

THE HallMark

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Founder's Day Awards Employees of the Year



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Founder's Day Awards Honors Best of the Best

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President and CEO Johnathon R. Surface welcomes the employee of the year honorees and their families to the Founder's Awards.

Founder's Awards Celebrates the Best of the Best Across All Divisions

BY **MARK CORUM** | DIRECTOR OF MEDIA SERVICES

No matter the time of day or night, they answer the call and respond to those needing medical aid. As Hall Ambulance celebrated its 53rd Anniversary of serving the people of Bakersfield and Kern County, the Company paused to recognize its best of the best across all divisions with the Annual Founder's Day Awards on February 13.

Over 50 guests, including family members, Hall Ambulance leadership, and local news media, attended the awards ceremony at The Collective in downtown Bakersfield, honoring 16 employees whose performance in 2023 was

nothing short of exemplary.

While a patient's face-to-face contact is with the paramedics and EMTs who respond, provide patient care and transport to the ER, they are likely not aware of the personnel and resources involved behind the scenes that are required to answer every 9-1-1 call for a medical emergency. It begins with the vehicle technicians who understand that vehicle failure is not an option when someone needs an ambulance; maintenance and medical supply technicians who ensure every ambulance in the fleet is showroom clean,

stocked, and ready to roll; emergency medical dispatchers who interact with Kern County's Emergency Communications Center (ECC) to process all 9-1-1 requests for an ambulance in Kern County; field training officers and preceptors who prepare the next generation of EMS workers, support staff including Human Resources and Finance; and Business Office personnel who provide customer service after the call.

We dedicate this edition of the HallMark to this year's Employees of the Year and other honorees. *



Heather Lee

Founder's Award for Management Excellence

Heather Lee started her career with Hall Ambulance through the Hall EMT Academy in June 2005. Soon after, the company sponsored her to attend paramedic training.

In April 2014, she took over scheduling for the Ambulance Division and was promoted to assistant manager in 2016. Managing the schedule for a 24/7/365 business is very demanding. Vacations, sick leave, leaves of absence, and employee certifications consume time, energy, and emotion.

In addition to her regular duties, Lee and her team participate in community events, including appearing as her alter ego, Siren the Rescue Dog.

An example of Lee's genuine compassion for others occurred when she encountered a senior citizen needing assistance when leaving a store. Without hesitation, Lee lent a hand to help her to her car with her groceries. *



Sarah Dresser

Paramedic of the Year

Paramedic Dresser began her career at Hall Ambulance in 2012 as a member of the Maintenance Division. She then applied for and was accepted to the Hall EMT Academy. She became a paramedic in 2018.

Throughout 2023, Paramedic Dresser consistently demonstrated her abilities to function as a paramedic. She worked an additional 15 shifts last year and had nearly perfect attendance, with only one sick call.

For 2023, she completed 1,076 calls and received several compliments for outstanding care and no patient complaints. She also serves as an FTO mentoring new EMTs.

The Quality Assurance Department regarded her as an excellent example of protocol compliance and outstanding documentation. *



Anthony Pena

EMT of the Year

EMT Pena Began his career at Hall Ambulance on May 26, 2020. After training, he primarily worked in the Bakersfield area before moving to East Kern, where he works at the Mojave station on the B Shift.

He serves as an FTO, training several new East Kern EMTs this past year. East Kern Supervisors always compliment EMT Pena's teamwork and commitment to his profession. He is reliable, works hard, has excellent patient care, and is willing to help the community and Hall Ambulance in any way he can.

Over the last year, EMT Pena worked an additional 14 shifts. His positive attitude earned him 14 compliments from supervisors and coworkers, ranking him high among EMTs and paramedics. *



Jason Achterberg

Field Supervisor of the Year

Field Supervisor Achterberg joined Hall Ambulance in 2007 as a paramedic. He advanced his position by becoming a field supervisor in 2017.

In 2023, Achterberg responded to 329 calls (142 first responder and 187 ambulance calls). He excelled in his treatment of patients and was perfect in his core competency skills, and received and submitted several compliments.

He has established good working relationships with the fire department and completed multiple station visits throughout the year.

During a recent supervisor meeting, President John Surface challenged the supervisors to help employees return to the Hall Way of doing business. Achterberg took up the challenge with his efforts, which were apparent in the changes seen in employees, from uniforms and polished boots to the cleanliness of their ambulances. *



Rod Castillo

Preceptor of the Year

Paramedic Castillo joined Hall Ambulance in February 2013, where he worked in the Metro system.

