

**CALHOUN COUNTY, ALABAMA 9-1-1 (CC911)  
EMERGENCY COMMUNICATIONS DISTRICT (ECD)**

**CALHOUN COUNTY, ALABAMA  
EMERGENCY AMBULANCE SERVICES  
REQUEST FOR PROPOSAL (RFP)**

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**SECTION I -  
OVERVIEW**

## Section I – OVERVIEW

### A. Request for Proposal (RFP) General Terms and Conditions

Calhoun County, Alabama’s estimated population is approximately 115,000 residents by U.S. Census. The Calhoun County 9-1-1 Board of Commissioners, as appointed by the Calhoun County Commission, possesses the legal authority to administer Emergency Ambulance Services for all unincorporated areas of Calhoun County, Alabama. It may also become responsible to administer the same on behalf of certain cities or towns in Calhoun County who may choose to participate through a separate agreement.

The Calhoun County, Alabama 911 Board (hereinafter “Board”), hereby published this solicitation as a Request for Proposal (RFP) to be submitted by highly-professional, experienced and licensed organization.

**This RFP is open to any State of Alabama licensed paramedical transport services provider which is currently established and operating in a capacity to provide Advanced Life Support (hereinafter “ALS”) response(s) and demonstrating the ability to provide all services (as described herein) within Calhoun County, Alabama.**

The proposal will guarantee continuous Emergency Ambulance Services for certain specific and/or all Emergency Service Number (ESN) Zones located within Calhoun County which are administered by the Calhoun County 9-1-1 Board of Commissioners. This includes those ESNs within certain municipal/city and town corporate limits, as well as those located in outlying unincorporated jurisdictions.

If the proposer intends to contract with a third-party to provide a portion of the services set forth herein, said contracts and agreements shall be provided and contemplated along with the proposal.

This procurement will establish a two-year contract for Emergency Ambulance Services including, but not limited to, all ambulance calls deemed to require emergency lights and sirens, referred to as “Emergency Call”. All call notification services will be provided by the CC911 Communications Center(s) and all 9-1-1 calls shall be deemed to be an Emergency Call. The decision to run lights and sirens shall be the decision of the vehicle operator understanding the established response time criteria does apply. All vehicle operators must adhere to the State of Alabama laws regarding the operation of an emergency vehicle.

This procurement does not provide or contemplate coverage for non-emergency and scheduled calls for ‘basic’ and/or routine ambulance transportation services.

Proposers must meet all credentialing requirements and scope of service(s) requirements as described in the RFP. Each proposal will undergo significant scrutiny prior to processing the application for full consideration.

The initial contract period will be for the term of two (2) years and may be extended by mutual agreement for additional terms - with every subsequent contract term being for a period of two (2) years. Notwithstanding anything herein to include the imposition of other penalties, a lack of compliance with standards set-forth and specific requirements could result in immediate dismissal of the Contractor - with CC911 retaining a contingency operation for up to six months - pursuant to terms required in the contract.

This RFP seeks to establish a performance-based agreement for highly efficient ambulance services in and throughout certain incorporated and unincorporated jurisdictions within Calhoun County, Alabama. The failure to adequately perform wholly or in-part during the term of the agreement may result in termination of the contract subject to the terms and conditions ultimately agreed to by CC911 and the Contractor.

**B. RFP and Other Fees**

This RFP requests no fees for consideration of a proposal.

The awarded Contractor will be required to remit reasonable annual fees to CC911 in exchange for:

1. Continuous Radio Dispatch Services provided by Calhoun County 9-1-1 Communications Center(s); and,
2. Usage and subscription to the Calhoun County Motorola P25 Public Safety Communications Center by its portable, mobile, and base subscribers.

**C. Calendar of Events** (the following events shall occur on or before the listed date)

Bid publication – **October 18, 2022**

Proposer's Pre-bid Conference –

**November 3, 2022, beginning at 10:00 a.m. at the following location:**

**Jacksonville Public Safety Complex  
911 Public Safety Drive SW,  
Jacksonville, Alabama 36265**

Proposals due – **November 16, 2022**

Tentative Award by the Board – **December 6, 2022**

Contract Implementation – **March 1, 2023**

**D. Term of Contract / Renewal Provisions**

Unless initiated earlier by mutual agreement, the contract shall commence at 12:01 a.m., March 1, 2023, and terminate at midnight February 28, 2025, unless extended as provided by contract terms.

Any decision regarding possible renewal of the contract or any extension thereof shall be made at least six (6) months prior to the scheduled termination date, so that if no extension is approved, a new proposal process can be conducted on a schedule that will identify the new Contractor(s).

