



COMPANIES



Knowing
life
matters



www.acadian.com



A message from our Chairman & CEO

When we organized our company in 1971 in Lafayette, Louisiana, we could not imagine the growth in size and capability that is recorded here. Throughout the years, we have continuously received a tremendous amount of public support, along with unparalleled cooperation from elected officials, the medical community, the business community, our first-responder public safety partners, non-profit groups, and news media from around the world. We are certainly grateful and we are blessed for the support and public trust that has enabled us to become the kind of company that ranks us among the nation's elite.

We are proud to now be one of only three accredited ambulance services operating in the state of Texas. Among the thousands of ambulance companies operating in the United States, only 103 have earned the prestigious designation from the Commission on Accreditation of Ambulance Services (CAAS). Core to our operating principals, it is this unique national recognition that assures the communities in which we are privileged to serve that Acadian adheres to the ambulance industry's most stringent standards of performance, clinical care competency and customer service.

As the country's largest privately-held ambulance service, our employee-owners operate in 38 counties and parishes in Texas, Louisiana and Mississippi. In addition, our employee stock ownership program, instituted in 1993, has proved to have enhanced the employment experience at our company. The pride and passion of our employees is evident in the quality of work and compassionate care we provide every day, for every patient. As employee owners, our team is enabled to share in the wealth we all help to create.

You can trust that the men and women of Acadian Ambulance Service and our subsidiary companies will deliver and maintain an unwavering pledge to provide the same impressive level of service here in Texas as we are recognized for throughout the United States.

Because we know, life matters.

R.E. Zuschlag

Richard E. Zuschlag, Chairman & CEO



ACADIAN AMBULANCE SERVICE:

Knowing life matters

Emergency & non-emergency transports

Acadian's commitment to excellence is evident in every aspect of the company. Much of our success is the result of innovation, dedication of our employees and excellent customer service.

Since 1971, Acadian Ambulance Service, whether responding to a natural disaster or non-emergency calls, has remained a most dependable and innovative ambulance company. You can be assured of receiving the best care from the most professional and dedicated medics.

Our commitment to providing the best pre-hospital emergency medical care starts with our employees, Nationally and state Registered EMTs and Paramedics. They are required to complete continuing education courses, provided by the National EMS Academy, and to stay current on the latest medical procedures, medications and clinical protocols. Disasters and other large-scale accidents pose critical challenges and we have a solid base of experience in dealing with mass casualty incidents.

Dr. Ross Judice, our full-time medical director, oversees the continuing education courses, clinical quality improvement programs, and clinical protocols for our medical staff. Active emergency department physicians serve as associate medical directors, providing clinical expertise, education, and leadership.

National Accreditation

The tough standards we meet to be accredited are important for providing the best possible patient care. Out of approximately 12,000 ambulance providers nationwide, only 103 have met the qualifications for national accreditation. Acadian Ambulance Service is very proud to be among those and also to be one of only three accredited ambulance service providers in our service area of Louisiana, Mississippi and Texas.



Employee Ownership

ESOP (Employee Stock Ownership Plan) enables our working family to share in the wealth they help create. Acadian Ambulance is a better company because of this program which maximizes human potential by enhancing the self-worth, dignity, and wellbeing of our people.



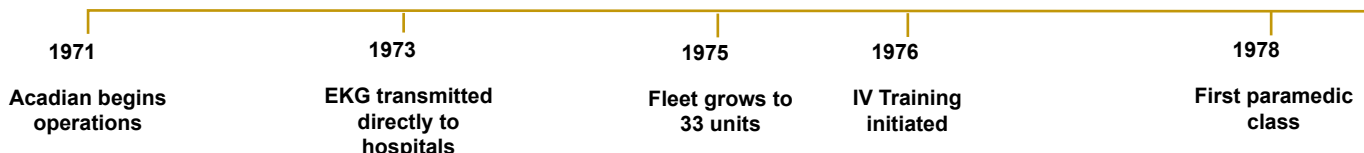
Company at a glance

- Employees – 2597
- NREMT-Paramedic - 865
- NREMT-Intermediate - 30
- NREMT-Basic - 743
- Support staff - 743
- Health & Safety Technicians - 216
- Ground ambulances - 255
- Air ambulance helicopters - 8*
- Fixed wing aircraft - 5
- Van / bus transports - 30
- Stations - 107
- Parishes & counties in service area - 38

EMS Excellence

- EZ-IO drug and fluid administration
- Air Med helicopters*
- Lifepack 12 cardiac monitors
- GPS ambulance tracking
- 511 ambulance dispatch
- Teleconferenced learning
- QA/QI process through electronic medical record audits
- Nationally & state registered paramedics
- Ambulance manufacturing facility

*Helicopters operated by Metro Aviation, Inc.
**Data as of 4/08





Due to the diverse geography of the areas we serve, emergency calls come from locations difficult or impossible for access by ground ambulances. Air Med Services was launched in 1981 as our response to this vital need.

