

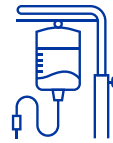
Your suggestions help us keep improving

We're proud of our record of working together to improve pay, equipment and standards of care for team members and our patients.

Here are just a few of the improvements we have made based on YOUR input in 2024:



In 2021 and 2024, the team let us know our compensation rates were starting to lose their competitive edge. In direct response, we provided two market adjustments in addition to annual merit increases. We've increased pay for paramedics nearly 25% since 2021.



Our paramedic team asked for a non-opioid pain management medication and we listened. With the approval of our EMS medical director and our pharmacy, we will be carrying Toradol by the end of November.



Based on your feedback, new full-functionality ventilators arrived earlier this year, replacing our basic and outdated EPV devices. Our paramedics were instrumental in advocating for this significant equipment upgrade.



New CPR devices are coming in 2025. We have already held two vendor days, and we will be having four more to make sure as many providers as possible review and test the options available. Please make time to participate and share your feedback to help us make this important decision in the coming year.



Vehicles remain our No.1 capital priority. We continue to advocate for fleet improvements and we are making progress. In 2024 we were able to purchase 11 new EMS vehicles - the largest number in a single year since 2020. We are confident that we will improve upon that number in 2025.

You don't need to pay union dues to have an important voice in our organization. We are listening and acting.

Let's keep improving together.

