

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:**

Westmed Inc., d.b.a. McCormick Ambulance

Name of Company

13933 S Crenshaw Blvd

Address

Hawthorne, CA 90250

City/State/Zip Code

310-349-8900

310-219-0713 FAX

Telephone Number/Fax Number

Joseph Chidley - Chief Executive Officer

Printed Name/Title

Signature

Date

4-13-11

**Contact for Additional Information:**

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

Joseph Chidley

Name

Chief Executive Officer

Title

562-254-2548

310-219-0713

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?

\_\_\_\_\_ 12 \_\_\_\_\_ Years

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

NA  
\_\_\_\_\_  
\_\_\_\_\_

**Addenda Received:**

Please indicate addenda information you have received regarding this RFP:

Addendum No.   1   Date Received:   3/21/2011    
Addendum No.   2   Date Received:   3/23/2011    
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   X   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?                   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?                                   

**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.

McCormick will be able to implement all aspects of the Torrance RFP on or before July 16, 2011. McCormicks depth of resources and new ambulances currently on order will allow for a rapid start to the contract including same day implementation if necessary. All ambulances will meet and exceed DOT Standard KKK-1822-A. Stations are in place and employees are ready today to take on all RFP requirements immediately. See Attachment II(A) for further details

Please provide the following information:

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

Total ambulances in the fleet will be 60. Five new Type III units will be dedicated to the City of Torrance. McCormick employs 225 Los Angeles County certified EMT's available if needed for assignment to the City of Torrance.

3. Average age of ambulances.

The average age of the McCormick fleet is 3.5 years

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

McCormick owns it's entire fleet without debt or leases. 310 Employees work for McCormick Ambulance.

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

McCormick brings an excellent depth of management experience to the Torrance contract. The management team averages 18.5 years in the ambulance business and averages over 8 years with the company. We take great pride in an industry known for it's high turnover that our field crews average over 3 years in the profession and over 2.5 years with McCormick. Please review Attachment III (B) for detailed information and supporting documents relating to management and field field crews including key resumes, licenses, and certificates.

6. Complete the following Personnel Information Sheet:

	Management	Billing	Line Personnel	Support
Total number of employees employed by Proposer	29	36	225	20
Average time in profession	18.5	4.5	3.1	6.2
Average time with Proposer	8.6	4.5	2.6	4.4
Number of employees (employed by Proposer) that will be assigned to Torrance	10	6	30	4
Average time in profession	17.4	11.3	2.7	6.9
Average time with Proposer	7.9	6	2.4	5.4

7. Describe Proposer's current programs utilized for training of new employees, including drivers 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.

Following a hiring process that includes a full DMV background check, drug testing, physical agility testing and a written clinical protocol test and oral interview, employees spend 16 hours in a classroom orientation followed by three weeks of full time on the job training with a McCormick Field Training Officer (FTO). In addition, new employees go through a Certified Emergency Vehicle Operators (CEVO) course. All employee certifications and continuing education is tracked by computer and monitored weekly. Additionally, McCormick provides comprehensive continuing education through an in house program and through local EMS training programs. All records are maintained at the McCormick headquarters in Hawthorne California. See Attachment III (C) for further details.

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.

McCormick utilizes the Health EMS Program to track certifications and continuing education requirements for all field employees. When a new employee is hired, all certifications and licenses are input into the system for tracking. Weekly reports are produced by the McCormick EMS/Human Resources secretary and distributed to area supervisors. All certifications are flagged as they near expiration and employees are notified at 90, 60, 30 and 0 days of expiring certifications. Field Supervisors work with assigned crews to make sure they are aware of opportunities in house and through the community to fulfill recertification and renewal requirements.

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.)

McCormick agrees to comply with all response time requirements outlined in the RFP. McCormick's current 911 contracts with the County of Los Angeles provides for an ideal geographic coverage area that surrounds the City of Torrance to create unmatched service levels and response time performance for the City. Attachment III (D) fully details response time mapping against McCormick's current deployment and demonstrates that McCormick significantly exceeds RFP requirements for reserve and back up response time performance with the resources it currently deploys.

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 ambulance 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.

McCormick will provide five (5) new Type III dedicated twenty-four (24) hour ambulances that will meet and exceed US DOT Standards KKK-182-A. Once the National Fire Protection Association NFPA 1917 is adopted, McCormick will replace the five dedicated Type III ambulances with five new Type III ambulances that will meet standards set forth in NFPA 1917, within one year following the adoption. Attachment III (E) provides detailed information on McCormick's proposed ambulances.

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.

McCormick will, at its own expense equip the five dedicated ambulances for the City of Torrance with 1) 2 way radios programmed with the Torrance Fire Department Frequencies. 2) Radio and automatic vehicle locators (AVL) to connect to the City's Public Safety Communications Center Computer Aided Dispatch System. 3) Provide mobile computer systems that have the ability to send and receive incident data and update vehicle status into the City's Public Safety Communications Center Computer Aided Dispatch System. McCormick will in addition, contract for all needed tech services with an outside contractor or directly with the City of Torrance. Each ambulance will have a unique identifier assigned by the Torrance Fire Department. McCormick will also purchase and install required equipment that is identical in make and model to equipment currently in use by the Torrance Fire Department. Further detail by be reviewed in Attachment III(F).

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.

McCormick Ambulance will exceed this standard. McCormick will deploy within an 8 minutes response time standard, 10 Twenty-Four (24) hour ambulances from existing stations in Torrance, Hawthorne, Redondo Beach, Palos Verdes and Gardena. Please review Attachment III (D) for detailed mapping, locations and response time information. Additionally, McCormick currently deploys another 16 ambulances within 12 minutes from Hawthorne including 8 Twenty-Four hour ambulances and 8 day units for a total of 24 ambulances within either an 8 or 12 minute response radius. Within 20 minutes, McCormick deploys another 8 Twenty-Four hour ambulances for a total of 34. At 30 minutes, 2 additional Twenty-Four hour ambulances and a day ambulance are deployed for a total of 37 ambulances, thus exceeding RFP requirements. McCormick will adhere to all RFP requirements associated with NFPA 1917.

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.

McCormick will deploy between the hours of 7p.m. to 7a.m., 10 Twenty-Four (24) hour ambulances from stations in Torrance, Hawthorne, Redondo Beach, Palos Verdes and Gardena. At 12 minutes, an additional 8 Twenty-Four hour ambulances are available for a total of 18 and at 20 minutes, an additional 8 Twenty four hour ambulances are available for a total of 26. At 30 minutes, an additional 2 Twenty-Four hour ambulances are available for a total of 28

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.

McCormick will deploy within an 8 minutes response time standard, 10 Twenty-Four (24) hour ambulances from existing stations in Torrance, Hawthorne, Redondo Beach, Palos Verdes and Gardena. Additionally, McCormick deploys another 16 ambulances within 12 minutes from Hawthorne including 8 Twenty-Four hour ambulances and 8 day units for a total of 24 ambulances within either 8 or 12 minute. Within 20 minutes, McCormick deploys another 8 Twenty-Four hour ambulances for a total of 34. At 30 minutes, 2 additional Twenty-Four hour ambulances and 1 day ambulance are deployed for a total of 37 ambulances, thus exceeding RFP requirements. Please review Attachment III (D) for detailed mapping, locations and response time information.

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	
New	New	Ford 3-350	2011	0	0	X			Own
New	New	Ford 3-350	2011	0	0	X			Own
New	New	Ford 3-350	2011	0	0	X			Own
New	New	Ford 3-350	2011	0	0	X			Own
New	New	Ford 3-350	2011	0	0	X			Own
New	New	Ford 3-350	2011	0	0		X		Own
New	New	Ford 3-350	2011	0	0		X		Own
New	New	Ford 3-350	2011	0	0		X		Own
185	02140A1	Ford 2-350	2010	0	3300		X		Own
183	7S43765	Ford 2-350	2010	0	13000		X		Own
182	7S43766	Ford 2-350	2010	0	12900		X		Own
180	7S43764	Ford 2-350	2010	0	9400		X		Own
178	8W030BC	Ford 2-350	2010	0	15100		X		Own
177	8W03075	Ford 2-350	2010	0	22000		X		Own
175	8U93754	Ford 2-350	2009	1	62300		X		Own
174	8U41706	Ford 3-350	2009	1	47300		X		Own
173	8U41669	Ford 3-350	2009	1	52500		X		Own
172	8U41634	Ford 3-350	2009	1	66200		X		Own
171	8U93800	Ford 3-350	2009	1	22900		X		Own
170	8U41634	Ford 3-350	2009	1	55500		X		Own
	Atchment III ()	for full list							Own

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.

McCormick provides an in-house fleet and equipment maintenance program through a full-service center located at the Hawthorne headquarters. This state of the art center is equipped to perform all routine and major maintenance and repairs. Preventative maintenance is performed every 5,000 miles. All vehicles for Torrance will be no older than four years old have no more than 200,000 miles. See Attachment III (G) for a full description of the fleet program.

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.

McCormick maintains a dedicated twenty four (24) hour Communications Center at the Hawthorne headquarters. A minimum of three dispatchers and a Communications Center supervisor are scheduled at all times. The McCormick Communications Center is built on multiple levels of redundancy to offset any failure including a self contained mobile Communications and Command trailer. McCormick operates it center utilizing state of the art Zoll RescueNet Dispatch software. In addition, each ambulance and supervisor is equipped with Logic 5000 AVL. Attachment III (J) provides significant detail on the dispatch equipment and process, Automatic Vehicle Locators, along with other equipment, telephone lines and how McCormick will interface with the Torrance Fire Department.

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?

1. Main deployment center - 20313 Western Ave, Torrance, CA 90501 - 3 Torrance Dedicated 24 hour ambulances
2. 2915 182nd Street, Redondo Beach, CA 90278- 1 Torrance Dedicated 24 hour ambulance
3. 1998 S Pacific Coast Highway, Redondo Beach, CA 90277 - 1 Torrance Dedicated 24 hour ambulance

The locations listed above will deploy the five dedicated ambulances for Torrance. Each location meets an 8 minute standard response time for the City 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.

McCormick Ambulance will bill according to the requirements of the RFP. Attachment III(H) details how McCormick will calculate and collect all applicable charges, including billing codes, systems, software and procedures. Sample bills and reports are included. McCormick's Communications Center and billing software share a common platform utilizing the Zoll Data Systems software. Zoll is the nations largest provider of EMS billing and dispatching software and have proven to be a national leader in reimbursement. Zoll national support provides regular training and classes for personnel and they interface on the latest reimbursement issues with the industry at large. McCormick uses the Scan Health EMS system to scan and store all patient reports, insurance cards and face sheets. This highly recognized electronic system is HIPAA compliant and provides storage in real time. In addition, McCormick maintains a full time Compliance Officer whose purpose is to maintain our excellent record with Medicare, Medicaid and other insurance companies along with interfacing with legal counsel and our memberships with the American Ambulance Association, California Ambulance Association and the Health Care Billing and Management Association.

19. Attach a copy of the Proposer's "Proposed Operating Budget" for the service to be provided in this submission. Include costs for:

- a) Personnel
- b) Vehicles
- c) Medical Equipment and Supplies
- d) Medical expenses (New for this project)
- e) Proportionate share of ongoing expenses
- f) Include estimated revenues.

See Attachment III (I)

20. Please provide the names of all hospitals and fire departments, for which you are supplying or have supplied ambulance services in the past 10 years.

Name of Hospital/ Fire Department	Address	Person to contact	Telephone No.	Start Date	Expiration Date
Los Angeles County Fire Department	1320 N. Eastern Ave Los Angeles County 90063	Chief Daryl Osby	(323) 881-2401	June 1, 2005	June 2016
Redondo Beach Fire Department	401 S Broadway, Redondo Beach Ca 90277	Chief Dan Madrigal	(310) 318-0663	June 1, 2005	June 2016
Compton Fire Department	2015 Acacia Ave Compton CA 90220	Chief Thompson	(310) 605-5670	Back Up	
Vernon Fire Department	4305 Santa Fe, Vernon CA 90058	Chief Mark Whitworth	(310) 953-6810	Back Up	
Culver City Fire Department	9600 Culver Blvd Culver City, CA 90832	Chief Chris Sellers	(310) 953-6810	Back Up	
Centinella Hospital	555 E Hardy Inglewood, CA 90301	Sol Yao	(310) 680-8383		
Gardena Memorial Hospital	1145 W Redondo Beach Blvd Gardena, CA 90247	Jacqui Carmelon	(310) 523-4300 Ext 7113		
Los Angeles County CD	10100 Pioneer Blvd #200 Santa Fe Springs, CA 90670	Luanne Underwood	(562) 347-1500		
LCM Hospital	4101 Torrance Blvd Torrance, CA 90503	Tina Cruz	(310) 408 7336		
Torrance Memorial Hospital	3330 Lomita Blvd Torrance, CA 90505	Michael Robinson	(310) 891-6658		

21. Please provide information regarding your company's current contracts for ambulance services.

Name of Agency	Start Date	Expiration Date	Dedicated Units Required by Contract:	
			Quantity	Type
Los Angeles County EMS	June 1, 2006	June 2016	23	Type III or Type II
Redondo Beach Fire	June 1, 2006	June 2016		Type III
Los Angeles County Overflow	July 1, 2005	June 2016		Type III or Type II

22. How many years have you been in business as an Ambulance Service Provider?  
12 years.

23. History of the Proposer as a sole company and after merging/partnering with other companies (include years of each combination).

McCormick Ambulance was founded in 1961 by our current CEO's Grandmother, Mary Agnes McCormick. Since then, McCormick has provided ambulance service including one of the first paramedic ambulances in the Southbay with Daniel Freeman Hospital and the Heart Association in 1969. In 2002, Westmed Ambulance Inc. with Joseph Chidley, our CEO purchased McCormick from his cousins. Since that purchase, McCormick has grown to be the largest provider of emergency ambulance service in the Southbay and all of West Los Angeles County. McCormick provides 911 services to every Contract City and unincorporated County area from the Ventura County line to Orange County and East to the City of Los Angeles and the 710 freeway.

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

<u>Joe Chidley</u>	<u>13.5%</u>	<u>Rick Roesch</u>	<u>31.8%</u>
<u>John Templar 1602 Puebla Dr., Glendale</u>	<u>6.5%</u>	<u>Mike Leong</u>	<u>3.3%</u>
<u>Tom Millsap</u>	<u>27.2%</u>	<u>Brian Shishido</u>	<u>9.8%</u>
<u>Mike Henderson</u>	<u>1.3%</u>	<u>Paul Hubbard</u>	<u>1.3%</u>
<u>Susan Miller</u>	<u>1.3%</u>	<u>Roesch Children</u>	<u>4.0%</u>

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

None

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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.

None

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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.

None

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**References:**

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

<u>County of Los Angeles EMS</u>	<u>10100 Pioneer b , Santa Fe Springs 90670</u>	<u>Cathy Chidester (562) 347-1604</u>
Name of Company/Agency	Address	Person to contact/Telephone No.
<u>Redondo Beach Fire</u>	<u>401 S Broadway, Redondo Beach 90277</u>	<u>Chief Dan Madrigal (310) 318-0663</u>
Name of Company/Agency	Address	Person to contact/Telephone No.
<hr/>	<hr/>	<hr/>
Name of Company/Agency	Address	Person to contact/Telephone No.

**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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III (A)(D)
Ambulance Staffing and Personnel Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III (B)(C)
Response Times Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(D)(J)
Ambulance and equipment requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(E)(F)(G)(J)
Telephone lines requirement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(F)(J)
Facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(A)(D)
Inspection and Maintenance of facilities and equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(G)
Hospitals to be used	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(C)
Situation control	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(C)
Permits and Licenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(B)
Legal Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(H)
HIPAA Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(H)
Exclusive Right	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Contractor's maximum allowable charges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(H)
City's fees and patient billing by Contractor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(H)
Medicare billing and pass through	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(H)
Medical supplies reimbursement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(H)
Work with City's collection agency & reconcile billing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
"Dry runs"	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Records and Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attachment III(C)(G)(H)(J)
Contract Period and Renewal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Termination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Other RFP terms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Agreement Terms and Conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Vendor Name:** McCormick Ambulance

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

<b>Submittal Requirements</b>	<b>Check here if included:</b>
Proposer's Response (Section III of this document)	<input checked="" type="checkbox"/>
Proposer's Affidavit (Attachment 1)	<input checked="" type="checkbox"/>
Audited Financial Statements (Attachment 2)	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

## Start Up and Implementation Plan

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McCormick existing deployment around the South Bay and Western Los Angeles County provides an ideal situation for a rapid start up for the Torrance Fire Department ambulance contract. McCormick deploys ambulances from two locations on the border of Redondo Beach and Torrance from which two of the Torrance dedicated 24 hour ambulances will be stationed. In addition, McCormick has a central deployment center in the City of Torrance located at 20313 Western Ave that will house the remaining three 24 hour Torrance dedicated ambulances. See Attachment III (D) for detailed response maps and station locations.

McCormick is in a unique position with existing ambulance stations, new ambulances and enough Los Angeles County trained EMT's to start the Torrance contract immediately if necessary. Upon award of the contract, McCormick will coordinate with the Torrance Fire Department and the existing provider to ensure a smooth and orderly transition.

McCormick has all necessary managerial and supervisory staff in place today, along with clinical and education specialists, communications and dispatch personnel, and support personnel. Any displaced field personnel from the incumbent provider will be offered priority hiring pending background and clinical competency verification. We also commit to:

1. An experienced and knowledgeable local management team, familiar with the City of Torrance and the Los Angeles County EMS system.
2. A new fleet of vehicles
3. All equipment will be new and fully coordinated with the Torrance Fire Department
4. A dispatch and communications system that is fully linked and coordinated with the City of Torrance and the Fire Department.

5. Collaboration and fully coordinated integration with the Torrance Fire Department prior to start up.

McCormick's existing infrastructure and outstanding surge capacity has allowed the company to achieve an average compliance of 96% for the Los Angeles County Fire Department and McCormick averaged this compliance since contract implementation in 2006. In addition to the 36 required ambulances, other McCormick system units would be moved up to back fill committed units. In the unlikely event the demand for ambulances would ever exceed these resources, McCormick Ambulance has signed mutual aid contracts with other reliable Los Angeles County licensed providers through the Los Angeles County Fire Operational Area Coordinator (FOAC).

Our proposed system would mirror our highly successful system status plan with strategic stations in the city and an aggressive move up and post plan to insure an 8 minute or less response regardless of unusual demand for service. Attachment III (D) McCormick Back Up and Surge Capacity Map shows our ability to cover and back up the City of Torrance with existing ambulance capacity.

### **Rapid Startup Capability**

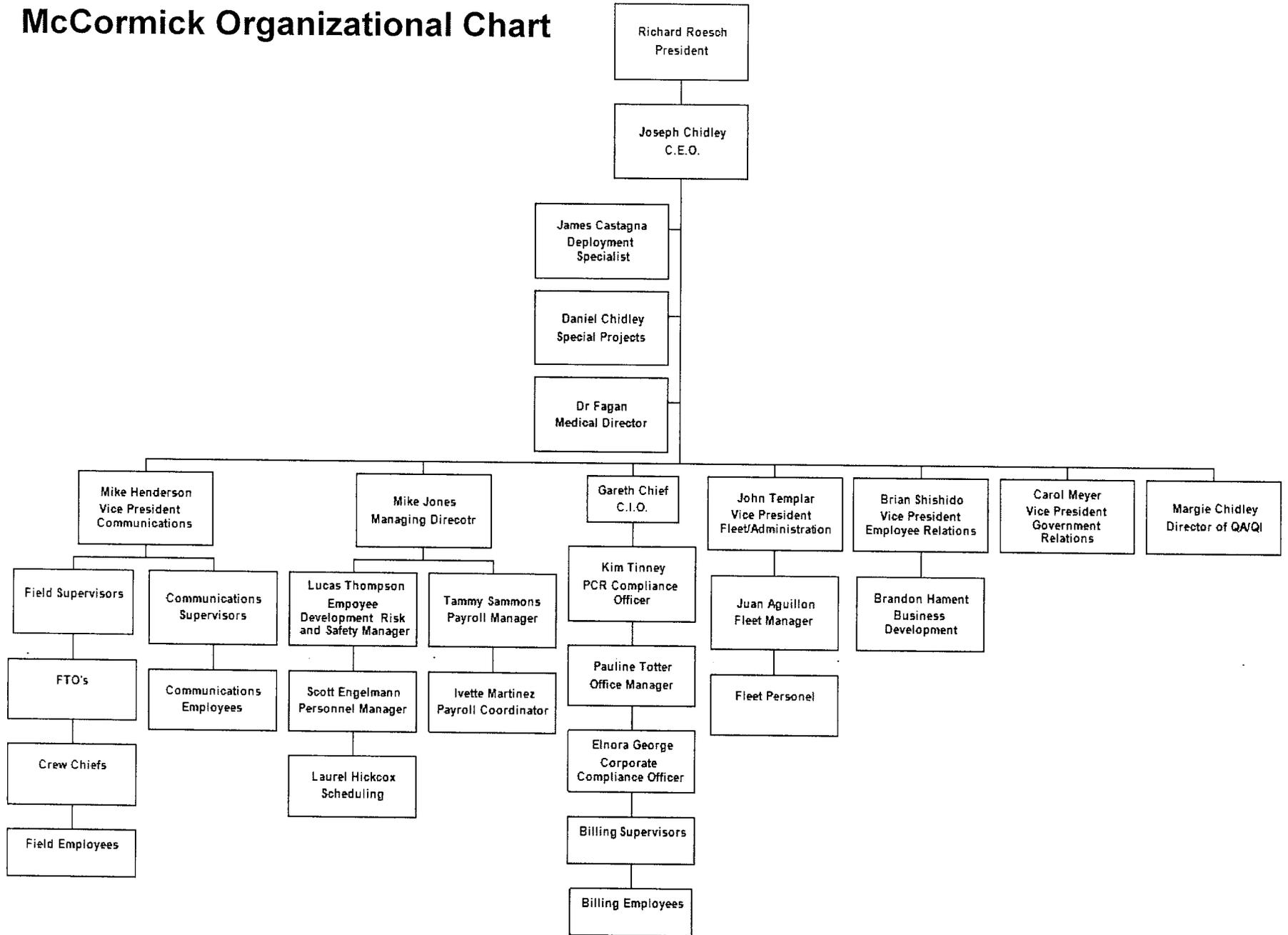
As outlined above, McCormick will have in place all the necessary components to take over the system as required by the RFP. However, should the need arise, McCormick could put into place vehicles, equipment and supplies to do an emergency takeover of the system on the same day of notification. The equipment would be a combination of the proposed system equipment and supplemental equipment from Westmed's other operations. At the point that equipment becomes available we will replace any equipment that has been supplemented from other operations with the City of Torrance proposed equipment. Supplemental equipment would only be used if emergency takeover requires us to provide services faster than our suppliers can provide the equipment proposed in this bid.

## **Organizational Chart and Key Management and Field Resumes**

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- McCormick Organizational Chart
- Key Manager Resumes
- Dedicated Field Personnel Resumes

# McCormick Organizational Chart



**Richard F. Roesch**  
President  
McCormick Ambulance

Mr. Roesch began his career in EMS in 1979 providing financial oversight for a local ambulance company. With his eyes set on the financial challenges associated with the ambulance industry, in 1987 he founded the first of six successful ambulance companies. With sound financial insight and solid business sense Mr. Roesch is a dominant figure in the ambulance industry.

**Professional Experience**

1999 to Present      Treasurer / CFO / President  
*Westmed Ambulance Inc. d.b.a. McCormick Ambulance*  
Hawthorne, California

Responsibilities: Oversee and manage the Billing and Accounting for the corporation. Provide monitoring of individual company financial status and economic stability. Lead strategic development for the corporation and it's separate entities.

1993 to Present      President / CEO / Owner  
*Mercy Medical Transportation, Inc.*  
Mariposa, California

Responsibilities: Responsible for all aspects of the companies operations as the primary ALS 911 provider for Mariposa County.

1994 to 1997      President / CEO / Owner  
*Mercy Air Ambulance, Hawaii*  
Honolulu, Hawaii

Responsibilities: Responsible for all aspects of the companies operation providing air ambulance service to the Islands of Maui, Hawaii (the big island), Lanai and Molokai. Service provided via Bell 222UT staffed with a pilot, Flight Nurse and Flight Paramedic.

1993 to 1997      President / CEO / Owner  
*Mercy Ambulance Service, Hawaii*  
Honolulu, Hawaii

Responsibilities: Responsible for all aspects of the companies operation providing ALS ambulance service to the Island of Oahu, Hawaii. Under contract with the City and County Honolulu 911, provided emergency ALS / BLS ambulance backup service as well as emergency and non-emergency transport to other facilities

## Professional Experience (cont.)

1991 to 1993            President / Owner / Founder  
*Sterling Medical Transport, Inc.*  
San Diego, California

Responsibilities: Responsible for all aspects of the companies operation providing BLS ambulance service for San Diego County. Upon the sale of the company to Laidlaw, the company had become a 911 backup provider for the City of San Diego Fire Department and had grown to over 2,500 calls per month.

1987 to 1993            President / Owner / Founder  
*So Cal Medical Transportation, Inc.*  
San Diego, California

Responsibilities: Responsible for all aspects of the companies operation providing non-emergency transportation service for all of San Diego County. Provided services to Dial-A-Ride, developmental disabled, Dialysis and others with a fleet of 80 vehicles.

1984 to Present        Owner / CPA - Consultant  
*Richard F. Roesch, CPA*  
Escondido, California

Responsibilities: Provide financial oversight to many clients predominantly ambulance services throughout the Western United States.

1981 to 1984            Certified Public Accountant  
*Deloitte, Haskins & Sells*  
San Diego, California

Responsibilities: Perform reviews and audits on various companies throughout San Diego County specializing in small business services.

## Education

1979                      Bachelor of Sciences - Business Administration  
San Diego State University  
San Diego, California

## Licenses / Certifications

1984                      Certified Public Accountant

**Joseph Chidley**  
Chief Executive Officer  
McCormick Ambulance

Mr. Chidley began his career in EMS in 1984 as an Emergency Medical Technician for his family owned ambulance company. His supervisory and management experience has well prepared him for the executive management of McCormick Ambulance. Under his management, McCormick Southern California has more then doubled in size.