Castillo excelled, pushing himself to do and be more. He quickly became a relief supervisor, FTO, and preceptor. Taking on a brand-new paramedic can be challenging for some and a firm "NO" for others, but Castillo is always eager to help and impart his knowledge to new students. In 2023, he completed three full internships, accumulating 1,434 total hours of training time.

While working his customarily scheduled hours, Castillo also picked up 74 additional shifts and covered 48 supervisor shifts.

This is the second year in a row that Castillo has been honored as the Preceptor of the Year. *



Shannon Agcaoili

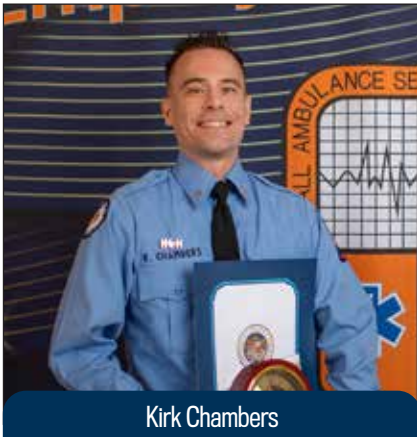
Field Training Officer of the Year

EMT Agcaoili joined Hall Ambulance on April 16, 1996, working most of her time in the Metro system.

Over the past several years, she has stepped up and assisted in training new EMTs. It is the responsibility of the field training officer to take a new EMT, whether that be someone with experience from another EMS system or a brand-new EMT just out of training, and indoctrinate them into the Hall Way of doing business.

FTOs spend countless hours teaching patient care, documentation, and radio reports. They also teach their employees how to clean the floor of an ambulance properly, make up a gurney after a call, and do the perfect trifold of a blanket.

In 2023, Agcaoili completed training for six different EMTs, totaling 1,295 hours of total training time. *



Kirk Chambers

Dispatcher of the Year

Dispatcher Chambers began his career with Hall Ambulance in December 2008, recently celebrating his 15th year of service.

In 2023, Chambers dispatched 16,588 service calls, contributing to 12% of the 136,800 calls processed through Hall Ambulance's Communications Center. He also maintained 100% EMD compliance.

If you've ever heard anyone say, "Your work is like a second home," Chambers would be the definition of this statement. Last year, he worked 97 extra shifts and zero sick days.

He is passionate about learning, whether reading a new EMS-related article or completing a training course. He constantly seeks knowledge to educate himself and others in the room better.

Chambers is easy to get along with and keeps the room laughing with his silly jokes. His hard work and dedication to OCD and Hall Ambulance are appreciated. *



Nicole Arreola

Supply Technician of the Year

Supply Technician Arreola joined Hall Ambulance in 2022, immediately impacting the division by quickly understanding the intricacies of her role and the Company's objectives. Her ability to grasp concepts and apply them to her work has contributed to the success of key projects within Medical Supply Services.

Arreola continues to help set standards for the level of work completed by supply technicians. In 2023, she became an FTO for newly hired technicians, training and demonstrating the procedures and standards needed for the position.

She worked the most extra shifts in 2023, which, with such a small staff, helps tremendously.

Arreola has consistently demonstrated exceptional teamwork. She has received compliments from both her coworkers and field supervisors. She always takes time to assist her coworkers and ensure the daily tasks are completed. *



Krystal Barboza

Operations Support Employee of the Year

Barboza is a Hall EMT Academy graduate who worked as an EMT for two years before deciding to try a different career path in 2020. She decided it was night right for her and returned to Hall Ambulance in 2021.

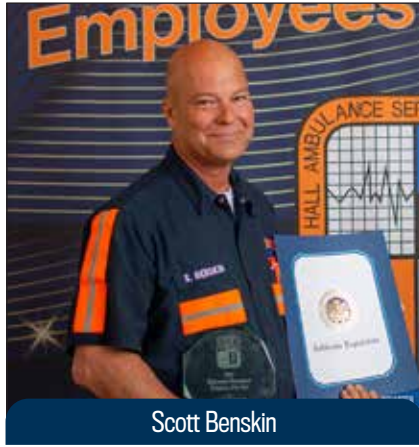
She joined the scheduling team in 2022, excelling in that assignment, resulting in her being named Operations Support Staff of the Year for 2022.

