

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:

Gentle Care Transport, Inc.  
Name of Company

3539 Casitas Ave.  
Address

Los Angeles, CA 90039  
City/State/Zip Code

323-662-8777      323 663-8765  
Telephone Number/Fax Number

Eddie Avakian, CFO  
Printed Name/Title

Eddie Avakian      3-30-2011  
Signature      Date

Contact for Additional Information:

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

Robert Camarena  
Name

General Manager  
Title

323-662-8777      323-663-8765  
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?

\_\_\_\_\_ 3 \_\_\_\_\_ Years

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

\_\_\_\_\_ Not Applicable \_\_\_\_\_  
\_\_\_\_\_

**Addenda Received:**

Please indicate addenda information you have received regarding this RFP:

Addendum No. <u>1</u>	Date Received: <u>3/22/2011</u>
Addendum No. <u>2</u>	Date Received: <u>3/25/2011</u>
Addendum No. _____	Date Received: _____
Addendum No. _____	Date Received: _____

\_\_\_\_\_ 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? 30 0 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? N/A

**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 see attached \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## CITY OF TORRANCE FIRE DEPARTMENT

RFP NO. B2011-11

### 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.

The proposed base of operation will be identified and located strategically in the area with zip code ending in 503. This location was determined to be conducive to the number of incidents tallied for year 2010 and centrally located to allow adequate response times to other areas. This shall not preclude the necessity of posting ambulances outside of the base of operation to meet the 8-minute response time. The base of operation shall be fully functional by the start date of July 16, 2011. This location will initially house the 6 dedicated Type III Ambulances, and Dispatch Center. Qualified staff shall be selected in advance and briefed according to the City of Torrance Standard Ambulance Operating Guidelines. In this regard, staff shall include but may not be limited to Management and Supervisory Staff, EMT Field Personnel, Emergency Medical Dispatch Personnel, Billing and Fleet Services. Training specific to ambulance services provided to the City of Torrance Fire Department shall begin 30 days prior to Start Date (or upon notification of award). The following outline describes the Proposed System Design: (Create Timeline?)

- Notification of Award of Contract
- Secure Base of Operation
  - Application of Business License
  - Delivery of Office Furnishings and Supplies
  - Installation of CAD and Communications Equipment
  - Secure Phone Lines
  - Delivery of EMS Equipment and Supplies
- Delivery of 6-Type III Ambulances
  - Stock
  - Submit for licensing with CHP and LA County EMS Agency
  - Installation of mandatory communications equipment
- Personnel
  - EMT Field Personnel – 40 EMT's and 1 Field Supervisor shall be selected from the existing pool of employees to staff the 6 dedicated ambulances dedicated to the provision of services within the City of Torrance. 44 additional EMT's shall be selected to provide staffing for the balance of 11 ambulances to be made available between the hours of 7 am and 7 pm.
  - Dispatch Personnel – 6 EMD's and 1 EMD supervisor shall be selected from the existing pool of employees to provide dispatch services.
- Implementation of Service
  - July 16, 2011

Please provide the following information:

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

*GETI Ambulance will have available 5 dedicated Type III Ambulances, and 11 additional Type III Ambulances available from the hours of 7pm to 7am. 92 qualified employees.*

3. Average age of ambulances.

*3 years*

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

*50% of ambulances in direct ownership.  
All employees are 100% employed by GETI Ambulance*

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 see attached information and supporting documentation*

6. Complete the following Personnel Information Sheet:

	Management	Billing	Line Personnel	Support
Total number of employees employed by Proposer	<i>6</i>	<i>Outsource</i>	<i>71</i>	<i>15</i>
Average time in profession	<i>22 yrs.</i>	<i>30 yrs.</i>	<i>3 yrs.</i>	<i>6 yrs.</i>
Average time with Proposer	<i>3 yrs.</i>	<i>3 yrs.</i>	<i>1.5 yrs.</i>	<i>3 yrs.</i>
Number of employees (employed by Proposer) that will be assigned to Torrance	<i>6</i>	<i>Outsource</i>	<i>71</i>	<i>7</i>
Average time in profession	<i>22 yrs.</i>	<i>30 yrs.</i>	<i>3 yrs.</i>	<i>6 yrs.</i>
Average time with Proposer	<i>3 yrs.</i>	<i>3 yrs.</i>	<i>1.5 yrs.</i>	<i>3 yrs.</i>

**START UP PLAN:**

**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 the Torrance contract. Please provide relevant supporting documents such as: resume, licenses and certificates.**

- Please see attached resume's for management experience.
- GCTI Ambulance outsources all billing services to Best Care Services. They provide professional billing services to the healthcare industry specializing in Medicare, MediCal and private insurances. They have been providing professional billing services since 1994.
- All communications department personnel are EMD (Emergency Medical Dispatch) or EMT (Emergency Medical Technician) certified. Communications personnel have an average length of experience consisting of 1-2 years in the management and utilization of demand response, immediate response and scheduled response.
- All Field Personnel are Certified Emergency Medical Technicians with the average length of experience consisting of 1-5 years.

## Robert W. Camarena

### Summary:

Individual has 16 years of experience in the emergency and non-emergency medical transportation industry. Areas of emphasis include management, marketing/public relations, Emergency Medical Services Coordination and human resources.

### Areas of Experience:

-Business Management/Administration	-MediCare/Medicaid Compliance/Licensing/Reimbursement
-Account Management	-Human Resource Management
-Sales Presentations	-QA/QI Programs Management
-Contracting	-Ambulance Programs Management
-Compliance/Licensing	-Los Angeles County
-Customer Service	-Riverside County
-Risk Management	- Orange County

### Career Background:

#### **Gentle Care Transport, Inc. (GCTI Ambulance), Los Angeles, California**

2010-Present

General Manager, Emergency Medical Services Coordinator

Responsible for the oversight and development of ambulance operations as it pertains to compliance with Los Angeles and Riverside Counties EMS protocols and Quality Improvement. Additionally, assists in developing market share through contractual agreements with Health Plans, Medical Groups and Transportation Networks.

#### **Premier Medical Transportation, Colton, California**

2006 – 2010

Vice President of Operations

Oversee and direct the daily operational duties for non-emergency and Basic Life Support Ambulance transportation. This may include but not be limited to general operations, safety, field supervision, training, corrective action, compliance, contracting, customer service, staffing, reimbursement and communications/dispatch. Aiding in the development of new marketing strategies, business opportunities, advertising concepts and management of client relationships.

- Established multiple contractual agreements with major health plans and medical groups including, Aetna, Care First Health Plan, Cigna, Blue Shield, Healthcare Partners, InterValley Health Plan, Inland Empire Health Plan, MD Care Health Plan, Molina, Regal Medical Group, State of California and the Veterans Administration.
- Created Field Operations Handbook for Non-Emergency Medical Transportation
- Implemented Safe Operating Standards
- Stimulated ambulance program and sales by developing revenue source through MediCare and Medicaid programs
- Facilitated the integration of Healthlink Medical Transportation (2008) into existing operations which included an additional volume of approximately 1680 trips per month.
- Redesigned Field Training Program by enlisting Field Training Officers/Preceptors to follow an organized evaluation and performance tracking program

- Create reports through Excel tracking volume and sales to identify seasonal trends

## **Comfortline Transportation Services, Upland, California**

2002 - 2005

President/General Manager

Responsible for the development of a start-up medical transportation business including general management and determining the strategic direction of the company. Aiding in the development of new marketing strategies, business opportunities, advertising concepts and management of client relationships.

