

Memorandum

To: All CEMS and Joint Venture Company Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: January 16, 2009
Re: Bi –Weekly Memo

Growth Companies: One of the main reasons I came to CEMS is because I saw the recent growth of the company and its Joint Ventures. In economic times like these, finding a company that is expanding is rare. Two hallmarks of fast growing companies are existing employees move to new positions to capitalize on their talents and new faces appear because of a need for more subject matter expertise. The bottom line is a growing company is always in need of smart people to promote into supervisory and management positions. Having a college degree is an important step to facilitate upward mobility. If you're in school, keep working hard and get your degree. If you've been thinking about going to college . . . now might be a great time to start.

Fleet Management: The cold weather is here. We must remember to use our fuel additives and not leave the ambulance engines idling for long periods of time. Please use shore lines at all times. The Ford units in particular can experience serious engine damage that will lead to failure of the vehicle, if they idle too long.

Please follow our Mechanics' instructions regarding vehicle care and maintenance. If you are instructed to have your ambulance towed in, make it happen right away. If your vehicle breaks down or is getting towed in, please notify the Communications Center and your Field Supervisor immediately.

NIMS Training: The free, online National Incident Management System and HAZMAT training is mandatory for all employees. This training and copies of your certificates of completion must be turned in to Human Resources no later than close of day January 30, 2009. Links to these sites can be found on the REMS website at www.regionalems.org

Congratulations to Tom Windgaston. Tom has been promoted to Operations Manager at CEMS.

Save Money / Build Wealth: Now is an excellent time to consider refinancing your home. Interest rates on 20 and 30 year fixed rate mortgages have fallen below 5%! Don't miss out on this incredible opportunity to either refinance or purchase a home at the lowest rates in years!

From the Operations Manager:

Mandatory Meetings: There are **mandatory meetings** scheduled for all REMS employees in January. The dates are:

Wednesday January 28, 2009 09:00 – 12:00

Fenton Fire Station Training Room

Friday January 30, 2009 7:00 – 10:00

Fenton Fire Station Training Room

Attendance at one of these meetings along with documentation of completion of the NIMS and HazMat courses are required to be eligible for wage increases in 2009. All credentialing must be up to date before an employee may receive their performance increases.

New Stretcher Update

I have received several inquiries into the status of the new stretchers. As previously stated, they have been order and normal delivery is four to six weeks. That should place them here sometime around the end of the month. They are the Stryker MX Pro with IV pole, cardiac monitor hook and netting at the head of the stretcher to accommodate carrying items. Once the stretchers arrive they will be placed into service as quickly as possible.

Ambulance Volume on the Rise

REMS volume is on the rise, although still below budget. Hats off to all who worked on January 13th. REMS experienced 68 billable calls that day, bringing our average per day to 36 transports. An area of opportunity remains in capturing more of the critical service failures and to that end, remaining cognizant of your time on task and working to reduce that will place you back at your stations quicker. While the company average is about 58 minutes per call, a few employees consistently average numbers much higher than that. This is an area we will be working on reducing through monitoring and interventions.

Use of the old Fenton Fire Station

Fenton Fire Department has agreed to allow us to house our second (day) ambulance at the old Fenton Fire Station at nights and on the weekends to keep this unit from the elements. It is our responsibility to keep the bay area clean from the debris tracked in on the ambulance. They have requested that we NOT park any personal vehicles on the apron in front of the doors. Personal vehicles must be parked in the lot located behind the fire station.

Money Saving Suggestions

Thanks to Shawn Davis and Pal Mayer for their joint entries. No other suggestions were offered and as such, Paul and Shawn will be the recipients of the certificates.

Billing Department Help

Parastar has placed a billing representative on site at REMS on Tuesday Wednesday and Thursday of each week. Please take time to address any billing questions you have with her on one of those days. Accurate completion of billing and run sheets is the responsibility of each employee.