



IMPULSE
AMBULANCE

Received 4/26/13

EMCC/OCEMS

Sam Hauptman
Shoreline Ambulance
17762 Metzler Lane
Huntington Beach, CA 92647

Dear Sam:

I have reviewed the letter that you provided me dated March 29, 2013, from Robert Williams, General Manager of Impulse Ambulance, Inc.

I wanted to extend my personal apology that Mr. Williams took it upon himself to draft that letter without the knowledge or consent of the ownership of Impulse Ambulance or his direct supervisor. Please rest assured that I have taken steps to ensure that Mr. Williams properly adheres to the appropriate channels of communication for the rest of his tenure at Impulse Ambulance, Inc.

To the best of my knowledge, Mr. Williams had no factual basis for the preparation of the above mentioned letter and had no reliable information to indicate that Shoreline Ambulance was using unlicensed personnel or substandard equipment.

Needless to say, the behavior of Mr. Williams is not the standard practice of Impulse Ambulance nor its management team, and is certainly not reflective of the cooperative spirit of the emergency medical services, which we are both a part. I assure you that the staff of Impulse Ambulance, Inc will continue to strive for the highest level of professionalism and that this or similar activity will not be repeated.

Thank you for your understanding in this matter.

Sincerely,

Vince Pinsky
VP Public Relations

Cc: Dr. Samuel Stratton
Orange County EMS Agency-Emergency Medical Care Committee

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