

# Robert Aric Luckritz, NRP, Esq.

Phone: (737) 972-7203  
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15 Waller St  
Austin, TX 78702

## **Career Highlights**

- EMS Chief/Director of two all-hazards triply accredited city/county hybrid EMS Systems in a comprehensive ALS/BLS/PSAP-Dispatch model, serving the 10<sup>th</sup> and 75<sup>th</sup> largest cities in the United States.
- Vice President of Hospital Operations for 356 bed, \$400M, Metro-NYC regional tertiary medical center serving the most densely populated communities in New Jersey during the COVID-19 Pandemic
- Chief Operating Officer of a large multi-state Public Health and EMS/Medical Transportation company.
- Experienced in driving community engagement and successfully navigating sensitive and complex political and cultural issues at multiple levels of government.
- Respected leader serving in a leadership capacity with multiple national and state professional associations.
- Experienced EMS Executive with 15+ years in 9-1-1 system leadership experience and 20 years of Paramedic-level clinical experience with a Bachelor's Degree in EMS Management and Juris Doctor.

## **Recent Professional Experience**

### **City of Austin / Austin-Travis County EMS**

EMS Chief

Austin, TX

03/2022-Present

- Newly appointed Chief of the Austin-Travis County EMS System, serving Austin, TX and Travis County, TX
- Leading the largest municipal third-service EMS agency in the nation with an authorized staff of 665 sworn personnel and nearly 100 civilians across 46 stations and 1,100 square miles, responding to approx. 150,000 requests for service annually and a budget exceeding \$100M.
- Growing a robust Community Health Practitioner program of more than two dozen practitioners focused on addressing Homelessness, substance abuse disorder, behavioral health care, and high utilizers of EMS.
- Leading an agency providing comprehensive dedicated all-hazards response to the community including Advanced Practice Paramedics, Technical and Water Rescue, Tactical Support, among others.

### **Transformative Healthcare of New England**

Chief Operating Officer

Newton, MA

01/2021-03/2022

- Served as key executive of one the largest EMS and Public Health organizations in New England, maintaining exclusive contracts for 9-1-1 ambulance services for numerous municipalities as well as non-emergency and critical care transportation services for the largest and third-largest health systems in New England, treating and transporting in excess of 150,000 patients annually.
- Oversaw a team that deployed the first mass vaccination site in Massachusetts, providing more than 750,000 vaccine administrations over a 5-month period across multiple vaccination sites.
- Drove cultural shift and initiated development of front line leadership structure that provided manageable span of control as well as leadership and growth opportunities for employees and was supplemented by a home-grown leadership training program with input from former national US Military leadership.

### **Jersey City Medical Center**

Vice President of Hospital Operations

Jersey City, NJ

04/2018-01/2021

- Oversaw all aspects of Pharmacy, Laboratory, Pathology, Life Safety, Facilities, Plant Operations, Biomedical Engineering, Environmental Services, Food and Nutrition, Security, Emergency Management, Parking, and Transportation and serves as local stakeholder for Emergency Medical Services and Design and Construction for a 356-bed tertiary medical center and its satellite emergency department serving the most diverse community in the United States, and more than two dozen clinical off-site locations.
- Successfully managed numerous hospital departments and nearly 800 reports despite six director level vacancies upon assumption of position and two pending accreditation visits.
- Participated in negotiations and managed implementation of seven different collective bargaining units.
- Actively engaged in over \$0.5B in active capital improvement and development projects.
- Served as key stakeholder and regional representative developing system-wide strategic plan for both 911 EMS and non-emergency transport services serving several million residents across the state of New Jersey with nearly 1,000 providers.

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## Jersey City Medical Center

Executive Director & Chief of EMS

Jersey City, NJ

04/2013-04/2018

- Managed city/county hybrid comprehensive ALS/BLS/PSAP/Dispatch 9-1-1 EMS system with nearly 600 direct reports serving the most densely populated and fastest growing communities in the nation, responding to nearly 100,000 emergencies annually.
- Maintained and improved labor relations in union environment with multiple unions including driving a successful labor relations campaign with an overwhelming vote of confidence in department leadership within 7 months of appointment.
- Proven track record for building and maintaining relationships amongst key internal and external stakeholders, including corporate executives, front-line clinicians, key government officials, and community leaders through numerous internal and external transformations and crises.
- Drove successful, structured, community outreach initiative that integrated EMS ambassadors into local community groups and celebrated cultural diversity within the organization in a way that reflected the local community.
- Launched community-based initiatives to workforce development within the community and drive local individuals into the EMS profession through both the development of Charter High School for Health Sciences with the local Boys and Girls Club, and a partnership with the local employment and training agency to provide EMT training for unemployed residents.
- Experienced in crisis management and response both operationally and administratively, including numerous large-scale disasters, and sudden unexpected changes related to new and existing contracts.
- Facilitated sudden, unexpected responsibility for all medical coverage for 20,000 seat arena with more than 150 annual events and its associated professional sports team, including staffing, equipping, and developing protocols and procedures within 96 hours of notification after previous provider ceased services.
- Member of leadership team leading to agency becoming first accredited EMS agency in the nation to hold CAAS, CAAHEP, and ACE Accreditations as featured in February, 2011 issue of the Journal of EMS.
- Designed, planned, and implemented extremely successful media campaign in Media Market #1, leading to numerous controlled, positive television, radio, and print stories on department successes and accomplishments

