



CITY COUNCIL ACTION REPORT

September 9, 2009

TO: John Szerlag, City Manager

FROM: Susan A. Leirstein, Purchasing Director
Gary G. Mayer, Chief of Police
William S. Nelson, Fire Chief

SUBJECT: Final Contract for Emergency Medical Services

Background

On March 2, 2009, City Council authorized staff to negotiate contract pricing, terms and conditions with Alliance Mobile Health to extend the existing emergency medical services program. (Res#2009-03-076 E3) Alliance Mobile Health (AMH) has provided this service since October, 2003. AMH has consistently met or exceeded the performance requirements for this service during the entire contract period. AMH is the only ambulance service accredited by the Commission on Accreditation of Ambulance Services in the Detroit area. This is the independent agency that evaluates EMS/ambulance providers and awards accreditation to those that meet or exceed nationally recognized standards.

AMH is the only EMS provider with its base of operations in Troy, which provides additional resources during periods of peak service demand. AMH provides additional value added services such as the clinical social worker program to assist patients with special needs to access appropriate community resources. Continuing to contract with AMH for EMS services will maintain the high level of service expected by the City in delivering medical assistance programs to the community.

Financial Considerations

Alliance Mobile Health has agreed to no rate increases for the first two years of the contract and adjustments in future years based on the Consumer Price Index or verifiable increases in labor, fuel, or benefits costs, whichever is lower. Funds are available in the Police Department Operating Budget for contractual services, A/C# 101.301.12.315.7802.010.

Legal Considerations

Bids for professional services are being waived in accordance with City Charter and Code. The award is contingent upon contractor acceptance of the EMS Agreement.

Recommendation

City management recommends that the contract with Alliance Mobile Health to provide emergency medical services be approved for the next four years with options to renew for three (3) additional one-year periods.

Where legal review is necessary:

Approved as to Form and Legality: _____ Date _____
Lori Grigg Bluhm, City Attorney

RESOLVED, That Troy City Council hereby **AMENDS** resolution E-3 *Authorization to Negotiate Contract for Emergency Medical Services* by **STRIKING** “review and approval” and **INSERTING** “determination”.

Vote on Resolution to Accept Council Member Fleming’s Request to Abstain

Resolution #2009-03-074
 Moved by Schilling
 Seconded by Beltramini

RESOLVED, That Troy City Council hereby **ACCEPTS** Council Member Fleming’s request to abstain from voting on resolution E-3 *Authorization to Negotiate Contract for Emergency Medical Services*.

Yes: All-7

MOTION CARRIED

Vote Resolution to Amend Resolution E-3 Authorization to Negotiate Contract for Emergency Medical Services

Resolution #2009-03-075
 Moved by Eisenbacher
 Seconded by Beltramini

RESOLVED, That Troy City Council hereby **AMENDS** resolution E-3 *Authorization to Negotiate Contract for Emergency Medical Services* by **STRIKING** “review and approval” and **INSERTING** “determination”.

Yes: Schilling, Beltramini, Broomfield, Eisenbacher, Howrylak, Kerwin
 No: None
 Abstain: Fleming

MOTION CARRIED

Vote on Resolution E-3 Authorization to Negotiate Contract for Emergency Medical Services as Amended

Resolution #2009-03-076
 Moved by Beltramini
 Seconded by Kerwin

WHEREAS, The Police and Fire departments have always maintained a contract for emergency medical responder and ambulance service as one of the critical services to the community;

WHEREAS, Since 2003 Alliance Mobile Health, our current contractor is the only provider in the Detroit area that meets the professional service standards of the Commission on Accreditation of Ambulance Services; and

WHEREAS, The City of Troy and Alliance Mobile Health have a vested interest in continuing a mutually beneficial relationship and request to negotiate new contract pricing, terms and conditions;

THEREFORE, BE IT RESOLVED, That Troy City Council hereby **WAIVES** formal bidding procedures and hereby **AUTHORIZES** the City of Troy to negotiate new contract pricing, terms and conditions with Alliance Mobile Health of Troy, MI, to extend the existing Medical First Responder Program, and the final contract will be submitted to Troy City Council for final determination.

Yes: Beltramini, Broomfield, Eisenbacher, Howrylak, Kerwin, Schilling

No: None

Abstain: Fleming

MOTION CARRIED

E-4 PEG Channel Protection in Response to FCC Public Notice DA 09-203 (CSR-8126, CSR-8127, CSR-8128, MB Docket No. 0913)

Resolution #2009-03-077

Moved by Beltramini

Seconded by Kerwin

BE IT RESOLVED, That Troy City Council hereby **AUTHORIZES** the City Clerk to distribute copies of this letter in support of preserving the quality and financial viability of Public, Education and Government (PEG) channels to our elected representatives in Washington and Lansing and hereby **AUTHORIZES** the City Attorney to file this letter on our behalf in accordance with the requirements set forth by the FCC Public Notice DA 09-203.

Yes: All-7

MOTION CARRIED

E-5 Possible Tree Ordinance Revisions - No Action Taken

E-6 Cost Sharing Agreement for Troy/Birmingham Intermodal Transit Facility Professional Engineering and Design Services

Resolution #2009-03-078

Moved by Beltramini

Seconded by Kerwin

RESOLVED, That Troy City Council hereby **APPROVES** the Interlocal Agreement between the City of Troy and the City of Birmingham, which equally divides the cost of Professional Engineering and Design Services for the Troy/Birmingham Intermodal Transit Facility; and

BE IT FURTHER RESOLVED, That Troy City Council hereby **AUTHORIZES** the Mayor and City Clerk to execute the Interlocal Service Agreement on behalf of the City of Troy, a copy of which shall be **ATTACHED** to the original Minutes of this meeting.

**EMERGENCY MEDICAL SERVICES AGREEMENT BETWEEN THE
CITY OF TROY AND ALLIANCE MOBILE HEALTH**

This Agreement dated, this ____ day of September 2009, is made by and between:

City of Troy, a Michigan Municipal Corporation
500 W. Big Beaver Road
Troy, Michigan 48084 (hereinafter "CITY")

-And-

Alliance Mobile Health (hereinafter "ALLIANCE")
2045 Austin Drive
Troy, Michigan 48083

RECITALS

WHEREAS, CITY finds it necessary to utilize the services of a qualified Advance Life Support (ALS) ambulance service and First Responder services, since those services are critical to CITY and the public; and

WHEREAS, ALLIANCE meets the professional service standards of the Commission on Accreditation of Ambulance Services and is licensed by the Michigan Department of Community Health (MDCH); and

WHEREAS, CITY and ALLIANCE desire to mutually agree to specific terms and conditions regarding those services;

NOW THEREFORE, in consideration of the covenants and agreements contained herein, CITY and ALLIANCE agree as follows:

1. SCOPE AND INTENT. During the term of the Agreement, ALLIANCE shall provide services and CITY shall provide payment for those services, as set out in this Agreement. This Agreement incorporates Exhibit A, as though fully set out herein,

which is a 2-page letter dated July 22, 2009 from Laurie Thiel, CEO, Alliance Mobile Health to Fire Chief Bill Nelson attaching pricing information and specification attachments to that letter, which have been designated as Exhibit B, which include ALLIANCE'S Proposal for Emergency Medical Services. This document (Exhibit B) provides greater detail as to the Medical First Responder Services and Ambulance Transportation Services that ALLIANCE will be providing under this Agreement. All documents are incorporated and made a part of this Agreement to the extent that their terms do not conflict with the terms herein. The required services are generally described as providing advanced life support services, including but not limited to advanced life support ambulance service for transportation to hospitals and/or medical facilities specializing in the treatment of trauma and/or life treating conditions and/or and to provide medical first responder services for the Troy service area.

