

# Siren

FALL 2017

A PUBLICATION OF THE CALIFORNIA AMBULANCE ASSOCIATION





### CAA Vision

Assure delivery of excellent pre-hospital care to the people of California by promoting recognized industry best practices.

### CAA Mission

- Serve as the voice and resource on behalf of private enterprise emergency and non-emergency ambulance services.
- Promote high quality, efficient and medically appropriate patient care.
- Advocate the value that pre-hospital care provides in achieving positive patient outcomes.
- Promote effective and fiscally responsible EMS systems and establish standards for system design.

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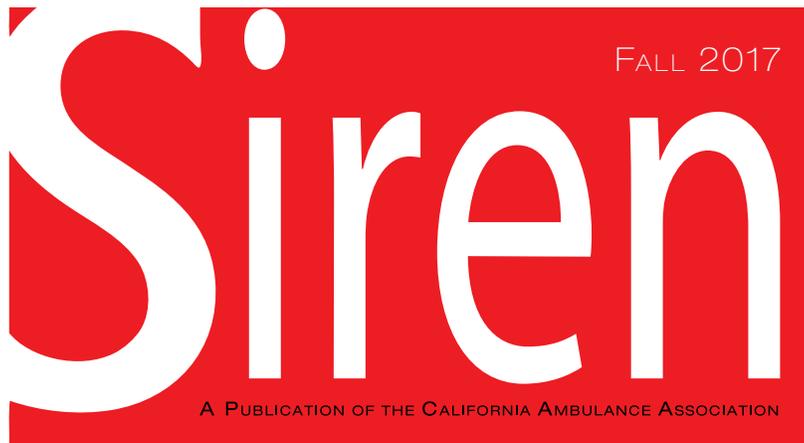
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## Editorial Information

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Circulation among California's private ambulance providers, elected officials and EMSA administrators.

# Chair's Message



**Eb Muncy** | *Chair of the Board*

**T**he last major task I performed as CAA's Chairman of the Board was to draft and present the amended bylaws to the Board of Directors for their approval and presentation to the membership. The input I received from the Board during this bylaw review process was invaluable. Ross Elliott has written a good article on the major changes to the bylaws including the reason for the changes. Please read Ross's article, on page 14. More importantly, cast your vote adopting the bylaw revision. If you have any questions regarding the new bylaws, please call me and I will be happy to discuss the matter with you. My office phone number is (760) 256-6854.

This will be my last Chair's Message. I would like to thank the membership of the California Ambulance Association for honoring me with their trust and electing me as Chairman. I really enjoyed my time as a Corporate Officer and eventually Chairman of the Board.

I want to thank the Board of Directors and the various Chairpersons of the Committees for all the hard work they

have done. I would also like to thank the staff at CAMS and especially Kim Oreno. They have done an outstanding job keeping the CAA finely-tuned. Chris Micheli has been an outstanding lobbyist, especially this year with AB 263 and our sponsored bills. Without Chris's efforts, Ross and the membership of CAA would have had to work a lot harder to protect our interests in Sacramento.

My final thanks goes to Ross Elliott. I don't know where to begin. Ross was fairly new to the CAA when I became Chairman. Looking back, all the things he has implemented during the last two years have made CAA much stronger. I know many of you recognize the quality of person Ross is, but as Chairman I don't think I could have had any better person as the Executive Director. The professionalism he brings has made CAA a top notch organization that is recognized as the voice for the private ambulance industry.

I may be stepping down as Chairman, but I still intend to be active in the CAA. It is a great organization, and the people I have met will be considered lifetime friends. ✨

The California Ambulance Association is now welcoming non-members to subscribe to the *Siren* magazine. Published quarterly, the *Siren* is a comprehensive source of information on issues that are important to the ambulance industry. Contents include feature articles, association educational and networking events, legislative updates and analysis, member news and much more.



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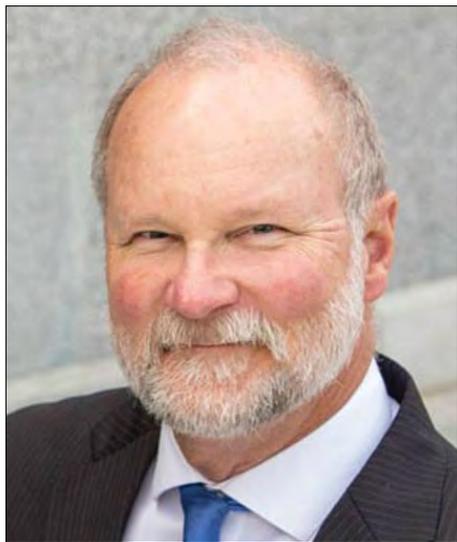
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# Executive Director's Report



**Ross Elliott** | Executive Director

Concerns over the so called *Fire Alliance Model* were first shared with CAA membership in the Winter 2016 edition of Siren magazine.

The *Fire Alliance Model* is a process where a fire department/district bypasses the LEMSA's normal RFP process for selecting exclusive operational area (EOA) contracts for ambulance service. The normal process is bypassed when a fire department/district selects an ambulance company partner long before the LEMSA RFP is issued.

The lack of state EMS Authority oversight of the fire department's selection process: 1) raises concerns about ambulance companies' ability to fairly compete for a contract; and 2) weakens or eliminates immunity from anti-trust claims. Additionally, the *Fire Alliance Model* potentially weakens a private ambulance company's standing/autonomy in the local EMS system and makes the company subordinate to the fire department.

A *Fire Alliance Model* has been implemented in Contra Costa County. Seemingly, interest in the *Fire Alliance Model* continues to grow.

Alameda County pursued implementation of the *model*, but EMSA put a stop to it. EMSA did approve a traditional RFP for Alameda and delayed taking action on the proposed *fire alliance* RFP until an opinion from the Attorney General is rendered. That could take years. Alameda has since withdrawn both RFP proposals and instead revised and extended its contract with the existing EOA ambulance provider. Within the past few weeks, EMSA is taking exception to that action by Alameda County, citing concerns over the lack of a fair competitive process because of changes to the contract provisions. It appears that Alameda is being

strongly encouraged by EMSA to conduct a traditional RFP process within the coming months.

Sparks are now flying in Sonoma County. A July 9 article in *The Press Democrat* alludes to controversy over a proposed ambulance ordinance. At least one member of the Board of Supervisors is reported as implying, *the draft ordinance does not do enough to protect the financial viability of ambulance services provided by local fire districts, and is calling for a complete redo of the draft ordinance that does not put public ambulances in direct competition with private operators.* Wow! If that's accurate, the political influence in Sonoma County surely is leaning in favor of fire departments. A move towards the *fire alliance model* may be in the works there.

An article appearing in *EMS World* on May 26 suggests that the *fire alliance model* is being developed in Santa Cruz County. The EOA contract with AMR expires in September 2018 and the County is "rethinking how services are provided..." Further, the article states, "A group known as the Santa Cruz County Fire Chiefs Association, is weighing taking a leadership role in delivering EMS services. To that end, they have jointly hired a consultant to study the financial feasibility and deployment model of such a move." To me, this has *fire alliance model* written all over it.