## Liberty Health (Jersey City Medical Center)

Director of Government Relations

Jersey City, NJ

03/2012-06/2014

- Executive Leader of Health System Acute Emergency Management during response to Hurricane Sandy which devastated the local community, flooded the flagship hospital leading to shelter-in-place, displaced system resources, and resulted in significant unavoidable damage to Health System Facilities.
- Served as executive advisor to CEO of health system on healthcare policy issues, implementation of the Affordable Care Act, community relations, and the complex and volatile local and statewide political climate.
- Served as liaison between local community leaders, media, government officials, and health system executives on complex healthcare, finance, and other hospital-related policy issues.
- Drove successful media, government, and community relations campaign to increase awareness of the dangerous nature of the local competitive healthcare market and its statewide and national policy implications

## Clinical Experience

Paramedic  
Emergency Medical Technician

Various Locations, NJ & MA

07/2002-Present  
11/1997-07/2002

## Recent Association Professional Association Governance Experience:

### National Association of Emergency Medical Technicians

Region I (Northeast) Director, Board of Directors

01/2015-05/2022

- Advocate and stakeholder in development of association Political Action Committee which raised nearly \$20,000 during its incubation period.
- Serve as representative to the US Advisory Board for the International Paramedic Registry
- Chair, EMS Workforce Committee

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## **Recent Association Professional Association Governance Experience (Continued):**

### **New Jersey Association of Paramedics**

President

01/2017-12/2019

- Developed and executed first ever association strategic plan for 2017-2020.
- Utilized a collaborative, committee-based approach to spearhead comprehensive statewide Advanced Life Support reform legislation pending in the 2018 legislative session with unanimous support of all paramedic services by avoiding special interest language, despite initial resistance from the majority of services, which includes the introduction of Advanced Practice Paramedicine and increased education standards.

### **National Association of Urban Hospitals**

Member, Board of Directors

01/2013-12/2014

## **Education:**

### **Juris Doctor**

Western New England College School of Law, Springfield, MA

- Student Representative, AALS Reaccreditation Committee

### **Bachelor of Science, EMS Management**

Springfield College, Springfield, MA

- Chief of Emergency Medical Services, Springfield College Police Department
- Student Senator
- Executive Board Member, Campus Activities Board

## **Other Professional Accomplishments**

- Part of the pilot group to successfully complete the validated examination leading to certification as one of the first Fellows of the newly created American College of Paramedic Executives.
- Part of the National EMS Management Association's original 'Committee on EMS Officer Competencies' that developed the initial core supervisor, manager, and executive competencies that eventually led to the formation of the American College of Paramedic Executives
- Editorial Team member providing content as well as editing services for more than a dozen authors of different backgrounds that developed the textbook, Management of Ambulance Services, ISBN 0-13-502829-9.
- Part of thirty-five member federal disaster team (DMAT MA-2) in charge of initial patient triage at New Orleans Airport at Hurricane Katrina, triaging up to 1,000 patients per hour and 10,000 patients per day over a 14-day period.
- Well-known, repeat conference presenter at national, state, and regional professional conferences
- Subject matter expert appearing repeatedly in local, regional, and national print and television media

## **Awards & Recognition**

- Presidential Leadership Award, October, 2016 National Association of EMTs
- EMS 10 - Innovator in EMS Award – February, 2016 Journal of EMS
- Cover Story - January, 2016 (Author) Journal of EMS
- Cover Story - February, 2011 (Leadership Team Member) Journal of EMS
- Healthcare Heroes: Innovation in Healthcare Award - 2010 (Leadership Team Member) NJBIZ
- EMS Service of the Year - 2006 (US, Paid) (Leadership Team Member) EMS Magazine
- Award for Academic Excellence in Legislative Drafting CALI Center
- State Senate Citation for Response to Hurricane Katrina Commonwealth of Massachusetts
- Eagle Scout Boy Scouts of America

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## **Involvement in NAEMT & Other EMS Organizations**

- Life Member, NAEMT
- Member, NAEMT Board of Directors (Region 1) 2015-2022
- Chair, NAEMT Workforce Committee 2021-Pres.
- Member, NAEMT Membership Committee 2015-2020
- Member, NAEMT Advocacy Committee 2015-2020
- Member, NAEMT PAC Committee 2018-2020
- Founding Member, NAEMT Political Action Committee
- PHTLS Instructor (2004-2021)
  - Served as PHTLS Instructor at Springfield College
  - Served as Site Coordinator for North Adams Ambulance Service & Jersey City Medical Center
  - Brought first AMLS Program to Jersey City
  - Brought NAEMT Safety Program to Jersey City
- Member, Committee on EMS Officer Competencies, NEMSM
- Past President, New Jersey Association of Paramedic Programs

## **Current Employment with an EMS Agency:**

### **Austin Travis County EMS**

**03/2022-Present**

- See attached Letter of Verification
- For Additional Information, contact Teresa Gardner, Chief of Staff, Austin Travis County EMS at 512-972-7200

## **Summary of Certifications**

- Current:
  - Attorney (State of CT)
  - Paramedic (New Jersey, National Registry)