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1998/99 MEMBERSHIP SURVEY RESULTS

Total Responses: 33

1. What is the size of your operation?

<u>Vehicles</u>		<u>Vehicles</u>	
1-5	11	26-30	2
6-10	8	31-35	0
11-15	1	36-40	1
16-20	0	41 & Above	6
21-25	1		

2. In your opinion, what kind of job is the CAA doing in helping to serve the important needs of the ambulance industry?

<u>9</u>	Excellent Job
<u>22</u>	Good Job
<u>1</u>	Poor Job
<u>1</u>	Unknown

3. How valuable do you consider your overall membership in the CAA to be? Would you say it is...?

<u>15</u>	Very Valuable
<u>16</u>	Valuable
<u>0</u>	Not Valuable
<u>2</u>	Unknown

4. How important to you and your organization is each of the following characteristics of the CAA?

RATING	1-Extremely Important	2-Important	3-Not Important
RATING	1	2	3
a. Confidence in the Association's elected Board of Directors and voluntary leadership.	23	9	1
b. Effectiveness of the Association's committees.	21	11	1
c. Effectiveness of professional Staff in working With the membership and understanding of industry problems.	24	8	1
d. Planning for the future of the ambulance industry.	27	5	1
e. Interest in the opinions of members.	12	18	3
f. Keeping abreast of problems and changes in the Ambulance industry.	28	4	1
g. Providing useful services to its members.	18	14	1
h. Value of educational Programs.	12	18	3
i. Public and media relations activities on Behalf of the ambulance industry.	17	13	3
j. Effectiveness in dealing with government agencies.	20	1	1

5. How would you rate the performance of the CAA on each of the following characteristics?

RATING	1-Excellent	2-Good	3-Poor	4-Unknown
RATING	1	2	3	4
a. Confidence in the Association's elected Board of Directors and voluntary leadership.	14	13	1	4
b. Effectiveness of the Association's committees.	6	20	2	4
c. Effectiveness of professional staff in working with the membership and understanding of industry problems	14	15	2	1

RATING	1-Excellent 3-Poor		2-Good 4-Unknown	
	1	2	3	4
d. Planning for the future of the ambulance industry	10	18	4	0
e. Interest in the opinions of members.	9	17	5	1
f. Keeping abreast of problems and changes in the ambulance industry	20	9	3	0
g. Providing useful services to its members.	7	20	3	2
h. Value of educational programs.	4	21	4	3
i. Public and media relations activities on behalf of the ambulance industry.	5	17	5	5
j. Effectiveness in dealing with government agencies.	11	16	3	2

THE FOLLOWING QUESTIONS PERTAIN TO SERVICES AND PROGRAMS PROVIDED TO THE MEMBERSHIP OF CAA:

6. The CAA holds bi-monthly meetings and an annual conference. How many times a year do you attend?

0	1	2	3	4	5	6
6	9	3	2	3	4	4

How would you rate these meetings on the following categories:

a. Frequency of meetings:	Too many	1	Too few	0	Adequate	26
b. Duration of meetings:	Too long	3	Too short	0	Adequate	24

7. The CAA publishes The Siren magazine, and updates the membership through special mailings, broadcast faxes, e-mail and the web page (www.the-caa.org). How would you rate these communications in the following categories:

RATING	Excellent	Fair	Poor
a. Frequency of <u>The Siren</u> .	4	22	3
b. Content of <u>The Siren</u> .	8	20	0
c. Design and format of the CAA Web Site.	10	13	0
d. Frequency of special mailing, broadcast faxes, e-mails	20	9	2
	Frequently	Occasionally	Never
e. How often do you access the CAA web site?	4	15	12

8. Would you prefer to receive you information by E-Mail?

19 Yes 11 No

9. The following organizations offer group programs as a benefit to our members and the CAA. Please indicate which programs you participate in:

- 0 I.C. Systems-Collection Agency.
16 State Compensation Insurance Fund-Group Worker's Compensation Policy.
1 American Agency Consulting-Employee Relations Consultation.
7 California Association of Employers-Employee Relations Consultation.