- Developed business plan and set up corporation prior to operation
- Maintained accounting and oversight of AR and AP
- Managed the purchase of fleet vehicles to meet compliance with ADA standards
- Responsible for developing operational plan to meet the needs of the client base, this may include but not be limited to, scheduling of drivers, dispatch and administrative staff.
- Created Operational Standards and Field Training Program for non-emergency medical transportation

## **Schaefer Ambulance Service, Pomona California**

1995 - 2003

Began as an Emergency Medical Technician providing medical care and transportation for the sick and injured by responding to medical emergencies through the Los Angeles County Fire 911 system. Elevated to the position of Field Training Officer and provided training and orientation to new recruits based upon the LA County EMS protocols. Promoted to Public Relations and Marketing Liaison to aid in the development of client base and management of accounts. Also responsible for interviewing and recruiting of field personnel and management of licensing/credentials and personnel files.

Public Relations Coordinator	1999-2003
Field Training Officer	1997-1999
Emergency Medical Technician	1995-1997

## **Education**

- Bachelor of Science Business Administration, University of Phoenix, 2002
- Associate of Arts, Mt. San Antonio College, 1998
- Associate of Science Fire Technology, Mt. San Antonio College, 1996

## **Certifications**

- California EMS Quality Improvement Academy

# *Richard W. Harper*

## ***Summary***

Dedicated professional with extensive experience in dealing with emergency situations. 23 years of safety and security experience. Nationally certified EMT with years of hands on experience. A leader with excellent communication and interpersonal skills; a reputation of loyalty, honesty, and integrity

## ***Experience***

**Safety and Security Supervisor**  
*Gentle Care Transport Inc.*

2009 to Current

**Field Training Officer**  
*Baldwin Park Police Department*

2002 to 2009

Field Training Officer assigned to patrol. First Aid / C.P.R. instructor and coordinator  
Firearms Instructor.

**Police Agent**  
*Monrovia Police Department*

1993 to 2002

Field Training Officer assigned as Field Supervisor. S.W.A.T Team member. DARE  
Officer. Community Policing Officer. Bike Patrol Officer. First Aid / C.P.R. Instructor

**Deputy**  
*Los Angeles County Sheriff Department*  
Custody Deputy

1991 to 1993

**Fire Suppression Aid**  
*Los Angeles County Fire Department*

1986 to 1991

Wild land and structure firefighting. Medical rescue.

# ***Richard W. Harper***

## ***Education***

***University of Phoenix***

Associate of Arts in Criminal Justice

February 2008

## ***Training***

- S.W.A.T. School, Los Angeles Police Department
- Emergency Medical Technician 1A
- Los Angeles County Sheriff Academy
- Drug Recognition Expert, Los Angeles Police Department
- Field Training Officer School, Rio Hondo College
- DARE Instructor School, Los Angeles Police Department
- First Aid / C.P.R. Instructor School, Rio Hondo College

## ***Honors and Awards***

- Grant Awarded , Cintas. Four Automatic External Defibrillators (A.E.D.)
- Unit Citation, Baldwin Park Police Department
- Certificate of Recognition, California State Senate
- Certificate of Excellence, Baldwin Park City Counsel
- Special Congressional Recognition, US House of Representatives. Outstanding and invaluable service to the community.
- Award of Merit, Boy Scouts of America, Exploring Division
- Commendation Ribbon, Monrovia Police Department
- Life Saving Metal, Baldwin Park Police Department, recognition for saving the life of a fellow police officer.

## ***Volunteer***

- Explorer Advisor, Monrovia Police Department
- Peer Counselor, Monrovia Police Department
- Police Representative, Monrovia Safety and Wellness Committee
- Camp Counselor, California Burn Foundation
- Coach, Manager and Board Member, Glendora National Little League



Jorrel Patterson

## **PROFILE**

I am a hardworking individual who learns quickly. I enjoy challenges and activities that provide stimulus and change.

## **EXPERIENCE**

*-EMT/DISPATCH SUPERVISOR, GENTLE CARE TRANSPORT, LOS ANGELES, CA – OCT 08 – PRESENT*

Responsibilities have included Employee scheduling, and management of incoming and dispatched calls day to day. Responsibilities also include customer/facility/patient service and overseeing unit operation throughout the day.

*-Search and Rescue Trainee, San Dimas Search and Rescue, San Dimas, Ca – Dec 09- April 10*

Trained with the San Dimas Search and rescue team, learning the basics of Mountaineering and search and rescue methods and procedures.

*-BARISTA, STARBUCKS COFFEE, WEST COVINA, CA — JULY 07-SEPT 08*

Responsibilities include various retail, cafe, and cleaning work. This company allowed time for furthering my schooling.

*-ASSISTANT RESEARCH MANAGER, GC MAPPING SERVICE, SOUTH PASADENA, CA — FEB 06-MAY 07*

At GC Mapping, some of my responsibilities included land-use surveying, basic technical/computer help and trouble shooting, and real-estate research. I was the assistant in charge of the research portion of the company. I progressed quickly in this environment and received experience in an office type environment, as well as a more active environment.

*-BARISTA, STARBUCKS COFFEE, WEST COVINA, CA — SEPT 04-FEB 06*

My responsibilities included various retail, cafe, and cleaning work. I also actively organized demonstrations for customers. I progressed quickly, becoming a trainer.

## **-EDUCATION**

Mt. San Antonio College, Walnut, Ca — Emergency Medical Technician-1, 2008  
South Hills High School, West Covina, Ca 2005

## **-SKILLS**

My skills stem from my passions, and my greatest passion is to help people. I passionately develop these skills with the experiences and schooling I pursue. I am a people-person. I communicate and connect well with peers and strangers alike. I am looking for jobs in the medical field to do just that- help people.

## **-REFERRALS**

Eddie Avakian, Owner of GCTI, Los Angeles, Ca (323) 662-8777  
Gilbert Castro Owner of GC Mapping, South Pasadena, Ca (626) 441-1080

Résumé of  
Simon Jude Concepcion

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**Professional Experience:**

December 27, 2010 to Present                      GCTI Ambulance, Los Angeles, California  
Regional Director of Business Development

- Responsible for establishing relationships with government entities and the development of business accounts with Hospitals and Health Facilities.

November 12, 2008 to December 17, 2010   Premier Medical Transportation, Colton, California  
Director of Governmental Affairs and Business Development

- Responsible for establishing relationships with government entities and the development of business accounts with Hospitals, Health Plans and Medical Groups. Assists in managing and consulting with regard to the QI Program and Operations.

