

RFP B2011-11

RFP to Provide Ambulance and Patient Billing Services for the Torrance Fire Department

SECTION III PROPOSAL SUBMITTAL

FAILURE TO COMPLETE ALL ITEMS IN THIS SECTION MAY INVALIDATE PROPOSAL.

In accordance with your "Invitation to RFP", the following proposal is submitted to the City of Torrance.

RFP Submitted By:

AMERILAKE AMBULANCE SERVICE

Name of Company

1059 BEDWAY ST.

Address

CARSON, CA 90746

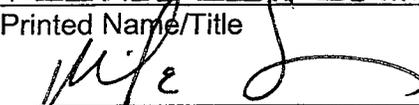
City/State/Zip Code

(310) 835-9390 (310) 835-3926 FAX

Telephone Number/Fax Number

MICHAEL SCOTT SUMMERS, CEO / PRESIDENT

Printed Name/Title



Signature

3/28/11

Date

Contact for Additional Information:

Please provide the name of the individual at your company to contact for any additional information

KAY KEARNEY

Name

VICE-PRESIDENT

Title

(310) 835-9390 EXT 167 (310) 835-3926 FAX

Telephone Number/Fax Number

Form of Business Organization: Please indicate the following (check one);

Corporation  Partnership \_\_\_\_\_ Sole Proprietorship \_\_\_\_\_ Other: \_\_\_\_\_

**Business History:**

How long have you been in business under your current name and form of business organization?

WE HAVE HAD OUR CURRENT NAME AND FORM 15 years

If less than three (3) years and your company was in business under a different name, what was that name?

N/A

**Addenda Received:**

Please indicate addenda information you have received regarding this RFP:

Addendum No. <u>1</u>	Date Received: <u>03/22/2011</u>
Addendum No. <u>2</u>	Date Received: <u>03/28/2011</u>
Addendum No. <u>    </u>	Date Received: <u>    </u>
Addendum No. <u>    </u>	Date Received: <u>    </u>

     No Addenda received regarding this RFP.

**Renewal Option:**

Please state, if requested by the City, if your company would agree to a renewal of this contract with price, terms and conditions unchanged.

Yes  we would agree to add one (1) additional 2-year term (after initial contract term)

Yes  we would agree to add two (2) additional 2-year terms (after initial contract term)

No  we would not be interested in renewing this contract.

**Delivery:**

What is the lead time for delivery/ start? NONE days/weeks

Can you start the provision of ambulance and patient billing services for the City on July 16, 2011? YES

If no, what is your proposed Start Date?     

**Start Up Plan:**

1. Describe in detail how you propose to start operations in a timely manner. Include any time frames or delays due to equipment or vehicle acquisition. Discuss in detail the system design you propose.

PLEASE REFER TO SECTION 1

# Start-Up Plan

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**Assumption of Service** – The transition from the current provider to AmeriCare will be made seamlessly, with as little impact to the City and the Torrance Fire Department as possible.

**Number of Ambulances Dedicated to Torrance** – We will provide the City of Torrance with eight (8) new Type III ambulances for exclusive use in the City. Refer to Section 1 – Start-up Plan of the RFP for more information.

**AmeriCare Facilities in Torrance** – Our crews will be housed at three (3) fixed stations strategically located in the City. The locations will be determined based on analysis of historical call data, permitting and zoning requirements. Section 17 will detail the locations and staffing plans for these facilities.

**9-1-1 Experience** – AmeriCare has been providing 9-1-1 transportation since 1997. Our experience is detailed in Section 23. As part of our commitment to meeting or exceeding response times, we monitor demographics, call volume and call density (through our CQI process) on a weekly basis. To assist in performance tracking, we will provide monthly reports detailing our response time compliance to the Torrance Fire Department (TFD).

**Fleet Size** – Our current fleet of 71 ambulances makes us one of the most capable providers in the South Bay. We are uniquely positioned to provide the thirty-six (36) ambulances required by the RFP without outside assistance from other ambulance providers. Our fleet is described In Sections 10, 11, 12 & 13.

**24-hour Supervisor** – 24-hour Supervision will be stationed in, and dedicated to, the City of Torrance. Section 1 details our commitment.

**Privately-held, Local Company** – Since 2000 we have had our corporate office in the South Bay. Currently, our corporate office is situated less than ten (10) minutes from Torrance in the City of Carson.

**Vehicle Maintenance** – Vehicle reliability is paramount in emergency response preparedness, and a crucial component in meeting response time requirements. We have the ability to perform all vehicle maintenance and repair in-house, including engine, transmission, brake, and electrical work. This enables us to better manage our fleet and limit down-time, as well as contributes to our ability to assure ongoing operations during times of disaster. This program is discussed in Section 15.

**Advanced Life Support (ALS) Ambulance** – As a resource to be used as needed by the TFD, we will dedicate one (1) ALS ambulance to the City. Section 9 describes this enhancement.

**Computer Aided Dispatch (CAD)** – The RescueNet® dispatching system brings leading edge architecture and unmatched efficiency to our Communications Center. Its functionality allows rapid input, locating, assignment, and data collection providing streamlined operations, call taking and dispatching which facilitates reduced response times. Section 16 will provide detailed information.

**RSI and GPS Logic** – GPS tracking of ambulances is critical to ensuring the shortest possible response times. In addition to the RSI system denoted in the RFP, we will be installing an additional GPS system in our ambulances. This additional system, designed by GPS Logic, is detailed in Section 16.

**In-house Information Technology (IT) Systems** – Maintenance of our compute network, CAD and AVL systems is performed by our in-house IT staff. Having staff in-house provides rapid assessment and diagnostic abilities allowing immediate resolution of IT problems and contributes to our ability to be operational during local or regional disasters. Section 16 will provide further details of our IT capabilities.

**Field Training** – Employees are the cornerstone of quality customer service for any company. Our training program ensures that we provide the finest and most qualified employees for your citizens. This training program is an intensive six (6) month process and is detailed in Section 7.



**Disaster Experience** – Disaster preparedness is a crucial component of EMS service delivery. Our experience working under FEMA, and within the ICS structure, at previous significant regional emergencies separates us from other providers. We will describe our involvement in local, State and Federal disasters in Sections 7 and 23. AmeriCare understands and appreciates its role in serving within, and subject to, the ICS command structure of the Torrance Fire Department, and the City of Torrance.

**Disaster Resources** – Our fully stocked disaster trailer enables us to feed, sleep and supply our crews attached to a disaster for up to two (2) weeks. It is available for use, as requested, by the Torrance Fire Department. Section 1 – Start-up Plan will detail this resource.

**On-site Fuel Supply** - Our 5,000 gallon on-site fuel tanks, with an additional 2,000 gallons of fuel off-site, provides us the ability to fuel our vehicles in the event of a disaster. The fuel tanks are described in Section 1 – Emergency Power.

**On-site and Portable Generators** – Our on-site diesel generator provides enough emergency power to enable us to run our entire operations, off-grid, for thirty (30) days. Our two (2) large, trailer-mounted, portable generators each have the ability to power two (2) single-family dwellings. The generators are described in Section 1 – Emergency Power.

**Traffic Signal Preemption** – If desired, and with the permission of the TFD, AmeriCare will install at our expense, appropriate traffic signal pre-emption units into our dedicated fleet.

**Insurance Requirements** – We exceed the RFP requirements by maintaining policy limits of \$3,000,000 and \$5,000,000.

**Community Events** – The City of Torrance has many excellent community events annually. AmeriCare desires to be an active partner in all events and provide ambulances and staff, free of charge, to enhance safety and mitigate the staffing impact on the City. This is a reflection of AmeriCare’s commitment to being an involved corporate citizen.



**Community Emergency Readiness Programs** – As part of our effort in being excellent corporate citizens, AmeriCare seeks to contribute to local CERT efforts. Our in-house CERT and CPR instructors will be available for use by the City, at its discretion, as a supplement to its existing programs. These resources will be available free of charge for the community.

**Patient Assist Program** – AmeriCare will offer, at no charge, our patient assistance program for residents located within the City. These services include lift assistance up from the floor, stabilization up or down stairways and assistance in and out of personal vehicles.

**Bariatric Ambulance** – An under-served segment of the population in EMS transportation is the bariatric patient. AmeriCare is in the process of securing a bariatric ambulance to be utilized to provide these patients dignified and comfortable transportation. This vehicle will be available to the residents of the City of Torrance.

## START UP PLAN

AmeriCare Ambulance will be prepared to begin service to the City of Torrance on July 16, 2011. AmeriCare is proposing to purchase a total of eight (8) brand new Type III ambulances that will be dedicated solely to serve the City of Torrance, 24 hours a day, seven (7) days a week. We will staff seven (7) of the eight (8) new Type III ambulances with BLS-level service. The final (8th) Type III ambulance will be staffed with two (2) Paramedics and will provide ALS-level service, as requested by the TFD, to support the City’s existing staff. Upon award of the contract, we will immediately begin the process of installing the required communication equipment per the Contract. AmeriCare Ambulance intends to place crews in three (3) fixed stations strategically located within the City to ensure optimum response times. The locations are based on an analysis historical call density by zip code. As part of our preparation for submitting this proposal, a preliminary analysis has been conducted and a survey of potential sites is near completion. AmeriCare has the resources necessary to quickly obtain, and “stand up,” these facilities.

## TRANSITION TEAM & START-UP SCHEDULE

As a current 9-1-1 BLS provider, AmeriCare is experienced in the needs and expectations of an efficient EMS transportation system. We are able to seamlessly serve our local Fire Departments. We have consistently demonstrated our ability to perform high-quality medical transportation and related services by delivering excellent customer service, maintaining compliance with contractual response time requirements, and in complimenting the Fire Department crews with whom we work side by side. This wealth of experience will be invaluable as our transition team initiates service for the City of Torrance.

It is our intention and firm commitment that the transition from the current provider to AmeriCare will be made seamlessly and with as little impact to the City and the Fire Department as possible. Below is a visual representation of our proposed implementation timelines for completion of milestone tasks.

	March 2011	May 2011	June 2011	July 11, 2011
Identify and locate all potential stations and posting locations	→			
Order and Receipt of New Ambulances	→			
Submission of RFP	March 31, 2011			
Award Notification			June 29, 2011	
Initiate Implementation Plan			June 29, 2011	
Initiate EMT Recruitment			June 29, 2011	
Installation of Communications Equipment Begins			June 29, 2011	
Unique Ambulance Identifier Label			June 29, 2011	
City Familiarization, Initiate Crew			June 29, 2011	
Two-way radios interfaced to TFD frequency			June 29, 2011	
Mobile Computer System Installed			June 29, 2011	
AVL Installed			June 29, 2011	
Ring down line installed				July 5, 2011
Communications System Up Grade Complete				July 9, 2011
Full Deployment of equipment				July 9, 2011
Midnight –Start Up				July 16, 2011

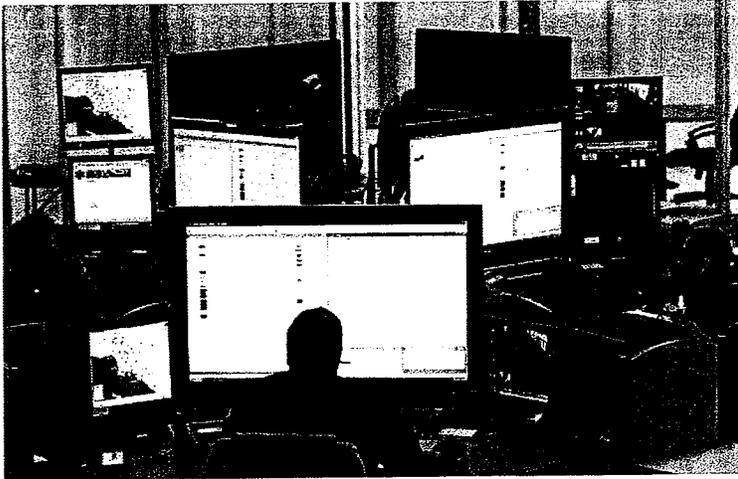


AmeriCare Ambulance anticipates that we will have all requirements met and be fully staffed, and response ready, by July 9, 2011.

C.E.O. and President, Mike Summers, and Vice-President, Kay Kearney will head the transition team. They will be responsible for overseeing the entire efforts of the team. Jami Shepherd, Director of Operations, will handle the staffing and operational issues for service to the City of Torrance.

## STAFFING

Staffing for all of our BLS ambulances is two (2) State of California certified EMTs with L.A. County Expanded Scope certificates. Our ALS ambulances are staffed with two (2) LA County Certified Paramedics. The shift schedule will match the Torrance Fire Department (TFD) shift rotation. This ensures that the crews we staff will develop familiarity and a strong working relationship with the members of TFD by performing their duties in parallel on each shift. It is our desire that this cohesiveness serve to provide the residents of the City with the best EMS care available, as is the tradition of the Torrance Fire Department.



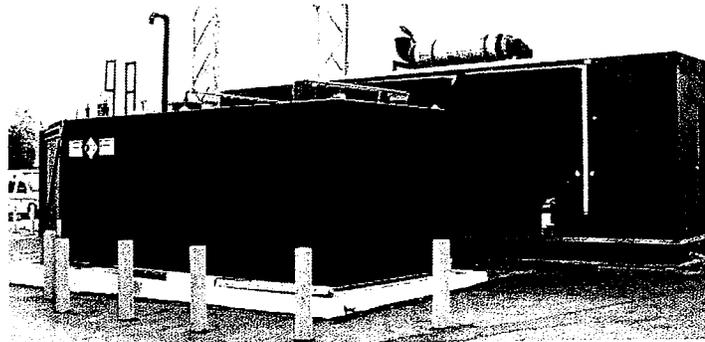
## COMMUNICATIONS

The cornerstone of our Communications Center is our state of the art Computer Assisted Dispatch (CAD) System, RescueNet®. This multi dispatcher, distributed call taking system greatly reduces the time required to dispatch the most appropriate unit to the call. It is designed specifically to assist our dispatchers in proper information gathering and documentation. Complimenting

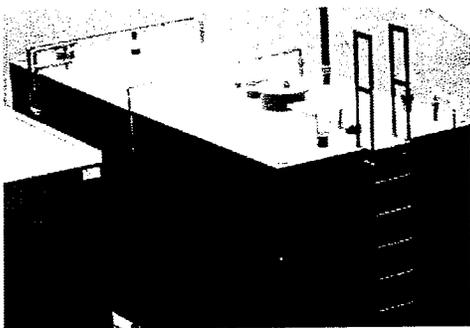
the CAD is the Automatic Vehicle Locator (AVL) system which provides real-time locations of our entire fleet. The knowledge of ambulance locations allows the CAD to rapidly identify the closest ambulance to an incident. This optimizes response times because the dispatcher always knows which ambulance is the closest to the incident.

## EMERGENCY POWER

The CAD system is also equipped with safeguards and security such as an uninterrupted power supply (UPS) which will power the system during power interruptions or losses ensuring no interruption of critical functions. The UPS will operate until our in house backup generator system is activated.



We currently have a 1250 kW, 4000 kVA Caterpillar 3512 Diesel Generator. This top of the line generator is capable of producing enough electricity to power a city block. Its 5000 gallon fuel tank will allow us to maintain power continuously, off-grid, for up to thirty (30) days, and indefinitely through regular fills of diesel fuel by FEMA. We also own two (2) large, trailer-mounted, portable generators each with the ability to power two (2) single-family dwellings and will be available for emergency use by the Torrance Fire Department at no charge. Our accessibility to fuel is enhanced through additional fuel capacity at satellite stations that will provide us up to 2,000 gallons that can be used to provide diesel fuel for our ambulances, or the TFD vehicles, in the event there is an issue with diesel fuel supplies.



## **DISASTER TRAILER**

Disasters create a unique working environment for our crews. Since it is not uncommon for supply chains to be disturbed, it is important that we are able to ensure our employees have access to all of the tools they need to perform efficiently at these times. Our fully stocked disaster trailer enables us to feed, sleep and supply our crews attached to a disaster for up to two (2) weeks. It can also be used to provide additional EMS supplies to support rescue operations.

## **FIELD SUPERVISOR**

A 24-hour Field Supervisor will be dedicated to, and stationed in, the City of Torrance to manage the day-to-day operations of the Company in fulfilling the contract. The Field Supervisor is tasked with the responsibility of managing personnel matters and interfacing with other providers and the public and is readily accessible via cellular phone and radio and will respond, as needed, to any incidents that may arise in the City. The Field Supervisor deploys in a Code 3 capable Ford F350 XLT Super Duty support vehicle that is licensed as an emergency vehicle. This vehicle is equipped with extra supplies, medical equipment, and will be equipped with TFD radio frequencies. The Field Supervisor will be the primary liaison for the City and will provide a direct link between the TFD and AmeriCare Ambulance. Our supervisors have extensive training and experience in the EMS field and are trained to be Strike Team Leaders with ICS 100, 200, 300, 400, 700, and 800 certification. In MCI situations, or as requested, the supervisor will be dispatched in order to support the Torrance Fire Department's ICS command structure. During MCI incidents, the supervisor will have the authority and ability to respond additional AmeriCare resources for support as requested by the TFD Incident Commander.

## **ADVANCED LIFE SUPPORT (ALS)**

AmeriCare is uniquely positioned, as one of the few ALS providers in the South Bay to help provide the city with additional ALS resources if needed. We are proposing to dedicate one (1) ALS ambulance staffed with two (2) paramedics for use in the City.

## **COVERAGE PLAN**

AmeriCare Ambulance Service is committed to continuing its policy of establishing stations as permanent posts within each of our response areas. Establishing stations is essential for assuring excellent response time performance, employee job satisfaction, familiarity with the service area, and overall safety

To ensure coverage to the City AmeriCare will utilize a Resource Deployment Plan. Should one (1) of the eight (8) dedicated ambulances respond to a call for service, we would immediately start an additional ambulance enroute to post for fire coverage. Should two (2) ambulances be assigned responses at the same time, we will respond two (2) additional units for coverage, and so forth. This aggressive posting plan ensures that the City will always have eight (8) ambulances available at all times no matter how many are on responses. Event driven redeployment ambulances can respond from our corporate facility located in Carson and arrive in the City of Torrance in less than eight (8) minutes. From the hours of 0700-1900 we will have an additional eight (8) ambulance that will be able to respond to any call within the eight (8:00) minutes response time requirement set forth in RFP B2011-11.

