



OFFICIAL NOTICE

2022-23 BOARD OF DIRECTORS

PRESIDENT
James Pierson
Medic Ambulance Service, Inc.

VICE PRESIDENT
Jaison Chand
City Ambulance of Eureka

SECRETARY/TREASURER
Melissa Harris
AmbuServe, Inc.

IMMEDIATE PAST PRESIDENT
Todd Valeri
American Ambulance

DIRECTOR
Carly Alley
Riggs Ambulance Service

DIRECTOR
Steve Grau
Royal Ambulance, Inc.

DIRECTOR
Brian Henricksen
Global Medical Response

DIRECTOR
Sean Sullivan
LIFEWEST

SGT-AT-ARMS
Josette Engman
King American Ambulance Company

2022-23 COMMITTEE CHAIRS

CAAPAC
Brian Meader, Interim Chair
Medic Ambulance Service, Inc.

EDUCATION
Steve Grau, Co-Chair
Royal Ambulance Service, Inc.

Danielle Thomas, Co-Chair
LifeLine EMS Ambulance

HUMAN RESOURCES
Jim Karras, Co-Chair
AmbuServe, Inc.

LEGISLATIVE & AGENCY RELATIONS
Carol Meyer, Co-Chair
McCormick Ambulance

MEDIA & PUBLIC RELATIONS
[vacant]

MEMBERSHIP DEVELOPMENT & SERVICES
Steve Grau, Chair
Royal Ambulance, Inc.

NOMINATING COMMITTEE
Justin Kelton, Chair
San Luis Ambulance

OPERATIONS
Max Laufer, Co-Chair
MaxCare Ambulance
Michael Jones, Co-Chair
AlphaOne Ambulance

PAYER ISSUES
Donna Hankins, Co-Chair
American Ambulance

Melissa Harris, Co-Chair
AmbuServe, Inc.

DATE: AUGUST 1, 2023
TO: CAA ACTIVE MEMBERS
FROM: JUSTIN KELTON, CHAIR NOMINATING COMMITTEE
RE: 2023 ELECTIONS

Scan for Candidate Statements



Enclosed is the official ballot for the 2023 – 2024 California Ambulance Association elections. Active members are eligible to vote for candidates seeking election as Officers of the Association and Directors of the Board. Candidate statements have been linked from the home page of the CAA website (www.the-caa.org).

In accordance with the by-laws, elections are conducted by **mail only NO LATER THAN 30 DAYS PRIOR TO THE GENERAL MEMBERSHIP MEETING** with any ties being broken by the Active membership in attendance at the Annual Membership Meeting that will be held on **August 31, 2023** at Harrah's Lake Tahoe Resort. This gives every Active member the opportunity to exercise their right to vote whether or not they are present at the Annual Membership Meeting.

Please check ✓ your choice on the enclosed ballot and return by mail to the CAA office **NO LATER THAN AUGUST 21, 2023**. Your ballot must be returned in the enclosed return envelope, a company envelope or an envelope with your company name clearly written on the outside of the envelope. Please mark the enveloped "ballot enclosed" on the outside of the envelope.

Please remember the following: Only the designated CAA contact from your company may vote. The ballot must be fully completed in order to be valid. Ballots in which the name of the company is not clearly indicated on the envelope will not count.

Please scan the QR Code above or visit www.the-caa.org to review the candidate statements. We encourage you to review the enclosed statements prior to making your decision.

Thank you for your time and participation in the CAA!

Ballots must be returned to the CAA Office no later than AUGUST 21, 2023.

Return to:

California Ambulance Association
2520 Venture Oaks Way, Suite 150 - Sacramento, CA 95833

**Use the enclosed envelope or a company envelope with
"BALLOT ENCLOSED" on the outside.**

CALIFORNIA AMBULANCE ASSOCIATION

2023-2024 ELECTIONS

SLATE OF CANDIDATES

Following are nominees for election to serve the CAA during its 2023-2024 operating year. Candidates were formally ratified by the Board of Directors on August 2, 2023. Results will be announced during the Annual Meeting of the Membership which will be held on Thursday, August 31, 2023 at Harrah's Lake Tahoe Resort.