**Professional Experience**

- |                 |   |
|-----------------|---|
| 2003 to Present | Chief Executive Officer<br><i>McCormick Ambulance</i><br>Hawthorne California   |
| 1999 to 2003    | Director of Operations/ Owner<br><i>Westmed Ambulance Inc.- Southern California</i><br>Irwindale, California<br><br><u>Responsibilities:</u> Oversee unit development and scheduling to assure resources for daily operations of Westmed and DBA McCormick Ambulance Service. Provide operational and strategic planning. |
| 1993 to 1998    | Lead Supervisor / Manager<br><i>American Medical Response - Los Angeles / North Division</i><br>Glendale, California<br><br><u>Responsibilities:</u> Responsible for the supervision of ALS and BLS ambulance crews and supervisors. Provide operational direction and planning.  |
| 1990 to 1993    | Paramedic Supervisor<br><i>American Medical Response - Glendale Division</i><br>Glendale, California<br><br><u>Responsibilities:</u> Responsible for the direct supervision of ALS and BLS ambulance crews. Provide patient care at the Paramedic level.  |
| 1986 to 1990    | Paramedic<br><i>Goodhew Ambulance Service</i><br>Los Angeles, California<br><br><u>Responsibilities:</u> Provide Paramedic level care to the sick and injured.  |

**Professional Experience (cont.)**

1984 to 1985

Emergency Medical Technician 1A  
*McCormick Ambulance Service*  
Inglewood, California

Responsibilities: Provide basic life support care and transport to the sick and injured.

### **Education**

1990

Associate of Sciences - Emergency Medical Services  
*Mount San Antonio College*  
Walnut, California

1986

Mobile Intensive Care Paramedic - EMT-P  
*Daniel Freeman Medical Center - Walter S. Graff Paramedic School*  
Inglewood, California

1984

Emergency Medical Technician - EMT-1A  
*Los Angeles County ROP*  
Lynwood, California

### **Licenses / Certifications**

California State Certified Paramedic  
Los Angeles County Paramedic Accreditation  
Riverside County Paramedic Accreditation  
Los Angeles County Paramedic Preceptor  
National Safety Council Driver Instructor

**Mike Henderson**  
Vice President of Communications  
McCormick Ambulance

Mr. Henderson began his career in EMS in 1989 as a Los Angeles City Firefighter / Emergency Medical Technician. Responsible for the day to day oversight, maintenance, planning and direction of all communication systems and operations. Mr. Henderson has a wide scope of experience which has well prepared him for the executive management of McCormick Ambulance.

**Professional Experience**

**McCormick Ambulance Inc.- Southern California (Hawthorne, California)**  
**Vice President of Communications**  
**2001 - Present**

**Responsibilities:**

- Oversee all communication operations including dispatching and computer technologies.
- Provide operational and strategic planning. Paramedic Coordinator. Rapid Emergency Deployment Team Leader.

**AMR - South Los Angeles / Orange Counties (Cerritos, California)**  
**Operations Manager**  
**1998 - 2001**

**Responsibilities:**

- Responsible for the management of all operations within the south LA area.
- Orchestrate the separation of the Orange County area and the south LA for improved performance.

**AMR - North Area – Glendale (Glendale, California)**  
**Operations Supervisor – Paramedic**  
**1996 - 1998**

**Responsibilities:**

- Oversee the day to day operations and crew performance. Perform interviews and monitor employee conduct and productivity.

**Professional Ambulance Service / AMR (Glendale, California)**  
**Paramedic**  
**1992 - 1996**

**Responsibilities:**

Provide BLS and ALS patient care to the sick and injured.  
CONTOMS Tactical Medic providing medical support to the Glendale Police Department S.W.A.T. Team.  
Coordinated the merger between Professional Ambulance and AMR.

**Los Angeles City Fire Department (Los Angeles, California)**  
**Firefighter / Emergency Medical Technician (EMT)**  
**1989 - 1991**

**Responsibilities:** Provide basic life support care and transport to the sick and injured. Fire suppression, rescue and prevention.

**Education**

1992	Mobile Intensive Care Paramedic - EMT-P Daniel Freeman Medical Center - Walter S. Graff Paramedic School Inglewood, California
1986	Emergency Medical Technician - EMT-1A Glendale ROP
1985	General Education - Fire Science <i>Glendale Community College</i> Glendale, California

**Licenses / Certifications**

Emergency Medical Technician EMT -1A & Tactical  
Mobile Intensive Care Paramedic EMT – P  
California State Licensed Paramedic  
Los Angeles County Paramedic Accreditation  
Los Angeles County Paramedic Preceptor

## **JOHN R. TEMPLAR**

Vice President Administration and Fleet Services  
McCormick Ambulance

Mr. Templar began his EMS career in 1979 working as a mechanic for Professional Ambulance in Glendale, later advancing to fleet manager for the same company. Mr. Templar went on to Regional Fleet Manager for Med-Trans. In 1997 he was promoted to Director of Fleet Operations for American Medical Response - Los Angeles County, Orange County and Ventura County. In 2003 Mr. Templar was hired by Westmed / McCormick as the Corporate Director of Fleet Services. Mr. Templar is well recognized as one of the most experienced Fleet Managers in the EMS industry.

### **Professional Experience**

2003 – Present                      Vice President Administration and Fleet  
Westmed/McCormick Ambulance Services  
Southern California

Responsible for administrative and overall fleet maintenance activities, ensuring duties and responsibilities are performed in accordance with standard operating procedures. Oversee staff to ensure proper and timely scheduling of work, coordinating manpower, facilities and equipment for safe, economical and reliable service. Budget for capital equipment; oversee stations acquisition and maintenance. Responsible for permit compliance with state and city requirements. Coordinate DHS audits and fleet annual inspections. Ensure safety and enforce environmental compliance. Accident investigation; negotiate insurance coverage. Review quality issues identifying areas for process improvement and monitoring change for effectiveness. Ensure ambulance availability for daily operation.

1997 – 2003                              **Director of Fleet Services**  
American Medical Response  
Los Angeles County

Direct the general fleet maintenance activity for over 410 ambulances. Oversee Fleet Managers and Head Mechanics, modeling team-building skills and monitor the performance and development of staff; ensure compliance with regulatory agencies and establish standards of performance; prepare reports, analyze the effectiveness of the repair facilities and recommend cost-effective modifications and improvements; ensure safe and reliable units for operation and respond to other requests as needed. Perform internal audits. Budget, purchase inventory parts & supplies; vehicle sales, and administrative services.

1995 – 1997                              **Regional Fleet Manager**  
Med-Trans  
Los Angeles, CA

Manage the preventive maintenance activities for 210 ambulances. Enforce environmental and preventive maintenance policies ensuring compliance with regulatory agencies and internal standards of operation. Resolve DMV issues and coordinate annual fleet inspections. Maintain permits compliance. Administer general maintenance policy. Enforce Preventive Maintenance policies and evaluate their effectiveness. Budgeting: responsible for the purchase of inventory parts and supplies, track and evaluate expenses. Handle work scheduling and labor relations. Enforce work standards and ensure safety. Administrative services. Perform internal audits.

1989 – 1995

**Fleet Manager**  
Professional Ambulance/MedTrans  
Glendale, CA

Manage the general maintenance of 65 vehicles. Oversee shop activity to ensure unity, minimum downtime, and maximum vehicle availability. Administer the Preventive Maintenance program. Analyze productivity and effectiveness of the maintenance facility. Handle DMV issues, permits and annual inspections. Ensure environmental compliance with Local, State, Federal agencies. Budget management. Promote safety, labor relations; maintain open communication between all management levels.

### **Education**

- 1997 Bachelor of Science in Environmental Science  
*Chadwick University*  
Birmingham, AL
- 1977 Bachelor of Science in Electromechanical Engineering  
*University Traian Vuia*  
Timisoara, Romania, Europe

### **Training and Certifications**

Interaction Management  
Compliance  
Decision Making  
Customer Service  
Budgeting  
Feedback and Recognition  
Effective Meetings  
Influencing Through Communication  
Setting Tactical Directions  
Building Trust

Safety Leadership  
Organizational Problem Solving  
Sales and Marketing  
Managing human Resources  
Managing financial Results  
Legal Side of Performance Management  
Conflict resolution  
Integrating Customer Needs  
Listening skills  
Leader as Coach

**Michael Jones**  
Managing Director  
McCormick Ambulance

**MANAGING DIRECTOR**

McCormick Ambulance  
September 2009-Present

**Responsibilities:** Oversee field operations and communications. Comply and assist with additional tasks assigned from superiors. Manage the personnel and payroll departments. Provide support for subordinate managers, supervisors and field level employees. Monitor legal compliance for all employment related items. Maintain personal certifications and staff admin response units when indicated.

**DIRECTOR OF HUMAN RESOURCES**

McCormick Ambulance  
July 2005 to September 2009

**Responsibilities:** Manage the personnel and payroll departments. Manage enrollment process and maintain employee benefits. Provide support for subordinate managers, supervisors and field level employees. Monitor legal compliance for all employment related items. Maintain personal certifications and staff admin response units when indicated.

**PERSONNEL MANAGER**

Westmed Inc./McCormick Ambulance  
October 2003 to July 2005

**Responsibilities:** Test, evaluate and interview potential employees. Hire and process employees. Manage the enrollment process for health benefits. Ensure EE certifications are current. Maintain personal certifications and staff admin response units when indicated.

**CREW CHIEF/FTO**

WESTMED AMBULANCE INC  
October 2001 to October 2003

**Responsibilities:** Perform standard functions of EMT 1-A. Orient and train new employees to ambulance operations. Maintain stations appropriately, and ensure necessary operations are delegated to appropriate employees.

**EMT 1-A/DISPATCHER**  
**GUARDIAN AMBULANCE**  
**1999-2000**

**Responsibilities:** Treatment and transportation of the sick and injured. Call intake and dispense calls to the most appropriate unit. Problem resolution when prompted. Schedule units and crews for assignment.

**EMT 1-A**  
**WESTMED AMBULANCE INC. (SOUTHERN CALIFORNIA)**  
**09/26/00-10/03/01**

**Responsibilities:** Treatment and transportation of the sick and injured.

**Education**

1996	Baldy View ROP Upland CA, 91786	EMT 1-A
1998-Present	Citrus College Glendora CA, 91741	General Ed

**LICENSES**

Emergency Medical Technician

## **Carol R. (Gunter) Meyer, BSN, MPA**

Vice President - Government Relations  
McCormick Ambulance

### **Employment History**

March 2011-Present	Vice President of Government Relations McCormick Ambulance Service
Feb 2003-Mar 2011	Director, Los Angeles County DHS/Emergency Medical Services (EMS) Agency
Mar 1994-Feb 2003	Assistant Director, Los Angeles County DHS/Emergency Medical Services (EMS) Agency
July 1984-Dec 1986	Director of Education, Los Angeles County EMS Agency Paramedic Training Institute

### **Professional Activities/Awards (Curriculum Vitae available upon request)**

- 2008 Hospital Champion Award - Hospital Association of Southern California
- Board - California Association of Public Hospitals (2007-2011)
- Board - National Association of Public Hospitals (2007-2011)
- Trauma System Award - Keck School of Medicine 2007
- EMS Fund Award - American College of Emergency Physicians, CA Chapter 2006
- Board and President - Emergency Medical Services Administrators (2003-2007)
- City of Los Angeles Homeland Security Steering Committee (2005-2007)

### **Education**

1993 - Master of Public Administration, California State University, Long Beach

1986 - Bachelor of Science in Nursing, University of Phoenix, Phoenix, Arizona

### **Military Service**

June 1972 - May 1975 - Ensign/Charge Nurse, United States Navy

## **Brian Shishido**

Vice President of Employee Relations  
McCormick Ambulance

Mr. Shishido began his career in EMS in 1984 as an Emergency Medical Technician. From providing instruction in Emergency Medical Care to providing oversight on financial and billing issues, Mr. Shishido has a wide scope of experience which has well prepared him for the executive management of McCormick Ambulance.

### **Professional Experience**

#### **Vice President of Employee Relations**

McCormick Ambulance  
2005 to Present

**Responsibilities:** Manage all aspects of employee relations. Investigates and coordinates disciplinary actions and labor disputes. Fields employee concerns, as well as requests for information, guidance, and counseling. facilitates communication between employees, management. Provides clarification of company policies, safety and health programs, and disciplinary actions.

#### **Treasurer**

Westmed Inc.  
1995 to 2005

**Responsibilities:** Oversee financial and billing record keeping to assure compliance with Federal, State and local laws and regulations. Provide operational and strategic planning.

#### **Director of Education / Quality Improvement**

Medtrans / AMR - Los Angeles / Orange Counties (Santa Fe Springs, California)  
1993 to 1995

**Responsibilities:** Responsible for the instruction of ALS and BLS ambulance crews and supervisors. Provide oversight of the Quality Improvement program.

### **Education**

1986                      Mechanical Engineering / Management of Human  
Resources  
California Polytechnic University  
Pomona, California

1984                      General Education  
Mount San Antonio Community College  
Walnut, California

### **Licenses / Certifications**

Emergency Medical Technician EMT -1A

**PHILLIP J. FAGAN, JR. M.D.**  
**McCormick Medical Director**

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**EDUCATION**

***UNDERGRADUATE:*** University of Notre Dame, September 1961 - June 1965  
215 Grace Hall, Notre Dame, Indiana 46556  
• Bachelor of Science Degree in Chemistry

University of Notre Dame, 1964 - 1965  
215 Grace Hall, Notre Dame, Indiana 46556  
• Teaching Stipend, Physiological Chemistry

***MEDICAL SCHOOL:*** Tulane University School of Medicine, September 1965 – June 1969  
1430 Tulane Avenue, New Orleans, Louisiana 70112-2699  
• Doctor of Medicine Degree

***EXTERNSHIPS:*** Southern Baptist Hospital, 1966 - 1968  
New Orleans, Louisiana  
• Blood Bank

Mercy Hospital, 1967 – 1969  
New Orleans, Louisiana  
• Laboratory Technician

Emmanuel Hospital, 1968  
Portland, Oregon  
• Department of Surgery

**POST-GRADUATE TRAINING**

***INTERNSHIP:*** Oregon Health Sciences University Medical School, 1969 – 1970  
3181 S. San Jackson Park Road, Portland, Oregon 97201  
• Rotating Internship

***CURRENT POSITIONS:*** SJD Management Services, Inc.  
1130 West Olive Avenue, Burbank, California 91506-2214  
• President, 1970 – Present  
• Medical Director, 1970 – Present

Good Samaritan Hospital  
1225 Wilshire Boulevard, Los Angeles, California 90017-2395  
• Director, Emergency Department, July 1985 - Present

Valley Presbyterian Hospital  
15107 Vanowen Street, Van Nuys, California 91405-4597  
• Director, Emergency Department, August 1999 - Present

Note: On call for all hospitals in Medical Group

**PHILLIP J. FAGAN, JR. M.D.**  
**CURRICULUM VITAE (Continued)**

***PRACTICE HISTORY:***

Established Emergency Department Physicians Medical Group, Inc. 1970 to 1998.  
Group consisted of 12 hospitals and 2 clinics with 120 physicians which merged  
with Team Physicians of California Medical Group, Inc.

Established and managed 20 clinics related to hospitals.

***CERTIFICATION:***

American Board of Emergency Medicine (ABEM) Fellow

- Diplomate, 12/23/1982 to 12/31/1992

- Recertified, 11/15/1991 to 12/31/2001

- Recertified, 11/16/2001 to 12/31/2011

American College of Emergency Physicians, Fellow, 10/26/1983 - Present

American Board of Family Practice (ABFP) Fellow

- Diplomate, 1978 to 1984

- Recertified, 1991-1998

- Recertification Examination 2003

American Academy of Family Physicians, Fellow, 1981 - Present

American College of Forensic Examiners, Diplomate, 1996 - Present

American Academy of Occupational Medicine, 1980 - Present

Certified Professional Healthcare Quality, 1993, 1995

Advanced Cardiac Life Support – Instructor

Advanced Trauma Life Support – Instructor

Pediatric Advanced Life Support

Approved Supervisor of Physician Assistants

State of California Medical Board of California

- Expert Reviewer, December 2000 – Present

***LICENSURE/FLEX:***

California License Number C 32505

Drug Enforcement Administration Number AF0012257

UPIN Number A34963

Texas SPEX Examination, 1993

Nevada FLEX Examination, 1978

Florida Medical Licensing Exam, 1978

Louisiana License Examination, 1969

**PHILLIP J. FAGAN, JR. M.D.**  
**CURRICULUM VITAE (Continued)**

***AWARDS & PRESENTATIONS:***

Good Samaritan Hospital  
Program Director and Speaker, September 1995  
• Worker's Compensation Program Moderator  
Primary Care Occupational Physician Seminar, Getting  
Employees Back to Work

Speaker for the Health Management Association on  
Capitation in a Managed Care Environment, October 1994

Recipient of the 1994 Commitment to Youth Award presented  
by The Constitutional Rights Foundation and Sports & the Law,  
November 1994

Participation in the filming of the TV segment "Health Watch."  
Airs weekdays on KCBS's "Morning Newscast."

Participation in Advanced Cardiac Life Support provider  
training/retraining courses 4 to 5 times per year at Good  
Samaritan Hospital in Los Angeles, California.

Participated in the Advanced Trauma Life Support instructor  
course at St. Joseph's Hospital and Medical center in Phoenix,  
Arizona.

***CORPORATE BOARDS:***

Board of Directors for Mercury Air Group, Inc.  
American Stock Exchange  
1989 to Present

Board of Directors  
Constitutional Rights Foundation  
1995 – Present

Board of Directors  
Southern California Organ Procurement Center  
(SCOPC)  
1999 – Present

Liga International, Inc.  
Silver Life Member

**Gareth Chin**  
Chief Information Officer  
McCormick Ambulance

Gareth Chin has been in Information Systems professionally since 1998. Beginning in 2001 he has been responsible for Westmed Ambulance's computer and networks systems. The design of Westmed Ambulance's computer systems, VOIP communications, and data reporting elements was performed by him. His duties include Information Systems team management and Reporting services design.

**Professional Experience**

- |                 |  |
|-----------------|--|
| 2003 to Present | Chief Information Officer<br><i>McCormick Ambulance</i><br>Hawthorne, California<br><u>Responsibilities:</u> Oversee and maintain all computer systems, data reporting, network design and computer technology direction. Manage data analysis and network team. |
| 2001 to 2003    | President<br><i>Geye Inc</i><br>San Dimas, California<br><u>Responsibilities:</u> Design, implement network design and security solutions. All involved corporation duties including employee management, and accounting   |

**Education**

- |      |   |
|------|---|
| 2002 | Associate of Science<br><i>ITT Technical Institute</i><br>West Covina, California |
|------|---|

**Licenses / Certifications**

Microsoft A+ certified

Window Policy Administration

**Margie Chidley**  
Director of QA/QI  
McCormick Ambulance

**Experience**

2005 to Present                      Director of QA/QI  
McCormick Ambulance

Coordinates all retrospective, concurrent and prospective quality improvement processes. Investigates all clinical issues and develops training and education programs to meet clinical needs.

02/2007 to Present                      Los Angeles County Fire Department  
Emergency Medical Services Section  
Quality Improvement Coordinator  
Senior Nurse Instructor  
Commerce, CA

- Ensure compliance with Department, County and State policies and procedures applicable to recognized standards of prehospital care
- Identify and maintain standards of care with established LEMSA prehospital care guidelines
- Develop and implement plans of correction for identified areas of need; reevaluate and revise as needed
- Determine and make recommendations for equipment/facilities/personnel needed to accomplish program goals
- Provide instruction/overview of the Quality Improvement Program, including documentation requirements of the EMS Report Form, for Los Angeles County Fire Department Paramedic Interns

10/2005 to 02/2007      Los Angeles County  
Emergency Medical Service Agency  
Office of Prehospital Care  
Nurse Educator  
Commerce,

- Implementation and Monitoring of ALS providers for compliance with Los Angeles County Prehospital Policy and Procedures
- Develop guidelines, standards and protocols for patient treatment within the Los Angeles County EMS system

- Evaluation of ALS Quality Improvement Programs for compliance with State and Local EMS system indicators

10/2002 to 10/2005                      Los Angeles County  
 Emergency Medical Services Agency  
 Office of Program Approvals  
 Nurse Educator

- Coordinator - Los Angeles County AED Program
- Administer Written and Practical (Skills) Exams for ALS and BLS Certification
- Develop and Present Lectures
- Implement/Instruct Los Angeles County Policy and Procedure for newly accredited paramedics and Mobile Intensive Care Nurses
- Review and Approve education programs (Paramedic and EMT-I)

10/2001 to 10/2002                      Los Angeles County  
 Emergency Medical Services Agency  
 Paramedic Training Institute  
 Nurse Educator  
 Commerce, CA

- Administer Written and Practical Exams
- Develop and Present Lectures/Labs
- Evaluate, Counsel and Remediate Paramedic Interns
- Provide Clinical Supervision
- Develop and Administer Special Education Projects
- Maintain Academic Records
- Perform Additional PTI Responsibilities

03/2000 – 06/2002                      Saint Francis Medical Center  
 Lynwood, CA  
 RN, MICN, Pre-Hospital Care Coordinator

- Quality Assurance and Improvement - Established baselines, implemented, tracked and trended indicators relevant to Los Angeles County Prehospital Care policy and procedures.
- Planned and provided various continuing education courses related to emergency medicine and prehospital care to Paramedics and MICN's – Meeting at least the minimum of the mandated 10 CE hours each month.
- Trained and precepted new MICN's – including remediation, as needed.
- Maintained paramedic radio.

## Education

1996 - 1997    Compton Community College  
 Compton, CA  
 Associate Science Degree in Nursing

**Scott Engelmann**  
Marketing Manager  
McCormick Ambulance

**Experience**

**McCormick Ambulance**

Marketing Manager: ('09-'09)

Personnel Manager: ('09-'11)

- Managing the marketing and business to business relations between McCormick Ambulance and all operating facilities within its operational zone.
- Coordinating private event staffing for ALS and BLS personnel standbys and specialty transports.
- Management of new hire processing, benefit administration, insurance administration, personnel files, backgrounds, and status changes.
- Operations as a field EMT.

**Vincient's**

Server

08/03-02/04, 01/08-07/08

- Bartending and serving clients.
- Food preparation and service for catered events.

**Nordstrom**

Sales: ('05-'06)

- Assisting customers with merchandise in Men's Sportswear by developing all aspects of the sale.
- The first season of work was exclusive to Men's Sportswear.
- The second season of work included the winter holiday and I was given the opportunity to work two departments and was the top sales representative for the sales period.

**Education & Professional Training:**

- Graduate from San Diego State University, Business Marketing. (2009)
- San Diego State Deans List
- Vice President of Events Planning SDSU American Marketing Association
- International Education at University South Australia
- Marketing research analyst for Rock lobster Seafood Adelaide Australia.

**Lucas Thompson**  
Employee Development/Risk & Safety Manager  
McCormick Ambulance

**Experience**

January 2002- Present      **McCormick Ambulance**  
Employee Development/Risk & Safety Manager

Facilitates new hire process, including;

- Oversees and Develops New Hire orientation
- Skills Orientation
- Introduction to company and expectations
- Classroom Orientation
- Company Policy/Procedures
- OSHA compliance
- AED training
- CEVO video training course
- ePCR training
- Remedial/On-going training
- EVOC cone course
- Map training
- ePCR
- Introduction of new equipment (gurney, pedi-mate, etc...)
- Tracking driver eligibility
- Oversee EPN (DMV Employer Pull Notice)
- Vehicle contact investigations
- Risk & Safety
- Oversee quarterly OSHA station inspections
- Track all employee exposure/injuries (OSHA 300 log)
- Facilitate procedures for the OSHA 300A log
- Oversee Injury Illness prevention program
- MSDS log

December 2001- January 2002      **Westmed Ambulance**  
EMT/Crew Chief/FTO

- Provide high quality patient care and emergency responses throughout Los Angeles County.
- Supervision of day to day operations of station 8. Ensure station supplies are stocked and all station and ambulance duties are performed daily.
- Supervise and coordinate training for new hire EMT's.

September 1998- December 2001

**American Medical Response  
Operations Supervisor/Risk & Safety  
Coordinator**

- Responsible for the day to day 911 operations in the Orange county Divisions.
- Supervise and coordinate 40-60 EMT's and roughly thirty ambulances.
- Implementation of the Risk & Safety program in the Orange County Divisions, ensure OSHA compliance in the surrounding stations.

July 1997- September 1998

**American Medical Response  
EMT**

- Provide high quality patient care and emergency responses throughout Los Angeles and Orange Counties.

**Education & Professional Training:**

- Chaffey College. (1994-1997)
- Mt. San Antonio College EMT-I
- Certified CPR Instructor
- Certified CEVO II Instructor
- ICS 100, 200, 288

*NAME*

Patrick Macy Vukadinovich



*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department.

*PROFESSIONAL EXPERIENCE*

November 2010 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
October 2009 – November 2009: Pancreatic Cancer Action Network – Temp Data Entry  
September 2008 – January 2009: Pancreatic Cancer Action Network – Data Entry  
June 2007 – July 2007: Pancreatic Cancer Action Network – Temp Mail Room Clerk

*EDUCATION*

El Camino College – Emergency Medical Technician course  
El Camino College – In Progress: Degree in Fire Technology  
Mira Costa High School – HS Diploma

*NAME*

Jason Dean Akins



*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Able to type 30 WPM on a computer and possess basic knowledge of Windows and Microsoft Word, as well as proficiency with electronics.

*PROFESSIONAL EXPERIENCE*

April 2006 - Present: McCormick Ambulance – EMT-1 Driver and Attendant

June 2004 - April 2006: Gerber Ambulance – EMT-1 Driver and Attendant

June 2003 - June 2004: The Home Depot - Cashier

May 2001 – June 2003: Target - Cashier/Cart Attendant

*EDUCATION*

El Camino College - Currently in progress: Degree in Advanced Mathematics

Redondo Union High School - High School Diploma

*NAME*

Mark Devon Barr

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Excellent verbal and written communication skills, great customer service skills, and extremely well organized. Enthusiastic learner with a strong work ethic and the ability to adapt to diverse environments.

*PROFESSIONAL EXPERIENCE*

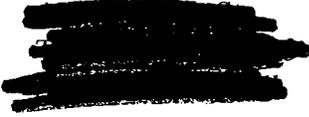
August 2008 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
February 2008 – August 2008: Ralphs Grocery Store – Cashier/Courtesy Clerk  
June 2007 – October 2007: Wholesale America Mortgage – Telemarketer  
September 2006 – April 2007: Verdugo Physical Therapy, Inc. – Physical Therapy Aide

*EDUCATION*

Citrus College – Emergency Medical Technician Course  
UC Santa Barbara – B.S. Biological Sciences  
Canyon High School – High School Diploma

*NAME*

Kenneth Raul Campos



*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-P License, AHA CPR for Healthcare Provider, AHA ACLS Provider, AHA PALS Provider, American Academy of Pediatrics PEPP, California Ambulance Driver Certificate, and valid CDL. Fire Explorer with the Los Angeles County Fire Department and excellent knowledge of service area, including the city of Torrance.

*PROFESSIONAL EXPERIENCE*

March 2008 – Present: McCormick Ambulance – EMT-P Driver and Attendant  
September 2007 – March 2008: Gerber Ambulance – EMT-1 Driver and Attendant  
January 2006 – August 2006: Minuteman Parking Company – Valet/Doorman

*EDUCATION*

El Camino College – Business Administration/Fire Technology  
Los Angeles Harbor College – General Education  
North High School – High School Diploma

*NAME*

Phillip June Cook

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Fluent in Korean.

