

**Advanced Life Support Emergency Medical
Treatment
and
Transportation Service Policy
of
Lauderdale County**

General Provision

Section 1. Purpose, Applicability, Title.

- A. The provisions of this contract shall apply to the operation of any pre-hospital Advanced Life Support Emergency Medical Service provider, which has a patient pickup point within Lauderdale County, Alabama, except when operated by a federal, state or local agency, or when the transport of the patient began outside of Lauderdale County.
- B. This contract further establishes the procedures, rules, and regulations for the Advanced Life Support primary responder for all 911 calls received within Lauderdale County and grants to the contract holder the exclusive right to provide ambulance service in Lauderdale County.
- C. This contract shall be known as the Advanced Life Support Emergency Medical Treatment and Transportation Service Policy of Lauderdale County.

Section 2. Definitions.

For the purpose of this contract, the following words, terms, phrases and their derivations shall have the meanings respectively ascribed thereto by this section:

- 1. 911 Dispatch Center – Dispatch center for the Lauderdale County Emergency Management Communication District E-911, which is the central communications center from which all dispatches originate.
- 2. Advanced Life Support (ALS) – Pre-hospital patient care and transport involving any procedure the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma has, by rule and regulation, recognized as being within the scope of practice of an EMT-Intermediate or EMT-Paramedic.
- 3. ALS Transport Vehicle – Any motor vehicle constructed, reconstructed, arranged, equipped or used for the purpose of transporting individuals with life threatening medical conditions.
- 4. Ambulance – A vehicle equipped and used for the purpose of transporting the wounded, injured or sick, and shall include but is not restricted to emergency vehicles used for such purposes.
- 5. Ambulance Call – The act of responding with a licensed ALS Transport Vehicle and/or ambulance for the purpose of transporting any patient for compensation.
- 6. Ambulance EMT – Any person licensed as an EMT by the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma who, for compensation, has the duty of performing or assisting in the performance of an ambulance call.

7. Basic Life Support (BLS) – The pre-hospital patient care and transportation of a patient by an EMS provider wherein the patient is treated by procedures recognized by the Alabama Department of Public Health as being within the scope of practice of a basic EMT.
8. Driver – Any person who, for compensation, drives any ambulance who is responsible for the safe transport of the patient and other attending EMT(s). This person must have met all requirements set forth by the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma for ambulance drivers and hold a license as an EMT-Basic, EMT-Intermediate or EMT-Paramedic.
9. Emergency – Any non-hospital occurrence or situation involving illness, injury or disability requiring immediate pre-hospital intervention, wherein delay in the provision of such services is likely to aggravate the condition and endanger personal health or safety.
10. Emergency Medical Services (EMS) – Those pre-hospital functions and services which are required to prepare for and respond to emergencies, including rescue, transportation, treatment, triage, communications, evaluation and public education.
11. Advanced Life Support Emergency Treatment & Transportation Service Review Committee – Committee comprised of the following: 911 Board Member, Lauderdale County Commissioner, Florence City Council Member, State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma Representative, VFD Chief, Florence Fire Chief, EMA/E-911 Director, Emergency Room Physician.
12. Emergency Medical Technician (EMT) – shall be known as any of the following:
 - (a) Basic (EMT-B) – An individual who the Alabama Board of Public Health licensed to provide pre-hospital care such as cardiopulmonary resuscitation, fracture splinting, and bandaging of wounds and other such procedures as the Board recognizes.
 - (b) Intermediate (EMT-I) – An individual who the Alabama Board of Public Health licenses to provide pre-hospital care which can be invasive such as the starting of I.V.'s, the monitoring of cardiac rhythms, and intubation and other such procedures as the Board recognizes.
 - (c) Paramedic (EMT-P) – An individual who the Alabama Board of Public Health licenses to provide invasive pre-hospital care such as endotracheal intubation, drug administration, and other measures and procedures as the Board recognizes.
13. EMA/E-911 Director – Director of the Emergency Management Agency for the City of Florence and Lauderdale County, Alabama, and the Lauderdale County Emergency Management Communication District E-911.
14. Enhanced Basic Life Support Services – Those services that are made available through the use of an EMT-Paramedic to deliver rapid defibrillation.
15. Fire and Rescue Service Department – The Fire & Rescue Service Department of the City of Florence, Alabama.