Nominees for the Board of Directors (four positions, two-year terms):

Bob Campbell	FALCK	Orange, CA
Jaison Chand*	City Ambulance of Eureka	Eureka, CA
Steve Grau*	Royal Ambulance, Inc.	San Leandro, CA
Lyle Hanson	FALCK	Orange, CA
Brian Henricksen	American Medical Response	Sacramento, CA
Josh Nultemeier	King American Ambulance	San Francisco, CA
Jeff Ruch	American Ambulance of Visalia	Visalia, CA
Danielle Thomas	LifeLine Ambulance	Commerce, CA
Todd Valeri	American Ambulance	Fresno, CA

Nominees for Officer Positions (one-year term for each position):

PRESIDENT:

Jaison Chand*	City Ambulance of Eureka	Eureka, CA
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VICE PRESIDENT:

Steve Grau*	Royal Ambulance, Inc.	San Leandro, CA
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SECRETARY/TREASURER:

Melissa Harris	AmbuServe, Inc.	Gardena, CA
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**** Must be elected to the Board of Directors to be qualified to hold the position of officer of the Board of Directors.***



Jaison Chand
City Ambulance of Eureka, Inc.
Eureka, CA

Candidate for President
(One-Year Term)

Candidate for the Board of Directors*
(Two-Year Term)

I have been active in the California Ambulance Association for over 25 years, serving in multiple roles; most recently, as your Vice-President, and including 8 years as your representative to the State Commission on EMS, 18 years on the CAA Legislative Committee, and your representative to EMSA systems (Chapter 13) Task Forces/Committees for the last 15 years.

I'm currently serving as a Regional Director for Global Medical Response, overseeing City Ambulance of Eureka, Inc., which I've managed for almost 30 years, and three REACH Air Medical bases. I came through the ranks with City Ambulance, starting as a part-time EMT in 1994, and subsequently became a Paramedic, Flight Paramedic, Commercial Pilot, and Registered Nurse.

In 2023, I believe we faced more hostile legislative efforts than we have had in over a decade. Through the hard work and commitment of our board and committees, we were able to neutralize or mitigate most of those threats, and the work continues. We have no reason to believe that 2024 will be any different, and we will have to rise to the challenge again.

Increasing both emergency and non-emergency Medi-Cal funding remains at the forefront of our agenda. Unfortunately, our legislative efforts to increase funding died this year, but the fight continues in 2024. The failure to increase Medi-Cal reimbursement for the last 24 years is a travesty, and we need to continue this fight.

I'd be honored to serve the CAA and the industry in the challenges ahead.



Steve Grau
Royal Ambulance, Inc.
San Leandro, CA

Candidate for Vice President
(One-Year Term)

Candidate for the Board of Directors*
(Two-Year Term)

Esteemed CAA Members,

I, Steve Grau, am honored to introduce myself as the CEO/Founder of Royal Ambulance and humbly seek your invaluable vote and support for the Vice President of the California Ambulance Association position.

Having been a member of this esteemed association for nearly 17 years, I must admit that there were moments when I felt disheartened and distant due to the association's lack of representation of my interests. However, during the past six years, I have come to a profound realization: to bring about meaningful change, I must be the voice that champions it. Embracing the adage, "Be the change you seek," has made me appreciate the immense value of this organization. The exceptional leaders who have guided this association inspired me deeply. Their willingness to listen, understand, and challenge the status quo ignited a fire within me to contribute positively to this storied institution.

In 2017, eager to make a lasting impact, I joined the board as the sole IFT member. Taking on the role of the Chair of the Membership Committee, I focused on enhancing diversity within our ranks by successfully recruiting 30% more new members from our IFT community. By broadening our membership, we gained diverse perspectives on the CA EMS system and provider requirements, leading us to reshape our strategic plan and mission to achieve a more inclusive representation of Non-Emergency services.