The purpose of this requirement is to allow reasonable time for either the outgoing and incoming Contractors to plan and execute an orderly transition, to allow the Contractor to revise advertising, and to allow time for negotiation of new service contracts, mutual-aid agreements, managed-care and transport contracts, and other contracts previously serviced by the outgoing Contractor.

It is understood that unforeseeable factors may affect the future operation of the contract. The factors may include health-care reform, ambulance-cost factor (i.e., transportation costs) and other elements of the economy which may substantially affect operations. The RFP describes documentation and requests cost planning contingency plans – such to ensure the Contractor has considered the possibility of changing cost or revenue climate during the contract period.

#### **E. Minimum Requirements for Review**

All proposals will be initially screened by the Calhoun County 9-1-1 Board of Commissioners. Proposals that are incomplete and/or do not meet the RFP requirements may be considered non-responsive and dismissed from further consideration. The proposer(s) meeting the requirements of the RFP - which proposal in the judgment of the Calhoun County 9-1-1 Board of Commissioners will best serve the Board, the citizens of Calhoun County and who will best conduct response, care and transport EMS activities will be selected. A service contract will be contemplated and negotiated with the proposer(s) selected by the Board.<sup>1</sup>

#### **G. Contract Compliance**

The contract ultimately awarded and executed as a result of this solicitation will be monitored by the Contract Oversight Group (COG) with input from the municipalities/cities and/or towns which may be serviced by the Contractor(s). The Board meets regularly to consider the COG reports concerning the response time and other performance parameters of the Contractor(s) and review appropriate rate requests.

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<sup>1</sup> The COG and the Board each reserve the right to waive any formality as required herein.

The Contractor(s) will be required to have their chief operating officer and/or highest-ranking local manager attend the regularly-scheduled meetings of the COG or the Calhoun County 9-1-1 Board of Commissioners.

#### **H. Service EMS Off-Line Medical Director**

The service must have a designated EMS off-line Medical Director to provide EMSP supervision, medical direction, and oversight to the medical components of the ambulance service. Contractor will be responsible for adhering to the EMS off-line Medical Director's policies and participating in the Medical Director's audit process. The Medical Director shall serve as the physician supervisor of record for all pre-hospital EMS transport in Calhoun County provided under the contract awarded by this RFP.

#### **I. Confidentiality**

CC911 and/or the Board is required to comply with certain statutes relating to release of public records upon request. We hereby affirm the following required RFP materials shall be submitted in confidence and shall remain confidential and are exempt from disclosure to the extent allowed by law:

1. Historical financial information of the proposing firm or entity; and,
2. Material related to the background investigation of the proposing firm or entity conducted under the RFP process.

All submissions containing any information described in the items above shall be protected as confidential. Proposers who desire that any additional information submitted to CC911 as part of the RFP be specifically treated as confidential must mark those pages as "Confidential" (written on the page submission) with citation of the specific statutory basis for the exemption and the reasons why the public interest would be served by maintaining its confidentiality.

All such requests to restrict public access to such records will be evaluated by the Board. Should a legal challenge occur regarding a specific proposer's request for confidentiality, it shall be the proposer's responsibility to defend such challenges. The Board reserves the right to disclose part, or all of the information submitted, as may be required. In any case, such mandatory records release may include records submitted by the proposer which do not qualify pursuant to the confidentiality provisions allowed by applicable statute/law as determined by CC911.

**SECTION II -  
DEFINITIONS**

## **Section II – DEFINITIONS**

The following words when used in this article shall have the meanings ascribed to them in this section, except where the context clearly indicates to them in this section a different meaning. When not inconsistent with the context, words in the singular number include the plural number, and the masculine shall include the feminine and neutral, and vice versa.

***Advanced EMT.*** Any person eighteen (18) years of age or older who has successfully completed the advanced emergency medical technician course of instruction and has been granted a current, valid license by the state board of health. Such persons are generally authorized by the state to provide invasive prehospital care such as starting intravenous fluids, placement of an advanced airway or other such similar procedures.

***Advanced life support (ALS).*** The treatment of potentially life-threatening medical emergencies through the use of invasive medical techniques which ordinarily would be performed or provided by physicians, but which may be performed by advanced level emergency medical technicians (EMTs).

***(ALS 1 Unit).*** Licensed transport services shall, at a minimum, staff an ALS 1 ground vehicle with one (1) licensed paramedic and one (1) certified driver.

***(ALS 2 Unit).*** Licensed transport services shall, at a minimum, staff an ALS 2 ground vehicle with one (1) emergency vehicle operator and one (1) licensed advanced EMT.