16. Fire Chief – Any Fire Services Chief/Commander or his/her duly authorized representative.
17. Firemedic – An EMT-P/Firefighter who is a member of the Fire Services.
18. Fire Services – Any of the Volunteer Fire Departments in Lauderdale County, and the Fire and Rescue Department of the City of Florence, Alabama.
19. Government Entities – 911 Board of Directors of the Lauderdale County Emergency Management Communication District E-911; the Lauderdale County Commission of Lauderdale County, Alabama; the City Council of the City of Florence, Alabama.
20. Inter-facility Emergency ALS Transfer – The transfer of a patient requiring EMT-Paramedic or EMT-Intermediate level of care, where more advanced procedures are to be performed such as the monitoring of IV's or drugs, from one healthcare facility to another.
21. Lauderdale County – All-inclusive term used to describe Lauderdale County and all municipalities located within Lauderdale County, Alabama.
22. Medical Control Physician – A physician licensed to practice in the State of Alabama, knowledgeable in the Alabama Department Public Health approved ALS protocols, standard EMS radio procedures and general operating policies of the Fire Services and the Alabama Department of Public Health and from whom pre-hospital EMS providers shall take medical direction in person, by radio, or by remote communications device subject to the provisions of this contract.
23. Medical Direction –
 - (a) On Line – Direction given to pre-hospital EMS personnel by an Alabama Department of Public Health approved on-line medical control physician at a regionally designated medical control facility through direct voice contact, or by Alabama Department of Public Health approved ALS control.
 - (b) Off Line – A physician licensed to practice in Alabama who practices medicine in Lauderdale County and is approved by the EMA/E-911 Director to serve as the off-line Medical Control physician for a pre-hospital EMS provider. The off-line medical control physician will serve as medical liaison and advocate for the EMS provider and assist with retrospective review of pre-hospital patient care procedures.
24. Medical Protocol – A series of written statements of standard procedure promulgated by the Medical Control and Accountability Committee, a standing committee appointed by the State Committee of Public Health which is a part of the approved North Alabama EMS Medical Control Accountability Plan (MCAP).
25. Medical Review – The periodic review of pre-hospital patient care reports and other data by the off-line Medical Control Physician for quality assurance purposes.

26. Mutual Aid Ambulance Call – Request for emergency ambulance service issued by an ambulance dispatcher in one political jurisdiction to an ambulance dispatcher or ambulance crew in a neighboring political jurisdiction.
27. Alabama EMS Region One (AERO) – The regional EMS organization as recognized by contract with the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma to perform regional EMS training.
28. Owner – A person engaged in business as the owner, manager, officer or proprietor of a company, firm or organization providing private ambulance service within Lauderdale County.
29. Patient – An individual who is sick, injured, or wounded and in need of emergency medical care and transportation.
30. Patient Transport:
- (a) Priority I – Emergency – Patients whose conditions are life threatening or will likely cause serious permanent physical impairment if not treated immediately.
 - (b) Priority II – Non-Emergency – Individuals with minor medical conditions where the time to treatment is not a critical factor. Including inter-hospital transfers, discharges to home, visits to physician’s offices, transports to nursing homes.
31. Person – Any individual, partnership, firm or corporation of any kind.
32. Physician Advisor – The licensed physician appointed by the E-911 Board of Directors to serve as its medical advisor.
33. Police Chief – The Chief of any Police Department in Lauderdale County.
34. Private Ambulance – Any motor vehicle meeting the criteria designated by this contract for ambulances or other pre-hospital emergency transport or non-transport vehicles owned and operated by a person or corporation doing business within Lauderdale County.
35. Provider Response Times – Are recorded as the time a call was received until the time an ambulance arrives on that scene.
36. Response:
- a) Emergency Response – a response in which it is believed that illness, injury or disability requires immediate medical services wherein delay of such services may endanger personal health or safety. This call shall be executed with use of all warning devices and lights. (Priority I)
 - b) Non-Emergency Response – A response that does not require the use of warning devices, including but not limited to; inter-hospital transfers, discharges to home, visits to physicians offices, transports to nursing homes. (Priority II)

37. Sheriff – The Sheriff of Lauderdale County, Alabama.
38. State Medical Control and Accountability Committee – The Committee appointed by the State Committee of Public Health for the purpose of regulating Emergency Medical Services in Alabama.
39. Transport Zones:
- a) Zone 1- Area of Lauderdale County located East of the Natchez Trace and West of Highway 101.
 - b) Zone 2- Areas of Lauderdale County located West of the Natchez Trace and East of Highway 101.
40. Volunteer Fire Department (VFD) – Includes all of the fourteen Volunteer Fire Departments operating in Lauderdale County, Alabama.
41. Volunteer Ambulance Service / E.M.S. Service – A service that does not charge for any services that are performed by personnel who do not receive any compensation.

Section 3. Duty of the EMA/E-911 Director.

It shall be the duty and responsibility of the EMA/E-911 Director to administer the provisions of this contract pursuant to the pre-hospital EMS delivery system as stated herein.

Section 4. Use of Emergency Warning Devices.

- A. All ambulances responding to emergency calls must notify the 911 Dispatch Center to travel and/or operate ambulances with warning devices upon streets and/or roads in Lauderdale County, Alabama.
- B. It shall not be permitted for a private ambulance responding to an apparent non-emergency call to proceed to the hospital or other destination with the use of emergency warning equipment.
- C. Emergency warning equipment shall not be used without prior notification of the 911 Dispatch Center and shall not be used except where serious medical conditions exist, such as in the case of Priority I patients.
- D. No notification shall be necessary for patients being transported from a point of pick-up to a physician's office, clinic, nursing home, and emergency warning equipment is not authorized for such transports.