The CAA will be watching the developments in these counties and will be sharing relevant information with the membership from time to time. The counties must be held accountable to ensure that competitive processes are fair and give all qualified competitors an equal chance to win the business and be the exclusive provider. ✱



**Chris Micheli** | Legislative Advocate

# What Labor and Employment Bill Threaten California Businesses?

**A**s the 2017 California Legislative Session has passed the half-way point, the business community should be concerned about those bills that could present new, burdensome changes in state labor and employment laws. These measures represent significant financial and legal liability for California employers, despite more than one hundred new laws in this policy area that have been enacted during the past few years.

Labor law changes or additions are introduced each year of the legislative session and businesses barely have time to implement changes before another set of new laws get enacted. Looking back at the last few Legislative Sessions, we have the following data:

**2017 Session** – 75 bills introduced by February 17 deadline to amend or add provisions to the Labor Code

**2015-2016 Session** – 148 bills introduced to amend or add provisions to the Labor Code. 64 new laws were enacted.

**2013-2014 Session** – 137 bills introduced to amend or add provisions to the Labor Code. 63 new laws were enacted.

**2011-2012 Session** – 154 bills introduced to amend or add provisions

to the Labor Code. 56 new laws were enacted.

**2009-2010 Session** – 136 bills introduced to amend or add provisions to the Labor Code. 28 new laws were enacted.

### BILLS OF INTEREST

The following are some of the key bills that remain in the second half of this Session:

#### **AB 168 (Eggman)**

This bill would prohibit an employer from seeking salary history information about an applicant for employment and would require an employer, upon reasonable request, to provide the pay scale for a position to an applicant for employment. The bill would apply to all employers, including state and local government employers and the Legislature. The bill would specify that a violation of its provisions would not be subject to the misdemeanor provision.

#### **AB 450 (Chiu)**

This bill would impose various requirements on public and private employers with regard to federal immigration agency immigration worksite enforcement actions. Except as otherwise required by federal law, the bill would prohibit an employer from providing a federal immigration enforcement agent

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# Legislative Update

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access to nonpublic areas of a place of labor without a warrant and, except as otherwise provided by federal law, would prohibit an employer from providing voluntary access to a federal government immigration enforcement agent to the employer's employee records without a subpoena. The bill, except as prohibited by federal law, would require an employer to provide an employee, and the employee's representative, a written notice containing specified information, in the language the employer normally uses to communicate employment information, of an inspection of I-9 Employment Eligibility Verification forms or other employment records conducted by a federal immigration agency within 24 hours of receiving the federal notice of inspection. The bill would require an employer to provide to an affected employee, and to the employee's representative, a copy of the written federal immigration agency notice that provides for the inspection and written notice of the obligations of the employer and the affected employee arising from the action, as specified. The bill would prescribe penalties for failure to satisfy requirements and prohibitions of not less than \$2,000 or more than \$5,000 for a first violation and not less than \$5,000 or more than \$10,000 for each subsequent violation, to be recoverable by the Labor Commissioner. The bill would authorize the Labor Commissioner to waive or lower the fine for permitting access to nonpublic areas of a place of labor without a judicial warrant, as specified.

The bill would require an employer to notify the Labor Commissioner of a federal government immigration agency immigration worksite enforcement action within 24 hours of receiving notice of the action and, if the employer does not receive advance notice, to immediately notify the Labor Commissioner and the employees' representative upon learning of the action, unless prohibited by federal law. The bill would require an employer to notify the Labor Commissioner before conducting a self-audit or inspection of

specified employment eligibility verification forms, and before checking the employee work authorization documents of a current employee, unless otherwise required by federal law. The bill would prohibit an employer from reverifying the employment eligibility of a current employee at a time or in a manner not required by specified federal law. The bill would prescribe penalties for failure to satisfy requirements and prohibitions of not less than \$2,000 or more than \$5,000 for a first violation and not less than \$5,000 or more than \$10,000 for each subsequent violation, to be recoverable by the Labor Commissioner.



## **AB 1008 (McCarty)**

This bill would repeal the prohibition on a state or local agency from asking an applicant for employment to disclose information regarding a criminal conviction, as described above. The bill would, instead, provide it is an unlawful employment practice under FEHA for an employer to include on any application for employment any question that seeks the disclosure of an applicant's criminal history, to inquire into or consider the conviction history of an applicant until that applicant has received a conditional offer, and, when conducting a conviction history background check, to consider, distribute, or disseminate specified information related to prior criminal convictions, except as provided.

This bill would also require an employer who intends to deny an application a position of employment solely or in part because of the applicant's prior conviction of a crime to make an individualized assessment of whether the applicant's conviction history has a direct and adverse relationship with the specific duties of the job, and to consider certain topics when making that assessment. The bill would require that, if an employer makes a preliminary determination based on that individualized assessment to deny the applicant employment, the employer must notify the applicant of the reasons for that preliminary decision. The bill would authorize an applicant to respond to that notification within 10 days with information that challenges the accuracy of the information in the notification or that includes specified mitigation or rehabilitation evidence. The bill would require an employer to consider information submitted by the applicant before making a final decision. The bill would require an employer who has made a final decision to deny employment to the applicant to notify the applicant in writing of specified topics. The bill would exempt specified positions of employment from the provisions of the bill.

## **AB 1209 (Gonzalez Fletcher)**

This bill would require, on and after July 1, 2019, and annually thereafter, that an employer that is required to file a statement of information with the Secretary of State and that has 500 or more employees to in California collect specified information on gender pay differentials. The bill would require the employer to submit the information annually to the Secretary of State as specified. The bill would require the Secretary of State to publish the information described above on an Internet Web site available to the public upon receiving necessary funding and establishing adequate mechanisms and procedures.

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## Legislative Update

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### **AB 1565 (Thurmond)**

This bill would exempt from overtime compensation an executive, administrative, or professional employee, if the employee earns a monthly salary equivalent to either \$3,956 or an amount no less than twice the state minimum wage for full-time employment, as defined, whichever amount is higher.

### **SB 63 (Jackson)**

This bill would prohibit an employer, as defined, from refusing to allow an employee with more than 12 months of service with the employer, who has at least 1,250 hours of service with the employer during the previous 12-month period, and who works at a worksite in which the employer employs at least 20 employees within 75 miles, to take up to 12 weeks of parental leave to bond with a new child within one year of the child's birth, adoption, or foster care placement. The bill would also prohibit an employer from refusing to maintain and pay for coverage under a group health plan for an employee who takes this leave. The bill would allow the employer to recover coverage costs under specific circumstances. The bill would provide that it would not apply to an employee who is subject to both specified state law regarding family care and medical leave, and the federal Family and Medical Leave Act of 1993. Under the bill, if the employer employs both parents they are entitled to leave pursuant to this bill for the same birth, adoption, or foster care placement, the parents' mandated parental leave would be capped at the amount granted to an employee by the bill.