As the Chair of the Education Committee and a dedicated Board Member, I have devoted myself to elevating the value we offer our members. This endeavor has involved collaborating with industry thought leaders on critical subjects, establishing an HR collaborative, introducing innovative educational opportunities, and raising the standards for our Conference and Stars events.

Furthermore, as an active participant in the Legislative Committee, I have tirelessly labored to bring about significant changes to the Medi-Cal reimbursement system. While we have made strides in this area during the last few years, there remains unfinished work, and I am committed to seeing it through to completion.

With ambition and enthusiasm, I seek your support because even though we have accomplished much in the past four years, our journey is far from over. I envision a united EMS community that fearlessly tackles challenges and embraces opportunities to shape a brighter future together. As the Vice President of the California Ambulance Association, I promise to dedicate my vision, time, and unwavering commitment to our collective success. Let us stand united, forging a path that propels us toward a thriving and promising tomorrow.



Melissa Harris
AmbuServ, Inc.
Gardena, CA

**Candidate for Secretary/Treasurer
(One-Year Term)**

Melissa Harris is a hands-on businesswoman who leads her mobile healthcare and ambulance transport services company, AmbuServe, Inc. Founded in 2000, under Melissa's direction, AmbuServe has evolved from a three-ambulance operation to the thriving company it is today.

With its fleet of ambulance vehicles and more than 250 employees, AmbuServe serves numerous healthcare facilities and insurance networks with exceptional on-time urgent and non-emergency ALS, BLS, and neonatal team ambulance transport services throughout the counties of Los Angeles and Orange.

In 2015, AmbuServe acquired Shoreline Ambulance in Orange County, which allowed the company to expand its service area into this adjoining county. In 2017, AmbuServe purchased Irwindale-based Medic-1 Ambulance/RSI Ambulance, which primarily serves the eastern San Gabriel Valley area of Los Angeles County.

She Demonstrates leadership by example; Melissa participates in multiple industry trade associations, including the California Ambulance Association (CAA), Los Angeles County Ambulance Association (LACAA), and Ambulance Association of Orange County (AAOC).

Melissa has become active in the CAA, is currently the Secretary/Treasurer on the Board of Directors, co-chairs the CAA's Payor Committee, and has served on the Medical Task Committee for the last two years.

She continues to acquire specific industry knowledge and skills, which she generously draws upon when other industry leaders seek her assistance on a routine basis. Melissa has honed her technical expertise in payroll software, Crystal Reports, SQL, Microsoft products, and the leading industry-specific software suite of products offered by Zoll Data Systems that power the company's accounts receivable and computer-aided dispatch ("CAD") system.

Using her hands-on approach, Melissa regularly works directly with the company's vendors and manages the company's marketing and finance areas. She also works closely with each of the company's executive management team members to motivate and inspire a culture dedicated to excellence in service delivery.

A graduate of Pepperdine University in Malibu, Melissa received her Bachelor's Degree in Science from the renowned program in 1999. Melissa is also a proud member of the Women-Owned Business Association.



Bob Campbell
FALCK
Orange, CA

**Candidate for the Board of Directors
(Two-Year Term)**

I have over 20 years of experience in the EMS System, starting at Care Ambulance in Anaheim, CA, which is now known as Falck. As a Global leader in ambulance services, we have successfully managed over 700,000 emergency responses in the state of California alone.

Throughout my career, I have held various positions within Falck/Care, including EMT, Public Relations Rep, as Manager of Business Development and Government Affairs for the Southern California operations. These roles have provided me with a comprehensive understanding of the current and historical challenges faced by our industry.

I firmly believe that the CAA has done an exceptional job representing the interests of our emergency and non-emergency ambulance service providers.

With great enthusiasm, I seek to contribute to these efforts by serving on the Board. My goal is to promote continuous improvement within our industry and address any outstanding issues that require attention.

By leveraging my extensive knowledge and experience, I aim to make a positive impact on the CAA Board, advocating for the advancement of our industry and ensuring the highest quality of service for our communities.

