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
- 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
- Patient Triage and Assessment
- Patient Treatment
- 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

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 Isaac
  - 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 backfill 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 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. 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 mobilization 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 150 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.

2017 Deployment - Hurricane Maria

2017 Deployment - California Wildfires

2018 Deployment - Hurricane Florence

2018 Deployment - Hurricane Michael

FAST FACTS

AMR/FEMA Deployments - Federal EMS Response

| Deployed August 18 - 25, 2007 (8 days) | 25 air ambulances (fixed and rotary wing) |
| Deployed area - San Antonio TX | 56 Paratransit vehicles (to provide 3,500 passenger seats) |

| Deployed August 4 - 15, 2008 (12 days) | 410 patient contacts |
| Deployed area - Texas | 1,170 patient contacts |
| Deployed area - Florida | 1,186 mission assignments |
| Deployed area - Louisiana | 300 ground ambulances responded from 30 states |
| Deployed area - Mississippi, Louisiana & Texas | In 2007 this was the largest EMS deployment in U.S. history |

| Deployed August 28 - September 12, 2008 (16 days) | 27 air ambulances (fixed and rotary wing) |
| Deployed area - Texas, Mississippi, Louisiana & Texas | 180 Paratransit vehicles (to provide 3,900 passenger seats) |
| Deployed area - Montana, South Dakota & Nebraska | 562 ground ambulances responded from 41 states |
| Deployed area - Oklahoma, Kansas, Missouri & Tennessee | 5 Forward Operating Bases established by AMR |

| Deployed September 9 - October 4, 2008 (25 days) | Ambulances responded from 34 states |
| Deployed area - Texas, Louisiana, Mississippi & Alabama | 163 Paratransit vehicles (to provide 3,000 passenger seats) |

| Deployed January 18-21, 2009 (4 days) | 25 air ambulances (fixed and rotary wing) |
| Deployed area - Washington DC and Maryland | 1,170 patient contacts |
| Deployed area - Virginia | 1,186 mission assignments |
| Deployed area - Florida | 300 ground ambulances responded from 30 states |
| Deployed area - Mississippi | 180 Paratransit vehicles (to provide 3,900 passenger seats) |
| Deployed area - South Carolina | 5 Forward Operating Bases established by AMR |

| Deployed August 26 - August 31, 2011 (6 days) | 1,170 patient contacts |
| Deployed area - New York City metropolitan area | 1,186 mission assignments |
| Deployed area - New York City | 306 mission assignments |
| Deployed area - New Jersey | 188 ground ambulances deployed (70% ALS, 30% BLS) |
| Deployed area - Puerto Rico | AMR evacuated 4 hospitals and 16 skilled nursing facilities |
| Deployed area - United States | 410 patient contacts |
| Deployed area - Louisiana | 410 patient contacts |
| Deployed area - Texas | 20 paratransit vehicles deployed |
| Deployed area - Louisiana | 46,471 patient contacts |
| Deployed area - Maryland | 20 paratransit vehicles deployed |
| Deployed area - Texas | 306 mission assignments |
| Deployed area - Louisiana | 20 paratransit vehicles deployed |
| Deployed area - Texas | 2,172 mission assignments |
| Deployed area - Louisiana | 306 mission assignments |
| Deployed area - Louisiana | 410 patient contacts |
| Deployed area - Texas | 46,471 patient contacts |
| Deployed area - Louisiana | Fixed location support team EMTs and Paramedics also deployed |

<p>| Deployed August 9 - 16, 2007 | 188 ground ambulances deployed (70% ALS, 30% BLS) |
| Deployed area - New York City metropolitan area | 4,561 patient contacts |
| Deployed area - New York City | 4,561 patient contacts |
| Deployed area - New York City metropolitan area | 1,540 mission assignments |
| Deployed area - New York City | 1,540 mission assignments |
| Deployed area - New York City metropolitan area | 2,172 mission assignments |
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| Deployed area - New York City metropolitan area | 410 patient contacts |
| Deployed area - New York City metropolitan area | 46,471 patient contacts |
| Deployed area - New York City metropolitan area | Fixed location support team EMTs and Paramedics also deployed |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Federal EMS Role</th>
<th>AMR Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike Ragone</td>
<td>AMR National Incident Commander</td>
<td>Chief of Emergency Management</td>
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<tr>
<td>Steve Delahousey</td>
<td>AMR-FEMA Federal Liaison Officer</td>
<td>VP of Emergency Management</td>
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<tr>
<td>Phillip Mongeau</td>
<td>Operations Division</td>
<td>Director of Emergency Management</td>
</tr>
<tr>
<td>Marty Penney</td>
<td>Admin/Support Division</td>
<td>Director of Administration and Support</td>
</tr>
<tr>
<td>David Slatten</td>
<td>Planning Division</td>
<td>Federal Planning Emergency Manager</td>
</tr>
<tr>
<td>Troy Lambert</td>
<td>Network Division</td>
<td>Federal Ground Ambulance Emergency Manager</td>
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<tr>
<td>Ninette Dukelow</td>
<td>Network Administration</td>
<td>Federal EMS Administrative Specialist</td>
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<tr>
<td>Brett Dragun</td>
<td>Operations</td>
<td>Operations Manager</td>
</tr>
<tr>
<td>Anna Mire</td>
<td>Emergency Response Team</td>
<td>Federal Emergency Response Team Manager</td>
</tr>
</tbody>
</table>

**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
- 20 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
- 365 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
- 25 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
- 14 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)
- 123 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
RESPONSIVE. RELIABLE. RESPECTED.

MISSION: Providing care to the world at a moment’s notice.