Section 5. Obedience to Traffic Laws, Ordinances, or Regulations.

When the driver of any ambulance has been authorized to utilize lights and sirens in accordance with the provisions of this contract he/she may:

- a) Stop, stand or park the ambulance in any place in order to provide medical services irrespective of the otherwise applicable provisions of law, ordinances or regulations.
- b) Proceed with warning devices operating past a red or stop signal or stop sign, but only after stopping as necessary for safe operation, using due regard for safety.
- c) Exceed the maximum speed limits permitted by law, ordinance or regulation; provided, however, that any governing directives issued by the Sheriff or Police Chief are obeyed and that life and property are not endangered thereby.
- d) While operating warning devices, disregard operating laws, ordinances and regulations governing directives or movements or turning in specified directions.

The exemptions herein granted to an authorized emergency vehicle shall apply only when such vehicle is making use of an audible signal meeting the requirements of Section 32-5-213 Code of Alabama 1975 and visual requirements of any laws of this state requiring visual signals on emergency vehicles.

The foregoing provisions shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons. Nor shall such provisions protect the driver from the consequences of his/her reckless disregard for the safety of others.

Section 6. Disposition of the Deceased.

- A. Transport of individuals that are obviously deceased, where the death is not of a suspicious nature and not under investigation by any law enforcement agency, shall be the responsibility of the family of the deceased. Where family of the deceased cannot be located the transport of the body shall be coordinated with the Lauderdale County Coroner's Office.
- B. Transport of deceased individuals where the deaths are being investigated by a local law enforcement agency shall be the responsibility of that agency.
- C. Under no circumstances shall an ambulance be used to transport bodies of deceased individuals.

Section 7. Complaint Procedure.

- A. Any person having a complaint regarding service and/or charges shall first notify the Owner/Manager of the ambulance service. The Owner/Manager of the ambulance service shall verbally notify the EMA/E-911 Director immediately as to the complaint and follow up with written notification within 24 hours. If a complaint is not resolved to the satisfaction of both parties, either may submit a written request to the Emergency Treatment &

Transportation Service Review Committee for further review. Upon receipt of such written request, the EMA/E-911 Director is responsible for promptly advising the Mayor, the County Commission Chairman and County Administrator of Lauderdale County. A hearing shall be held by the Emergency Treatment & Transportation Service Review Committee within thirty (30) days of notification, and a written report stating their findings shall be distributed to the complainant, the ambulance service and the appropriate officials.

- B. The ambulance company and EMA/E-911 Director shall keep a record of all complaints and how each is resolved for the contract term.
- C. Complaints which constitute either: (1) a potential violation of State EMS rules and regulations or (2) patient care procedures reported to have compromised acceptable standards of care established by the State Medical Control and Accountability Committee shall be reviewed by the EMA/E-911 Director, in concert with the Provider's Off-Line Medical Control Physician, and forwarded to the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma for further examination. All information, documentation and other materials determined to be pertinent to the incident(s) in question shall be forwarded to the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma.

Section 8. Promulgation of Additional Standards and Regulations.

- A. The EMA/E-911 Director is hereby authorized to establish, with the concurrence of the Emergency Treatment & Transportation Service Review Committee, additional standards and regulations for the operation of ambulances not in conflict with any provisions of this contract. Such standards and regulations shall include and set forth the procedures to be followed in processing and handling complaints against the ambulance service made to The City of Florence and Lauderdale County. The same may clarify any provision of this contract, which is deemed ineffective and may establish any procedure necessary to the accomplishment of the provisions of this contract.
- B. The standards and regulations, or any part thereof, as provided herein, may be revoked at anytime by appropriate action of the Emergency Treatment & Transportation Service Review Committee. Any revision or changes to the standards and regulations made pursuant to this section must be approved by the City of Florence and the Lauderdale County Commission prior to the effective date.

