

READY, NEXT LIVE!



*Immersive Management and
Operations Tour with Leading
East Coast EMS Agencies*

OCTOBER 13, 2025 - OCTOBER 17, 2025

OVERVIEW

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The California Ambulance Association (CAA) is excited to present an immersive management and education development program designed to enhance the operational expertise of leaders, managers, supervisors, employees, and association members. This dynamic program will take participants on a live tour of three distinguished ambulance operations on the East Coast, specifically Medic Mecklenburg EMS, Wake County EMS, and Richmond Ambulance Authority. Participants will engage in a multifaceted learning experience that encompasses tactical insights, collaborative discussions, and benchmarking against best practices within the ambulance service community.

Each day of the program will be structured into four impactful segments:

- **EMS System Operations Tour:** Participants will kick off each day with a guided tour of the host EMS system, providing a firsthand look at daily operations, equipment, and facilities that contribute to high-quality emergency medical services.
- **Roundtable Discussion:** Attendees will engage in a roundtable discussion with the leaders of the local ambulance service, focusing on diverse operational aspects, sharing best practices, and navigating “what if” scenarios to foster a deeper understanding of strategic decision-making in the field.
- **Operational Showcase:** CAA registrants will be broken into 3 groups. At each site, one of the groups will present a specific operational challenge faced by their organizations back in CA, offering insights on their approaches to resolving the issue. Participants will then engage in a collaborative discussion on how the host operation addresses similar challenges, facilitating peer learning and exchanges of innovative solutions.
- **Reflection and Feedback Session:** The day will conclude with a reflective session where CAA members and attendees can share their experiences, insights, and key takeaways from the day’s activities. Participants will explore how to implement learned strategies and practices within their own operations, fostering a culture of continuous improvement.

This program not only aims to bolster operational knowledge but also to build a robust network of professionals committed to enhancing ambulance services across California and beyond. This program promises to offer real word experience, foster leadership development, enhance operational knowledge, and collaboration with ambulance service professionals. Join us to enhance your skills and elevate the standard of care in your organization.

COURSE OUTLINE

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Arrival & Welcome Reception | Richmond, VA
Monday, October 13, 2025

Richmond Ambulance Authority | Richmond, VA
Tuesday, October 14, 2025

- Welcome and Introduction
- EMS System Tour
- Roundtable Discussion with Richmond Leadership
- Operational Showcase
- Reflection and Feedback Session



Wake County EMS | Raleigh, NC
Wednesday, October 15, 2025

- Welcome and Introduction
- EMS System Tour
- Roundtable Discussion with Wake County Leadership
- Operational Showcase
- Reflection and Feedback Session



Team Outing: Connect, Explore, Engage | Charlotte, NC
Thursday, October 15, 2025

Medic Mecklenburg EMS Agency | Charlotte, NC
Friday, October 17, 2025

- Welcome and Introduction
- EMS System Tour
- Roundtable Discussion with Medic Mecklenburg Leadership
- Operational Showcase
- Reflection and Feedback Session



Conclusion: Program Wrap-Up
Friday, October 17, 2025

- Final Thoughts on Overall Learnings
- Action Planning for Implementation of Key Takeaways



REGISTRATION

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Why Attend?

- Elevate your leadership and operational acumen
- Learn directly from high-performing EMS agencies
- Collaborate with peers and industry experts
- Bring back actionable strategies to your organization

Be Ready. Be Next. Be There.

This is more than a tour—it's a transformative opportunity to build excellence in ambulance operations and leadership. Secure your spot today!

CAA Member Registration

Registration Fee: \$1,500

Includes: full program access, all site tours, roundtable sessions, and program materials. Lodging, Meals, and Bus Transportation to tour sites are included. Flight travel is not included; flights and transportation to airports are to be arranged and paid for by the participant.

Register Here: <https://caa.memberclicks.net/ready-next-live-2025>

Program Dates: Monday, October 13, 2025 - Friday, October 17, 2025

Commercial Member Sponsorship

Sponsorship Fee: \$5,500

As a commercial member sponsor, your company will be front and center with influential EMS decision-makers, showcased as a partner in leadership development and operational excellence.

Includes:

- Logo Placement on program materials, website event page, and marketing eblasts
- Verbal Recognition during the opening and closing remarks of each day's sessions
- Opportunity to register one company representative to attend the full tour and participate in networking opportunities
- Inclusion of Company Materials or branded giveaways in attendee welcome kits
- Recognition on CAA Social Media

MODERATORS

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Steve Grau
Founder & CEO, Royal Ambulance
CAA President – Elect
CAA Education Committee Co-Chair



Rob Lawrence
Executive Director, CAA
AIMHI President



Jimmy Pierson
President, Medic Ambulance
CAA Immediate Past President



Matt Zavadsky
EMS/Mobile Healthcare Consultant, PWW/AG
AIMHI Executive Director