2. OPERATIONAL REQUIREMENTS – AMBULANCE SERVICE/FIRST RESPONDER

SERVICES. ALLIANCE shall comply with the following requirements:

A. ALS Ambulance Response Time. The current minimum standards for ambulance response time established by the Oakland County Medical Control Authority (MCA) are adopted by reference, with amendments, as part of the terms and conditions of this Agreement. ALLIANCE shall meet the emergency response time of 8 minutes 00 seconds for at least ninety (90%) percent of emergency responses.

B. Medical First Responder Response Time. ALLIANCE is to have a paramedic on the scene (either from a First Responder Unit or an ambulance) within 5 minutes 00 seconds from the receipt of the call from the provider's

dispatch to arrival on the scene for 90% of all incidents dispatched as an emergency. The above referenced Response Time shall not include incidents that are dispatched as non-emergency or downgraded to non-emergency prior to the arrival of the ambulance. ALLIANCE shall also be given consideration for area wide weather emergencies, including but not limited to: snowstorms, ice storms, high winds, or other area wide weather conditions and/or extensive road construction.

C. ALS Ambulance Deployment Plan: ALLIANCE shall develop a deployment plan indicating the number of units required to meet the MCA response time standard. The deployment plan shall specify the required unit coverage by hour and day of the week.

D. Medical First Responder Deployment Plan. ALLIANCE has presented a deployment plan for the Troy service area. Under that plan, all First Responder units, staffed by at least one (1) Paramedic, will be assigned to a post location within Troy. At a minimum, there shall be at least two First Responder Units available 7 days per week and 24 hours a day. A third First Responder unit shall work Monday through Friday, from the hours of 7 am to 7 pm. ALLIANCE shall be responsible for determining how many units are required to meet the response time criteria, and if ALLIANCE determines that more units are necessary, then ALLIANCE shall immediately notify CITY of any required additions. Those First Responder units shall be available for all requests for service that are received through the Troy 911 system. Post location assignments for the First Responder units will be contingent upon the number of

ALS units available in Troy. At no time will the First Responder units be utilized to supplement ALLIANCE'S transfer business. The ALLIANCE "on-duty" supervisor shall be available to function as a First Responder in times of high call volume. At no time shall this supervisor be considered as part of the minimum staffing.

E. Accreditation. ALLIANCE is and shall remain accredited by the Commission of Accreditation of Ambulance Services as of the execution of this Agreement and during the entire term of the Agreement. Failure to be and remain accredited under this section may result in the immediate termination of this Agreement. All ambulances and first responder units and personnel shall be capable of providing advanced life support in accordance with MCA.

F. Licensure: ALLIANCE'S personnel shall be appropriately licensed, including any specific professional licenses that are required by the State of Michigan, and especially those licenses required by MDCH. Within ten (10) days after execution of this Agreement, ALLIANCE shall provide to CITY a list of all personnel who will or may be acting as ALS ambulance personnel or First Responder personnel under this Agreement, and shall include each person's full name, address, position, title or the function they will be performing and a copy of any licenses that are required by the State of Michigan. This same information shall be provided to CITY within ten (10) days after ALLIANCE hires any new personnel for the work that is set forth in this Agreement.

G. Vehicles and Equipment: ALLIANCE shall maintain a minimum First Responder unit fleet of at least four (4) vehicles. All vehicles shall be maintained

in safe operating condition. Maintenance logs shall be maintained for each vehicle and shall be available for inspection when requested by CITY. Vehicle chassis over five (5) years old are not acceptable. All vehicles shall be equipped with a Road Safety System which will monitor the driving of the vehicle to assure the safe operation of all vehicles. Each vehicle shall be of sufficient size to carry the proper equipment required by the State of Michigan to be licensed as a non-transport Basic Life Services (“BLS”) unit. ALLIANCE shall comply with any specifications or representations contained within Exhibit B – Alliance Proposal for Ambulance Transportation Service and Medical First Responder Service.

All ambulances and First Responders units shall be equipped with all MDCH required equipment for each type of unit.

H. Reports: ALLIANCE shall submit response time summaries to CITY at the scheduled bi-monthly meeting, which is set out in Paragraph J. These reports shall be prepared for First Responder units and ALS ambulances and include: compliance with response time standards; list of calls referred to other agencies; call downgrades and other reports used to determine contract compliance. In addition, CITY may request additional reports concerning specific issues. CITY has the option of requesting hard copies of these reports or that report data be submitted electronically or in another format agreeable to both parties.

ALLIANCE shall also submit the required information to OCMCA in a manner and format prescribed by the OCMCA. Non-compliance with this paragraph may result in termination of this Agreement under the ninety (90) day notice provision.

I. Supervision: ALLIANCE shall provide organized field supervision

personnel. For example, ALLIANCE shall provide field training officers and field supervisors. There shall be adequate supervisory personnel to provide field evaluation and job supervision. ALLIANCE shall provide, at a minimum, one (1) dedicated field supervisor, certified at the Paramedic level, who shall be available in the Troy service area at least ten (10) hours per day during the predominant call period and at least twenty-four (24) hours in an “on-call” capability at all other times of the day. This supervisor shall be immediately available in the field in the Troy service area during the peak-load periods of the day. That supervisor shall be dedicated solely to Troy and shall act as a liaison to the Troy Police Department and the Troy Fire Department. The supervisor may function as a Paramedic in a First Responder unit but shall not be counted in the minimum staffing of the First Responder unit.

ALLIANCE shall have policies for automatic supervisory response that include, but are not limited to:

1. Incidents requiring two or more ALS unit responders;
2. Multi-casualty or disaster incidents;
3. Hazardous materials incidents involving patient care; and
4. Life-threatening incidents in immediate area of supervisor at time of dispatch.

J. *Bi-Monthly Meetings*: ALLIANCE shall provide a supervisory staff member who shall participate in a bi-monthly meeting with members of the Troy Police Department and the Troy Fire Department to assess the effectiveness of ALLIANCE’S programs, plans and policies.

K. Personnel: ALLIANCE shall perform a CCH (Complete Criminal History) search on all of its Paramedics and Emergency Medical Technicians (EMTs). No ALLIANCE employee with a conviction for criminal sexual conduct (“CSC”) or any controlled substance violation shall be allowed to work in Troy. No ALLIANCE employee with a conviction for theft or larceny within the last five (5) years shall be allowed to work in Troy.

ALLIANCE shall perform a complete driving history search on all of its Paramedics and EMTs. Employees with any convictions for Operating While Intoxicated (OWI- Intoxicated), Unlawful Blood Alcohol Level (UBAL), Operating While Impaired (OWI), Operating While Under the Influence of a Narcotic or Controlled Substance, within the past five years, or any two or more convictions of any combination thereof, even if not within the past five years, shall not be allowed to work in Troy. ALLIANCE shall develop a plan/policy for screening employee criminal and driving records to make sure that all employees are compliant with the terms of this Agreement. A copy of ALLIANCE’s screening plan/policy shall be submitted to the Troy Fire Department within twenty (20) days after execution of this Agreement.