She continues to work hard, picking up 31 extra shifts last year. Barboza also attended multiple ambulance demos, career fairs, and Siren the Rescue Dog events throughout the year. She made positive connections with multiple other agencies, resulting in them sending their schedules and asking if Hall Ambulance could attend all of the events they participated in. That led to the creation of a community outreach coordinator position that Barboza has filled. *





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Scott Benskin

Maintenance Dept. Technician Employee of the Year

Benskin is being honored for his expert repair skills, constant 100% effort, and dedication to the Hall Way.

Since arriving at Hall Ambulance in 2015, Benskin has taken on many of the Company's repair and renovation challenges, including the construction of the Harvey L. Hall EMS Academy, Business Office, Human Resources Center, and the Hall Ambulance Memorial, not to mention the many repairs to building systems throughout the Company's facilities across Kern County.

2023 was another successful year for him. Among his successes last year were the set-up of 18 apartments for the traveling paramedics, renovation of the front lobby of the Administration Building, set-up for the Company picnic and Strides for CJD - Bakersfield, and replacing a large compressor at Hall Commercial Vehicle Service. He also tackled numerous repair tasks at various facilities in the Hall Ambulance system. *



Juan Cantu

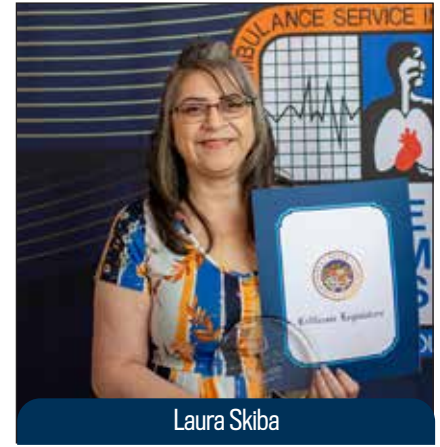
Maintenance Dept. Detailer Employee of the Year

Cantu is being honored as the Detailer of the Year for his ability to detail ambulances according to the Hall Way.

Cantu has excelled in the past year as one of the stars in the department, taking on new roles and assignments that he has performed very well.

The ambulances Cantu details are consistently among the cleanest and shiniest in the fleet. He also assists with assignments to maintain the exteriors of Hall Ambulance stations in the outlying areas.

In the coming year, Cantu will be given additional responsibilities to further expand his value to Hall Ambulance. *



Laura Skiba

Finance Employee of the Year

Skiba joined Hall Ambulance in 2022 as a payroll specialist, but it only took a short time for management to realize that she was capable of much more.

Within a couple of months, she was promoted to lead payroll specialist. She has perfected the Company's payroll process and prepares the payroll grids and system for her coworkers to perform their portion of the data entry. She is responsible for the final processing of all payrolls, interim checks, and final checks. She performs her duties timely to ensure that every employee at Hall Ambulance receives their paycheck on time.

When she came on board, Skiba used her knowledge and experience to assist with the transition between payroll vendors. Working hand-in-hand with the new vendor Skiba helped them understand the importance of how the Company processes its payrolls. *



Faith Velasco

Human Resources Employee of the Year

Velasco joined the HR Department at Hall Ambulance in 2020 as the front office receptionist, where she quickly gained the trust of many in Administration. It was apparent that she was a quick and eager learner, handling complex tasks well and completing them quickly and efficiently. Since then, she has moved into more complex HR functions, assisting in all areas, including recruitment, benefits, and handling the first day of orientation for new hires.

Velasco has consistently demonstrated a commitment to her tasks, going above and beyond expectations.

Furthermore, the remarkable improvement we have noticed in her performance is worth mentioning. Whether it be in meeting deadlines, delivering high-quality outputs, or contributing innovative ideas, she has shown growth that deserves recognition. *



Alejandra Calderon

Business Office Employee of the Year

Calderon joined Hall Ambulance as a collector on April 11, 2016.

She is knowledgeable and a great collector who follows up with insurance companies and patients on their accounts, answers emails sent to the billing department, and answers voicemails to the general mailbox.

Calderon communicates well and informs management of any issues or concerns with insurance or billing accounts. She is professional and detail-oriented and often goes above and beyond to help team members in her department and elsewhere.

She is responsible for one of the biggest commercial payers and keeps that payer cleaned up and very organized.