ARTICLE B

PRIVATE AMBULANCE SERVICE GENERAL RULES AND REGULATIONS

Section 9. Private Ambulance

- A. The ambulance service for The City of Florence and Lauderdale County shall have the following ALS/Emergency duties and responsibilities:
- (1) Inter-facility transfer of medically stable patients that require an EMT-Intermediate or EMT-Paramedic to monitor fluids, EKG rhythms or administer medications.
 - (2) Ambulance service must notify 911 Dispatch Center when a patient develops conditions that require an emergency transport during a routine non-emergency transport.
 - (3) Continuation of an ALS transport initiated outside of Lauderdale County to a facility inside of Lauderdale County.
 - (4) Inter-facility transport of emergency ALS patients.
 - (5) Transportation of ALS patients to facilities outside of Lauderdale County.
 - (6) Provide a minimum of one (1) EMT-Paramedic and one (1) EMT-Intermediate or EMT-Basic for each ambulance dispatched within Lauderdale County regardless of the type of transport.
- B. The ambulance service shall be responsible for the billing and collection of fees from privately transported individuals. The City of Florence and Lauderdale County will not compensate private ambulance services for private ambulance transportation services rendered.
- C. The ambulance service shall be responsible for reimbursing other agencies for supplies and equipment used during pre-arrival care immediately prior to leaving the scene. If circumstances render it impractical to reimburse supplies and equipment before leaving the scene, the lending agency is authorized to pick up these supplies and equipment at the ambulance service's place of business.
- D. If an ALS vehicle responds to a patient and determines that an ALS transport is not necessary, the individual will be appropriately advised in accordance with policies and medical protocols.
- E. Upon a written request from the City of Florence, through the EMA/E-911 Director, the ambulance service agrees to provide, without cost to the city, an ambulance to stand by at all high school varsity football games and all NCAA football games played in Braly Municipal Stadium. The city shall give at least fifteen (15) days written notice to the ambulance service. Notification for games not pre-scheduled may be less than fifteen (15) days. At least four (4) days notice will be made for all high school playoff games and NCAA playoff games when the University of North Alabama is the host. This service will be provided by ambulances over and above the required daily minimums, so as not to take away from responses to the residents of The City of Florence and Lauderdale County.

Section 10. Central Place of Business

- A. The ambulance service owner shall maintain a central place of business and dispatch center in Lauderdale County, which is to be manned 24 hours daily, at no expense to Lauderdale County. All business records and daily manifests herein required shall be maintained at this location and made available upon request of the EMA/E-911 Director. The owner shall, in writing, immediately notify the EMA/E-911 Director of any change of the business address or of the telephone number where said owner may be contacted at all times.
- B. Communications devices are required as follows:
- (1) Minimum of one (1) properly listed telephone for the purpose of receiving all calls for ambulance service.
 - (2) Dedicated ring down line to the 911 Dispatch Center.
 - (3) Printer and phone circuit capable of receiving ANI/ALI printout.
 - (4) Phone line at Lauderdale County Emergency Management Agency Operations Center.
 - (5) Facsimile machine and dedicated line at place of business.
 - (6) IDEN Radio capable of communication on the City of Florence and Lauderdale County fleet plan located at their dispatch center and in each vehicle.
 - (7) GPS Unit with exterior antenna permanently mounted in each ambulance.
 - (8) VHF and UHF radio displaying channel name in alphanumeric characters and name of frequencies as deemed necessary by the EMA/E-911 Director, located at their dispatch center and in each vehicle.
 - (9) Modem capable of transmitting data to a medical facility.
 - (10) Cellular phone permanently mounted in each vehicle with coverage capabilities necessary for communicating county wide, in order to support Item #9.
 - (11) 12-Lead EKG machine capable of sending data via phone line on cellular phone.

All radio equipment listed above shall be performance checked by a FCC licensed technician monthly, report of the same to be forwarded to the EMA/E-911 Director. Additionally, any equipment failures are to be reported in the same manner.

Section 11. Authority of EMA/E-911 Director to Designate Equipment.

- C. The EMA/E-911 Director is hereby authorized to maintain a "List of Equipment to be on Board any Ambulance Operating in Lauderdale County." This list shall reflect the minimum equipment as required by the State. In addition to that listing, IV fluid warmers and morphine to be consistent with the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma program requirements for pain management are to be installed in each truck. This list shall be kept on file in the EMA/E-911 Director's Office.

Any revision or changes regarding equipment must be approved by the City of Florence and the Lauderdale County Commission prior to the effective date.

Section 12. Equipment Required.

It shall not be permitted for any private ambulance to operate within Lauderdale County when responding to a patient transport if it is not equipped with all of the equipment enumerated in the above described list or such equipment is not in satisfactory working condition.

Section 13. Equipment Changes, Objections, Adoption.

- A. The EMA/E-911 Director, based on procedures and equipment approved and/or adopted by the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma, upon making a determination that changes are necessary to the “List of Equipment Required To Be On Board Any Ambulance Operating In Lauderdale County”, shall notify the Emergency Treatment & Transportation Service Review Committee by submitting a list detailing the proposed changes. The notification shall also include the effective date of implementation of such changes, which date shall be a minimum of thirty (30) days subsequent to the date of said notice. Such notice shall also be sent to the ambulance service as of the date the proposed changes are submitted.
- B. Any person, entity, or ambulance service objecting to any proposed change shall notify the EMA/E-911 Director in writing detailing such complaint at least fourteen (14) days prior to the effective date of implementation as stated in the notice. Any such items objected to shall be set for hearing of the Emergency Treatment & Transportation Service Review Committee prior to the effective date of implementation. If no written objections are made fourteen (14) days prior to the scheduled implementation date such changes shall forthwith take effect upon approval by the City of Florence and the Lauderdale County Commission.

Section 14. Inspection of Equipment.