ALLIANCE shall notify the Oakland County Medical Control Board and MDCH if any of its Paramedics or EMTs are criminally charged with any felony or terminated from employment for any narcotic, controlled substances, or alcohol use or for any CSC, theft or larceny issues. ALLIANCE agrees to remove an employee from the Troy service area upon written request of the Troy Fire Chief or the Troy Police Chief.

L. Drug Testing Plan/Policy: ALLIANCE shall establish and/or require a random and probable cause drug testing plan/policy for all personnel operating in Troy. A copy of ALLIANCE's drug testing plan/ policy shall be submitted to the Troy Fire Department within twenty (20) days after execution of this Agreement.

M. Quality Assurance Plan/Policy: ALLIANCE shall develop and/or continue a quality assurance plan/policy to continually assess the quality of treatment by emergency medical service personnel. A copy of ALLIANCE's quality assurance plan/policy shall be submitted to the Troy Fire Department and Troy Police Department within twenty (20) days after execution of this Agreement. This plan should include quarterly surveying of patients that have been transported. This survey should be presented at the bi-monthly meeting, as described in Paragraph J.

N. Complaint Resolution: In the event a complaint arises over the performance of any services under this Agreement or emergency medical care, the following procedure shall be followed:

1. CITY shall forward a report of the complaint to ALLIANCE'S field supervisor. ALLIANCE shall conduct a review and investigation of the complaint and provide a written report to the Troy Fire Chief and the Troy Police Chief within sixty (60) days from the date CITY sent the report.
2. In the event the complaint is not resolved, CITY shall forward the complaint and ALLIANCE'S response to the OCMCA.

- O. Incident Command System: ALLIANCE shall provide training on an annual basis to all ambulance personnel operating in Troy on their role and responsibilities within the framework of the Incident Command System.
- P. Police Incident Training: ALLIANCE shall provide training on an annual basis to all ambulance personnel operating in Troy for EMS response to specific police incidents. ALLIANCE may request that the Troy Police Department provide this training to its personnel at dates and times agreed to by the parties. ALLIANCE shall pay all costs associated with any training. ALLIANCE shall submit documentation of this training to the Troy Police Department including the names and positions of those receiving the training and the nature and dates of the training.
- Q. Hazardous Materials Training: All ALLIANCE ambulance personnel shall be trained to Hazmat First Responder Awareness level and Weapons of Mass Destruction (“WMD”) Awareness as designated by the Michigan Firefighters Training Council. ALLIANCE shall submit documentation of this training to the Troy Fire Department including the names and positions of those receiving the training and the nature and dates of the training. The cost of this training will be paid by ALLIANCE.
- R. Resource for Public Safety Agency Training. ALLIANCE shall serve as a resource for EMS training for the Troy Fire Department and the Troy Police Department. This shall include CPR, first aid, and other related training.
- S. Public Education: ALLIANCE shall serve as a resource for EMS related public education such as CPR for interested civic groups.

- T. Mutual Aid: ALLIANCE shall prepare and/or continue a plan/policy for mutual aid showing the average number of Basic and Advanced Life Support ambulances that could be provided for a back-to-back or multi-casualty incident. This plan/policy shall include typical response times based on average activity. The plan/policy should include contingency planning for multiple back-to-back incidents across geographic areas. A copy of ALLIANCE's mutual aid plan/policy shall be submitted to the Troy Fire and Police Department within twenty (20) days after execution of this Agreement.
- U. Incident Standby: ALLIANCE shall provide ambulance units as requested by the Troy Fire Department or the Troy Police Department to standby at public safety emergency scenes such as fires, hazardous materials incidents, police tactical incidents, and police and fire training activities. These units shall not leave the incident or activity unless released by the incident or activity commander. The ambulance units shall assist in medical evaluation of Troy emergency personnel, such as firefighters and police officers, as required.
- V. Event Standby: ALLIANCE shall provide ambulance units as requested in advance by the Troy Fire Department or the Troy Police Department to standby for community events, including, but not limited to such events as Troy Daze, memorial services, fairs, walk-a-thons, concerts and parades.
- W. Communications: The Advance Life Support ambulances and First Responder units shall be minimally equipped with two way radios that allow personnel to communicate with Alliance's dispatch, local medical First Responders, Troy Fire Department, and the Troy Police Department units. ALLIANCE shall also provide

a backup system to facilitate dispatch communications in the event of a failure of the primary radio system.

- X. Recording Capability: ALLIANCE shall record all telephone and radio communications and retain the recordings for a minimum of fifteen years.
- Y. E-911 Interface: ALLIANCE shall operate an Enhanced 911 (E-911) secondary Public Safety Answering Point (PSAP) capable of interfacing with all of the E-911 systems utilized by CITY to allow the transfer of E-911 calls including Automatic Number Identification/Automatic Location Identification (ANI/ALI) information to minimize the time required to initiate a response.
- Z. Personnel Recall Capability: In order to respond to a multi-casualty or other incident beyond the scope of normal operations, ALLIANCE shall equip all of its personnel with a company pager to permit timely recall. All management personnel shall be equipped with company cellular phones as a secondary means of communicating with other personnel within seconds.
- AA. Computer Aided Dispatch System: ALLIANCE shall utilize a computer aided dispatch system, including CAD, which provides for optimum system deployment. ALLIANCE shall equip all of its vehicles with a GPS mapping system and mobile data terminals. ALLIANCE agrees to work with CITY in exploring the potential for CAD integration between ALLIANCE and CITY.
- BB. Emergency Medical Dispatch: ALLIANCE shall utilize a nationally accepted telephone triage system and all dispatch personnel shall be certified in its use. Dispatchers shall provide pre-arrival emergency care instructions to the calling party when appropriate.

CC. Emergency Operations Center Support: ALLIANCE shall provide a supervisor to represent ALLIANCE as Troy's EMS Annex Coordinator in the Emergency Operations Center ("EOC") in the Troy Police Department in the event of EOC activation due to a community emergency.

DD. Blood Borne Pathogen Decontamination Facility: ALLIANCE shall make available a decontamination facility for Troy Police and Troy Fire personnel. This facility shall be located at 2045 Austin, Troy, Michigan 48083. Any change of location shall be approved by CITY. This facility shall provide shower and laundry facilities and/or equipment in compliance with the applicable requirements of OSHA/MIOSHA and other federal or state laws. This facility shall be available on a 24 hour/7 days per week basis with a 15 minute advance notification.

EE. Disposal of Biohazard Contaminated Waste: ALLIANCE shall provide disposal service for any contaminated materials generated by CITY. Waste will be bagged and tagged with appropriate labels by CITY personnel. ALLIANCE will check the bio-hazard container located in the police garage at least bi-monthly for disposal. .

FF. Base of Operations: ALLIANCE has identified its base of operation for this Agreement as: 2045 Austin Drive, Troy, Michigan 48083. Any change of this location shall be pre-approved by CITY.

