



2018 ANNUAL REPORT

City of Colorado Springs



AT A GLANCE



42
TOTAL
AMBULANCES



60,789
MEDICAL
RESPONSES

26 ambulances
at **PEAK**
DEPLOYMENT

41,180
PATIENT TRANSPORTS



129 **DONATED**
COMMUNITY AND
EDUCATION EVENTS

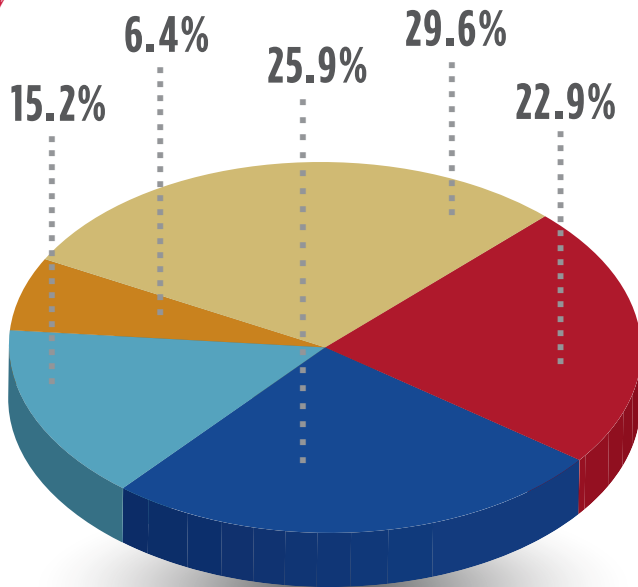


11 **MILLION** \$
IN SALARY AND BENEFITS



BILLING TREND

By Payer



MEDICARE 22.9%

MEDICAID 25.9%

PRIVATE PAY 15.2%

PRIVATE INSURANCE 6.4%

OTHER INSURANCE (non-contracted, government, VA) 29.6%

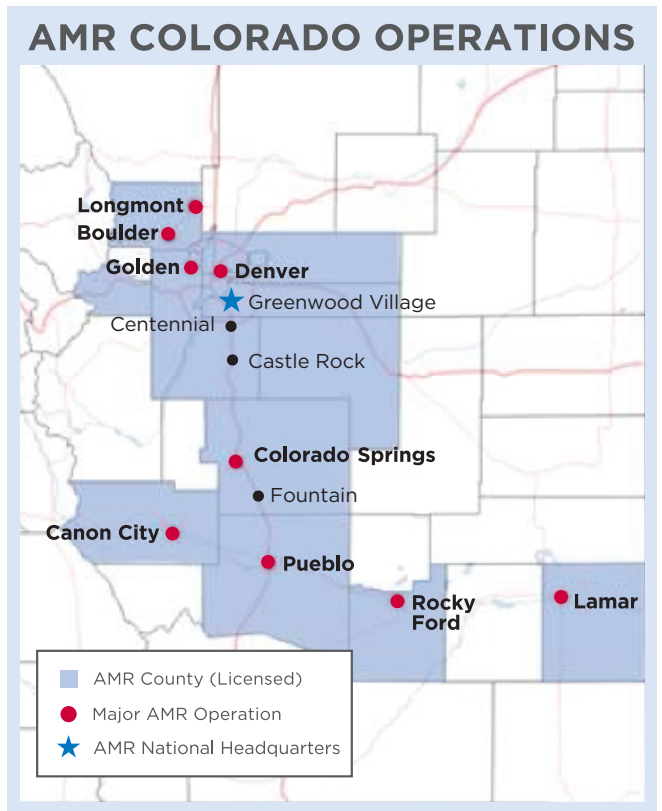
NO PAYS: \$7 MILLION



AMR'S PRESENCE IN COLORADO

AMR and our predecessor company have called Colorado home since 1972, with our corporate headquarters and National Resource Center currently in Greenwood Village. Our presence in Colorado now includes more than 830 team members and 150 ambulances. With so many resources across the state, AMR can deploy ambulances, EMTs and paramedics from elsewhere in Colorado to support the needs of Colorado Springs and El Paso County during our community's most trying events. In recent years, we have redeployed resources in response to the following tragedies:

- **Planned Parenthood Shooting**
- **Black Forest Fire**
- **Waldo Canyon Fire**



“AMR has performed well under its current contract, exceeding its on-time response standards for emergency calls every month.”

