

The image shows the side of a white ambulance van. The logo for "Acadian Ambulance Service of Texas, LLC" is printed on the window. The word "Acadian" is in a large, bold, blue font, and "Ambulance Service of Texas, LLC" is in a smaller, grey font below it. To the left of the text is a stylized blue and white graphic of a fleur-de-lis. The van's body is dark, and the windows reflect a sunset or sunrise scene with orange and yellow light. The overall image has a film strip border at the top.

Acadian
Ambulance Service of Texas, LLC

**City of Pflugerville
RFP Presentation**

Acadian Ambulance Service of Texas, LLC
September 30, 2021

Growth and Success

BACKGROUND

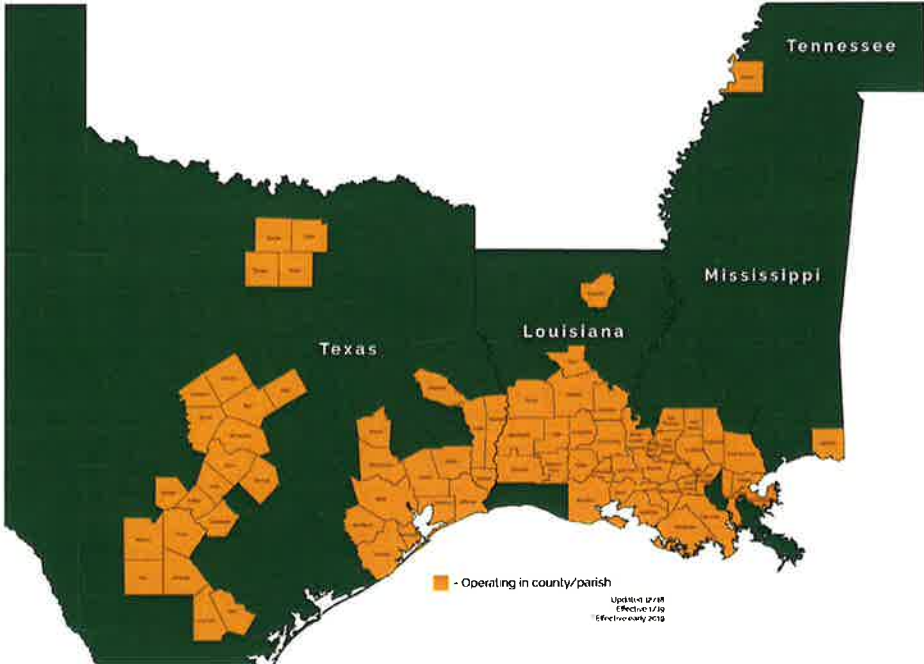


This year, Acadian is celebrating 50 years of service to our communities



Acadian has been owned by its team members since 1993

SERVICE AREA



Work as 9-1-1 provider dates back to **1971**

Expanded to Central Texas in **2007**

Acadian service area now spans **4 states**

Current 9-1-1 municipalities served **56**

ACCREDITATION



Commission on Accreditation of Ambulance Services



IAED Accredited Center of Excellence



Commission on Accreditation of Allied Health Education Programs



Committee on Accreditation of Educational Programs for the EMS Professions

The Acadian Team

HIRING

Accelerated EMT Classes

Recruiting

Innovative ways to deal with national medic shortage, including high school EMT programs, scholarships and veterans programs.

Hiring

Process includes screening, background check and interviews.

Diversity

Acadian is an equal opportunity employer that values strength through diversity.



TEAM MEMBERS



- **Credentials and training** requirements meet all state and federal guidelines for EMS providers
- **Benefits** include 401(k), insurance, paid vacation, FSA, sick leave, disability leave, wellness program and EAP/CISM
- **Just Culture** program focuses on accountability, coaching and open communication

TRAINING

Onboarding

Clearance rides and work with preceptors give new team members a solid foundation for patient care.

Continuing Education

NEMSA provides all refresher training, clinical education and skills courses.

NIMS

Employees hold all required certifications from the National Incident Management System.

Resources

DISPATCH



Comm Center

Calls dispatched from our Central Texas Communications Center.

CAD

Tri-Tech CAD with built-in redundancies. Medical Priority Dispatch Systems' ProQA used to triage emergency requests.

Training

Comprehensive training and continuing education.

- At least 4 ambulances dedicated to city; 1 will be CCT. Units will be backed up from Central Texas fleet of 43 ambulances
- Maintenance facility based in Travis County
- Highly trained technicians handle work on units
- Most repairs done in-house to ensure quick turnaround
- Replacement of ambulances set at 250,000-300,000 miles

VEHICLES



EQUIPMENT

On Ambulances

Units equipped with LifePak 15 monitors, Stryker stretchers and stair chairs, ventilators, infusion pumps and portable suction units.

Supplies

Inventory and inspections conducted before each shift. Supplies kept on hand for quick restocking.

Communication

Units equipped with mobile and portable radios, mobile data terminal, cellular phone and wireless gateway.

Serving Pflugerville

CLINICAL

Medical Direction

Provided by full-time Texas medical director, chief medical officer, CCT medical director.

QA/QI

Rigorous quality program sets standards for all aspects of Acadian's clinical care.

Protocols

Clinical protocols updated as needed with comprehensive review every two years.

Initiatives

Ongoing programs include ET3, whole-blood initiative, tactical team and SMART program.

DISASTER RESPONSE

- 50 years of experience
- Active CATRAC, state and federal partner
- Strike teams provided across service area and beyond
- Hospital, nursing home evacuations
- Emphasis on QA/QI
- EROC ensures seamless operations
- Long-term response focuses on employee welfare



SAFETY

Oversight

Full-time Health, Safety, Environmental and Risk Management departments.

Training

Begins in orientation, continues through mandatory CBTs, safety boot camps and refresher courses.

Vehicle Safety

Initiatives include annual refresher training, SmartDrive technology in units.

Serving Pflugerville

REPORTING

Transparency

We will keep officials informed on all aspects of their EMS system.

Information

Monthly reports will include call volume, response times, billing, collections and more.

Inquiries

System provides quick response, accessibility and accountability.

COMMUNITY SERVICE



- **Standby services** available for city and civic organizations, football games and other special events.



- **School outreach** includes class visits and career days. Scouting Explorer posts are active in every service area.



- **Monetary donations** to health-related and civic groups. Partner with United Way across entire service area.

FIRST RESPONDERS

Partnership

Entire Acadian leadership team will be available to Pflugerville's first responders 24/7.

Clinical

Medical direction provided to FROs. Clinical experience, in-service training available.

Supplies

Acadian will provide AEDs, restock medical supplies and offer access to national pricing.

Events

We will assist with planning and offer free standby services for FRO activities and events.