- A. All mechanical, safety and special equipment shall be subject to inspection at any time by the EMA/E-911 Director and/or his/her designees.
- B. Semi-annual DOT inspections are required for each ambulance in operation. Copies of the inspection and certification are to be kept in the office of the EMA/E-911 Director. There shall be no ambulance in service with an odometer reading over 125,000 miles and/or over four years old.
- C. All routine service and/or major repairs are to be conducted by an ASE Certified Mechanic holding a current Master Technician Certificate.
- D. It shall not be permitted for any person to transport a patient in an ambulance, or to place such an ambulance in service subsequent to an accident involving said vehicle or alteration of said vehicle, until the vehicle has been inspected by the EMA/E-911 Director or his/her designee and a new DOT inspection certificate submitted; provided, however that this section shall not prohibit such an ambulance to continue the transportation of a patient who was being transported at the time of the accident when such can be done safely.
- E. The EMA/E-911 Director or his/her designee shall be responsible for the quarterly inspection of said vehicles to insure that said vehicles are equipped in accordance with this contract.

The periodic inspection required hereunder shall be in addition to any other safety or motor vehicle inspection to be made. Any repairs found to be necessary shall be completed immediately.

Section 15. Operating Regulations

- A. Each ambulance shall have on each side thereof in letters not less than four inches in height the name of the ambulance service, the designation “Ambulance” as appropriate, the vehicle number and color assigned by the EMA/E-911 Director on the back door or doors of the vehicle in numerals not less than six inches in height, and on each side and roof of the vehicle there shall appear the symbol of the “Star of Life”. Any modifications shall be reviewed in advance by the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma in accordance with policies and procedures stipulated in the Alabama Rules and Regulations for Emergency Medical Services. Recommendations from the State of Alabama Department of Public Health, Office of Emergency Medical Services and Trauma will be reviewed by the EMA/E-911 Director and the Emergency Treatment & Transportation Service Review Committee for purposes of concurrence with the requested variance.
- B. Each ambulance shall at all times while in use:
- (1) Be suitable for the transportation of patients from the standpoint of health, sanitation and safety and be maintained in sanitary condition.
 - (2) Contain adequate safety belts for the driver and a passenger in the front seat and all seating in the patient compartment (head of cot and three on the bench) which shall conform with the standards, requirements for such equipment and which shall be in proper working order.
 - (3) Comply with all applicable laws, ordinances and regulations relating to health, sanitation and safety.
 - (4) Comply with any directions of a law enforcement officer who is present on the scene with regard to directions for the prevention of escape.
 - (5) Comply with Fire Services personnel on the scene with regard to any directions given from such. The Fire Services commanding officer is at all times in charge of the scene. Should additional assistance be required from any EMS service, including additional ambulance service, the Fire Services commander shall make the request.
 - (6) Be equipped with such lights, sirens and special markings to designate it as an ambulance as may be prescribed by law or in reasonable regulations promulgated by the Police Chief and/or Sheriff.
 - (7) Be staffed with no less than two EMT’s, either two (2) EMT-Paramedics, or one (1) EMT-Paramedic and one (1) EMT-Intermediate or one (1) EMT-Basic.

C. The ambulance service shall have the capability to provide continuous operation to ensure that each ambulance consistently responds within the following guidelines:

- 1) Respond to Priority I calls within 10 minutes in Zone 1 and within 20 minutes in Zone 2, from the time a call is received until a unit is on the scene. The ambulance service shall be deemed to have met this requirement by responding within this time limit for emergency calls 90% of the time.
- 2) Respond to all Priority II calls within 30 minutes in Zone 1 and within 45 minutes in Zone 2, from the time the call is received until a unit is on the scene. The ambulance service shall be deemed to have met this requirement by responding within this time limit for non-emergency calls 80% of the time.

Provide a detailed plan for ambulance coverage to achieve response criteria listed above to include:

- 1) Number and exact type of vehicles.
- 2) Daily placement for each proposed ambulance in your plan.
- 3) Exact daily staffing layout for each proposed ambulance and any support personnel.
- 4) Address your shift change coverage plans.
- 5) Employee leave (Sick/Annual/Holiday) coverage plan.
- 6) Out-of-town transport backfill coverage plan.
- 7) Any additional services not addressed in any other area of the contract.
- 8) A complete list of your prices including mileage.
- 9) A complete list of your understanding of the Medicare/Medicaid reimbursement as it relates to what you would bill.

Failure to comply with these guidelines within any one-month period will warrant a written warning to the ambulance service. In the event that the compliance falls below these standards for any three months in one year, whether successive or not, the ambulance service shall be deemed in breach of contract. Documentation of continuous operation, including but not limited to provider response times, shall be maintained on the daily manifest, of which a copy is to be forwarded to the EMA/E-911 Director on a daily basis.