Thank you for considering my candidacy. I am eager to serve and contribute to the betterment of our industry.



Lyle Hanson
FALCK
Orange, CA

Candidate for the Board of Directors
(Two-Year Term)

I am humbled and excited to announce my candidacy for a leadership role within our esteemed association. As a seasoned healthcare professional with a passion for emergency medical services, I am dedicated to advancing the quality of care, enhancing operational efficiency, and elevating the status of ambulance services across the state.

Throughout my career, I have witnessed the crucial role that ambulances play in delivering life-saving medical assistance to those in need. I have worked diligently alongside dedicated teams of paramedics and EMTs, experiencing firsthand the challenges and opportunities faced by our profession.

If elected, my top priorities will be:

Promoting Excellence in Patient Care: I will work tirelessly to enhance the quality of care provided by our ambulance services. This includes advancing training programs, fostering a culture of continuous improvement, and implementing evidence-based practices to ensure the best possible outcomes for patients.

Strengthening Partnerships: Collaborative efforts are key to success in the field of emergency medical services. I will forge strong partnerships with hospitals, healthcare organizations, and community stakeholders to streamline patient transfers and improve the continuity of care.

Advocating for Fair Reimbursement: The financial viability of ambulance services is crucial for sustaining their operations and delivering high-quality care. I will be a vocal advocate, fighting for fair reimbursement rates from insurers and government agencies to support our providers.

I kindly ask for your support and vote in the upcoming election. Together, let us chart a course towards a stronger, more resilient, and compassionate California Ambulance Association.

Thank you for your consideration.



Brian Henricksen
American Medical Response
Sacramento, CA

Candidate for the Board of Directors
(Two-Year Term)

The ambulance industry is facing its toughest challenges ahead. Our post-pandemic world has not been short of difficulties; lacking reimbursement from government payors, rising costs and supply chain shortages, healthcare worker staffing, increasing hospital wall times, and evolving EMS system disruption strategies have been consistently faced by ambulance providers around the state. Despite these challenges, our industry continues to answer the call. These challenges, of course, also offer us an opportunity if we continue to work together. There are opportunities to innovate our EMS systems to better care for patients, to explore new ways to improve reimbursement from payors, and to evolve our relationship with our caregivers.

I have spent nearly 25 years in the ambulance industry, first starting as an EMT in the late 1990s and later as a paramedic, supervisor, and manager for two different ambulance providers in California. In addition to my experience working for different ambulance providers, I also spent nearly a decade working for local EMS agencies, most recently as an EMS Administrator in Napa County. During that time, I served as President of the EMS Administrators Association of California (EMSAAC). I returned to the ambulance industry, beginning work for Global Medical Response in 2020 where I am the Regional Director of Government Affairs and oversee our ground and air ambulance operations in Sacramento, Yolo, Placer, Colusa, Yuba, and El Dorado Counties. I am also a Cal-AAMS Board Member, representing CALSTAR on issues related to the air ambulance industry.

I first had the opportunity to serve on the CAA Board this last year when I was appointed by CAA President Pierson to a vacated position. I am humbled by the work that this organization has done for many years and the collaborative way that its membership has worked together on our shared interests in recent years. Now, more than ever, the CAA will play a role in the evolution of our industry as we adapt to the challenges ahead. I am excited about the potential opportunity to help lead our organization into the future and am appreciative of the opportunity to put my name forward in this election.



Josh Nultemeier
King American Ambulance
San Francisco, CA

Candidate for the Board of Directors
(Two-Year Term)

My name is Josh Nultemeier. I have 34 years in EMS that includes 28 years as a paramedic. I started working at King-American in 1995. I am currently the operations manager and have served in this position for 20 years.

I have been very active in the CAA over the years. My activity with the CAA, coupled with my management experience at King-American, has prepared me to be a valuable board member if selected. I look forward to the unique opportunity to help progress the ambulance industry forward in California.