***Ambulance.*** A motor vehicle licensed by the Alabama State Board of Health and meeting all requirements of section 22-18-1, et seq., Code of Alabama, 1975, as amended, and specifically designed for, equipped or used as an emergency vehicle for the purpose of transporting persons who are wounded, injured, ill or sick, and shall include, but is not limited to, emergency vehicles used for such purposes.

***Ambulance call.*** The act of calling for an ambulance by radio or any other means for the purpose of transporting any patient to or from a medical care facility.

- (1) *Emergency call.*** An ambulance call for service in which it is believed that the illness, injury or disability requires immediate medical services wherein delay of the receipt of such services may endanger personal health or safety. Any call, no matter the complaint, to 9-1-1 shall be deemed an emergency call.
- (2) *Nonemergency call.*** An ambulance call for transportation to or from a medical facility or medical provider that does not involve the need for immediate medical services.
- (3) *Hospital call.*** An ambulance call initiated by or on behalf of a medical provider for transportation of a patient from a hospital to another hospital, urgent care clinic, or other medical facility providing immediate care to the patient.



***Ambulance driver.*** Any person who successfully completes an emergency vehicle operations course or its equivalent and has been granted any and all applicable current, valid licenses by the state board of health, the state department of motor vehicles or any other state or federal regulatory agencies. An ambulance driver shall also be minimally licensed by the state board of health as an emergency medical responder.

***Ambulance service operator.*** Any individual, partnership, corporation or other legal or business entity operating ambulances for hire within the city. Each service must be an independent entity from any and all other existing services operating within the city and must have distinct and separate employees, bank accounts, and vehicles from any and all existing services.

***Basic life support (BLS).*** A level of pre-hospital care involving noninvasive life support measures.

***City.*** All areas within the corporate limits and police jurisdiction of a municipality.

***East Alabama EMS.*** The regional EMS agency designated by the state board of health to serve as a resource agency for EMS providers and any other EMS related organizations in the eastern portion of the state.

***Emergency Call.*** Every call received via the 9-1-1 telephone or text system, and any request(s) of Calhoun County 9-1-1 or other first responders for emergency medical services.

***Emergency medical responder (EMR).*** Any person eighteen (18) years or older who has successfully completed the emergency medical responder course of instruction, or its equivalent, as approved by the board or its designee, who has passed the state approved EMSP certification exam, and who has been granted a current, valid EMSP license by the state board of health.

***EMS ambulance service operator.*** An ambulance service operator that has been granted all licenses and permits required by this article to provide emergency medical services and emergency transports within the corporate limits of the city.

***Emergency medical services (EMS).*** A system of coordinated prehospital emergency aid and medical assistance from primary response to definitive care, involving personnel trained in the rescue, stabilization, transportation, and treatment of sick or injured persons.

***Emergency medical technician (EMT).*** Any person eighteen (18) years of age or older who has successfully completed the applicable emergency medical technician course of instruction and has been granted a current, valid license by the state board of health.

***Emergency transport.*** The transportation of a patient by an ambulance service operator in response to an ambulance call in which it is believed that the illness, injury or disability requires immediate medical services wherein delay of the receipt of such services may endanger personal health or safety. Responses to such calls shall be made with the use of all warning devices and lights as deemed necessary by the senior EMT/Paramedic for optional patient care.

**Hospital.** A facility licensed as a hospital by the state board of health and located within the corporate limits of a municipality.

**Hospital transport.** The transportation of a patient by an ambulance service operator in response to hospital call, including calls where the patient is ill, injured, or disabled and calls where the patient requires medical services during the transport or immediately upon arrival at the destination.

**Intermediate EMT.** Any person eighteen (18) years of age or older who has successfully completed the intermediate emergency medical technician course of instruction and been granted a current, valid license by the state board of health. Such persons are generally authorized by the state to provide invasive prehospital care such as starting intravenous fluids, monitoring cardiac rhythms, performing defibrillation and intubation or other such similar procedures.

**Nonemergency transport.** The transportation of a patient by an ambulance service operator to or from a medical facility or provider that does not involve the need for immediate medical services. Such transports shall not use or require the use of emergency warning devices. Such calls include, but are not limited to interhospital transfers, discharges to home, visits to physician offices and the transport of deceased patients.

**Paramedic.** Any person eighteen (18) years of age or older who has successfully completed the paramedic course of instruction and been granted a current valid license by the state board of health. Such persons are generally authorized by the state to provide invasive prehospital care such as starting intravenous fluids, monitoring cardiac rhythms, performing defibrillation and intubation, administering pharmacological interventions or other such similar procedures.