*PROFESSIONAL EXPERIENCE*

November 2006 – Present: McCormick Ambulance - EMT-1 Driver and Attendant  
September 2006 – November 2006: AMR – EMT-1 Driver and Attendant  
September 2001 – August 2006: Swissport Corporation – Ramp Operation Manager  
November 2000 – September 2001: Atlas Air Group – Ramp Team Leader  
November 1999 – July 2000: Shell Gas Company – Sales Manager

*EDUCATION*

El Camino College – Undecided  
Torrance Unified School District – High School Diploma

*NAME*

Erica Christen Hays

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Excellent computer skills and Haz-Mat First Responder certified.

*PROFESSIONAL EXPERIENCE*

December 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

July 2007 – September 2009: Dick's Sporting Goods – Sales/Stock Merchandiser

April 2008 – June 2008: Ace Medical – Temp File Clerk

September 2005 – June 2007: Critter Corral Pet Shop – Sales/Customer Service

*EDUCATION*

CIEMT – Emergency Medical Technician Training Course

SCROC Torrance – First Responder Course

El Camino College – Currently in Progress: Degree in Fire Technology

El Segundo High School – High School Diploma

*NAME*

Marcus Daniel Jacobs

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

August 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

January 2004 – August 2009: Da'mbrosi Construction – Labor Worker

May 2008 – December 2008: Valley Wide Premier Properties – Real Estate Agent

September 2007 – September 2008: My Big Fat Greek Restaurant – Waiter

May 2007 – August 2007: Ra Sushi - Waiter

*EDUCATION*

El Camino College – Emergency Medical Technician course

Arizona State University – Unknown Major

Peninsula High School – HS Diploma

*NAME*

Jake Robert Herron

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, American Red Cross CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

September 2010 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

2008 – 2009: AP Construction – Delivery Driver

2005 – 2009: Redondo Marine Hardware – Sales/Customer Service

*EDUCATION*

El Camino College – Fire Safety and Technology

Santa Barbara City College – Fire Safety and Technology

Miracosta High School – High School Diploma

*NAME*

Aaron Thomas James  
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*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department.

*PROFESSIONAL EXPERIENCE*

February 2006 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

August 2005 – February 2006: APT Ambulance – EMT-1 Attendant

July 2005- September 2005: Lane Building and Design – Laborer

April 2005 – July 2005: Coldstone Creamery – Cashier

*EDUCATION*

El Camino College – Degree in Fire Technology

Redondo Union High School – HS Diploma

*NAME*

Sean Thomas Kratt

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Torrance Fire Department C.E.R.T. Volunteer.

*PROFESSIONAL EXPERIENCE*

February 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

February 2007 – February 2009: Self-Employed – Finish Carpentry

August 2005 – March 2007: Jon Kratt – Journeyman/Sub-Contractor

April 2004 – August 2005: Mike Reynolds – Cabinet/Furniture Builder

*EDUCATION*

El Camino College – Degree in Fire Technology

Rim of the World High School – HS Diploma

*NAME*

Nicholas Lam

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. EMT and CPR Instructor. Ability to type 80 WPM, and able to speak some Spanish.

*PROFESSIONAL EXPERIENCE*

March 2008 – Present: McCormick Ambulance – EMT-1 Driver and Attendant/FTO

April 2009 – Present: UCLA – EMT Instructor

April 2007 – April 2008: Sushi Station – Assistant Chef

January 2003 – January 2007: Fremont Coffee - Barista

*EDUCATION*

UC Riverside – B.A. Business and Economics

Fremont High School – HS Diploma

*NAME*

Ralph Lopez Jr.

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Los Angeles County Fire Department Explorer for five years and able to speak some Spanish.

*PROFESSIONAL EXPERIENCE*

July 2002 – Present: McCormick Ambulance – EMT-1 Driver and Attendant/FTO  
July 2001 – Unknown: Torrance Fire Department – Specialist  
December 2001 – May 2002: Northrop Fire Department – Firefighter  
January 2001 – February 2002: AMR – EMT-1 Driver and Attendant  
August 2001 – December 2001: El Camino College – Instructor Assistant for EMT Course

*EDUCATION*

El Camino College – Fire Science Courses taken  
Carson High – HS Diploma

*NAME*

Daniel Lozano

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Able to read and write Spanish.

*PROFESSIONAL EXPERIENCE*

August 2008 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

February 2007 – May 2008: Albertsons Grocery Store – Bakery Department

September 2006 – February 2007: Plasma Technology – Maintenance Worker

*EDUCATION*

El Camino College – Emergency Medical Technician Course

Maric College

Torrance High – HS Diploma

*NAME*

John Scott Marinovich, Jr.

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

June 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

July 2008 – March 2009: Liberty Appliance – Appliance Installer

January 2008 – June 2008: Lucille's BBQ Restaurant – Front Desk/Takeout

June 2007 – September 2007: Evenflow Mechanical – HVAC Installer

*EDUCATION*

CIEMT – Emergency Medical Technician Course

Kennedy High School – HS Diploma

*NAME*

Christopher Charles Nader

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

February 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
January 2006 – April 2008: Bally's Total Fitness – Sales Representative/Fitness Coach  
March 2001 – February 2009: Nader's Furniture – Shipping and Receiving  
Manager/Property Manager

*EDUCATION*

California State University Fullerton – B.S. in Kinesiology with an emphasis in Physical Therapy  
Mary Star of the Sea High School– HS Diploma

*NAME*

Jonathon Joseph Neu

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

May 2010 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

June 2007 – June 2009: John A. Neu Insurance Services – Office Manager

September 2006 – May 2007: Best Buy – Computer Sales

February 2006 – April 2006: Comp USA – Sales/Customer Service/Inventory

October 2005 – January 2006: Best Buy – Sales/Inventory

*EDUCATION*

El Camino College – Currently in Progress: Undecided

West High School – HS Diploma

*NAME*

Todd Christopher Pearson

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-P License, AHA CPR for Healthcare Provider, AHA ACLS Provider, AHA PALS Provider, American Academy of Pediatrics PEPP, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

September 2007 – Present: McCormick Ambulance – EMT-P Driver and Attendant  
June 2010 – August 2010: Torrance Fire Department – Firefighter Trainee  
September 2009 – April 2010: Manhattan Beach Fire Department – Fire Inspector  
October 2008 – April 2010: Manhattan Beach Fire Department – Paid-Call Firefighter

*EDUCATION*

P.T.I. – Paramedic Program  
El Camino College – El Camino Fire Academy  
U.C. Colorado – Bachelors Degree in Advertising  
Rolling Hills High School – HS Diploma

*NAME*

Jonathan Lawrence Reyes

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. El Camino Fire Academy Graduate. Certified Haz-Mat First Responder, as well as State Certifications in Auto Extrication, Confined Space and Trench Rescue.

*PROFESSIONAL EXPERIENCE*

April 2007 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
December 2005 – April 2007: Rascals Teriyaki Grill – Cashier/Customer Service  
February 2005 – December 2005: Calvary Chapel South Bay – Janitorial/Maintenance  
April 2004 – February 2005: Service Center – Mechanic  
February 2004 – April 2004: Calvary Baptist Church Gardena – Janitorial/Maintenance

*EDUCATION*

El Camino College – Fire Technology  
Torrance High – HS Diploma

*NAME*

Sumitr Saetan

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department. El Camino Fire Academy graduate.

*PROFESSIONAL EXPERIENCE*

March 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
October 2008 – March 2009: MedReach Ambulance – EMT-1 Driver and Attendant  
September 2007 – October 2008: Hows Market – Bagger/Floor Clerk

*EDUCATION*

El Camino College – Degree in Fire Technology  
West High – HS Diploma

*NAME*

Daniel James Saldivar

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department.

*PROFESSIONAL EXPERIENCE*

January 2008 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
November 2006 – January 2008: Compton Fire Department – Ambulance Operator  
December 2005 – April 2007: Starbucks Coffee Company – Barista

*EDUCATION*

Carson High School – HS Diploma

*NAME*

Ted Daemyung Shin

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*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Bilingual communication in Korean. El Camino Fire Academy graduate.

*PROFESSIONAL EXPERIENCE*

October 2010 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
April 2009 – October 2010: Captek Softgels International – GMP Documentation  
March 2009 – October 2010: Prinstar Promotions – Technician  
June 2008 – March 2009: AlphaChem USA – Warehouse Manager/Sales Assistant  
June 2003 – October 2010: Prinstar Printing Co. – Film Prep/Sandblaster  
June 2003 – October 2005: I.Q. Tutorial Centers – Driver/Tutor

*EDUCATION*

Cal State University Los Angeles – B.S. in Fire Protection and Administration  
El Camino College – A.S. in Fire Technology  
North Torrance High School – HS Diploma

*NAME*

Austin Christopher Smith

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Completion of FEMA IS-802, IS-200, IS-700 and CEVO 3.

*PROFESSIONAL EXPERIENCE*

January 2007 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

May 2009 – May 2010: Patriot Ambulance – Dispatcher

Jan 2008 – May 2009: McCormick Ambulance – EMT-1 Driver and Attendant

March 2006 – January 2008: APT Ambulance – EMT-1 Driver and Attendant

June 2004 – March 2006: Vons Market – Courtesy Clerk

*EDUCATION*

El Camino College – In Progress: Fire Technology

Mira Costa High School – HS Diploma

*NAME*

Cordero John Smith

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department.

*PROFESSIONAL EXPERIENCE*

August 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
May 2008 – August 2009: SeaLab – Crew Supervisor/ Animal Care Provider

*EDUCATION*

El Camino College – In Progress: Fire Technology  
El Camino High School – HS Diploma

*NAME*

Randall Jacob Sossaman

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

August 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

July 2008 – August 2009: Ralphs Grocery Store – Courtesy Clerk

March 2006 – July 2008: Lake Havasu Aquatic Center - Lifeguard

*EDUCATION*

El Camino College – In Progress: Undecided

Lake Havasu High School – HS Diploma

*NAME*

Ryan Christopher Spencer-Gardner

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL.

*PROFESSIONAL EXPERIENCE*

November 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
June 2006 – August 2009: Aloha Beach and Surf Camp – Counselor/Surf Instructor  
April 2007 – May 2009: Rico De Alba – Bouncer/Bar-Back  
August 2006 – April 2009: 24Hr Fitness – Customer Service/Cashier  
February 2003 – February 2005: Olivas Park Golf Course – Range Attendant

*EDUCATION*

El Camino College – In Progress: Undecided  
City of Angels High School – HS Diploma

*NAME*

Nicholas Errett Temple

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department. Working as a teacher's assistant at the El Camino College Emergency Medical Technician program, also a mentor for the El Camino Fire Academy.

*PROFESSIONAL EXPERIENCE*

September 2009 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

February 2008 – October 2008: South Bay YMCA – Swim Instructor

April 2007 – December 2008: Adventure 16 – Sales Associate

*EDUCATION*

El Camino College – A.S. in Fire Science

Torrance High School – HS Diploma

*NAME*

Bryan James Van Fleet

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Received Excellent Citizenship in high school.

*PROFESSIONAL EXPERIENCE*

November 2006 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

February 2006 – November 2006: Marie Callender's Restaurant – Server/Cashier

*EDUCATION*

El Camino College – In Progress: Degree in Fire Technology

North High – G.E.D.

*NAME*

Anne Victoria Walsh-Cole

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Previous experience as a Fire Explorer with the Los Angeles County Fire Department. Certified Haz-Mat First Responder.

*PROFESSIONAL EXPERIENCE*

November 2010 – Present: McCormick Ambulance – EMT-1 Driver and Attendant  
February 2008 – July 2008: The Veggie Grill – Server/Cashier

*EDUCATION*

El Camino College – Degree in Fire Technology  
Mira Costa High School – HS Diploma

*NAME*

Jessica Jacqueline Wellman

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. "Medically fluent" in Spanish.

*PROFESSIONAL EXPERIENCE*

May 2010 – Present: McCormick Ambulance – EMT-1 Driver and Attendant

July 2009 – May 2010: The Tanning Spa – Sales Representative/Airbrush Technician

September 2008 – January 2010: CSU Long Beach Resource Center – Academic Advisor

January 2008 – September 2008: Kick It Up – Dance Instructor

June 2006 – September 2008: Sport Chalet – Sales/Customer Service

*EDUCATION*

CIEMT – Emergency Medical Technician course

California State University Long Beach – B.S. in Kinesiology

Palo Verde High School – HS Diploma

*NAME*

Henry Jovon Young

*OBJECTIVE*

Provide emergency pre-hospital care and transport of the sick and injured.

*QUALIFICATIONS*

Currently in possession of EMT-1 Certification, AHA CPR for Healthcare Provider, California Ambulance Driver Certificate, and valid CDL. Certified Haz-Mat First Responder. Completed three years in Fire Instruction, Recruitment, and Education Program.

*PROFESSIONAL EXPERIENCE*

November 2007 – Present: McCormick Ambulance – EMT-1 Driver and Attendant/Associate Field Supervisor

April 2005 – November 2007: Best Buy – Sales Professional

*EDUCATION*

Carson High School – HS Diploma

## **McCormick New Hire Selection, Orientation and Training**

- New Hire Selection, Orientation and Training
- EMT Trainee Checklist
- EMT Daily Shift Evaluation
- EMT Final Evaluation
- CEVO Ambulance Operator Class
- Daily Driver Evaluation Checklist

## **McCormick New Hire Selection, Orientation and Training**

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McCormick prospectively ensures clinical quality by selecting only high caliber EMS professionals to provide patient care. McCormick is an equal opportunity employer with recruitment policies that encourage a diverse workforce whose members demonstrate honesty, skill, professionalism, compassion and dedication to patients. The company seeks the best qualified applicants using a wide variety of recruitment methods including newspaper advertising and EMS career presentations at the following local and regional EMT and paramedic training sites:

- El Camino College
- Pasadena Community College
- UCLA Office of Prehospital Care
- Baldy View ROP
- Citrus College
- Harbor College
- CIEMT

The company currently employs 280 employees, maintaining an employee turnover rate significantly better than the ambulance industry average of approximately twenty-eight percent (28%). McCormick has applications on file from approximately one 150 qualified, allowing the company the luxury of extremely selective hiring standards.

### **HIRING PROCESS**

McCormick screens all applicants through a four (4) -step hiring and orientation process that ensures medical protocol compliance and clinical competence from the first day a new employee works on one of the company's ambulances. McCormick runs a full DMV background check, performs drug testing and

physical agility testing and administers a written clinical protocol test and an oral interview before extending an employment offer. During a two (2)-day classroom orientation program, new hires receive education and information regarding all employment requirements and performance expectations.

McCormick, under the direction of the company's medical director, Dr. Phillip J. Fagan, strictly observes the Los Angeles County Department of Health Services (DHS) Prehospital Care Manual that describes the County's Field Protocols and the scope of practice for paramedics and EMTs. Dr. Fagan is directly involved in the clinical quality improvement process at McCormick, from the recruitment, hiring and orientation of employees through protocol review, patient care data analysis, performance recognition and re-education.

McCormick documents recruitment, hiring and orientation milestones for each field employee. Additionally, the company makes regular informal employee performance observations, tracks clinical performance and conducts formal work performance reviews on an annual basis. The location of these records is located in the Human Resources department at our main office in Hawthorne and is available for review.

### **PRE-EMPLOYMENT SCREENING/HIRING STANDARDS**

McCormick has adopted the hiring standards and qualifications required by the State of California and the County of Los Angeles for EMT and paramedic personnel. All prospective applicants must meet the following standards:

- Be of good moral character
- Be competent in the knowledge and skills required for the position
- Be free of any criminal convictions that would prevent EMS employment
- Pass a physical skills examination
- Be at least eighteen (18) years of age with an acceptable driving record.
- Have all certifications and/or licenses required for the position

Employment opportunities are and shall be open to all qualified applicants solely on the basis of their education, experience, aptitude, insurability, and abilities. The assessment process includes a written evaluation, a mapping/navigation test, an oral interview and a physical abilities test. Applicants considered for a position are evaluated by a physician and undergo a background investigation.

## **ORIENTATION AND TRAINING**

New hires attend a McCormick two day classroom orientation program consisting of the following elements:

- Introduction to the company
- Policies and Procedures
- Attitude and professional conduct
- Hazardous Communications training
- Safety training
- OSHA-required TB testing and fitting of PPE
- Gurney, lifting, and equipment training
- Documentation training including HIPAA training
- Tour of company facilities

Upon completion of the classroom orientation program, a field training officer is assigned to oversee the new hire's on-the-job training. This process lasts approximately three (3) weeks and includes the following elements:

- Ambulance ride-alongs and field evaluation
- Area orientation
- Map reading and radio operations training
- Driver training

The following is a detailed description of the McCormick new hire orientation and training process;

## **ORIENTATION PROGRAM DAY 1**

1. Welcome and introduction to the company
2. Policies and procedures review
3. Benefits session
4. Billing and clinical paperwork
5. Tour

### **MODULE 1: WELCOME**

*Tasks to be completed prior to session:*

- Packets completed for each new employee including all of the necessary paperwork for adding the employee to Health EMS and payroll.
- Name tags prepared and ready.
- Pens, pencils, and note pads organized for each participant.
- Morning refreshment and food service ordered and set up.
- Room arranged appropriately including all audiovisual equipment, lighting, seats, tables, microphone, podium, etc.

**Purpose.** The purpose of this session is to have a senior executive welcome the new employees to the company. The executive personally introduces him or herself to each new person in the room and presents a short prepared speech. The speech should include:

- Personal introduction and the executive's history with the company.
- Importance of employees to the company.
- Describe several programs showcasing employee involvement and impact.
- Discuss future of the company

### **MODULE 2: POLICY AND PROCEDURES REVIEW**

*Tasks to be completed prior to session:*

- Copies of written rules, policies and procedures other than in the handbook.
- Have evaluation forms.

**Purpose.** The purpose of this session is to discuss hazardous communications, safety and work rules, performance expectations, and work standards. This module is more of a question and answer session than a formal presentation. Trainees are encouraged to ask questions about any work-related matter of concern to them.

Prior to ending the session, the company's commitment to fair treatment should be stressed. Policies regarding smoking, dress standards, harassment, and substance abuse are highlighted.

*Tasks to be completed after the session:*

- Follow-up issues raised if appropriate.

### **MODULE 3: BENEFITS SESSION**

*Tasks to be completed prior to session:*

- Collate benefits packets containing information and enrollment forms for each new employee
- Have an employee handbook for each participant.
- Schedule additional staff to assist.

**Purpose.** This session is conducted by the human resources department. Unlike a stand-up presentation, this is a working session. Each topic and related forms is introduced and explained. There will be several HR representatives available for questions and to collect the forms after it is completed.

The session will address the following in detail and encourage questions at any point:

- Complete the required first-day paperwork such as the 1-9.
- Explain insurance types and choices.
- Explain pension and retirement plans and options including savings plans.

The following benefits are explained and the participants directed to the benefit's handbook or other explanatory material for more information.

- Paid time off, such as vacation, sick, holiday and personal days.
- Pay processing including pay days, how pay is distributed, and automatic deposit.
- Training and development programs, job postings, and opportunities including education reimbursement.
- Unpaid leaves and how they may be requested.
- Performance evaluation and salary administration systems.

Time is set aside at the conclusion for a question and answer session.

Employees are advised as to who may be contacted after the orientation session is over for further information.

*Tasks to be completed after the session:*

- Review all paperwork to be sure it is complete.
- Follow-up for paperwork that was not completed.
- Process paperwork.

## **MODULE 4: BILLING AND CLINICAL PAPERWORK**

*Tasks to be completed prior to session:*

- Packets completed for each new employee including all of the necessary patient care reports, documentation aids, and supporting paperwork.
- Pens, pencils, and note pads organized for each participant.
- Room arranged appropriately including microphone and podium.

**Purpose.** This session is conducted by the billing manager. Unlike a stand-up presentation, this is a working session. The patient care report, documentation aids, and related forms will be introduced and explained. Sample scenarios will be presented in which the students will document billing information, treatment, and clinical narratives. In addition, HIPAA regulations and policy will be examined. Questions are strongly encouraged throughout this module.

*Tasks to be completed after the session:*

- Review of all completed mock documentation

## **MODULE 5: TOUR**

*Tasks to be completed prior to session:*

- Remind managers and security of each area about the tour and the number of groups and participants.
- Recruit tour guides from the management and professional ranks.
- Break the orientation group into smaller tour groups of four to five employees.
- Prepare a script for each tour guide.

**Purpose.** The tour group is shown all of the major work areas at the facility including billing, dispatch and fleet services. This is an opportunity to point out emergency exits and off limit areas. Use the tour to reinforce work rules such as "no visitors" areas. A manager from each area visited should briefly welcome the group and explain the work that occurs in that area.

*Tasks to be completed after the session:*

- Send a note of thanks to managers and tour guides.

## **ORIENTATION PROGRAM DAY 2**

### **MODULE 6: SKILL TRAINING**

*Tasks to be completed prior to session:*

- Recruit field training officers.
- Secure ambulance and equipment
- Break the trainees into smaller groups of four to five employees.

**Purpose.** The trainees are to be taught the use of commonly used medical hardware.

Under the direction of field training officers, the trainees will be instructed in the use of the following equipment, medical devices, and procedures:

- TB testing and fitting of PPE
- Lifting techniques
- Gurney
- Stairchair
- Traction Splint
- Oxygen adjuncts and administration
- Vehicle extrication
- AED
- Vital Signs
- Assisting with IV intervention

*Tasks to be completed after the session:*

- Assign recruits to their field training officers

## **ORIENTATION PROGRAM DAYS 3 to 7 (Field Training)**

### **MODULE 7: FIELD TRAINING**

*Tasks to be completed prior to session:*

- Assign field training officer
- Assign shift
- Fill out the trainee information field of the evaluation forms.

**Purpose.** Under the direction of an assigned field training officer, the students will be instructed and evaluated in the following areas:

- Quality of work (mapping, paperwork)
- Knowledge of job/skills
- Judgment
- Appearance
- Ability to use and locate all supplies and equipment on the ambulance
- Participation in station duties
- Safety
- Relationship/interaction with crew, patients, fire department

*Tasks to be completed after the session:*

- Document on the EMT Daily Shift Evaluation and EMT Trainee checklist the students performance.
- Review the development and training needs of the student
- Develop an action plan for improvement if necessary

## **ORIENTATION PROGRAM DAYs 8 to 9**

### **MODULE 8: DRIVER TRAINING**

*Tasks to be completed prior to session:*

- Successful completion of field training
- Successful completion of ambulance operators defensive driving classroom module and emergency vehicle operators course.
- Fill out the trainee information field of the evaluation forms

**Purpose.** Under the direction of an assigned field training officer, the trainees will be instructed and evaluated for the following driving skills:

- Company policies and procedures
- Knowledge of traffic laws
- Appropriate decision making
- Demonstration of due regard
- Code 3 intersection procedures
- Defensive driving
- On scene parking
- Driving with patient comfort in mind
- Knowledge of response area

*Tasks to be completed after the session:*

- Document on the Daily Driver Shift Evaluation checklist the trainees performance.
- Review the development and training needs of the trainee
- Develop an action plan for improvement if necessary

## **PROBATION PERIOD**

A new employee is on probation for the first 90 days of employment. All new employees go through a training period of seven (7), ten (10) hour shifts. During this period of time, the employee is monitored by a field training officer who tests the employee's ability to perform to the company's expectations. Areas of proficiency that are evaluated include the knowledge of company policies and procedures, patient care and treatment skills, equipment usage, area familiarization, teamwork and basic performance.

## **REMEDICATION**

If an employee is found to be performing below acceptable standards, every effort is made to provide additional training to improve the employee's performance. Trainees will be giving additional shifts and/or assigned to another field training officer if their skills don't meet company standards. Employees who have successfully passed training but begin to exhibit substandard company work standards are referred to a field training officer or employee development manager for remedial training. Common areas of substandard performance such as patient care documentation and driving skills have regularly scheduled paid company classes.

## **PERSONNEL EVALUATIONS**

It is the policy of McCormick to conduct comprehensive and timely employee evaluations. Evaluations provide a forum for reviewing the employee's performance on an annual basis. Managers can discuss performance with employees and reward exceptional performance or discuss a plan for improvement when performance has been sub-standard. Evaluations are

provided for both employees and managers. Managerial evaluations are conducted by senior managers, including the company's Chief Executive Officer. Performance rewards may include a pay increase, a salary adjustment or a performance bonus. The evaluation is documented on a performance evaluation form and kept as part of the employee's file. A copy is provided to the employee.

### **IN-SERVICE TRAINING AND EDUCATION**

McCORMICK Ambulance provides all employees with access to in-service training and continuing education. In-service training includes policy and procedure updates, training on new equipment prior to deployment, proficiency training and skills development. Management and supervisors are provided access to management development training through the various ambulance association and professional management programs.

### **EMT CERTIFICATION TRACKING AND RENEWAL PROCESS**

McCormick Ambulance has introduced the Health EMS program as a means of tracking certifications for employees. When an employee is hired, all credentials including validation dates, are inputted into the system. The EMS/Human resources secretary runs weekly reports which flag EMTs and paramedics license/certification expiration dates at 90, 60, 30, and 0 (expired) days. These reports go out to the field supervisors who are in charge of those specific individuals. McCormick Ambulance refers employees to different local EMS training programs to maintain their certifications and licenses.