D. No owner shall permit or allow a person to perform duties as an ambulance EMT (EMT-Basic, Intermediate or Paramedic) without a license. A copy of the following records will be kept on file in the EMA/E-911 Director's Office:

- (1) Emergency Medical Technician (EMT) License
- (2) Valid Alabama Driver's License
- (3) State of Alabama Medical License
- (4) Emergency Vehicle Operation Certification (EVOC)
- (5) Background Check Report provided by ACJIC
- (6) NIMS Certificates as required for First Responders under Homeland Security

Section 16. Radio Dispatcher Procedure.

- A. The ambulance service shall have all of its employees with dispatch duties certified to provide emergency medical dispatch pre-arrival instruction, using the same EMD Certification program as the Lauderdale County Emergency Management Communication District E-911 Dispatch Center. It is required that an EMD Certified dispatcher be in attendance during all hours of every day at such phone extension to answer all calls to it and handle all calls in accordance with said procedures. Once a call has been transferred from the 911 Dispatch Center to the ambulance service, it then becomes the responsibility of the ambulance service to provide emergency medical dispatch pre-arrival instructions.
- B. In the event an owner receives a private call for ambulance service which is a Priority I level call, the provider shall notify, via phone, the 911 Dispatch Center immediately of receipt of the call.
- C. It shall not be permitted for a private ambulance EMT or Owner to make a Priority I ambulance call on Lauderdale County streets and/or roads without having given prior notification, as provided above, to the 911 Dispatch Center prior to departure.
- D. The ambulance service shall require its dispatcher to advise the 911 Dispatch Center of any delays during any calls so that the delays can be documented.
- E. In the event that the ambulance service is unable to dispatch an ambulance within two (2) minutes of an emergency call, the ambulance service agrees to promptly notify the 911 Dispatch Center so that such services can be provided by other means. Once they have regained the ability to take emergency calls, the 911 Dispatch Center is to be advised of such.
- F. The ambulance service agrees that the 911 Dispatch Center shall have the right to dispatch any fire or rescue department to any emergency that they deem necessary without any obligation to the ambulance service. The ambulance service agrees to provide the rescue squads in Lauderdale County with paramedical mutual aid.
- G. Responding ambulance service personnel is to communicate directly with response agencies on the scene by radio when possible to obtain location information and medical updates.

ARTICLE C INSURANCE

Section 17. Liability Insurance Required.

No business license shall be granted to any person to operate any ambulance upon the streets and/ or roads of Lauderdale County or elsewhere until such person shall have first filed with the EMA/E-911 Director a personal injury and property damage liability insurance policy issued to such person by a public liability insurance company authorized to do business in the state, providing insurance coverage for each ambulance as follows:

- a) For each ambulance, such insurance policy shall provide insurance coverage in the amount of \$1,000,000.00 for personal injury or death arising from any one accident and \$100,000.00 for property damage liability and uninsured motorist's liability coverage in the sum of \$20,000.00 per person for bodily injury liability or \$500,000.00 combined single limit liability with \$1,000,000.00 excess liability coverage whether the operation of any such vehicle is by such person, his/her agent, servant or employee, or by any person in possession of such vehicle. Lauderdale County, City of Florence and Florence-Lauderdale 911 must be named as additional insureds under the policy.
- b) The insurance coverage required by this section shall at all times be maintained for the full amount. The policy of insurance required by this section is to be filed with the EMA/E-911 Director and shall contain a clause obligating the company issuing the same to give not less than thirty (30) days written notice to the EMA/E-911 Director before cancellation thereof. Notice of cancellation shall not relieve the company issuing such policy of liability for any injury or claim arising before the cancellation becomes effective. The cancellation of any such policy shall have the effect of suspending the permit of such person to operate the ambulances covered thereby until a new policy complying with the provision of this section is filed with the EMA/E-911 Director.
- c) Every insurance policy required hereunder shall contain a provision for a continuing liability thereunder to the full amount thereof, notwithstanding any recovery thereon, that the liability of the insurer shall not be affected by the insolvency or the bankruptcy of the insured, and that until the policy is canceled, the insurance company will not be relieved from liability on account of nonpayment of premium, or any act or omission by the name assured. Such policy of insurance shall be further conditioned for the payment of any and all judgments, up to the limits of such policy, recovered against any person other than the owner, his/her agent or employee who may operate the same with the consent or acquiescence of the owner.
- d) In order to meet the policing filing requirements herein, as an alternative, the insured may file a binder of liability and property damage insurance as required herein above and a letter from the insuring agent which shall state that the coverage is bound, the name of the company, the effective date of coverage, the limits of liability and a list of all vehicles covered and proof that said agent has the ability to bind the issuing company. The policy of insurance so bound shall be filed with the EMA/E-911 Director immediately upon being bound.