3. FEES AND FEE RE-OPENER. CITY shall pay ALLIANCE \$23.12 per unit hour for First Responder Service. CITY shall not pay any fee for ambulance service. Two (2) years after the execution of this Agreement, the Agreement shall be re-opened to discuss future unit hour price fee increases or decreases based on the Consumer Price

Index (“CPI”) for the urban Detroit area for 2009 and 2011, whichever is lower. Increases or decreases in labor costs, fuel costs and ALLIANCE employees’ medical benefits, based on a verifiable analysis, can also be considered. The parties shall agree in writing to any increase or decrease and City Council shall approve the new fee provisions. ALLIANCE shall not request a fee for ambulance services at the fee re-opener. If the parties are unable to agree on the fee at the re-opener, CITY can continue the Agreement for the remainder of the four (4) year term, i.e. for another two (2) years, with fees at the rates in effect under the original Agreement (\$23.12 per unit hour for First Responder fees and no ambulance fee) or terminate the Agreement as set out in Paragraph 5. If the Agreement is continued after the fee re-opener, all other terms and conditions of the Agreement shall remain in full force and effect.

4. TERM OF AGREEMENT: This Agreement shall be in effect for four (4) years, subject to a fee increase or decrease in two (2) years under the re-opener provision of Paragraph 3. Within ninety (90) days of the termination of this Agreement after the four (4) year term, CITY may, at its option, renew this Agreement for three (3) one-year periods subject to discussion regarding an increase or decrease in the fee based on the same criteria set out in Paragraph 3 of the Agreement. If the fees are different than the fees set out in the original Agreement, and are approved by the Troy City Council, and the fee is accepted by ALLIANCE, then only the fee term of this Agreement will be affected. All other terms and conditions shall remain in full force and effect. If the new fee for any renew period is rejected by either party, the Agreement shall be terminated.

5. TERMINATION OF AGREEMENT: CITY shall be the sole judge of inadequacy of performance under this Agreement. CITY reserves the right to take any or all of the following actions because of inadequate performance on the part of ALLIANCE.

A. INADEQUATE PERFORMANCE. The CITY can terminate this Agreement, after providing written notice of inadequate performance to ALLIANCE and affording ALLIANCE an opportunity to respond to the allegations and cure the inadequate performance within seven calendar days. The City Manager shall have the authority to terminate the agreement, subject to the approval of the Troy City Council. In the event that CITY exercises the right to terminate this Agreement, CITY shall provide at least 30 days advance written notification.

B. ADDITIONAL REASONS FOR TERMINATION. In addition to a termination for inadequate performance, as set forth above, the City Manager may declare ALLIANCE in default and subject to termination of this Agreement, and so notify ALLIANCE thereof, under the following circumstances:

- i. Services or any part of the services to be provided under this Agreement have been abandoned or unnecessarily delayed;
- ii. ALLIANCE is willfully violating any of the provisions of this Agreement;
- iii. ALLIANCE is carrying out the provisions of this Agreement in bad faith;
- iv. ALLIANCE has been adjudged as bankrupt;

- v. ALLIANCE makes a general assignment for the benefit of its creditors.

6. INSURANCE REQUIREMENTS. ALLIANCE shall carry general liability insurance, workers compensation, motor vehicle liability, and ambulance and professional malpractice liability insurance for any actions, claims, liability or damages caused to others arising out of the performance of this Agreement in amounts approved by CITY and set forth in the attached Exhibit C – Sample Certificate of Insurance. CITY shall be named as an additional insured on the general liability insurance using the following wording: “City of Troy, Troy Police Department and Troy Fire Department, all elected and appointed officials, all employees and volunteers, boards, commissions and/or authorities and their board members, employees, and volunteers are additional insureds” on ISO form B or broader. CITY shall be notified of any cancellation or material change of any insurance within 30 days. The cancellation clause shall read: “Should any of the above-described policies be canceled or materially changed before the expiration date thereof, the issuing company will provide 30 days written notice to the additional insured.” Cancellation of the insurance shall be considered a material breach of this Agreement, and the Agreement shall become null and void unless the ALLIANCE immediately provides proof of renewal of continuous coverage to CITY. All insurance carriers shall be licensed and admitted to do business in the State of Michigan and acceptable to CITY. Proof of insurance meeting these requirements shall be provided to CITY within 24 hours after execution of this Agreement.

ALLIANCE is responsible for any deductibles for any of the policies. ALLIANCE shall furnish to CITY three (3) complete copies of the acceptable Certificates of

Insurance. If any of the policies expire during the term of the Agreement, ALLIANCE shall deliver renewal certificates and/or policies to CITY, Risk Management Department, at least ten (10) days prior to the expiration date.

7. WORK SAFETY. ALLIANCE is responsible for work environment safety, including but not limited to all federal, state and local laws, ordinances and regulations.

8. INDEMNIFICATION AND HOLD HARMLESS. To the fullest extent permitted by law, ALLIANCE agrees to defend, pay on behalf of, indemnify, and hold harmless the City of Troy, its elected and appointed officials, employees and volunteers and others working on behalf of the City of Troy or the Troy Police Department against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Troy, Troy Fire Department, Troy Police Department, its elected and appointed officials, employees, volunteers or others working on behalf of the City of Troy, by reason of personal injury, including bodily injury or death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with the execution of activities by ALLIANCE as outlined in this Agreement or as relating to or resulting from those activities.

9. ASSIGNMENT OF AGREEMENT / INDEPENDENT ALLIANCE: ALLIANCE shall have no authority or power to assign, sublet and/or transfer any rights, privileges or interests under this Agreement without prior written consent from CITY. ALLIANCE acknowledges that it is an independent contractor with no authority to bind CITY to any contracts or agreements, written or oral.

10. NOTICE: All written notices to be given under this Agreement shall be mailed by first class mail to the other party at its last known address.

11. GOVERNING LAW AND JURISDICTION: This Agreement is made in and shall be governed by the laws of the State of Michigan. Any lawsuits under this Agreement shall be filed in the Oakland County Circuit Court, Michigan.

12. HEADINGS. Pronouns and relative words herein used shall be read interchangeably in the masculine, feminine or neuter, singular or plural as the respective case may be.

13. ENTIRE AGREEMENT. The foregoing constitutes the entire Agreement between the parties and may be modified only by a written instrument signed by both parties.

14. AUTHORITY TO EXECUTE: By execution of this Agreement, the respective parties acknowledge that each has executed this Agreement with full and complete authority to do so.

WITNESSES: ALLIANCE MOBILE HEALTH,
a Michigan Corporation,

By: Laurie Thiel
Its: Chief Executive Officer

CITY OF TROY, a Michigan
MUNICIPAL CORPORATION,
By _____
Louise E. Schilling, Mayor

Tonni L. Bartholomew, City Clerk

City Manager or Designee

Resolution Number: _____

Approved as to Form and Legality:

By _____
Lori Grigg Bluhm, City Attorney

Alliance

Mobile Health

EXHIBIT A

2045 Austin Drive • Troy, Michigan 48083
248.457.0344 • Fax 248.457.0376
Dispatch 1.888.843.3772

July 22, 2009

"Our single promise to you is exceptional service"

Chief Bill Nelson
Sgt. Don Ostrowski
City of Troy
500 West Big Beaver Road
Troy, MI 48084

Dear Sirs:

It is a pleasure to provide you with a proposal for emergency medical services and first responder services, effective October 1, 2009.