**EMT Trainee Checklist**

TRAINEE NAME	BADGE #	TODAY'S DATE
LOCATION/DIVISION		START DATE

SUPERVISOR/FTO	BADGE #
SUPERVISOR/FTO	BADGE #

	N.A	Fail	Improve	Standard	Above
<b>I. Uniform Requirements / PPE</b>					
General Personal Standards (Policy 3004)	0	1	2	3	4
Uniform Classes and Policy (SOP 118)	0	1	2	3	4
Personal Protective Equipment (SOP 118 and Safety 12.10)	0	1	2	3	4
<b>II. Scheduling and Notification Procedures</b>	N.A	Fail	Improve	Standard	Above
Dispatch Notification Procedures	0	1	2	3	4
- Important telephone numbers (Policy 2008 and 3003)					
- Delays in ETA/On Scene (SOP 103)					
- Change in Patient Destination (SOP 107.1)					
- 911 Activation (SOP 107.2)					
- Any unusual occurrence (SOP 116)					
Calling in Sick (Policy 3003)	0	1	2	3	4
Shift Trade Requests (Policy 2008)	0	1	2	3	4
Vacation (PTO) Requests (Policy 3003.2 and 3003.3)	0	1	2	3	4
<b>III. Employee Injury / Exposure / Safety</b> <small>(Safety Training Checklist Form A-176 must also be filled out)</small>	N.A	Fail	Improve	Standard	Above
Employee Exposure Control Plan	0	1	2	3	4
- MSDS Sheets (Safety 2.10)					
- Infection Control Plan (Safety Chapter 12)					
- Bloodborne Pathogen Exposure Procedure (Safety 13.50)					
- Airborne Pathogen Exposure Procedure (Safety 14.40)					
Supervisor Notification	0	1	2	3	4
- Supervisor Telephone numbers					
- Contact through Dispatch					
Employee Injury/Illness Reporting (Policy 5015 and Safety Chapter 15)	0	1	2	3	4
- Injury/Exposure Package					
- Medical Follow-Up					
Hazard Reporting (Safety 2.50)	0	1	2	3	4
Evacuation Procedures (Safety 10.30)	0	1	2	3	4
Emergency Action Plan (Safety Chapter 10)	0	1	2	3	4
- Hazardous Materials					
- Fire					
- Earthquake					
- Terrorism					

IV. Station Care and Policies	N.A	Fail	Improve	Standard	Above
Housekeeping Procedures - Daily Cleaning Routine (Policy 4005 and SOP 114) - Daily Station Safety/Maintenance Check sheet (Safety 3.40)	0	1	2	3	4
Supplies and Storage (SOP 114)	0	1	2	3	4
Locking Policy (Policy 4003 and SOP 114)	0	1	2	3	4
Sleeping Policy (SOP 118.5)	0	1	2	3	4
Station Attire (SOP 118) - Proper uniform during business hours - Appropriate sleeping attire	0	1	2	3	4
V. Communication Procedures	N.A	Fail	Improve	Standard	Above
Radio Procedures (SOP 109) - Clear Text - Proper radio etiquette	0	1	2	3	4
Nextel Operations (SOP 109.7)	0	1	2	3	4
VI. Patient Documentation/Billing	N.A	Fail	Improve	Standard	Above
Patient Care Report (ePCR) Form SH6001 (SOP 305) - Necessity for Ambulance Transport/Medical Narrative - Proper documentation of clinical procedures - Required Signatures - Additional documents required to be turned in with PCR.	0	1	2	3	4
Use of Medical Necessity Documentation Aid Form D-110 (SOP 305.2) and how it relates to medical narrative.	0	1	2	3	4
Physician Certification Statement Form C-113 (SOP 306) - Types of runs required on - Reason for this certification	0	1	2	3	4
Advanced Beneficiary Notice Form C-112 (SOP 306.7) - Criteria/types of runs required on - Reason for this release	0	1	2	3	4
Medi-Cal private documentation (SOP 306.8) - Types of runs required on - Reason for this certification	0	1	2	3	4
EMS Report From page 2, Form H-1193-1 (SOP 306.9) - Types of runs required on - Reason for this EMS form	0	1	2	3	4
Restraint Application Form C-218 (SOP 306.95) - Types of runs required on - Reason for this certification	0	1	2	3	4
VII. Lifting Techniques	N.A	Fail	Improve	Standard	Above
Proper Lifting Techniques (Safety 9.97)	0	1	2	3	4
Lifting Techniques (SOP 302) - Sheet Methods - Break-away flat - Two-person Carry - Georgia Street	0	1	2	3	4
Lift Assist Options (SOP 301)	0	1	2	3	4

V. Gurney Operations	N.A	Fail	Improve	Standard	Above
Gurney Operations (Stryker) - Loading and unloading - Raising and lowering	0	1	2	3	4
Gurney Operations (Stryker Bariatric)	0	1	2	3	4
Gurney Operations General - Proper positioning at Bedside - Tight Quarters - Moving Over Rough Terrain	0	1	2	3	4
Stair Chair	0	1	2	3	4
Patient Safety - Use of Seat Belts (SOP 302.5 and Safety 9.965) - Proper Use of Handrails (SOP 302 and Safety 9.96) - Proper positioning of EMTs when gurney is stationary and in motion (SOP 301)	0	1	2	3	4
Gurney Inspection/Maintenance (SOP 304)	0	1	2	3	4
Gurney Makeup and Cleaning/Decontamination (SOP 303)	0	1	2	3	4
Linen Policy	0	1	2	3	4
IX. Ambulance Operations	N.A	Fail	Improve	Standard	Above
Operation of Emergency Lights and Siren	0	1	2	3	4
Daily Shop Checkout Sheet (SOP 307)	0	1	2	3	4
Backing Policy (Policy 4013, SOP 203 and Safety 9.40)	0	1	2	3	4
Oxygen Sources and Replenishment Procedures	0	1	2	3	4
Food and Drink Policy (SOP 120 and Safety 5.60)	0	1	2	3	4
Ambulance Maintenance and Reporting of Mechanical Deficiencies (SOP 207.7 and 212)	0	1	2	3	4
Collision Reporting - Notification Process - Employee Documentation and Photo Guidelines - Mandatory Drug Screening	0	1	2	3	4
X. DNR Procedures	N.A	Fail	Improve	Standard	Above
L.A. County Prohospital Care Policy 815	0	1	2	3	4
Procedures for Transportation of a DNR Patient and EMT's role in supportive care.	0	1	2	3	4

XI. Interpersonal Skills	N.A	Fail	Improve	Standard	Above
Interaction with other Crew Members - Teamwork - Review of Harassment Guidelines (Policy 1005)	0	1	2	3	4
Attitude/Demeanor with other Healthcare and EMS professionals (SOP 101)	0	1	2	3	4
Rapport with Patient and Family Members - Respectful to patient and family members (SOP 101.2) - Proper use of linen for patient comfort - Move patient gently and courteously (SOP 302)	0	1	2	3	4
<b>XII. Map Reading Skills</b>	N.A	Fail	Improve	Standard	Above
Use of The Thomas Guide® - Use of the legend symbols - Use of the PageFinder™ Map - Use of the Freeway Access Map - Understanding compass direction in relation to map pages	0	1	2	3	4
Locating a Destination - Proper use of the "Point of Interest", hospital directory - Proper use of the <i>McCormick</i> facility guide (Form E-110) - Proper use of the "Street Index"	0	1	2	3	4
Locating the most Efficient Route	0	1	2	3	4
Area Familiarization - Landmarks - Facilities in assigned response area - Freeways and major streets in assigned response area	0	1	2	3	4
<b>XIII. Diversion Policies/Activating ALS</b>	N.A	Fail	Improve	Standard	Above
Procedures for Activating ALS - Criteria for ALS/911 activation (SOP 107.2) - Notification of Dispatch and Supervisor - Documentation on <i>Interfacility Code 3/911 Activation/Dry Run/Diversion</i> report Form C-117 (SOP 116.5)	0	1	2	3	4
Procedures for Diverting Patients (SOP 107.1) - Normal vs. Abnormal Vital Signs - Chronic vs. Acute Conditions - Importance of delivering a patient to the "most appropriate" healthcare facility (requested facility)	0	1	2	3	4
Notification Process (SOP 107.25)	0	1	2	3	4
Documentation of Diversion/911 Activation - <i>Interfacility Code 3/911 Activation/Dry Run/Diversion</i> report C-117. (SOP 116.5) PCR documentation on narrative field	0	1	2	3	4

XIII. EMT Expanded Scope of Practice	N.A	Fail	Improve	Standard	Above
Pre-Existing In-dwelling Vascular Devices - Dialysis Shunts - Chemotherapy access devices - Saline or Heparin locks - Arterial lines (prohibited) - Gastrostomy tubes	0	1	2	3	4
IV Solutions - Potassium Drips (Maximum of 20meq/kg) - Folic Acid, Multi-Vitamins, Thiamine Solutions (Banana Bags) - Normal Saline, Lactated Ringers	0	1	2	3	4
Infusion Pumps - Operation of Infusion Pumps - Recognition of IV line infiltration	0	1	2	3	4
Medications Included in Expanded Scope - Nitroglycerine - Epinephrine (Epi-Pen™) - Bronchodilator	0	1	2	3	4
XV. Patient Care Skills	N.A	Fail	Improve	Standard	Above
Use of Personal Protective Equipment	0	1	2	3	4
Initial Patient Assessment - Environmental/Scene Safety - ABC's - Level of Consciousness - Skin Signs - Chief Complaint	0	1	2	3	4
Focused History and Physical Examination - O, P, Q, R, S, T - History - Allergies - Medications - Pertinent Questions/Observations - Treatment and Transportation Decision	0	1	2	3	4
Ongoing Patient Assessment - Every five minutes for critical patients - Every 15 minutes for non-critical patients	0	1	2	3	4
Accurate Measurement of Vital Signs - Blood Pressure - Pulse Rate and description - Respiratory Rate and Lung Sounds	0	1	2	3	4
Oxygen Administration - On all patients going to the ER. - Documentation for non-emergency: Oxygen rate and administration may have to be adjusted en-route.	0	1	2	3	4
Oxygen Delivery Devices - Oxygen Mask, Nasal Cannula, BVM	0	1	2	3	4

<b>XV. Patient Care Skills (Cont.)</b>	N.A	Fail	Improve	Standard	Above
Suction Devices and Airway Adjuncts - Yankauer Suction - Soft Suction - NP, OP Airways	0	1	2	3	4
Cervical Spinal Immobilization - Proper use of backboard, cervical collar and straps - Appropriate delegation of team members - Proper moving technique (log roll)	0	1	2	3	4
Splinting Techniques - Rigid splinting - Traction splinting - Sling and Swathe	0	1	2	3	4
CPR - Adult one and two person CPR - Infant and Child CPR - Adult and Infant Obstructed Airway Procedures	0	1	2	3	4
<b>XVI. Miscellaneous</b>	N.A	Fail	Improve	Standard	Above
_____	0	1	2	3	4
_____	0	1	2	3	4
_____	0	1	2	3	4
<b>XVII. Notes</b>					
<b>XVIII. Grading Scale</b>	<b>TOTALS=</b>				
0-213 = Failure  214-245 = Grade C. Must successfully complete an action plan for improvement. Must notify and receive approval from Supervision.  245-273 = Grade B. Meets standards.  274-304 = Exceeds standards.	0	213	244	274	304
	Consistently below standard 0-213		Extend 214-245	Meets or exceeds standard 245-304	
	Total student points: <input style="width: 100px; height: 20px;" type="text"/>				
	Student signature: <input style="width: 200px; height: 30px;" type="text"/>				
	Instructor signature: <input style="width: 200px; height: 30px;" type="text"/>				

**EMT Final Evaluation**

TRAINEE NAME	BADGE #	TODAY'S DATE
LOCATION/DIVISION		START DATE

SUPERVISOR/SR. FTO	BADGE #
CREW MEMBER	BADGE #

I. Work Standards	Fail	Improve Needed	Inconsistent	Standard	Above
<b>Vital Signs</b> - B/P, pulse, respiration rate, lung sounds, skin signs & pupils	0	1	2	3	4
<b>Assessment/History</b> - H.A.M., OPQRST, SAMPLE, Ongoing assessment (BLS follow-up)	0	1	2	3	4
<b>Communication Skills</b> - Radio etiquette (Dispatch, Tac./Fire Radio), Nurse reports	0	1	2	3	4
<b>Lifting/Loading</b> - Gurney, flat, stair chair, G/S, C-spine, drawsheet	0	1	2	3	4
<b>Station/Ambulance Duties</b> - Daily Shop Checkout completed, station/ambulance cleaned	0	1	2	3	4
<b>En-route/Out-of Chute Times</b>	0	1	2	3	4
<b>CPR (If not performed in field, must be done through scenarios)</b> - Compression/Ventilations, proper hand placement, AED use, OP/NP airways	0	1	2	3	4
<b>Airway Management</b> - Semi-Fowlers vs. left lateral, suction ready for C-Spine pts, OP vs. NP airway	0	1	2	3	4
<b>C-Spine Immobilization</b> - Proper equipment brought to scene, manual stabilization, proper C-Collar, Strapping configuration (chest down to feet, head gets taped last), check PMS	0	1	2	3	4
<b>Scene Safety &amp; Control</b> - Use of PPE (prior to exiting ambulance), ability to perform assessment	0	1	2	3	4
<b>Mapping/Area Familiarization</b> - Level 1 for area test, homework complete, gives correct directions (60 secs.)	0	1	2	3	4
<b>BLS Equipment</b> - NRB's/Nasal Cannula, splinting, suction equipment (electric vs. V-Vac)	0	1	2	3	4
<b>ALS Equipment</b> - Strip IV Bag (Mini vs. Macro), D-Stick setup, 4/12 lead EKG, Nebulizer	0	1	2	3	4
<b>Documentation</b> - ePCR completed (20 min's after call completion), Pg. 2, PCS, legible and accurate, facesheet/MR # or sticker)	0	1	2	3	4

**III. Developmental Goals & Additional Training Needs** (Mandatory Field. Use rear of form for additional comments.)

<b>IV. Employee Comments</b>	<b>TOTALS=</b>	0	38	43	48	56
		<b>Consistently below standard</b> 0-38		<b>Standard</b> 39-47	<b>Meets or exceeds standard</b> 48-56	
	Total student points: <input type="text"/> Student signature: <input type="text"/> FTO signature: <input type="text"/>					

## EMT Daily Shift Evaluation

TRAINEE NAME	BADGE #	TODAY'S DATE
LOCATION/DIVISION		START DATE

SUPERVISOR/FTO	BADGE #
SUPERVISOR/FTO	BADGE #

I. Work Standards	Fail	Improve Needed	Inconsistent	Standard	Above
	Quality of Work - Mapping, paperwork (accuracy, legibility)	0	1	2	3
Time Utilization - Studies during down time, completes paperwork within 20 minutes of call.	0	1	2	3	4
Knowledge of Job/Skills	0	1	2	3	4
Judgment, Decision Making, Motivation, and Initiative	0	1	2	3	4
Appearance - Properly groomed, in uniform, pen, wristwatch	0	1	2	3	4
Equipment - Ability to use and locate all supplies.	0	1	2	3	4
Station - Participates in station duties, Locates MSDS, Policies/Procedures, dispatch phone	0	1	2	3	4
Safety Standards - PPEs, lifting, decontamination, infectious precautions	0	1	2	3	4
Relationship/Interaction - FTO, partner, patients, Fire Dept	0	1	2	3	4
II. Comments (Use rear of form for additional comments.)					
III. Developmental Goals & Training Needs (Use rear of form for additional comments.)					
IV. Strengths (Use rear of form for additional comments.)					
V. Employee Comments	TOTALS=				
	0	24	28	31	36
	Consistently below standard 0-24		Standard 25-31	Meets or exceeds standard 31-36	
Total student points: <input type="text"/>					
Student signature: <input type="text"/>					
FTO signature: <input type="text"/>					

# **CEVO II: AMBULANCE OPERATOR DEFENSIVE DRIVING CLASS**

## **SESSION I- (40-60 MINUTES)**

**INTRO**

**Response Book: Self-Appraisal**

**Video Presentation: Intro/Vehicle Inspection**

**Response Book: Discussion Questions**

## **SESSION II- (40 MINUTES)**

**Video Presentation: Cushion of Safety**

**Response Book: Discussion Questions**

**Transparencies #1-2**

## **SESSION III- (40 MINUTES)**

**Video Presentation: City Driving**

**Response Book: Discussion Questions**

**Transparency # 3**

## **SESSION IV- (40 MINUTES)**

**Video Presentation: Multi-Lane & Two-Lane Roadways**

**Response Book: Discussion Questions**

**Transparency # 4**

## **SESSION V- (40 MINUTES)**

**Video Presentation: Special Considerations**

**Response Book: Discussion Questions**

**Transparency # 5**

## **SESSION VI- (2 Hours)**

**Video Presentation: Emergency Driving- Part One**

**Response Book: Discussion Questions**

**Video Presentation: Emergency Driving- Part Two**

**Response book: Discussion Questions**

**Transparencies # 6-7**

**Collision Reporting Procedures**

**Operator Test: 50 Questions- 80% To Pass**

## **WESTMED/MCCORMICK AMBULANCE EMERGENCY VEHICLE OPERATORS COURSE**

The purpose of this course is to bring awareness to new and old drivers of the demeritions and maneuverability of the vehicles we operate. The type II & III ambulances we drive on a daily basis are a lot larger and heavier than most personal vehicle we are used to. Knowledgeable, well trained drivers will result in safer more reliable patient care.

You will be given three (3) attempts at each station. Failure to complete any of the stations in the allotted three attempts will result in mandated remedial drivers training. (A 2<sup>nd</sup> attempt at the EVOC course)

### **STATION 1- SERPENTINE COURSE & AMBULANCE OPERATIONS**

-This will be the starting point for the operators. Prior to beginning the serpentine, the operator will demonstrate the ability to do the following:

1. Turn on code 3 lights and verbalize how turn the siren on and the different functions.
2. Point out where the location of the "Module Disconnect" and the "Battery Cutoff Switch" and explain their functions.
3. Turn on/off "flood-lights".
4. Turn on/off the "patient dome" and "a/c switch".
5. Point out the "Emergency Start" switch and explain its function.

- There will be two of these stations running concurrently. With approximately 15 cones placed 35 feet apart, the operator will begin with the ambulance traveling forward. The operator will maneuver the ambulance through the "SERPENTINE" without touching a cone. As the operator completes the forward portion of the course, he/she will come to a complete stop and proceed through the "SERPENTINE" in reverse (THIS WILL BE DONE WITHOUT A BACKER). If a cone is touched or the operator is unable to clear a cone, this will result in a fail and a 2<sup>nd</sup>/3<sup>rd</sup> attempt will be required.

### **STATION 2- PARKING IN FRONT OF THE SQUAD**

-Four cones will be placed 15' out from the curb to outline an imaginary vehicle (THE SQUAD). The operator will approach parallel to the cones. You must maneuver the ambulance around the last cone, without touching, and come to rest at the "STOP" cone no more than 2' from the curb.

### **STATION 3- BACKING**

-Two, 10' wide parking spaces will be provided. The operator will approach the parking space from the side and will reverse into the first space, once again without contacting a cone. The operator will then proceed forward and then reverse into the second spot without contacting a cone. This drill will be performed with a backer. The backer's only function is to tell the operator when to stop. All maneuvering will be done at the operator's discretion. Once you begin to reverse, you may place the ambulance into DRIVE once for correction.

## ACCIDENT PREVENTION

Westmed/McCormick EMT's and paramedics, alongside LA county FD, provide the best EMS service in ALL of Los Angeles County. Let's continue the trend with having the safest drivers as well.

It is ultimately the driver's responsibility to ensure a quick, safe response. So stay aware of your surroundings at all times, and always drive within policy.

Total documented Vehicle Contacts from May 06 to August 07.

**-Clearance incidents: 23 (12 of the 17 incidents involved a type III ambulance)**

Clearance incidents include V/C's resulting from the top, and sides of the ambulance contacting an object while in motion.

**KNOW YOUR AMBULANCE.** Most of our ambulances have a height clearance of roughly 10 feet (Depending on ambulance type and mounted antennas or other devices). Don't take chances! If you are unsure if the ambulance will clear an obstacle, use a spotter or don't attempt to clear the obstacle.

**UNDERSTAND THAT THE AMBULANCE IS WIDE AND LONG.** When maneuvering around objects or other vehicles, you should be constantly monitoring your mirrors. This will help you know if vehicles are in your blind spots and where you can maneuver in case of emergency.

**-T/C's IN AN INTERSECTION: 21**

**-CODE 3: 20**

**-CODE 2: 1**

**BE AWARE OF DANGEROUS GUTTER RATS!** These are vehicles that attempt to pass on our right hand side. When you are clearing a "red light" intersection code 3, and attempting to make a right hand turn, keep your attention to the right side of the ambulance. Look towards the gutter for the dreaded "gutter rat" attempting to make a right in front of you.

**IF YOU CLEAR THE INTERSECTION, IT SHOULD BE CLEAR!** If you and your partner "clear" an intersection, V/C's should never happen. Come to a complete stop. Look left, right and left again, then proceed through the intersection. Don't assume other vehicles can hear you or see you, because they can't. Make eye contact with the drivers of the vehicles that are supposed to be yielding to you. Also, be able to recognize the characteristics of a vehicle stopping. The front end should dip down, and the back end should rise.

**-VEHICLE SPACE INTRUSIONS: 21**

Always be mindful of the vehicles around you. We've all seen it. When other drivers see you coming code 3 their reactions usually vary from bad to worse. They slam on their brakes when they see us behind them. They pull to the right as we approach, and for no reason they pull directly back in front of us. Give these vehicles their own space. Don't tailgate, and don't anticipate the movements of other drivers.

**-BACKING INCIDENTS: 10 (That we know of...)**

We all know the answer to this one, USE A BACKER! Nearly all backing incidents can be avoided if we just use a backer. Stop being lazy. Get out and back your partner, or if you're in the back, watch out the back windows as best you can. The words, "I don't need a backer, I got it" should never be uttered. If a backer is available, USE ONE.

Now if a backer is unavailable, the driver must do a full scan to the rear of the ambulance prior to proceeding. Knowing what's behind you and use of your mirrors will help you avoid backing incidents.

Always remember, good out-of-chute times and knowledge of your area are what makes good ETA's. Not driving as fast as you possibly can. Be safe out there and keep up the good work!

**Daily Driver Evaluation Checklist**

TRAINEE NAME	BADGE #	TODAY'S DATE
LOCATION/DIVISION		START DATE

SUPERVISOR/FTO	BADGE #
SUPERVISOR/FTO	BADGE #

<b>I. Policy and Procedures</b>	N.A	Unsafe	Improve	Standard	Above
Performs driver shop checkout (SOP 211)	0	1	2	3	4
Performs Golden Circle (SOP 204)	0	1	2	3	4
Complies w/company vehicle safety policy (SOP 200.1, 200.5, 206, 206.5)*	0	1	2	3	4
Complies w/CA traffic safety codes *	0	1	2	3	4
Complies w/monitoring system	0	1	2	3	4
Demonstrates NSC CEVO standards	0	1	2	3	4
<b>II. Priority Response</b>	N.A	Unsafe	Improve	Standard	Above
Complies w/intersection procedures (SOP 206, 206.5)*	0	1	2	3	4
Approved warning tones, wail/yelp (SOP 206.5)	0	1	2	3	4
Appropriate decision making	0	1	2	3	4
Complies w/local freeway procedures	0	1	2	3	4
Demonstrates Due Regard (SOP 200.1, SAFETY 9.70)*	0	1	2	3	4
<b>III. Defensive Driving</b>	N.A	Unsafe	Improve	Standard	Above
Adequate following distance, 4-6 seconds. (SOP 200.1, 206)*	0	1	2	3	4
Driving with headlights/daytime driving lights on (SOP 206)	0	1	2	3	4
Appropriate mirror use and scanning/Aware of side space cushion (SOP 200.1, 206)	0	1	2	3	4
Backs up safely & according to policy (SOP 203)	0	1	2	3	4
Proper use of turn signals/gradual lane changes (SOP 200.1,206)	0	1	2	3	4

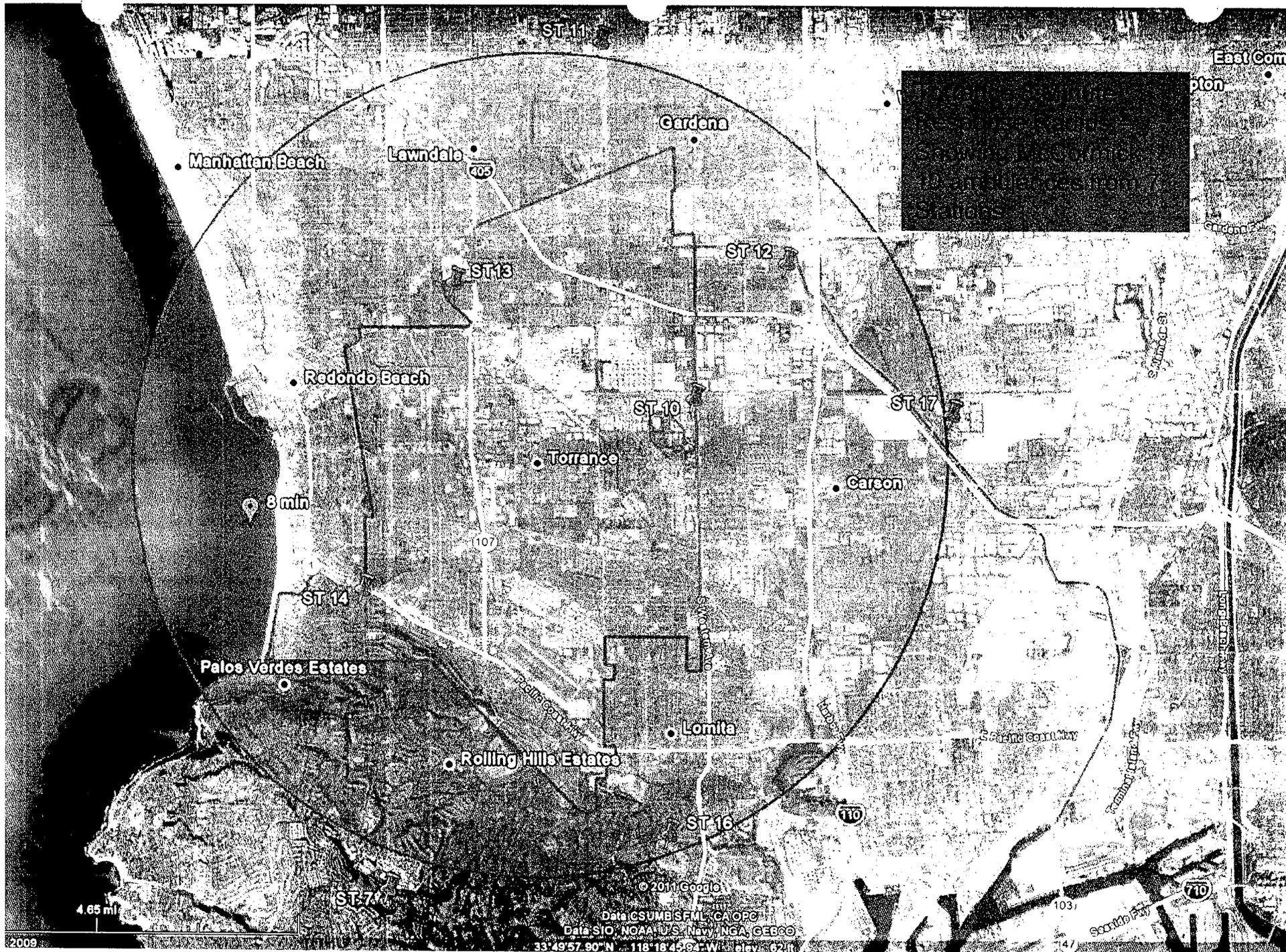
IV. Scene Parking (SOP 207)	N.A	Unsafe	Improve	Standard	Above
Fully engage "E" (parking) brake	0	1	2	3	4
Place transmission in "P" (park)	0	1	2	3	4
Park in appropriate secure area	0	1	2	3	4
Pre-determined exit route	0	1	2	3	4
Lock/secure vehicle	0	1	2	3	4
V. Patient Comfort	N.A	Unsafe	Improve	Standard	Above
Consistently provides smooth transports (SOP 200.1)	0	1	2	3	4
Adjust driving per pt. condition (SOP 206)*	0	1	2	3	4
Transports pt. to most appropriate Hospital (SOP 107, 107.3)*	0	1	2	3	4
VI. Mapping/Routing	N.A	Unsafe	Improve	Standard	Above
Utilizes Thomas Guide efficiently*	0	1	2	3	4
Locates calls accurately and timely	0	1	2	3	4
Knowledge of response area*	0	1	2	3	4
Identifies posts, Hospitals, major streets	0	1	2	3	4
<b>VII. Grading Scale TOTALS=</b>	0	26	52	78	104
<u>0-51</u> = May not operate company vehicles	<b>Consistently below standard</b> 0-51		<b>Extend</b> 52-77	<b>Meets or exceeds standard</b> 78-108	
<u>52-77</u> = Must successfully complete an action plan for improvement. Must notify and receive approval from Supervision.	Total student points: <input data-bbox="1247 1528 1377 1591" type="text"/>				
<u>78-104</u> = Meets or exceeds standards. Cleared to operate company vehicles.	Student signature: <input data-bbox="1057 1625 1377 1688" type="text"/>				
* Items will require a 3 or above in order to pass that skill.	Instructor signature: <input data-bbox="1057 1724 1377 1787" type="text"/>				

