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Citizens' Ambulance Service, the premiere EMS provider for Indiana County, since 1964, is moving into the future. Recent years have been trying to the healthcare industry, Citizens' was not spared. A global pandemic, shifting reimbursement models, and political pressures have all taken a toll on the EMS industry. Citizens' Ambulance is committed to continuing our mission in providing outstanding professional Emergency Medical Services to our communities. To accomplish that goal, major changes are in the works.

The Executive Board of Citizens' Ambulance Service has notified Ambulance Service Management Corporation (ASMC) of their intent to acquire ASMC and the associated contracts. This acquisition will allow Citizens' to move forward with a not for profit operating model.

The future of EMS demands a sustainable funding source. Therefore, Citizens' must do its part to streamline operations, identify and secure funding from a myriad of agencies (including membership, municipalities, and grants) to be successful in the future. This is paramount to our continued success.

Acquiring the contract with ASMC will provide Citizens' the ability to hire/retain the present employee workforce. Sandi Gillette, Vice President of the Citizens' Board stated "We cannot think of a finer and more professional group of Paramedics, EMTs, and support staff than the one we have now". Furthermore, the Board of Directors feels direction and consultation with current ASMC management staff is necessary in the immediate future.

At a meeting of the Citizens' Board of Directors, a committee of four board members were asked to oversee the transition over the coming months. Rob Walbeck, heading the transition team, noted "There will be no change in the operation of Citizens' nor effect on ASMC employees. The same reliable service will remain in place as we move through the transition of how Citizens' will remain a transparent, non-profit organization, without a management company." Meetings/negotiations between Citizens' and ASMC are underway and are expected to continue over the next several months to ensure a smooth transition.

Bill Simmons, President of the Citizens' Board, added "The ASMC contract and financials were reviewed by a local, independent advisor to Citizens', who has shown the management of Citizens' by ASMC was done at a reasonable cost in the past, but that a fully not-for-profit model is likely best for the future. We are reviewing a few different models on how to proceed and will begin conversations with the municipalities to assure their financial support".

Dewayne Dills, Citizens' Executive Board member stated, "Memberships of \$75 a family (\$65 Seniors) along with donations and grants helped Citizens' stay afloat for the past few years. That is no longer the case. We are looking to establish a solid partnership with the municipalities, combined with the operational wisdom of ASMC employees to keep Citizens' without debt and financially strong".

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Walbeck added "The service and employees of Citizens' Ambulance Service and ASMC are top notch in the EMS field for all of Indiana County as well as a few townships in Armstrong County. The Executive Board of Directors is working jointly with ASMC to develop how this model will evolve and follow the guidelines set forth by Code. We understand the challenge before us and while we are not alone, each county is so unique; the Citizens' Board of Directors feel strongly a solution can be found using what already was in place and working well".

The Citizens' Board is very grateful to the ASMC employees for their excellent service to the community and looks forward to the future with them as part of the Citizens' Ambulance Service team.

Sincerely,
Citizens' Ambulance Service

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