- e) The ambulance service agrees to indemnify, defend, and hold harmless the City of Florence, a Municipal Corporation, Lauderdale County, Florence-Lauderdale 911 and their elected and appointed officials, officers, agents, and employees, from and against any and all loss, liability, penalties, damages of whatever nature, cause of action, suits, claims, demands, judgments, injunctive relief, awards, and settlements, including, without limitation, payments of claims of liability resulting from any injury or death of any person or damaged to or destruction of any property, arising out of the performance of this Contract. The ambulance service further agrees to reimburse the City of Florence, Lauderdale County, and Florence-Lauderdale 911 for the cost of any and all attorney fees and investigation expenses and any other costs incurred by them in the defense and handling of these suits and claims and in enforcing the provisions of this Contract.

ARTICLE D

PRIVATE AMBULANCE SERVICE PERSONNEL

Section 18. Ambulance Service Personnel.

- A. No ambulance EMT shall drive, manage or control any ambulance on any street or road in Lauderdale County, attend or render any care to any passenger, or otherwise perform duties in any such ambulance for compensation without having been approved and licensed by the State of Alabama Department of Public Health, Offices of Emergency Medical Services and Trauma. The EMA/E-911 Director shall be provided a weekly roster of such personnel employed as ambulance personnel.
- B. Each EMT shall have conspicuously displayed on their person their individual level of training.
- C. Prior to employment, a background check will be conducted for all personnel by the contract ambulance service to include a fingerprint check through ACJIC available for businesses per their current policy. Upon approval of the EMA/E-911 Director, each employee will be issued a photo ID card by the Lauderdale County Emergency Management Communication District E-911. There will be a ten dollar (\$10) fee for each ID card issued. The photo ID cards are to be worn by all personnel on their outer most clothing at all times while on duty. All ID cards will remain property of the Lauderdale County Emergency Management Communication District E-911 and it is the responsibility of the owner to surrender such upon termination of any employee.
- D. All ambulance service employees are required to be knowledgeable of the location of the highways, streets, avenues, public buildings, institutions, churches, hospitals, stadiums, and schools in Lauderdale County.
- E. All ambulance service employees are required to undergo an annual physical examination including but not limited to drug screening, evidenced by a certificate in writing signed by a reputable physician practicing within Lauderdale County. Such certificate should further show the employee to be in unimpaired possession of his/her senses of sight, hearing, and

feeling, and to have full physical control of both arms and legs, and be free from disease or affliction, which is likely to cause the sudden or unexpected loss of any of his/her senses. Each employee shall be physically fit in order to properly and safely perform all work and duty, which he/she may be required to do in accordance of his/her employment for the ambulance service.

Section 19. Appearance and Conduct of EMT's.

- A. No EMT shall operate on the streets or roads of Lauderdale County without wearing a distinctive uniform, which shall have been approved by the EMA/E-911 Director.
- B. The owner shall not permit or allow an EMT to work while not sanitary or not clean or neat in appearance.
- C. The owner shall not permit any employee of the ambulance service to be discourteous, to use vulgar, profane or obscene language, or to be drunk or under the influence of intoxicating beverages or drugs while on duty.
- D. The owner shall notify the applicable agencies in writing immediately upon becoming aware that any person in his/her employment is suffering from a reportable communicable disease. Current applicable health standards shall apply in such cases. Such standards as allowed by law shall apply as related to said person's employment capabilities.

Section 20. Severability.

If any article, section, sentence, clause, or phrase of this contract is for any reason held to be invalid or unconstitutional by declaration of a court of competent jurisdiction, such declarations shall not affect the validity of remaining portions of this contract.

Section 21. Effect of Contract.

All permitting provisions of this contract shall be in full force and shall be enforceable thirty (30) days after the award of the contract.

The City of Florence and Lauderdale County reserve the right to terminate this contract immediately upon breach of any term or provision of this contract, by the ambulance service, or

- a) if at any time during the term of this contract, the ambulance service shall fail to commence the service in accordance with provisions of this contract; or
- b) fail to diligently provide services in an efficient, timely and careful manner and in strict accordance with the provisions of this contract; or
- c) fail to use an adequate number or quality of personnel to provide the service; or
- d) fail to perform any of its obligations under this contract.

Lauderdale County shall have the right, if the ambulance service shall not cure any such default after ten days written notice thereof, to terminate this contract and provide the service in any manner it deems desirable, including engaging the services of another party.

Any such act by The City of Florence and Lauderdale County shall not be deemed a waiver of any other right or remedy of The City of Florence and Lauderdale County. If, after exercising any such remedy, the cost to The City of Florence and Lauderdale County of the performance of the balance of service is in excess of that part of the contract sum, which has not theretofore been paid to the ambulance service, the ambulance service shall be liable for and shall reimburse The City of Florence and Lauderdale County such expenses.

The ambulance service shall not sell, transfer, or assign this contract or any of the rights or privileges herein granted without the written consent from The City of Florence and Lauderdale County. This contract shall be terminated should the ambulance service cease to exist, be dissolved, merged, consolidated with any other company, partnership or corporation or upon any assignment by the ambulance service for benefit of creditors, or in the event that the ambulance service is declared bankrupt or insolvent or that a trustee or receiver is appointed by or for the ambulance service. Upon issuance of any execution or attachment against the ambulance service, or issuance of any garnishment against the City or County for claim, lien, suit, or judgment or otherwise against the ambulance service not dissolved, released, satisfied, or set aside within ten (10) days thereafter, The City of Florence and Lauderdale County shall have the right to terminate this contract on not less than ten (10) days written notice to the ambulance service.