RFP 9  
Pg. 15  
RFP 11  
Pg. 17  
RFP 13  
Pg. 17

## **Response Time and Station Location Maps**

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- 8 Minute Response and Resource Map
- 12 Minute Response and Resource Map
- 20 Minute Response and Resource Map
- 30 Minute Response and Resource Map
- Whole System Maps with Station Locations

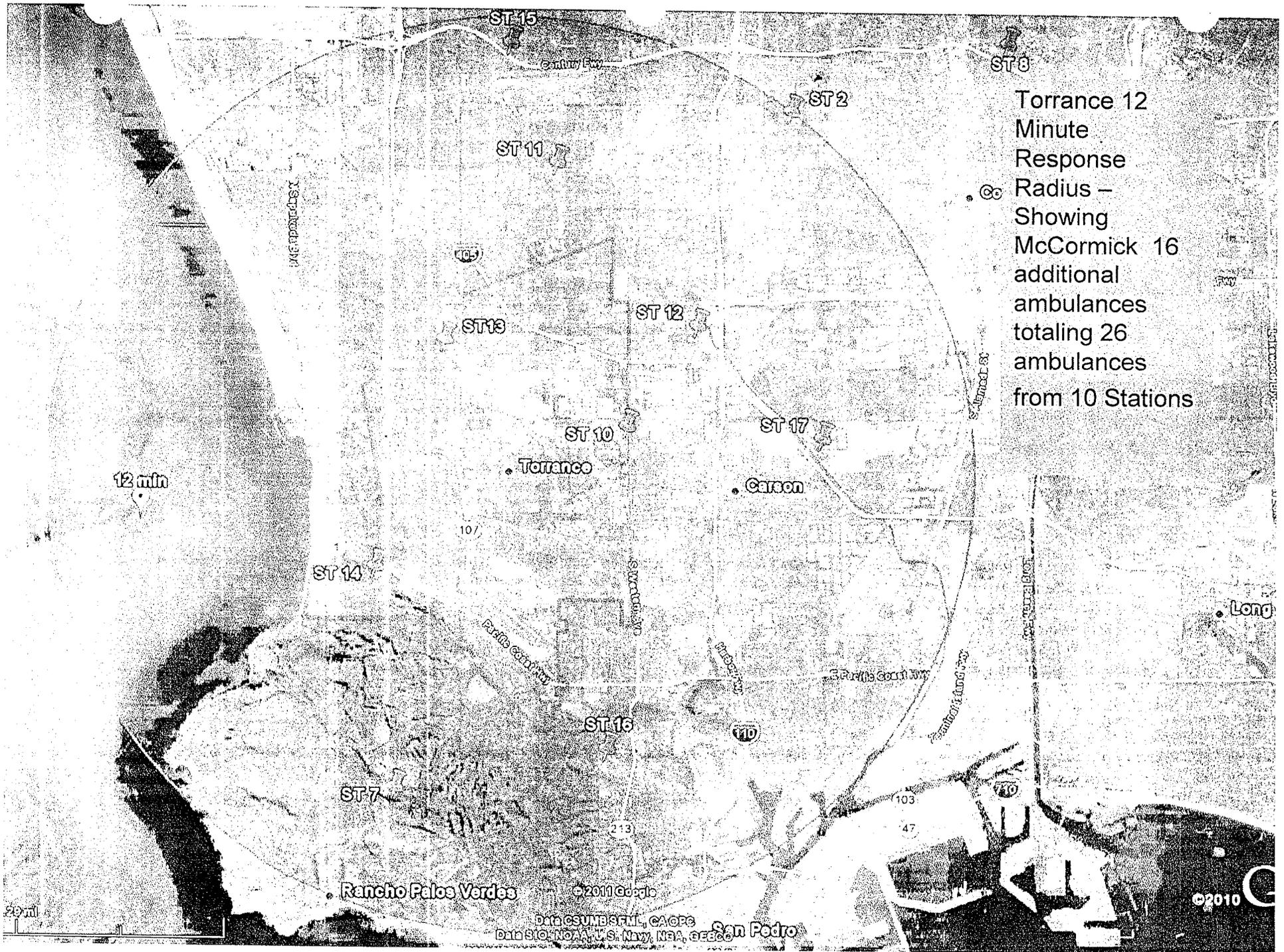


4.65 mi

© 2011 Google

Date: GSUMBSFML, CA OPO  
Data SIO, NOAA, U.S. Navy, INGA, GEBCO  
33°49'57.90"N 118°18'49.94"W Elev: 62 ft

2009



Torrance 12  
Minute  
Response  
Radius -  
Showing  
McCormick 16  
additional  
ambulances  
totaling 26  
ambulances  
from 10 Stations

12 min

ST 15

ST 8

ST 2

ST 11

10

ST 13

ST 12

ST 10

ST 17

Torrance

Carson

ST 14

10

ST 16

ST 7

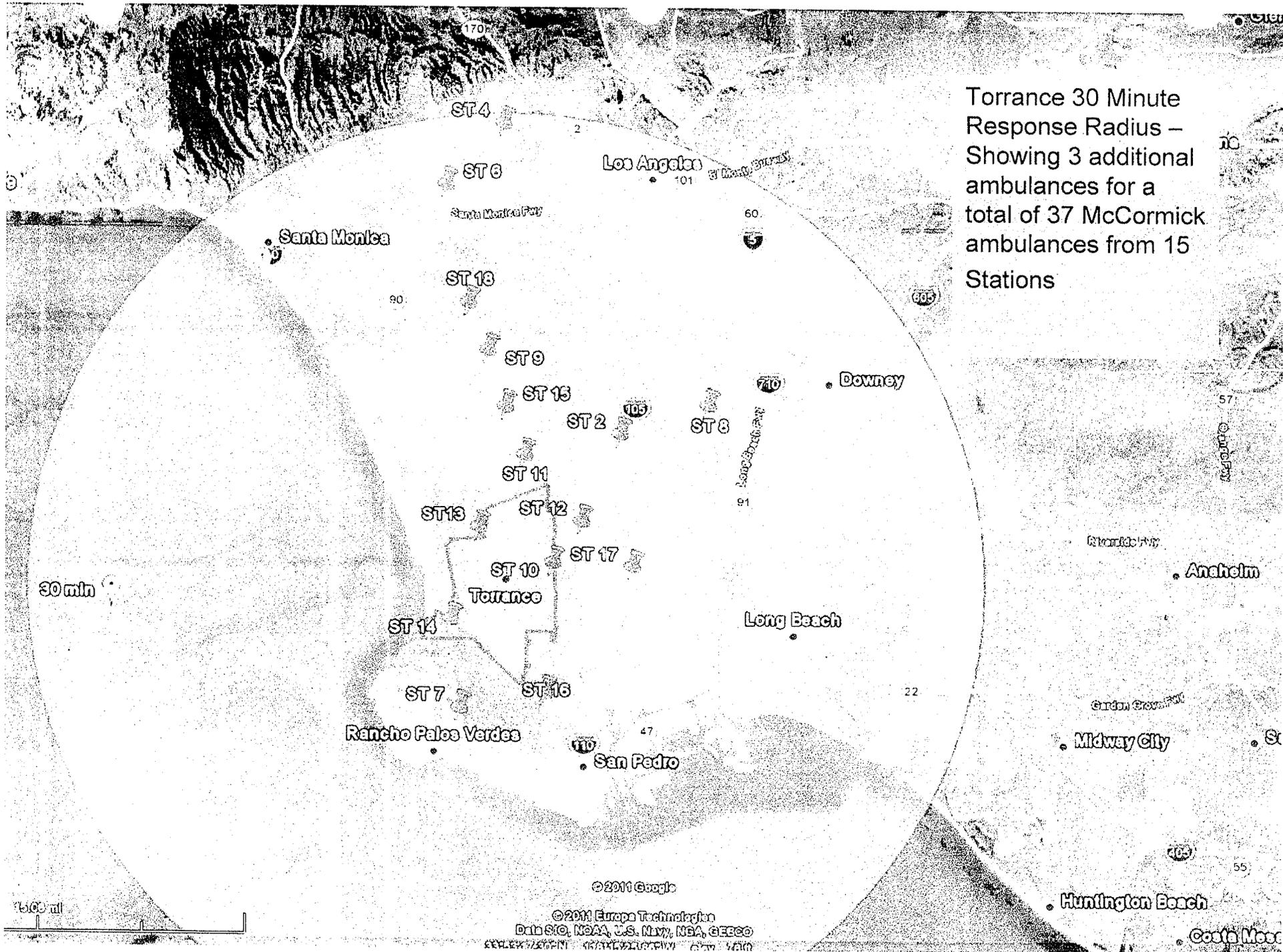
Rancho Palos Verdes

©2010 Google

DATA SOURCES: NOAA, U.S. Navy, NGA, GEBCO

San Pedro

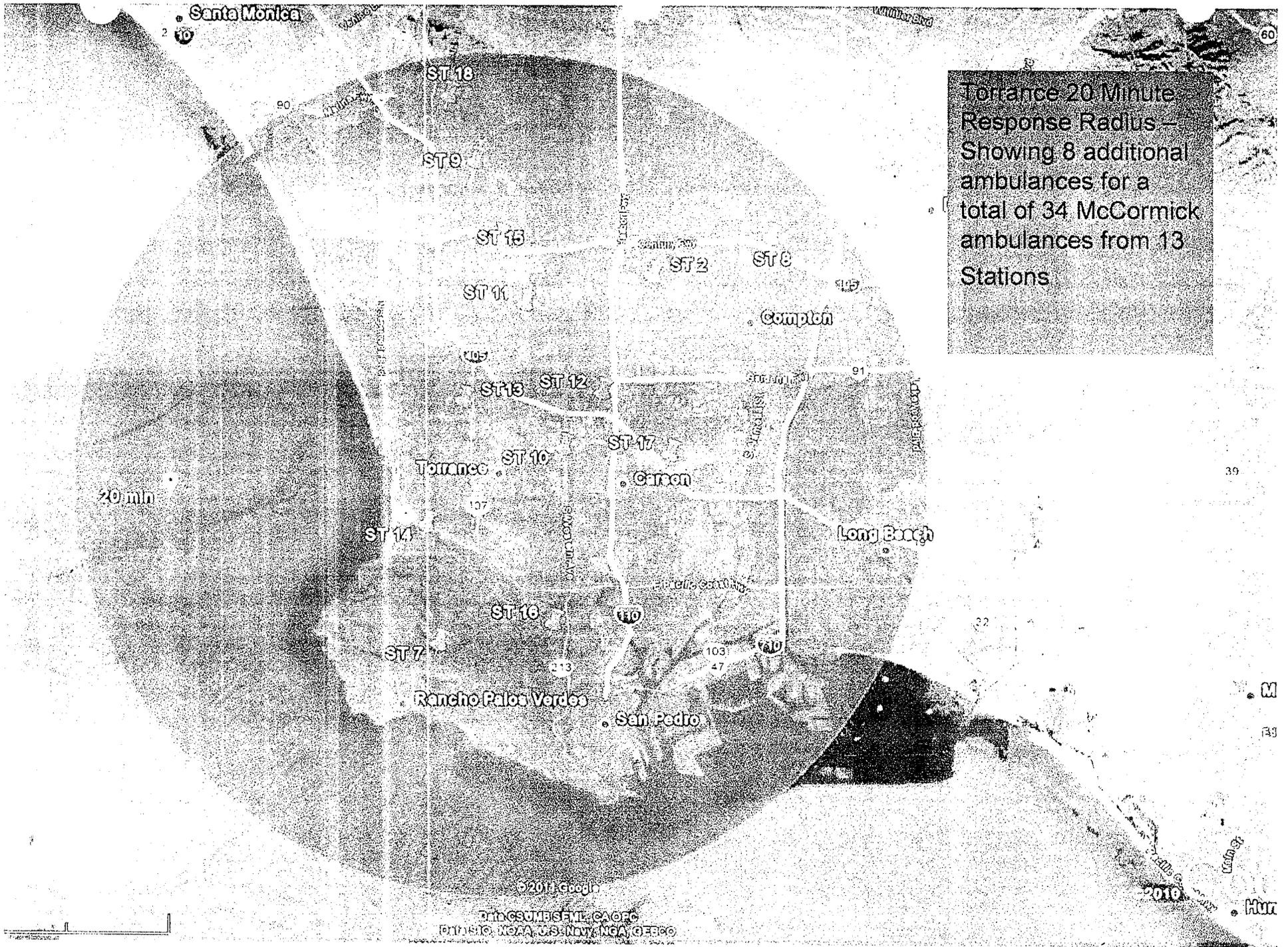
©2010



Torrance 30 Minute Response Radius – Showing 3 additional ambulances for a total of 37 McCormick ambulances from 15 Stations

©2011 Google

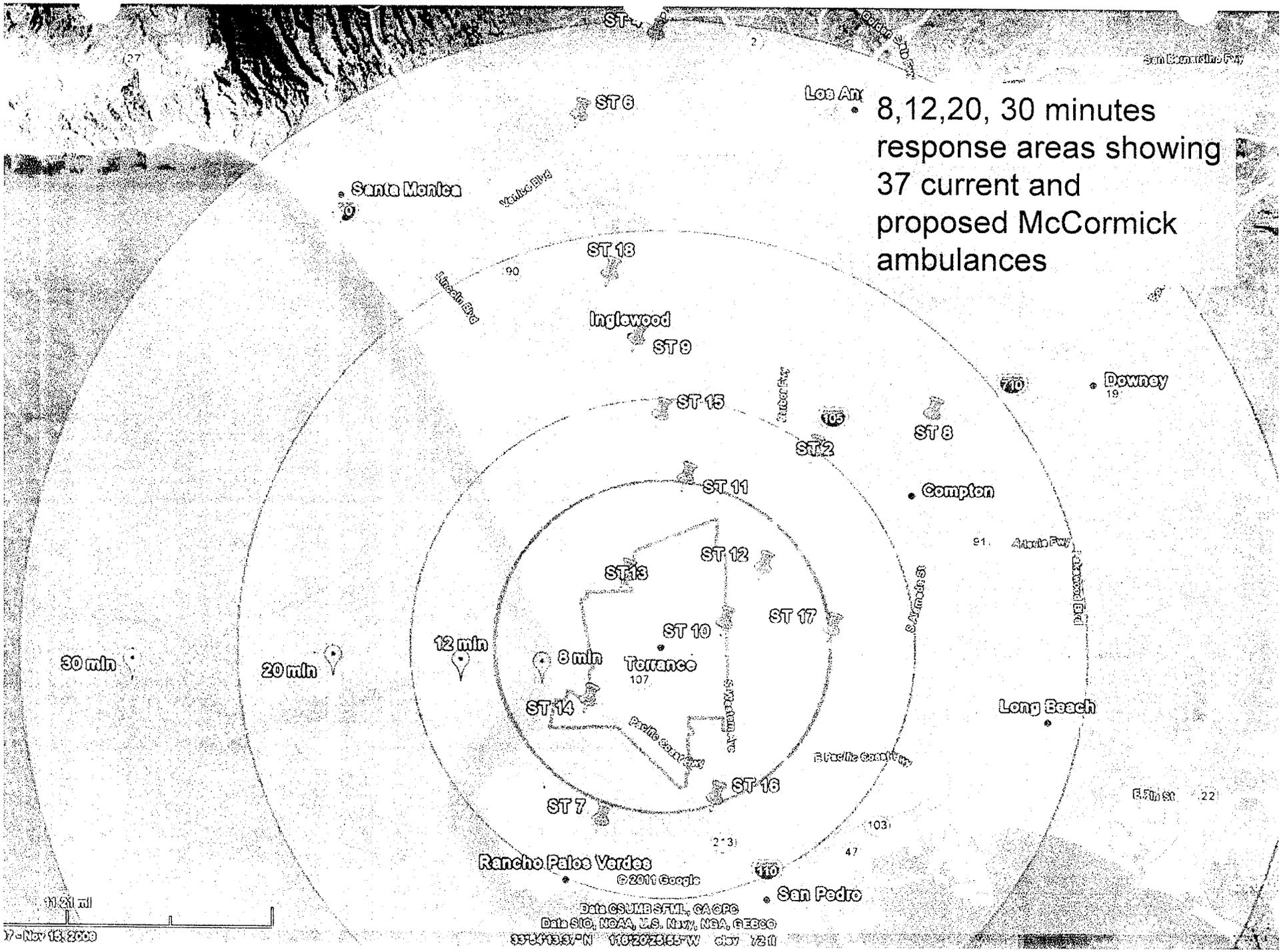
©2011 Europa Technologies  
 Data SIO, NOAA, U.S. Navy, NGA, GEBCO  
 Aerial Imagery: DigitalGlobe, GeoEye, IGN, AeriFi, AeroGRID, IGN, SDA, USDA, CNR



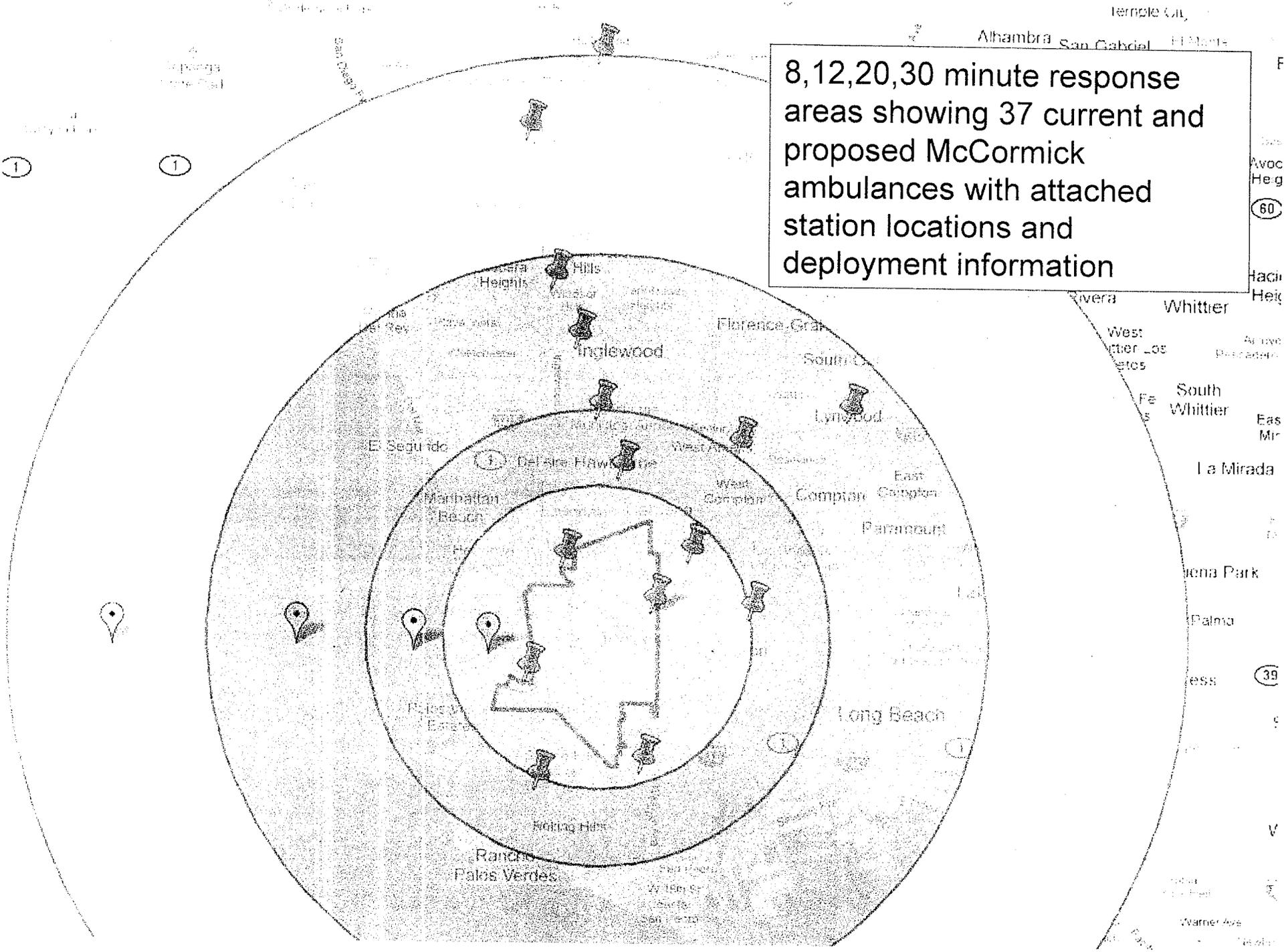
Torrance 20 Minute  
Response Radius –  
Showing 8 additional  
ambulances for a  
total of 34 McCormick  
ambulances from 13  
Stations



© 2010 Google  
Printed on Recycled Paper  
Printed in the USA

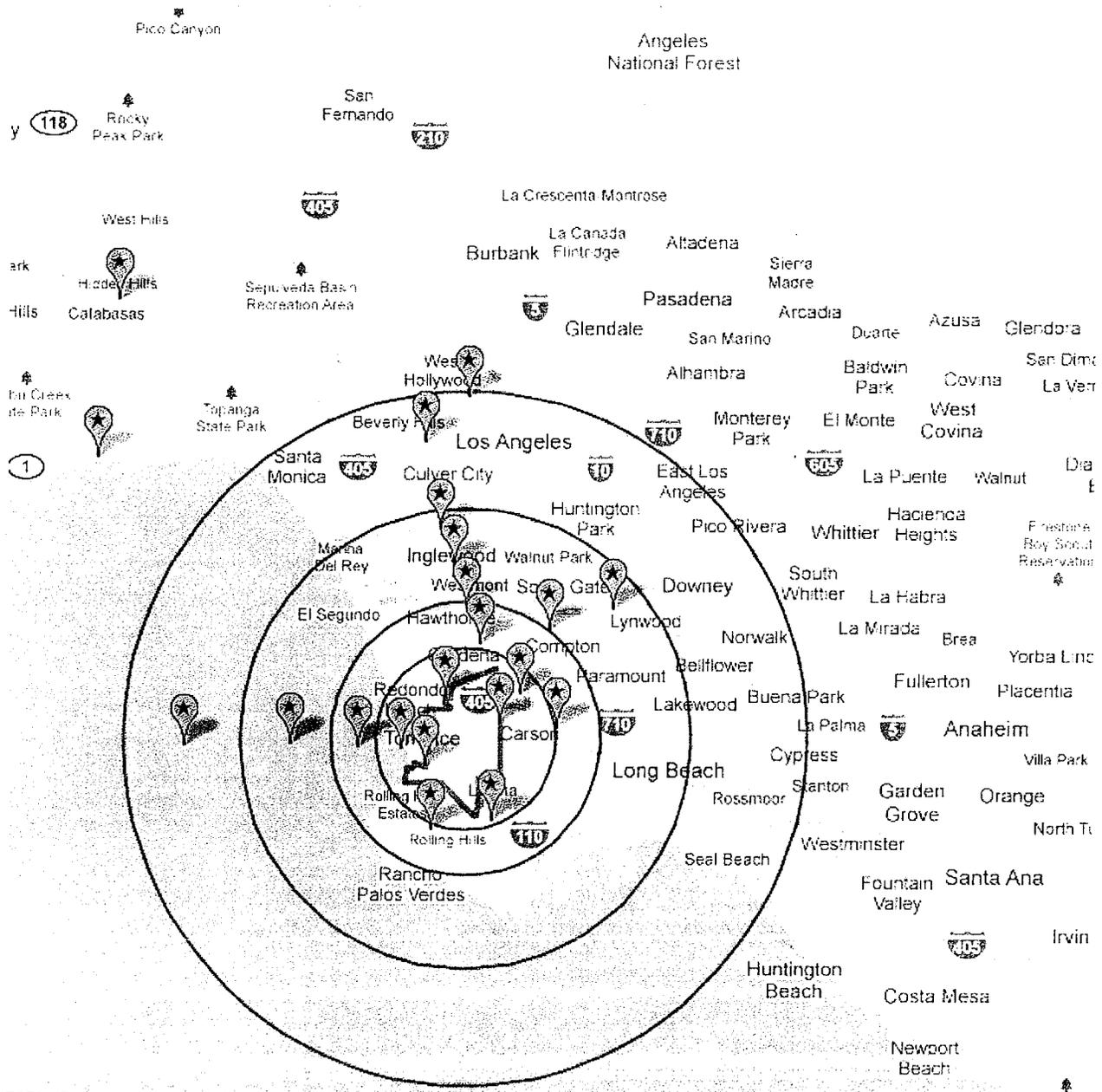


8, 12, 20, 30 minute response areas showing 37 current and proposed McCormick ambulances with attached station locations and deployment information



# Google maps

Get Google Maps on your phone  
Text the word "GMAPS" to 466453

©2011 Google

Map data ©2011 Google

## Torrance

Distance is averaged at 35MPH in any direction (As the crow flies) traveling to or from the center of the circle which originates at the intersection of Torrance and Maple.

65 news - Unlisted

Created on Mar 8 - Updated 16 hours ago

E. McCormick Ambulance

 30 min / 17.5 miles

 30 min



 20 min / 11.6 miles

 20 min

 12 min / 6.9 miles

 12 min

 8 min / 4.6 miles

 8 min

Torrance  
City Boundries

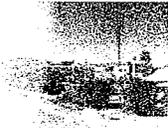
 ST 2  
12903 AVALON BLVD.  
Los Angeles, CA 90061  
1. Unit 201 -24hr  
2. Unit 202 -24hr



 ST 3  
23300 Ventura Blvd #B Calabasas, CA 91367

Units:

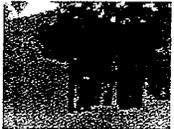
- 1. 301 -24hr
- 2. Medical 51



 ST 4  
738 N. Highland Ave. LOS ANGELES, CA 90038

Units:

- 1. 401 -24hr.
- 2. RA503 Paramedic -24hr.