**Patient.** An individual who is wounded, injured, ill or sick, otherwise incapacitated, helpless or unable to transport themselves to receive medical treatment or individuals who call or request the services of an ambulance service.

**Radio Equipment.** Any two-way radio transceiver(s) capable of subscribing to and affiliation with the Calhoun County 9-1-1 Motorola P25 800 megahertz Public Safety Communications System.

**State board of health.** That body created by Section 22-2-1, et seq., Code of Alabama, 1975, as amended, otherwise known as the Alabama State Board of Health or the Alabama Department of Public Health.

**SECTION III –  
SCOPE OF SERVICE**

## **Section III – SCOPE OF SERVICE**

### **A. Ambulance Service Area**

The Service Area shall be all Emergency Service Number (ESN) Zones located within Calhoun County, Alabama which are administered by the Calhoun County 9-1-1 District Board of Commissioners. The Service Area will specifically include all unincorporated areas of Calhoun County. Additionally, the Service Area will include certain incorporated municipalities, cities or towns as described herein.

### **B. Exception(s) to the Service Area**

The Service Area may exclude the corporate limits and/or police jurisdiction of certain municipalities, cities or towns located in Calhoun County, Alabama.

### **C. Response Standards**

#### **1. General**

It is the proposer's sole responsibility to possess intimate familiarity with the geographic considerations and response-time requirements of this solicitation.

All response times shall be calculated from the CC911 CAD timestamp whereas the Contractor receives the location of the call and the nature of the call and acknowledges, whether that information is received by radio or automatic data transmission, until the time the Contractor's ambulance arrives on the scene with an appropriate fully equipped and adequately staffed Advanced Life Support (ALS) ambulance. All recorded response times are measured in seconds, not whole minutes. All emergency notification services and times will be provided and documented by CC911 Communications Center(s) as well as the Contractor.

A continuous and monthly recurring CAD call report providing logged response times will be maintained electronically by the CC911 Communications Center(s) and provided to the COG on a routine basis (usually by the fifth day of each subsequent month). These reports will be submitted in a commonly used computer file format (such as Excel spreadsheet or PDF). These monthly reports shall provide relevant details pertaining to every call for service to be reviewed for the given monthly performance period. The report will feature information such as the CC911 Communications Center(s) CAD number and other relevant information and details appended to the CAD call. CC911 seeks to guard any HIPAA or other confidential information in the review of its CAD Call Reports. The minimum data fields in the monthly reports required – until and unless the COG, Contractor and CC911 agree otherwise to a change in writing after the contract is awarded – are as follows:

CC911 Communications Center(s) CAD call identification number assigned at the beginning of the call in each of the Calhoun and Contractor reports; and

1. Date and time of call dispatched by CC911 Communications Center(s) to the Contractor in the CC911 Communications Center(s) report and date and time of call received from CC911 Communications Center(s) by the Contractor in the Contractor's report; and
2. Date and time call dispatched by the Contractor in the Contractor report; and
3. Date and time that Contractor ambulance reported/communicated on the scene in each of the CC911 Communications Center(s) and the Contractor reports; and
4. Date and time of cancellation of the requested response if cancellation occurs in each of the CC911 Communications Center(s) and Contractor reports.

CC911 Communications Center(s) reports for each call shall include: CC911 CAD identification number, date and time of dispatch to Contractor, date and time Contractor reports on scene, date and time call canceled (where applicable), etc.

Calhoun County seeks to provide the most prompt and effective ambulance services at a reasonable cost to its citizens and others. Any enhanced services above the standard(s) set forth in this RFP must include a separate cost estimate. The Contractor acknowledges clinical and response-time performance shall not be sacrificed for financial gain.

## **2. Emergency Calls**

The Contractor must provide 24-hours, 366-day per year immediate coverage for all emergency requests for service for the term of the contract, as defined by medical dispatch protocols of CC911 Communications Center(s). Any call for purposes of this RFP is defined as an ambulance call for service in which it is believed that the illness, injury or disability requires immediate medical services wherein delay of the receipt of such services may endanger personal health or safety. Any call to 9-1-1, no matter the complaint, to shall be deemed an Emergency Call.

The Contractor shall seek to provide response times of no greater than twenty (20) minutes and must guarantee a county wide response time of twenty minutes or less for no less than ninety percent of the dispatched calls by CC911 Communications Center(s); no response time for any CC911 Communications Center(s) dispatched call shall exceed thirty (30) minutes.