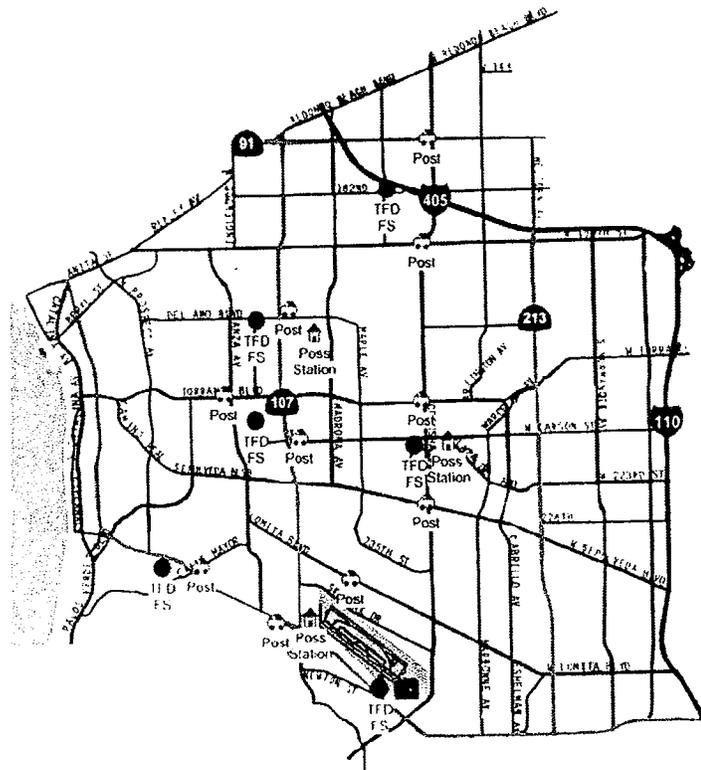
In addition to the ambulances cited above, we will provide a minimum of six (6) additional backup ambulances (22 total) to respond to any location in the City of Torrance when the assigned units are committed to prior calls within a twelve (12) minute response time; fourteen (14) additional backup ambulances (30 total) to respond within a twenty (20)-minute response time; twenty (20) additional backup ambulances (36 total) to respond within a thirty (30) minute response time.

**PROPOSED FIXED STATION LOCATIONS**

- Station 1: 90501
- Station 2: 90503
- Station 3: 90505

**POSTING LOCATIONS**

- Posting Location 1: 190th St and Crenshaw Blvd
- Posting Location 2: Torrance Blvd and Anza Ave
- Posting Location 3: Torrance Blvd and Crenshaw Blvd
- Posting Location 4: Crenshaw Blvd and Sepulveda Blvd
- Posting Location 5: Pacific Coast Highway and Hawthorne Blvd
- Posting Location 6: Torrance Memorial Hospital
- Posting Location 7: Crenshaw Blvd and Artesia Blvd
- Posting Location 8: Del Amo Blvd and Hawthorne Blvd
- Posting Location 9: Carson Street and Hawthorne Blvd
- Posting Location 10: Pacific Coast Highway and Calle Mayor



Please provide the following information:

2. Number of ambulances and qualified employees available for assignment to the City of Torrance.

PLEASE REFER TO SECTION 2.

3. Average age of ambulances.

DEDICATED AMBULANCES 1-8 AVERAGE AGE 0-NEW; 1-16 .75  
AVERAGE AGE; 1-22 1.75 AVERAGE AGE; 1-30 2.76 AVERAGE AGE; 1-36 3.64  
AVERAGE AGE; ENTIRE FLEET 6.89 AVERAGE AGE

4. Number of ambulances and employees in direct ownership or employ of the Proposer.

AMERICAN AMBULANCE SERVICE OWNS A FLEET OF  
SEVENTY ONE (71) AMBULANCES AND EMPLOY 154 LINE PERSONNEL.

5. Describe the experience and qualifications of Proposer's management, billing, and line personnel (drivers, attendants, and dispatchers), who will be assigned to and involved with Torrance contract. Please provide relevant supporting documents such as: resumes, licenses, and certificates.

PLEASE REFER TO SECTION 5.

6. Complete the following Personnel Information Sheet:

	Management	Billing	Line Personnel	Support
Total number of employees employed by Proposer	16	11	154	10
Average time in profession	19	15	2.6	2.6
Average time with Proposer	7	6	1.7	2.5
Number of employees (employed by Proposer) that will be assigned to Torrance	16	11	24	10
Average time in profession	19	15	5.4	2.6
Average time with Proposer	7	6	3.4	2.5

# Ambulances and Staff



AmeriCare Ambulance will submit for availability and for assignment to the City of Torrance eight (8) dedicated ambulances, and 24 line personnel as outlined in RFP B2011- 11.

Additional resources available to the city beyond the contracted requirements are seventy-one (71) ambulances, and 154 line personnel.

# Management

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All certifications that each employee holds are on file and may be viewed at our Corporate Headquarters in Carson.

Name	Position	Years with Company
Mike Summers	CEO/President	15 years
Kay Kearney	Vice President	1 month
Smith Scott	C.O.O.	12 years
Jami Shepherd	Director of Operations	4 years
Steve Gross	EMS Consultant	15 years
Jeff Cramer	QA Manager	11 years
Brett Selter	Director of Business Development	8 years
John Beltran	Operations Manager	8 years
Luis Perez	Fleet Manager	9 years
Joseph Diaz	Facilities Manager	7 years
Ari Orue	Director of Nurses	12 years
Ryan Merchant	Resource Utilization Manager	4 years
Carlos Torres	Paramedic Coordinator	3 years
Patrick Hernandez	Training Supervisor	3 years
Shawn Youngblood	Training and Education Coordinator	1 year
Ken Pringle	Paramedic Coordinator/Field Supervisor	4 months

#### **Mike Summers, President, C.E.O. and Owner**

Mike has been involved in the EMS industry for over twenty-five (25) years. He began his EMS career as a field level EMT and quickly rose through the ranks holding such positions as: Field Training Officer, Field Supervisor, and Operations Manager. Mike will be responsible for overseeing the entire efforts of the transition team. He maintains a current EMT license and is also certified in ICS 100, 200, 300, 400, 700, and 800.

#### **Kay Kearney, Vice-President**

Kay has an extensive background in Medical Billing and Government Health Care-Finance Administration (HCFA) Guidelines and is a graduate of the National Association of Ambulance Coders. With over 28 years of experience in healthcare and EMS on both coasts, she has achieved many commendations and certifications in her career. She is a CERT-certified instructor and a certified American Heart Association Instructor Trainer. She is a graduate of the University of Phoenix having received her Bachelors Degree in Business Management and her Masters Degree in Health Administration.

#### **Scott Smith, C.O.O.**

Scott has been involved in the EMS industry for over twenty (20) years. Scott began his career as a field level EMT and found his calling in the Marketing Department. His aptitude in negotiating and cultivating professional relationships has placed AmeriCare at the forefront of the industry. In addition to being a certified EMT, Scott has certification in ICS 100, 200, 700, and 800.

**Jami Shepherd, Director of Operations**

Jami has eleven (11) years of experience, with eight (8) of those in a managerial capacity. She will be directly responsible for the daily operations of the City by maintaining adequate staffing levels, monitoring response time performance, and ensuring compliance with all company and LA County EMS policies. She maintains current licensure as an EMT and has certifications in EMD, WMD, Haz-Mat and ICS 100, 200, 300, 400, 700, 702, and 800. She is also an Ambulance Strike Team Medical Task Force Leader.

**Steve Gross, RN, EMS Consultant**

Steve has been in the EMS industry for over twenty-two (22) years. Steve was implemental in the formation of AmeriCare and has been with the company since its inception. Though he recently completed coursework to obtain his RN license, he is still involved in the company as a vital resource. His experience in dealing with our contracted 9-1-1 Agencies and his familiarity with their processes and expectations will be vital in this transition period. Steve has his B.S. in Sports Medicine, is a practicing RN and maintains certifications in EMT, CPR, ACLS, PALS, EKG, ICS 100, 200, 700, and 800.

**John Beltran, Operations Manager**

John has been in the EMS industry for seventeen (17) years. He began his career as a dispatcher and transitioned to the field as an EMT. John demonstrated an aptitude for management and quickly established himself as an asset in the industry. He maintains a current EMT license, is an Emergency Telecommunicator Course (ETC) certified instructor, certified American Red Cross CPR Instructor and is also certified in ICS 100, 200, 300, 700, and 800. John is an Ambulance Strike Team Medical Task Force Leader.

**BILLING**

**Christine Rodriguez**

Medical Billing Coding Certificate, Medical Terminology, HIPPA Certified

**Elizabeth Gutierrez**

Medical Billing/ICD-9, CPR and HCPC Coding, Medicare/Medi-Cal Ambulance Certification, CPR Certification, Annual Ambulance Seminars, HIPPA Certified

**Rosa Zarate**

Medical Billing/Coding, HIPPA Certified

**Maria Peregrina**

OSHA Certified, CPR Certification, Medical Billing Coding Certification

## FIELD STAFF

Name	County Certification Number	CPR	Driver	Attendant	Years with Company
Abandy, Jeff		Yes	•		9 months
Abascal, Luis		Yes	•		2
Adamson, Eric		Yes		•	3
Alihan, Michael		Yes		•	5 months
Aranda, Nicholas		Yes	•		4
Arellano, Daniel		Yes	•		4 months
Arias, David		Yes	•		4
Asay, Angela		Yes	•		5
Asay, Robert		Yes	•		5
Avila, Matthew		Yes		•	6 months
Balcescu, Cristian		Yes	•		9 months
Balteff, Shawn		Yes	•		7 months
Bardeen, Brock		Yes	•		1.5
Barton, Greg		Yes	•		5 months
Bautista, Jo		Yes	•		2
Beatty, Chad		Yes	•		2
Behbahani, Ben		Yes	•		2
Benavidez, Rudy		Yes	•		4
Boisvert, Erik		Yes	•		2
Bons, Anthony		Yes	•		2 months
Brady, Robert		Yes	•		2
Braun, Jeffrey		Yes	•		2 months
Brooks, Lamond		Yes	•		3
Bruce, Jeffrey		Yes	•		2
Calderwood, Steven		Yes		•	1
Calo, Dominic		Yes	•		3
Cervantes, Robert		Yes	•		2
Chancellor, Joe		Yes	•		6
Chavez, David		Yes	•		3
Chavez, Matthew		Yes	•		3
Churchill, Joshua		Yes	•		3
Claypool, John		Yes	•		3
Cooper, Daniel		Yes	•		1
Curtiss, Danielle		Yes		•	1
Daino, Michael		Yes	•		6
De La Fuente, Alberto		Yes	•		2
Dent, Jennifer		Yes	•		4
Dick, John		Yes	•		4
Enwia, Edwin		Yes	•		2

Name	County Certification Number	CPR	Driver	Attendant	Years with Company
Erickson, Cory		Yes	•		2
Fisher, Avaran		Yes	•		4
Flegal, Ryan		Yes	•		3
Flores, Eric		Yes	•		2
Francisco, Michael		Yes	•		7 months
Gaffney, Caitlin		Yes	•		2
Garcia, Alfredo		Yes	•		5 months
Garcia, Diego		Yes		•	2
Gaut, Kyle		Yes	•		3
Grafton, Chris		Yes	•		2
Grato, Nicholas		Yes	•		6 months
Grau, Ericka		Yes	•		3
Hall, Melanie		Yes	•		1
Hancock, James		Yes	•		3
Hanlon, Peterson		Yes	•		3
Hughes, Carloyn		Yes	•		2
Jimenez, Kristina		Yes	•		4
Juarez, Eduardo		Yes	•		3
Kiem, Charles		Yes	•		4
Kilheeneey, Jason		Yes	•		3 months
King, Jacob		Yes	•		3 months
Kinman, Leila		Yes	•		2 months
Ko, Soo		Yes	•		2
Korecka, Zofia		Yes	•		4
Kuripla, Brent		Yes	•		3
Kuripla, Jonathan		Yes	•		3
Lambert, Cody		Yes	•		6 months
Le Beau, Aaron		Yes	•		3
Lin, Ann		Yes	•		1
Lynch, Robert		Yes	•		9 months
Macintyre, Paul		Yes	•		4
Mauvais, Jason		Yes	•		2
Maxon, Joshua		Yes	•		2
McKinley, Marc		Yes	•		6
Medley, Jason		Yes	•		1
Meza, Gloria		Yes		•	1
Montenegro, Breana		Yes		•	3
Moody, John		Yes		•	7
Moorman, Eric		Yes	•		5 months
Murray, Chad		Yes	•		6 months

Name	County Certification Number	CPR	Driver	Attendant	Years with Company
Najarro, Chris		Yes	•		2 months
Napier, Krista		Yes	•		2
Nare, Thomas		Yes	•		1
Natelborg, Matthew		Yes	•		2 months
Navarro, Matthew		Yes	•		5 months
Nevarez, Vanessa		Yes	•		1
Nevaril, Nicholas		Yes	•		4
Nicholson, Karen		Yes		•	4
Nielesky, Stephen		Yes	•		1
Nordin, Anthony		Yes	•		6 months
Norman, Gerail		Yes	•		4 months
O'Donnell, Sean		Yes		•	1
O'Leary, James		Yes	•		2 months
Padilla, Gabriel		Yes	•		6 months
Palozzi, Troy		Yes	•		1
Pearson, Justin		Yes	•		2 months
Peraza, Vladimir		Yes	•		2 months
Politzer, Daniel		Yes	•		2
Powell, Courtney		Yes	•		1
Pratt, Joel		Yes		•	7
Quintero, Steven		Yes	•		6 months
Quintero, Victor		Yes	•		6 months
Rader, Chaz		Yes	•		2 months
Ramirez, Jesus		Yes	•		3
Renderos, Erick		Yes		•	5
Reyes, Armando		Yes	•		2
Rizzo, Eric		Yes	•		4 months
Robaldo, Juan		Yes	•		7 months
Robinson, Brenda		Yes	•		2 months
Rodriguez, Frank		Yes	•		1
Romero, Venus		Yes	•		5
Rowson, Jacqueline		Yes	•		2 months
Ruby, Courtney		Yes	•		1
Ruiz, Rueben		Yes	•		2
Saverino, Mark		Yes	•		7 months
Savosh, Michael		Yes	•		2 months
Sayers, Christopher		Yes	•		6 months
Shapiro, Adam		Yes	•		2
Sharp, Jennifer		Yes	•		3
Shiroishi, Eric		Yes	•		1

Name	County Certification Number	CPR	Driver	Attendant	Years with Company
Silvas, Andrew		Yes	•		3
Smith, Paul		Yes	•		5
Stark, Ryan		Yes	•		8 months
Suhr, Caleb		Yes	•		2
Sullivan, Heather		Yes		•	2
Ta, Michael		Yes	•		3 months
Tate, Jacoven		Yes		•	2
Thavisay, Gary		Yes		•	2
Tolman, Juston		Yes	•		2 months
Tostado, Nikoli		Yes	•		7 months
Toth, Zachary		Yes	•		3
Trabold, Andrew		Yes	•		2
Traynor, Andrew		Yes	•		2
Trujillo, Chris		Yes	•		2
Tyrell, Drew		Yes	•		2 months
Villalpando, Michael		Yes	•		2
Whitney, Joe		Yes	•		3
Wilkinson, Chris		Yes	•		9 months
Williamson, Patrick		Yes	•		2
Wolf, Tyler		Yes	•		2 months
Young, Scott		Yes	•		2

## DISPATCHERS

Name	NAED-ETC Certification or EMT	CPR Expiration Date	Hire Date	Years with Company	Job Title
Blanset, Alexandra		3/31/2013	3/8/2007	4	Dispatcher
Chetty, Shiva		10/27/2012	11/30/2009	1.5	Call Taker
Giron, Suzitte		10/27/2012	7/20/2007	3.5	Call Taker
Ioane, Tiffany		10/27/2012	11/5/2007	3	Call Taker
Lyons, Chris		12/31/2011	5/3/2010	1	Dispatcher
Olivares, Jessica		7/12/2011	1/9/2006	5	Dispatcher
Rubio, Miguel		10/27/2012	4/28/2008	3	Dispatcher
Stewart, Keona		10/27/2012	10/9/2007	3	Call Taker
Vega, Jessica		12/31/2011	3/10/2010	1	Dispatcher
Velazquez, Frank		1/31/2013	8/26/2010	7 months	Dispatcher

7. Describe Proposer's current programs utilized for training of new employees, including driver training, and for the ongoing continuing education of existing employees, including remediation. Include the location of training records. Training records (Driver, Substance abuse and EMT) may be requested for review.

PLEASE REFER TO SECTION 7.

8. Describe how Proposer will ensure that the EMTs in its employ obtain the competencies required for renewal, and how Proposer's EMT certification renewal process works.

PLEASE REFER TO SECTION 8.

9. Do you agree to comply with the response requirement? Describe how this standard will be met? Contractor shall respond to all emergency calls received from the City's Public Safety Communications Center within eight (8:00) minutes ninety-two percent (92%) of the time. In any case where the estimated response time exceeds eight (8:00) minutes, Contractor shall give notification of such fact to the requesting individual(s) at the time the emergency call is received. (Response time is elapsed time from the time ambulance dispatch receives the information to the time first ambulance unit arrives on scene.)

PLEASE REFER TO SECTION 9.

# Staffing/Training

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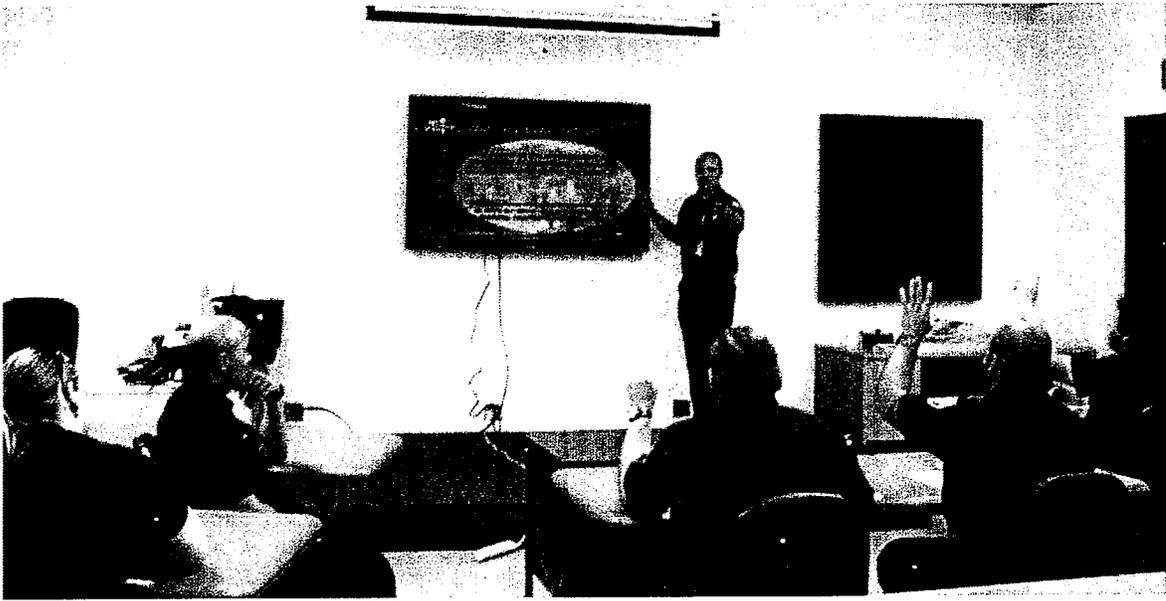
## RECRUITMENT

AmeriCare is acutely aware of the trust placed in us through the City's award of this contract to provide ambulance service for the citizens of Torrance. As a result of this responsibility, we are determined to carefully select qualified applicants and ensure that they are properly trained. Before we hire an employee, there is an extensive pre-qualification process that involves several steps.

