph. Federal EMS resources were deployed to four states: Georgia, Virginia, North Carolina and South Carolina.

2018 Deployment - Hurricane Michael

Hurricane Michael was the third-most intense Atlantic hurricane to make landfall in the United States in terms of pressure, behind the 1935 Labor Day hurricane and Hurricane Camille of 1969, as well as the strongest storm in terms of maximum sustained wind speed to strike the contiguous United States since Andrew in 1992. In addition, it was the strongest storm on record in the Florida Panhandle, and was the fourth-strongest landfalling hurricane in the contiguous United States, in terms of wind speed. Michael attained peak winds of 155 mph as it made landfall near Mexico Beach, Florida, on October 10, becoming the first to do so in the region as a Category 4 hurricane, and making landfall as the strongest storm of the season. At least 57 deaths in the US are attributed to Michael. Federal EMS assets were assigned to Florida and Georgia. In Florida, AMR provided 911 support services to 3 counties and community patient assessment services to 13 counties.

FAST FACTS

AMR/FEMA Deployments - Federal EMS Response

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)
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 Issac 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	
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

Hurricane Matthew 2016	
Deployed October 8 - October 14, 2016 (7 days)	19 paratransit vehicles deployed
FEMA contracted EMS in East Coast affected states	Staged at AMR cache site location
120 ground ambulances deployed (71% ALS, 29% BLS)	Fixed location support team EMTs and Paramedics also deployed
Hurricane Harvey 2017	
Deployed August 25 - September 8, 2017 (13 days)	54 air ambulances deployed
FEMA contracted EMS in Texas	363 ground ambulance missions
252 ground ambulances deployed (78% ALS, 22% BLS)	173 air missions
Hurricane Irma 2017	
Deployed September 7 - September 26, 2017 (19 days)	143 paratransit deployed
FEMA contracted EMS in Florida, Puerto Rico, U.S. Virgin Islands	350 ground ambulance and paratransit missions
325 ground ambulances deployed (70% ALS, 30% BLS)	First ever OCONUS deployment for air and fixed site assets
Hurricane Maria 2017 (Longest Federal EMS deployment in U.S. History)	
Deployed September 20 - December 31, 2017 (102 days)	6 fixed site personnel deployed
FEMA contracted EMS in Florida, Georgia, Puerto Rico, U.S. Virgin Islands	464 paratransit missions
55 paratransit vehicles deployed	180 air ambulance missions
California Wildfires 2017	
Deployed October 12 - October 19, 2017 (7 days)	15 paratransit vehicles deployed
FEMA contracted EMS in California	Staging area - Travis Air Force Base
114 ground ambulances deployed (75% ALS, 25% BLS)	First ever West Coast deployment
Hurricane Florence 2018	
Deployed September 11 - September 30, 2018 (18.5 days)	12 paratransit vehicles deployed
FEMA contracted EMS in N. Carolina, S. Carolina, Georgia, Virginia	30 air ambulances deployed
400 ground ambulances deployed (70% ALS, 30% BLS)	150 fixed site personnel deployed (110 EMTs, 40 Paramedics)
Hurricane Michael 2018	
Deployed October 10 - November 8, 2018 (29 days)	125 paratransit vehicles deployed
FEMA contracted EMS in Florida, Georgia	2 air ambulances deployed
368 ground ambulances deployed (70% ALS, 30% BLS)	Provided 911 services for multiple counties in Florida



AMR OFFICE OF EMERGENCY MANAGEMENT (OEM)

Name	Federal EMS Role	AMR Title
Mike Ragone	AMR National Incident Commander	Chief of Emergency Management
Steve Delahousey	AMR-FEMA Federal Liaison Officer	VP of Emergency Management
Phillip Mongeau	Operations Division	Director of Emergency Management
Marty Penney	Admin/Support Division	Director of Administration and Support
David Slatten	Planning Division	Federal Planning Emergency Manager
Troy Lambert	Network Division	Federal Ground Ambulance Emergency Manager
Ninette Dukelow	Network Administration	Federal EMS Administrative Specialist
Brett Dragun	Operations	Operations Manager
Anna Mire	Emergency Response Team	Federal Emergency Response Team Manager

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