If any EMS coverage area is consistently being provided response times of greater than twenty (20) minutes, the Contractor, the COG and a representative from said area shall meet directly to determine how to address any problems or failures.

## **3. Dispatch Services**

All ambulances must continuously acknowledge their availability, dispatch notification(s), location, time(s) of initiating physical response, arrival, transport, etc. - and any other relevant transactions or information - with the CC911 Communications Center(s).

The Contractor(s) will be required to execute a separate agreement with Calhoun County 9-1-1 ECD for the reasonable costs of providing continuous radio dispatch services 24-7-365 for all Emergency Calls - such agreed payment for dispatch services remitted by the Contractor(s) to Calhoun County 9-1-1 ECD on an annual basis.

## **D. Penalties**

### **1. Emergency Calls**

For those months that the Contractor fails to respond to ninety percent (90%) of all emergency calls within the time period specified in the standards, the Contractor will review their response time plan to determine the causes of non-compliance and report such to the Contract Oversight Group (COG).

For contract monitoring and contract standard purposes, any call answered greater than thirty minutes may be subject to penalty. For every emergency call where the ambulance response time is greater than thirty minutes the penalty will be three hundred dollars (\$300.00) per call. Calls referred to another agency will be included as part of the response-time requirements of the Contractor and a monthly report of such calls will be reported to the COG. The determination of the number of calls is: Contractor was notified by CC911 Communications Center(s) with a request for an ambulance to respond to a scene in the Service Area and Contractor's ambulance reached the scene as requested or was canceled by CC911 Communications Center(s).

Penalty proceeds will be deposited into a separate fund which shall be managed by the CC911 Board of Commissioners.

Notwithstanding anything to the contrary herein and in strict addition to any other penalty described herein, this contract is a performance-based contract and failure to perform as required herein, falsification of records/documents, etc. may result in termination of the contract by the Board.

### **2. Canceled Responses**

From time-to-time, special circumstances may cause changes in call-priority classification. Response-time calculations for determination of compliance and penalties will be as follows:

If a call is canceled prior to the ALS ambulance unit arrival on the scene, the Contractor's compliance and penalties will be calculated based on the elapsed time from receipt of call to the time the call was canceled.

### **3. Waiver of Penalties / Grievances**

The COG reserves the right to individually exclude calls from the response-time or other penalties due to a lack of necessary information and/or circumstances occurring beyond the control of the Contractor(s), etc. In addition, the COG reserves the right to waive response-time penalties during the Initial Coverage Plan phase (first 3 months) if a Contractor is selected other than one currently servicing the Service Area. Proposers shall specifically request such a waiver for consideration in the written Initial Coverage Plan, as detailed later in this RFP. A grievance procedure on penalty assessments will be developed prior to contract initiation. The proposer is encouraged to submit a suggested process but is not required to do such to be compliant in the proposal process. The Contractor may appeal to the Calhoun County 911 Board of Commissioners, pursuant to procedures that will be developed prior to contract initiation, for their full consideration of the matter. All decisions by the CC911 Board of Commissioners are final.

#### **4. Other Response-Time Issues**

Ambulance Contractor will not be held responsible for response time performance on an emergency response outside the Service Area. However, the Contractor shall use its best efforts in responding to mutual-aid calls out of the Service Area.

The response time established is expressed in terms of the maximum allowable for all of the Service Area under this proposal. Contract will be in fractal form of twenty minutes or less in ninety percent of the calls in the Service Area. Ambulance Contractor will provide services not to exceed the thirty minute maximum allowable response time in the service area under this proposal and contract.

On scene times shall be established from CC911 Communications Center(s) data or radio transmissions identifying the scene time or the Contractor's response times as provided and accepted by the COG. If no on scene time is reported, the call will be counted as late for purposes of ninety percent on-time standard and subject to the penalty as deemed appropriate by the COG. Penalties for willfully falsifying at-scene times by Contractor's field staff will be assessed at \$500 and by Contractor's management staff will be \$1,000 for each incident. Any penalty assessed by the COG shall be paid in the manner and pursuant to an itemization as approved by the Board from time to time after recommendation from the COG for the purpose of enhancing the delivery of Emergency Medical Services in Calhoun County.

Notwithstanding anything to the contrary as described herein, with effort for strict adherence to the terms described and agreed upon, CC911 seeks to establish a performance-based contract. Any failure to perform services or act in an appropriate manner, as agreed and required, may result in early termination of the awarded contract by the Board. The terms of the contract will specify the process and surety necessary as a result early cancellation.

As required, a continuity plan for achieving and maintaining the required standards and performance period must be provided in the response to the RFP.