## SCREENING

Each employee applicant undergoes a detailed screening process that includes:

- Job Application verification to include:
  - ◊ Background check for criminal history
  - ◊ Employment history for stability
  - ◊ Education and experience background
  - ◊ Prior job responsibilities and reason for leaving
  - ◊ Verify additional skills, training or certification that may enhance the employees' ability to perform job-related functions
  - ◊ DMV print-out
  - ◊ EMAC verification that all licensure is valid
- Interview process conducted by Operations Manager which includes:
  - ◊ Written and practical skills exams
  - ◊ Assessment of map reading skills
  - ◊ Decision making in ethical and clinical scenarios
  - ◊ Work schedule availability
  - ◊ Career goals and objectives
- Each applicant successfully passing application and interview process must then report to the clinic for:
  - ◊ Drug screen and Physical Examination
  - ◊ DOT Drug Screen (pre-employment, annual and random)
  - ◊ TB PPD Skin Test (pre-employment and annual)
  - ◊ Hepatitis-B vaccination (optional - employee discretion to sign waiver)
  - ◊ Physical Lift Test



## ORIENTATION/TRAINING

All employee candidates successfully passing the Interview and Pre-employment Medical Screen are then scheduled for Company Orientation. The AmeriCare training module(s) are specific to the position being filled and require over 120 hours of training. The complete training process takes up six months. Our complete training program, tests, manuals, course description and employee records are available for inspection by the City of Torrance upon request and can be viewed at our Corporate office:

AmeriCare Ambulance Service  
1059 E. Bedmar Street  
Carson, CA 90746  
888-923-9723

Our training program begins with an intense five (5) day classroom orientation encompassing:

- Introduction and Welcome by Senior Managers and Department Directors.
- Orientation to Job Duties, Employee Handbook and Performance Evaluation
- EMSA Regulations and Procedures
- Overview of Company Policies and Procedures
- Safety Procedures
- OSHA Safety
- Building and Maintaining Customer Relations
- ICS Certification Requirements

- Mapping and Area Knowledge
- Unit Maintenance, Vehicle Check Out
- Communications Center
- Billing, PCR, PCS documentation
- Bloodborne Pathogens/Aerosol Transmissible Diseases
- N95 Mask, P100 Fit Testing
- Exposure Control, BSI Precautions
- Restraint Training
- ALS 1:1 training
- Road Side Safety
- CEVO/EVOC- Driving Training
- OCEMS EMT Accreditation
- Gurney Operations/Proper Lifting Techniques
- Company Documentation Requirements & HIPAA Standards
- Injury & Illness Prevention Plan
- Infection Control and Hazardous Material Awareness Training
- Introduction to the Human Resource Department and Paperwork Completion

After the classroom orientation, the trainee is placed as a third member with a training crew for a minimum of three (3) shifts. Here, the trainee is instructed in the requirements and expectations of the company in addition to learning on-the-job skills. Observation and assessment of new hire skills include:

- Ride-along for first shift as a third crew member
- Orientation to ambulance check-out, equipment and supply
- Gurney operation, body mechanics, lifting techniques and patient transfers
- Orientation to assisting Fire Paramedics
- Radio codes and protocol
- Map reading skills and geographic familiarization
- Hospital locations and ER entrances and parking protocol
- Procedures for proper and safe backing of emergency vehicles
- Staging on scene, crew and public safety concerns

Throughout the Field Orientation process FTOs and Field Supervisors provide Employee Candidates feedback on their orientation progress as specific training needs are identified and addressed. Employee candidates who fail to consistently demonstrate competency and professionalism in all aspects of their job responsibilities are not allowed to continue their employment with AmeriCare Ambulance.

Further training is accomplished through hands-on training simulations. These simulations are designed to represent true delivery of ambulance service which improves the EMT's skills set to enable handling of real life emergencies. Each simulation is from 15 minutes to 40 minutes. Employees are required to complete a minimum of nine (9) modules before their six (6) month training probationary period expires. Those Employee Candidates successfully completing their orientation/training will continue their employment with a specified assignment based on their preference and availability.

## **DRIVER TRAINING**

The success of our Driver Training Program is evident in our consistent response time performance. However, our commitment to public safety, and the safety of our employees, is the driving force behind our extensive driver training program. AmeriCare is committed to putting only the most highly trained and competent drivers on the road.

## **LICENSING REQUIREMENTS**

- Possession of a valid California Drivers License.
- Possession of a valid California DMV Ambulance Driver's Certificate.
- Possession of a valid California DMV Medical Examination Report.
- Successfully passing all required drug screen tests.
- Participation in California DMV Employer Pull Notice Program (employer access to driving records).
- Exemplary personal driving record and skill maturity.

## **EXPERIENCE REQUIREMENTS**

Skill and experience in understanding traffic patterns, knowing major streets, arteries and freeways, and the selection of an appropriate route to the scene is instrumental in a timely response. AmeriCare believes that this valuable experience can only be gained by spending the first three (3) months of employment as an attendant. During this three (3) month period, training personnel are able to observe and document the Driver Candidate's skills and personal demeanor. AmeriCare Ambulance has invested extensive resources into area familiarization and map reading training programs. The attendants are constantly monitored throughout their training and only after consistently demonstrating the ability to function competently in map reading (Thomas Brothers and Fire Department Response Maps), effective routing and skill maturity, can the Driver Candidate proceed to the classroom stage of training.

## **CLASSROOM TRAINING**

Our in-depth training program couples over sixteen (16) hours of in class training with hands-on driving assessment. Our driver training program is completed in-house by our well-trained FTOs utilizing the six (6) hour Coaching the Emergency Vehicle Operator™ (CEVO 3) course that was created by The National Safety Council. The material focuses on standard DOT training and uses legal cases, visual aids, videos, and real life experience from the instructors to help reinforce the material. Some of the teaching modules of the on-line program are:

- Adverse weather conditions
- Vehicle inspection, handling, and design
- Emergency and non-emergency driving differences
- Safety at the emergency scene
- Blind spots and cushion of safety
- Intersections, passing, and lane changes
- Safe backing and parking
- Scanning and traffic hazard identification
- Legal aspects of driving Code 3

## **FIELD TRAINING**

After successfully completing the CEVO 3 training, the Driver Candidate is then assigned with a Field Training Officer who rides as attendant while observing the Driver Candidates' driving technique and skills. During this period of training, the Driver Candidate must successfully complete a checklist of driving skills designed to demonstrate proficiency and observation skills. That checklist includes:

- Responding safely to Code-2
- Responding safely to Code-3
- Responding safely to Hospital Zones
- Responding safely to Commercial Zones
- Code 3 at intersections
- Maneuvering around parking structure obstacles and road hazards
- Appropriate speeds in various zones and driving conditions
- Backing vehicle with spotter and appropriate hand signals.

## **DRIVERS TRAINING COURSE OUTLINE**

### **Phase 1:** (8 instructional hours)

The first phase of instruction is spent on-line participating in the six (6) hour CEVO 3 course. Additional classroom training reviews all of the material in the AmeriCare employee driver training manual: basic driving rules in relation to the CEVO training materials; rules of the road for emergency vehicles; and the drivers' role and what he/she needs to know to operate the vehicle safely. The material also focuses on standard DOT training and uses legal cases, visual aids, videos, and real life experiences from the instructors to help reinforce the material.

### **Phase 2:** (8 hours of combined classroom and hands-on time)

This phase of the training reviews the lecture items from the previous day as well as covers any items that were not discussed. The students are then instructed in the correct completion of vehicle checkouts to ensure the vehicle they are in meets all safety requirements for operation. The training then progresses to the actual hands-on driving portion of the class. Each driver is sent through a different cone course with an emphasis on negotiating the course and not on speed. Some examples of skills they will learn are: evasive maneuvering, backing, decision making, maneuvering through a serpentine course both in forward and reverse, and basic driving and obstacle awareness. Each student is then placed with an instructor who rides with them and evaluates their performance. If the instructor does not feel the student is proficient, or is unsafe in driving, the student will fail that portion and will have to re-test that portion of the course; testing will not exceed three (3) attempts. For the employee that fails the driver training, they are not permitted to re-apply for driver's status for a six (6) month period.

### **Phase 3:** (Behind the wheel - minimum of ten, 10-hour shifts)

After completion of the classroom and hands-on training, the trainee is placed with an FTO for monitored behind the wheel training. The employee will be monitored, and evaluated, for ten (10) shifts. Each day ends with a critique of the employee's driving performance and the setting of goals for the next shift. After completion of the monitored training, the employee is approved to drive on his/her own. As an additional means to monitor our drivers after training, AmeriCare is a participant in the California DMV's Employer Pull Notice Program. This program automatically provides us with a driving report from the DMV on our drivers anytime the employee has one of the following: a conviction, a failure to appear, an accident, a drivers license suspension or revocation or any other action taken against his/her driving privilege. Regular driver evaluations are conducted, as are Quality Assurance reviews, after any vehicle accident or mishap. Additionally, drivers are required to pass a Driver Skills Verification Test every six (6) months. Drivers that demonstrate poor driving skills or careless driving habits are relieved of their driving privileges or terminated as warranted.

## **CONTINUING EDUCATION/ANNUAL REMEDIATION PROGRAMS**

AmeriCare prides itself on its exceptional training program for all new and current personnel. We take great strides to improve employee knowledge and strongly encourage all personnel to take advantage of continuing education courses offered both within the company and from outside organizations. In order to perform their required job duties, all AmeriCare EMTs must remain in full compliance with all state and local regulatory agencies' requirements. California licensed EMTs must obtain twenty-four (24)

hours of continuing education every two (2) years to maintain their certification. To assist our employees in obtaining the required CEUs to keep their licensure current, we are an approved provider and offer “in-house” CEU opportunities.

AmeriCare offers several options to our employees to obtain CEUs annually. The first option is monthly CEU classes provided at our Carson location at no cost to minimal cost for the employee. The second option allows for the employee to participate in outside courses of his or her choice and the instruction fee is shared.

Courses offered at AmeriCare

- CPR for the Healthcare Provider
- Driver Training
- ICS 100, 200, 700, and 800
- HIPAA Compliance
- OSHA Blood borne Pathogens Update
- Bloodborne and Communicable Diseases
- Infection Control
- Injury Prevention
- Patient Care Documentation
- Haz-Mat & Haz-Com
- EKG
- Pharmacology 4
- 1:1 Staffing with ALS
- CCT Training
- OCEMS Accreditation
- EMT bi-annual Skills Testing
- Emergency Telecommunication Course

## **DISASTER ASSISTANCE**

Through our involvement with Hurricane Rita, Hurricane Ike, the Metrolink train crash, the Marek Fire, and the Orange County Wildfires, AmeriCare has placed an emphasis on training our employees to be better prepared to respond and provide assistance in disaster events. As such, we have provided our employees with ICS 100, 200, 700 and 800, Weapons of Mass Destruction and basic Hazardous Materials training. Many of our Management Team, Supervisors, and Field Training Officers have been trained in ICS 300, 400 and as Ambulance Strike Team Medical Task Force Leaders. All field based employees

will begin training this year in ICS 300 to further understand how to work in partnership and under the command of the Torrance Fire Department ICS system. This emphasis on ICS training better prepares our employees for interacting with other agencies during emergencies and disasters. AmeriCare prides itself on its joint training efforts within all of our service counties. This prepares our team to be better equipped and trained when a real situation occurs.

## **HIPPA TRAINING PROGRAMS**

AmeriCare is committed to ensuring all patients' privacy rights are maintained at all times. We provide all of our employees with compliance education and training, both through formal, periodic training seminars and by maintaining an open line of communication between AmeriCare employees and the Privacy Officer and HIPAA Compliance Committee. The program we utilize is based on the California Ambulance Association's guidelines. During our orientation class, our employees are introduced to HIPPA requirements. The emphasis is placed on ensuring our employees maintain patient confidentiality at all times. Throughout the rest of the training period, this program is further explained as to what is expected of the employee in regards to handling protected health information (PHI). Our Compliance Committee frequently monitors and audits all employees and their handling of PHI.

Our HIPPA Guidelines are as follows:

### **COMMUNICATIONS AND DISPATCH PERSONNEL WILL:**

- Make reasonable efforts to limit the disclosure of information to the minimum amount necessary to accomplish the purpose of the use or disclosure;
- Implement reasonable safeguards to limit incidental, and avoid prohibited, uses and disclosures. Use professional judgment when disclosing PHI to individuals requesting information by phone.

### **BILLING PERSONNEL WILL:**

- Implement reasonable and appropriate administrative, technical, and physical safeguards to protect the privacy and security of PHI;
- Verify the identity of individuals requesting PHI to ensure authorized disclosures;
- Make reasonable efforts to limit the disclosure of information to the minimum amount necessary to accomplish the purpose of the use or disclosure.

### **MEDICAL TRANSPORT PERSONNEL WILL:**

- Obtain a patient's written acknowledgement that he or she has received our Notice of Privacy Practices;
- In situations when we are unable to obtain a written acknowledgement, document our attempt and the reason why we were unable to get the acknowledgement;
- Implement reasonable safeguards to limit incidental uses and disclosures, and avoid prohibited uses and disclosures.

**ADMINISTRATIVE SUPPORT PERSONNEL WILL:**

- Implement reasonable safeguards to limit incidental, and avoid prohibited uses and disclosures;
- Implement reasonable and appropriate administrative, technical, and physical safeguards to protect the privacy and security;
- Business Development/Operations and Legal Department should make sure that appropriate Business Associate Agreements are in place;
- Make reasonable efforts to limit the disclosure of information to the minimum amount necessary to accomplish the purpose of the use or disclosure.

# Certification Process

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AmeriCare Ambulance Service initially ensures our employee skills competencies, prior to employment, through a rigorous hands-on skills examination. This in-depth examination ensures that our prospective employees have developed a basic competency to perform as an EMT. Once employed, our employees, including all EMT-licensed managers, go through at least one skills lab per year and perform in periodic simulation drills. All employee certifications are closely monitored by our Human Resources and Operations Departments. All field employees must maintain all licensure required by LEMSA.

AmeriCare also provides skills verification, EMT/Paramedic Continuing Education, and periodic simulation drills.

These courses are designed to offer EMTs CEUs that are needed for their bi-annual certification.

Employees are provided written notification to their home six (6) months, three (3) months and one (1) month in advance prior to any certifications expiring. The following form is utilized in our EMT Skills Verification Process which has been approved by the state EMS Agency.

# Response Time

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The most crucial element of an ambulance response, other than actual patient treatment, is timely response to the emergency scene. An excellent response time can sometimes mean the difference between life and death. There are numerous factors that influence response time performance. Each factor plays a key role in response time performance because the total response time is a combination of many components, which individually add to the response clock. In our dispatch system, each factor is carefully analyzed and addressed so that unneeded delays in our ambulance responses will be eliminated. AmeriCare commits to meet the City's expectation of ninety-two percent (92%) of all responses occurring under eight (8) minutes.

## **FACTORS AFFECTING RESPONSE TIME PERFORMANCE**

### **OUT OF CHUTE TIME**

The out-of-chute time is the time elapsed between the dispatching of our ambulance and the time the ambulance is physically responding to the call. AmeriCare has established rigid standards for out-of-chute times on emergency runs. Out of chute times are monitored daily by the Operation Manager, our average out of chute time is 50 seconds.

### **AUTOMATIC VEHICLE LOCATOR (AVL) SYSTEM**

#### **Radio Satellite Integrators (RSI)**

AmeriCare recognizes that the Torrance Fire Department (TFD) utilizes RSI for its AVL interface. To facilitate communication between AmeriCare and RSI, we propose to install this system in our ambulances. The RSI AVL system will establish a wireless gateway between our fleet and our communications center dispatch. Its Real-Time Vehicle Tracking Software displays the current location and status of our vehicle fleet, along with address, route, and other attribute information.

#### **GPS Logic**

GPS Logic technology adds another layer to the RSI AVL System as It interfaces with our CAD system by constantly receiving GPS information from every ambulance in the fleet. The integrated GPS receiver is used to stream location information for in-cab navigation while simultaneously reporting AVL to the Communications Center for up-to-the-second tracking accuracy.

### **HOSPITAL TURN-AROUND TIME**

When our EMTs arrive at a hospital with a patient, they sometimes experience long turnaround times. This turnaround period represents the time needed to transfer the patient to a hospital bed and for the crew to prepare the ambulance for the next call. We have been able to reduce the amount of time spent transferring patients to a hospital's care by working closely with hospital staff and jointly developing efficient patient transfer procedures. In addition, we have established protocols for the driver and attendant to follow to ensure immediate preparation of the ambulance occurs upon successful transfer of patient to the hospital. This cleaning and preparation of equipment is completed prior to any billing paperwork being completed. Time saved in these two areas helps get units back into service faster and helps give other crews a break by decreasing the amount of time spent on move-ups and coverage.

## **RELIABILITY OF VEHICLES**

Our ambulances are one of the critical components to the successful operation of our business. Vehicles need to be reliable in order to maintain timely responses to the communities we serve, and high quality service once our patient's are on board. Statistics show that on-going regular preventative maintenance keeps them running more efficiently and greatly reduces the stress on a vehicle. This attention to routine maintenance allows the vehicles to operate with fewer mechanical failures and reduces our vehicle downtime average.. Our maintenance program ensures that we exceed all manufacturers recommended maintenance intervals. We accomplish this by performing preventative maintenance at 85% of the manufacturer's mileage recommendation.