Alliance recently received an off-site and on-site inspection for its renewal of ambulance accreditation through the Commission of Accreditation of Ambulance Services. We had a great inspection, and we will receive final approval in September of 2009. As a reminder, Alliance Mobile Health is the only accredited ambulance service based in Oakland County.

I also want to bring to your attention that we have recently upgraded our ambulances to include the following features: **flat screen TVs** that will play soothing music and artistic pictures to lessen the patient's fears; **blanket warmers** to give cold-sensitive patients, like young children and the elderly, added support; **healthy blankets** that shield the patient from worsening allergies or asthmatic conditions with hypoallergenic and antimicrobial protection. We are the only ambulance service in the tri-county area providing all of these features to our patients.

Included with the proposal are also the following documents:

- Pricing/Terms & Conditions, Insurance, and Hold Harmless Clause
- Copy of February 16, 2009 price freeze letter
- Proposal for ambulance service
- Proposal for first responder service

Please let me know if you have any questions.

Sincerely,



Laurie Thiel, CEO
Alliance Mobile Health

Attachments

City of Troy

Emergency Medical Service and First Responder Service

Submitted July 22, 2009

Pricing/Terms & Conditions

The contract term shall be for four calendar years from the renewal date of October 1, 2009 through 2013 with (3) one-year extensions.

Hourly cost to provide ambulance service: \$0

Hourly cost to provide first responder service: \$23.12/unit hour through 2011.

Thereafter, any future unit hour price increases will be based on the following:

- CPI for the published urban Detroit, Ann Arbor area between the base year and the renewal year, whichever is lower.
- Verifiable analysis of increased labor costs, fuel costs, and medical benefits for employees, whichever is lower.

Insurance:

Alliance Mobile Health has and will continue to maintain the specified insurance requirements for the City of Troy. Mr. Cooperrider has the updated insurance certificate for Alliance Mobile Health. This will be renewed in August of 2009.

Hold Harmless Clause

To the fullest extent permitted by law, Alliance Mobile Health agrees to defend, pay in behalf of, indemnify and hold harmless the City of Troy, its elected and appointed officials, employees, volunteers, and others working on behalf of the City of Troy against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Troy, its elected and appointed officials, employees, volunteers or others working in behalf of the City of Troy by reason of personal injury, including bodily injury and death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract.

Signature of authorized company representative: _____



Date: _____

7/22/09

A. Response Time

It is our goal to provide all patients with the best response time possible. Alliance Mobile Health continues to meet and exceed the City of Troy's emergency response time standards: 5 minutes 00 seconds for 90% of paramedic emergency responses, with the exception of responses under extreme circumstances, which are beyond our control.

In order to meet or exceed the County's emergency response time standard, Alliance Mobile Health implements the following strategies to maintain superior response time reliability:

- Execute system status management for deployment of the dedicated first responder units in the City of Troy.
- Create daily reports and review weekly response time performance. Any deviation, outside of extreme circumstances, which may impair our response time standards, will be corrected. Any refinements to the status plan will be implemented within 72 hours.
- Adhere to RFP specifications by not allowing dedicated units to be used for other non-emergency transports outside of the contract.

B. Deployment Plan

Alliance Mobile Health utilizes a system of dynamic unit deployment to provide coverage for our service areas. Utilizing data provided in the RFP, we have designed a System Status Plan which will meet The City of Troy's response time requirements. This plan will incorporate both ALS ambulances and Paramedic First Responder units to ensure that a Paramedic is on the scene within 5 minutes 00 seconds at least 90% of the time for emergency responses. Alliance continually monitors system performance for the Troy service area. This plan remains flexible and allows for fine tuning in the event that call volume or other factors impacting response times change.

All First Responder units, staffed by one paramedic, will be assigned to post locations within the City of Troy will be available for all requests for service that come in through the Troy 911 system.

Post assignments for the First Responder units are contingent upon the number of ALS units available in the City of Troy.

The on duty supervisor is also available to function as a first responder in times of high call volume.

Alliance Mobile Health uses a system of dynamic unit deployment to provide coverage for our service areas. Alliance has designed a System Status Plan which will meet the City of Troy response time requirements of 5 minutes 00 seconds or less at least 90% of the time for first responder responses. After working in the City for almost six years now, Alliance is confident that it is using the best system to meet response time standards for first responder services.

The current plan remains flexible and allows for fine tuning in the event that call volume or other factors impacting response times change. As in the past, at no time will these units be utilized to supplement our transfer business.

C. Personnel

Alliance Mobile Health is committed to providing experienced, high quality personnel. The City and Alliance have agreed to provide paramedics to the first responder units. All paramedics working the First Responder unit will have the qualifications listed in Section II, I – Personnel and will be capable of functioning independently on the first responder units. Alliance also has a specific field training program for those paramedics wishing to work on the first responder unit.

D. Vehicles

Alliance Mobile Health maintains a fleet of 4 first responder units. Two new replacement units are in the budget starting July 1, 2009. Each vehicle is of sufficient size to carry the proper equipment required by the State of Michigan to be licensed as a non-transport BLS unit. These vehicles will be subjected to the same vigorous maintenance program as our ambulance fleet. We continue to work with the City of Troy Police and Fire Departments to insure that all emergency warning systems meet their requirements.

E. Equipment

All first responder units as well as the supervision vehicle will be equipped with all MDCIS required equipment for a non-transporting BLS unit.

The following equipment will be on the first responder Units:

Vehicle

External warning system
Patient side communications, State Medcom compliant
Fire extinguisher (UL listed), w/current tag, 2A-20BC
Flares or equivalent device (3)

Airway

Bite block device(1)
Bag valve mask w/O2 ports – infant, child, adult (1ea)
Combitube (1)
Masks – O2 administration – infant, child, adult (1ea)
Nasal cannulas (2)
O2 supply tubing (1)
Oropharyngeal airways – 40, 60, 70, 80,90,100mm (1ea)
Portable O2 w/regulator capable of 15lpm
Portable suction with flexible and rigid tubing/tip

Trauma / Splinting

Cervical immobilizers – infant, child, adult (2 ea)
Head immobilization device (2 sets)
Long spine immobilization device (1)
Short spine immobilization device (1)
Splints – short, medium, long (2ea)
Traction splinting device (1)*

Bandaging

Bandages – triangular (2)*

Band-aids

Burn Sheets – clean (2)

Dressing – large sterile trauma (1)

Dressing – occlusive, sterile (alum foil, saturated gauze, etc.)(1)

Gauze bandages – rolled (6)

Gauze pads – 4"x4" sterile (12)

Scissors – bandage/trauma (1 pair)

Tape – hypoallergenic (1 roll)(critical)

Cardiac

Automated External Defibrillator

Epi-pen

Miscellaneous

Blankets (2),

BP Cuff – infant, child, adult (1ea), Cold packs (2)

Emesis container (1)

Gloves

OB Kit – sterile contents (1)

Personal protection equipment – gown, mask, eye protection

Pillows (1)

Stethoscope (1)

Water – sterile (1 liter)

F. Communications

Alliance Mobile Health has communications equipment capable of communicating with all agencies and departments. Vehicles dedicated to the City are currently equipped with 800 MHz mobile and portable radios for communication with our dispatch center. They are also equipped with VHF mobile radios to meet MDCIS medcom requirements.