## Summary of Fines and Penalties

The following table summarizes fines and penalties for noncompliance:

<u>Category</u>	<u>Charge</u>
1. Exceeds the maximum response time of thirty minutes	\$300.00 per call
2. Willfully falsifying response data by: a. field staff/responder b. management staff	a. \$500 per incident b. \$1,000 per incident
3. Insufficient staffing/ paramedic levels as defined in RFP	\$300.00 per call

### E. Term and General Nature of Contract

This RFP uses the terms of proposer and Contractor. Proposers should carefully consider all Contractor services (as described in the contract terms) within the proposer's response to this RFP. A proposer, when selected by the Board, will be offered a contract to provide ambulance service pursuant to the terms of its proposal submitted in response to this RFP and governing law for up to two (2) years. There will be two (2) individual options to renew the contract for two (2) year periods after the initial two (2) year period under the following conditions:

1. Both parties give notice of their intent to renew at least six (6) months before the end of the contract term; and,
2. The Contractor has been in substantial compliance with the terms of the contract for the most recent two-year period of the contract.

### F. Mutual Aid and Response

The Contractor agrees to respond to all notifications by CC911 Communications Center(s) within the Service Area.

Although the response to mutual aid requests will not be required by the contract, it is encouraged; should the delivery of mutual-aid services to a neighboring jurisdiction become excessive (e.g., in excess of one percent of the calls for that region absent a written agreement for that level of mutual aid), indicating a routine heavy reliance on the Contractor's resources for emergency calls, the Contractor shall inform the COG. The COG will then assess the situation and recommend to the Contractor any action necessary to rectify the inequity.



Specific plans with regard to this standard must be provided in the response to the RFP.

#### **G. Staffing Requirements**

It is the intent of the COG and the Board to secure the highest level of emergency medical response services for the citizens of Calhoun County. As such, the ambulance response to 90 percent (90%) of all emergency calls within the Service Area shall be handled by an ALS-1 ambulance. All calls answered by a paramedic-level ALS ambulance with staffing consisting of a minimum of one (1) Paramedic and one (1) Certified Driver. **All proposers shall include a deployment plan indicating the method by which all emergency calls will be answered within Calhoun County.**

The COG will review and evaluate all deployment plans with the purpose of ensuring that the highest level of emergency response services be provided for the citizens of Calhoun County. If the emergency response services are adversely affected as a result of any deployment plan which does not require all calls be answered by paramedic-level ALS ambulances, at any point during the term of any contract, the COG may immediately require the proposer / Contractor cease utilizing any non-paramedic ALS ambulances regardless of the deployment plan submitted or approved prior thereto.

The COG is responsible for consideration of any personnel issue(s) or complaint(s) resulting from an interaction between the Contractor's personnel and a customer inclusive of patients, other responders, general public, hospital personnel, and any other affected parties. A plan must be submitted which will demonstrate how the proposer will carry out any recommendation concerning personnel issues and/or complaints as decided by the COG.

#### **H. Driver Training Requirements**

All ambulance personnel must complete a minimum of a 16-hour Emergency Vehicle Operations/ Emergency Vehicle Driver/Apparatus Operator Course. This course must be repeated for a minimum of four hours every two years for all ambulance personnel.

Specific plans with regard to this standard must be provided in the response to the RFP.

#### **I. Dispatch Requirements**

The CC911 Communications Center(s) will handle services for initial requests, notification and dispatching of Contractor(s) as first-responder services.

#### **J. Vehicle and Equipment Requirements**

Each ambulance shall meet the minimum equipment standards as provided by laws and regulations of the State of Alabama.

#### **K. Data Collection and Evaluation Requirements**

The Contractor(s) shall be required to complete all forms and data reports required by the County, State, and East Alabama Emergency Medical Services, Inc. (hereinafter “EAEMS”) including but not limited to field-assessment forms, and standardized data. Any specific plans with regard to this standard must be provided in the response to the RFP.

#### **L. Communications Requirements**

The Contractor(s) will continuously and exclusively access the Calhoun County Motorola P25 Public Safety Communications Systems for primary two-way radio “push to talk” (PTT) communications. These PTT transactions will be used to maintain contact with the CC911 Communications Center(s) at all times. The Contractor shall ensure that each ambulance used in its fleet for any response in the Service Area shall be equipped with appropriate emergency communication equipment (the “Radio Equipment”) compatible with the P25 radio system.

The Contractor will provide for the installation and maintenance of compatible GPS location equipment to allow the accurate location of its ambulances to be continuously reported to the CC911 Communications Center(s).