Calderon worked over 4,500 accounts in 2023 and is a vital asset to the Business Office. *



Miguel Garcia

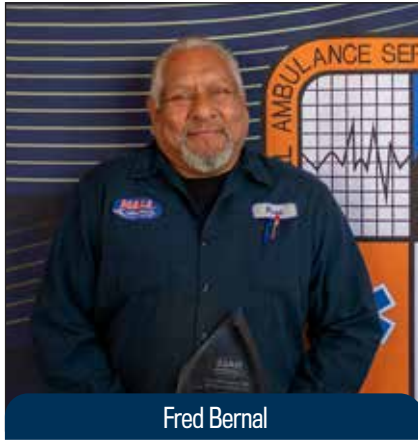
Hall Commercial Vehicle Service Employee of the Year

Garcia joined Hall Commercial Vehicle Service on July 27, 2015.

He continues to excel with his diagnostic and problem-solving skills, work ethic, and desire to produce the best quality product that drives him to succeed.

He performs the majority of work for upfitting the First Responder and Paramedic Supervisor Units with an attention to detail that makes these units more user-friendly for the paramedics to operate from.

Garcia has also helped to mentor an apprentice technician and continues to assist other technicians as needed. *



Fred Bernal

Hall Commercial Vehicle Service Top Producer

Bernal joined Hall Commercial Vehicle Service on November 28, 2001.

Last year, he accumulated over 2,150 billable hours, earning him the Top Producer award for the second time in three years. Most impressively, Bernal achieved these numbers while taking more vacations and working fewer hours than the next highest producer.

He is a dedicated employee and a hard worker who is consistently one of the top producers for Hall Commercial Vehicle Service every year. *

Hall Ambulance Night at CSUB Baseball



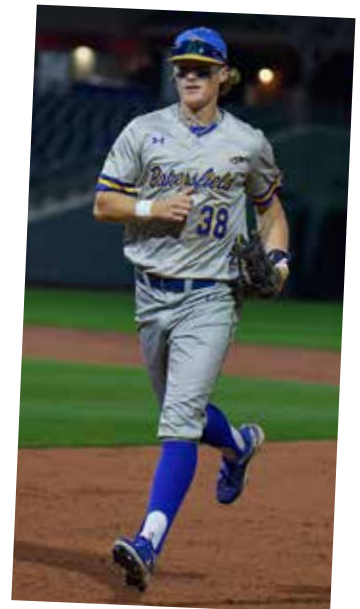
**Friday, April 5, 2024
6 p.m.**

Hall Ambulance is taking over the Pavilion at Hardt Field. Bring the family and join us for an evening enjoying America's favorite pastime as the Roadrunners host Cal State Fullerton.

Enjoy:

- Static Ambulance Display
- Appearance by Siren the Rescue Dog
- Hall Ambulance/CSUB First Aid Kit for the first 250 Fans
- Meal and non-alcoholic beverages provided

**RSVP with Diana Robles
no later than March 29
by calling 322-8741**



Limited tickets available on a first come, first served basis.

A PERSONNEL NOTE

BY **VICKY RODRIGUEZ** | HUMAN RESOURCES RECEPTIONIST, and **KRYSTAL MASCARINAS** | HUMAN RESOURCES ASSISTANT II

Milestone Service Anniversaries

30 Years

Debbie Rogers, Paramedic

25 Years

Manuel Hernandez, Jr. Paramedic

15 Years

James Metzger, Paramedic

5 Years

Jesse Gonzales, Paramedic
Michelle Gutierrez, Paramedic
Tonet Brown, Paramedic

Arturo Patino, EMT
James Bunting, Paramedic

1 Year

John Murillo, EMT
Luis Contreras Mendez, Maintenance Detailer
Michael Amaro, Supply Technician
Elias Sloan, EMT
Kevindeep Singh, EMT
Ethan Lawson, EMT
Darren Hames, Paramedic
Skylar Goller, Finance Department Clerk
Jonathan Vinluan, EMT

Alejandro Vargas-Mendez, EMT
Meghan Thompson, EMT
Zachary Nelson, EMT
John Miralles, EMT
Jason Jimenez, EMT
Joseph Hutchins, EMT
Chastidy Frost, EMT
Carolina Contreras, EMT
Morgan Brost, EMT
Jeremiah Abram, EMT
Ellie Tovar, Dispatcher
Anthony Miller, EMT
Kelly Bullard, EMT