1998 to Nov. 11, 2008                      Cole-Schaefer Ambulance Service, Pomona, California  
Regional Manager

- Responsible for operations management of all 911 emergency services contract for the following southern California cities: Pomona, Covina, Duarte, Bradbury, Monrovia, Azusa, Irwindale, Glendora, San Dimas, Claremont and Altadena. Further management operations including providing emergency aid response for the following additional cities: West Covina, La Verne, Arcadia, Pasadena, Upland, Ontario, Chino and Chino Hills.
- Responsible for both marketing acquisition and medical management operations for the following stand-by events: Los Angeles Convention Center, Los Angeles County Fairplex Events (L.A. County Fair and National Hot Rod Association) and Toyota Irwindale Speedway.
- Sales and Marketing acquisition of hospital medical transportation contracts including Hospice Care, Convalescent and Rehabilitation Care.
- Management operations responsibilities include managing a staff of 325 personnel in field operations, Marketing, Governmental Affairs and Human Resources department.
- Responsible for all aspects of billing and collections for services rendered for the aforementioned contract cities and events.

1996 to 1998                      Cole-Schaefer Ambulance Service, Pomona, California  
Public Relations and Marketing

- Responsible for all aspects of sales: 911 services contract acquisition for various Southern California cities, hospital contracts and stand-by events (sports and movies).

1990 to 1996                      Cole-Schaefer Ambulance Service, Pomona, California  
Emergency Medical Technician, EMT

- Responded and rendered medical services to all 911 emergency needs and provided inter-facility medical transfers.

1988 to 1990                      Quality Natural Foods, City of Industry, California  
Warehouse Foreman

1985 to 1988                      Steven A Froling (McDonalds Franchise)  
Maintenance and Repair

**Education and Affiliations:**

2010 - Present, President, Pomona Chamber of Commerce

1989 to 2002 - Citrus College, Glendora, California, Emergency Medical Technician Certification,  
AA Business Administration

1997 to 2009 - Vice President, Pomona Chamber of Commerce

1997- 2008 Rotary Club, Lions Club, Toastmasters International

Fraternal Order of Master Mason- Third Degree Master Mason, 32<sup>nd</sup> Degree Knights Templar

Kajukenbo Karate- 5<sup>th</sup> Degree Black Belt

**References:**

Available Upon Request

## **START UP PLAN**

### **6. Personal Information Sheet**

If awarded the contract to the City of Torrance, GCTI will dedicate all senior management, Line and Support Personnel to the City of Torrance. GCTI will hire the following to replenish current operations:

2 Field Supervisors

2 Communications Supervisors

4 Dispatchers

80 Line Personnel

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 see attached Training Programs for EMT Field Personnel, Drivers AND Dispatchers.

All training records are located on file at BCTI Headquarters located AT: 3539 Casitas Ave.  
Los Angeles, CA 90039

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.

All EMT Certifications are reviewed weekly. As a courtesy to line personnel all certifications required to work in the field as an EMT or EMD are given notification of expiration as follows:

- 6 months of expiration
- 3 months of expiration
- 1 month of expiration

In such a case where a certification has elapsed, employees shall refrain from working until certification has been met. Additionally, management shall evaluate the status of each employee prior to reinstatement.

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.)

Yes, BCTI agrees to comply with the response requirement. BCTI will provide 6 dedicated ambulances within the City of Torrance. The base of operation will be located in the region of zip code ending in 505. All 6 dedicated ambulances shall be strategically posted in the proximity of each Fire Station. As needed, the 10 overflow response vehicles will be stationed at the base of operation within the City limits. All response vehicles shall be in a rotational system in order to relieve crews from fatigue.

# Gentle Care Transport, Inc.

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## FIELD PERSONNEL ORIENTATION OUTLINE EMERGENCY MEDICAL TECHNICIAN

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### Pre-Hire

- All EMT 1 Candidates will complete the following;
  - Interview (Human Resources)
  - Interview (EMS Coordinator and FTO(s))
  - EMT 1 Entrance Exam (must score 80% or higher)
  - EMT 1 Physical Agility Test (PAT)
  - EMT 1 Simulated Emergency

### Day 1-3

- Orientation
  - Policies and Procedures
    - Los Angeles County EMS
    - Riverside County EMS
- Videos (Non-Emergency)
  - Blood Borne and Airborne Pathogens
  - Stryker Gurney MX Pro
  - Transportation of Patients with Special Needs
  - Stryker Stair Chair

### Day 4-8

- EMT 1 will "3<sup>rd</sup>-Rider" With FTO and Crewmember
- EMT 1 will complete the following;
  - Vehicle checkout and orientation with FTO
  - Vehicle mechanical check with FTO
  - Observe Patient Care
  - Observe Paperwork
  - Observe Driving
  - EMT 1 will be entirely "hands-off" during first day unless instructed otherwise by FTO (ex, Assist in patient Lift, Vital Signs, ect)

### Days 9-13 (BLS)

- EMT 1 will begin alternating between Driving and Attending under supervision of FTO with additional Crewmember.
- Mapping and Navigation
- Emergency Vehicle Operation

### Evaluation

- EMT 1 will be evaluated by FTO or EMS Coordinator for 2 days.
- First module of training will be Attending
- Second module of training will be Driving

### 90 Day Probation

- At successful completion of BLS training the EMT 1 will start 90 day probation.

### Crewmember

- At successful completion of the 90 Day Probation EMT 1 will be a full crewmember.

# Gentle Care Transport, Inc.

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## EMT 1 Attendant Objectives

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The attendant is expected to;

1. Correctly utilize his/her skills as an EMT while caring for each patient during transport.
2. Be able to route the driver to his/her destination by the shortest, and most efficient route, and to prepare alternate routes if necessary.
3. Keep an accurate inventory of the ambulance equipment on board the vehicle and to resupply as necessary.
4. Understand the function and correct use for all patient-care related equipment contained in the unit.
5. Assist the driver wash and detail the inside and outside of the unit at the beginning of each shift.
6. Report to duty in full company issued uniform pressed and cleaned prepared and ready to work, with shoes and or boots shined, with the proper attention paid to personal hygiene.
7. Complete all paperwork accurately, including but not limited to; Daily Driver Log, BLS Field Report Forms, and check-out sheet.
8. Maintain a professional attitude at all times.
9. Complete daily station duties.
10. Report, in writing, any incidents to your immediate supervisor.
11. Be proficient in aiding the driver when backing-up the unit, by the use of visual and audible signals.
12. Observe and adhere to all company rules and regulations.
13. All EMT's are responsible for updating and renewing all necessary licenses and for advising management of the same.
14. Understand and adhere to all state, county and local EMS laws and regulations.
15. Have completed, before employment, a company-administered agility test, entrance exam, background and drug screen analysis.



# GENTLE CARE TRANSPORT, INC.

## D. Transportation of Patients

- Practice Scenario
- Facility to Facility
- Facility to Home
- Facility to ER
- Death in the Field (DNR)
- Death in the Field (Full Code)

Employee

FTO

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## E. Transportation to the ER

- Contacting Dispatch
- Radio Report to ER
- Code 3 Protocol
- Calling for ALS Intercept
- "10" Minute Rule

Employee

FTO

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## F. First On-Scene

- Scene Safety and Size-up
- Notify 911
- Notify Dispatch
- "10" Minute Rule
- When to stop for an accident – Due Regard

Employee

FTO

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## G. Other

- Uniform/Grooming Policy

Employee

FTO

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# GENTLE CARE TRANSPORT, INC.