The ambulance service hereby agrees to take all necessary actions to insure that, in connection with any service under this contract, that the ambulance service, its associates and subcontractors, will not discriminate in the treatment or employment of any individual or groups of individuals on the grounds of race, color, religion, national origin, sex, or disability unrelated to job performance, either directly, indirectly or through contractual or other arrangements. In this regard, the ambulance service shall keep, retain and safeguard all records relating to this contract or service performed hereunder for a minimum period of three (3) years from the completion of this contract; with full access allowed to authorized representatives of The City of Florence and Lauderdale County, upon request, for purposes of evaluating compliance with this and other provisions of the contract.

GUIDELINES FOR APPLICATION

Applications for the operation of an ambulance service within Lauderdale County shall be in writing, signed and sworn to by the applicant. Completed applications should be filed with the Lauderdale County Commission Office and should contain at least the following information:

1. The trade name under which the applicant does or proposes to do business. If the applicant is an individual, the name and address of the applicant and the length of the time the applicant has been in business; or if a partnership or association, the business name thereof and the name and address of each partner and the length of time each partner has been in business; or if a corporation, the names and addresses of all officers and the directors of such corporation and length of existence of the corporation.
2. The number of vehicles the applicant desires to operate (per the plans outlined in section 15.C.2); the class, size, design and color scheme, insignia, name, monogram or other distinguishing characteristics to be used to designate the applicant's vehicle; a complete list of equipment to be carried on board each said vehicle.
3. Whether or not the applicant has ever been convicted of any federal or state crime, or a violation of any city ordinance and the disposition of the same and place of conviction.
4. Whether or not the applicant, his/her associates or employees have any claims or judgments against them for damages resulting from the negligent operation of an ambulance, or any other vehicle, the disposition of same and place of claim or judgment.
5. The financial ability of the applicant to comply with the provisions of this contract, to include, but not limited to, a copy of the most recent audited and certified financial statements of the corporation, LLC, or individual.
6. A business plan for the term of the contract providing substantial evidence of the applicant's capacity to ensure the provision of adequate service to Lauderdale County. At a minimum the applicant will provide:
 - a) the number and location (i.e., physical address) of the transport units scheduled to be placed in service per the guidelines set forth in Section 15.C,
 - b) the projected call volume level of service (i.e., non-emergency transfer, 911, inter-facility transfer, etc.),
 - c) the location and description of the place or places from which the applicant intends to operate within Lauderdale County per the guidelines set forth in Section 15.C,
 - d) the applicable Response Times necessary to complete calls as outlined in Section 15.C.1 & 2,
 - e) All of the proposed charges wherein the only change made to these established charges, following award of this contract, correlates proportionately to the changes made with regard to the Official Medicare/Medicaid Reimbursement Schedule Changes,
 - f) existing formal contracts with volunteer rapid responder units operating within Lauderdale County,

- g) current contractual agreements with healthcare providers, major employers, payers or other entities which may affect the candidates ability to provide uninterrupted pre-hospital patient
- 7. Documentation from the applicant's insurance carrier, stating that the insurance required hereunder is available to the applicant and that such coverage is or will be provided prior to the onset of the contract.
- 8. The training, experience, and credentials of the applicant and all employees of the applicant who will be involved in the operations conducted in Lauderdale County.
- 9. Provide detailed information on your key positions; owner(s), manager(s), administrative and support personnel.
- 10. Provide an organizational chart for your proposed operation.
- 11. Provide a detailed cash-flow/ insurance-flow chart.
- 12. Provide a detailed chart showing relationships with any other corporations, LLS's, individuals for this contract.
- 13. Provide any other information about your operation you feel would be beneficial.

EVALUATION CRITERIA

The evaluation criteria below will be utilized in the award of this contract:

- 1. The number and exact type of vehicles that will be in operation in Lauderdale County at any and all times 24/7.
- 2. The location of the vehicles in service at any and all times 24/7.
- 3. The number and location of additional vehicles that can be called into service in emergency or high volume situations.
- 4. The type of equipment to be carried on each vehicle.
- 5. History of success in providing superior advanced life support emergency medical treatment and transportation service.
- 6. Exact daily staffing of each vehicle including whether there will be one or two EMT-Paramedics on the vehicle.
- 7. Employee shift change coverage plan.
- 8. Complete list of charges including mileage.

9. Business experience in related organizations.
10. Business plan and financial ability to perform the requirements you propose.
11. Any additional factors within the bid responses that the City and County deem important to providing the best Advanced Life Support Emergency Medical Treatment and Transportation to the citizens of Lauderdale County.