 ST 5  
30941 Agura Road. #126B Westlake Village, CA 91301

Units:

- 1. 501 -24hr



ST 6  
1436 S La Cienega Blvd  
Los Angeles, CA 90035  
1, Unit 617 12hr.



ST 7  
950 Indian Peak Road. #200. Rolling Hills Rancho Palos Verdes, CA 90275

Units:

- 1. 701 -24hr



ST 8  
11184 California Ave  
Lynwood, CA 90262

Units:

- 1. 801 -24hr
- 2. 802 -24hr



ST 9  
431 E Hillcrest Blvd  
Inglewood, CA 90301

Units:

- 1. 901 -24hr
- 2. 902 -24hr



ST 10  
20313 Western Ave. Torrance CA 90501

- 1. (xxx) 24hr Torrance Dedicated Unit Proposed
- 2. (xxx) 24hr Torrance Dedicated Unit Proposed
- 3. (xxx) 24hr Torrance Dedicated Unit Proposed



ST 11  
(Headquarters)  
13933 Crenshaw Blvd. Hawthorne, CA 90250

Units:

- 1. 1101 -24hr
- 2. 1102 -24hr
- 3. 1112 -12hr
- 4. 1115 -12hr
- 5. 1116 -12hr
- 6. 110 -10/12hr
- 7. RA 504 Paramedic 24hr
- 8. Medical 41 Field Supervisor
- 9. 100 Administrative Ambulance
- 10. 200 Administrative Ambulance
- 11. 300 Administrative Ambulance



ST 12  
17901 S. Vermont #E Gardena, CA 90248

Units:

- 1. 1201 -24hr



ST13  
2915 182nd Street. Redondo Beach, CA 90278

Units:

- 1. (xxx) 24hr Torrance Dedicated Unit Proposed
- 2. 1302 -24hr



ST 14  
1998 S Pacific Coast Hwy  
Redondo Beach, CA 90277

- 1. (xxx) 24hr Torrance Dedicated Unit Proposed
- 2. 1402 24hr Unit



ST 15  
3738 W Imperial Hwy  
Inglewood, CA 90303



Units:

- 1. 1501 -24hr
- 2. 1502 -24hr



ST 16

2057 Palos Verdes Drive North. Lomita, CA 90717

Units:

- 1. 1601 -24hr
- 2. 1602 -24hr



ST 17

20720 Leapwood Ave. #D. Carson, CA 90746

Units:

- 1. 1701 -24hr
- 2. 1702 -24hr
- 3. 1712 -12hr
- 4. Medical 61



ST 18

4840 W. Slauson Ave. Los Angeles, CA 90056

Units:

- 1. 1801 -24hr
- 2. 1802 -24hr



ST 19

22601 Pacific Coast Hwy, Suite 228. Malibu, Los Angeles, California 90265

Units:

1. 1901 -24hr
2. 1902 -24hr

## Vehicle Information

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- Vehicle Order Confirmation
- Vehicle Specifications
- Schematics of Proposed Vehicles
- Photos of Proposed Vehicles



March 1, 2011

To: John R. Templar, Vice President Administration/Fleet  
McCormick Ambulance Service  
13933 Crenshaw Blvd.  
Hawthorne CA 90250

John,

This letter is to confirm Westmed Ambulance, Inc DBA McCormick's order with Leader Industries, for 8 Type III Leader modular ambulances to be delivered as follow:

<b>8 units</b>	<b>Delivery date:</b>	<b>VIN #:</b>	<b>Leader #:</b>
Unit #1	Week of 3-25-11	26128	L#38151
Unit #2	Week of 4-01-11	26126	L#38161
Unit #3	Week of 6-17-11	Not available yet	L#38171
Unit #4	Week of 6-24-11	Not available yet	L#38181
Unit #5	Week of 7-01-11	Not available yet	L#38191
Unit #6	Week of 8-19-11	Not available yet	L#38201
Unit #7	Week of 10-14-11	Not available yet	L#38211
Unit #8	Week of 10-21-11	Not available yet	L#38221

Thank you once again for your confidence in Leader and our products. As always we appreciate your business and the opportunity to satisfy your ambulance needs.

**And Thank You for helping us keep jobs in  
California!**

Dave Bakey  
Director of Operations

	1/17/2011	Westmed/McCormick	Customer	9581
	Dave Bakey 10941 Weaver Ave So. El Monte, CA 91733	626-575-0880	2537 Old San Pasqual Rd Escondido, Ca 92027 John Templar / Joe Chidley 818 749-0473	VIN Number Parent Job 9581

Itemnumber Description

**10 - BASE SECTION**

10.

10. 1 Prep Modular and Misc

10. 71 (2011) FORD V10 E350 Gas Cutaway Chassis 138" **\$29,303**

- GVW: 11,500 lbs
- Front Axle: 5,000 lbs Twin-I-Beam
- Rear Axle: 8,500 lbs
- 4.10 Limited Slip Rear Differential
- Dual Piston Caliper Brakes, w/ AntiLock and Hydro-Boost
- 225-amp HD alternator
- 650-CCA / 72 Amp-Hr
- Aux 78-amp he, 785 CCA HD Battery
- 6.8L Triton V10 Gasoline Engine
- 305 HP @ 4,250 RPM / 420 ft.-lb. Torque @ 3,250 RPM
- 50-State Emissions Systems
- Engine Block Heater
- 40 Gallon Fuel Tank
- HD Gas-Type Shock Absorbers
- .91" Front Stabilizer Bar
- 1.125" Rear Stabilizer Bar
- 5-Speed TorqShift Transmission w/ Overdrive and In-Tank Oil Cooler
- Aux. Transmission Oil Cooler
- (6) LT225/75Rx16E BSW All Season Tires
- (1) Spare Tire Included
- 47A Ambulance Prep Package
- Auto Throttle, In-Power #ETM52QVM-2 (After Market-Ford Approved)

10. 74 (2011) LI95-148" Ford Type III w/ 72" Headroom, (Base Conversion) **\$79,832**

**20 - PRE TAX**

20.

20. 1 Document Processing Fees **\$50**

20. 4 Multi Unit Discount

20. 2 Multi \$500 discount ( On two or more vehicles build consecutively ) **(\$500)**

**30 - AFTER TAX**

30.

30. 5 Factory Rebate( Must supply FIN or K code to qualify) PLEASE NOTE ! FORD OR CHEVY RESERVES THE RIGHT TO REVOKE THESE REBATES AT ANY TIME.

## Dispatching and Communications Equipment Commitments

---

McCormick Ambulance will, at our own expense, equip the five dedicated ambulances with:

- 1) A 2-way radio programmed with Torrance Fire Department frequencies as specified by the Torrance Fire Department.
- 2) Radio and automatic vehicle locators (AVL) to connect to the City's Public Safety Communications Center Computer-Aided Dispatch System as specified by the Torrance Fire Department.
- 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 Computer-Aided Dispatch System as specified by the Torrance Fire Department.

McCormick will, at our own expense, contract for all needed tech support for the above items with an outside contractor or directly with the City of Torrance.

McCormick Ambulance agrees to identify the five dedicated ambulances with the specific unit identifier assigned by the Torrance Fire Department. McCormick Ambulance will utilize these identifiers to dispatch the five dedicated ambulances and for all related communications. To insure 100% function and compatibility, McCormick Ambulance intends to purchase & install required equipment that is identical in make and model to the equipment currently in use by the Torrance Fire Department.

McCormick Ambulance will, at our own expense and with the authorization of the City of Torrance, equip a minimum of 2 additional non-dedicated ambulances with all required equipment (Items 1,2,and 3) that are identical in make and model to the equipment currently in use by the Torrance Fire Department. This will ensure that a dedicated unit going out of service for scheduled preventative maintenance or unforeseeable circumstance, can be immediately replaced with no feature loss to the City.

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## MCCORMICK FLEET MAINTANENCE AND EQUIPMENT

- Fleet Maintenance and Equipment Overview
- Daily Vehicle Checkout
- Cot Preventative Maintenance Standards
- Cot Maintenance LOG
- 5,000 and 30,000 Inspection Form
- Repair Order
- Vehicle List

## MCCORMICK FLEET MAINTANENCE AND EQUIPMENT

---

It is MCCORMICK's belief that leadership in the management and maintenance of equipment and vehicles represents a vital role in service delivery to every patient encounter. To meet the goal of maintaining the highest standards in fleet services, MCCORMICK has employed John Templar as Vice President of Fleet Services. Prior to joining MCCORMICK, John was responsible for the development, implementation and operation of many ambulance fleet service centers throughout Los Angeles, Orange and Ventura County. His experience is unmatched in the industry.

MCCORMICK will service each vehicle assigned to this contract through an aggressive Preventative Maintenance (PM) program, and track all maintenance services with extensive, electronic documentation. Currently, McCormick operates a full service fleet center in Hawthorne. MCCORMICK is pleased to offer equipment commitments that will enhance service delivery and facilitate the company's ability to exceed RFP requirements, including:

- A new, custom-designed fleet of dedicated full-size Type III ambulances, each equipped with the very best equipment and supplies
- A dedicated fifty one percent (51%) capacity reserve fleet of Type III and Type II ambulances
- A central Los Angeles County fleet maintenance center
- A comprehensive preventive maintenance program for both vehicles and equipment
- A dispatch system fully integrated with Fire Department communications

- Electronic vehicle communication and AVL integration
- Upgrades of key ambulance equipment and radios to ensure the benefits of the latest technology
- equipment, occupants or patients.
- The mod has more interior lights so the patient area is better illuminated.
- Easier access to the spare tire in the module.
- The Mod has more interior grab handles so it is easier getting in and out of the patient area.

#### **THE SELECTION OF LEADER INDUSTRIES AMBULANCES**

McCORMICK has selected Leader Industries as the manufacturer for the company's proposed City of Torrance Type III ambulances. Leader Industries is the nation's leading manufacturer of emergency ambulances with a national reputation for offering the *gold standard* in ambulance manufacturing. As a Los Angeles County company, Leader Industries offers a unique opportunity for easily facilitated direct design input from both McCORMICK and the Fire Department.

A commitment letter from Leader outlining a manufacturing delivery schedule along with vehicle specifications, technical drawings and photos can be reviewed in attachment III(F). If the dates for award of contract remain on schedule, Leader will take delivery of the new chassis order prior to the contract start date. In the event McCormick has not taken delivery of all ambulances, by July 16, 2011, we will draw from our current fleet of type III vehicles until the order is complete.

## **OVERALL DESCRIPTION OF CURRENT McCORMICK FLEET**

Included in this attachment is a continuation of the RFP ambulance table that describes the current McCORMICK fleet of ambulance vehicles. All ambulances are owned by McCORMICK. All current units meet and exceed US DOT Standards KKK -1822-A, and California Highway Patrol and Title 13, California Code of Regulations requirements, as well as all requirements set by the U.S. Department of Transportation and the Los Angeles County EMS Authority (EMSA).

## **RESERVE FLEET**

As a local ambulance service, McCORMICK is well aware of the potential for unexpected increases in call volume in the City of Torrance. A high reserve level ensures adequate coverage for unforeseen system demands while eliminating any chance that vehicle service or repairs can interfere with McCORMICK AMBULANCE availability.

All dedicated front-line units and reserve ambulances will exceed the standard inventory of supplies and equipment as designated by Los Angeles County EMSA.

## **VEHICLE QUALITY IMPROVEMENT**

McCORMICK's Vehicle and Equipment Quality Improvement Committee meets regularly to review ambulance specifications and design and vehicle performance. The committee makes vehicle improvement recommendations such as the following safety enhancements incorporated into the design of the company's current fleet. Some of the improvement include;

- Reverse-activated load lights
- 6.8 L Triton V 10 Engine
- 225 amps HD Alternator
- Super LED lights outside box
- Intersection LED lights front and rear vehicle
- Whelen red LED strip lights in the front grill
- Additional 100 watts siren speakers in the front bumper
- All LED light bar
- LED turn signals
- HD Customer built rear bumper
- Safety webbing to protect paramedics and EMT's during any sudden deceleration
- Audible back-up warning system
- Fold-in mirrors with a far-sight spot mirror
- A biomedical waste receptacle for needle sharps installed within arm's reach of the paramedic so that needles can be deposited immediately into a safe container.
- Redesigned padded interior cabinetry to prevent injury to our patients and personnel.

- Interior cabinet design to provide secure storage of medical supplies and equipment and reduce the possibility of missile hazards in the event of a rapid deceleration
- Reflective tape installed on the inside of vehicle doors to enhance visibility when the doors are open
- Non-skid surface applied to the vehicle's rear step to prevent slipping
- A second, redundant set of cold-cranking amperage batteries that have virtually eliminated mission failures caused by dead batteries
- Attendant seat w/built child seat on swivel base
- Stainless steel interior
- CPR seat w/stainless steel fold down tray
- LED interior lights
- Two sirens: Federal E-Q2B and Whellen 295 HFS2X Dual amplifiers

#### **PREVENTIVE MAINTENANCE PROGRAM**

MCCORMICK has developed an aggressive Preventive Maintenance (PM) program that anticipates parts replacement well in advance of potential vehicle failures and provides servicing exceeding manufacturer recommendations. MCCORMICK can assure the City of Torrance of the reliability and continuous performance of all vehicles based on the following comprehensive maintenance standards.

- MCCORMICK uses all Original Equipment Manufacturer's (OEM) fluids and service parts, meeting all Ford specifications.
- MCCORMICK's servicing schedule exceeds the "Regular Maintenance Intervals for the

Normal Schedule” recommended by Ford.

- McCORMICK crews participate in preventive maintenance by performing daily unit inspections. A daily Unit Inspection Form can be reviewed in this attachment

Advantages and benefits to City of Torrance of McCORMICK’s maintenance program include:

- A CENTRAL LOS ANGELES COUNTY Maintenance Center
- McCORMICK currently provides in-house fleet and equipment maintenance through a full-service center in Hawthorne, California.
- McCORMICK'S maintenance center, now located at 13933 Crenshaw Blvd. Hawthorne, CA 90250, exceeds all manufacturer servicing recommendations. The Hawthorne facility features four (4) vehicle bays. Equipment includes a brake lathe (2), two post lift 15,000 lb, four post alignment lift 14,000 lb, four post lift 12,000 lb, a starter and alternator tester, a tire changer and balancer (2), a 134 A/C Recycling machine, a new engine generation star tester and alignment equipment and other needed equipment; McCORMICK stocks approximately \$35,000 in parts inventory.
- The center is designed to comply with all OSHA hazard and safety standards. Environmental concerns are considered a priority, with any opportunities to recycle and reduce waste maximized.
- McCORMICK'S facility is fully equipped to perform routine and major maintenance and repairs, including, but not limited to:

- Tune-ups
- Brake service
- Engine replacement
- Transmission replacement
- Differential rebuilding
- Front-end alignment
- Suspension and steering repair
- Electrical Installations and repairs
- Complete tire service
- UHF and VHF radio installation
- McCORMICK fleet maintenance facilities in Hawthorne are open from 6 A.M. to 6 P.M. Monday through Friday and from 7 A.M. to 3:30 P.M. on Saturday. The fleet manager and/or the lead mechanic will continue to be on-call and available for immediate response to any kind of mechanical problem twenty-four (24) hours a day, seven (7) days a week.

#### **IN-HOUSE MAINTENANCE PROFESSIONALS**

McCORMICK's insistence on a safe, modern and healthy work environment assists the company in attracting and retaining a skilled and motivated team of maintenance specialists. McCORMICK mechanics average more than twenty (20) years experience in emergency vehicle repair and bring a wealth of diesel and gas ambulance preventive maintenance experience to the company. McCORMICK encourages the company's mechanics to continually improve their skills and advance their certification levels and

fully financially supports maintenance-related continuing education, including OSHA and safety training courses.

McCORMICK has Vehicle Service Technicians (VSTs) staffed around the clock to assist the primary maintenance team and crews. In addition to ensuring that backup vehicles are fully stocked and ready for service, the VSTs maintain the clean and professional appearance of all company vehicles and provide logistical support. VST responsibilities include the pickup and delivery of vehicle parts and vehicle shuttling. VST support allows McCORMICK mechanics to concentrate on vehicle and equipment performance and field crews to remain available for response.

#### **DAILY INSPECTIONS**

McCormick crews perform several daily unit inspections. Field personnel fill out a Vehicles Checkout Form at the beginning of the shift, documenting any problems discovered, and turn it in to the field supervisor. The supervisor forwards the report to the fleet manager so the repairs can be scheduled. A copy of the checkout form is provided for review in this attachment. If any problems are noticed affecting the operation of the vehicle it is taken out of service immediately. Crews are responsible for cleaning equipment and immediately reporting any problems to the supervisor, dispatch center, or fleet manager. All on-duty vehicles are washed daily so that the company projects the best possible image to the public.

#### **SCHEDULED REGULAR SERVICING**

Every 5,000 miles, McCORMICK's fleet maintenance team performs a systematic bumper-to-bumper inspection, examining more than 145 components, followed by

comprehensive servicing averaging 3.5 hours per vehicle. Our mechanics inspect all major components, including engines, transmissions, cooling and electrical systems, during every service and replace them as needed. The fleet manager reviews every PM inspection form to confirm the complete and correct execution of all required inspections and maintenance. Sample PM Inspection forms appear in attachment

**Preventive maintenance performed at 5,000 miles, includes:**

- Internal components inspection
- External cab and body components inspection
- Electrical (primary and secondary redundant systems) and alternator tests
- Front-wheel and rear-wheel component inspection
- Undercarriage and chassis component inspection
- Engine component inspection
- Radiator cooling system tests
- Starter-motor amperage test
- Water-pump inspection
- Rear-end suspension inspection
- Drive-train suspension inspection
- Engine oil and filter change
- Tires rotated and balance
- Chassis lubrication

Every 30,000 miles, mechanics perform a PM "B" inspection encompassing the regular 5000-mile servicing with the following additional procedures:

- Maintenance work averaging 7.5 hours per vehicle
- Fuel filters replaced
- Transmission fluid replaced
- Air cleaners replaced as needed

All belts are replaced at 65,000 miles.

#### **VEHICLE FAILURE RATES**

Any vehicle failure is treated as a major quality control incident. As such, all vehicle incidents are documented and thoroughly tracked to identify trends and training opportunities. McCormick is proud of the fact that only minimal vehicle failures during any response for service has occurred.

#### **AMBULANCE REPLACEMENT POLICIES**

All dedicated ambulances serving the City of Torrance will be no more than four (4) years old and have no more than 200,000 miles.

#### **VEHICLE MAINTENANCE RECORD KEEPING**

MCCORMICK uses a computerized system to schedule and track maintenance for every vehicle in the company's fleet. Company mechanics have each unit's entire maintenance history at their fingertips, from the last oil change to any repair performed. Meticulous record keeping enables the maintenance team to remain consistently efficient, thorough and precise and documents performance for quality improvement. A repair order is used for every single repair; this form is placed and kept in the vehicle file. THE fleet manager monitors and logs vehicle mileage on a weekly basis to ensure that preventive maintenance inspections are scheduled every 5,000 and every 30,000 miles.

## **Current Equipment**

McCORMICK currently stocks up to three (3) times in excess of the medical equipment required by the State of California and stipulated by California Highway Patrol (CHP) guidelines. MCCORMICK owns all ambulance equipment and supplies. Included in this

is a list of the primary major equipment and supplies currently carried on each McCORMICK ambulance. Brief descriptions of major durable equipment carried by McCormick are outlined below.

- **Breakaway Flat Stretchers:** Breakaway flat stretchers used on top of the Stryker stretchers allow McCORMICK crews to perform comfortable patient moving and loading.
- **Backboards:** McCORMICK will purchase new backboards for the City of Torrance contract based on the Fire Department recommendations.

## **Proposed equipment**

McCORMICK is pleased to propose the following equipment enhancements :

**Gurney** — Every ambulance is equipped with an MX Pro gurney from Stryker. McCormick contracts with Stryker mechanics perform preventive maintenance on the gurneys with every vehicle PM, according to Stryker's recommendations. Replacement stretchers are maintained at our Hawthorne operations center in the event that a problem is detected between service intervals. The Stryker gurney has many add on options that will be purchased for this contract, including:

- **Defibrillator Platform:** A defibrillator platform to secure a heart monitor
- **Oxygen Tank Holders:** Both permanent and removable oxygen tank holders
- **Gurney Wheel Locks:** Dual wheel locks installed on each gurney will upgrade gurney stability.
- **Bariatric Gurney:** MCCORMICK offers to dedicate a Stryker Bariatric Gurney for the safe movement of patients weighing more than 600 pounds. Although patients that heavy are rare, having a specialized gurney available helps prevent unnecessary patient and rescuer injuries. The stretcher will be stored in one of MCCORMICK'S supervisory vehicles. Upon the request of first responders or MCCORMICK personnel, the on-duty supervisor will deliver the gurney to the scene, Code 3 if necessary.
- **Stair-chair:** While the use of stair-chairs is not uncommon, MCCORMICK proposes to purchase Stryker's most sophisticated 6252 model, featuring the Stair-TRAC system, for the company's Torrance contract(s). These Stair Chairs will be placed in each of the dedicated ambulances proposed for the City of Torrance. Stryker's advanced new system allows patients to be rolled down stairs, dramatically reducing the potential of lifting strain or other injury

- **Current Medical Supplies**

To eliminate the possibility of temporary shortages and ensure disaster response capabilities, every MCCORMICK ambulance carries a cache with a minimum three (3)-month stock of disposable medical supplies. McCormick contracts with PMI for the purchase of all the company's disposable medical supplies. PMI is one of the largest distributors of hospital and emergency supplies in the United States. PMI is a distributor

of many types and brands of supplies and offers the opportunity to purchase the best quality brands available.

## **EQUIPMENT AND SUPPLY PRACTICES**

McCormick currently stocks up to three (3) times in excess of the medical supplies required by the State of California and CHP guidelines. See the chart below for a comparison chart of McCormick's supplies levels. Primary major equipment proposed in each ambulance is outlined below along with how McCormick maintains and services the equipment:

**Gurney** — Every ambulance is equipped with an MX Pro gurney from Stryker.

McCormick contracts with Stryker mechanics to perform preventive maintenance on the gurneys with every vehicle PM, according to Stryker's recommendations. Replacement stretchers are maintained at our Hawthorne operations center in the event that a problem is detected between service intervals. The Stryker gurney has many add on options that will be purchased for this contract. A Defibrillator platform for paramedics to secure their heart monitors, both permanent and removable oxygen tank holders and dual wheel locks will be added to ensure gurney stability

**Bariatric Gurney** – McCormick will provide a dedicated custom built Stryker Bariatric Gurney in one of the dedicated supervisor vehicles. This special gurney will be available to assist with the safe movement of patients in excess of 600 lbs. Special ramps will also be built by Stryker to roll the gurney in and out of the ambulance. Upon request from Torrance Fire or a McCormick crew, the Supervisor will respond, Code 3 if

necessary with this special gurney. Although rare, having a specialized gurney for these situations helps prevent unnecessary injury to both patient and rescuers.

**Traction Splint** — Minto Sager Model S304 Bilateral. The elastic leg and hip straps and ankle harness are cleaned or replaced after each use. The hip pad is replaced if it becomes cracked or abraded. The main support channel is inspected daily for integrity. The splint is replaced if it fails the daily inspection.

**Backboard/Straps** — Once removed from the patient at the hospital, the straps are placed in a biohazard bag and transported to our operations center for decontamination before being placed back into service. All new backboards will be purchased for this contract following a recommendation from the Fire Department on type and brand.

**Stair-chair** — As noted with the gurney, other providers may be using Stryker stair chairs; however, McCormick will specifically purchase Stryker's most sophisticated MODEL 6252 featuring the Stair-TRAC system. This system allows the patient to be rolled down stairs dramatically relieving rescuers of lifting strain and potential injury. The stair-chair device will be inspected daily to ensure that the hinges, wheels, handles, and locking device are in proper working order. The chair is taken out of service if it fails daily inspection. Stryker will be contracted to provide all service and maintenance.

**Extrication Device** — Ferno Model 125 KED (Kendrick Extrication Device). The KED is inspected daily to ensure that all components are present; the stitching is secure; the vertical battens are solid and unbroken; the torso, head, and leg and lifting handles are in good condition; and that the buckles are free of visible damage and operate properly. The device is replaced if it fails inspection or if the cover material is torn or frayed.

## **EQUIPMENT PROCUREMENT**

Equipment and supplies are selected based on recommendations from an Equipment Review Committee. This committee meets a minimum of quarterly to review supply and equipment needs. Review and testing of new equipment and selecting vendors are part of this committee's task. Field personnel and management work together on this committee to ensure that McCormick purchases and maintains the best quality equipment and the most competitive cost.

## **EQUIPMENT PREVENTIVE MAINTENANCE PROGRAM**

Specific maintenance procedures for individual equipment items are summarized below. Whenever possible, maintenance is performed at McCormick by in-house mechanics and technicians.

- **Gurneys:** MCCORMICK mechanics perform preventive maintenance on the gurneys at the McCormick site during every vehicle's regularly scheduled Preventive Maintenance session, according to Stryker's recommendations. Replacement stretchers are maintained at the company's Hawthorne operations center in the event a problem is detected between service intervals. Gurneys are inspected, cleaned and lubed as part of 5000 mile vehicle service.
- **Bariatric Gurney:** Maintenance on the Bariatric gurney's will follow manufacturer recommendations.
- **Stair-chair:** MCCORMICK stair-chairs receive daily inspections to ensure that the chair's hinges, wheels, handles and locking device remain in proper working order. A stair-chair is taken out of service if it fails daily inspection. The stair-chairs proposed for the City of Torrance will enjoy the same comprehensive inspection and

maintenance program.

- **Bilateral Traction Splint:** McCORMICK cleans and inspects the elastic leg and hip straps and ankle harness on the traction splint after each use. The hip pad is replaced if it becomes cracked or abraded. The main support channel is inspected daily for integrity. McCORMICK replaces any splint that fails to pass daily inspection.
- **Backboard/Straps:** Once a patient has been transferred to the care of the hospital, the backboard and straps are placed in a biohazard bag and transported to the company's maintenance / operations center for decontamination.
- **Extrication Device:** The Kendrick Extrication Device (KED) is inspected daily to ensure that all necessary components are present, the stitching is secure, the vertical battens are solid and unbroken, all lifting handles are in good condition and the buckles are free of visible damage and operate properly. The KED is replaced if it fails inspection or if the cover material becomes torn or frayed.

#### **EQUIPMENT MAINTENANCE RECORD KEEPING**

Equipment maintenance record keeping, as mentioned with the vehicle preventative maintenance program is part of all vehicle service intervals. In addition, all ambulance equipment is checked daily and documented on the Daily Vehicle Checkout form shown in this attachment. These records are reviewed by field supervisors and the Fleet Manager. Vehicle and Equipment Maintenance Records are permanently stored at McCormick's main office in Hawthorne.