This bill would also prohibit an employer from refusing to hire, or from discharging, fining, suspending, expelling, or discriminating against, an individual for exercising the right to parental leave provided by this bill or giving information or testimony as to his or her own parental leave, or another person's parental leave, in an inquiry or proceeding related to rights guaranteed under this bill. \*

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# CAA Expands Scope – Studies Important Operational Issues

Ross Elliott | CAA Executive Director

A new committee within the CAA has been formed, and it is setting its sight on being an extremely valuable asset and source of information for CAA members. Officially created in October 2016, the **Data, Operations, and Quality Standards (DOQ) Committee**'s mission is to share best practices and educate the membership regarding the most updated information related to data, operations, and quality standards, policies, and processes.

CAA Board member Steve Melander from American Ambulance is the committee chair. Steve has assembled a top-notch group of people to serve on the committee, including: David Konieczny, McCormick Ambulance; Brian Meader, Medic Ambulance Service, Inc.; Myron Smith, Hall Ambulance Service, Inc.; and Paul Willette, Patterson District Ambulance. These "heavy hitters" are tackling some key operational issues common to all companies. The DOQ Committee will be providing timely and important best-practices information to members.

Two key issues are being studied, initially: OSHA compliance/workplace violence prevention, and Drug Enforcement Agency (DEA) compliance. Regarding OSHA, the committee is discussing workplace violence prevention, de-escalation tactics, developing a checklist of Cal OSHA required plans and documents, and fatigue prevention documents. The current goal is to develop sample templates that member-companies can use for: an Injury & Illness Prevention Program, an Exposure Control Plan, an Aerosol Transmissible Diseases Plan, a Heat Exposure Plan, and a Workplace Violence Prevention Plan.

Additionally, handling of controlled substances is a must for many in the ambulance business. Developing workable internal procedures that comply with complex DEA regulations can be tricky. The DOQ Committee can help with this. They are putting together strategies and best-practices to achieve DEA compliance.

Fruits of the DOQ Committee's labor can be seen at the upcoming CAA Annual Convention and Reimbursement Conference in September. Rick Carvalho from American Ambulance will be presenting workplace violence prevention strategies which will include information on active shooter situations. Myron Smith from Hall Ambulance will give insights and tips on surviving a DEA audit. And, as a bonus, Edgar Escobedo from American Ambulance will be sharing the success they are experiencing with the *Just Culture*

initiative. These presentations are a result of the DOQ Committee's efforts. This will be the first opportunity for the committee to widely share its information with the CAA membership.

The focus of the committee's work for the next year is now being discussed. They are considering developing best practices/template for customer surveys and "how to" guidance information. Further, they are giving consideration to developing waste management strategies, a HIPPA threat assessment, and perhaps a standardized exit interview. Whichever direction they go, the DOQ Committee will surely be working on a product that provides great value to CAA members.

Members with questions or to provide input on the committee's activities may contact Steve Melander at American Ambulance. \*



## NEW Members for 2017

**American Professional Ambulance Corporation**  
*Van Nuys*

**MedCoast Ambulance Service**  
*Santa Fe Springs*

**Emergency Ambulance Service**  
*Brea*

**MedReach, Inc.**  
*Rancho Dominguez*

**Hi-Tech Emergency Vehicle Service, Inc.**  
*Oakdale*

**Millennium Medical Billing**  
*Visalia*

**Imperial Ambulance**  
*Porterville*

**Patterson District Ambulance**  
*Patterson*

**Liberty Ambulance**  
*Downey*

**Symons Ambulance**  
*San Bernardino*

Comments or questions about membership applications should be directed to: Kim Oreno: [koreno@the-caa.org](mailto:koreno@the-caa.org).



# 2017 CAA Elections Slate of Candidates

CAA Active members have received their official ballots for the 2017-2018 California Ambulance Association elections. Active members are eligible to vote for candidates seeking election as Officers of the Association, Directors of the Board and members of the Ethics & Professionalism Committee.

In accordance with the bylaws, elections are conducted by mail only **NO LATER** than September 15, 2017 with any ties being broken by the Active membership in attendance at the Annual Membership Meeting that will be held on September 20, 2017 at Paradise Point Resort, San Diego. This gives every active member the opportunity to exercise their right to vote whether or not they are present at the Annual Membership Meeting.

We encourage you to review the enclosed statements prior to making your decision. ✱

Following are nominees for election to serve the CAA during its 2017-2018 operating year. Candidates were formally ratified by the Board of Directors on August 15, 2017. Results will be announced during the Annual Meeting of the Membership which will be held on September 20, 2017 at Paradise Point Resort, San Diego. ✱

**Thank you for your time and participation in the CAA!**

## California Ambulance Association 2017-2018 CAA Elections — SLATE OF CANDIDATES —

<b>NOMINEES FOR THE BOARD OF DIRECTORS</b> (four positions, two-year terms):			
<input type="radio"/>	Steve Grau	Royal Ambulance Service, Inc.	San Leandro, CA
<input type="radio"/>	Alan McNany*	American Legion Post #108 Ambulance	Sutter Creek, CA
<input type="radio"/>	James Pierson	Medic Ambulance Service, Inc.	Solano, CA
<input type="radio"/>	Todd Valeri*	American Ambulance	Fresno, CA
<b>NOMINEES FOR THE ETHICS &amp; PROFESSIONALISM COMMITTEE</b> (one position, two-year term):			
<input type="radio"/>	No Nomination		
<b>NOMINEES FOR OFFICER POSITIONS</b> (one-year term for each position):			
CHAIR:			
<input type="radio"/>	Alan McNany*	American Legion Post #108 Ambulance	Sutter Creek, CA
VICE CHAIR:			
<input type="radio"/>	Todd Valeri*	American Ambulance	Fresno, CA
SECRETARY/TREASURER:			
<input type="radio"/>	Ed Guzman	Sierra Ambulance Service, Inc.	Oakhurst, CA
* Must be elected to the Board of Directors to be qualified to hold the position of officer of the Board of Directors.			

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# CAA Elections

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— Alan McNary\* —

American Legion Post #108 Ambulance  
Sutter Creek, CA

Candidate for Chair  
(One-Year Term)

Candidate for Board of Directors  
(Two-Year Term)

**F**ellow Members, I have over 30 years' experience in EMS. My current position is Executive Vice President of American Legion Ambulance Service. I have been on the CAA Board of Directors for the last 10 years'. I have a passion for the EMS industry and believe in providing the best patient care possible in the pre-hospital setting. I have 20 years of executive management experience along with 10 years as a field paramedic and volunteer firefighter, chief officer. Our industry has had major changes over the past decade and I believe the future of EMS will continue to change. It is my goal to represent the ambulance industry in California to meet the challenges of the future. I will continue to directly address and promote what is correct and prudent for our industry, including reimbursement at a proper level, employee safety and working conditions, and an expanded scope of practice. I would greatly appreciate your support in my nomination as CAA chairperson. \*

\*Must be elected to the Board of Directors to serve as Chair of the Board.