At the beginning of each shift, the oncoming ambulance crew performs an extensive inspection of their assigned ambulance including its equipment and supplies. Any significant mechanical abnormalities or equipment malfunction is reported to the Dispatch center and Maintenance department. Appropriate corrective measures are implemented as per company policy.

The Maintenance Department records odometer readings each week to track and coordinate scheduled maintenance and service.

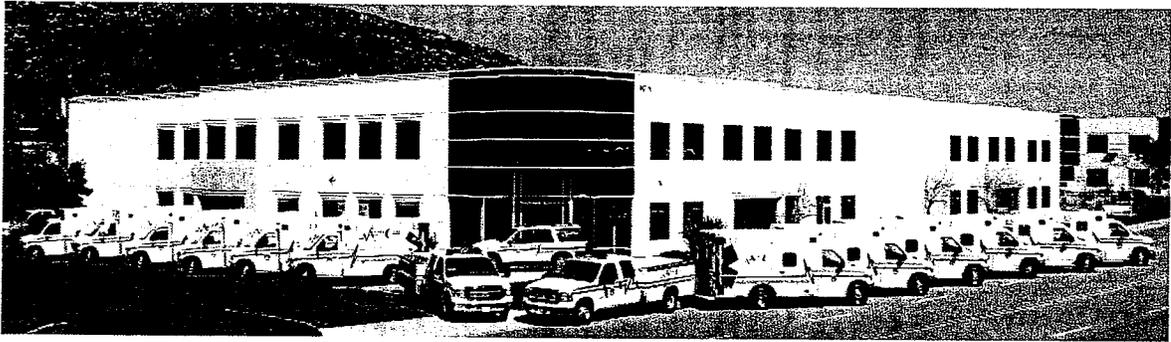
**AmeriCare has additionally reduced our down-time average through initial upgrades (such as high grade silicone coolant hoses & clamps, high performance steel-belted tires, super-duty shock absorbers, super-duty batteries, etc.).**



# Ambulance Fleet

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AmeriCare, San Diego Regional Office

A distinction that separates AmeriCare is our ability to meet the requirements of this RFP without reliance on other ambulance companies. We own a fleet of 71 ambulances which positions us as one of the largest companies based in the South Bay. Should the Torrance Fire Department (TFD) need more ambulances than required in the RFP, AmeriCare will utilize our mutual aid providers to assist with additional resources.

AmeriCare will exceed the RFP requirements of five (5) dedicated ambulances by proposing eight (8) dedicated ambulances solely for use in the City of Torrance. These ambulances will meet the requirements of the National Fire Protection Association standard NFPA 1917, upon its adoption.

	Ambulance Identifier	Year	Make	Model	Type	Dedicated ?
1	TBA	NEW	Ford	E-450	III	Yes
2	TBA	NEW	Ford	E-450	III	Yes
3	TBA	NEW	Ford	E-450	III	Yes
4	TBA	NEW	Ford	E-450	III	Yes
5	TBA	NEW	Ford	E-450	III	Yes
6	TBA	NEW	Ford	E-450	III	Yes
7	TBA	NEW	Ford	E-450	III	Yes
8	TBA	NEW	Ford	E-450	III	Yes

Additional resources will be dispatched from our following existing stations:

- **Carson - Corporate Headquarters**  
*Ambulances stationed at this location could be in the City of Torrance within 10 minutes.*  
 1059 East Bedmar Street  
 Carson, California
- **Garden Grove Office**  
*Ambulances stationed at this location could be in the City of Torrance in 30 minutes*  
 11458 Knott Avenue  
 Garden Grove, California

- **LA City Office**  
*Ambulances stationed at this location could be in the City of Torrance in 45 minutes*  
16159 Sherman Way  
Van Nuys, California
- **Orange Office**  
*Ambulances stationed at this location could be in the City of Torrance in 40 minutes*  
1920 E. Katella Ave, Suite K  
Orange, California
- **Paramount Office**  
*Ambulances stationed at this location could be in the City of Torrance in 25 minutes*  
7524 Somerset Boulevard  
Paramount, California

## **TORRANCE FIRE DEPARTMENT – SPECIFIED EQUIPMENT**

AmeriCare commits to installation of the required 2-way voice radio system that enables communication with the City's Public Safety Communications Center. AmeriCare recognizes that the Torrance Fire Department (TFD) utilizes Radio Satellite Integrators, Inc. (RSI) for its AVL interface. To facilitate communication between AmeriCare and RSI, we propose to install the V-track AVL unit (with Verizon CDMA) and SPOT mobile software systems in our ambulances. We commit to installing mobile computer systems in the ambulances that will have the ability to send and receive incident info and update our vehicle's status in the City's Public Safety Communications Center CAD system.

The RSI AVL system will establish a wireless gateway between our fleet and our communications center dispatch. Its Real-Time Vehicle Tracking Software displays the current location and status of our vehicle fleet, along with address, route, and other attribute information. The map manipulation tools and buttons are available to zoom, pan, and center the display on a particular vehicle, route, stop, or address. Additional tools are available to enable or disable labeling, to customize the map display according to user preferences, and to enter points and attributes (for incidents, etc.) Map query options include the ability to locate an address or vehicle, along with the capability to identify the closest available vehicle(s) to any entered point, address, or incident.

We will manage all technical connections and installation with our in-house Information Technology (IT) team at our expense. To facilitate ease of identifying our resources in the City's Public Safety Communications Center CAD, we will identify our rigs with a specific unit identifier from the TFD at our expense.



# Daytime Availability



During the hours of 7 a.m. to 7 p.m. each day, AmeriCare will have available sixteen (16) ambulances that meet the requirements of the National Fire Protection Association standard NFPA 1917, upon its adoption.

Age .75

	Ambulance Identifier	Year	Make	Model	Type	Dedicated ?
1	TBA	NEW	Ford	E-450	III	Yes
2	TBA	NEW	Ford	E-450	III	Yes
3	TBA	NEW	Ford	E-450	III	Yes
4	TBA	NEW	Ford	E-450	III	Yes
5	TBA	NEW	Ford	E-450	III	Yes
6	TBA	NEW	Ford	E-450	III	Yes
7	TBA	NEW	Ford	E-450	III	Yes
8	TBA	NEW	Ford	E-450	III	Yes
9	125	2010	Ford	E-450	III	Back-up
10	124	2010	Ford	E-450	III	Back-up
11	123	2010	Ford	E-450	III	Back-up
12	91	2010	Ford	E-450	III	Back-up
13	90	2010	Ford	E-450	III	Back-up
14	88	2009	Ford	E-450	III	Back-up
15	87	2009	Ford	E-450	III	Back-up
16	92	2008	Ford	E-450	III	Back-up

# Nighttime Availability



During the hours of 7 p.m. to 7 a.m. each day, AmeriCare will have available eight (8) ambulances that meet the requirements of the National Fire Protection Association standard NFPA 1917, upon its adoption.

Age New

	Ambulance Identifier	Year	Make	Model	Type	Dedicated ?
1	TBA	NEW	Ford	E-450	III	Yes
2	TBA	NEW	Ford	E-450	III	Yes
3	TBA	NEW	Ford	E-450	III	Yes
4	TBA	NEW	Ford	E-450	III	Yes
5	TBA	NEW	Ford	E-450	III	Yes
6	TBA	NEW	Ford	E-450	III	Yes
7	TBA	NEW	Ford	E-450	III	Yes
8	TBA	NEW	Ford	E-450	III	Yes

# Back-up Ambulances

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AmeriCare can provide six (6) additional back-up ambulances (22 total) capable of responding within twelve (12) minutes.

Age 1.75

	Ambulance Identifier	Year	Make	Model	Type	Dedicated ?
17	61	2006	Ford	E-350	III	Back-up
18	62	2006	Ford	E-350	III	Back-up
19	63	2006	Ford	E-350	III	Back-up
20	64	2006	Ford	E-350	III	Back-up
21	65	2006	Ford	E-350	III	Back-up
22	66	2006	Ford	E-350	III	Back-up

AmeriCare can provide additional ambulances for a total of thirty (30) capable of responding within twenty (20) minutes.

Age 2.76

	Ambulance Identifier	Year	Make	Model	Type	Dedicated ?
23	67	2006	Ford	E-350	III	Back-up
24	68	2006	Ford	E-350	III	Back-up
25	69	2006	Ford	E-350	III	Back-up
26	70	2006	Ford	E-350	III	Back-up
27	72	2006	Ford	E-350	III	Back-up
28	75	2006	Ford	E-350	III	Back-up
29	76	2006	Ford	E-350	III	Back-up
30	60	2005	Ford	E-350	III	Back-up

AmeriCare can provide twenty (20) ambulances (36 ambulances) capable of responding within thirty (30) minutes.

Age 3.64

	Ambulance Identifier	Year	Make	Model	Type	Dedicated ?
31	93	2003	Ford	E-350	III	Back-up
32	94	2003	Ford	E-350	III	Back-up
33	95	2003	Ford	E-350	III	Back-up
34	96	2003	Ford	E-350	III	Back-up
35	97	2003	Ford	E-350	III	Back-up
36	98	2003	Ford	E-350	III	Back-up

14. List the dedicated and back up emergency ambulance vehicles that will be used to service the City of Torrance. Indicate the unit #, age, make, type, and mileage of each ambulance to be utilized for this contract. (Mileage is defined as the mileage at time of proposal submission.) If the vehicles listed below are subcontracted, identify the subcontractor.

Unit #	License plate No.	Manufacturer & Model	Manuf. Year	Age	Mileage	Check all applicable:			Own/ Subcontractor
						Proposed Dedicated 9-1-1	Proposed Backup	Interfacility	
TBA				NEW		X			OWN
TBA				NEW		X			OWN
TBA				NEW		X			OWN
TBA				NEW		X			OWN
TBA				NEW		X			OWN
TBA				NEW		X			OWN
TBA				NEW		X			OWN
TBA				NEW		X			OWN
125	8X51631	GUARD / FORD	2010	1	2515		X	X	OWN
124	8X51630	GUARD / FORD	2010	1	2524		X	X	OWN
123	8W38	GUARD / FORD	2010	1	2422		X	X	OWN
91	8U07583	GUARD / FORD	2010	1	35132		X	X	OWN
90	8U07584	HORIZON / FORD	2010	1	48604		X	X	OWN
88	8N90700	GUARD / FORD	2009	2	28929		X	X	OWN
87	8N90699	GUARD / FORD	2009	2	39947		X	X	OWN
92	8X83461	HORIZON / FORD	2008	3	48604		X	X	OWN
61	7V94096	INDOCH / FORD	2006	5	172131		X	X	OWN
62	7V94098	INDOCH / FORD	2006	5	181126		X	X	OWN
63	7V94097	INDOCH / FORD	2006	5	160082		X	X	OWN
64	7V94099	INDOCH / FORD	2006	5	175178		X	X	OWN
65	7V94380	INDOCH / FORD	2006	5	134688		X	X	OWN

PLEASE REFER TO SECTION 14 FOR A COMPLETE VEHICLE LIST.

15. Describe, in detail, the preventative and regular maintenance program for dedicated and backup vehicles. Include average number of miles between service appointments for first line and reserve units. Also include the name and location of vehicle maintenance facility (contracted or own) and the location where the vehicle specification and maintenance records can be reviewed. Include the replacement ambulance plan/system.

PLEASE REFER TO SECTION 15.

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# Fleet Details

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Unit #	Status	License #	V.I.N. #	Year	Model	Make	Mileage	Manufacture	Type	Age
13	WC	4BCR398	1B4GP44R9WB726041	1998	Carvan	Dodge	237086	Braun	WC	13
14	SU	4BNL657	1FMPU18L4WLB53507	1998	Expedition	Ford	208242	Support	SU	13
27	WC	6C71585	1FTNE2421YHA62826	2000	E-250	Ford	162469	Braun	WC	11
28	WC	6F72999	1FTNE2428YHA62824	2000	E-250	Ford	198353	Braun	WC	11
30	RS	6FD32714	1FDSS34F3XHC10585	1999	E-350	Ford	378679	Leader	II	12
31	RS	6D32716	1FDSS34F1XHC10584	1999	E-350	Ford	380026	Leader	II	12
39	RS	7L76847	1FDWE35F62HA66210	2002	E-350	Ford	248957	Road Rescue	III	9
40	FL	6V90788	1FDWE35F82HA66211	2002	E-350	Ford	229780	Road Rescue	III	9
41	FL	5H92796	1FDJS34F4THA74313	1996	E-350	Ford	291159	Leader	II	15
42	SU	5AKU486	1GKEK13T43R100327	2002	Yukon	GMC	96486	Support	SU	9
43	FL	7F89280	1FDWE35F72HB02051	2002	E-350	Ford	274620	Road Rescue	III	9
44	RS	6G12942	1FDSS34F6YHA90590	2000	E-350	Ford	321303	Leader	II	11
45	RS	6G12943	1FDSS34F07HA94439	2000	E-350	Ford	318811	Leader	II	11
46	RS	6J75768	1FDSS34F3YHB96043	2000	E-350	Ford	272891	Leader	II	11
48	RS	6N41996	1FDSS34F61HB00346	2001	E-350	Ford	370777	Leader	II	10
49	RS	6H79133	1FDSS34F0YHB74064	2000	E-350	Ford	296958	Leader	II	11
50	FL	7F89281	1FDXR45F82HA50133	2002	E-450	Ford	255222	Road Rescue	III	9
51	SU	6Y90027	1FTNX20S82EC15050	2002	F-250	Ford	169316	Support	SU	9
52	SU	4DHH737	3GNEC16RXXG147447	1999	Suburban	Chevy	199051	Support	SU	12
57	RS	7V87400	1FDSS34F5WHA84213	1998	E-350	Ford	234492	Leader	II	13
58	RS	7T91787	1FDSS34F2WHB17765	1998	E-350	Ford	219388	Leader	II	13
59	RS	7T91786	1FDSS34F8XHA71487	1998	E-350	Ford	236554	Leader	II	13
60	FL	7Y23967	1FDWE35P85HA15000	2005	E-350	Ford	158064	INOC	III	6
61	RS	7V94096	1FDWE35P86HA92466	2006	E-350	Ford	172131	INOC	III	5
62	FL	7V94098	1FDWE35P66HA92479	2006	E-350	Ford	181126	INOC	III	5
63	FL	7V94097	1FDWE35P26HA92463	2006	E-350	Ford	160082	INOC	III	5
64	FL	7V94099	1FDWE35P16HA92468	2006	E-350	Ford	175178	INOC	III	5
65	FL	7V94380	1FDWE35P66DA49669	2006	E-350	Ford	134688	INOC	III	5
66	FL	7V94379	1FDWE35P46DA49671	2006	E-350	Ford	174649	INOC	III	5
67	FL	7Z18373	1FDWE35P46DA61156	2006	E-350	Ford	106744	INOC	III	5
68	FL	8F92721	1FDWE35PX6DA47214	2006	E-350	Ford	120216	INOC	III	5
69	FL	8F92722	1FDWE35P76DA50166	2006	E-350	Ford	107368	Road Rescue	III	5
70	FL	8F92720	1FDWE35P75HB48864	2006	E-350	Ford	68561	Road Rescue	III	5
71	O/S	8F92723	1FDWE35P65HB48869	2006	E-350	Ford	Remount	Road Rescue	III	5
72	FL	8G39396	1FDWE35P96DA67177	2006	E-350	Ford	62725	Road Rescue	III	5
73	SU	8H30261	1FTWW32P67EB18555	2007	E-350	Ford	43960	Support	SU	4
74	SU	8H30262	1FTWW32P47EB29912	2007	E-350	Ford	51684	Support	SU	4
75	FL	8J04322	1FDSS34P57DA05513	2006	E-350	Ford	114075	Leader	II	5
76	FL	8J04321	1FDSS34P67DA05522	2006	E-350	Ford	128917	Leader	II	5
77	SU	8H86362	1FTRF12237KB65601	2007	F-150	Ford	46414	Support	SU	4

Unit #	Status	License #	V.I.N. #	Year	Model	Make	Mileage	Manufacture	Type	Age
78	SU	8H86361	1FTRF12247NA25832	2007	F-150	Ford	54753	Support	SU	4
79	WC	4EZK235	2FMZA524XXBB35735	1999	Windstar	Ford	103405	Wheelchair	WC	12
80	FL	8L57810	1FDSS34P87DA69111	2007	E-350	Ford	78641	MedTech	II	4
81	FL	8L57811	1FDSS34PX7DA69112	2007	E-350	Ford	105531	MedTech	II	4
82	SU	6EZT540	1GNFC13018R126045	2008	Tahoe	Chevy	15356	Support	SU	3
83	FL	6FGZ423	1FDSS34PX8DB09965	2008	E-350	Ford	90370	MedTech	II	3
84	FL	6FGZ421	1FDSS34P88DB17773	2008	E-350	Ford	78521	MedTech	II	3
85	FL	6FGZ422	1FDSS34PX8DB17774	2008	E-350	Ford	98007	MedTech	II	3
86	FL	6FGZ420	1FDSS34P18DB17775	2008	E-350	Ford	84206	MedTech	II	3
87	FL	8N90699	1FDXE45P39DA40412	2009	E-450	Ford	39947	Guardian	III	2
88	FL	8N90700	1FDXE45P59DA40413	2009	E-450	Ford	28929	Guardian	III	2
89	SU	6KDG289	1GNER23D29S128523	2009	Travers	Chevy	39228	Support	SU	2
90	FL	8U07584	1FDXE4FP1ADA14409	2010	E-450	Ford	50214	Horton	III	1
91	FL	8U07583	1FDXE4RP8ADA14410	2010	E-450	Ford	35132	Guardian	III	1
92	FL	8X83461	1FDXE45P88DA80886	2008	E-450	Ford	48604	Horton	III	3
93	RS	7J78279	1FDXE45F83HB28301	2003	E-350	Ford	141256	Horton	III	8
94	RS	7J78278	1FDXE45F73HB23302	2003	E-350	Ford	159214	Horton	III	8
95	RS	7M89553	1FDXE45F73HB01512	2003	E-350	Ford	164464	Horton	III	8
96	RS	7M48509	1FDXE45FX3HB28302	2003	E-350	Ford	170025	Horton	III	8
97	RS	7M48447	1FDXE45F53HB28305	2003	E-350	Ford	186783	Horton	III	8
98	RS	7M78380	1FDXE45F93HB28307	2003	E-350	Ford	131729	Horton	III	8
99	RS	7M89554	1FDWE35F02HA86291	2002	E-350	Ford	119503	Horton	III	9
100	FL	8X88060	1FDXE4FP7ADA36060	2010	E-450	Ford	7904	Guardian	III	1
101	FL	8X88059	1FDXE4FP9ADA36061	2010	E-450	Ford	10152	Guardian	III	1
106	FL	8Y41085	1FDWE35PX6HA92470	2005	E-350	Ford	135399	Leader	III	6
107	FL	8Y41086	1FDWE35P85HA30418	2005	E-350	Ford	87225	Leader	III	6
108	FL	8Y41087	1FDWE35P35HA32441	2005	E-350	Ford	105874	Leader	III	6
109	FL	8Y41088	1FDWE35P95HA14955	2004	E-350	Ford	111928	Leader	III	7
110	FL	8Y41089	1FDWE35P55HA06299	2005	E-350	Ford	107372	Leader	III	6
111	FL	8Y41090	1FDWE35P85HA24215	2005	E-350	Ford	117680	Leader	III	6
113	FL	8Y41092	1FDWE35P45HA02311	2005	E-350	Ford	125819	Leader	III	6
114	FL	8Y41093	1FDWE35P65HA30417	2005	E-350	Ford	128099	Leader	III	6
115	FL	8Y41094	1FDWE35P45HA30416	2005	E-350	Ford	137413	Leader	III	6
116	FL	8Y41095	1FDWE35P65HA32443	2005	E-350	Ford	154588	Leader	III	6
117	FL	8Y41096	1FDWE35PX5HA24216	2005	E-350	Ford	158651	Leader	III	6
118	FL	8Y41100	1FDWE35P05HA56401	2005	E-350	Ford	123351	Leader	III	6
119	FL	8Y41097	1FDWE35P45HA56398	2005	E-350	Ford	118200	Leader	III	6
120	FL	8Y41040	1FDWE35P45HA32442	2005	E-350	Ford	119547	Leader	III	6
121	FL	8Y41041	1FDWE35P45HA01501	2005	E-350	Ford	148788	Leader	III	6
122	FL	8Y41042	1FDWE35P34HB38654	2004	E-350	Ford	105360	Leader	III	7