Happy Birthday

03/02 Michelle Birchfield
03/02 Jose Hernandez Cardenas
03/02 Jim Wagoner
03/03 Kyle Schmitz
03/03 Laura Skiba
03/04 Raul Cerda
03/04 Donovan Muriel
03/04 Myron Smith
03/05 Cantoria Spears
03/07 Val Cooke
03/07 Russelly Klumpp
03/07 Brenda Ortiz
03/08 Miguel Ramirez
03/10 Thomas Hammersley
03/10 Jesus Reyes

03/10 Teresa Steiner
03/11 Baylee Cook
03/11 Steven Franks
03/11 Daniel Davis
03/12 Jeremiah Abram
03/13 Mason Albitre
03/13 Ryan Obmann
03/13 Sylvia Ricks
03/14 James Bradbury
03/15 Brenda Rankin
03/19 Tabitha Braman
03/20 Hunter Bell
03/20 Joseph Hutchins
03/21 Wendy Soto
03/23 Max Fortnum

03/23 Grisel Rodriguez
03/24 Christopher Brown
03/26 Ricky Hammersley
03/27 Alexander Carrillo
03/27 Elva Ramos
03/28 Darren Hames
03/28 Armando Lazaro
03/28 Patrick Wiley
03/29 Les Hutchison
03/29 Christopher Mendez
03/30 Hailey Crosswy
03/30 Carolina Contreras
03/30 Juan Tirado
04/01 Jason Achterberg
04/01 Adamaris Cruz Tomas

04/01 Zachary Pittman
04/03 Mike Lucero
04/03 Ethan D. Lawson
04/03 Joseph Rodriguez
04/05 Christine Harker
04/07 John Surface
04/11 Marcus Hackmon
04/12 Edward Cordova
04/13 Joseph Mitchell
04/13 Heather Starr
04/16 Yahari Salazar Gonzalez
04/17 Alyson Bangert
04/17 Jason Monroe
04/18 Adam Moreno
04/19 Emily Story

04/20 Jason Popejoy
04/21 Hannah Irving
04/23 Joe Eastwood
04/24 Jessica Kimble
04/25 Jeffrey Albitre
04/25 Chandler Hale
04/25 Christina Rini
04/25 Kevindeep Singh
04/26 Joseph Aguilar
04/26 Adam Wills
04/28 Jessica Quinones
04/29 Peter Martinez
04/30 Ramiro Gonzalez
04/30 Laurel Carney



License Plate Winners!

Displaying your Hall Ambulance Care, Compassion & Community license plate frame can make you a winner!
If your license plate number is shown, take your registration to the administrative receptionist to claim your prize—up to four winners per issue. Prize claims must be made by April 30, 2024.

THE HallMark

Founder of Hall Ambulance Service
Harvey L. Hall
(1971-2018)

Chairman of the Board
Chief Administrative Officer
Lavonne C. Hall

President & CEO
John Surface

Secretary-Treasurer of Corporate
Financial Services/CFO
Jackie Att

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The HallMark is published for the staff, friends, and family of Hall Ambulance Service, Inc. Comments, questions, or suggestions should be directed to Mark Corum, director of media services at: corumm@hallamb.com.

Established in 1971, Hall Ambulance Service is the 9-1-1 paramedic provider for 94% of Kern County, California's population. The Company serves the communities of Bakersfield, Arvin, Lamont, Frazier Park, Tehachapi, Rosamond, Mojave, California City, Boron, Taft, Shafter, Wasco, McFarland, Delano, and surrounding areas.



HALL AMBULANCE



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30 Years of Service

Paramedic Debbie Rogers Celebrates Milestone Work Anniversary



Three decades in EMS is a big deal, so President & CEO Johnathon R. Surface orchestrated a massive surprise for Paramedic Rogers when she arrived at Post 1 to log on for her evening shift.

The smile on her face was priceless as she came around the corner to discover a giant 30th-anniversary banner and Mr. Surface waiting to present her with a dozen cupcakes and an appreciation bag filled with a \$5,000 check, uniform stripe and triple stars, and a Hall Ambulance travel cup!

Joining in the celebration and well wishes were several paramedics, EMTs, and Operations team members. *

Hook & Ladder BBQ

Event Supports Burn Foundations Helping Local Burn Survivors



Any day is a good day for a burger, especially when it helps a terrific cause! Hall Ambulance was happy to support the Hook & Ladder BBQ benefiting local burn survivors through the Bakersfield Firefighters Burn Foundation and the Kern County Firefighters Burn Survivor Trust.

On-duty ambulance crews were routed through Compassion Corner between calls, and several meals were delivered to our EMS crews at the hospitals and support staff at Post 1. *