The Gazette | April 1, 2018 | Editorial: Colorado Springs should ensure safe, stable ambulance service

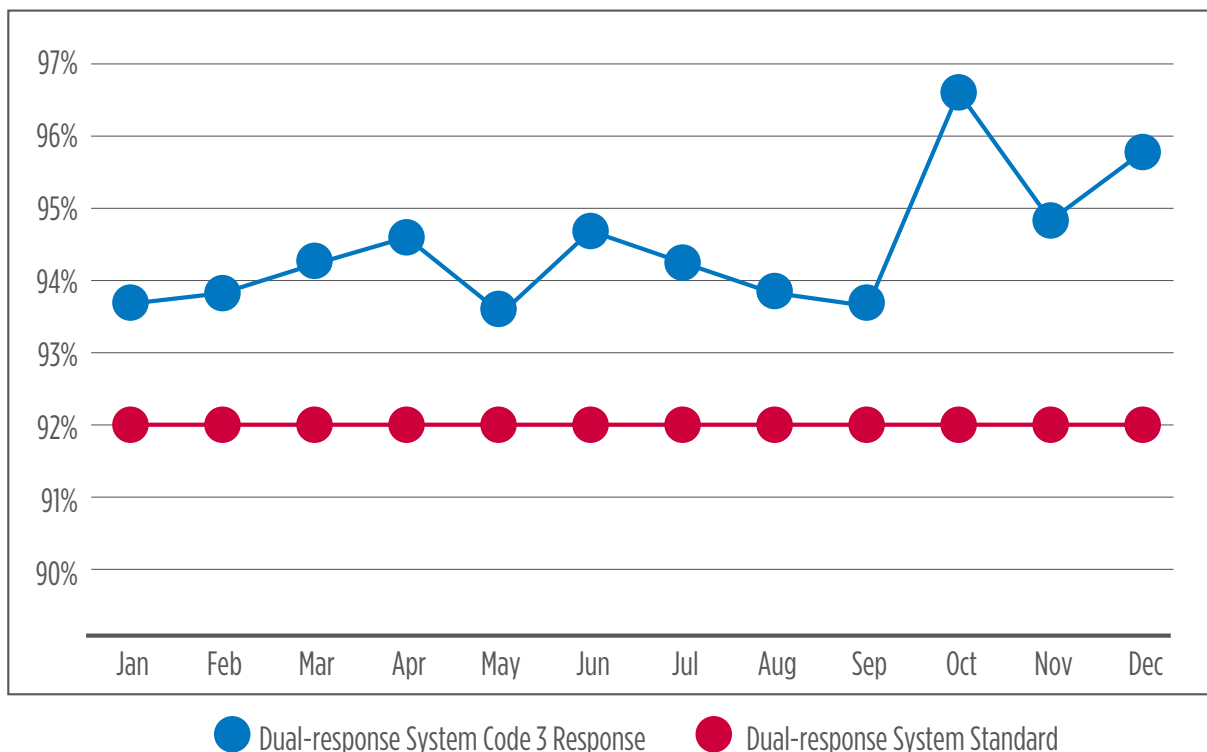
OUR PARTNERSHIP WITH CSFD

Prior to the current contract, AMR was bound to and consistently achieved an 8-minute response time, 90% of the time, in a response zone that encompassed most of the City of Colorado Springs. This response standard was reliant solely on AMR's performance and did not incorporate response times of CSFD or any other agency.

In 2013, the City designed a new system, which is still operative today. The response standard remained at 8 minutes for the first arriving ALS unit. Should an ALS CSFD unit arrive within the 8-minute mark, AMR is allowed an additional 4 minutes to arrive on scene to be considered a compliant response. In exchange for those 4 minutes, AMR pays the City a fee.

How well AMR and CSFD are performing together

AMR deeply values our partnership with the Colorado Springs Fire Department. As system partners, we have outperformed our contractual obligation for emergency response times every month throughout the contract.



“A REVIEW OF AMR’S PERFORMANCE IN THE SPRINGS TURNS UP GOOD NEWS.”

The Gazette | June 14, 2018 | Editorial: Colorado Springs leaders make life-saving decision

CONSCIENTIOUS CORPORATE CITIZENSHIP

Donated / Discounted Special Events and Community Education

We value being an active participant in our community and do our part by giving our time, talents and resources to make the Colorado Springs area an even better place to live.

THROUGHOUT THE YEAR, AMR ACTIVELY PARTICIPATES IN THE FOLLOWING:

- SAFE KIDS COALITION
- DRIVE SMART STEERING COMMITTEE
- MEALS ON WHEELS
- COLORADO SPRINGS EXECUTIVES ASSOCIATION
- COLORADO SPRINGS CHAMBER OF COMMERCE AND EDC BOARD OF GOVERNORS