Unit #	Status	License #	V.I.N. #	Year	Model	Make	Mileage	Manufacture	Type	Age
123	FL	8W3814	1FDXE4FPGADA36062	2010	E-450	Ford	2422	Guardian	III	1
124	FL	8X51630	1FDXE4FP2ADA36063	2010	E-450	Ford	2524	Guardian	III	1
125	FL	8X51631	1FDXE4FP4ADA36064	2010	E-450	Ford	2515	Guardian	III	1
126	CS	6BRC238	1G1AL58F087205847	2008	Cobalt	Chevy	62236	Marketing	CS	3
127	CS	6DIH897	1G1AL58F187338732	2008	Cobalt	Chevy	55677	Marketing	CS	3
128	CS	6BSY037	1G1AL58F387292711	2008	Cobalt	Chevy	54198	Marketing	CS	3
129	CS	6AUL298	1G1AL58F187176262	2008	Cobalt	Chevy	52478	Marketing	CS	3
130	CS	6DIG711	1G1AL58F587320072	2008	Cobalt	Chevy	54967	Marketing	CS	3
131	CS	6DRL763	1G1AL58F287346175	2008	Cobalt	Chevy	53587	Marketing	CS	3
132	CS	6CVH623	1G1AL58F687320324	2008	Cobalt	Chevy	66031	Marketing	CS	3
133	CS	6DRL769	1G1AL58F887345936	2008	Cobalt	Chevy	55326	Marketing	CS	3
134	CS	6DRL767	1G1AL58F287345690	2008	Cobalt	Chevy	50650	Marketing	CS	3
135	CS	6NOM596	1G1AL58F287112411	2008	Cobalt	Chevy	61848	Marketing	CS	3
RITA	TRAILER	4GN5094	47ZUB14246X041569	2006	Carrier	Pace	N/A	Disaster Trailer	TRLR	5

# Vehicle Maintenance

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Our ambulances are one of the most critical components to the successful operation of our business. Vehicles need to be reliable in order to maintain timely responses to the communities we serve. Statistics show that on-going regular preventative maintenance to vehicles keeps them running more efficiently and greatly reduces the stress on a vehicle. This reduction allows the vehicles to operate with fewer mechanical failures, reduce our vehicle downtime, and save money on costly repairs. The Director of Operations and Fleet Manager for AmeriCare are responsible for ensuring that all vehicles are maintained to exceed the manufacturer's recommendations through an aggressive preventative maintenance program.

We ensure our vehicles are receiving the best care by handling our repairs in-house with our state-of-the-art fleet maintenance facility located at our Carson headquarters. This facility allows us to perform any and all repairs except body work. Our maintenance equipment includes one (1) 2-post lift and one (1) drive-up lift; these lifts give us the ability to perform alignments, transmission changes or anything else that requires the mechanics to have access to the underside of the vehicle. At their disposal is a tire mounting machine, tire balancing machine, engine hoist, transmission hoist, hydraulic press, computerized alignment equipment, computer-based diagnostic scanner, and a lathe used to turn brake rotors. This sophisticated equipment allows us to perform routine maintenance, tune-ups, complete brake services, engine replacement, transmission replacement, differential service, front-end alignment, suspension and steering repairs, and complete tire service. By performing the repairs in-house, we save time and ensure quality work at every phase of the repair. This also decreases the amount of down time the vehicle experiences as we control when the vehicle is actually worked on. Each City of Torrance dedicated vehicle will receive priority in our garage when it comes to maintenance and repairs.

To accomplish our aggressive maintenance plan, the Director of Maintenance maintains a file on every vehicle and updates the files upon every repair or service. There are several mechanisms in place to ensure regular maintenance and safety inspection are done on every vehicle on a regular basis.

To accomplish our aggressive maintenance plan, the Director of Operations maintains a separate file on every vehicle and updates the files upon every repair or service. There are several mechanisms in place to ensure regular maintenance and safety inspection are done on every vehicle on a regular basis:

1. Each vehicle is to be taken in for routine maintenance every 3000-5000 miles. A multi point check off system is utilized to ensure we address every critical component.
2. Once the vehicle mileage reaches 85% of the manufacturer's mileage recommendation, the vehicle is brought into our fleet maintenance garage for service. Our mechanics follow a Department of Transportation safety checklist and ensure that the vehicle passes all aspects of the inspection and then performs the scheduled service for that vehicle.

Every day the driver and attendant assigned to an ambulance unit must do a complete inspection of the vehicle to be utilized for the day.

Once the above steps have been completed it is the responsibility of the Director of Operations of AmeriCare to review the fleet program the first week of every calendar month to ensure compliance with the manufacture's recommendations.

## VEHICLE REPLACEMENT PLAN

AmeriCare proposes to provide new, front-line dedicated ambulances for the City of Torrance. We currently keep our vehicles in our 9-1-1 response fleet in service for a period of three (3) years or 100,000 miles. Vehicles that are found to be unreliable will be replaced as necessary. With our aggressive and detailed preventative maintenance program, we have found that our vehicles are better able to provide longer service life. By addressing minor problems before they become major problems, we have a better handle on ensuring our fleet remains productive and safe.

Copies of the vehicle records, maintenance schedules and repairs can be reviewed at our corporate headquarters located at:

AmeriCare Ambulance Service  
1059 E. Bedmar Street  
Carson, CA 90746

The AmeriCare Fleet Manager maintains extensive records on all work done on every AmeriCare vehicle. All repairs are logged in the AmeriCare fleet maintenance computer program and are tracked over the entire life of the vehicle.

Another important factor in vehicle maintenance, and in the public's perception of the quality of our service, is the physical appearance of our vehicles. AmeriCare is committed to providing not only mechanically sound equipment for the citizens of Torrance, but also the appropriate excellent visual appearance of our vehicles to reflect the City of Torrance's vision as a "Premier City."

AmeriCare Ambulance is committed to ensuring that our vehicles are "response ready" for every call. This commitment applies not only to the physical ambulance itself but also to items located within the ambulance. A failure of any of these items could create a situation that puts our company and the people we work with on a daily basis at risk for loss. With this in mind we adhere to a stringent policy of equipment maintenance and replacement based on specifications set by the manufacturers.

Every shift, our employees are required to perform a complete vehicle check out. The attendant is responsible for ensuring all items in the patient compartment are in stock and on-board. He/she will then ensure that all equipment is in working order by performing a physical test of the equipment. Each piece of equipment is pulled out of the vehicle's storage compartments and checked to ensure all parts are present and in working order and that the equipment will perform as designed and specified by the manufacturer.

Should the attendant determine that a piece of equipment is worn or defective or is missing parts or components, he/she will immediately remove the piece from the vehicle and inform his/her supervisor. The supervisor will issue a replacement item for use in the vehicle. The damaged item will then be inspected to determine if it can be fixed and still perform according to manufacturer specifications or if it will need to be completely removed from service.

## GURNEYS

The gurney is the one piece of equipment that is used on each and every call. It must be reliable and in perfect working order every time. The attendant inspects the gurney assigned to his/her vehicle every day

at the start of the shift. He/she has the ability to remove any gurney from service that shows abnormal wear or damage. This approach allows us to catch potential problems before they become actual problems. We also perform regular preventative maintenance on our gurneys. When our vehicles are sent in to our in-house maintenance facility for their scheduled preventative maintenance, we also perform a detailed inspection and preventative maintenance of the vehicle's gurney. This inspection and maintenance is geared to ensure that the gurney meets or exceeds the manufacturer's recommendations.

**DURABLE MEDICAL EQUIPMENT (DME)**

The DME on the ambulance is inspected every day by the EMTs and every time the vehicle comes in for maintenance. The useful life for the DME is:

Type of Equipment	Useful Life
Traction Splint	7 years
AED	10 years
Break-away Flat	5 years
Stair Chair	7 years
Spine Board	7 years

**SCHEDULED VEHICLE SERVICE**

Mileage x1000 >>	4	8	15	19	23	30	34	38	45	49	53	60
Bumper to bumper inspection	.	.	.	.	.	.	.	.	.	.	.	.
Change engine oil and oil filter.	.	.	.	.	.	.	.	.	.	.	.	.
Check (clean) air filter, replace if required.	.	.	.	.	.	.	.	.	.	.	.	.
Visually inspect tires (include spare tire):	.	.	.	.	.	.	.	.	.	.	.	.
Visually check and lubricate all steering, suspension and driveline components	.	.	.	.	.	.	.	.	.	.	.	.
Check operation of all vehicle safety equipment, including:	.	.	.	.	.	.	.	.	.	.	.	.
Check e-haust (visual)	.	.	.	.	.	.	.	.	.	.	.	.
Check belts, battery terminals, coolant hoses, heater and AC controls, fluid levels, check for leaks	.	.	.	.	.	.	.	.	.	.	.	.
Lube doors and hood locks, latches and hinges.	.	.	.	.	.	.	.	.	.	.	.	.
Check coolant condition and level, pressure test cooling system	.	.	.	.	.	.	.	.	.	.	.	.
Check and service charging and starting system.			.			.			.			.
Repack and adjust wheel bearings.			.			.			.			.
Replace fuel filter, service crankcase filter and PCV valve			.			.			.			.
Road test.			.			.			.			.
Alignment			.			.			.			.
Inspect braking system			.			.			.			.
Automatic transmission tune-up												.
Check and adjust front-end alignment												.
Inspect rear differential.												.
Flush cooling system and replace coolant, check block and heater operation												.
Scan fuel management computer for trouble codes.												.



# Dispatch System

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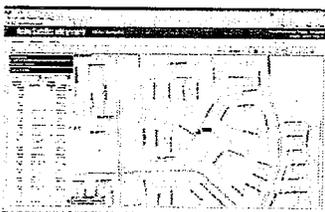




The cornerstone of our Communications Center is our state of the art Computer Assisted Dispatch (CAD) System RescueNet®. This multi dispatcher, distributed call taking system operates on a Microsoft Windows® platform and is designed specifically to assist our dispatchers in proper information gathering and documentation. Complimenting the CAD is the Automatic Vehicle Locator (AVL) system which provides real-time locations of our entire fleet. The knowledge of ambulance locations allows the CAD to rapidly identify the closest ambulance to an incident; this reduces response times because the dispatcher always knows which ambulance is the closest.

RescueNet® has also built in a “quick mapping” feature that allows the dispatcher to provide real-time directions for any crew that may experience difficulties locating an incident. This CAD System has greatly reduced not only the time required to gather information regarding an emergency, but the time required to evaluate the situation, locate the incident, and dispatch the most appropriate unit on the call, affording maximum efficiency in meeting the needs of system coverage. The system also provides audible tones alerting the dispatcher when a crew has taken too long to go “enroute” to a call or is taking too long to get “on scene.” This allows us to address any response time delays immediately.

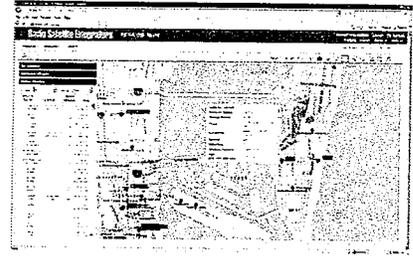
Our CAD also has significant report generating capabilities. By capturing data that shows our crews out of chute and response times, we are better able to assess the quality of our service and perform compliance analysis.



### **AUTOMATIC VEHICLE LOCATOR**

AmeriCare recognizes that the Torrance Fire Department utilizes Radio Satellite Integrators, Inc. (RSI) for its AVL interface. To facilitate communication between AmeriCare and RSI, we propose to install their system in our ambulances. The RSI AVL system will establish a wireless

gateway between our fleet and our communications center dispatch. Its Real-Time Vehicle Tracking Software displays the current location and status of our vehicle fleet, along with address, route, and other attribute information. The map manipulation tools and buttons are available to zoom, pan, and center the display on a particular vehicle, route, stop, or address. Additional tools are available to enable or disable labeling, to customize the map display according to user preferences, and to enter points and attributes (for incidents, etc.) Map query options include the ability to locate an address or vehicle, along with the capability to identify the closest available vehicle(s) to any entered point, address, or incident.



### **AVL SOFTWARE**

RSI AVL is a configurable web-browser based mapping application. The system provides our Communications Center the capability to rapidly, and geographically, analyze GPS information and make critical decisions on correct call distribution. The application displays the current location and status of our entire fleet, along with address, route, and other attribute information.

### **GPS LOGIC**

GPS Logic technology adds another layer to the RSI AVL System as It interfaces with our CAD system by constantly receiving GPS information from every ambulance in the fleet. The integrated GPS receiver is used to stream location information for in-cab navigation while simultaneously reporting AVL to the Communications Center for up-to-the-second tracking accuracy. The system can send our field employees text messages and route guidance via its integrated Garmin interface. In severe traffic areas, the ambulance can be routed around traffic congestion with its built-in live traffic service. Another advantage is the optional Bluetooth access point which will enable agencies to wirelessly connect cardiac monitors for transmission of ECG data to their servers or those of receiving hospitals.

GPS Logic notifies the crew of a response and sends this data to their vehicle and pagers. This establishes the quickest and most efficient route to the scene in the fastest time possible. Most delays in response times can usually be attributed to incorrect routing. By utilizing a computerized in-vehicle mapping system, our crews are able to rapidly see a visual representation of their routing to the scene. This technology dramatically improves response times. However, technology cannot replace the experience of an EMT intimately familiar with a city's traffic patterns and hazards. This knowledge is gleaned from a bi-weekly Management Review Committee who meets to discuss response time performance for the previous period. This committee consists of the Chief Operating Officer, and the Communications Manager as well as the area Supervisors. The purpose of this committee is to fine tune system wide response time issues. The formation of this committee is extremely important because of the various factors which directly impact response time performance such as population growth, highway construction, road map changes, and seasonal fluctuations.



## ALPHA-NUMERICA PAGING

Our alpha-numeric paging system is incorporated into the RescueNet® CAD. It is used to contact crews and relay dispatch information and allows seamless and accurate communication with our employees at a moments notice. Pages are received by the crews within ten (10) seconds. Each AmeriCare employee is issued a pager upon employment which allows us an immediate communication link to recall employees to provide additional staffing for any disaster or period of call volume overload.

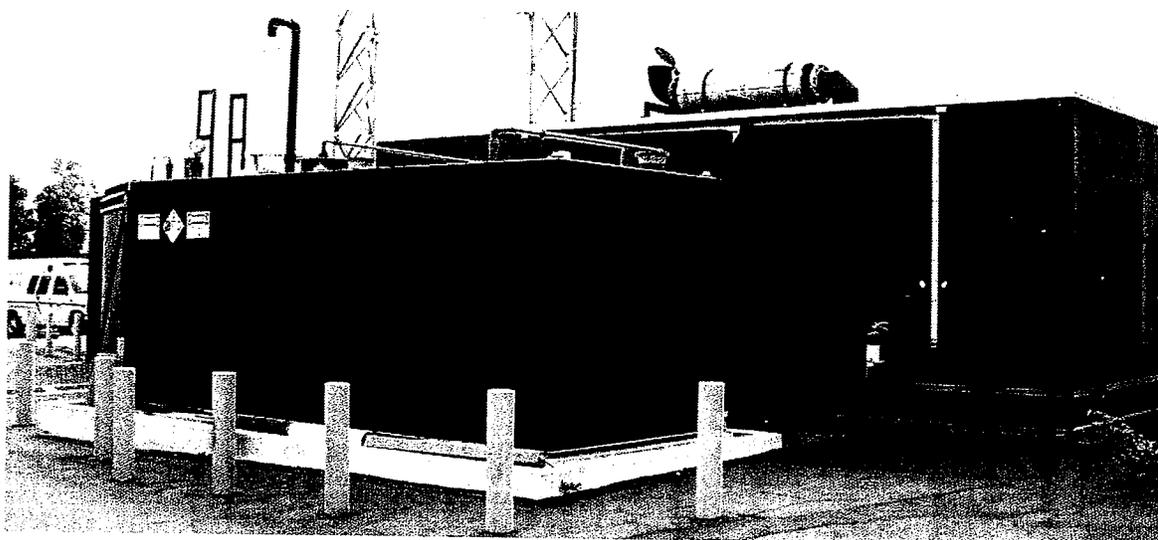
## PHONE SYSTEM

AmeriCare utilizes a combination of phone systems and Voice Over Internet Protocol (VOIP) technology to provide constant, interruption free communication through redundancy. The phone system is equipped with a battery back-up to support its utilities in the event of power loss. AmeriCare also utilizes a self-contained Broadcore satellite telephone system, maintained offsite with all capabilities to override or augment the system. In cases of failure, the system is designed to be bypassed to allow individual phones to ring on a line-by-line basis. The VOIP lines AUTOMATICALLY forward to hard lines in case of ANY failures. To facilitate communication between AmeriCare and the TFD, AmeriCare proposes to install and maintain, at our expense, two (2) dedicated, point-to-point ring-down lines.