10. The CAA is investigating the feasibility of group purchasing in the following areas. Please indicate if you would participate in a program if it were offered. Please note, some of these programs are already being offered:

Insurance	<u>15</u>	Yes	<u>9</u>	No
Industrial Relations	<u>12</u>	Yes	<u>11</u>	No
Products and Services	<u>17</u>	Yes	<u>5</u>	No
Legal Consulting	<u>12</u>	Yes	<u>12</u>	No
Telephone Services	<u>5</u>	Yes	<u>17</u>	No
Collection Agencies	<u>6</u>	Yes	<u>17</u>	No
Printing	<u>7</u>	Yes	<u>15</u>	No

Please list any other group programs you feel would benefit your company:

- ◆ Employee Health Ins.

11. Following is a list of our commercial members. Please indicate which ones you conduct business with:

- 1 American Capital Enterprises
- 3 American TriTech
- 6 Bay Area Credit Service
- 7 Cindy Elbert Insurance Service
- 0 Firststar Equipment Finance Corp.
- 19 Leader Industries Ambulance Manufacturing
- 14 Life Assist, Inc.
- 2 Medical Transportation Insurance Professionals
- 13 Pro Med, Inc.
- 2 Samaritan Training Center
- 15 State Compensation Insurance Fund
- 11 Wheeled Coach Industries, Inc.
- 4 Wittman Enterprises
- 9 Zoll Medical/Westech Mobile Solutions

12. Please list other vendors that you do business with:

- ◆ Air Liquide America
- ◆ B-A Auto Parts
- ◆ Bergren Law Offices
- ◆ BFI
- ◆ Boise Cascade
- ◆ Bound Free
- ◆ CFN
- ◆ CMRE Financial Services
- ◆ Dyna Med
- ◆ General Medical
- ◆ Hawke
- ◆ Hudson Respiratory Care Inc.
- ◆ Larry Reeves Ins.
- ◆ Lecent Tec
- ◆ Marque Ambulance Manufacturing
- ◆ Matrix
- ◆ McKessonHBOC Medical Group
- ◆ MDX Matrex
- ◆ Moore Medical
- ◆ National Safety Council
- ◆ Pacific Pride
- ◆ Physio Control
- ◆ Pro Products
- ◆ San Joaquin Valley Ins.
- ◆ Savelink
- ◆ Sun-Belt Medical
- ◆ Translink

General Comments

- ◆ Belonging to CAA in the last few years has been very beneficial to me. The experience of coming to know other members and to work with them on committees is very valuable.
- ◆ We seem to always be reacting for something. I would like to see more strategic Planning in 1 year, 2 years, 5 years, etc. (measurable goals).
- ◆ I feel the CAA is not dealing with Medicare NHIC in a forceful or meaningful manner.
- ◆ I would like to see some type of programs to help billers understand Medicare/Medical & I don't mean a half day type class maybe have the education committee come up with seminars that are specific to certain areas of the business i.e. ops-fleet-training. Just an idea.
- ◆ Our small privately owned company thinks the CAA is doing a great job! And we are very pleased to be members.
- ◆ I realize these are trying times for our industry, however, we have faith in the leadership of CAA and believe we will continue if we remain united.
- ◆ I was unable to answer some of the questions. Due to the fact that I have only attended one meeting, but what I did see I liked.
- ◆ The web page is a great Idea, but some links to other EMS & Ambulance information would be valuable.

Comments Received at Membership Forum 7/20/99

- ◆ Attract new members. Find out what members want.
- ◆ Need consistent and regular funding for PAC.
- ◆ Provide services to members cost effectively.
- ◆ Encourage new members to join committees and attend meetings.
- ◆ Fund Research.
- ◆ Address Training Schools issues.
- ◆ Review meeting location policies - more meetings in the south.
- ◆ Keep open dialogue with members.
- ◆ Address Medicare / Medi-Cal issues.
- ◆ Develop new member orientation including history of CAA.