#### **EQUIPMENT FAILURE RATES**

Failed inspections and equipment failures are documented and tracked. McCORMICK addresses identified failure trends by replacing the item with a different model or

manufacturer. Equipment replacements are equal or better to the type of equipment being replaced.

**EQUIPMENT REPLACEMENT POLICIES**

At a minimum, McCormick follows all manufacturer recommendations with equipment replacement. In the event of unusual wear and tear, replacement will occur immediately. In the event of equipment failure or manufacturer defect, the equipment is immediately replaced with an equal or better type.

# MCCORMICK AMBULANCE

A WESTMED COMPANY

## Daily Shop Checkout Type III (Modular)

DATE \_\_\_\_\_

SHOP	ASSIGNMENT	MILEAGE
------	------------	---------

DRIVER \_\_\_\_\_ BADGE # \_\_\_\_\_

ATTENDANT \_\_\_\_\_ BADGE # \_\_\_\_\_

**DRIVER/MECHANICAL**

REGISTRATION\*

CHP ID CARD\*

LA COUNTY LICENSE\*

INSURANCE CARD\*

ASSIGNMENT PLACARDS (2)\*  
 Plastic  Magnetic

ACCIDENT INVESTIGATION KIT\*

CAMERA\*

GAS CARD # \_\_\_\_\_

FUEL LEVEL F 3/4 1/2 1/4 E  
 Fuel Type:  Diesel  Gas

HEADLIGHTS & HIGH BEAMS  
 Defeat Switch Off  YES  NO

TAIL LIGHTS

BRAKE LIGHTS

TURN/HAZARD LIGHTS

BACK-UP LIGHTS

LICENSE PLATE LIGHT

PARKING LIGHTS

PATIENT COMPARTMENT LTS.

MAP/CAB LIGHTS

WINDSHIELD WIPERS

DEFROSTER

AIR CONDITIONER/HEATER

MIRRORS

SEAT BELTS

FIRE EXTINGUISHER  
 Date Last Serviced: \_\_\_\_\_

SPARE TIRE

JACK AND TOOLS

TIRES (Tread and general appearance)

KEYS  Driver  Attendant

SUNBLOCK

BLUE BRUSH JACKETS  
 Driver  Attendant

HIGH-VISIBILITY SAFETY VEST  
 Driver  Attendant

HELMETS  Driver  Attendant

HEAVY DUTY WORK GLOVES (2)

THOMAS GUIDE®  
 Driver  Attendant

MOBILE PRIMARY RADIO

MOBILE VHF TAC RADIO

PAGERS  Driver  Attendant

NEXTEL PHONE

*\* Missing certifications, placards, and/or accident investigation kit requires immediate Supervisor notification.*

**EMERGENCY SYSTEM**

LIGHTBAR/STEADY RED

HEADLIGHT FLASHERS

WARNING LIGHTS

LOADING/SCENE LIGHTS

HORN

ELECTRONIC SIREN

ELECTRO-MECHANICAL Q SIREN

HAND HELD SPOTLIGHT

**REPORTABLE ISSUES**

MECHANICAL/ELECTRICAL\*

BODY DAMAGE\*

EQUIPMENT (Document on C-125)

*\* Provide details on reverse side of checkout sheet.*

**EMPLOYEE CERTIFICATIONS**

	DRIVE	ATTEN
CA DRIVERS LIC	<input type="checkbox"/>	<input type="checkbox"/>
AMB DRIVER CERT	<input type="checkbox"/>	<input type="checkbox"/>
DL 51 MED CARD	<input type="checkbox"/>	<input type="checkbox"/>
EMT CERTIFICATE	<input type="checkbox"/>	<input type="checkbox"/>
CPR CARD	<input type="checkbox"/>	<input type="checkbox"/>
LA CITY LICENSE	<input type="checkbox"/>	<input type="checkbox"/>

**PAPERWORK**

ePCR SH6001 (10)

PHYS CERT STATEMENT C-113 (5)

ADV BENEF NOTICE C-110 (5)

911/DIVERSION C-117 (5)

INCIDENT REPORT C-125 (5)

LA COUNTY EMS PAGE 2 (10)

RELEASE OF LIABILITY C-122 (5)

RESTRAINT APPLICATION C-218 (3)

MED NEC AID D-110 # \_\_\_\_\_

FACILITY/RESOURCE CODE LIST

SHOP OUT OF SERVICE V-108

PEDI MATE INFORMATION SHEET

**AED (24 Hour Units)**

AED # \_\_\_\_\_

Testing Documented  YES  NO

**TRAUMA KIT/JUMP BAG**

Left Pocket Sealed  YES  NO

PEDS BVM

INFANT BVM

Right Pocket Sealed  YES  NO

ADULT BVM

Center Pocket Sealed  YES  NO

OB KIT

PORTABLE BATT OPERATED LIGHT

Main Pocket Sealed  YES  NO

ADULT O2 NRB MASK

ADULT O2 NASAL CANNULA

PEDS O2 NRB MASK

INFANT O2 NRB MASK

PORTABLE SUCTION

PORTABLE SUCTION CANISTER/BAG

PORTABLE SUCTION SOFT TIP

OP AIRWAY (1 set)

NP AIRWAY (1 set)

ADULT B/P CUFF

STETHOSCOPE

BAND-AIDS (1 Box)

4 X 4s (1 Box)

OCCLUSIVE DRESSING (2)

MULTI-TRAUMA DRESSING (2)

BURN SHEET

KERLIX (3)

COLD PACKS (2)

ASSORTED MEDICAL TAPE

BANDAGE SHEARS

STERILE WATER

HAND WIPES

SAFETY GLASSES (2)

PEN LIGHT

TRIANGULAR BANDAGES (2)

GLUCOSE PASTE exp date: \_\_\_\_\_

**OXYGEN**

OXYGEN WALL REGULATOR(S)\*

IN HOUSE TANK \_\_\_\_\_ PSI

PORTABLE TANK #1 \_\_\_\_\_ PSI

PORTABLE TANK #2 \_\_\_\_\_ PSI

SPARE #1 \_\_\_\_\_ Full \_\_\_\_\_ Empty

SPARE #2 \_\_\_\_\_ Full \_\_\_\_\_ Empty

SPARE #3 \_\_\_\_\_ Full \_\_\_\_\_ Empty

*\* Only one required for CHP compliance.*

**HARDWARE**

GURNEY # \_\_\_\_\_

STAIR CHAIR [F] [S] # \_\_\_\_\_

FLAT

**CABINET #1**

Cabinet Sealed  YES  NO

**TOP/RIGHT SHELF**

SMALL GLOVES (1 box)

MEDIUM GLOVES (1 box)

URINAL

BED PAN

BURN SHEET (3)

**BOTTOM/LEFT SHELF**

B/P CUFF KIT (1 each of 5 sizes)

LARGE GLOVES (1 box)

XL GLOVES (1 box)

MULTI-TRAUMA DRESSING (3)

LITER SEALED WATER (4)

**CABINET #2**

Cabinet Sealed  YES  NO

**TOP SHELF**

RAIN BLANKET

KERLIX (6)

TRIANGULAR BANDAGES (2)

RESTRAINTS/POSSE (2)

ASSORTED MEDICAL TAPE

HAND WIPES (1 box)

4 X 4s (1 box)

3 X 3s (6)

OCCLUSIVE DRESSINGS (4)

COLD PACKS (3)

TONGUE DEPRESSORS (6)

**BOTTOM SHELF**

SUCTION TUBING

YANKAUER - HARD TIP

SOFT SUCTION TIP (1 set)

ADULT NASAL CANNULAS (3)

ADULT O2 NRB MASKS (3)

PEDS NASAL CANNULAS (3)

PEDS O2 NRB MASKS (3)

INFANT O2 NRB MASK

**CABINET #3**

Cabinet Sealed  YES  NO

OB KIT

STERILE WATER (6)

BACKBOARD STRAPS (8)

CHEMO/BIO HAZARD SPILL KIT

ISOLATION KITS (4)

**CABINET #4**

MULTI-TRAUMA DRESSING

STERILE WATER (3)

SALINE (3)

OB KIT

GLUCOSE PASTE exp date: \_\_\_\_\_

TRIANGULAR BANDAGES (2)

BAND-AIDS (1 box)

KERLIX (4)

ASSORTED MEDICAL TAPE

LARGE EMESIS BASINS (5)

SMALL EMESIS BASINS (5)

4X4s (1 box)

OCCLUSIVE DRESSINGS (4)

RAIN BLANKET

ISOLATION KITS (4)

ISOLATION MASKS (10)

BIOHAZARD BAGS (5)

CHUX (4)

ADULT BVM

PEDS BVM

INFANT BVM

OP AIRWAY (1 set)

NP AIRWAY (1 set)

**CABINET #4 (continued)**

PETROLEUM JELLY

SUCTION CANISTERS & LIDS (2)

**CABINET #5**

SUCTION TUBING (4)

YANKAUERS - HARD TIP (4)

SOFT SUCTION TIPS (2 sets)

RESTRAINTS/POSSE (4)

COLD PACKS (3)

ADULT NASAL CANNULAS (10)

PEDS O2 NRB MASKS (10)

ADULT O2 NRB MASKS (10)

**CABINET #6**

Cabinets Sealed  YES  NO

ADULT BVM

PEDS BVM

INFANT BVM

NEONATE BVM

BVM MASK SET

OP AIRWAY (1 set)

NP AIRWAY (1 set)

PETROLEUM JELLY

SUCTION CANISTER & LID

ADULT ADJUSTABLE C-COLLAR (3)

PEDS ADJUSTABLE C-COLLAR (3)

HEAD WEDGES (3)

**SQUAD BENCH**

TRACTION SPLINT

KED

SHARPS CONTAINER (wall mounted)

ARM SPLINTS (4)

WRIST SPLINTS (4)

SMALL LEG SPLINTS (4)

ADULT B/P CUFF & STETHOSCOPE

SHORT/HALF BOARD

**BULKHEAD COMPARTMENT**

PEDI MATE # \_\_\_\_\_

CLOTH TOWELS (12)

LINEN SHEETS (10)

BLANKETS (2)

PILLOWS (2)

BED PAN

URINAL (2)

**C-COLLAR COMPARTMENT**

ADULT ADJUSTABLE C-COLLAR (5)

PEDS ADJUSTABLE C-COLLAR (5)

HEAD WEDGES (5)

GERMICIDAL SPRAY/WIPES

TOWELS

HAND WIPES (1 box)

**BACKBOARD COMPARTMENT**

BACKBOARD #1

BACKBOARD #2

BACKBOARD #3

LARGE LEG SPLINTS (4)

**GLOVE COMPARTMENT**

XS  SML  MED  LRG  XL

**CHECKOUT COMPLETED**

TIME: \_\_\_\_\_

DRIVER INITIALS: \_\_\_\_\_

ATTENDANT INITIALS: \_\_\_\_\_

# Vehicle Checkout Continuation Report

Fleet Services, please attend to the following issues:

**MECHANICAL**

- SMOKING MORE THAN NORMAL
- SLOWER THAN NORMAL ACCELERATION
- PITTED OR MINOR CRACK ON WINDSHIELD
- REAR VIEW MIRROR MISSING/BROKEN
- WINDSHIELD WIPERS STREAKING
- FUEL GAUGE REGISTERING IMPROPERLY
- TIRES WEARING IMPROPERLY/LOW TREAD
- SOFT SUSPENSION
- OTHER MINOR MECHANICAL ISSUES: \_\_\_\_\_

**ELECTRICAL**

- DAYTIME RUNNING LIGHTS/DEFEAT SWITCH INOPERABLE
- CAB DOME LIGHTS INOPERABLE/BURNED OUT
- MAP LIGHTS INOPERABLE/BURNED OUT DRIVER OR ATTENDANT (CIRCLE)
- SPOT LIGHT INOPERABLE/BURNED OUT
- SINGLE PATIENT COMPARTMENT FLUORESCENT LIGHT OR NOT MORE THAN TWO PATIENT COMPARTMENT LIGHTS INOPERABLE/BURNED OUT
- 3rd BRAKE LIGHT INOPERABLE/BURNED OUT
- A/C OR HEATER NOT WORKING TO FULL CAPACITY (SPECIFY CAB/PT COMP)
- TAC RADIO INOPERABLE
- OTHER MINOR ELECTRICAL ISSUES: \_\_\_\_\_

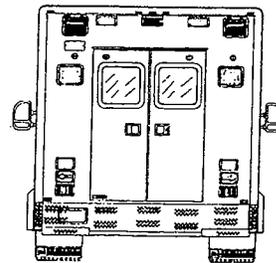
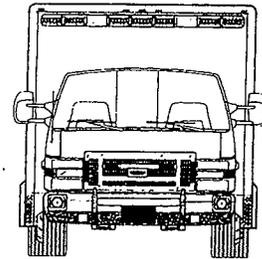
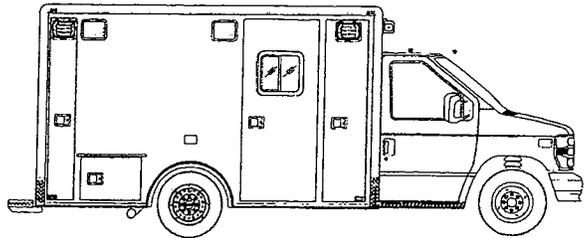
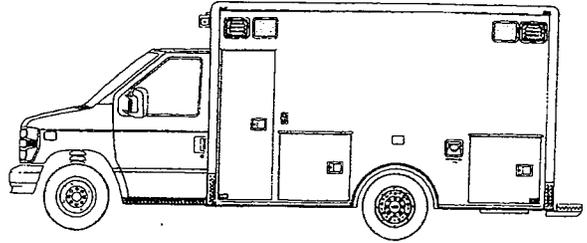
**OTHER**

**CRITICAL ISSUES**

The following are some examples of conditions that require an ambulance to be taken out of service immediately. The *Shop Out of Service* (Form VM-108) must be filled out and placed on the dash of the affected ambulance.

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• AMP OR CHARGE LIGHT ON</li> <li>• BROKEN WINDSHIELD</li> <li>• WINDSHIELD WIPERS INOPERABLE OR WORN</li> <li>• DEFROSTER INOPERABLE</li> <li>• SEAT BELT INOPERABLE</li> <li>• ENGINE OVERHEATING</li> <li>• ENGINE KNOCKS/MISSES</li> <li>• NO POWER/STALLS</li> <li>• OIL LEAKS/NO OR LOW OIL</li> <li>• ENGINE LIGHT ON</li> <li>• AIR BAG LIGHT ON</li> <li>• PEDAL IS SOFT OR GOES DOWN</li> <li>• HARD PEDAL</li> <li>• GRINDING NOISE WHEN BRAKES APPLIED</li> <li>• SHOP DOES NOT STOP</li> <li>• SHOP PULLS HARD LEFT OR RIGHT WHEN BRAKES APPLIED</li> <li>• PARKING BRAKE NOT HOLDING/INOPERABLE</li> <li>• ABS LIGHT ON</li> <li>• LEAKING FUEL/FUEL ODORS</li> </ul> | <ul style="list-style-type: none"> <li>• BROKEN FUEL LINE</li> <li>• LEAKING FUEL TANK</li> <li>• CRACKED SUSPENSION</li> <li>• LOOSE/SHIFTED SUSPENSION</li> <li>• SUSPENSION INTERFERING WITH WHEEL TRAVEL</li> <li>• TRANSMISSION LEAKING</li> <li>• TRANSMISSION NOISY</li> <li>• TRANSMISSION SLIPS, JUMPS OUT OF GEAR, OR SHIFTS HARD</li> <li>• NO REVERSE</li> <li>• TRANSMISSION FLUID SMELLS BURNED</li> <li>• LOW/NO TRANSMISSION FLUID</li> <li>• EXHAUST LEAKING</li> <li>• ANY PART OF EXHAUST SYSTEM DRAGGING OR NOT SECURELY FASTENED</li> <li>• HARD STEERING</li> <li>• STEERING WHEEL SHAKING</li> <li>• NOISY STEERING</li> </ul> | <ul style="list-style-type: none"> <li>• EXCESSIVE FREE PLAY IN STEERING</li> <li>• BULGING TIRES</li> <li>• TREAD SEPARATION</li> <li>• EXPOSED FABRIC ON TIRE</li> <li>• AUDIBLE TIRE AIR LEAK</li> <li>• DUAL TIRES RUBBING</li> <li>• EMBEDDED NAIL OR OTHER OBJECT IN TIRE</li> <li>• CUT SIDEWALL</li> <li>• LOW TIRE AIR PRESSURE</li> <li>• SIREN INOPERABLE</li> <li>• HORN INOPERABLE</li> <li>• SPEEDOMETER BROKEN</li> <li>• HEADLIGHT/TURN SIGNAL/BRAKE/BACKUP LIGHTS INOPERABLE/BURNED OUT</li> <li>• MORE THAN TWO PATIENT COMPARTMENT LIGHTS INOPERABLE/BURNED OUT</li> <li>• EMERGENCY LIGHTS INOPERABLE/BURNED OUT</li> <li>• PRIMARY RADIO INOPERABLE</li> </ul> |
|--|---|---|

**CIRCLE BODY DAMAGE**



**BODY DAMAGE REMARKS**

# **WESTMED AMBULANCE, INC. DBA McCormick**

## **COTS PREVENTIVE MAINTENANCE PROGRAM**

**One of our fleet maintenance missions is to provide field operations with safe, and reliable equipment. Cots are part of Wesmed Ambulance, Inc Preventive Maintenance Program. Each time the unit comes in for PM (every 5,000 miles) our technician's clean, lube, inspect and check for the following items for proper functions:**

- **All cot fasteners secure.**
- **All welds intact, not cracked or broken.**
- **Not bent or broken tubing or sheet metal.**
- **No debris in wheels.**
- **All wheels secure, roll freely and swivel properly.**
- **Side-rails move and latch properly.**
- **Backrest operates properly, in all positions.**
- **Optional accessories intact and operating properly.**
- **Cot secure in each height position.**
- **Undercarriage unfolds and folds properly.**
- **Breakaway head section operating properly.**
- **Safety bar operating properly.**
- **Footrest operating properly.**
- **No tears or cracks in mattress pad.**
- **Patient restrains intact and working properly.**
- **Clean and lube.**

Unit: \_\_\_\_\_

**Westmed Ambulance, Inc  
Cot Maintenance Record**

VM 6

Cot Serial #: \_\_\_\_\_

Gurney / Cot Maintenance Record - VM 6				
#	Date	Work description performed	Work performed by	Assigned to Shop
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				







## PM Inspection Form VM-104

A PM Service (5,000 miles)

Shop #: \_\_\_\_\_

Miles: \_\_\_\_\_

B PM Service (30,000 miles)

Date: \_\_\_\_\_

Hours: \_\_\_\_\_

Circle One

### Unit On The Ground Level

OK	NO	Item check	OK	NO	Item Check	OK	NO	Item Check
		Road test unit			Seat Belts and Operation			All Switches and Knobs
		Review unit history file			Check A / C Temp. & Record			Two Way Radio
		Check Gauges			Check High Idle Operation			AM / FM Radio
		Steering Play			Floormats and Carpeting			Check & Lube Doors & Comps.
		Test Horn and Air Horn			Headliner and Visors			Striping & Decals
		Check Wipers & Washers			Door Panels and Pockets			Antennas
		Brake & ABS Lights			Engine Cover Latches & Gasket			Shoreline Cover & Fuel Cap
		Check Parking Brake			Windows & Window Regulators			Check Transmission Fluid
		Pedal Pads			Mirrors & Windshield			Check Power Steering Fluid
		Seats & Upholstery						Fill Washer Fluid Reservoir

### Unit Lights Check

OK	NO	Item Check	OK	NO	Item Check	OK	NO	Item Check
		Turn Signals			Tail Lights			4 Way Signals
		Headlights High & Low Beam			Marker Lights			Grille Lights
		Switch Panel Lights			Floodlights			Steady Red Lights
		Map Lights			Brake Lights			Light Bar
		Dome & Door Panel Lights			Backup Alarm and Lights			Primary
		Parking Lights			Lenses and Reflectors			Secondary
		Dash Lights			License Plate Lights			

### Unit Up On Rack

OK	NO	Item Check	OK	NO	Item Check	OK	NO	Item Check
		Drain Engine Oil			Axle Pivot Bushings & Brackets			Fuel Tanks and Straps
		Replace Oil Filter			Front Shocks and Mounts			Parking Brake Cables
		Check for oil leaks			Coil Springs and Insulators			Check Differential Oil
		P/S Gearbox, Pump and Lines			Front Brakes & Brake Hoses			Leaf Springs and Shackle Bolts
		Front License Plate & Holder			Radius Arm Bushings & Brkts.			Rear Bumper, Liftgate, Step
		Water Pump & Coolant Leaks			Stabilizer End & Frame Bushings			Rear Axle Seals
		Check All Trans. Cooler Lines			Motor Mounts & Freeze Plugs			Check Rear Brakes & Adjust
		Tighten Pitman Arm Nut			Exhaust System & Y Pipe			Check Tread Depth & Record
		Fuel Leaks			U-Joints & Carrier Bearings			Tire Press., Valve Caps, Stems
		Drag Link			Transmission Linkage			Wheel Covers
		Tie Rod Ends			Trans. Mount & Crossmembers			Rotate Tires & Inspect Rims
		Inner Drag Link			Body Mounts			Torque Wheel Lugs To Specs.
		Ball Joints			Rear Shocks and Mounts			
		Lube Chassis			Suspension Boosters			

Unit On The Ground Level					
OK	NO	Item	OK	NO	Item
		Add Engine Oil			Check For Additional Fuel Leaks
		Check Charge Rate & Record			Check Master Cylinder
		Coolant Recovery System			Air Cleaner Assy & Snorkel Bolts
		A/C Compressor and Lines			Battery Hold Downs
		Fan Clutch & Fan Shroud			Remove Battery Cables and Clean
		Belt and Tensioner			Check Battery Water Levels
		Idler Pulleys			Load Test Batteries & Record Results
		Alternator Mounts & Brackets			Spare Tire Air Pressure
		Pressure Test Cooling System			Jack and Lug Wrench
		All Hoses & Radiator Cap			
		Inspect serpentine & V belts			

Patient Compartment					
OK	NO	Item	OK	NO	Item
		Seat Belts and Operation			Floor Condition
		Jump Seat Condition			Cabinet Doors & Latches
		Bench Hold Down Latches			Door, Ceiling & Trim Screws
		All Equipment Restraints			Door Handles, Latches & Locks
		Upholstery Damage			Door Weatherstripping
		Grab Handles and Straps			Record Rear A/C Temperature
		Dome Lights Hi and Lo			Rear Heat
		Stepwell Lights			Tighten Yellow Cot Hook
		Fluorescent Lights			Cot Hold Down Hardware
		Exhaust Blower			Fire Extinguisher Mount & Tag
		Suction			
		Test Inverter or Generator			

B Service Every 30,000 Miles					
OK	NO	Item Check	OK	NO	Item Check
		Drain Transmission			Inspect air filter, replace as needed
		Drain Torque Converter			Replace fuel filter every 15,000 miles
		Add FW16 coolant cond. If equipped with green coolant			R & R Differn. fluid every 65,000 miles
					R & R Belt every 65,000 miles or as needed

On Board Documents					
OK	NO	Item Check	OK	NO	Item Check
		Current L. A. County Permit			Current DMV Registration
		Los Angeles County W & M			CHP 299; CHP ID. Cert.
		Proof of Insurance			DOT Permit

Unit Completion					
OK	NO	Item Check	OK	NO	Item Check
		Final Road Test			
		Complete Work order			
		Replace Maintenance Sticker			

Alternator Output (Under Load)	
Upper	Lower
Starter Draw (Amps)	
Charge Rate	
Volts	Volts
Amps	Amps
Battery Load Tests	
Left	Front
Right	Midd
	Rear
AC Temperatures	
Front	Rear
Brake Lining Thickness	
Left /32	Right /32
Front	Front
Rear	Rear
FRONT Rotor Thickness	
Left	Right
REAR Rotor Thickness / Drum Diameter	
Left	Right
Tire Tread Depth /32	
L F	R F
LR	RR
Cot Serial Number	
Ferno	Stryker

**OTHER INFO.**

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anic Signature

Manager Signature



#	Unit #	Lic. #	Manufacturer & Model	Year	Type	Age	Mileage	Proposed Dedicated 911	Proposed Backup	Inter- facility	Own/ Subcontractor
1	96	7Z85704	Ford E-350	2004	2	7	129,500		X	N/A	N/A
2	97	7Z85706	Ford E-350	2004	2	7	119,100		X	N/A	N/A
3	101	7N81833	Ford E-350	2005	3	5	155,500		X	N/A	N/A
4	102	7N81832	Ford E-350	2005	3	5	170,700		X	N/A	N/A
5	103	7N81861	Ford E-350	2005	3	5	142,800		X	N/A	N/A
6	105	7N81887	Ford E-350	2005	3	5	147,600		X	N/A	N/A
7	106	7S40327	Ford E-350	2005	3	5	164,900		X	N/A	N/A
8	107	7S40414	Ford E-350	2005	3	5	154,600		X	N/A	N/A
9	108	7S96751	Ford E-350	2005	3	5	142,300		X	N/A	N/A
10	109	7S96846	Ford E-350	2005	3	5	143,400		X	N/A	N/A
11	110	7S96847	Ford E-350	2005	3	5	150,000		X	N/A	N/A
12	111	8T49302	Ford E-350	2005	3	5	143,600		X	N/A	N/A
13	112	7S96931	Ford E-350	2005	3	5	124,300		X	N/A	N/A
14	113	7U64769	Ford E-350	2005	3	5	177,400		X	N/A	N/A
15	117	8P39636	Ford E-350	2005	3	5	138,000		X	N/A	N/A
16	118	7U64996	Ford E-350	2005	3	5	109,300		X	N/A	N/A
17	119	7U64997	Ford E-350	2005	3	5	148,800		X	N/A	N/A
18	120	7V90814	Ford E-350	2005	3	5	119,200		X	N/A	N/A
19	121	7V90812	Ford E-350	2005	3	5	104,400		X	N/A	N/A
20	122	7V90815	Ford E-350	2005	3	5	160,700		X	N/A	N/A
21	123	7V90813	Ford E-350	2005	3	5	120,800		X	N/A	N/A
22	132	7X45371	Ford E-350	2006	2	4	91,400		X	N/A	N/A
23	145	7Z62806	Ford E-350	2006	2	4	115,600		X	N/A	N/A
24	146	7Z62805	Ford E-350	2006	2	4	150,000		X	N/A	N/A
25	147	7Z62807	Ford E-350	2006	2	4	151,200		X	N/A	N/A
26	148	8A70796	Ford E-350	2006	3	4	152,000	X LA County		N/A	N/A
27	149	8B92777	Ford E-350	2006	3	4	150,500	X LA County		N/A	N/A
28	150	8B92853	Ford E-350	2006	3	4	70,900	X LA County		N/A	N/A
29	151	8B92933	Ford E-350	2006	2	4	124,100		X	N/A	N/A
30	152	8B92932	Ford E-350	2006	2	4	126,500		X	N/A	N/A
31	155	8L89454	Ford E-350	2007	2	3	89,000		X	N/A	N/A
32	156	8L89455	Ford E-350	2007	2	3	94,600		X	N/A	N/A
33	157	8L89610	Ford E-350	2007	2	3	80,400		X	N/A	N/A
34	162	8S80951	Ford E-350	2008	2	2	64,600		X	N/A	N/A
35	163	8S80989	Ford E-350	2008	2	2	91,100		X	N/A	N/A
36	164	8S80986	Ford E-350	2008	2	2	105,900		X	N/A	N/A
37	165	8U41575	Ford E-350	2009	2	1	52,700	X LA County		N/A	N/A
38	167	8U41625	Ford E-350	2009	2	1	55,200	X LA County		N/A	N/A
39	168	8U41587	Ford E-350	2009	2	1	81,000	X LA County		N/A	N/A
40	169	8U41624	Ford E-350	2009	2	1	76,200	X LA County		N/A	N/A

41	170	8U41623	Ford E-350	2009	2	1	55,500	X LA County		N/A	N/A
42	171	8U93800	Ford E-350	2009	2	1	22,900	X LA County		N/A	N/A
#	Unit #	Lic. #	Manufacturer & Model	Year	Type	Age	Mileage	Proposed Dedicated 911	Proposed Backup	Inter- facility	Own/ Subcontractor
43	172	8U41634	Ford E-350	2009	3	1	66,200	X LA County		N/A	N/A
44	173	8U41669	Ford E-350	2009	3	1	52,500	X LA County		N/A	N/A
45	174	8U41706	Ford E-350	2009	3	1	47,300	X LA County		N/A	N/A
46	175	8U93754	Ford E-350	2009	3	1	62,300	X LA County		N/A	N/A
47	177	8W03075	Ford E-350	2010	2	0	22,000	X LA County		N/A	N/A
48	178	8W03080	Ford E-350	2010	2	0	15,100	X LA County		N/A	N/A
49	180	7S43764	Ford E-350	2010	3	0	9,400	X LA County		N/A	N/A
50	182	7S43766	Ford E-350	2010	2	0	12,900	X LA County		N/A	N/A
51	183	7S43765	Ford E-350	2010	2	0	13,000	X LA County		N/A	N/A
52	185	02140A1	Ford E-350	2010	2	0	3,300	X LA County		N/A	N/A
53		New	Ford E-350	2011	3	0	45	X Torrance		N/A	N/A
54		New	Ford E-350	2011	3	0	45	X Torrance		N/A	N/A
55		New	Ford E-350	2011	3	0	0	X Torrance		N/A	N/A
56		New	Ford E-350	2011	3	0	0	X Torrance		N/A	N/A
57		New	Ford E-350	2011	3	0	0	X Torrance		N/A	N/A
58		New	Ford E-350	2011	3	0	0	X LA County		N/A	N/A
59		New	Ford E-350	2011	3	0	0	X LA County		N/A	N/A
60		New	Ford E-350	2011	3	0	0	X LA County		N/A	N/A

## **Communications Center Structure and Equipment**

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McCormick Communications Center is fully staffed at any given time by three certified medical call taker / dispatch personnel. Communication Center personnel are responsible for receiving and acknowledging all fire requests in a limited designated geographic area. They also control daily resource utilization, including all dispatching from start to finish for units deployed in that designated area. Several key employees including all supervisors and managers are also trained to dispatch / calltake should the need arise to replace or increase these numbers. McCormick proposes to dedicate specific Communication Center personnel to oversee Torrance emergency responses. This policy will further ensure the best possible focus on Torrance emergency responses. The three dispatchers are overseen by a Communications Supervisor 24 hours per day.