January through March 2018

Heart Saver CPR/First Aid – Service Source Network

PARTY Event Memo Central X 4

Pikes Peak Towers PB Checks X 5

Aspen Valley HS Career Fair

Weeblos 1st Aid Training

Penrose EMS Ambulance Tour

PARTY Event Memo North X 2

UC Health Annual Ambulance check off X 2

Polar Plunge

Scott ES Family Night

Boy Scouts Safety Day

Project Healing Waters First Aid/CPR X 2

April through June 2018

Tri County Pancake Breakfast

Madison ES Safety Day X 2

Corpus Christi Catholic Church GS Ambulance Tour

Crisis Response Dog Assimilation

Pikes Peak Towers BP Checks X 4

CSU Sports Med Clinic

Garden Ranch YMCA Kids Safety Day

Law Enforcement Dodge Ball Tourney

Islamic Society of COS Safety Day

PARTY Event Memo Central X 2

Home for Heroes Community Cares

Timberline Landscape Stop the Bleed Class

Roosevelt Charter Academy GS 1st Class

COS Deaf & Blind School Safety Day

Pinello ES Safety Day

Life Skills Stop the Bleed Class

PARTY Event Falcon HS

Wings of Blue Practice Jump

D-11 Stop the Bleed Class

Sisters Grove Skills Review X 2

PAFB Disaster Drill

Police Valor Run

Sky Sox World CPR Challenge

YMCA World CPR Challenge

Tri-Lakes YMCA World CPR Challenge

City Parks & Recreation Stop the Bleed/CPR & 1st Aid

Pikes Peak Natl. Cemetery Dedication Ceremony

Donated / Discounted Special Events and Community Education cont.

April through June 2018

El Paso Emergency Preparedness Day
AHA Walk @ Switchback Stadium
EMS Teen Camp X 2
Sky Sox GS Overnight Camping
Sky Sox BS Overnight Camping

July through September 2018

Stop the Bleed - PP Library Dist.
El Paso Co. Fair 1st Aid Room
Kindercare Safety Day
PPCC EMS Teen Camp
Stop the Bleed Switchbacks
EPC/EMS Fire Parade Procession
Young Scholars Academy Safety Day
Pikes Peak Towers BP Check X 3
Stop the Bleed/CPR Lady Empowerment Day
PPLD Summer Reading Party
Sentimental Journey - Cripple Creek
NICU Reunion
Frontier Girls Safety Day
Kids First Safety Day
Indigo Ranch National Night Out
St. Dominic Catholic Church Safety Talk
Stop the Bleed UCCS
Whitney Young Apartment Complex National Night Out
Sand Creek Commons National Night Out
La Petite Academy Ambulance Tour
Hillside Community Center Sr. Health Fair
Stratmoor Hills FD Open House
Cimarron Hills FD Open House
Memorial Central STAT Exercise
Sky Sox Wings of Blue Practice Jump
Cottonwood Creek Dog Jog/Walk
Cheyenne Mountain Zoo Teddy Bear Days
PPCC BAS Ribbon Cutting Ceremony
Sabin MS EMS Presentation
What if Festival 3 booths

Cedar Heights Neighborhood Evacuation Drill
Race for the Cure
Epilepsy Foundation 5K
Scott ES Patriot Day
Be Ovary Aware
Sentimental Journey Summit of Pikes Peak
Construction Career Day
PARTY Program X 2
Stop the Bleed John Cole
Rampart Dam Failure Exercise Penrose Main
Broadmoor FD Open House
Neighborhood Watch Stop the Bleed/ 1st Aid Basics

October through December 2018

Frontier Girls Stop the Bleed Class
Holmes MS Safety Day
PARTY Event Central X 5
Rocky Mtn. Calvary Church Safety Day
Home Depot Safety Kids Workshop
Creative Kids Play Center Safety Day
JDRF Walk to Cure Diabetes
Big Cool Science Fair
Madison ES Safety Day
Realm of Caring Overcoming Obstacles
Pioneer Health Fair
Waldo Waldo 5K Walk/Run
UC Health EMT Refresher
Martinez ES Fall Festival
Sabin MS Stop the Bleed
Cub Scout First Responder Class
Pikes Peak Towers BP Check X 3
Emma Crawford Coffin Races
Truman ES Trunk or Treat
Texas Roadhouse Trunk or Treat
Deaf & Blind School Campus Visit
Family Learning Institute Jenkins MS
Stop the Bleed Matt Bleckert
Distracted Pedestrian Doherty HS

October through December 2018

Distracted Pedestrian Vista Ridge HS
St. Francis Sisters Grove Skills Review X 2
Distracted Pedestrian Peyton HS
Distracted Pedestrian Hanover HS
Distracted Pedestrian Rampart HS
YMCA Turkey Trot Fun Run
First Presbyterian Pre-School Safety Day
PARTY Event North
Distracted Pedestrian Manitou
Distracted Pedestrian Ellicott
Parade of Lights
Home for the Holidays Thanksgiving

Springs Ranch ES Career Day
PARTY Event Manitou HS
PARTY Event North - MHS
Pikes Peak Towers BP Checks
Wreaths Across America
Bob Telmosse Christmas Give Away
Home for the Holidays Christmas

AMR CARES FOR OUR EMPLOYEES

Our dedicated team members are our strongest asset. And our ability to provide superior patient care, great customer service and to keep our community safe depends on the continued professional development of our world-class workforce. We value our team members and show our support through various employee engagement activities.



THERAPY DOG PROGRAM



PAID CONTINUING EDUCATION CREDITS



ANNUAL AWARD CEREMONY



HOLIDAY PARTIES AND SUMMER BARBECUES



PEER SUPPORT GROUP (2019 IMPLEMENTATION)



TRAINING TO DEAL WITH SIGNIFICANT STRESSORS



2018 ANNUAL REPORT
City of Colorado Springs

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AMR is a Global Medical Response company.