Jeff Ruch
American Ambulance of Visalia
Visalia, CA

Candidate for the Board of Directors
(Two-Year Term)

Hello, my name is Jeff Ruch and I am running for the position of Director. A little about myself: I have served in various capacities of Emergency Medical Services my entire adult life, starting as an EMT in 1988 and becoming a Paramedic in 1991. I've had the pleasure of working in different regions of the state, gaining invaluable experiences as well as gaining many friends and allies along the way. Most recently, I've been promoted to Operations Manager and Director of Human Resources at American Ambulance Visalia. I've been with AAV for nearly seven years. I'm a homeowner in the community of Hanford and will likely retire here. With my promotion, I've been encouraged to become more active in the CAA. As such, I've become a voting member of the Legislative and Agency Relations Committee as well as a member of the Human Resources Collaborative. I was encouraged to further my service by a current board member, suggesting that a term as a director would be well suited for me. I look forward to answering that calling. Thank you for your consideration. -Jeff



Danielle Thomas
LifeLine Ambulance
Commerce, CA

Candidate for the Board of Directors
(Two-Year Term)

Dear Members of the California Ambulance Association,

It is with great enthusiasm and dedication that I submit my candidacy for a position on the esteemed California Ambulance Association Board. As a passionate paramedic, EMS educator, and current co-chair of the education committee, I possess the experience, vision, and commitment needed to make a positive impact on EMS organizations and personnel throughout the state.

As a paramedic, I have witnessed the transformative power of EMS services in saving lives and providing crucial care during emergencies. My firsthand experience on the frontlines has honed my understanding of the challenges faced by EMS professionals and the importance of maintaining high standards of care. I am committed to advocating for policies that enhance the quality of services provided and support the well-being of EMS personnel and the organizations throughout the state.

As an EMS educator, I have had the privilege of shaping the next generation of emergency medical professionals. My role in curriculum development and training programs has allowed me to stay at the forefront of industry best practices and innovations. If elected to the board, I will strive to foster a culture of continuous learning and professional development within the EMS community, ensuring advocacy for the profession's advancement and preparing the next generation of EMS leaders.

Having served as the co-chair of the education committee, I have gained valuable insight into the internal workings of the association. I am familiar with its strengths and challenges and am eager to contribute my expertise to address areas of improvement and growth. I envision a united EMS community in California, where collaboration between organizations is strengthened and resources are maximized to optimize emergency and non-emergency medical services statewide.

If given the honor of serving on the board, I pledge to advocate for EMS organizations and personnel across California. I will listen to concerns, champion ideas, and work tirelessly to advance the interests of our profession. Together, we can build a stronger, more resilient EMS community that ensures the well-being of our citizens and the success of our dedicated professionals.

I look forward to the opportunity to work with you all.



Todd Valeri
American Ambulance
Fresno, CA

Candidate for the Board of Directors
(Two-Year Term)

I want to support you and your business as a Board Member of the California Ambulance Association. I don't have all the answers to the issues we face, but I promise to work hard to do what I can to help protect the private ambulance industry in California.

All ambulance providers in this state know we face many new challenges. We must work as a collaborative body to improve and adjust our services and get our concerns addressed. I pledge to work closely with the CAA members, Executive Director and Board of Directors to achieve those goals.

I have worked in EMS for 40 years. At American Ambulance, I have worked at nearly every level in the organization and am now the President/CEO with over 700 employees operating more than 100 ambulances. We provide the full continuum of ambulance services from BLS to Critical Care Ambulance, and serve a mixture of urban and rural communities. Given the diversity of the services we offer, odds are, I'm awake at night losing sleep over the same issues you are. I have a good understanding of your perspective and I want to help.

For years, my focus had been our business and our region. Eventually, I realized the importance and the need for people to step-up and support our shared interests through the CAA. I have been involved as the CAA President, Board Member, Ethics and Professionalism Committee Member, Legislative Committee Member, and EMS Commission Representative. It would be an honor to be a CAA Board Member and I promise to give my full effort and attention to the job.