The proposal shall include a plan describing the process to lease or purchase the Radio Equipment for all station locations and responding ambulances in its fleet. The Radio Equipment must meet the requirements provided herein as well as all other State requirement’s including contact with ATCC, statewide EMS and Fire mutual aid frequencies and the transmission of twelve Lead ECG using high-speed wireless internet.

It is understood that the rural nature of portions of Calhoun County makes radio communications limited in some locations. The proposer shall provide a plan for means of a secondary means of communications for such incidents (mobile telephone service is acceptable). It is acknowledged that prompt and professional radio communications are required of Contractor(s) and its personnel at all times.

Each ambulance shall be equipped with a GPS location device using the Spillman Mobile CAD System. Proposers shall provide a plan noting the devices to be installed. Further, proposers shall describe their method of educating personnel on roads within the County, the hospitals transported to as well as a method to avert main impediments to travel as they occur.

Specific plans with regard to this standard must be described in the response to the RFP.

#### **M. Mass-Casualty Incident (MCI) Response**

The Contractor(s) shall be required to provide a mechanism for immediate recall of staff for units during mass-casualty Incidents (MCI), times of peak overload, or widespread disaster situations. The proposers plan should include the ability of the Contractor to page and alert off-duty personnel. Contractor(s) shall be familiar with the EAEMS MCI plan and their responsibility under it. The Contractor’s county manager or shift supervisor must respond to

all MCI to function as the transport officer, or other such duties as assigned by the Incident Commander.

Specific plans with regard to this standard must be provided in the response to the RFP.

## **N. Financial Requirements**

Calhoun County expects proposer(s) to establish, in their responses to the RFP, the means of a firm financial commitment with submission of recent financial history to support and maintain:

1. Sufficient financial capacity to commence all services listed in the RFP on January 1, 2023, and
2. Sufficient financial resources to continue and maintain all services for at least the primary contract period of two years.

It is incumbent upon the proposer to include sufficient information within the proposal package to allow reviewers to determine that the proposer:

1. Understands and documents all costs which will be associated with the contract
2. Has documented and supported all revenue sources associated with the proposal/contract, and
3. Has fully described and documented all sponsoring agency's commitments to maintain financial support (if any) for the term of the contract.

Any documents and required budget material requested to respond to this RFP are intended to assist with this determination. Failure to provide these documents, in the detail or at the level of documentation required as part of the plan, and to meet the levels of independent verification of financial information requested, will reduce the credibility of the proposal and may result in disqualification or non-selection.

In addition to the financial documentation discussed, the County is requiring the submission of a financial plan to allow the County to operate the contract for up to a six-month period should a default and takeover occur. Any legal limitation or inability to meet the standards set forth herein must be addressed by proposers and disclosed in the proposer's response to this RFP. If not so addressed, said limitation or inability shall be deemed waived by the Contractor and may not be raised as a defense to performance.

Specific plans and documentation with regard to this standard must be provided in the response to the RFP.

## **O. Other Requirements**

## **1. “Move Up and Cover” Requirements**

The Contractor shall agree to respond in a “move up and cover” capacity if so directed by CC911 Communications Center(s) because of unusual situations (MCI, Floods, and Weather Emergencies). Specific plans with regard to this standard must be provided in the response to the RFP.

## **2. Regional MDAP Plan and Policy Requirements**

Contractor must comply with the provisions as specified in the EAEMS MDAP Plan approved by the State Committee of Public Health. This plan, the RFP itself, coupled with the State of Alabama’s EMS policy and procedures and other “governing law” defines the policy requirements of this contract. The Contractor must carry and maintain all drugs mandated by the ADPH/OEMST rules.

Specific plans with regard to this standard must be provided in the response to the RFP.

## **3. Implementation Schedule and Requirements**

The Contractor must be able to meet all minimum requirements of this RFP and do so within deadline established.

Specific plans with regard to this standard must be provided in the response to the RFP.

## **4. Safety and Risk Program**

Proposers shall provide a safety and risk management program and proof thereof.

## **5. Support to Search and Rescue and Fire Responses**

The Contractor shall agree to respond to Fire Department and Law Enforcement requests for assistance including search and rescue operations, fires, or other operations with a high degree of risk. Contractor will respond with a fully staffed ambulance to each working structure fire in the Ambulance Service Area or as requested by dispatch. The ambulance shall be considered available to respond to other emergency calls *if released by the Incident Commander at the incident / operation*. Contractor will have another ambulance respond to the scene if the original responding ambulance is called out to respond to an emergency call.

Specific plans with regard to this standard must be provided in the response to the RFP.