## EMERGENCY POWER

The CAD system is also equipped with safeguards and security such as an uninterrupted power supply (UPS) unit which will power the system during power interruptions or losses ensuring no interruption of critical functions. The UPS will operate until our in house backup generator system is activated.

When a natural disaster occurs, we must be prepared to react. It is not uncommon for huge areas to lose power for extended times. A loss of power would severely hinder our ability to deliver rapid responses to the people that are affected by the disaster. To ensure that our operations will not be affected by any power loss, AmeriCare has invested heavily in our back-up power capabilities. We currently have a 1250 kW, 4000 kVA Caterpillar 3512 Diesel Generator. This top of the line generator is capable of producing enough electricity to power a city block. Its 5,000 gallon fuel tank will allow us to maintain power



continuously for up to thirty (30) days, and indefinitely through regular fills of diesel fuel by FEMA. We also have additional fuel capacity at satellite stations that will provide us up to 2,000 gallons that can be used to provide diesel fuel for our ambulances, or the TFD vehicles, in the event there is an issue with diesel fuel supplies.

In the event of an MCI, natural disaster or terrorist attack, AmeriCare Ambulance can transfer some, or all, command and control to our Incident Command and Control Center in Orange County. This system allows for all communications with, and units responding to, an MCI to be under its control and completely separate from the other communications centers; this gives us an unmatched level of redundancy.

## **INFORMATION TECHNOLOGY CAPABILITIES**

AmeriCare Ambulance's Information Technologies (IT) consists of eleven (11) Windows® Server Operating Systems, several running SQL Server and hosting our Dispatch and Billing systems, RescueNet®, and other applications such as Gradiance (HR software) and Exchange Server for E-mail. A Terminal Server supports the remote users. The servers are constantly monitored and updated to ensure uninterrupted availability. Duplicate servers are maintained, and backups are performed utilizing File Archival and Data Synchronization System (FADDS) which runs continually. Data is replicated across the VPN to backup servers.

AmeriCare Ambulance has two high speed Internet connections. Each line is protected by a Firewall. Norton™ Enterprise Edition Anti-Virus protects all servers and every Workstation. Each server is protected with an uninterruptible power source supplied thru the building power backup UPS and power generator.

To support our immensely complex IT systems, AmeriCare employs a full-time IT professional to ensure uninterrupted service.

## **COMMUNICATIONS CAPABILITIES**

AmeriCare Ambulance Service operates a Communication Center twenty-four (24) hours a day, seven (7) days a week employing eight (8) full-time Emergency Medical Dispatchers (EMD/ETC).

## **VOICE RECORDING SYSTEM**

AmeriCare Ambulance uses MIRRA recorder in conjunction with RACAL recording software to record all incoming and outgoing phone calls as well as all radio traffic. This system records to a DVD-ROM disk that is changed every two (2) weeks. All recordings are kept for twelve (12) months.

# Locations

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## PROPOSED FIXED STATION LOCATIONS

- Station 1: 90501
- Station 2: 90503
- Station 3: 90505

AmeriCare proposes to utilize a fixed station location plan. Fixed station locations have many benefits. Among these are:

1. Consistent crews will be stationed in the City. By having the consistent employees respond to requests for service every time, a familiarity with the City develops. As the crews travel the various City streets, they become familiar with traffic patterns, detours, road construction, shortcuts, etc. This knowledge becomes vital in a medical situation where every second counts.
2. Familiarity with the TFD methods and its employees is enhanced. By working side by side with the TFD to manage the scene of an emergency, a working relationship develops that consists of trust, respect and cooperation. Anticipating what supplies the TFD may need to manage the patient, when to provide these supplies, and what tasks need to be completed to prepare the patient for transport are some examples of intangible skills that can only develop through repetition and familiarity with the TFD. Historically this has proven to enhance the patient care provided and improve patient outcomes by saving valuable minutes.

## PROPOSED POSTING LOCATIONS

Our posting locations are strategically chosen based on call volume, local transportation issues and demographic characteristics of the City. These locations will be continuously reviewed to ensure comprehensive coverage and response times that exceed expectations. We have proposed the following posting locations:

- Posting Location 1: 190th Street and Crenshaw Boulevard
- Posting Location 2: Torrance Boulevard and Anza Avenue
- Posting Location 3: Torrance Boulevard and Crenshaw Boulevard
- Posting Location 4: Crenshaw Boulevard and Sepulveda Boulevard
- Posting Location 5: Pacific Coast Highway and Hawthorne Boulevard
- Posting Location 6: Torrance Memorial Hospital
- Posting Location 7: Crenshaw Boulevard and Artesia Boulevard
- Posting Location 8: Del Amo Boulevard and Hawthorne Boulevard
- Posting Location 9: Carson Street and Hawthorne Boulevard
- Posting Location 10: Pacific Coast Highway and Calle Mayor

# Billing and Collection



## **BILLING AND COLLECTION**

AmeriCare agrees to bill for services as outline in RFP B2011-11.

All fees will be billed in accordance to the RFP and will not exceed the General Public Ambulance rate as set for the service by the County of Los Angeles as such rate may be amended from time to time, less \$17 (i.e., County of Los Angeles rate for response to call with the equipment and personnel at a BLS level less \$17.00).

**Mileage:** The fee charged for mileage (from location of patient to hospital) may not exceed the General Public Ambulance Rate set for mileage by the County of Los Angeles as such rate may be amended from time to time.

**Oxygen and oxygen cannula/mask:** The fee charged for oxygen and oxygen cannula/mask may not exceed the General Public Ambulance Rate set by the County of Los Angeles as such rate may be amended from time to time.

**Code 2 Response or Transport Fee:** The fee charged for Code 2 Response or Transport Fee may not exceed the General Public Ambulance Rate set by the County of Los Angeles as such rate may be amended from time to time.

**Backboard, Splints, KED:** The fee charged for Backboard, splints, KED may not exceed the General Public Ambulance Rate set by the County of Los Angeles as such rate may be amended from time to time.

**Bandages, Dressings:** The fee charged for Bandages, Dressings may not exceed the General Public Ambulance Rate set by the County of Los Angeles as such rate may be amended from time to time.

## **BILLING OF ALS FEES**

AmeriCare Ambulance agrees to bill all Paramedic Advanced Life Support (ALS) Emergency Response and Transport Fees, minus the Base Response charge, less \$17.00, and the Code 3 Repose and Transport Fee, in conjunction with billing procedures.

AmeriCare Ambulance assumes all responsibility for billing and collection of all ALS Assessment fees as indicated in the RFP. The ALS assessment fee is indexed to and may not exceed, the County of Los Angeles General Public Ambulance rate set for such services: ALS rate minus BLS rate less \$17.

## **MULTIPLE PATIENTS**

AmeriCare Ambulance agrees to bill multiple patient load ambulances as outlined in RFP B2011-11. For each additional patient carried by one ambulance at the same time, the contractor may add fifty percent (50%) of the base rate and mileage rate as set forth above. The total charges other than special patient services shall be divided equally among the patients.

## **BILLING SERVICES AND COLLECTIONS:**

### **ALS TRANSPORTATION CHARGES REIMBURSEMENT FEE**

#### **BILLING AND FIRST RESPONDER FEE'S**

AmeriCare Ambulance shall charge rates as established by the City of Torrance. For those calls during which ALS services are provided by City of Torrance provided emergency personnel, AmeriCare will reimburse the City of Torrance for their services the pass through difference of BLS service rates from ALS services for each call. AmeriCare agrees to bill and collect all services as directed and regulated under Federal, State and County guidelines.

#### **BILLING SUPPLIES REIMBURSEMENT**

AmeriCare Ambulance agrees to reimburse the Torrance Fire Department \$23.00 for medical supplies for all requests for service. Payments will be remitted on the 10th of each month for the prior months calls. Should the account be paid thirty (30) days past due, AmeriCare will pay 1% interest per month on late fee assessment.

#### **TRAINING OF BILLING DEPARTMENT**

AmeriCare Ambulance billing employees are fully trained and experienced in all aspects of the billing and collections process for ALS and BLS services. Kay Kearney, Vice President, has an extensive background in Medical Billing and Government Health Care-Finance Administration (HCFA) Guidelines and is a graduate of the National Association of Ambulance Coders (NAAC). This extensive course is designed primarily for the "front line" ambulance billing office staff members – those who enter claims and are tasked with the actual ambulance claim process. This includes the review of patient care report, the selection of procedure codes, diagnosis or condition codes, and modifiers, the filing of the ambulance claims, and the payment, follow-up and review processes.

#### **Benefits of Certified Ambulance Coder (CAC):**

- Only nationally recognized Ambulance Billing & Coding Certification
- Fewer Claims Rejections
- Better Bottom Line
- Achieve Accurate, Timely and Compliant billing
- Commitment to Ethics, Integrity and Compliance
- Uphold the Dignity of the Ambulance Billing and Coding Profession
- Build a Professional Standard
- Investment in the Future Health and Viability of your Organization
- Avoid common Pitfalls in the Billing Process
- Improve Cash Flow

The AmeriCare Accounts Management team has an average of ten (10) years billing experience in EMS claims processing. Our team is highly skilled and experienced and has a high work ethic with personal satisfaction from the high collection rate that we maintain. Our staff is cross trained in all aspects of the billing process in order to ensure unfailing consistency in our billing process, which not only benefits AmeriCare itself but also the patients and facilities that we do business with.

## BILLING SOFTWARE

Zoll RescueNet CAD system is an integrated dispatching and billing system developed exclusively for the EMS industry. We have a fully integrated accounts management system, which provides timely and accurate data processing, billing, collection, and accounts receivables management. We are fully capable of responding immediately to all patient and third-party payer inquiries regarding submission of insurance claims, dates and type of payments made, itemized charges, and other inquiries.

The data is also available for reporting, education, benchmarking, and performance analysis as soon as the information is entered. Its seamless integration with other RescueNet solutions means collected information is immediately available to our billing clerks, which can eliminate time-consuming, error-prone and duplicated data entry.

After the patient care report is created, the completed chart is sent electronically to our database where it's added to the central patient record. The information is now available for billing with no re-keying of data and no waiting for paperwork.

## REPORTING

With the integration of Zoll RescueNet comes a very sophisticated reporting system. It's important to use the best technology in our fire and/or EMS operation, but it's equally important to know how to apply it to our business. RescueNet Custom Reporting helps us leverage our integrated data source and mine the RescueNet data we need to streamline operations, improve patient care, and reduce costs.

## SAMPLE DEPOSIT REPORT

PATIENT NAME	DATE OF SERVICE	INCIDENT #	INVOICE #	CALL TYPE	INSURANCE TYPE	BASE RATE BILLED	TOTAL PYMNT	BAL OWED	TFD REIM
REIM									
DOE, JON	11/01/10	123425		BLSE	Medicare				
DOE, MARY	11/01/10	251325		BLSE	Kaiser				
SMITH, JANE	11/02/10	52164		ALSE	Medi-Cal				
SMITH, FRED	11/04/10	578642		ALSE	Blue Cross				
WILLIAMS, JOY	11/04/10	52169		ALSE	Private Pay				

## **PATIENT CARE RECORD**

Upon completion of the ambulance transport, ambulance personnel complete a Patient Care Record using the Tablet PCR (ePCR) portable computer. The RescueNet ePCR suite from ZOLL has long been known as the industry's most powerful and comprehensive electronic patient care reporting solution.

With the RescueNet ePCR solution, we are able to simplify data collection, improve access to information, and enhance operational efficiency. With the hosted solution, you are able to realize these critical benefits, regardless of your financial and operational resources. Over 450 organizations nationwide depend on the RescueNet ePCR suite.

We constantly stress the importance of accurate information gathering while simultaneously exhibiting empathy for the patient and family immediately following patient transport. All personnel are trained to properly communicate with patients and family members both during an emergency transport and afterwards when obtaining information.

## **FULLY INTEGRATED DISPATCH AND BILLING SYSTEM**

All information obtained by the dispatcher throughout the duration of the call is entered into the system and is instantly available to our billing staff. This integrated system eliminates the need for double data entry and drastically reduces the data entry errors.

Accounts management is not the only department that benefits from our integrated system. At any time, all departments, including our Dispatch Center, Accounts Management, Operations, and Personnel Management, have access to the necessary information to complete the run process efficiently. (see sample bills)

## **DATA ENTRY AND VERIFICATION**

Patient Care Records (PCRs) are downloaded immediately to our call center through Wi-Fi Hotspots using GPS Logic solutions technology. Other data entered at this point includes the patient's condition, diagnosis, vital signs, and physician information. Much of this information is accessed easily through "speed codes" which are maintained in database files and are accessible instantaneously.

## **ACCEPTANCE OF ASSIGNMENT**

AmeriCare Ambulance accepts assignment from Medicare and Medicaid payors and third-party insurance payors as payment in full. Patient's co-pays and deductibles as allowed under federal guidelines will be billed appropriately to their secondary insurance carrier or direct to the patient or their guardian. Several payment plan options are available to them interest free.

## **ELECTRONIC AND PAPER INVOICING**

Once all account information is entered and verified, an appropriate invoice, whether electronic or paper, will be generated; this usually happens within three (3) days of service. Depending on the patient's insurance coverage, AmeriCare will generate an invoice or claim form to be forwarded to the appropriate location on the patient's behalf.

The invoices generated outline all pertinent call information including procedures and supplies used during the transport, pick-up and drop off locations, and pertinent patient information necessary in obtaining payment on the transport.

If we do not have adequate insurance information for a patient, we will then forward the invoice directly to the patient with a memo requesting proper insurance information to take the payment responsibility out of the patient's hands whenever possible. With this invoice we will supply the patient an opportunity to register for the city's subscription program. Our patient statement cycle is four (4) notices within fifty (50) days and to make contact with the client to either obtain insurance information or to arrange a payment plan. If we are unable to make contact with the client via mail or phone then patient is then sent a notice of "Final Bill." This statement explains that the account is transitioning into collections and gives the patient fifteen (15) more days before the account is turned over to our outside collections.

### **ACCOUNT CLOSURE/FOLLOW-UP**

Once payment is received from the patient's insurance carrier, our Accounts Management staff will evaluate any remaining balance and bill the responsible party, whether that is insurance or the patient himself.

If payment is not received from insurance within sixty (60) days from the time of original billing, a call is made to the insurance company to follow-up on the payment. At this time the appropriate steps are taken to ensure payment on the claim.

### **COLLECTION PROCEDURES**

After all reimbursement possibilities have been exhausted and payment arrangements with the patient have not been successful AmeriCare will classify the account as a collection account candidate. AmeriCare Ambulance has established collection procedures that are thorough and yet allow flexibility depending on each individual patient's situation. With our payer mix largely consisting of Medicare and Medi-cal patients, our thorough collection procedures allow us a collection rate averaging 43%.

### **MONTHLY AND ANNUAL FINANCIAL REPORTING**

AmeriCare Ambulance will provide a monthly and annual financial report in excel format to the City's Fire Chief and Finance Director.

### **COST OF BILLING – INCLUDING ADMINISTRATION OF DISPATCH SERVICES**

The cost of billing, uncollectible charges and administration will not be passed on to the City of Torrance.

# AmeriCare Ambulance Service

1059 E BEDMAR ST  
CARSON, CA 90746  
(310) 835-9390

Patient name: DOE, JOHNTEST

Run Number: 11-8536  
Date of call: 3/9/2011  
Time of call: 12:27  
Caller: MALE

From: 3300 LOMITA BLVD  
To: LITTLE COMPANY OF MARY\*

JOHNTEST DOE  
1234 NO NAME ST  
CARSON, CA 90746

Primary payer: BLUE CROSS CA  
999-88-8777  
Secondary payer: Private Pay

Description	Payer	Check #	Quantity	Unit Price	Payment Date	Amount
LA Co ALS E			1	\$1,333.50		\$1,333.50
LA Co Miles ALS			2	\$17.00		\$34.00
LA Co Oxy/Mask			1	\$84.00		\$84.00
LA Co Backboard/Splint			1	\$46.25		\$46.25
LA Co Bandages/Dressings			1	\$24.75		\$24.75
Pulse Oximeter-LA Co			1	\$80.25		\$80.25

**PLEASE PAY THIS AMOUNT** \$1,602.75

DETACH ALONG LINE AND RETURN STUB WITH YOUR PAYMENT. THANK YOU.

Patient name: DOE, JOHNTEST

Run Number: 11-8536

Current date: 3/21/2011

AMOUNT  
ENCLOSED:

\$

Due on: 03/31/2011

REMIT TO: AmeriCare Ambulance Service  
1059 E BEDMAR ST  
CARSON, CA 90746

1500

HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

BLUE CROSS CA
PO BOX 60007

LOS ANGELES, CA 90060

CARRIER

Form with multiple sections: 1. INSURED'S I.D. NUMBER (999-88-8777), 2. PATIENT'S NAME (DOE, JOHNTST), 3. PATIENT'S BIRTH DATE (01/01/1975), 4. INSURED'S NAME (SAME), 5. PATIENT'S ADDRESS (1234 NO NAME ST), 6. PATIENT RELATIONSHIP TO INSURED (Self), 7. INSURED'S ADDRESS, 8. PATIENT STATUS (Other), 9. OTHER INSURED'S NAME, 10. IS PATIENT'S CONDITION RELATED TO: (Employment, Auto Accident, Other Accident), 11. INSURED'S POLICY GROUP OR FECA NUMBER, 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE, 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE, 14. DATE OF CURRENT ILLNESS, 15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, 16. DATES PATIENT UNABLE TO WORK, 17. HOSPITALIZATION DATES, 18. HOSPITALIZATION DATES, 19. RESERVED FOR LOCAL USE, 20. OUTSIDE LAB? \$ CHARGES, 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY, 22. MEDICAID RESUBMISSION CODE, 23. PRIOR AUTHORIZATION NUMBER, 24. A. DATE(S) OF SERVICE, B. PLACE OF SERVICE, C. EMG, D. PROCEDURES, SERVICES, OR SUPPLIES, E. DIAGNOSIS POINTER, F. \$ CHARGES, G. DAYS OR UNITS, H. EPSDT Family Plan, I. ID. QUAL, J. RENDERING PROVIDER ID. #, 25. FEDERAL TAX I.D. NUMBER, 26. PATIENT'S ACCOUNT NO., 27. ACCEPT ASSIGNMENT?, 28. TOTAL CHARGE, 29. AMOUNT PAID, 30. BALANCE DUE, 31. SIGNATURE OF PHYSICIAN OR SUPPLIER, 32. SERVICE FACILITY LOCATION INFORMATION, 33. BILLING PROVIDER INFO & PH #

SECOND FOLD

FIRST FOLD

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION



# AmeriCare Ambulance Service

1059 E BEDMAR ST  
CARSON, CA 90746  
(310) 835-9390

Patient name: DOE, JOHNTEST

Run Number: 11-8534  
Date of call: 3/9/2011  
Time of call: 12:25  
Caller: MALE

JOHNTEST DOE  
12345 ANY STREET  
ANAHEIM, CA 92806

From: 1245 MADISON ST  
To: TORRANCE MEMORIAL HOSPITAL\*

Primary payer: BLUE CROSS CA  
111-22-2333  
Secondary payer: Private Pay

Description	Payer	Check #	Quantity	Unit Price	Payment Date	Amount
LA Co BLSE 2			1	\$927.25		\$927.25
LA Co Miles BLS			6	\$17.00		\$102.00
LA County Oxy/Can			1	\$84.00		\$84.00
LA Co Night Call (7P-7A)			1	\$76.50		\$76.50
LA Co Bandages/Dressings			1	\$24.75		\$24.75

PLEASE PAY THIS AMOUNT

\$1,214.50

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DETACH ALONG LINE AND RETURN STUB WITH YOUR PAYMENT. THANK YOU.

