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## 2025 CAASE Awards

## Application Instructions



The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, apply online submission that includes a **Statement of Entry** and any relevant supporting materials.

**Submission Process**

All materials must be submitted through the CAA's online application form. The following file types are accepted:

**Documents:** PDF, Word, Excel

**Images:** JPEG/PNG

**Links:** Video content or webpages that support the entry

Once your submission is received, you'll get a confirmation email with instructions for uploading any additional materials. If you wish to include post displays, these may be shipped separately to the CAA for presentation at the Annual Convention.

**Terms of Use**

By submitting an entry, you grant the California Ambulance Association permission to publicly share your materials as examples of best practices. Submissions may be used for educational, promotional, or marketing purposes.

## Contact Information

**Contact Name:**

Leonardo Lara

**Organization:**

American Medical Response Victorville

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United States

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442-242-5231

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## 2025 CAASE Awards Submission

**Submission Category:**

Employee Programs

**Submission Title:**

Employee of the Month Program

**Number of Annual Service Requests:**

40,500

**Number of Ambulances:**

30

**Business Type (check all that apply):**

Business

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

Brock Davis - Operations Supervisor - Brock.Davis@gmr.net

**Situational Analysis (Background of Project):**

We wanted to create a program to award employees for their hard work and dedication to the Community.

**Project Goals:**

To recognize excellence in professionalism and high standards within the operation

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

We analyze data from OPAP reports to find employees that have excelled in the categories of start of shift times, hospital clear times, en route times, no corrective action, call volume and attendance.

Once we select one EMT and one Medic, they are given an award and a prize of their choosing within

a budget. At the end of the year, we hold a raffle for all the employees that were recognized each month for an overall winner of the year.

**Results (Did you achieve your goals? How did you measure results?):**

This have improved overall morale and has given us clear data into areas we can improve on and gives the employees an incentive to continue achieving hard work and dedication.

**Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):**

The impact has been met with good results and has progressed to a level in which other operations want to have similar programs.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

We allocate roughly \$3,000 for the year to purchase awards and certificates.

**Supporting Documents #1:**

Employee of the Month Program Victorville, CA.pdf

**Supporting Documents #2:**

**Supporting Documents #3:**

**Supporting Documents #4:**

**Supporting Documents #5:**

**Supporting Documents #6:**

**Comments:**

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$500.00



# Employee Of The Month Program Victorville, CA



## Employee of the Month: Recognizing Excellence and Service

The Employee of the Month program at AMR Victorville, located in San Bernardino County, is designed to recognize outstanding performance and commitment among the organization's frontline emergency responders—EMTs (Emergency Medical Technicians) and Paramedics. This program was initiated by Operations Supervisor Brock Davis when he noticed the importance of employee recognition and developed a program that uses objective data focusing on dedication and efficiency. This program not only rewards individual excellence but also reinforces a culture of professionalism, reliability, and patient-focused service.

### Purpose and Impact

As a high-volume EMS provider serving a diverse and often demanding area, AMR Victorville relies heavily on the dedication and efficiency of its field personnel. The Employee of the Month program serves as a powerful motivational tool, encouraging EMTs and Paramedics to uphold the highest standards of care and conduct. The program also highlights the organization's commitment to recognizing hard work, supporting morale, and fostering healthy competition among team members. By spotlighting exceptional employees, AMR Victorville strengthens team cohesion, reinforces company values, and ultimately enhances the quality of emergency medical services provided to the community.



“Recognizing employees empowers them to promote a healthy workplace, and the community benefits as a whole.” – Brock Davis



### Metrics for Recognition

Selection for Employee of the Month is based on a combination of objective performance data and qualitative assessments. To ensure fairness and transparency, the program uses clearly defined performance metrics, including:

#### Hospital Clear Times

 Timely hospital clear times are crucial for maximizing ambulance availability and system readiness. Personnel who consistently demonstrate efficient patient handoffs and documentation are scored higher in this category.

#### Start of Shift Times

Punctuality is key in emergency services. Employees who consistently arrive on time and ready for duty at the start of their shifts contribute to operational readiness and are recognized for their reliability.

#### Average En Route Times

Rapid response to calls is essential. EMTs and Paramedics who maintain low average en route times—without compromising safety—demonstrate exceptional situational awareness and urgency.

#### No Disciplinary Action

Professional conduct is a cornerstone of public trust in EMS. Employees with a clean disciplinary record reflect adherence to company policies, ethical behavior, and sound judgment under pressure.

#### Transports Completed

The volume of transports reflects work ethic and productivity. While quality of care is always the priority, those who handle a high number of transports efficiently and compassionately are acknowledged for their dedication.

#### Attendance

Consistent attendance speaks to reliability and commitment. Employees who maintain strong attendance records contribute significantly to the station's operational continuity and staffing stability.

The Employee of the Month program at AMR Victorville plays a vital role in recognizing and reinforcing excellence among EMTs and Paramedics. By using a balanced approach that combines quantifiable metrics with personal conduct and team spirit, the program ensures that high-performing individuals are celebrated and that their efforts serve as inspiration to others. In a field where every second counts and every action can save a life, honoring those who consistently rise to the challenge strengthens not only the team but the entire community they serve.