G. Additional Tasks

Alliance Mobile Health agrees to the use of first responder vehicles to participate in carbon monoxide alarms and testing of the traffic signal preemption system provided the task to be performed are within their assigned coverage area.

H. Differential Dispatch

All Alliance communications specialist are certified Emergency Medical Dispatchers by Medical Priority Systems. Alliance uses the current version of protocols prescribed by Medical Priority Systems. All personnel are capable of providing pre-arrival/medical self-help instructions to the caller if necessary. This system also allows the determination of "differential dispatching" to occur, thereby providing a more efficient utilization of resources.

I. Payment

Alliance Mobile Health agrees to bill for previous month's service by the 15th of the following month for First Responder Services. There are no charges for Ambulance transports.

EXHIBIT B
Ambulance Transportation Service

A. Response Time

It is our goal to provide critical patients with the best response time possible. Alliance Mobile Health has met and exceeded the Oakland County's emergency response time standards: 8 minutes 00 seconds for 90% of emergency responses, with the exception of responses under extreme circumstances, which are beyond our control.

In order to meet or exceed the County's emergency response time standard, Alliance Mobile Health utilizes the following strategies to maintain superior response time reliability:

- Execute system status management for deployment of the dedicated ambulances in the City of Troy.
- Create daily reports and review weekly response time performance. Any deviation, outside of extreme circumstances, which may impair our response time standards, will be corrected. Any refinements to the status plan that are critical to improving response times will be changed immediately otherwise changes will be implemented within 72 hours.

B. Deployment Plan

Alliance Mobile Health uses a system of dynamic unit deployment to provide coverage for our service areas. Alliance has designed a System Status Plan which will meet Oakland County Medical Control Authority's response time requirements of 8 minutes 00 seconds at least 90% of the time for ALS ambulance emergency responses. After working in the City for almost six years now, Alliance is confident that it is using the best system to meet response time standards.

The current plan remains flexible and allows for fine tuning in the event that call volume or other factors impacting response times change. As in the past, at no time will these units be utilized to supplement our transfer business.

C. Licensure

Alliance Mobile Health as an agency, its personnel, and vehicles are all appropriately licensed by the Michigan Department of Consumer and Industry Services. Alliance Mobile Health's Life Support Agency License is attached. *(Attached)*

D. Advanced Life Support

Alliance Mobile Health is licensed to provide advanced life support by the State of Michigan and approved by the Oakland County Medical Control Authority. Our paramedic staff is required to maintain certifications in ACLS and CPR and is strongly encouraged to acquire additional certifications such as PHTLS, PEPPS, PALS, and AMLS as well as successfully completing a Field Training Program before being authorized to function as an independent paramedic.

Alliance prides itself on using state-of-the-art equipment, which includes Lifepak 12 cardiac monitors with pacing, 12-lead capability, and hands free defibrillation.

EXHIBIT B Ambulance Transportation Service

All of Alliance's ALS units have 12-lead capabilities, and all personnel will meet OCMCA's requirements for providing 12-lead diagnostics.

In addition, Alliance Mobile Health employs many paramedics who have advanced-level certification in critical care transportation. Alliance Mobile Health provides advanced-level care with its critical care unit, which operates 24 hours a day, 7 days a week.

E. Vehicles

Alliance maintains first responder units for the City of Troy. Alliance continues to purchase new ambulances annually for replacement of older units or for business development. All Advanced Life Support units are modular Type III vehicles, with dual-rear-wheels for increased safety and stability, and manufactured by Marque and Osage. Alliance is using Chevy Tahoe's and Ford Expeditions for Medical First Responder Units.

Upon request, Alliance can supply a list of the fleet that outlines the make, model, and mileage. Alliance vehicles are maintained by Elder Ford in Troy.

All of Alliance Mobile Health's Vehicles are equipped with the Road Safety system. The system monitors the driving of the vehicle and functions similarly to the "black box" from an airplane. This system assures the safe operation of all our vehicles.

Alliance's maintenance process exceeds standards set by the Ford Motor Company, the manufacturer of all Alliance's Type III vehicle chassis. Maintenance logs are maintained for all vehicles and will be made available for inspection upon request. (*Policy #420, Operations: Vehicle Maintenance*).

F. Reports

Alliance will create monthly response time performance reports to the City of Troy. The following reports will be provided at the scheduled meetings unless otherwise requested by the City of Troy:

- First responder response times
- ALS ambulance response times
- Response time exceptions
- Call downgrades

Alliance will submit hard copies of all reports to the appropriate department. Electronic submission will also be made, upon request, in a format agreeable to both parties.

Alliance will submit all data required by the Oakland County Medical Control Authority.

EXHIBIT B

Ambulance Transportation Service

G. Supervision

Alliance Mobile Health has seven day 24-hour coverage for day to day operations.

The Operations Manager will be responsible for overseeing all day-to-day operations in addition to functioning as a liaison between the City of Troy Police and Fire and Alliance Mobile Health. The CEO of Alliance will also be participating in regularly scheduled meetings.

Alliance Mobile Health prides itself on its strong leadership team. It has been committed to serving its customers seven days a week, twenty-four hours a day.

H. Contract Meetings

Alliance Mobile Health agrees to regular meetings with the City of Troy Police and Fire Departments as scheduled. At minimum, the CEO and the Operations Manager will be present for all meetings. If desired, Alliance Mobile Health will provide clerical support for recording and distribution of monthly meeting minutes.

I. Personnel

Background Checks

Alliance Mobile Health performs background checks on applicants it is interested in hiring through Intellicorp. The background check includes both criminal and driver's record, along with personal/professional reference checks. Any employee with a conviction of any type is not qualified for employment. Any employee arrested for a felony is placed on immediate suspension. Any employee who received a conviction during his/her employment would be immediately terminated from employment. Applicant's who have 6 or more points, or who have received an OUIL, UBAL, OWI, OUI, are not qualified for employment. A driver's record report is then submitted to Alliance's insurance company for final approval.

Alliance Mobile Health has a vehicle driving policy that addresses violations, acceptable driving record, and other areas related to driving (*Policy #407, Operations Vehicle Driving*). Alliance Mobile Health provides annual drivers training including didactic and competency course.

In addition to background checks, applicants must complete a 50 question EMT or Paramedic exam and achieve a score of 75% or better, and complete an oral interview. During the new employee's FTO program, agility testing is screened.

Probationary Employee – 180 Days After Hire

Upon hire, a new employee will begin their employment working as a third partner on the ambulance during their field training period. Our goal, during this time, is to orientate a new employee to the company's map/radio procedures, billing procedures, vehicle and equipment, and other general procedures. Also during this time, the third rider is being screened for professionalism, attitude,

clinical skills, and customer service skills. It is our philosophy that the only way to truly screen an employee's skills and ability to perform the job is to put him or her into the actual role of performing the job.

The new employee works with a team of paramedics or emergency medical technicians. One of the team members working with the new hire is a field training officer.