## EMT TRAINING CHECKLIST

1. All ambulance personnel must wear proper seat belt restraints. If a patient or ride along refuses to wear a seat belt, we do not transport. All field personnel must wear proper safety restraints, including attendants.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

2. Patient belongings must be secured. Objects such walkers, canes or any other large items can become projectiles and cause injury if not properly secured. Oxygen tanks must always be placed in their proper locations and secured.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

3. All gurney patients must be secured with no less than two straps, one strap for the upper body and one strap for the lower extremities. Shoulder harnesses must be used whenever possible. The gurney must always be secured into the locking system prior to transport. All employees should know how to remove and install the gurney horns and locking system. Employees should also know how to release the safety bar if the lock becomes jammed. Any 'play' in the gurney locking system must be noted and repaired prior to use.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

4. No one is permitted to smoke in, around or near the ambulance or other company vehicles. This may include but not be limited to employees, attendants, patients and ride-a-longs. Any patient or ride-a-long that is found smoking in, around or near a company vehicle or ambulance after being advised of the no smoking policy will be reported immediately to management.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

5. You are NOT permitted to stop or deviate from your scheduled run to accommodate a patient or ride-a-long's request to pick up meds, smoke or stop for food. This rule is flexible only for long distance trips or when authorized by dispatch or management.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

# GENTLE CARE TRANSPORT, INC.

6. Employees are to check in with dispatch no less than every 15 minutes while on standby with a patient. Dispatch may have another run which may take priority if the current patient is not ready to transport. All wait time is to be documented at the time it occurs and whenever possible signatures should be obtained to confirm wait times. Notify dispatch of a possible delay when you first become aware, even if it is only moments after you arrive, this will better prepare them for any calls they have pending for you.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

7. Employees are responsible for completing and turning in an Ambulance Checklist form. These forms are to be completed prior to leaving base and must be turned in with all signatures and in their entirety at the end of the day. If any discrepancies are noted or equipment is missing it should be documented and either fixed or replaced before leaving base. Once a mechanical discrepancy has been identified, notify dispatch immediately, so fleet services can solve the problem.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

8. Employees are responsible for the cleanliness of their assigned vehicle. At the end of each shift the crew is responsible for removing all trash, dirty gloves, soiled linen, change, etc. The crew is also responsible for ensuring that all electrical systems are off, and if so equipped, the master module must also be switched off. The crew must also ensure that the gurney is made and the unit is mission ready for the next crew.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

9. Employees will NEVER be expected to perform an unsafe procedure. You are never expected to do anything that is unsafe for you, or your patients. You should never attempt to take a person in a wheelchair up or down more than 4 steps without another individual to provide assistance. All gurney transports are to be done by no less than 2 individuals. All transfers from bed to gurney should be done with no less than 3 people. Nursing staff should always be involved with assisting you in this type of transfer. Any transfer of a patient should have a number of people equivalent to the weight of the patient divided by 150, if additional assistance is required inform dispatch immediately.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature FTO \_\_\_\_\_ Date \_\_\_\_\_

# GENTLE CARE TRANSPORT, INC.

10. Employees are responsible for fueling their vehicle at the end of each shift and must use the designated fueling sites. In the event of overtime you must clear fueling with dispatch. Be sure to use the proper fuel for your vehicle, and in the event of a miss-fuel notify dispatch immediately and DO NOT start the unit.

Signature Employee \_\_\_\_\_

Date \_\_\_\_\_

Signature FTO \_\_\_\_\_

Date \_\_\_\_\_

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

FTO Name \_\_\_\_\_

FTO Signature \_\_\_\_\_

Date \_\_\_\_\_

Coordinator Name \_\_\_\_\_

Coordinator Signature \_\_\_\_\_

Date \_\_\_\_\_

# GENTLE CARE TRANSPORT, INC.

## EMT Training Final Evaluation

Using the criteria below, please make your final evaluation of the EMT Trainee.

0 = Below Standard      2 = Satisfactory      4 = Excellent  
1 = Needs Improvement      3 = Above Standard

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General Attitude	0	1	2	3	4
General Appearance	0	1	2	3	4
Patient Contact Skills	0	1	2	3	4
EMT Knowledge	0	1	2	3	4
BLS Paperwork	0	1	2	3	4
Ambulance Operation	0	1	2	3	4
Gurney Use	0	1	2	3	4
Lifting	0	1	2	3	4
Willingness to Learn	0	1	2	3	4
Overall	0	1	2	3	4

Evaluate trainee on knowledge of company policy, attitude and proficiency in caring for and dealing with patients, family and healthcare personnel. (Use other side of sheet if necessary)

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Evaluate trainee's adherence to company policies and procedures, vehicle and equipment maintenance and rules regarding station duties. (Use other side of sheet if necessary)

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Employee Name \_\_\_\_\_ Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
FTO Name \_\_\_\_\_ FTO Signature \_\_\_\_\_ Date \_\_\_\_\_  
Coordinator Name \_\_\_\_\_ Coordinator Signature \_\_\_\_\_ Date \_\_\_\_\_

# Gentle Care Transport, Inc.

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## Ambulance Operator Safe Driving Objectives

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The purpose of this training program is to;

1. Present the Driver Trainee with information, through verbal instruction and demonstration which will enable them to operate an emergency vehicle on the city streets. Emphasis will be placed on the safety and efficiency of operation within state, county, city, and municipality guidelines in conjunction with the policies and procedures of Gentle Care Transport, Inc.
2. Instruct the trainee in the defensive driving techniques which are necessary for the smooth and safe transportation of patients, family members and other emergency medical personnel.
3. Familiarize the trainee with the maintenance requirements of the ambulance and the portion of said maintenance that is the responsibility of the driver.
4. Instruct the trainee in the paperwork associated with the operation of the unit, i.e. maintenance records and requests, equipment check-off lists, trip logs, and patient transport invoices.
5. Ensure that the trainee fully understands the company's policies and procedures regarding Code-3 driving, seatbelts, backing-up, and the consequences for failure to comply.
6. Inform the trainee of the licenses, certificates, and permits required by the various government agencies before an employee is allowed to drive an ambulance.
7. Provide the trainee with written documentation of the trainee's progress or lack of progress during training. An evaluation and correction of poor driving habits, if noted, will be provided to the trainee, along with a written record of his/her promise/agreement to adhere to each individual company driving policy.