Today, we operate *seven medically-configured helicopter ambulances strategically located in Lafayette, Baton Rouge, Houma, Alexandria, Slidell and Lake Charles.

**Helicopters operated by Metro Aviation, Inc.*

Executive Aircraft Charter Service

Executive Aircraft Charter Service customizes your flight. Enjoy the stress free environment from departure to arrival, while the only schedule we follow is yours. Whether you are flying for business or pleasure, we will get you where you want to go, anywhere in the world. Executive Aircraft Charter Service is available 24 hours a day to make your complete travel arrangements.

Air Medical Charter Service includes our international Lear jet and two medically-configured fixed-wing aircraft for extended transports across the continental United States.



National EMS Academy

The National EMS Academy (NEMSA) was formed in 2003 by Acadian Ambulance Service and South Louisiana Community College. Since its inception, NEMSA received many accolades for its innovative use of technology and resources to train new and existing medics. NEMSA's statewide footprint enables learners to attend Louisiana classes in Alexandria, Baton Rouge, Covington, Houma, Lafayette, Lake Charles, and Gretna. Video-conferencing, realistic emergency simulations, and case-based teaching contribute to its success. NEMSA's immediate future plans are to include educational opportunities in the Texas service area.

NEMSA also works closely with Acadian Ambulance's office of Medical Direction and Quality Improvement to develop continuing medical education for field staff. The continuous development of our medics' skills translates into superior medical care being provided to our patients.

NEMSA recently received Organizational Accreditation status with the Continuing Education Coordinating Board for EMS. CECBEMS is responsible for the accreditation of EMS medical training programs within the United States. Accreditation is accomplished through a peer review process and is based upon established standards and guidelines. NEMSA demonstrated a measurable standard in its approach to curriculum development, instruction, and evaluation of learning outcomes.



1981

***Air Med service begins in Lafayette**

1982

LSU Physicians train on Air Med

1983

Allsafe driving classes begin

1985

***Air Med III Baton Rouge**



Safety Management Systems, LLC is one of the largest providers of health, safety, and environmental management services to the oil and gas industry in the region. With a team of nearly 450 employees, SMS provides services in the Gulf of Mexico and within the U.S. in Texas, Oklahoma, Wyoming, and the Rocky Mountains.

SMS deploys registered paramedics specially trained in remote care medicine, HSE technicians and consultants, fire prevention specialists, and an extensive array of regulatory and compliance training services.

The SMS Training Academy, located in Lafayette, Louisiana, is a state-of-the-art industrial training facility with 15 multimedia classrooms, computer labs, enclosed pool for sea survival training with the use of the latest helicopter Modular Egress Training Simulator (METS), firefighting training field, a 30-ton pedestal crane, recreation area, full-service restaurant, and lodging for 120 guests.

The training facility investment demonstrates the company's commitment to exceed the expectations of our valued customers that demand meaningful learning experiences for their employees. The training center also offers overnight lodging accommodations and a full-service restaurant. In addition to serving industry customers, the training academy is also the foundation for educating SMS field personnel.

1987	1988	1989	1990	1991	1992
Mobile computer terminals added to ambulances	Med Carts & Andre the Ambulance Robot	Acadian featured on TV series "Rescue 911"	National EMS Leadership Award	Acadian On Call begins operation	US Senate Innovation Award



Acadian On Call

A small pendant worn around the neck is the key to safety, security and independence. One touch of the button immediately alerts the Acadian Ambulance Communication Center.

Computerized records are automatically accessed providing the subscriber's address, medical history, and instructions. Once the call is received, expert, caring medics are on the way instantly if needed.

The Acadian On Call system provides peace of mind to subscribers and their families knowing that if needed, emergency assistance is available at the touch of a button.

Acadian On Watch

Acadian On Watch partners with independent security and fire firms to provide monitoring services for homes and businesses. On Watch is Five Diamond Certified by the Central Station Alarm Association. This testifies that 100% of our central station operators have achieved proficiency and certification.

Our alarm center is equipped with redundant computer services, alarm receivers and telephone lines as well as cellular back up phones. We have an additional Disaster Recovery/Backup Alarm Center in Houston, Texas - over 500 miles from our central station in Lafayette, Louisiana. To prepare for the hurricane seasons to come, On Watch began the process of designing and building a regional redundant center that would be bi-directional—a first of its kind in the industry. It is located in Houston, Texas.



Acadian Telehealth

The focus of Acadian Telehealth is to help home health agencies monitor their patients, particularly those with chronic diseases. Acadian Telehealth will assist the home health agencies in monitoring for any behavior changes in their patients, helping the patient with self management of the disease and collecting data on their vital signs 24/7.