The probationary employee will remain with an FTO, until the employee has demonstrated that he/she is capable of performing all functions of the job. In the event that the probationary employee has not been able to successfully complete their FTO program, he or she is terminated from employment. *(Reference: Alliance Mobile Health Field Training Officer Manual.)*

After 180 days of employment, the probationary employee will receive a performance review. This review covers job knowledge, technical skills, documentation skills, professional behavior, maintenance of vehicles/equipment, safety consciousness, motivation, participation in the company, attendance, and relationship with peers/management.

Mandatory Training

In regards to training, all employees must complete the following mandatory training annually:

- OSHA Blood borne Pathogens
- Alliance Mobile Health Corporate Compliance
- Vehicle Driving Standards
- Awareness of Sexual Harassment in the Workplace
- FEMA ICS 100, 700

Vehicle Drivers Instruction

The Vehicle Driving Instruction is provided through Volunteer Fireman's Insurance Services (VFIS). Alliance Mobile Health has eight trained and certified driving instructors. It is required that employees receive both lecture and road practice skill assessment once a year.

Alliance Mobile Health agrees to remove an employee from the City of Troy, upon written request of the fire or police chief.

J. Drug Testing

Alliance Mobile Health has a policy which addresses drug testing (*Policy #204, Human Resources: Substance Abuse, Drug and Alcohol Testing*).

Alliance Mobile Health will test for possible alcohol and drug abuse under the following circumstances:

- Pre-employment: To determine if an applicant is using illegal drugs.
- Reasonable Suspicion: If a manager of Alliance Mobile Health has a reasonable suspicion that an employee is using drugs or alcohol or is at work under the influence.

- Post-Accident: Testing will be conducted if an employee is involved in an accident involving personal injury or damage to property no matter how severe the incident or damage involved.
- On the job injury: Testing will be conducted if an employee is involved in an on-the-job injury or accident.
- Follow-up: Testing will be conducted on a scheduled or random basis when an employee returns to work after completing rehabilitation or counseling for substance abuse.

Upon request, Alliance Mobile Health agrees to do random drug testing for those employees working in the City of Troy.

K. Quality Assurance Program

Alliance Mobile Health recognizes the importance of maintaining the highest possible standards in patient care. To support this level of care, a formal program of continuous evaluation, education and improvement is implemented using the following procedures (*Policy #700 CQI Continuous Quality Improvement.*)

In addition to monitoring daily advanced and basic level care, Dr. Robert Swor, D.O., base-hospital medical director out of Beaumont Royal Oak, oversees the company's critical care program.

Alliance also contacts patients who refuse transportation to a hospital (EMS Refusal). The process involves contacting patients by phone to find out how they are doing after the fact and why they didn't want to be transported.

L. Complaint Resolution

Alliance Mobile Health agrees that the relationship between Alliance Mobile Health and The City of Troy should have a formal complaint resolution procedure. Once a complaint is generated, Alliance immediately begins the investigation procedure. Depending on the nature of the complaint, all complaints are addressed same day (company standard) or within a most expedient time frame. Initial contact with the City will be immediate. .

In the event that the complaint is not resolved, and is related to a clinical performance, Alliance agrees to refer the complaint to the Quality Improvement Committee of the Medical Control Authority.

Alliance Mobile Health also has a formal, internal, complaint resolution policy for its employees (*Policy #202, Human Resources: Complaint Resolution Policy*).

M. Incident Command System

Alliance Mobile Health agrees to include in its required mandatory training, Incident Command Training. Course material outlining the City's Incident Command System will be based on the standards provided by the City of Troy. After initial training, Alliance Mobile Health employees will be required to attend the training on an annual basis.

N. Police Officer Training

Alliance Mobile Health will provide required training for the City of Troy police offices. Required training will include but is not limited to: bloodborne pathogens, first aid, CPR, and AED. Alliance will charge the City of Troy for the use of all materials associated with the training. Materials associated with the training include inventory of books for a 20 person class and certification cards. The course should take no longer than 5 hours with 20 students per class.

Total cost for 20 books = \$490.00 (or \$24.50 per officer)

(Student text for CPR/AED, First Aid, and BBP)

Total cost for cards = \$2 per officer

(CPR/AED and First Aid)

One time charge for instructor material = \$125 (not to exceed)

Alliance Mobile Health agrees to include any additional required mandatory training, such as EMS Response to the City of Troy Police Incidents. Course material will be provided by the City of Troy Police Department. Alliance Mobile Health is willing to assist with any design or delivery of the course if requested. After initial training, Alliance Mobile Health employees will be required to attend the training on an annual basis or on a more frequent basis if requested by the City of Troy Policy Department.

O. Hazardous Materials Training

Alliance Mobile Health will continue to work in conjunction with the City of Troy to receive Hazmat First Responder Awareness Level and WMD Awareness as designated by the Michigan Firefighters Training Council. Alliance Mobile Health will pay all costs associated with the training.

P. Insurance

Alliance Mobile Health's insurance coverage, excluding workers compensation insurance, is provided through VFIS, 2850 Thornhills Ave., SE, Grand Rapids, MI 48546.

Alliance provides the full coverage as requested by the City and reviewed and approved annually by the City's Risk Management Department.

Workers Compensation Insurance: Alliance Mobile Health maintains workers compensation insurance through Accident Fund. Alliance Mobile Health provides full coverage as required by State Laws.

Alliance Mobile Health agrees to include endorsements stating the following as "Additional Insured", the City of Troy all elected and appointed officials, all employees and volunteers, all boards, commissions and/or volunteers thereof.

In addition, Worker's Compensation Insurance, Commercial General Liability Insurance, Motor Vehicle Liability Insurance, and Ambulance Professional Liability Insurance, as described above, shall include an endorsement stating the following: "It is understood and agreed that Thirty (30) days Advance Written Notice of Cancellation, Non-renewal, Reduction and/or Material Change shall be sent to City of Troy, 500 West Big Beaver Road, Troy, MI 48084.

Currently, Alliance Mobile Health provides to the City of Troy, certificates of insurance and policies in full compliance with specifications as listed below:

1. Two (2) copies of the Certificate of Insurance for Worker's Compensation Insurance.
2. Two (2) copies of the Certificate of Insurance for Commercial General Liability Insurance.
3. Two (2) copies of Insurance for Vehicle Liability Insurance.
4. Two (2) copies of Certificate of Insurance for Ambulance Professional Malpractice Liability Insurance.
5. If so requested, Certified Copies of all policies mentioned above will be furnished.

If any of the insurance coverage's were to expire during the term of this contract, Alliance Mobile Health agrees to deliver renewal certificates of insurance to the City of Troy at least ten days prior to the expiration thereof.

Q. Resource for Public Safety Agency Training

Alliance Mobile Health has three leadership personnel who are also EMS Instructor Coordinators for the organization. Alliance can provide continuing education credits or CPR refresher and Blood borne pathogens training if requested.

Alliance Mobile Health agrees to continue to serve as a resource center for all EMS training for the City of Troy Fire and Police Departments. Alliance Mobile Health will only pass on those costs associated with the training, which may include books and instructor time. Alliance will always look for the most cost-effective process for conducting training for both fire and police personnel.

R. Public Education

Alliance provides ongoing public education at a wide variety of Troy community events. Alliance participates in all of the City of Troy events upon request, including Troy Daze, Troy Senior Fair, National Night Out, special events, etc.

S. Mutual Aid

Alliance Mobile Health expects that during most periods of high demand, it can supplement the Troy Status Plan with additional units that are currently operating in the immediate area.