## EMERGENCY VEHICLE OPERATION

- I. Emergency Vehicle Operator Certification – only authorized emergency vehicle operators may operate company vehicles. Operators of emergency vehicles receive their training certification by:
  - a. Complete GTCI driver training checklist conducted by Field Training Officer.
  - b. Complete the EVOG (Emergency Vehicle Operations Center) Ambulance Update Training Course
  - c. Training must be validated by the Field Training Officer and submitted to the Operations Manager or Safety Director
  
- II. Ambulance Operator Guidelines
  - a. Emergency Vehicle Operator
    - i. The primary responsibility of the ambulance driver is the safe transport of the client without the risk of an accident.
    - ii. Ensure Smooth Operation of the vehicle
      1. Operate the vehicle in a manner that will not stress or traumatize the client.
      2. Operate the vehicle in a manner that will allow the EMT or Paramedic to safely provide medical care to the patient.
  - b. Transportation Considerations
    - i. Ambulance personnel should be aware that high speed transportation is often unnecessary and may sometimes cause harm to the patient.
    - ii. High speed Code-3 transportation with associated noise, sudden starts, stops, and erratic movement may have the following effect on your patient:
      1. Frighten the patient
      2. Put a stabilized patient into shock
      3. Disrupt ongoing medical treatment
      4. Aggravate certain medical conditions sufficient to cause death or permanent disability to the patient. For example, spinal injuries, severe fractures and certain heart conditions where low speed smooth transport is required.
  - c. There are certain medical conditions that may require a Code-3 response. Those conditions may include the following:
    - i. Cardiac or respiratory impairment.
    - ii. Uncontrolled hemorrhage
    - iii. Impending childbirth

*The decision to respond Code-3 must be based upon reasonable cause to believe that the medical emergency justifies the risks incurred when demanding the right-of-way through traffic. However, any doubt as to the seriousness of the emergency must be resolved in favor of the patient.*

### III. Due Regard

Drivers must drive with "due regard" for the safety of others using the highways. State vehicle codes give special privileges to the operators of emergency vehicles; however this does not relieve the operator from the duty and responsibility to drive with "due regard" for the safety of others.

- a. Sufficient notice of the ambulance's approach must be given to other motorists and pedestrians to allow them to safely yield the right-of-way.
- b. Proper use of signaling equipment is, by itself, not enough. Never travel at a speed that does not permit complete control of the vehicle.
- c. TAKE CAUTION: Never assume that the use of the Siren and Red Warning Lamps will clear the way through traffic nor that a motorist in the vicinity will do what is expected after becoming aware of the ambulance. ***The ambulance driver must watch for the reaction of other vehicles to the siren and be prepared to maneuver accordingly.***
  - i. There are particular hazards that must be anticipated by an ambulance driver during Code-3 operation, these include, Blind Intersections, Driveways, Motorists with Impaired Hearing and Inattentive Drivers.
  - ii. An Ambulance Operator should:
    1. Presume that other drivers do not hear the siren at a safe distance under most conditions, particularly at intersections.
    2. Be aware that other drivers often have difficulty in locating the source of the siren sound.
    3. Restrict the use of sirens to situations where they are most effective.
    4. Avoid passing on the right, since other motorists are legally required to drive to the right and stop at the approach of an emergency vehicle.

### IV. Emergency Driving Standards

#### a. Passing to the Left

When an ambulance approaches another vehicle traveling in the same direction as the ambulance, the driver positions the ambulance three to four feet further to the left signaling the motorist of his intention to pass them on the left. The driver must be alert for these situations:

- Drivers who fail to pull to the right
- Drivers who pull into the left lane

#### b. Use of Warning Devices

When driving Code 3, the ambulance driver activates the headlights, all emergency lights and the siren in the wail mode. The ambulance driver maintains at least a four-second following distance to allow other drivers adequate time to react and reduce the intimidating effects of an emergency vehicle's warning devices.

#### c. Approaching an Intersection Facing a Red Light

Approximately 150 feet before entering the intersection, the driver lifts his or her foot off the accelerator and transfers it to the brake pedal. The driver places the siren in the yelp mode. **The driver must bring the ambulance to a complete stop before entering the crosswalk and intersection.** When the driver can see every lane with either a vehicle stopped and eye contact made with its driver, or the ambulance crew can see far enough down a vacant lane to eliminate any threat from approaching

traffic, the ambulance driver proceeds with extreme caution. The speed of the ambulance must not exceed 15 mph in the intersection.

V. Use of Driving Lanes Under Code-3 Operation

- a. While in Code-3 operation, the ambulance should be in the far left lane of traffic in the direction you are traveling. An exception to this guideline is one-way streets and avenues, and then your lane should be the center lane as it provides the most space for you to maneuver and allow other vehicles to move out of your way.
  - i. Drivers sharing the road with you are required by law to pull to the right, nearest curb on one-way streets and avenues, when they see or hear an emergency vehicle approaching from the front or rear of their vehicle and the emergency vehicle is under Code-3 response, and requesting the right of way.
- b. The left turn lane should not be used as a response lane. The only exceptions are:
  - i. Clearing an intersection before proceeding through under the law of "due regard"
  - ii. In heavily congested traffic
  - iii. Directed by a police officer
- c. You should never pass on the right except in the following situations:
  - i. When a law enforcement officer has control of the roadway or intersection and directs you to pass on the right
  - ii. When you have no choice but to pass on the right it shall be done with the utmost caution and under the law of "due regard"
- d. During normal operation, the ambulance should travel in the left lane of traffic in case of a Code 3 dispatched response. Whenever you are traveling on a one-way or three-lane street or avenue you should be in the middle lane, as this gives the operator/driver a clearer route and fewer lanes to cross, in case of an emergency response.
- e. Upon entering a street or roadway, the ambulance shall move to the far left lane as soon as it is safe.
- f. When approaching an intersection under Code 3 operation, do not attempt a right turn from the right lane. Stay in the left lane and use your partner to clear you on the right as you make the right turn with caution. Be sure that traffic has clearly understood you are attempting to make a right turn under the law of "due regard"
- g. While in traffic, and you have come to a stop, it is a safe practice to leave one or two vehicle lengths between your vehicle and the vehicle in front of you in case you are dispatched to an emergency call.

VI. Responding Code-3 on a Freeway

- a. Code 3 response on the freeways can be one of the most hazardous areas for the operator of an emergency vehicle. Code 3 operation of the ambulance on freeways should be avoided and only activated under very limited conditions.
  - i. You should shut off the emergency warning system upon entrance to the access ramp and enter the freeway as you normally would. The only exception would be if all traffic was stopped. If so, use the emergency warning system with extreme caution and remember "due regard."
  - ii. Remain courteous, if the vehicle in front of you has nowhere to pull over, deactivate the emergency warning system.

- iii. While on the freeway, do not activate the emergency warning system; Code 3 operation can create confusion. Move to the fast lane and travel with the flow of traffic. If you must change lanes, do so with caution.
  - iv. An exception may be made to this policy under the following circumstances, when traffic is at a standstill on the freeway. If you must travel along the medians or emergency pullover lanes when operating Code 3 you must maintain a speed not to exceed 15 mph.
- b. Upon exiting the freeway you should activate the emergency warning system on the off ramp. If you are approaching an intersection, follow the policy with regard to approaching an intersection.
- i. Never force a vehicle out in to the intersection while in Code 3 operation. If the vehicle is unable to pull over and you are unable to pass, shut down the emergency warning system and do not reactivate until it is safe to do so.