Patient name: DOE, JOHNTEST

Run Number: 11-8534

Current date: 3/9/2011

AMOUNT  
ENCLOSED:

\$

Due on: 03/19/2011

REMIT TO: AmeriCare Ambulance Service  
1059 E BEDMAR ST  
CARSON, CA 90746

Charge	HCPC	County Rates	Medicare	Medi-cal	Private
ALS Base	A0426	\$1,232.50	\$295.83	\$107.16	\$1,232.50
ALS Code 2	A0426	\$1,279.00	\$295.83	\$107.16	\$1,279.00
ALS Code 3	A0427	\$1,350.50	\$468.40	\$118.20	\$1,350.50
BLS Base	A0428	\$897.75	\$246.53	\$107.16	\$897.75
BLS Code 2	A0428	\$944.25	\$246.53	\$107.16	\$944.25
BLS Code 3	A0429	\$1,015.75	\$394.44	\$18.20	\$1,015.75
Miles	A0425	\$17.00	\$6.86	\$3.55	\$17.00
Wait Time/15 min	A0420	\$46.50	\$0.00	\$5.65	\$46.50
Standby Time/15 min	A0999	\$44.50	\$0.00	\$0.00	\$44.50
Night Call	A0999	\$76.50	\$0.00	\$9.88	\$76.50
Oxygen	A0422	\$59.25	\$0.00	\$9.88	\$59.25
Backboard, splints, KED	A0999	\$46.25	\$0.00	\$0.00	\$0.00
Traction Splint	A0382	\$83.00	\$0.00	\$0.00	\$0.00
Transport -noncompany staff	A0999	\$29.75	\$0.00	\$0.00	\$0.00
Neonatal Transport	A0225	\$176.50	\$0.00	\$51.49	\$176.50
Ice Packs	A0382	\$24.75	\$0.00	\$0.00	\$0.00
Bandages, dressings	A0382	\$24.75	\$0.00	\$0.00	\$0.00
Oxygen cannula/Mask	A0422	\$24.75	\$0.00	\$0.00	\$24.75
Cervical collar	A0382	\$41.75	\$0.00	\$0.00	\$0.00
Obstetrical Kit	A0382	\$45.25	\$0.00	\$0.00	\$0.00
Burn Kit	A0382	\$45.25	\$0.00	\$0.00	\$0.00
Nurse CCT transport - per hour	A0999	\$210.75	\$0.00	\$16.44	\$210.75
Volume Ventilator	A0999	\$159.00	\$0.00	\$0.00	\$159.00
RT	A0434	\$1,472.50	\$0.00	\$0.00	\$240.00
Pulse Oximeter	A0999	\$80.25	\$0.00	\$0.00	\$80.25
Infusion Pump/per line	A0999	\$80.25	\$0.00	\$0.00	\$80.25



# Service History

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Name of Hospital/ Fire Department	Address	Person to contact	Telephone number	Start Date	Expiration Date
<b>Orange County</b>					
Anaheim General Hospital	3350 West Ball Road Anaheim, CA 92804	Kathy Frazier	714-220-4533	1996	
Anaheim Mem. Med Ctr	1111 West La Palma Avenue Anaheim, CA 92801		714-991-1251	1996	
Chapman Med Ctr	2601 East Chapman Avenue Orange, CA 92869	Jennifer Chandler	714-633-0011	1996	
Coastal Communities Hospital	2701 South Bristol Santa Ana, CA 92704	Cheryl Chassagne	714-754-5551	1996	
College Hospital- Costa Mesa	301 Victoria Street Costa Mesa, CA 92627		949-642-2734	1996	
Fountain- Valley Reg Hosp & Med Ctr	17100 Euclid Street Fountain Valley, CA 92708		714-979-3787	1996	
Garden Grove- Hosp & Med Ctr	12601 Garden Grove Blvd. Garden Grove, CA 92843		714-741-2724	1996	
HOAG Hospital- Irvine	16200 Sand Canyon Avenue Irvine, CA 92618		949-517-3000	2010	
HOAG Mem Hosp Pres	One HOAG Drive Newport Beach, CA 92658	Teresa Thomsen	949-642-9001	1996	
Huntington Beach Med Ctr	17772 Beach Blvd Huntington Beach, CA 92647		714-843-5011	1996	
La Palma Intercommunity Hosp	7901 Walker Street La Palma, CA 90623		714-670-6053	1996	
Los Alamitos Med Ctr	3751 Katella Avenue Los Alamitos, CA 90720	Debbie Rivet	562-598-1311	1996	
Mission- Comm Hosp of Mission Viejo	27700 Medical Center Road Mission Viejo, CA 92691		949-364-1400	1996	
Mission Hosp- Laguna Beach	31872 Coast Highway South Laguna, CA 92677		949-499-1311	1996	
Orange Coast Mem Hosp	9920 Talbert Avenue Fountain Valley, CA 92728		714-378-7666	1996	
Placentia Linda Comm Hosp	1301 North Rose Drive Placentia, CA 92870		714-993-2000	1996	
Saddleback Mem Hospital- Laguna Hills	24451 Health Center Drive Laguna Hills, CA 29253		949-837-1430	1996	
Saddleback Mem- San Clemente	654 Camino De Los Mares San Clemente, CA 92673		949-496-1122	1996	
South Coast/Mission Hospital	31872 S. Coast Hwy. Laguna Beach, CA 92651		949-499-7193	1996	
St Joseph Hospital	1100 West Stewart Drive Orange, CA 92868		714-771-8000	1996	
St Jude Med Ctr	101 East Valencia Mesa Drive Fullerton, CA 92835		714-992-3965	1996	
Tustin Med Ctr	14642 Newport Avenue Tustin, CA 92780		714-838-9600	1996	
UCI Med Ctr	101 The City Drive South Orange, CA 92868		714-456-6011	1996	

Name of Hospital/ Fire Department	Address	Person to contact	Telephone number	Start Date	Expiration Date
West Anaheim Medical	3033 West Orange Anaheim, CA 92804		714-827-3000	1996	
Western Med Ctr- Anaheim	1025 South Anaheim Blvd. Anaheim, CA 92805		714-533-6220	1996	
Western Med Ctr- Santa Ana	1001 North Tustin Avenue Santa Ana, CA 92705		714-835-3555	1996	
<b>Los Angeles</b>					
Alhambra Hospital	100 South Raymond Avenue Alhambra, CA 91801		626-570-1606	1996	
Antelope Valley Hospital	1600 West Avenue J Lancaster, CA 93534		661-949-5170	1996	
Bellflower Med Ctr	9542 East Artesia Blvd. Bellflower, CA 90706	Lydia Rosas	562-925-8355	1996	
Beverly Hospital	309 West Beverly Blvd. Montebello, CA 90640		323-726-1222	1996	
Brotman Med Ctr	3828 Delmar Terrace Culver City, CA 90231	Laurie Lee	310-836-7000	1996	
California Hospital Med Ctr	1401 South Grand Avenue Los Angeles, CA 90015		213-742-5562	1996	
Cedars Sinai Med Ctr	8700 Beverly Blvd. Los Angeles, CA 90048		310-423-8606	1996	
Centinela Hospital Med Ctr	555 East Hardy Street Inglewood, CA 90301	Sol Yao	310-673-4660	2010	
Children's Hospital- LA	4650 Sunset Blvd. Los Angeles, CA 90027		323-660-2450	1996	
Chino Valley Med Ctr	5451 Walnut Avenue Chino, CA 91710		909-464-8600	1996	
Citrus Valley Med Ctr- Intercomm. Campus	210 West San Bernardino Rd. Covina, CA 91723		626-331-7331	1996	
Citrus Valley Medical- Queen of the Valley	1115 South Sunset Avenue West Covina, CA 91790		626-814-2590	1996	
Coast Plaza Doctors Hospital	13100 Studebaker Road Norwalk, CA 90650	Dina Cratty	562-868-3751	1996	
Community Hospital- Long Beach	1720 Termino Avenue Long Beach, CA 90804	Vicky Smith	562-498-1000	1996	
Downey Regional Med Ctr	11500 Brookshire Avenue Downey, CA 90241	Michelle Harvey	562-904-5000	1996	
Doctors Hospital- Montclair	5000 San Bernardino Road Montclair, CA 91763		909-625-5411	1996	
East LA Doctors Hospital	4060 East Whittier Blvd. Los Angeles, CA 90023		323-268-5514	1996	
East Valley Hospital	150 West Route 66 Glendora, CA 91740		626-335-0231	1996	
Encino Hospital Med Ctr	16237 Ventura Blvd. Encino, CA 91436		818-995-5000	1996	

Name of Hospital/ Fire Department	Address	Person to contact	Telephone number	Start Date	Expiration Date
Foothill Pres. Hospital	250 South Grand Avenue Glendora, CA 91749		626-963-8411	1996	
Garfield Med Ctr	525 North Garfield Avenue Monterey Park, CA 91754		626-573-2222	1996	
Glendale Adventist Med Ctr	1509 Wilson Terrace Glendale, CA 91206		818-409-8201	1996	
Glendale Memorial Hosp. & Hlth Ctr	1420 South Central Avenue Glendale, CA 91204		818-502-1900	1996	
Good Samaritan Hospital	616 South Witmer Street Los Angeles, CA 90017		213-977-2121	1996	
Greater El Monte Community Hospital	1701 Santa Anita Avenue South El Monte, CA 91733		626-579-7777	1996	
Henry Mayo Newhall Memorial Hospital	23845 West McBean Pkwy Valencia, CA 91355		661-253-8117	1996	
Huntington Memorial Hospital	100 West California Blvd. Pasadena, CA 91109		626-397-8482	1996	
LAC- Harbor- UCLA Med Ctr	1000 West Carson Street Torrance, CA 90502		310-222-3445	1996	
LAC Olive View Med Ctr	14445 Olive View Drive Sylmar, CA 91342		818-364-1555	1996	
LAC+USC Med Ctr	1200 North State Street Los Angeles, CA 90033		323-409-6674	1996	
Lakewood Regional Med Ctr	3700 South Street Lakewood, CA 90712	Vine Hernandez	562-531-2550	1996	
Long Beach Memorial Med Ctr	2801 Atlantic Avenue Long Beach, CA 90806	Kurt Thode	562-933-1461	1996	
Lancaster Community	43830 10th St., Lancaster, CA	Rick Smith	661-948-4781	1996	
LA Community Hospital- Norwalk	13222 Bloomfield Avenue Norwalk, CA 90650	Lupe Cruz	562-863-4763	1996	
LA Metropolitan Med Ctr	2231 South Western Avenue Los Angeles, CA 90018	Gina Espinosa	323-730-7300	1996	
Marina Del Rey Hospital	4650 Lincoln Blvd. Marina Del Rey, CA 90291	Kasha Beadoin	310-823-8911	1996	
Memorial Hospital- Gardena	1145 W. Redondo Beach Blvd. Gardena, CA 90247	Tanya McClellan	310-532-4200	1996	
Metropolitan State	11401 S. Bloomfield Ave. Norwalk, CA 90650	Adella Davis-Sterling	562-651-4560	1996	
Methodist Hospital of Southern California	300 West Huntington Drive Arcadia, CA 91006		626-574-3748	1996	
Mission Community Hospital	14850 Roscoe Blvd. Panorama City, CA 91402		818-787-2222	1996	
Monterey Park Hospital	900 South Atlantic Blvd. Monterey Park, CA 91754		626-570-9000	1996	
Northridge Hospital Med Ctr	18300 Roscoe Blvd. Northridge, CA 91328		818-885-5800	1996	
Olympia Med Ctr	5900 West Olympic Blvd. Los Angeles, CA 90036	Hector Perez	310-657-5900	1996	

Name of Hospital/ Fire Department	Address	Person to contact	Telephone number	Start Date	Expiration Date
Pacific Hospital- Long Beach	2776 Pacific Avenue Long Beach, CA 90806	Patrice Perkins	562-595-1911	1996	
Pacifica Hospital of the Valley	9449 San Fernando Road Sun Valley, CA 91352	Janet Latto	818-767-3310	1996	
Palmdale Regional Med Ctr	38600 Medical Center Drive Palmdale, CA 93551		661-940-1498	1996	
Pomona Valley Hospital Med Ctr	1798 North Garey Avenue Pomona, CA 91767		909-865-9906	1996	
Presbyterian Intercommunity Hosp	12401 East Washington Blvd. Whittier, CA 90602	Connie Garcia	562-698-0811	1996	
Providence LCOM- San Pedro	1300 West 7th Street San Pedro, CA 90731	Stacy Heads	310-832-3311	1996	
Providence LCOM- Torrance	4101 Torrance Blvd. Torrance, CA 90503	Jared Gomez	310-303-5684	1996	
Providence Holy Cross Med Ctr	15031 Rinaldi Street Mission Hills, CA 91345		818-898-4542	1996	
Providence St Joseph Med Ctr	501 South Buena Vista Street Burbank, CA 91505		818-847-4007	1996	
Providence Tarzana Med Ctr	18321 Clark Street Tarzana, CA 91356		818-881-0800	1996	
Queen of Angels/ Hollywood Pres.	1300 North Vermont Avenue Los Angeles, CA 90027		323-413-3000	1996	
St Francis Med Ctr	3630 East Imperial Hwy Lynwood, CA 90262		310-900-4535	1996	
St John's Health Center	1328 22nd Street Santa Monica, CA 90404	Gerry Levbec	310-829-5511	1996	
St Mary Med Ctr	1050 Linden Avenue Long Beach, CA 90813	Laura Cargill	562-491-9672	1996	
San Dimas Community Hospital	1350 West Covina Blvd. San Dimas, CA 91773		909-599-6811	1996	
San Gabriel Valley Med Ctr	438 West La Tunas Drive San Gabriel, CA 91776		626-289-5454	1996	
Sherman Oaks Community Hospital	4929 Van Nuys Blvd. Sherman Oaks, CA 91403	Jane Peterson	818-981-7111	1996	
Ronald Reagan UCLA Med Ctr	757 Westwood Blvd Los Angeles, CA 90095	Ann McNeal	310-267-8438	1996	
UCLA Med Ctr- Santa Monica	1250 16th Street Santa Monica, CA 90404		310-319-4000	1996	
Torrance Memorial Med Ctr	3330 West Lomita Blvd. Torrance, CA 90505	Robin Hill	310-891-6794	1996	
Tri-City Regional Med Ctr	21530 South Pioneer Blvd. Hawaiian Gardens, CA 90716	Nahid Mazhin	562-860-0401	1996	
Valley Presbyterian Hospital	15107 Van Owen Street Van Nuys, CA 91405		818-782-6600	1996	
Verdugo Hills Hospital	1812 Verdugo Blvd. Glendale, CA 91208		818-790-7100	1996	

Name of Hospital/ Fire Department	Address	Person to contact	Telephone number	Start Date	Expiration Date
West Hills Hospital Med Ctr	7300 Medical Center Drive West Hills, CA 91307		818-676-4000	1996	
White Memorial Med Ctr	1720 Caesar Chavez Avenue Los Angeles, CA 90033		323-268-5000	1996	
Whittier Hospital Med Ctr	9080 Colima Road Whittier, CA 90605	Rebecca Vallejo	562-945-3561	1996	
<b>Kaiser Hospitals</b>					
Kaiser- Baldwin Park	1011 Baldwin Blvd. Baldwin Park, CA 91706		626-851-1011	1996	
Kaiser- Downey	9333 Imperial Hwy Downey, CA 90242		562-920-3023	1996	
Kaiser- Irvine	6640 Alton Pkwy Irvine, CA 92618		949-932-5000	2009	
Kaiser- LA	4867 Sunset Blvd. Los Angeles, CA 90027		323-783-4011	1996	
Kaiser- Orange County	441 Lakeview Avenue Anaheim, CA 92807		714-279-4000	1996	
Kaiser- Panorama City	13652 Cantara Street Panorama City, CA 91402		818-375-2000	1996	
Kaiser- South Bay	25825 South Vermont Avenue Harbor City, CA 90710		310-325-5111	2010	
Kaiser- West LA	6041 Cadillac Avenue Los Angeles, CA 90034		323-857-2000	1996	
Kaiser- Woodland Hills	5601 De Soto Avenue Woodland Hills, CA 91367		818-719-2000	1996	
<b>San Diego</b>					
Alvarado Hospital Med Ctr	6655 Alvarado Road San Diego, CA 92120	Darlene Wetton	619-287-3270	1996	
Bayview Hospital	330 Moss Street Chula Vista, CA 91911		619-426-6311	1996	
Children's Hospital	3020 Childrens Way San Diego, CA 92123		858-576-1700	1996	
Fallbrook Hospital	624 East Elder Street Fallbrook, CA 92028	Karen Forre	760-728-1191	1996	
Kindred Hospital- SD	1940 El Cajon Blvd. San Diego, CA 92104		619-543-4500	1996	
Palomar Med Ctr	555 East Valley Pkwy Escondido, CA 92025	Laura Williams	760-739-3000	1996	
Pomerado Hospital	15615 Pomerado Road Poway, CA 92064	Laura Williams	858-613-4000	1996	
San Luis Rey Hospital	335 Saxony Road Encinitas, CA 92024		?	1996	
Scripps Mercy Hospital- Chula Vista	435 H Street Chula Vista, CA 91910	Rhonda Colson	619-691-7000	1996	
Scripps Memorial Hospital- Encinitas	354 Santa Fe Drive Encinitas, CA 92024	Rhonda Colson	760-633-6501	1996	