### **Dispatching Process**

After the Dispatcher has received the call information from the City's Public Safety Communications Center via a dedicated ring-down phone line, remote connection or terminal, the Dispatcher will assign the most appropriate resource. All 9-1-1 emergency calls will be dispatched immediately after the dispatcher has determined the appropriate resource. At minimum, the information that the Dispatcher has processed will be given to the responding personnel in the following two ways:

- Pager: The call information sent to the pager comes directly from the CAD and will include run number, urgency, nature, and location of call.
- Verbal: The call information will be verbally given to the crew in the exact same order and format on the radio. The crews will be verbally given the first in engine/fire district, nature of call, location/address and cross street of incident, Thomas Brothers map grid, TAC frequency and if applicable, supplemental information.

Dispatchers will send the closest available units from quarters or post.

Dispatchers will “poll” these resources to determine the closest available unit. In addition, as the system becomes depleted the Communications Center will “move up” resources to predetermined stations and posts to facilitate response time compliance.

If an ambulance has not reached scene within six (6) minutes, a red dot next to the unit on the CAD screen will prompt the dispatcher to “challenge” the responding unit for an ETA. In the event of a missed ETA, the crew will be notified after the call and the involved Dispatcher will fill out a *Dispatch Incident Report* (Form M-125).

### **Dispatching Equipment**

Dispatching / call-taking is performed using RescueNet Dispatch. RescueNet Dispatch is a user-friendly, state-of-the-art EMS CAD solution. This software is the most widely used Windows®-based EMS software for computer aided

dispatch and enables the user to streamline the call taking/dispatch process and cut response times with high-performance features and smart technology.

RescueNet Dispatch features:

- Integrated ANI/ALI 911 and ProQA interfaces
- Automated address completion based on powerful geocoding
- Powerful mapping, GPS vehicle tracking, and transparent dispatch paging
- Plug in RescueNet Mobile™ mobile data system to provide instant, accurate data communication between dispatch center and crews, as well as in-vehicle mapping.
- Drag a call on top of a vehicle to assign it.
- Double-clicking a trip to time stamp it.
- Allows a dispatcher to work right on the interactive map.
- Automatic alerts, response profile flags, candidate rankings, SSM out-of-compliance warnings, diversion expiration reminders and other updates keep dispatchers on top even during the most frantic times.
- Through a single click, Pinpoint give dispatchers and call takers access to all secondary tasks:
- update customers and addresses, activate and deactivate vehicles, change crews, send vehicles to posts or other zones, unassign or cancel trips, add trip notes, and put vehicles into special statuses.
- Filters the dispatch module to only display the trips and vehicles dispatchers need to see.

- Geocode residence/facility addresses to automate speed and appointment time calculations. Geocoded zones drive dispatching and billing tasks.
- Easily add and sort customer's payors using RescueNet™'s integrated RescueNet Billing™ product. Payor-specific default charges are automatically added to the trip based on the call type, priority, and zone.
- be displayed to call takers and/or dispatchers, add the customer to groups, make note of permanent addresses and legal representative, and add dispatch comments to be included in pages to the crews. Captures every bit of information needed.
- Jumping to multiple categories of information by clicking one tab.
- Flying through the fields on a tab in the order that is customized to Torrance Fire.
- Geocoding ensures accurate addresses and automates many related dispatching and billing
- features.
- Using speed codes to rapidly nail down key data throughout the Call Taking module.
- Review detailed trip history

### **RescueNet Report Generation**

- **RescueNet allows McCormick to quickly set up “ad hoc” and customized reports.** Each program has scores of standard reports; however, these reports can be refined through the application of A wide variety of filters. Additionally, McCormick can create pure custom reports,

and then use them just like any of the standard reports.

- **Automating reporting.** Once a configured a set of reports is identified, for example, weekly data reports, we can save the configuration and easily create a script so that they are automatically run at the appropriate times.
- **Exporting report data.** Easily export reports in a variety of formats, or to other commonly used applications allowing easy transfer of data to agencies.

### **Radio Communication System**

All radio equipment utilized by McCormick is manufactured exclusively by Motorola, an industry leader in public safety communication equipment. Each ambulance is equipped with a mobile VHF and UHF radio. In addition, Paramedics, Supervisors and Managers are equipped with VHF and UHF handie-talkie (HT) radios.

McCormick utilizes a radio system consisting of five different repeater sites (Mountain top locations where there is an antenna broadcasting our radio traffic) to ensure unsurpassed and uninterrupted communication.

The repeater sites (systems) are as follows:

1. Lukens 1 (Mt. Lukens)
2. Flint 2 (Flint Peak)
3. Saddle 3 (Saddleback peak)
4. Coastal 4 (Palos Verdes)
5. San Berdo 5 (San Bernardino)

Each of these sites has the following channel lineup (Group):

- Central Dispatch
- Central Tac
- Hawthorne Dispatch
- Hawthorne Tac
- Carson Dispatch
- Carson Tac
- Supervisor Tac

In addition, McCormick has a direct, non-repeated Tac channel.

All 2-Way radio communication with the McCormick Communications Center is recorded and time stamped. Digital recordings of radio and phone traffic are kept indefinitely.

#### **Nextel push to talk radio phone**

All ambulances crews are equipped with Nextel two-way radio phones. This provides redundant communication with the McCormick Communications Center and 24/7 direct access to Field Supervisors. McCormick will provide at its expense, a Nextel two-way radio phone for use in the City's Public Safety Communications Center. This will provide an additional avenue of communication to McCormick ambulances, field supervision, and field ambulances if necessary. All Nextel communication with the McCormick Communications Center are recorded and time-stamped. Digital recordings of Nextel phone traffic are kept indefinitely.

## **Pagers**

All employees are issued alpha-numeric pagers. These pagers are linked directly with the McCormick CAD. Stand alone windows environment paging software or interface would be provided to the City's Public Safety Communications Center if requested for direct City to McCormick employee/ambulance paging through modem or internet.

## **Ringdown Line**

McCormick Ambulance will install a dedicated ringdown telephone line into the McCormick Communications Center This will afford the City's Public Safety Communications Center instantaneous voice access to the McCormick Communication Center.

## **Automatic Vehicle Location (AVL)**

Every Ambulance and Field Supervisor vehicle is equipped with Logic 5000 AVL. 2400% Faster Than the Industry Average, this powerful enterprise class software delivers GPS vehicle tracking and function data every five seconds – 24 times faster than the industry average of two minute refresh rates. Evaluated, tested and endorsed by leaders from government, private enterprise, trucking/delivery companies and emergency responders, it has been proven to work flawlessly in the most demanding GPS fleet tracking operations.

The AVL reports several items to dispatch. First and foremost it reports the location of the ambulance. This is accomplished by a global positioning system (GPS). GPS is made up of three parts: satellites orbiting the Earth; control and

monitoring stations on Earth; and the GPS receiver. GPS satellites broadcast signals from space that are picked up and identified by a GPS receiver mounted on the ambulance. The GPS receiver then provides a three-dimensional location (latitude, longitude, and altitude) plus the time.

The AVL reports unit ignition status (If the ignition is on or off). It also reports anytime the Code-3 equipment is active. Dispatchers can also unlock the ambulance from the Communications Center.

GPS reports speed of movement. By executing a series of calculations, the GPS unit is able to accurately calculate the speed of a vehicle. Key managers receive an instant text and email notification anytime a vehicle exceeds a pre-determined speed or leaves a pre-defined area (Geofence).

The modem installed in the ambulance acts as a cellular phone which sends the information from the GPS to the Communication Center. In addition to GPS information, the modem also sends information about the ambulance battery and the signal strength of the cellular connection. In the event the modem loses connection with the cellular system, (Like an area where cell phone coverage is lost) the modem continues to store all of its GPS information until it re-connects with the cellular system. It then forwards all of the stored information. Historical data is saved indefinitely and available for immediate recall.

Field Supervisors and key members of management have vehicles equipped with terminals that display the entire fleet and status in real-time. The entire system can be viewed on any computer or device running Google Earth with an internet connection. McCormick Ambulance will, at our own expense, provide the City's Public Safety Communications Center the equipment and/or access to McCormicks AVL system which will operate independently and in addition to the AVL installed in the Torrance dedicated ambulances. The City's Public Safety Communications Center will then be able view all McCormick resources responding to or within the City instead of only the dedicated ambulances.

## **DISPATCH CONTINGENCIES**

### **Level One Failures:**

Level one failures are those failures that do not require relocating dispatch or its personnel outside of the communication center.

### **Radio Failures:**

Each dispatcher has 2 desk-mounted radios. These radios are of identical programming. In case of radio failure, the dispatcher will immediately use the second radio as the "Primary" dispatch radio. In case of repeater site failure, the dispatcher will inform via pager and Nextel, all units to switch repeater sites.

There are 5 different sites to choose from. Each site has redundant channels.

This gives the dispatcher 9 channels to relocate to. In addition, the Supervisors HT radio may also be utilized as a dispatch radio. A self-contained field radio box with 3 UHF and 2 VHF radios that may be relocated to the dispatchers

desk is also at the ready.

**Antenna Failures:**

Each dispatch station has several redundant antennas jacks routed to auxiliary antennas on the roof. If an antenna failure is suspected, the dispatch supervisor is authorized and instructed to switch these connections providing immediate correction.

**Phone Failures:**

All phones in dispatch, with the exception of the direct ringdown phones are Voice over Internet Protocol (VoIP). In the event of a network outage, the phones will automatically switch over to the back up Nextel phones. When the network returns, the phones will automatically switch back. If the direct ringdown phones stop working, McCormick will immediately instruct the City's Public Safety Communications Center to call the back up Nextel phones. In a total infrastructure failure, McCormick will immediately instruct the City's Public Safety Communications Center to call the satellite phone. There are 4 back up Nextel phones located at the Dispatch Supervisors desk.

**Power Failure**

All processes are automatic and require no intervention. Every mission critical piece of equipment is battery backed and protected by an uninterruptable power supply (UPS). This will allow the generator to automatically start up and switch power. The entire building is supplied power from this 25KW MQ DCA-25SSIU2 diesel generator. Trailer mounted with a 200 Gal. fuel cell.(Run time

approximately 48 to 72 hours depending on load). Every mission critical computer including servers are attached to uninterruptible Power Supplies (UPS). Every mission critical telephone and radio is attached to uninterruptible Power Supplies (UPS).

### **LEVEL TWO FAILURES:**

Level two failures are those failures that require relocating dispatch or its personnel outside of the communication center. In the event we must relocate dispatch or its personnel outside of the communication center due to equipment failure, environmental hazard, disaster, or any other operational need, the Communications personnel may be readily deployed into the Mobile Command & Control trailer. This may be done on or off site depending on need and necessity. The Mobile Command & Control (MCC) is completely self-contained and does not require any external connections to function.

### **Mobile Command & Control Trailer (MCC)**

Self-contained, climate controlled dispatch center capable of effectively dispatching all company resources.

- 3 Dispatching positions.
- 3 UHF and 1 VHF 2-way dispatch radios.
- 1 Multi-band scanner
- 2 Los Angeles County Fire Department CAD computers
- 3 McCormick dispatch CAD computers
- 2 Server computers

- 1 Satellite phone
- 1 built in gasoline generator
- 2 back up gasoline generators
- Satellite TV
- Video surveillance
- Full kitchen and bathroom/shower
- Sleeping quarters
- Refrigeration
- MRE food and water

The dispatch supervisor is be responsible for coordinating the move of communications. In cases where it is desirable to move the MCC off-site, the Dispatch Supervisor will instruct the Field Supervisor to hook up and tow the MCC to the desired location. The Dispatch Supervisor will instruct a Field Supervisor to hook up to the 25KW MQ DCA-25SSIU2 diesel generator trailer (If off-site relocation is desired, anticipated, or a possibility).

**Operations:**

The MCC provides 3 dispatch stations. Call taking can be done utilizing the back up Nextel phones for calls. All computers, CAD systems and radios are of identical make and function as those in the Dispatch Center. A satellite phone is wall mounted in the trailer and may also be utilized as a ring down replacement option

## **McCormick Billing and Collections Process and Personnel**

- Billing Overview
- Sample Billing Invoice
- Sample Fire Department Billing Invoice
- Sample Accounts Receivable Report

## **McCormick Billing and Collections Process and Personnel**

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### **Billing Personnel**

Pauline Totten started with the company as an EMT over 12 years ago and has moved into billing and has promoted all the way to the top position of Billing Manager. She will be directly responsible for Torrance. Kim Tinney has been with the Company for over 7 years and is currently the Pre-Billing Manager. She will be responsible for all Torrance PCR's and all interaction with the crews to maintain compliance to policies. Elnora George retired as the CEO of JC Fremont Hospital now oversees all of our billing efforts and is our Compliance Officer. Gareth Chin is our Chief Information Officer and is responsible to see that all of our computers remain running and all updates to our software are current. In addition, McCormick has over 30 Billing Personnel who are experts in every area of billing.

McCormick Ambulance will bill according to the requirements in the RFP.

McCormick will bill the ALS Emergency Response and Transport Fees including Assessment Fees on a separate invoice a sample of which is included in Attachment A. Also, McCormick will send the patient a minimum of four collection notices within a 50 day period and McCormick will remit to the City all fees collected within seven days of receipt.

McCormick will continue the City's current system whereby McCormick would handle billing for Torrance Fire via an invoice for the difference between LA

County ALS rates (minus \$17.00) and LA County BLS rates as requested. In addition, McCormick would bill for the Code 3 charges. McCormick will bill for LA County BLS rates with Code 2, Mileage and all other LA County approved charges on all Private pay patients and non government insurance carriers. McCormick will bill Medicare patients under our provider number and remit the ALS portion of the reimbursement to Torrance Fire. If the patient was MediCal then no reimbursement would be made as MediCal doesn't recognize ALS with additional funding. However, before we put either of these processes into place we would like to meet with City and/or Fire Department finance people and compare the different systems and let the City of Torrance decide which system would be best for them. We have included the following matrix that shows what McCormick will be billing:

New Company to be added: Torrance Fire Department

New Charges for Torrance Fire Department:

ALS-E Base Rate	Difference bet McCormick LA County ALS-E and BLS-E
ALS-NE Base Rate	Difference bet McCormick LA County ALS-NE and BLS-NE
Code 3	LA County Rate

New Charges for McCormick (Existing Company):

Torrance BLS Base Rate NE	LA County Rate -\$17
Torrance BLS Base Rate E	LA County Rate -\$17
Torrance ALS Base Rate NE (Used only for MediCare/MediCal Type Payors)	LA County ALS-NE Rate – Torrance BLS-NE Rate
Torrance ALS Base Rate E (Used only for MediCare/MediCal Type Payors)	LA County ALS-E Rate – Torrance BLS-E Rate
Mileage	LA County Rate
Oxygen	LA County Rate
Mask/Cannula	LA County Rate
General Supplies	\$23 per RFP
Backboard/Splints/KED	LA County Rate
Bandages/Dressings	LA County Rate

Each Patient would be entered into the system once, with two trips added per transport. For Private Insurance and Private Pay, Trip 1 and 2 would be billed out separately. For MediCare/MediCal, the Base Rate in trip 1 would be an ALS Base Rate, and the Code 3 charge would be added to bill MediCare (Trip 2

would not be billed). When payment is received from MediCare/MediCal, the payment would be posted to Trip 1, and Torrance's portion would be deducted and added to Trip 2 to balance out the accounts.

Trip 1: McCormick Ambulance

Charges:

1. BLS Base Rate
2. Mileage
3. General Supplies
4. Oxygen (if used)
5. Oxygen Mask/Cannula (if used)
6. Backboard/Splints/KED (if used)
7. Bandages/Dressings (if used)

Trip 2: Torrance Fire Department Charges:

1. Base Rate
2. Code 3

McCormick uses Zoll Data Systems as our software provider. They are the largest company that sells software to the ambulance industry. The software is very versatile and can provide an amazing amount of reports. The main reason McCormick purchased our software from Zoll is that they are the largest and will be around for decades to come. The ambulance industry has had problems with software companies coming and going but Zoll is a public company that will be around for a long time. Their support is a huge part of their success. They offer classes on a regular basis and we send our billing personnel to various classes

put on by Zoll, the American Ambulance Association and the California Ambulance Association.

**Ambulance Billing Procedures:**

**Pre-Billing:**

Scan the Patient Call Reports any face-sheets and insurance cards using the Scan Health EMS system. This system is HIPPA compliant and provides storage and real time, paperless access to all forms of patient information. The information is stored in two different locations not including our billing office. This system guarantees that the information will never be lost. The benefit of this system of data storage is that when a patient calls our billing office any of our personnel can immediately find all of the patient's information without even putting the patient on hold.

Once every item is scanned in then the information is analyzed. This is to insure compliance to all billing and quality assurance requirements. Once every item has been analyzed the transport is ready to be billed.

**McCormick Billing Office:**

Billing then Uploads/Imports the daily calls that were run the day before.

If the patient has NOT been previously transported by McCormick Ambulance and complete Medicare or insurance information was not obtained at the time ambulance service was provided an invoice/Patient Statement will be sent to the Patient, along with a request for Patient insurance or Medicare information.

If McCormick Ambulance has previously transported Patient, and McCormick have current Medicare or insurance information in our billing system, one of the following will occur:

- If the Patient has Medicare Part B coverage and no secondary Insurance, McCormick Billing office will file a claim to Medicare Part B on Patient's behalf.
- Medicare Part B will pay its allowable fee to the McCormick Billing Office and they will then post the payment and the Patient will receive a Patient Statement with its co-pay after Medicare pays.
- If the Patient has Medicare Part B and Medicaid coverage, our McCormick Billing office will file a claim to Medicare Part B on Patient's behalf.
- If Medicare approves Patient claim for payment, the balance will be billed to Medicaid.
- If the Patient has Medicare Part B and supplemental insurance, McCormick Billing office will file a claim to Medicare Part B on Patient's behalf.
- If Medicare approves Patient's claim for payment, and McCormick has Patient's supplemental insurance information, McCormick will file a claim on Patient's behalf for the co-insurance amount.
- If the Patient has a Medicare HMO or other insurance that Patient's primary coverage, McCormick Billing Office will file a claim on Patient's behalf.

- If the Patient transport was a result of a motor vehicle accident, McCormick Billing Office will send a letter requesting Patient's automobile insurance information. Once the completed information is returned to McCormick Billing office, McCormick will file a claim to Patient's insurance carrier.
- If the Patient has Medicaid coverage only, Patient's transport must meet the criteria Medicaid has established for ambulance transports, in order for McCormick office to file a claim on Patient's behalf. The fact that Patient was eligible for Medicaid does not guarantee that Medicaid will pay for Patient's transport.

McCormick billing staff will use the information documented on the run report to determine the appropriate diagnosis and procedure codes that apply to Patients ambulance transport.

Unfortunately, not all claims filed by the McCormick Billing Office are paid by Medicare or insurance companies. Medicare and insurance companies have their own specific criteria for payment of claims, and not all transports meet their criteria, which may result in a denied claim. There are specific procedures for re-filing claims McCormick Billing office has back-billers that will re-submit Claims by appealing the Medicare and insurance companies.

McCormick accepts several forms of payment by mail, such as checks, money orders, Visa and MasterCard. If Patient is unable to pay the account balance in full, monthly payment arrangements are available without interest being charged.

### **Monthly Reports**

McCormick Billing Office can provide summaries and details of all billings produced, the number of accounts collected, the number of accounts outstanding and the number of accounts closed for each calendar month. A number of reports are available.

McCormick Billing Office makes copies of every check that is deposited into McCormick bank account. This provides a complete manual backup to our computer records and allows us to provide photocopies for reference if they are ever needed.

### **Compliance**

McCormick offers the City an outstanding record of compliance with all Medicare, Medicaid and insurance company regulations. In addition to McCormick billing of insurance claims management experience, McCormick employs a designated Compliance Officer who oversees and enforces our program in conjunction with our legal compliance partners. Together, we continually review our protocol and make any necessary adjustments. Our experts attend ambulance reimbursement conferences and seminars conducted by Medicare, the American Ambulance Association, state organizations California Ambulance Association,

and the Healthcare Billing and Management Association. Our efforts keep us on top of the ever-changing reimbursement regulations that affect McCormick Ambulance.

**TORRANCE FIRE DEPARTMENT**

P O BOX 295

TORRANCE, CA. 90507

Phone: (310)542-6097 Fax: (310) 555-5555 NPI:

**Patient name:** TEST, TEST

**Run Number:** 11-60803

**Date of call:** 03/10/2011

**Time of call:** 08:41

**Caller:** TEST

TEST TEST  
1234 TEST AVE  
TEST, CA. 12345-4567

**From:** CABRILLO & 213<sup>TH</sup> ST.  
**To:** 3330 W. LOMITA BLVD. TMH

**Primary payer:** Bill Patient

**Secondary payer:** Bill Patient

Description	Payer	Check #	Quantity	Unit Price	Payment Date	Amount
BASE RATE PE			1	\$351.75		\$351.75
CODE 3 RESPONSE			2	\$118.00		\$118.00

**PLEASE PAY THIS AMOUNT**

**\$469.75**

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

**Patient name:** TEST, TEST

**Run Number:** 11-60803

**Current date:** 3/22/2011

**AMOUNT ENCLOSED:**

\$

**Due on:** 04/01/2011

**REMIT TO:** TORRANCE FIRE DEPARTMENT  
P O BOX 295  
TORRANCE, CA. 90507

If you have insurance which covers this service, send copies of your insurance cards to our office and we will file a claim for you. If you have questions, please contact our Billing Office. Otherwise you are responsible for payment.

**WESTMED dba MCCORMICK**

P O BOX 5004  
MARIPOSA, CA 95338-5004

Phone: (800) 456-1649 Fax: (209) 966-2329 NPI: 1053453951

**Patient name:** TEST, TEST

**Run Number:** 11-60803  
**Date of call:** 03/10/2011  
**Time of call:** 08:41  
**Caller:** TEST

TEST TEST  
1234 TEST AVE  
TEST, CA. 12345-4567

**From:** CABRILLO & 213<sup>TH</sup> ST.  
**To:** 3330 W. LOMITA BLVD TMH

**Primary payer:** Bill Patient

**Secondary payer:** Bill Patient

Description	Payer	Check #	Quantity	Unit Price	Payment Date	Amount
BASE RATE EMERG.			1	\$880.75		\$880.75
MILEAGE			1	\$17.00		\$17.00
CODE 2 RESPONSE			1	\$46.50		\$46.50
GEN SUPPLIES			1	\$23.00		\$23.00

**PLEASE PAY THIS AMOUNT**

**\$967.25**

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

**Patient name:** TEST, TEST

**Run Number:** 11-60803

**Current date:** 3/22/2011

**AMOUNT  
ENCLOSED:**

\$
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**Due on:** 04/01/2011

**REMIT TO:** WESTMED dba MCCORMICK  
P O BOX 5004  
MARIPOSA, CA 95338-5004

If you have insurance which covers this service, send copies of your insurance cards to our office and we will file a claim for you. If you have questions, please contact our Billing Office. Otherwise you are responsible for payment.