#### VII. Transportation of Relatives in the Ambulance

- a. The transportation of relatives and family members in the ambulance to accompany the patient should be discouraged because of the liability of the passenger in case their injured while riding in the vehicle.
- b. If it is necessary for a relative or family member to ride in the ambulance, they shall be seated in the front right passenger seat and be secured with seat belts before the vehicle is in motion.
  - i. Only one passenger is allowed to accompany the patient in the ambulance.
- c. The following exceptions may be permitted with the approval of the on duty supervisor:
  - i. A relative or family member of a child may be permitted to ride in the patient compartment if the situation warrants. For example, the child is upset and the family member is able to calm them down. **The child of an injured adult should never be allowed to ride in the patient compartment.**
  - ii. When transporting an ill or injured patient and they do not speak or understand English, you may allow a passenger in the patient compartment to translate and assist in communicating with the patient.
  - iii. If it has become necessary to allow a passenger to ride in the patient compartment, he or she must be seated in the seat at the head of the gurney and secured with a seat belt.
- d. The following individuals shall not be allowed to ride in the ambulance:
  - i. Friends or family members of the crew
  - ii. Individuals who are not involved or injured at the scene

**Only company or authorized medical personnel are permitted in the patient compartment when a critical patient is being transported.**

- e. The following individuals shall be permitted to ride in the ambulance:
  - i. Authorized company personnel

- ii. Fire department personnel when assisting in patient care
- iii. Law enforcement personnel when conducting official business
- iv. Doctors, nurses and therapists when assisting in patient care
- v. Paramedics or EMT interns with prior authorization
- vi. One family member of a minor child

VIII. Emergency Ambulance Safe Following Distance While Following Another Emergency Vehicle

- a. When driving an emergency vehicle under Code 3 operation, the operator of the vehicle will stay back a minimum of 300 feet.

The operator of the emergency vehicle must allow 300 feet following distance between their vehicle and other emergency vehicles at intersections for the following reasons:

- i. Other drivers may only hear one siren and not both
  - ii. Other drivers will enter the intersection as soon as the first emergency vehicle clears, thinking there are no other emergency vehicles.
  - iii. It will allow the driver more time to react if the first emergency vehicle is involved in an accident going through the first intersection.
  - iv. There could be other emergency vehicles responding from the left or right and you could not hear or distinguish their siren from the emergency vehicle in front of you.
- b. The law mandates that no vehicle shall follow an emergency vehicle closer than 300 feet. This applies to other emergency vehicles as well.
  - c. If you are involved in an accident at an intersection and you are the second emergency vehicle, you could be found negligent and guilty of failure to use "due regard".

**With regard to Code 3 driving, please always remember the following:**

- **Other drivers must be able to hear and see you**
- **You must give sufficient warning to other drivers so they are able to stop in time**
- **You are actually requesting the right-of-way, it is not guaranteed to you**

## Medical Dispatcher Orientation CAD

- a. Logging in to Terminal
  - i. Each dispatcher will be assigned an individual username and password
  - ii. After initial log-in, the dispatcher will refer to the "Call Taking Screen"
  
- b. System Overview
  - i. Call
  - ii. E911
  - iii. Dispatch
  - iv. Monitor
  - v. Reports
  - vi. Address Book
  
- c. Call Taking – once "Call Taker" screen has been accessed, all fields should be completed in their entirety. At minimum this should include patient information, caller and call back number, pick up location and destination. (Reference Call Taker screen printout)
  - i. Request Call Back Number
  - ii. Pick up location and address
  - iii. Chief Complaint
  - iv. Determine if 911 is needed. The following questions shall be enlisted within 30 seconds to determine criteria for 911:
    - 1. Altered Level of Consciousness
    - 2. Chest Discomfort
    - 3. Difficulty Breathing
    - 4. Severity of Pain
    - 5. Hemorrhaging
    - 6. Trauma Criteria
  
  - v. Non- 911 Immediate Response - a Code 2 Response requesting transportation from either hospitals, skilled nursing facilities, private residence, retirement centers, etc. that requires immediate response within the EMT scope of practice.
  
  - vi. Scheduled Response – Prescheduled request for transportation or continuous ongoing request. For example, transportation for cancer care, nephrology patients and standby events, etc.
  
  - vii. For all Non-911 Immediate or scheduled response please complete all the necessary fields in the Call-Taking Screen. This should take approximately no more than 2 minutes to complete. For all immediate requests, one dispatcher will be obtaining patient information while the other dispatcher will be accessing GPS Monitoring to determine the resource with the best response. The resource with the best response shall be immediately dispatched while the other dispatcher finishes taking the caller's information.

- d. E911 – all incidents that require a 911 response shall be turned over to the agency with jurisdictional responsibility.
- e. Dispatch – once “Dispatch” screen has been accessed, information can be disseminated to the most available resources. Consideration will be given to the appropriate mode and the resource with the most appropriate response time. (Reference Dispatch screen printout)
  - i. Dispatching the Call – when dispatching the call to field personnel the following information must be given:
    1. Age, Gender and Pick up location and room number
    2. Chief Complaint
    3. Destination
    4. Special Needs
  - ii. The following information must be obtained either electronically and via communication device:
    1. Time of Initial Call
    2. Time Call was Dispatched to Crew
    3. Time on Scene
    4. Time Enroute to Facility
    5. Time Arrived at Facility
    6. Time Crew Cleared from Call
- f. Monitor – this screen provides the dispatcher with an overview of the activity within their fleet. The overview allows the dispatcher the ability to better manage their resources in providing clients with the most efficient response times. (Reference Monitor screen printout)
- g. Reports – provides historical data which includes but may not be limited to, patient information, response times, pick-up locations and destinations.
- h. Address Book – allows the dispatcher to access historical data on pick up locations and destinations.

**Gentlecare Transport, Inc.**

**Dispatch Training Checklist**

Employee \_\_\_\_\_ Preceptor \_\_\_\_\_ Date \_\_\_\_\_

Purpose:

- New Employee
- End of Probation
- Re-Training
- Other

	Trainee	Preceptor
A. Medical Dispatcher Orientation CAD	_____	_____
B. Operational Areas	_____	_____
C. Receiving and Processing Calls for Non-911 and/or emergency medical assistance	_____	_____
D. Use of Communication Equipment		
a. Land-line	_____	_____
b. Hand Held Device	_____	_____
E. GPS Monitoring Software	_____	_____
F. Determining the nature and urgency of the incident		
a. Prioritizing the appropriate dispatch response	_____	_____
b. Number of resources and mode of response	_____	_____
c. Dispatching an Emergency Ambulance	_____	_____
d. Providing corresponding information to responding personnel		
i. Non-Emergency	_____	_____
ii. Emergency (ER Department Reporting Format)	_____	_____
iii. Call classification coding system	_____	_____
G. Monitoring estimated times of arrival (ETA's) and reporting delays	_____	_____
H. Maintaining departmental records and reports	_____	_____
I. Assignment of meal periods	_____	_____
J. Vehicle Fueling	_____	_____
K. Resolving Customer Service issues	_____	_____
L. Reporting to oncoming dispatch relief	_____	_____

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

How do you intend to meet the following minimum requirements? Please specifically delineate resources that you own, and where they are normally assigned, by address. Please indicate your assumed response times from these addresses to the City of Torrance. Reliance upon state, regional, or local mutual aid is not acceptable for providing the required depth of resources. In the event that this requirement for depth of resources is to be met with resources other than owned by your company, detail of contractual relationships and the specific location of contracted resources should be disclosed as above. As a reminder, the requirements listed below shall be staffed pursuant to the "Scope of Service."