— Todd Valeri\* —

American Ambulance  
Fresno, CA

Candidate for Vice-Chair  
(One-Year Term)

Candidate for Board of Directors  
(Two-Year Term)

**I**want to support you and your business as a California Ambulance Association Board Member and Vice Chairperson. I have worked in EMS for 35 years. Within American Ambulance, I have worked at nearly every level in the organization and am now the President/CEO with nearly 700 employees operating more than 100 ambulances on the ground and in the air. We provide the full continuum of ambulance services from BLS to Critical Care Air Ambulance, and serve a mixture of urban and rural communities. Given the diversity of the services we offer, chances are you and I are dealing with many of the same issues. I have a good understanding of your perspective and I want to help. For years, my focus had been our business and our region. Eventually, I realized the importance and the need for people to step-up and support our shared interests through the CAA. I have been involved as a Board Member, Ethics and Professionalism Committee Member, and Legislative Committee Member. I don't have all the answers to the issues we face, but I promise to work hard to do what I can to help and protect the

private ambulance industry in California. I am a licensed paramedic, which allows me stay in touch with many of the field provider issues. My MBA training and experience on other local boards, gives me the professional skills needed to be a productive and active participant on the CAA Board. All providers in this state know we face many new challenges. We must work as a collaborative body to improve and adjust our services and get our concerns addressed. It would be an honor to continue on the CAA's Board and I promise to give my full effort and attention to the job. \*

\*Must be elected to the Board of Directors to serve as Vice Chair of the Board.



— Edward Guzman —

Sierra Ambulance Service, Inc.  
Oakhurst, CA

Candidate for Secretary/Treasurer  
(One-Year Term)

Candidate for Board of Directors  
(Two-Year Term)

**I**t has been my honor to serve the CAA as a director for the last six years. I have been an active CAA member since 1998 and am the general manager/executive director of Sierra Ambulance Service. Sierra is a 501c3 non-profit organization serving

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# CAA Elections

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eastern Madera County. I have been with Sierra since 1991 and have been the manager since 1997. Prior to my experience here in Oakhurst at Sierra Ambulance, I worked in San Diego City and County for Medevac Ambulance and later for Hartson. I have been a private ambulance guy since my first EMT job with Rand Brooks and Professional Ambulance in 1977. I am a proud product of L.A. Unified, East Los Angeles College and Cal State Fresno. I have been a licensed paramedic since 1981. I have enjoyed being a part of the CAA leadership team. They are a talented and committed group. As all of you know, we face great challenges ahead as we balance quality service with declining reimbursements and increasing costs of operation. I look forward to working with our board of directors and the entire CAA membership in confronting these obstacles. I believe our organization has the talent, the drive and the commitment to meet these challenges. \*



— Steve Grau —  
 Royal Ambulance Service, Inc.  
 San Leandro, CA

Candidate for Board of Directors  
*(Two-Year Term)*

**F**or the last 12 years, I have focused on building a medical transportation company that is rooted in good ethical values and driven by positively impacting the patient experience. I have also remained focused on customer development and the growth and development of Royal's aspiring

healthcare leaders. I have joined CAA when Royal was a few years old and operated 4 ambulances and a few thousand annual transports, today we are on trajectory of over 50,000 medical transports for the year. Over this 12 year period Royal has been awarded multiple accolades that I have been very proud of. This includes making the Inc. Magazine Fastest Growing Private Companies List as well as receiving the SF Business Times & The Silicon Valley Business Journal Best Places to Work in Bay Area award for the last 3 years in a row.

None of that would have been possible without the California Ambulance Association and its members who have shared their insight, provided me with guidance and supported me by sharing best practices. I feel that it's my time to give back to the community which provided and cared for me. If selected to be on the board, I will provide insight, share my experience and will always give 100% to helping bring value to the organization and its members. I have previously served on the Membership Development Committee. Thank you for your consideration. \*





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September 19<sup>th</sup> begins CAA's 69<sup>th</sup> Annual Convention. This year's venue is the beautiful Paradise Point Resort & Spa in San Diego. Located on a 44-acre island in the middle of Mission Bay, the resort features comfortable bungalow-style rooms amidst lush, tropical gardens, tranquil lagoons, and one mile of sandy beach. Scattered across the island are five swimming pools, beach bon fire pits, a marina, five dining venues, an award-winning spa and endless recreation options. Paradise Point and its amenities offer a unique San Diego vacation experience for both families and couples with a location that is secluded, yet centrally situated; the airport, downtown San Diego, Sea World, the Zoo, and other top attractions are all just minutes away.



Similar to last year, the Convention features three tracks: Executive, Operations, and Reimbursement. Each track is filled with outstanding speakers and topics, including state-specific issues that will help ambulance companies thrive in the changing EMS environment.

The Convention also features two nationally prominent keynote speakers, one for each day of the convention meetings.



Kevin Lacz, former Navy SEAL will open the Convention on Wednesday, September 20. Kevin will share the story of his transformation from a struggling undergrad to honor student and college graduate following his years of service. Kevin will share anecdotes from his two tours of duty on SEAL

Team Three as a sniper and medic in dangerous combat zones with fellow SEAL, Chris Kyle, subject of the critically acclaimed film *American Sniper*. His presentation is engaging and inspiring, and landing him as a keynote speaker for this Convention was no small task.



Matt Zavadsky is the Chief Strategic Integration Officer for MedStar Mobile Healthcare, and he will open Day 2 of the Convention. Matt has more than 35 years' experience in EMS and holds a master's degree in Health Service Administration with a graduate certificate in Health Care Data

Management. Matt has helped guide the implementation of several innovative programs with healthcare partners and is leading the nationwide charge of payment reform and mobile integrated healthcare (community paramedics). He is nationally renowned in EMS, and he brings a wealth of information and insights to share with Convention attendees.

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# Feature Article

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Other nationally prominent speakers presenting at the Convention include: Asbel Montes, Acadian Ambulance; Doug Wolfberg, Page, Wolfberg & Wirth; Tristan North, American Ambulance Association; Scott Moore, EMS Resource Advisors; and Bill Richardson, Compligent. In addition to the folks sharing the national spotlight, 18 other presenters who hold leadership positions in EMS in California will round out this year's Convention faculty. Each session has been carefully selected and designed to provide Convention attendees with tangible, relevant information and insights that they can use to improve their business/organization.

Once again, the Annual Convention incorporates the *Raymond Lim/Jim McNeal Memorial Golf Tournament*. It will be played at the beautiful Riverwalk Golf Club, just a few minutes' drive from Paradise Point Resort. Riverwalk is distinctive in character but consistent in quality, every hole was meticulously designed by Ted Robinson, Sr. and Jr. in the old style, leaving the terrain completely natural. The course boasts mature stands of palm, oak and eucalyptus trees framing undulating fairways and manicured greens, with numerous wetland areas, nearly 100 bunkers and an array of picturesque water features. While challenging for low handicappers, the course offers multiple tees on each hole, ensuring an enjoyable experience for golfers of all abilities.



