

Falck Alameda County 2025 Annual Report

Serving Alameda County
with Purpose and Care



FALCK

Letter from Leadership



**Yann
Hedoux**

**CEO,
Falck USA**



**David
Torres**

**Managing Director,
Alameda County**



2025 was a year of renewed commitment and proven impact for Falck Alameda County. With over **151,000 emergency responses**, nearly **500 EMTs and paramedics** on the front lines, and **millions of miles driven across the region**, our team delivered on our promise to provide high-quality, compassionate, and dependable care. Whether responding to life-threatening cardiac events, pediatric emergencies, or supporting vulnerable communities, our professionals brought skill and purpose to every call.

Just as significant as our day-to-day operations was the formal **extension of our 911 ambulance service contract through June 2028**, with an option to extend through June 2029. This milestone affirms the trust placed in Falck by local leaders and residents, and reflects our commitment to continuous improvement and partnership.

From clinical excellence to community engagement, Falck Alameda County led with innovation, readiness, and compassion. We invested in our workforce, deepened outreach efforts, and strengthened systems that keep care timely and effective. Every statistic in this report represents a moment of impact, a life touched, and a mission fulfilled.

We are proud of what we've achieved and energized for what's ahead. Alameda County deserves EMS care that is reliable, inclusive, and always evolving, and that is the standard we will continue to deliver.



About Falck

Falck is a global leader in emergency medical services, with over 117 years of experience. In Alameda County, we provide a high-performance 911 ambulance service grounded in **accountability, clinical excellence, and local partnership.**

Our foundation-owned model allows us to reinvest directly into operations, people, and communities — rather than shareholders.



2025 by the Numbers



151,085

Emergency
medical
responses



480

EMTs &
Paramedics
dedicated to
frontline patient
care



**2.5+
Million**

Miles driven in
service of our
communities



1,459

CPR
Interventions in
out-of-hospital
cardiac arrests



313

Return of
Spontaneous
Circulation
achieved in
cardiac arrest



870

Hot Strokes
identified



520

Heart attacks
identified



1,506

Critical Trauma
Responses



3,336

Pediatric calls
(patients
under 15)

2025 by the Numbers



25

Babies
delivered
in the field



15,438

Incidents
with oxygen
administered



44,391

IVs
placed



38,777

Medications
administered

“These numbers represent more than data. They tell the story of a workforce dedicated to protecting life at every level.”



Community Engagement

In 2025, Falck Alameda County conducted over **130 community outreach events**, with a focus on education, prevention, and trust-building. We proudly partnered with:



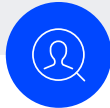
Local high schools

to inspire the next generation of EMTs



Nonprofit and civic organizations

to support health education and preparedness



Faith-based and cultural groups

to tailor outreach for diverse communities



Health checks at Community Kitchens

Standing pop up for blood pressure checks



Cross Training

in collaboration with community advisory board partners



“Our service starts before the 911 call, through education, engagement, and equity.”

Excellence in Emergency Medical Care

Falck Alameda County continued to respond to the most critical emergencies with advanced care and clinical precision:



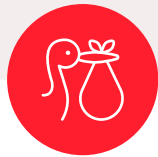
CPR was performed in **1,459 out-of-hospital cardiac arrests**, with **ROSC achieved in 313 cases**



Responded to **1,386 cardiac arrest incidents**, and managed over **870 stroke alerts** and **520 STEMI alerts**



Excellence in Emergency Medical Care



Our team delivered **25 babies** in the field and provided care in **over 3,300 pediatric cases**



We administered oxygen in **15,438 incidents**, placed **44,391 IVs**, and delivered nearly **39,000 medications**



“These clinical outcomes reflect training, readiness, and a system built for fast, reliable, compassionate care.”

Contract Extension: Commitment through 2028

In 2025, Falck was **officially extended** as the contracted 911 ambulance provider for Alameda County through **June 2028**, with **an option to extend through June 2029**. This reflects:



**Strong
operational
performance**



**Community
and government
trust**



**A proven record of
collaboration and
clinical excellence**

// **We are honored
to continue this
partnership and
committed to
raising the bar for
EMS service in
the years ahead."**



Our People: **The Core of Our Mission**

Behind every response is a professional committed to excellence:



480 paramedics & EMTs
dedicated to frontline care



Teams operating 24/7 in
every corner of the county



Investment in training,
wellness, and peer support



Strong field leadership and
integrated operations



**Care starts with
our people, and we're
proud to support the
best in the field."**



Looking Ahead to 2026

In the year ahead, Falck Alameda County will:



Expand public education on CPR, AEDs, and trauma awareness



Enhance data-driven clinical improvements



Recruit and train the next generation of EMS professionals



Strengthen equity in access and response across diverse communities



Continue to refine systems for efficiency, reliability, and compassion

Together with Alameda County, we will continue to lead, serve, and innovate.



Contact & Acknowledgments

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Follow us on



To our EMTs and Paramedics, our government partners, our healthcare allies, and the residents of Alameda County — **thank you.**

This year's success is yours as much as ours.