- 10. Contractor shall have five (5) United States Department of Transportation Standards KKK-1822-A for Type III ambulances dedicated solely to the Torrance Fire Department on a twenty-four (24) hour basis. Once the National Fire Protection Association standard NFPA 1917 is adopted, it shall supersede the US DOT Standards KKK-1822-A. Contractor must provide ambulances that meet the requirements of the National Fire Protection Association standard NFPA 1917 upon its adoption.

*Please refer to Attachment - Start Up Plan Item 10a.*

Contractor shall equip the ambulance units dedicated to Torrance with the following equipment specified by the Torrance Fire Department: 1) a 2-way radio using Torrance Fire Department frequencies; and 2) radio and Automatic Vehicle Locator (AVL) equipment to connect to the City's Public Safety Communications Center Computer-Aided Dispatch System; 3) a mobile computer system that has the ability to send & receive incident info and update vehicle status into the City's Public Safety Communications Center CAD. Any needed tech support will be provided by an outside contractor or can be contracted with the city for a fee. Contractor shall identify the ambulances with the specific unit identifier assigned by the Torrance Fire Department. This identifier will be used by Contractor dispatchers and City of Torrance dispatchers to dispatch the ambulances and in all communications. Contractor shall incur all associated cost. Please describe if (and how) you can comply with this requirement.

*Refer to Attachment - Start up Plan Item 10b*

## **START UP PLAN**

**10a.** GCTI intends to meet the requirements set forth by the City of Torrance. GCTI currently owns and operates 22 ambulances and are headquartered in the City of Los Angeles. The ambulances needed to meet the requirements of the City of Torrance RFP are under order and if awarded the 16 Type III ambulances shall be fully licensed and operational to meet the contract date of July 16, 2011. Additionally, upon award of the contract GCTI intends to meet the required response times from the base of operation located in the City of Torrance.

**10b.** GCTI intends to equip each ambulance based upon the specifications listed in the RFP. This shall include 2-way radio using Torrance Fire Department frequencies, Automatic Vehicle Locator, and mobile computer system. GCTI shall incur all associated cost.

11. During the hours of 7 a.m. to 7 p.m. each day, sixteen (16) United States Department of Transportation Standards KKK-1822-A for Type III ambulances. The minimum requirement for sixteen ambulances includes the five dedicated ambulances. Once the National Fire Protection Association standard NFPA 1917 is adopted, it shall supersede the US DOT Standards KKK-1822-A. Contractor must provide ambulances that meet the requirements of the National Fire Protection Association standard NFPA 1917 upon its adoption.

GCTI shall meet the requirements of providing 16 Type III ambulances per US DOT Standards, within the hours of 7am to 7pm each day. Additionally, GCTI shall meet the requirements of NFPA 1917 upon adoption.

12. During the hours of 7 p.m. to 7 a.m. each day, eight (8) United States Department of Transportation Standards KKK-1822-A for Type III ambulances. The minimum requirement for eight ambulances includes the five dedicated ambulances. Once the National Fire Protection Association standard NFPA 1917 is adopted, it shall supersede the US DOT Standards KKK-1822-A. Contractor must provide ambulances that meet the requirements of the National Fire Protection Association standard NFPA 1917 upon its adoption.

GCTI shall meet the requirements of providing 8 Type III Ambulances per US DOT Standards, within the hours of 7pm to 7am each day. Additionally, GCTI shall meet the requirements of NFPA 1917 upon adoption.

13. In addition to the above, Contractor must be capable of providing six (6) additional back-up ambulances (22 total) capable of responding within twelve (12) minutes for a second response, fourteen (14) ambulances (30 total) capable of responding within twenty (20) minutes for a third response, and twenty (20) ambulances (36 ambulances) capable of responding within thirty (30) minutes for a fourth response. Note: These ambulances may be Type I, Type II or Type III.

Please refer to Attachment - Start Up Plan Item 13

## **START UP PLAN**

13. GCTI will provide 6 additional back up ambulances (22 total) capable of responding within twelve minutes for a second response, fourteen ambulances (30 total) capable of responding within twenty minutes for a third response, and twenty ambulances (36 ambulances) capable of responding within 30 minutes for a fourth response. GCTI intends to purchase additional vehicles within 3 months of award and will establish a mutual aid program with other LA County licensed providers for mutual aid. Henceforth, The City of Torrance shall receive adequate coverage in the event of a multi casualty incident.



**START UP PLAN - ITEM 14**

UNIT NUMBER	LICENSE	MAKE	MODEL	YEAR	Proposed Dedicated 911	Proposed Back Up	Interfacility	Own
11	8J87977	Ford	AM	2002		X	X	X
12	8L03868	Ford	AM	2002		X	X	X
13	8J72185	Ford	AM	1995		X	X	X
14	8J72186	Ford	AM	1995		X	X	X
15	7P19891	Ford	AM	2005		X	X	X
16	7P19890	Ford	AM	2005		X	X	X
17	8T87380	Ford	AM	2004		X	X	X
18	8T87378	Ford	AM	2006		X	X	X
19	8T87379	Ford	AM	2006		X	X	X
20	8P00179	Ford	AM	2005		X	X	X
21	8V28160	Ford	AM	2005		X	X	X
22	8V28162	Ford	AM	2006		X	X	X
23	8V28163	Ford	AM	2005		X	X	X
24	8V28161	Ford	AM	2005		X	X	X
25	03400A1	Ford	AM	2010		X	X	X
26	03401A1	Ford	AM	2010		X	X	X
27	485280W	Ford	AM	2006		X	X	X
28	485279W	Ford	AM	2006		X	X	X
29	754291W	Ford	AM	2006		X	X	X
30	754292W	Ford	AM	2006		X	X	X
31	8Z54017	Ford	AM	2008		X	X	X

**The 6 dedicated Type III Ambulances and the 10 additional ambulances will be purchased.**  
**The aforementioned list indicates the back-up vehicles available to the City of Torrance.**

## **BACK UP PLAN**

15. All preventative and regular maintenance is subcontracted to Advantage Ford, Duarte, Ca., Star Ford, Glendale, Ca., Central Ford, Los Angeles and Sy's Automotive Repair, Los Angeles, Ca. Service appointments are scheduled approximately every 2500-3000 miles. Vehicle maintenance records can be reviewed at headquarters located at 3539 Casitas Ave., Los Angeles, Ca. 90039. GCTI always maintains within its fleet at least two back up ambulances on standby in the event an ambulance becomes inoperative to due mechanical failure. Vehicles are replaced based upon the County of Los Angeles Emergency Medical Service Agency requirements not to exceed 8 years of service.

16. Describe in detail the dispatch system to be utilized. Include any Automatic Vehicle Locator systems, other equipment and telephone lines employed in conjunction with the dispatch system.

GCTI utilizes the TIS (Transportation Information System) CAD (Computer Aided Dispatch). The system is designed specifically for emergency and non-emergency dispatch. The TIS System comes equipped with VAN Automatic Vehicle Locator System.

17. List names and location of existing or proposed facilities, business office, etc. Indicate if it is proposed. Which facility will be used for the Torrance contract? Do you currently have a facility within Torrance city limits? If not, do you plan to establish and maintain a minimum of one facility within Torrance city limits?