A new and special feature has been added to the Annual Convention this year – a *Night Out With the San Diego Padres*. The Padres have a home game on September 19, and Convention attendees can sign-up for this pre-conference event. Their home field, Petco Park, is spectacular in every way, combining the best sight lines in baseball with breathtaking views of San Diego. Architecturally magnificent, it celebrates the sea, the sky, the natural beauty, cultural diversity and unique spirit of our region. The CAA has reserved the T-Mobile Home Run Deck, located just behind the wall in right-center field, for our group. This night-before-the-convention event is a perfect way to network and reconnect with friends and colleagues, while relaxing and enjoying the fun of a Major League Baseball game.



Some changes have been made this year in planning the Convention. First of all, the CAA has created a Conference Committee, specifically to create and produce the annual convention, which is chaired by Jimmy Pierson from Medic Ambulance. Jimmy has spearheaded this effort with enthusiasm, boundless energy, and creativity. The changes are all intended to add value for the attendees.

This year, the Convention is two full days, instead of 1½ days, as in years past. More information is being offered with no appreciable difference in registration costs. Members will be honored this year with more awards and recognition. Our members do an extraordinary job at providing service, and the Convention is an appropriate time and venue to recognize them.

The quality of the speakers and the breadth of topics to be presented at the 69<sup>TH</sup> Annual Convention is astonishing; this event is equal or better in quality to other top statewide events. Showcasing the CAA's Convention by attracting other stakeholders in California EMS, beyond just ambulance providers will help to demonstrate the value, prominence, and importance of the Association. In the past, the non-member registration fees have been prohibitively high, and consequently the past Conventions have been primarily attended by only members. This year, the non-member registration fees have been significantly lowered to attract more interest. It is believed that the Annual Conference is of such great value and quality that it will serve as a recruitment tool to entice new members into the Association.

As non-member registration fees were lowered and member registration fees maintained at an affordable level, vendor/sponsor fees have increased. Without the generosity and support we get from our vendors and sponsors, the Convention would not be possible. At the time this article was written, Elite Sponsors included: Zoll, Stryker, Medic Ambulance, and DerManouel Insurance Group. There are four other levels of sponsorship. We thank and appreciate all of our sponsors.

More information about the Convention, online registration information, hotel reservation information, deadlines, and opportunities for sponsorship are available on the CAA's website at: [www.the-caa.org/news\\_events.asp](http://www.the-caa.org/news_events.asp). \*

# Proposed Updated and Revised CAA Bylaws

**Ross Elliott** | CAA Executive Director

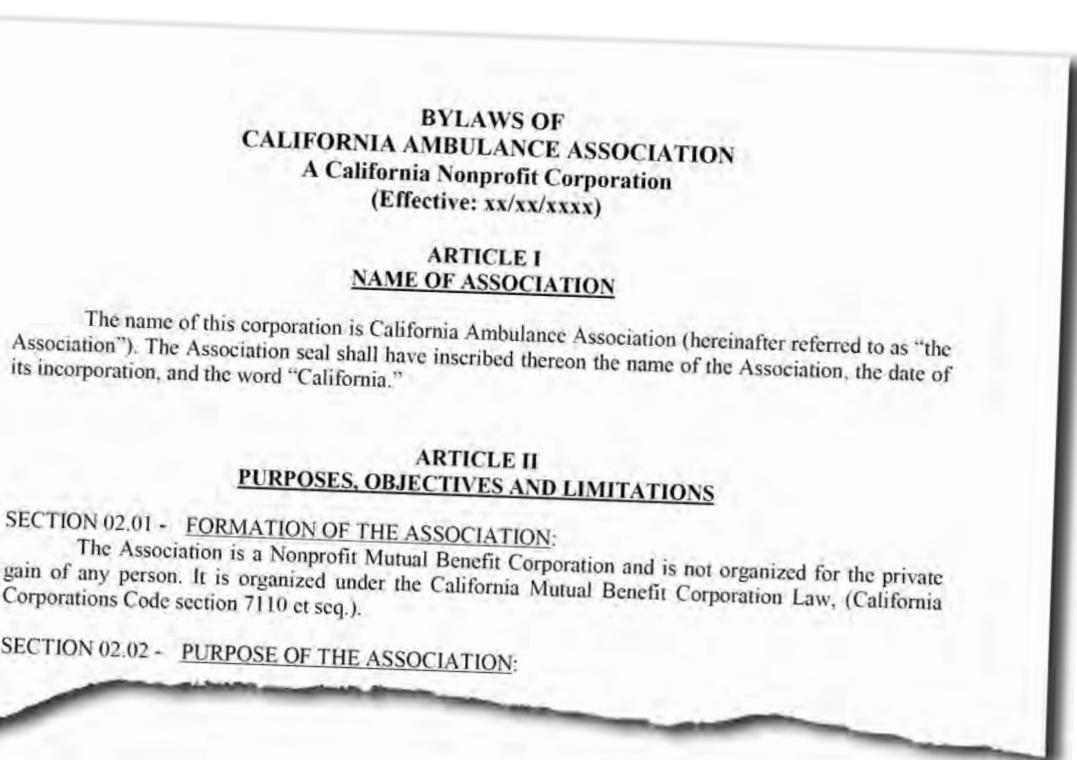
**N**otice is hereby given that the annual meeting of the California Ambulance Association (CAA) will be held on Wednesday, September 20, 2017 at 12:00 noon, at the Paradise Point Resort, 1404 Vacation Road, San Diego, California.

One of the items of business at this meeting will be to consider and adopt revised bylaws for the CAA. Existing bylaws authorize revisions/changes upon a vote of a two-thirds (2/3) majority of the Active Members present at an annual meeting of the members. The proposed bylaws are online at [www.the-caa.org/docs/Draft-Bylaws.pdf](http://www.the-caa.org/docs/Draft-Bylaws.pdf) for the reader's review.

Over the past year, members of the CAA Board of Directors have endeavored to update and rewrite the corporation's bylaws. The last amendment was approved in October 2014. Since that time some provisions have become obsolete due to changes in law or changes in technology. A thorough review of the bylaws with "fresh eyes" revealed the need to make a few revisions and update the rules by which the CAA conducts its business.

The following summarizes some of the key changes:

Membership classifications have been renamed and redefined. The underlying membership structure remains the same – voting and non-voting members. Active Members continue to be the voting members



and all other membership classifications are non-voting.

The Board of Directors will often conduct meetings using conference call technology or other telecommunications means to perform the business of the CAA. Given the vast geography of California and the extent of membership, meeting in this manner (electronically) is convenient and much less expensive than travel. The bylaws have been updated to keep pace with technology and establish parameters for conducting meetings and votes by e-mail.

It is proposed that the Ethics and Professionalism Committee be officially disbanded and the duties performed by the Committee be conducted by the Board of Directors. The committee has been non-functional for a couple of years and by

necessity the Board has taken on these duties. It is efficient for the Board to continue to perform this role, and the bylaws are being changed to reflect current practice.

A Conflict of Interest Policy has been added to the bylaws, and this new section reflects current requirements in California law that are required of non-profit organizations.