Name of Hospital/ Fire Department	Address	Person to contact	Telephone number	Start Date	Expiration Date
Scripps Memorial Hospital- La Jolla	9888 Genesse Avenue La Jolla, CA 92037	Rhonda Colson	858-626-4123	1996	
Scripps Green Hospital- La Jolla	10666 North Torrey Pines Rd. La Jolla, CA 92037	Rhonda Colson	858-554-9100	1996	
Scripps Mercy Hospital- San Diego	4077 5th Avenue San Diego, CA 92103	Rhonda Colson	619-294-8111	1996	
Sharp Chula Vista Med Ctr	751 Medical Center Court Chula Vista, CA 91911		619-502-5800	1996	
Sharp Coronado Hospital	250 Prospect Place Coronado, CA 92118		619-522-3600	1996	
Sharp Grossmont Hospital	5555 Grossmont Center Drive La Mesa, CA 91942		619-740-6000	1996	
Sharp Memorial Hospital	7901 Frost Street San Diego, CA 92123		858-939-3400	1996	
Sharp Mesa Vista Hospital	7850 Vista Hill Avenue San Diego, CA 92123		858-278-4110	1996	
Sharp Cabrillo Hospital	3475 Kenyon Street San Diego, CA 92110		?	1996	
Tri-City Medical Center	4002 Vista Way Oceanside, CA 92056	T.J. Grunnan	760-724-8411	1996	
USCD Medical Center	200 West Arbor Drive San Diego, CA 92103		619-543-6222	1996	
USCD Med Ctr- Thornton- La Jolla	9300 Campus Point Drive La Jolla, CA 92037		858-657-7000	1996	
Camp Pendleton Naval Hospital	Oceanside, CA 92055	Michelle Pribble	760-725-1211	1996	
<b>Fire Departments</b>					
Downey Fire Department	12222 Paramount Blvd. Downey, CA 90241	Cpt. John Day	562-622-8674	1993	
Compton Fire	201 S. Acacia Ave. Compton, CA 90220	Cpt. Ivan Verastergue	310-605-5657	1998	
OCFA	1 Fire Authority Rd Irvine, CA 92602	Jim Ruane, Fiance Manager	714-573-6303	2005	2014
San Pascual	208 E. 5th St. Escondido, CA 92025	Chief Gilbert Turrentine	760-745-9565		
California Dept. of Forestry	2249 Jamacha Road El Cajon, CA 92019	Cpt. Carl Schwettmahn	619-5880364	1999	
Carlsbad	2560 Orion Way Carlsbad, CA 92008	Cpt. Sonny Hillard	760-931-2116		



# Current Contracts

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Name of Agency	Start Date	Expiration Date	Dedicated Units Required by Contract: Quantity	Type
Torrance Memorial	11/02/1999	None	0	BLS/SCT/Wheelchair
Lakewood Regional	09/02/1998	None	0	BLS/SCT/Wheelchair
Los Alamitos Medical Center	09/02/1998	None	1	VAN (TYPE 2) BLS/SCT/ Wheelchair
Centinela Freeman	03/27/2007	None	0	BLS/SCT/Wheelchair
Chapman Medical Center	05/28/2009	None	0	BLS/SCT/Wheelchair
Coastal Communities	07/13/2005	None	0	BLS/SCT/Wheelchair
Metropolitan State	12/29/2010	None	0	BLS/SCT/Wheelchair
Sherman Oaks Community	06/03/2004	None	0	BLS/SCT/Wheelchair
White Memorial	11/10/2004	None	0	BLS/SCT/Wheelchair
Delta Health Systems	02/28/2011	None	0	BLS/SCT/Wheelchair
Marina Del Rey Hospital	09/28/2009	None	0	BLS/SCT/Wheelchair
Whittier Community	07/01/2010	None	0	BLS/SCT/Wheelchair
Healthcare Partners	11/19/1999	None	0	BLS/SCT/Wheelchair
CareMore Medical Group	04/25/2000	None	0	BLS/SCT/Wheelchair
United Healthcare	01/01/2003	None	0	BLS/SCT/Wheelchair
Secure Horizons	01/01/2003	None	0	BLS/SCT/Wheelchair
Allcare Medical Group	12/03/2003	None	0	BLS/SCT/Wheelchair
Axminster	05/20/1999	None	0	BLS/SCT/Wheelchair
SCAN	07/07/2005	None	0	BLS/SCT/Wheelchair
Logisticare	03/01/2005	None	0	BLS/SCT/Wheelchair
TriCare	07/01/2004	None	0	BLS/SCT/Wheelchair
Thipa	11/02/1999	None	0	BLS/SCT/Wheelchair
Tenet Health Systems	09/02/1998	None	0	BLS/SCT/Wheelchair
Monarch	06/01/2007	None	0	BLS/SCT/Wheelchair
Talbert	02/26/2007	None	0	BLS/SCT/Wheelchair
BlueShield	08/25/2006	None	0	BLS/SCT/Wheelchair
CDO	06/13/2000	None	0	BLS/SCT/Wheelchair
Premier Health Plan	10/10/2008	None	0	BLS/SCT/Wheelchair
Dept. of Corrections	09/02/2005	None	0	BLS/SCT/Wheelchair
Dept. of Mental Health	04/22/2005	None	0	BLS/SCT/Wheelchair
L.A. AFB	11/18/2009	None	0	BLS/SCT/Wheelchair
Lakeside IPA	01/01/2008	None	0	BLS/SCT/Wheelchair
National Care Network	12/01/2009	None	0	BLS/SCT/Wheelchair
SeeChange Health	09/28/2010	None	0	BLS/SCT/Wheelchair
Three Rivers Provider Network	03/17/2009	None	0	BLS/SCT/Wheelchair
Universal Care	10/01/2005	None	0	BLS/SCT/Wheelchair
Catholic Health West	08/05/2001	None	0	BLS/SCT/Wheelchair
All Saints Conv.	06/10/2009	None	0	BLS/SCT/Wheelchair
Aurora Behavior	09/01/2007	None	0	BLS/SCT/Wheelchair

Name of Agency	Start Date	Expiration Date	Dedicated Units Required by Contract: Quantity	Type
Carmel Mtn. Rehab.	07/06/2007	None	0	BLS/SCT/Wheelchair
Casa De Las Campanas	04/13/2009	None	0	BLS/SCT/Wheelchair
Colonial Care	08/26/2009	None	0	BLS/SCT/Wheelchair
Elizabeth Hospital	02/01/2004	None	0	BLS/SCT/Wheelchair
Vitas Hospice	01/05/2011	None	0	BLS/SCT/Wheelchair
Escondido Care Center	09/14/2006	None	0	BLS/SCT/Wheelchair
Gardena Conv.	02/01/1999	None	0	BLS/SCT/Wheelchair
Los Palos Conv.	08/01/2001	None	0	BLS/SCT/Wheelchair
Vermont Care	02/01/1999	None	0	BLS/SCT/Wheelchair
Windsor Healthcare Facilities	05/29/2007	None	0	BLS/SCT/Wheelchair
Brighton Gardens Carmel Valley	12/10/2004	None	0	BLS/SCT/Wheelchair
Care First Health Plan	02/18/2004	None	0	BLS/SCT/Wheelchair
Lifecare Center Escondido	03/31/2009	None	0	BLS/SCT/Wheelchair
Orange County Fire Authority MOD (TYPE 3)	2005	2014	1	911 BLS
Downey Fire	1998	None	0	911 BLS
Compton Fire	1998	None	0	911 BLS
San Pasqual Fire	1998	None	0	911 BLS
Carlsbad Fire	1998	None	0	911 BLS
Deer Springs Fire	1998	None	0	911 BLS
Escondido Fire	1998	None	0	911 BLS

ALL AGREEMENTS, EITHER VERBAL OR WRITTEN, UNLESS TERMINATED BY EITHER PARTY, WILL BE AUTOMATICALLY RENEWED ON AN ANNUAL BASIS. ALL AGREEMENTS LISTED ARE CURRENT TO DATE UNLESS SPECIFIED WITH A TERMINATION DATE.

# Company History

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In the mid 1990s the ambulance industry was undergoing a dramatic consolidation that was changing the fundamental way that ambulance transportation was provided. Large corporations were purchasing the “mom and pop” companies that had dominated the landscape for so long. This consolidation changed the focus in the industry from providing personalized, patient-centered service to focusing on money-driven strategies. Having worked as a Supervisor for one of these large corporations, this new focus was witnessed directly by our founder. His frustration grew and he ultimately made the decision to form his own company that returned the focus to patient care. In 1996, AmeriCare was founded with three (3) employees and two (2) ambulances.

As a result of AmeriCare’s commitment to patient care, the company grew quickly as our philosophy ended up being just what the industry needed. AmeriCare quickly became a significant provider of excellent, local-community oriented, ambulance service. Through the years, we have managed our growth to ensure that we never compromised the values that the company was founded upon “Caring... Compassion...Courtesy.” Today, AmeriCare has nine (9) stations stretching from Lancaster to the San Diego border. We are extremely proud of our over 200 employees that continue to provide the level of service that has made AmeriCare one of the most respected providers in the three (3) Counties that we serve: Orange, Los Angeles, and San Diego.

AmeriCare Ambulance Service provides a very comprehensive key management team with a combined total of over 140 years’ experience in management and supervision of ambulance operations. The excellent reputation that we have established within the Los Angeles, Orange, and San Diego County pre-hospital care communities can be directly attributed to the vision and dedication of this key management team who sustains an operationally and financially sound organization while maintaining the highest level of patient care possible. The management team of AmeriCare is comprised of experienced individuals. These team members bring management expertise in general operations, business and financial operations, marketing, and clinical practices.

We have our own in-house maintenance facility that ensures quality workmanship without sacrificing the timeliness of vehicle repair. Our corporate office in Carson is a spacious 36,000 square foot, former telecommunications facility, building that we purchased in 2007. A highlight of our new corporate office is our new state of the art Communication Center featuring the most current innovations in ergonomic technology.

Since 1998, AmeriCare has been the back-up ambulance provider for BLS and ALS transportation for the Compton and Downey Fire Departments. Both Fire Departments have BLS-staffed ambulances that respond to 9-1-1 calls in their respective city. Because we are not a dedicated provider for either city, we do not have ambulances stationed in either city. We respond to Downey and Compton from our outlying stations in Paramount and Carson. During this entire time, we have been providing this service without any formal contractual agreements or response time requirements. However, in demonstrating our commitment to the cities, we make every effort to ensure that we have a unit available, or on stand-by, for immediate dispatch to their incidents. We are extremely proud of the fact that even though we are not contractually obligated to any response time requirements for the cities, we have an average response time of 10:55. A normal contractual response time for cities like these with dedicated ambulances would be ten (10) minutes. We are extremely close to this benchmark without having dedicating ambulances permanently assigned to the cities.

Since 1999, we have been under contract with San Diego County EMS to serve Camp Pendleton and the I-5 corridor. Both areas do not have any Paramedic response and ALS is only available by utilization of an Air Ship (Mercy Air). Within these areas we respond BLS crews with the additional ability of EMTs certified and permitted to utilize Defibrillation and Esophageal Trachea Airway Devices (Combitube). We have also provided BLS ambulance back up for the Carlsbad Fire Department, Deer Springs Fire Department, and Escondido Fire Department.

In 2005, AmeriCare proudly became one of the few private providers of BLS ambulance transportation for the Orange County Fire Authority. We take this distinction seriously and have invested many resources designed to ensure that we meet all contractual obligations. As of the end of the 4th quarter in 2010, AmeriCare has a 98% response time compliance rate. Taking into account that we respond to desolate and hard to reach areas in the Silverado and Santiago Canyons, this is a mark we are very proud of. As a current provider of BLS transportation for the



OCFA and the Compton and Downey Fire Departments, we have developed a wealth of experience that uniquely positions us to provide service to the City of Torrance. We always strive to build, improve, and maintain our professional relationships with the Cities, Fire Departments and the communities that we serve. We are confident that our track record in providing 9-1-1 BLS transportation will not only serve us well but also be a benefit to the City of Torrance and its citizens. We also have a tremendous amount of experience in our other endeavors as we handle over 54,000 requests for transport each year. This volume easily establishes us as one of the most successful ambulance providers in the County.

The City of Torrance is unique in that it has a balance of residential, commercial, and industrial areas. As such it is important that your local ambulance provider have experience in providing service for the wide variety and magnitude of call types to be expected in such a diverse environment. AmeriCare is uniquely positioned with to our commitment to disaster and major incident preparedness, to be a significant resource to assist the community. From day to day provision of reliable, high quality ambulance transportation for the Torrance Fire Department's EMS activities, to our ability to field a significant number of resources in times of natural or man-made disasters, AmeriCare is ready, willing, and able to play its role to ensure a "Safe and Secure" community for the citizens of Torrance.

In 2005, AmeriCare was invited by FEMA to participate in the rescue efforts for Hurricane Rita. We responded by dispatching ten (10) fully staffed ambulances, with Strike Team Leaders, to Texas to provide assistance. Our employees were deployed three (3) days before the hurricane struck and stayed for over one month after landfall to assist in the recovery effort. AmeriCare was proud to have provided the third most ambulances of any provider **NATIONALLY**; even though we had the longest distance to travel.



In September 2008, AmeriCare was again called upon by FEMA to provide assistance to residents of the Gulf Coast states. AmeriCare stood ready to help in any way possible and offered to send twenty-five (25) BLS ambulances and seven (7) ALS ambulances to the affected region. Fortunately, the Gulf Coast was better prepared for this hurricane and the amount of resources was not as great as Hurricane Rita. We did, however, receive mobilization orders for four (4) ALS ambulances. We responded the requested ambulances along with two (2) Strike Team Leaders.

In what is being called one of the worst train crashes in history, on September 12, 2008 a Metrolink commuter train crashed into a Union Pacific freight train causing 25 casualties and over 135 injuries. AmeriCare was one of the few providers that was requested to respond to this incident and provide transportations services. AmeriCare sent five (5) BLS ambulances, four (4) ALS ambulances and two (2) Critical Care Units (staffed with RNs). Our experience and resources allowed us to provide a valuable asset to the citizens of Los Angeles in their time of need.



Our experience and ability are combined with a proper understanding of the importance of a coordinated effort during emergency operations. AmeriCare has the training, experience, and understanding to working within the Incident Command System. Our personnel and management team understand the importance of full integration into, and operation under the command and control of the local Incident Commander's ICS Organization.

24. List name, address, and share of ownership of all owners of the proposing company.

MICHAEL SCOTT SUMMERS

100 % OWNERSHIP

25. List names of all organizations, corporations, or firms, for which the proposing corporation/firm holds controlling or financial interest.

AMERILARE MEDSERVICES, INC.

DBA: AMERILARE AMBULANCE SERVICE

26. Explain any previous or current litigation involving the proposing company, or any principal officers, in connection with any contracts or proposals for emergency ambulance services.

PLEASE REFER TO SECTION 26.

27. Explain any failure or refusals by the Proposer to fulfill the requirements of a contract for emergency ambulance service or any other ambulance service contract.

AMERILARE AMBULANCE SERVICE HAS NEVER HAD ANY FAILURES OR REFUSALS OF TRANSPORTATION SERVICE TO ANY CONTRACT OF EMERGENCY AMBULANCE SERVICE OR ANY OTHER AMBULANCE SERVICE CONTRACT.

# Litigation

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AmeriCare Ambulance has one settled litigation and one pending litigation:

- AmeriCare Ambulance vs. Care Ambulance.  
Reason for Litigation: "Failure to pay as contractually obligated; sued for breach of contract".  
This was a bench trial and AmeriCare won approximately \$90,000.
- AmeriCare Ambulance vs. Continental Rehabilitation Center. This is in mandatory arbitration proceedings and has been in a holding pattern for about 5 years. We expect for it to progress very soon.

**References:**

Please supply the names of companies/agencies for which you recently supplied comparable services as requested in this RFP.

YFA-VILLAPARK 1 FIRE AUTHORITY RD IRVINE, CA JIM RUANE (714) 573-6000  
Name of Company/Agency      Address      Person to contact/Telephone No.

DOWNY FIRE DEPARTMENT 12222 PARAMOUNT BLVD DOWNEY, CA CAPT VAN ERT (562) 904-7331  
Name of Company/Agency      Address      Person to contact/Telephone No.

COMPTON FIRE DEPARTMENT 201 ACACIA AVE COMPTON, CA CAPT. VERASTERGUE (310) 605-5670  
Name of Company/Agency      Address      Person to contact/Telephone No.

Vendor Name: AMERICARE AMBULANCE SERVICE

RFP Submittal Requirement and Acknowledgement

Vendors are required to place a check mark in Column A indicating that your proposal is as per the specifications of this Request for Proposals.

Vendors are required to place a check mark in Column B indicating that your proposal deviates from the specifications of this Request for Proposal. If you are proposing anything other than what is specified, you must explain in detail how your proposal differs by attaching additional pages to your RFP submittal and indicating the page number in Column C.

You may attach additional sheets to your RFP submittal describing in detail the service you are proposing. You must indicate the page number reference in Column C.

Description	Column A	Column B	Column C
RFP Specification/Requirement	Place a check mark in this column indicating that your proposal is as per the specifications in this RFP	Place a mark in this column if you are proposing something different then what is specified in this RFP	You may attach additional sheets to your proposal submittal describing in detail the service you are proposing. Please reference the page number in the space below.
Service Area	X		
Ambulance Staffing and Personnel Training		X	4,5,7,19,32 & 33
Response Times Compliance	X		
Ambulance and equipment requirements		X	4,35,36,38,40 & 42
Telephone lines requirement	X		
Facilities		X	58
Inspection and Maintenance of facilities and equipment	X		
Hospitals to be used	X		
Safety	X		
Situation control	X		
Permits and Licenses	X		
Legal Compliance	X		
HIPAA Compliance	X		
Exclusive Right	X		
Contractor's maximum allowable charges	X		
City's fees and patient billing by Contractor	X		
Medicare billing and pass through	X		
Medical supplies reimbursement	X		
Work with City's collection agency & reconcile billing	X		
"Dry runs"	X		
Records and Reports	X		
Contract Period and Renewal	X		
Termination	X		
Other RFP terms	X		
Agreement Terms and Conditions	X		

Vendor Name: AMERICARE AMBULANCE SERVICE

**Submittals:** Please indicate that the following are included with your proposal:

Submittal Requirements	Check here if included:
Proposer's Response (Section III of this document)	X
Proposer's Affidavit (Attachment 1)	X
Audited Financial Statements (Attachment 2)	X