Alliance has mutual aid agreements with Medstar Ambulance, which covers adjacent Macomb County, Community EMS, and STAR EMS. Huron Valley Ambulance has committed to handling Alliance's non-emergency responsibilities if it is necessary to divert its resources to Troy during peak periods.

Should there be a large scale disaster, we will institute the disaster and MCI plan approved by the Oakland County Medical Control Authority.

T. Incident Standby

Alliance Mobile Health will provide, at no cost, standby at public safety emergency scenes such as fires, hazardous materials incidents, police tactical incidents, and police and fire training incidents as requested.

Alliance Mobile Health ambulance units will be dedicated units and not released from the scene until authorized by the Incident Commander.

Alliance Mobile Health units will assist in medical evaluation of emergency personnel as required.

Alliance will work with the Troy Fire Department to develop and implement an effective medical rehabilitation system for firefighters active in fire suppression.

U. Event Standby

Alliance Mobile Health agrees to dedicate ambulance units for event standby, such as Troy Daze. Alliance has supported the City the past six years, upon request.

V. Communications

Alliance Mobile Health is dispatched by a regional EMS dispatching center operated by Huron Valley Ambulance, one of our parent organizations.

Alliance Mobile Health provides communications equipment capable of communicating with all agencies and departments. Our vehicles are currently equipped with Digital 800 MHz mobile and UHF portable radios for communication with our dispatch center and medical control hospitals. They are also equipped with VHF mobile radios to meet MDCIS MEDCOM requirements.

W. Recording Capability

Alliance Mobile Health records all telephone and radio communications using a digital recording device and the recordings are stored indefinitely. All recordings are stored on DVD and are capable of being forwarded to requesting parties by .wav file.

X. E-911 Interface

Alliance Mobile Health has the ability to interface with E-911 trunks from Oakland County and currently accepts calls from Novi Police. The City will continue operating their 911 plan, which is providing an emergency service number to Alliance as a secondary answering point. Based on traffic studies for the Central Office circuit, additional trunks may be required, which Alliance will accommodate at no cost to the City. All communications equipment is capable of handling the current E-911 format of information. Additionally, Alliance is able and prepared to handle Phase I wireless calls.

Y. Personnel Recall Capability

Alliance Mobile Health employees receive a company pager for all communications. The management team is also equipped with cellular phones as a secondary way of communicating with each other within seconds.

In the event of a multi-casualty incident or any other incident beyond the scope of normal operations, all employees would be immediately notified. All of our medically licensed management staff, which includes CEO, Operations Manager, Operations Shift Leaders, Field Training Officers, EMS Coordinator, will respond immediately, in addition to as many employees needed, whom are equipped with pagers and cell phones, which is over 90 percent of our organization.

Alliance Mobile Health has a Disaster Procedure Manual that it would reference in the event of a crisis situation. (*Reference: Alliance Mobile Health Disaster Procedure Manual*)

Z. Computer Aided Dispatch System

Alliance Mobile Health utilizes a comprehensive CAD system to assist with the deployment of resources. All of our vehicles are equipped with vehicle mapping (GPS) and mobile data terminals. Alliance Mobile Health will work with the City to determine if CAD systems from the City and Alliance can be integrated, including GPS information, based on APCO Project 36 Standards.

AA. Emergency Medical Dispatch

All Alliance Communications Specialists are certified Emergency Medical Dispatchers, by Medical Priority Systems. Alliance uses the current version of protocols prescribed by Medical Priority Systems. All personnel are capable of providing pre-arrival/medical self-help instructions to the caller if necessary. This system also allows the determination of “differential dispatching” to occur. Thereby providing a more efficient utilization of resources.

Our communications center also provides follow-up quality assurance review of pre-arrival instructions by call center staff.

BB. Emergency Operations Center Support

If there is a Mass Casualty in the City of Troy, Alliance Mobile Health agrees to send a leadership representative (ie., Alliance Mobile Health Manager of Operations or Supervisor) to respond to the Emergency Operations Center.

CC. Blood borne pathogen decontamination facility

Alliance Mobile Health agrees to provide a decontamination facility for the City of Troy Police and Fire personnel. Alliance Mobile Health is based in the City of Troy.

Appropriate decontamination equipment will be provided for medical equipment and other items considered to be contaminated. Alliance Mobile Health’s Safety/OSHA Coordinator will oversee the design to ensure Alliance Mobile Health meets OSHA/MIOSHA requirements for a decontamination area.

Alliance Mobile Health currently provides laundry equipment (washer/dryer) for items considered to be soiled. Any laundry items that are considered to be contaminated with blood borne pathogens are disposed of appropriately following MIOSHA standards for disposal.

DD. Disposal of biohazard contaminated waste

Alliance Mobile Health will provide proper disposal of any contaminated materials generated by the Police or Fire Departments. Currently, all bio-hazardous materials are stored in approved containers and removed by our contracted agency for proper disposal.

Contractor: Stericycle Inc., 1301 East Alexis Rd., Toledo, OH 43612

EXHIBIT B
Ambulance Transportation Service

EE. Base of Operations

Alliance Mobile Health's base of operations is 2045 Austin Drive, Troy, MI 48083. Alliance owns its property and has no plans to relocate.

FF. Charges (effective through June 30, 2009)

Alliance Mobile Health
Ambulance Transport Charges

Level Of Service	Base Rate
Basic Life Support	\$485
Advanced Life Support, non-emergency	\$610
<u>Advanced Life Support emergency</u>	\$610
<u>Advanced Life Support Level II, 2 or more medications administered</u>	\$730
Mileage, BLS	\$12.00
Mileage, ALS	\$12.00
Treat No Transport; Assessment	\$150
Treat No Transport; Drug Box Used	\$470

As of January 1, 2009 Rates subject to change annually based on changes to Medicare Fee Schedule.

GG. Staffing Coverage

All ambulances will be staffed with personnel to meet the requirements of the Oakland County Medical Control Authority. ALS units will be staffed with two licensed paramedics. Medical First Responders will be staffed with one paramedic.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)

PRODUCER
 Complete
Sample Certificate

INSURED
 Complete

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

INSURER A: XYZ Company
 INSURER B:
 INSURER C:
 INSURER D:
 INSURER E:

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Additional insured - see wording below <input checked="" type="checkbox"/> Annual Contract aggregate Limit GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	###	XX-XX-XX	XX-XX-XX	EACH OCCURRENCE \$ 5,000,000 FIRE DAMAGE (Any one fire) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG. \$ 5,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	###	XX-XX-XX	XX-XX-XX	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
	EXCESS LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	###	XX-XX-XX	XX-XX-XX	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	OTHER Ambulance and Professional Malpractice Liability		XX-XX-XX	XX-XX-XX	\$1,000,000 limits

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

Additional Insured under the General Liability: City of Troy, Troy Police and Fire Departments, all elected and appointed officials, all employees and volunteers, boards, commissions and/or authorities and their board members, employees, and volunteers.

CERTIFICATE HOLDER	ADDITIONAL INSURED; INSURER LETTER:	CANCELLATION
City of Troy 500 W. Big Beaver Rd. Troy, MI 48084		SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED OR MATERIALLY CHANGED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. AUTHORIZED REPRESENTATIVE