An Indemnification and Insurance section has been added to the bylaws. These provisions are standard for non-profit organizations, yet these areas are not addressed in the existing bylaws.

The full text of the proposed CAA Bylaws can be viewed at [www.the-caa.org/docs/Draft-Bylaws.pdf](http://www.the-caa.org/docs/Draft-Bylaws.pdf). Active members will be asked to vote on these bylaws at the upcoming referenced annual meeting. \*

# Lobbying Elected Officials: Suggestions for Success

**Marty Block** | Former California Legislator  
**Chris Micheli** | CAA Legislative Advocate

**T**here are several suggestions for ensuring successful communications with elected officials that constituents, interest groups and even experienced lobbyists should keep in mind. We offer a few tips for communicating with elected officials, whether writing (by letter or email), telephoning or making an in-person visit at the State Capitol or district office.

### Writing to Elected Officials

The obvious first point is to address a letter properly, including the correct spelling of the elected official's name, his or her proper title, and the correct address so that it arrives at the right place. All contact information is available online or you can telephone the elected official's office.

Include your name and address. An anonymous letter will be ignored. More

importantly, you will be asking the elected official to respond to your written correspondence and he or she will only be able to do so if you include a return address. This also allows the elected official to ensure that you are a constituent.

Rather than putting your name on a form letter, you are more likely to be successful in arguing your perspective if you write a letter using your own words and explaining the impact of proposed legislation from your personal perspective. Signing a petition has limited impact as well. You may just get a form reply if you send a form letter. Personalize your letter and, hopefully, you will get a personalized response from the elected official.

Make sure that you communicate with the elected official early in the process so that

your letter can have a meaningful impact. In other words, if your letter arrives after the elected official already voted on the bill, then it will not have any impact. You want to ensure that there is sufficient time for the elected official to take effective action.

Make sure that you identify the bill or issue that you are writing about in the beginning of the letter. That allows the letter to be properly routed to the right staff person so that it is read and responded to in an efficient manner.

Of course, it is important to give reasons for the opinion you hold on a bill or issue. Your letter should thoroughly state your position and the rationale for it, but be brief and positive. Negative comments or personalized criticisms are not productive and will not assist your lobbying efforts.

### Telephoning Elected Officials

When making your first telephone call to an elected official, you should not expect to talk directly with the elected official, but more likely with a staff person. You should be prepared to give your name and address to the staff member who answers your phone call. This allows them to ensure that you are a constituent and to provide a written response to you if necessary or appropriate. This information is passed along to the elected official.

You should limit your phone call to one bill or one issue, rather than go on a "rant" about many bills or issues. The phone call should



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be short and concise. It should also be timely. In other words, if a bill is going to be voted upon on Thursday, a timely call is one that is made the prior week or early the week of the vote, rather than the day of the actual vote.

Thank the elected official or the staff person for any response provided. If there is not an immediate response, then ask for a written response to your position.

## Meeting with Elected Officials

When planning to meet with an elected official, it is important to schedule a meeting in advance, whether in the Capitol office or the district office. You should call ahead and make an appointment, rather than showing up at the office expecting to meet.

When scheduling the appointment, expect a short visit, usually lasting no more than 15 minutes. Be specific in your request (i.e., specify the bill number, author and topic) including your position and why you want to meet with the elected official. Identify all the individuals who will be in the meeting with the elected officials and the organizations that they represent.

Prepare for your meeting by knowing the elected official's background and likely stance on the legislation or issue, what questions might be raised, what the other side is saying about the issue or bill, and your key arguments.

Meeting with staff is very valuable if you cannot meet directly with the elected official. You should provide the same information and make the same arguments with the staff member as you would the elected official.

Be sure to bring a "leave behind" for the elected official and his or her staff that has an explanation of the legislation or policy issue and your arguments that support your position. Any studies, articles or other supporting materials are also valuable for elected officials and their staff members.

The following are Marty's "eight suggestions for a successful Sacramento visit" to legislators, but this advice is the same for meeting with local or federal officials:

1. **Google** the legislator you will be visiting.
2. **Open** strong.
3. Make brief and relevant introductions.
4. Build rapport.
5. Don't bury the **lead**.
6. Explain why your desired outcome is **important to the member**.
7. Be nice to **staff**.
8. Don't feel bad if you "just get staff."
9. Unless you know otherwise, assume the member knows little about your issue.
10. You will usually be right.
11. Ask the member questions and listen to the answer.
12. Anticipate and plan for **objections**.

13. **Close** strong.

14. What specific action do you want?
15. "Can we count on your vote?" "Will you sign on to our letter?"
16. Leave a **written** summary.
17. One page, clear and concise, and very readable ... with large fonts and lots of white space.

There are many other suggestions that can be made when lobbying elected officials, but these are the main ones that individuals and groups should utilize for maximize success in their lobbying efforts. \*

*Marty Block served in both the California State Senate and State Assembly and was a Professor at San Diego State University. Chris Micheli is a Principal with the Sacramento governmental relations firm of Aprea & Micheli, Inc.*



# Governor's Role in the Legislative Process

**Chris Micheli** | CAA Legislative Advocate

California's Governor is a key player in the legislative process, even though the bulk of legislation is done by the Legislature. It is important to appreciate the various roles that the state's chief executive plays in this process. Some of these commonly-known roles include: the Governor can identify issues for the Legislature to address; he or she has the authority to call the Legislature into extraordinary session; he or she has final say (absent a veto override) over individual bills; and, he or she proposes the state budget and has "line item veto" power over the budget and appropriations bills. The focus in this article is on the Governor's role with legislation.

## Multiple Roles

Because of the Governor's multiple roles in the legislative process, he or she can lead and influence policy development, as well as often set major legislative agenda items, in the California Legislature by engaging in the following activities:

- Making major policy addresses to the Legislature (e.g., "The State of the State" each January);
- Calling the Legislature into extraordinary session to address specific issues/matters;
- Meeting with legislative leaders (especially those of his or her own party) in attempts to reach compromise on major legislation;
- Meeting and communicating with individual legislators in attempts to secure their votes or reach compromise;
- Bringing legislative leaders together with major stakeholders to discuss and fashion legislation;



- Laying out the parameters of legislation—what the executive will support and oppose, issues that must be addressed, or exercising or threatening veto;
- Proposing specific legislation that a member of the Legislature then carries on behalf of the Governor; and
- Proposing specific legislation to take to the voters via the initiative route.

## The Administration

Because the Governor of California has significant impact on the legislative process, both with regard to specific legislation and the budget and funding priorities of the state, it is critical that interested parties work with the Administration throughout the legislative process, including the Governor's Office, Department of Finance (DOF), and relevant state departments and agencies. When we talk about the role of the Governor in the legislative process, we include not only the Governor, but also the Governor's staff and control agencies (e.g., DOF).

As the Governor's chief lobbyist and legislative advisor, the Legislative Secretary is one of the most influential persons in the Governor's Office regarding pending legislation (along with the chief of staff). As a result, all of the legislation runs through the Legislative Secretary and his or her deputies.