GCTI is currently headquartered in the City of Los Angeles at 3539 Casitas Ave. Los Angeles, CA. The proposed location for the City of Torrance is at 9730 Mayfield St. Torrance, CA. 90503. GCTI is also pursuing locations in the zip code ending 505. GCTI plans to establish and maintain a minimum of one facility within the Torrance City limits. GCTI will consider additional locations to better serve the community of Torrance.

18. Using the information about the fees that the City of Torrance charges and the parameters described in the RFP, describe in detail how Proposer would calculate, bill, and collect all applicable charges (billing codes, systems, software and procedures). Attach additional page(s), sample bills and reports.

GCTI intends to utilize existing billing practices through services sub-contracted to Best Care Services. GCTI believes that by outsourcing billing services, we can ensure that all Federal, State and local guidelines pertaining to billing practices are being met.



**START UP PLAN**

20.

<b>HOSPITAL</b>	<b>ADDRESS</b>	<b>CONTACT</b>	<b>TELEPHONE</b>	<b>START DATE</b>	<b>EXP DATE</b>
Cedar Sinai Medical Center	Los Angeles				
Brotman Medical Center	Culver City				
Kaiser Foundation Los Angeles	Los Angeles				
Kaiser West Los Angeles	Los Angeles				
Glendale Memorial Hospital	Glendale				
Glendale Adventist Medical Ctr	Glendale				
Verdugo Hills Hospital	Glendale				
Foothill Presbyterian	Glendora				
Queen of the Valley Medical Ctr	West Covina				
Silverlake Medical Center	Rosemead				

GCTI has provided transportation services for the aforementioned facilities from the inception of the company to the present. There are no formal contracts in place with the above facilities however referrals most commonly originate from Health Plans, Medical Groups, Hospice Agencies, Physicians and Case Managers.



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

Mike PAVOSSIAN  
3539 CASITAS AVE  
Los Angeles, Ca. 90039  
50% Shareholder

Eddie AVAKIAN  
3539 CASITAS AVE  
Los Angeles, Ca. 90039  
50% Shareholder

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

GCTI HAS NO CONTROLLING OR FINANCIAL INTEREST IN ANY OTHER ORGANIZATIONS, CORPORATIONS OR FIRMS.

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.

GCTI AND ITS PRINCIPAL OFFICERS HAVE NO PREVIOUS OR CURRENT LITIGATION IN CONNECTION WITH ANY CONTRACTS OR PROPOSALS FOR EMERGENCY AMBULANCE SERVICES.

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.

GCTI HAS NEVER FAILED OR REFUSED TO FULFILL THE REQUIREMENTS OF A CONTRACT FOR EMERGENCY AMBULANCE SERVICE OR ANY OTHER AMBULANCE SERVICE CONTRACT.

**References:**

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

*Please see Attachment References*

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Name of Company/Agency	Address	Person to contact/Telephone No.
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Name of Company/Agency	Address	Person to contact/Telephone No.
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Name of Company/Agency	Address	Person to contact/Telephone No.
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## REFERENCES

Gentle Care Transport, Inc. (GCTI Ambulance), is a newly licensed ambulance provider to the County of Los Angeles. GCTI is an up and coming ambulance provider eager to provide services to the healthcare community as well as public agencies. GCTI is looking for an opportunity to provide ambulance services within the 911 emergency response system. At this time, GCTI provides no comparable services as requested in this RFP.

Vendor Name: Gentle Care Transport, Inc.

**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	✓		
Ambulance Staffing and Personnel Training	✓		15
Response Times Compliance	✓		
Ambulance and equipment requirements	✓		13, 18
Telephone lines requirement	✓		
Facilities	✓		
Inspection and Maintenance of facilities and equipment	✓		
Hospitals to be used	✓		
Safety	✓		
Situation control	✓		
Permits and Licenses	✓		
Legal Compliance	✓		
HIPAA Compliance	✓		
Exclusive Right	✓		
Contractor's maximum allowable charges	✓		
City's fees and patient billing by Contractor	✓		
Medicare billing and pass through	✓		
Medical supplies reimbursement	✓		
Work with City's collection agency & reconcile billing	✓		
"Dry runs"	✓		
Records and Reports	✓		
Contract Period and Renewal	✓		
Termination	✓		
Other RFP terms	✓		
Agreement Terms and Conditions	✓		

Vendor Name: Genie Care Transport, Inc.

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)	✓
Proposer's Affidavit (Attachment 1)	✓
Audited Financial Statements (Attachment 2)	
<i>Please see Attached Audited Financial Statements</i>	

**Audited Financial Statements**

Attach audited financial statements for the last two years.

## **AUDITED FINANCIAL STATEMENTS**

Unfortunately, due to the time constraints, GCTI Ambulance is unable to provide a copy of audited financial statements. However, if awarded the contract with the City of Torrance, GCTI will supply a complete set of audited financial statements.

STATE OF CALIFORNIA

PROPOSER'S AFFIDAVIT

COUNTY OF LOS ANGELES

EDDIE AVAKIAN being first duly sworn deposes and says:

1. That he/she is the CFO of GENTEE CARE TRANSPORT INC.  
(Title of Office) (Name of Company)

Hereinafter called "proposer", who has submitted to the City of Torrance a proposal for

RFP 32011-11 Request for Proposal to Provide Ambulance and Param. Billing Svcs. for Torrance Fire Dept.  
(Title of RFP)

- 2. That the proposal is genuine; that all statements of fact in the proposal are true;
- 3. That the proposal was not made in the interest or behalf of any person, partnership, company, association, organization or corporation not named or disclosed;
- 4. That the Proposer did not, directly or indirectly, induce solicit or agree with anyone else to submit a false or sham proposal, to refrain from proposing, or to withdraw his proposal, to raise or fix the proposal price of the Proposer or of anyone else, or to raise or fix any overhead, profit or cost element of the Proposer's price or the price of anyone else; and did not attempt to induce action prejudicial to the interest of the City of Torrance, or of any other Proposer, or anyone else interested in the proposed contract;
- 5. That the Proposer has not in any other manner sought by collusion to secure for itself an advantage over the other Proposer or to induce action prejudicial to the interests of the City of Torrance, or of any other Proposer or of anyone else interested in the proposed contract;
- 6. That the Proposer has not accepted any proposal from any subcontractor or materialman through any proposal depository, the bylaws, rules or regulations of which prohibit or prevent the Proposer from considering any proposal from any subcontractor or material man, which is not processed through that proposal depository, or which prevent any subcontractor or materialman from proposing to any contractor who does not use the facilities of or accept proposals from or through such proposal depository;
- 7. That the Proposer did not, directly or indirectly, submit the Proposer's proposal price or any breakdown thereof, or the contents thereof, or divulge information or data relative thereto, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, or to any individual or group of individuals, except to the City of Torrance, or to any person or persons who have a partnership or other financial interest with said Proposer in its business.
- 8. That the Proposer has not been debarred from participation in any State or Federal works project.

Dated this 30 day of March, 2011.

Eddie Avakian  
(Proposer Signature)

CFO  
(Title)