Mobile Monitoring

Mobile Monitoring Services provides nation-wide vehicle and asset location-based tracking services using the latest in Global Positioning Systems, cellular, and web-based technologies.

With our web-based system there is no software to purchase, install, or maintain. Simply access the Internet from home, work, laptop, or PDA. We provide you with a secure login ID and password which allows you full access to the whereabouts of your vehicles or assets.

Safety & Security

- Recover stolen assets and reduce insurance premiums
- Reduce downtime by locating misplaced assets quickly
- Attract and retain personnel by providing the best security available

Productivity

- Eliminate on-the-job moonlighting
- Confirm drivers are taking the best routes
- Monitor fuel consumption and reduce vehicle wear and tear

Customer Service

- Re-route field personnel to handle unscheduled customer issues
- Proactively notify customers with updates on driver status
- Generate accurate billing reports based on time spent at job-site

1993

Employee ownership program begins

1994

511 Phone number established

1995

National Accreditation granted

1999

Smithsonian Technology Award

2001

Operations expand into Mississippi

2002

Acadian constructs six ambulances

Communication Center



Austin, TX dispatch center



Lafayette, LA Communication Center

The nationally recognized Communication Center is staffed by medics who complete a National Emergency Medical Dispatch certification. Acadian's dispatchers coordinate the transfer of nearly 850 patients daily from the company's service area via the VisiCAD system and through direct communications links to all 911 emergency agencies in our area. When a call is received in our dispatch center, the CAD system automatically pages the medics, tracks the ambulance units on the Global Positioning Satellite mapping system which pinpoints units closest to the scene, and displays call information on the MDT screen in the ambulance.

Our first emergency transmission in 1971 was on a radio frequency shared by a lumber company. Within a year we had developed a dispatch center that was considered a model for the industry.

Developments in the field of cellular communications have had a significant impact on EMS communications. A major breakthrough in life-saving capability came with the implementation of mobile ambulance computer terminals and global positioning satellite tracking.

Careers

Acadian Ambulance offers many diverse opportunities to meet your career goals. View our current career opportunities and apply on-line at www.acadian.com.

Applicants may also contact Human Resources at HR@acadian.com or by calling 800-259-3333.

AR2000+

EMS Billing & Receivable Software

The AR2000+ system was specifically designed to streamline the billing and collection process for companies in the EMS industry. It features:

- Invoice processing
- System audits
- General ledger export
- Membership management
- CAD integration

Continuing Education

Acadian University is an online education and enrollment system used internally for training, recertification and continuing education. This computer-based corporate learning hub allows employees to enroll in classes, participate in education activities online and track their education credits from anywhere with internet access. By making it possible for our staff to take control of when, where, and how they learn, Acadian University greatly expands our learner's educational opportunities.



2003

12 Lead EKG added to ambulances

2005

EZ-IO alternative to IV added to ground units

2006

EMS Magazine Gold Award
JEMS Magazine Leadership Award
Operations expand into SE Texas

2007

Acadian Telehealth begins
Groundbreaking of new facility
Operations expand into Central Texas



Service area

Louisiana parishes:

Acadia	St. James
Allen	St. John the Baptist
Ascension	St. Landry
Assumption	St. Martin
Avoyelles	St. Mary
Beauregard	St. Tammany
Calcasieu	Tangipahoa
East Baton Rouge	Terrebonne
East Feliciana	Vermilion
Evangeline	Vernon
Iberia	West Baton Rouge
Iberville	
Jeff Davis	
Jefferson	Mississippi county:
Lafayette	Jackson
Lafourche	
Livingston	Texas counties:
Orleans	Jefferson
Pointe Coupee	Orange
Rapides	Travis
St. Bernard	Williamson
St. Helena	



Membership Program

Our membership program, where available, complies with all state and federal guidelines, and offers valuable benefits. Members are entitled to a 20% discount on billed ambulance charges. Acadian stores information provided by the member of their medical history, physician and insurance information, and directions to the home. This information can be transmitted to the responding unit, which saves valuable time, and can be critical in the event of sudden illness or injury.

Community Service

Our commitment to the best possible personnel, training, equipment and technology is accompanied by a dedication to public service. This is reflected in community education programs designed to better prepare citizens for emergency situations.

Acadian ambulances stand by at athletic events, festivals, fairs, and other community events where there is the potential for accident or sudden illness.

Mission Statement

The mission of Acadian Ambulance Service is to provide superlative medical care and transportation. We put service first in a professional and sensitive manner while maintaining the dignity of those we serve. This commitment is further exemplified through the development and enrichment of our staff and the continuation of our tradition of excellent service while profitably meeting the challenges of our health care environment.



NATIONALLY ACCREDITED



EMPLOYEE OWNED