The Governor's legislative deputies, who work under the Legislative Secretary, each have multiple subject matters as part of their individual portfolios. They advise the Governor and his or her senior staff on legislation and regulatory matters in their subject areas. These deputies play a critical role as both the liaison to the Legislature and interested parties, as well as the relevant agencies and departments, regarding bills and regulations within their subject matters. And they consult with the Department of Finance and agencies regarding positions

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on bills and then ultimately present their recommendations directly to the Governor.

## Sponsoring Legislation

The Administration can and does sponsor legislation. One significant source of sponsorship is the individual departments within state government. A department may feel that if a particular statute is amended, repealed or enacted, then some function will be done more efficiently or a program's effectiveness will be enhanced.

If this is the case, the department will request a member of the Legislature to introduce such legislation. No department under the authority of the Governor may sponsor legislation without the prior approval of the department's Agency Secretary and the Governor's Legislative Secretary.

All proposals to introduce legislation from departments under the control of the Governor are sent to the Legislative Unit in the Governor's Office after approval by the Agency Secretary. The Legislative Unit usually forwards copies of the proposals to the DOF for review and comment. In addition, a department's proposal may also be forwarded to other departments that may be affected by the proposal for their comment.

## Bill Analyses

Another important role for the Administration's agencies and departments is the preparation of bill analyses. The purpose of the bill analysis function is to provide the Governor, his or her staff, agency secretaries, department heads, and the Department of Finance with information concerning the probable programmatic and fiscal effects of pending legislation. Typically, the bill analysis recommends a position that the Administration should adopt on the proposed legislation.

Until approved by the Governor's Office, bill analyses prepared by departments

under the administrative authority of the Governor are not public documents and may not be made available to anyone outside of the review process. Once a position has been determined by the Governor's Office, an analysis consistent with that position generally is made available to the public and the Legislature.



## Legislation on the Governor's Desk

When a bill is passed by the Legislature and sent to the Governor, an Enrolled Bill Report (EBR) is prepared for the Governor's Office by departments with subject matter jurisdiction, as well as the Department of Finance when there is a fiscal impact. The EBR serves essentially the same function as the legislative bill analysis except that it recommends to the Governor what action (i.e., sign, veto, allow bill to become law without a signature) should be taken on the measure.

As opposed to the legislative bill analyses, EBRs are considered confidential communications with the Governor and are not public documents. Consequently, even if approved, EBRs are not released to the public by anyone without Governor's Office approval.

DOF, as well as relevant departments and agencies, prepares EBRs for all bills enrolled to the Governor if they are determined to have a fiscal impact. EBRs are not prepared for constitutional amendments and resolutions, since these kinds of legislative measures are not sent to the Governor for approval.

When legislation actually gets to the Governor's Desk, the Governor is presented with a bill file, including the Enrolled Bill Reports, the actual bill, support and opposition letters, the Department of Finance analysis and recommendation, the Senate Floor Analysis, and the agency analysis and recommendation. The Legislative Deputy then presents the bill to the Governor and makes a recommendation whether to sign or veto the measure.

Of course, the critical role that the Governor plays is taking formal action on the roughly 1,000 bills sent to his or her desk each year. The Governor can take one of three official actions on legislation: sign; veto; or, allow the bill to become law without his or her signature.

## Signature by the Governor

In general, the Governor has 12 days in which to act on a bill sent to him or her from the Senate or Assembly. That 12-day period begins once the bill has been "presented" to the Governor, not the day that the bill passed the Senate or Assembly. Note that California has a "pocket signature" rule. If the Governor does not act on the measure within the allotted time, then the bill becomes law without his or her signature.

The 12-day "signing" period is applicable to all bills that are presented to the Governor twelve or more days prior to the date the Legislature adjourns for a joint recess in the first year of the two-year session, and on or before August 20<sup>th</sup> of the second year of the Session. The applicable calendar date in the first year is based on the date both houses of the Legislature "consent" to adjourn for the interim recess and is subject to change. It is set forth in the Joint Rules.

In contrast, the recess date in the second year of the 2-year Session is fixed by the State Constitution (which is August 31). Bills that are passed before September 1<sup>st</sup>

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in the second year of the Session and which are in the Governor's possession on or after September 1<sup>st</sup> must be signed or vetoed by September 30<sup>th</sup> of that year or they become a statute without his or her signature.

Any bill passed by the Legislature at a special session which is in the Governor's possession on or after the adjournment date of the special session becomes law unless the Governor vetoes the bill within 12 days by returning the vetoed bill to the office of the Secretary of the Senate or the Chief Clerk of the Assembly.

When the Governor approves a bill, he or she signs it, dates it and deposits it with the Secretary of State. This copy is the official record and law of the state. The Secretary of State assigns the bill a number known as the "chapter number." The bills are numbered consecutively in the order in which they are received and the resulting sequence is presumed to be the order in which the bills were approved by the Governor.

There is only one sequence of bill chapter numbers maintained for each year of the regular session of the Legislature. As a result, the numbers do not continue in the second year of the Session. A separate set of chapter numbers is maintained for each special session.

If a bill presented to the Governor contains one or several items of appropriation, he or she may eliminate or reduce any or all of them while approving the other portions of the bill. When the Governor utilizes this "item veto," he or she appends to the bill, at the time of signing it, a statement of the items to which he or she objects and his or her reasons therefor. A copy of this statement is then transmitted to the house in which the bill originated. The items then may be separately reconsidered and the vetoes sustained or overridden in the same manner as bills which have been vetoed by the Governor.

Note that under California law, the Governor can allow a bill to become law without his or her signature. As opposed to federal law, in which the President has a "pocket veto" (i.e., if he or she does not act upon a bill within the specified time period, then the bill is vetoed), in California there is a "pocket signature" rule.

### Veto by the Governor

When the Governor vetoes a bill, he or she returns it, with his or her objections to the bill, to the house of origin. The house of origin may consider the veto immediately or place it on the "unfinished business file." The Legislature has 60 calendar days, days in joint recess excluded, to act upon the vetoed bill. If no action has been taken during this time, then the measure is removed from the file and the veto is effective.

Veto overrides are rare. The Legislature has not overridden a Governor's veto since 1979. The result of sustaining the Governor's veto or failing to consider it in the time allotted is to "kill" the bill or to reduce or eliminate the appropriation as recommended. If two-thirds of the elected Members of each house disagree with the Governor, the bill as passed by the Legislature becomes law notwithstanding his or her objections.

When the Legislature successfully overrides a Governor's veto, the bill, or items are authenticated as having become law by a certificate. The bill or statement so authenticated is then delivered to the Governor, and by him or her deposited with the laws in the office of the Secretary of State. Bills deposited in the office of the Secretary of State are given a chapter number in the same manner as bills approved by the Governor.

### Sponsoring Ballot Measures

The Governor also has the ability to sponsor initiatives, such as Governor Brown has done in 2012 (Prop. 30 to increase the sales and personal income tax rates) and in 2016 (Prop. 57 to reduce criminal

sanctions). In California, the Governor may propose specific legislation to take to the voters via the initiative route. This can be accomplished through legislation (which requires a 2/3 majority vote of both houses) or the collection of signatures to place the measure on the statewide ballot.

### Governor's Reorganization Plans

A little known provision of the California Constitution grants the Governor, subject to approval by the Legislature, the authority to "assign and reorganize functions among executive officers and agencies and their employees." The reorganizations of the executive branch of government are called "Governor's Reorganization Plans," or "GRPs."

GRPs are actually bills with bill language that are submitted to the Legislature for approval, after consideration by the Little Hoover Commission at least 30 days prior to the GRP's submission to the Legislature. Each house of the Legislature then has 60 calendar days to act on the reorganization plan. The GRP takes effect on the 61st day after submission to the Legislature, unless a resolution rejecting the plan is adopted by both the Senate and Assembly by a majority vote.

This article is an overview of just some of the roles of the Governor with particular attention to the chief executive's major roles in the legislative process. The Governor has many tools and powers to control and influence legislation and his or her role has to play a prominent role in any legislative strategy. \*

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*Chris Micheli is a Principal at the Sacramento governmental relations firm of Aprea & Micheli, Inc. The author would like to thank Tom Nussbaum for his helpful feedback on this article. Both serve as Adjunct Professors in the Capital Lawyering Program at McGeorge School of Law.*

# 5 Ways for Healthcare Providers to Get Ready for New Medicare Cards

## CMS Office of Communications

**M**edicare is taking steps to remove Social Security numbers from Medicare cards. Through this initiative the Centers for Medicare & Medicaid Services (CMS) will prevent fraud, fight identity theft and protect essential program funding and the private healthcare and financial information of our Medicare beneficiaries.

CMS will issue new Medicare cards with a new unique, randomly-assigned number called a Medicare Beneficiary Identifier (MBI) to replace the existing Social Security-based Health Insurance Claim Number (HICN) both on the cards and in various CMS systems we use now. We'll start mailing new cards to people with Medicare benefits in April 2018. All Medicare cards will be replaced by April 2019.

CMS is committed to helping providers by giving them the tools they need. We want to make this process as easy as possible for you, your patients, and your staff. Based on feedback from healthcare providers, practice managers and other stakeholders, CMS is developing capabilities where doctors and other healthcare providers will be able to look up the new MBI through a secure tool at the point of service. To make this change easier for you and your business operations, there is a 21-month transition period where all healthcare providers will be able to use either the MBI or the HICN for billing purposes.

Therefore, even though your systems will need to be able to accept the new MBI format by April 2018, you can continue to bill and file healthcare claims using a patient's HICN during the transition period. We encourage you to work with your billing

vendor to make sure that your system will be updated to reflect these changes as well.

Beginning in April 2018, Medicare patients will come to your office with new cards in hand. We're committed to giving you information you need to help your office get ready for new Medicare cards and MBIs.

Here are 5 steps you can take today to help your office or healthcare facility get ready:

1. Go to our provider website and sign-up for the weekly MLN Connects® newsletter.
2. Attend our quarterly calls to get more information. We'll let you know when calls are scheduled in the MLN Connects newsletter.
3. Verify all of your Medicare patients' addresses. If the addresses you have on file are different than the Medicare

address you get on electronic eligibility transactions, ask your patients to contact Social Security and update their Medicare records.

4. Work with us to help your Medicare patients adjust to their new Medicare card. When available later this fall, you can display helpful information about the new Medicare cards. Hang posters about the change in your offices to help us spread the word.
5. Test your system changes and work with your billing office staff to be sure your office is ready to use the new MBI format.

We'll keep working closely with you to answer your questions and hear your concerns.

To learn more, visit: [cms.gov/Medicare/SSNRI/Providers/Providers.html](https://cms.gov/Medicare/SSNRI/Providers/Providers.html) \*



# CAA Member Spotlight: Angotti Healthcare: St. Joseph's Ambulance Service



**T**he “Angotti” ambulance service name has been well known for over 60 years in the City of San Francisco and Marin County.



In 1956, Richard Angotti, Sr. founded San Francisco Ambulance Service, starting with two ambulances. Mr. Angotti grew the company to expand into Marin County and Oakland/Alameda County. Consolidating well-known companies in the East Bay; Acme and Western Ambulance Service of Oakland to become Acme-Western Ambulance Service. Acme –Western Ambulance became Alameda County’s first 911 provider (Oakland) in 1981 along with two other private providers.

United Ambulance of Marin County was acquired in 1965 from Angelo Turrini, a former CAA President. United Ambulance had a long strong history dating back to 1935. United existed as the first responding emergency ambulance for decades and for many years at a time was the only ambulance company in Marin County outlasting its competition.

San Francisco Ambulance had the first certified Paramedics in San Francisco before any other private or public service in 1974. In 1969, S.F. Ambulance became the first private ambulance service (siren 169) in the country to provide EKG telemetry transmissions and Coronary Care Units. This service was up and running, utilizing Viet Nam Medic vets long before 1974 when the first San Francisco Paramedics were officially trained and certified.

Richard Angotti, Sr. was an early EMS pioneer paving the way to so many things

that make up today’s Advanced Life Support Ambulances and operations. Mr. Angotti was also the President of the CAA in 1965-66 and was very active throughout his ambulance career. SF Ambulance and its sister companies merged with American Medical Response in December of 1995.

St. Joseph’s Ambulance Service was founded in January of 1996 by Richard Angotti, Jr. Headquartered in San Rafael, St. Joseph’s serves Marin, San Francisco and San

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# Member Spotlight

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Mateo Counties. Richard Angotti started working at his father's ambulance service in San Francisco at age 16 as an ambulance mechanic's assistant in the fleet maintenance garage. Richard also worked through the years as a dispatcher, medical biller, EMT, and a certified Paramedic in Alameda, Marin and San Francisco Counties.

Richard attended St. Ignatius High School in San Francisco and earned a degree in Business Administration from Gonzaga University. He has been a member of Gonzaga's Board of Regents since 2002. Richard has been on the medical staff at the exclusive Bohemian Grove for 31 years and has been the EMS/Hospital Director for 11 years.

Growing up in San Francisco, Richard knows just about every heritage family in the City one way or another. He was

invested as a Knight of Malta in 2012 with Vatican approval. Richard served 3 years as Chairman of the Ethics and Professional



Committee of the CAA. He has been on the Board of Directors for 8 years including 1 year as Chair of the Board of the CAA.

St. Joseph's Ambulance provides BLS, ALS and limited CCT transportation. SJAS is the primary first call back-up provider for the fire departments in Marin County. St. Joseph's has been the primary ambulance provider for San Quentin State Prison for the last 12 years. SJAS is the primary EMS ground provider for EMS helicopters in Marin County. Ambulance special event standbys is a big part of what St. Joseph's Ambulance does, including major athletic events and major Hollywood motion pictures.

The key to St. Joe's success has been incredible customer service and high quality ambulances and equipment and a happy staff! \*

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