## **6. Public Information/Education Component**

At a minimum, the Contractor shall prepare and implement an EMS public information, education and prevention plan for Calhoun County.

## **7. System Requirements**

The Contractor shall agree to participate in EMS education required for effective delivery of emergency medical care under this contract. Such requirements include EMT-Intermediate-Advanced, and Paramedic initial or continuing education programs and disaster drills, even if the students are not employees of Contractor. Contractor shall establish reasonable standards for ride-alongs, and other EMS system training opportunities as approved by the COG.

Specific plans with regard to this standard must be provided in the response to the RFP.

## **8. Subcontracts / Legal Entity**

A single Contractor is required for this agreement. If a proposer intends to utilize third parties to provide any services described herein or to assist the proposer with any ancillary requirements such as billing or vehicle maintenance, the proposal must include the contracts for review and approval by the COG prior to implementation thereof.

The proposer and each subcontractor shall provide complete financial records as stipulated in this RFP. The Contractor and each subcontractor shall also remain fully responsible and liable for all action as they relate to this contract.

## **9. Performance Guarantee, charges, history, inspection**

- A. The proposer must submit a Guarantee of Performance FOR NO LESS THAN TWO MILLION FIVE HUNDRED THOUSAND (\$2,500,000) United States Dollars, such to ensure that ambulance services (to extent as described herein) will remain continuously available for a period of at least six (6) months, if for any reason the Contractor fails, or its contract is terminated prior to the end date of the contract term. Proposers may use performance bond, lock box-escrow funds, three-way equipment lease (or a sufficient alternative) to guarantee the above. Said continuation of services shall be at no additional cost to the County or the Board. Proposers are encouraged to be creative in the design of this plan, so the guarantee is met at the lowest cost with the least interference with the Contractor's operation.
- B. Proposers must include listing of all proposed charges. Charges as agreed to in the contract will be reviewed annually and approved by the COG. The contract will allow for automatic rate increases based on Medicare allowable increases and Health/ Medical Index increases. If the proposer wishes automatic increases based on any other index, this should be proposed.
- C. Proposal must include a history of the operation of the proposer and, if proposer is a corporation, identification of its directors. History must include

immediate two year past financial data as well as a listing of all complaints and the disposition of those complaints.

- D. ADPH/OEMS inspection and current good standing for each ambulance in service will be considered as meeting contract requirements for quality of ambulance units, except in the event that any ambulance arrives at the scene with insufficient equipment as required by ADPH Rules to treat the patient. Insufficient or inoperable equipment will be treated as a fineable offense.
- E. Determination of insufficient equipment will be based on field provider or hospital complaints. Provider must also provide a plan to meet the needs of transfer of ventilator patients.

Specific plans with regard to the above must be provided in the response to the RFP.

**SECTION IV -**  
**CONTRACT OVERSIGHT GROUP (COG)**

## **Section IV - CONTRACT OVERSIGHT GROUP (COG)**

**1. Purpose:** The Contract Oversight Group is responsible for the development and recommendation of a Request for Proposal for delivery of ambulance services and its associated functions to the Calhoun 911 BOARD and to provide a recommended Contractor based upon the evaluation of such proposals received by the Board. The Contract Oversight Group (COG) is then responsible for the day-to-day oversight and review of the Calhoun Ambulance Contract awarded as a result of said RFP process, its standards of performance and the Contractor's compliance therewith. Any complaints raised concerning the ambulance contract or ambulance Contractor are the responsibility of the COG. The COG is appointed by and is solely responsible to the Calhoun County 911 Board.

### **2. Membership:**

- Calhoun County 9-1-1 ECD Communications Center(s) – Chairman of the Board of Commissioners
- Calhoun County 9-1-1 ECD Communications Center(s) – Executive Director
- Calhoun County Commission – One Member (Citizen-at-Large)
- Calhoun County Volunteer Fire Association – One Member (must be currently certified as a Paramedic or EMT)
- East Alabama Emergency Medical Services, Inc. – One Member (Director or designee)
- Any Participating Municipal or Town Entity in Calhoun County – One member, respectively (for each incorporated municipality/city or town which participates in the Calhoun Ambulance Contract, if any).
- Calhoun County Commission Attorney – Ex-Officio Member
- Calhoun County 9-1-1 ECD Attorney – Ex-Officio Member

The Calhoun County 911 Board of Commissioners shall have the sole authority to appoint, change, and/or remove members of the COG at its discretion by resolution of the Board.

**3. Meetings / Report:** The COG will meet regularly and as-needed to review all performance standards. The meetings schedule will be published on a regular basis.



**SECTION V -  
COMPLIANCE**

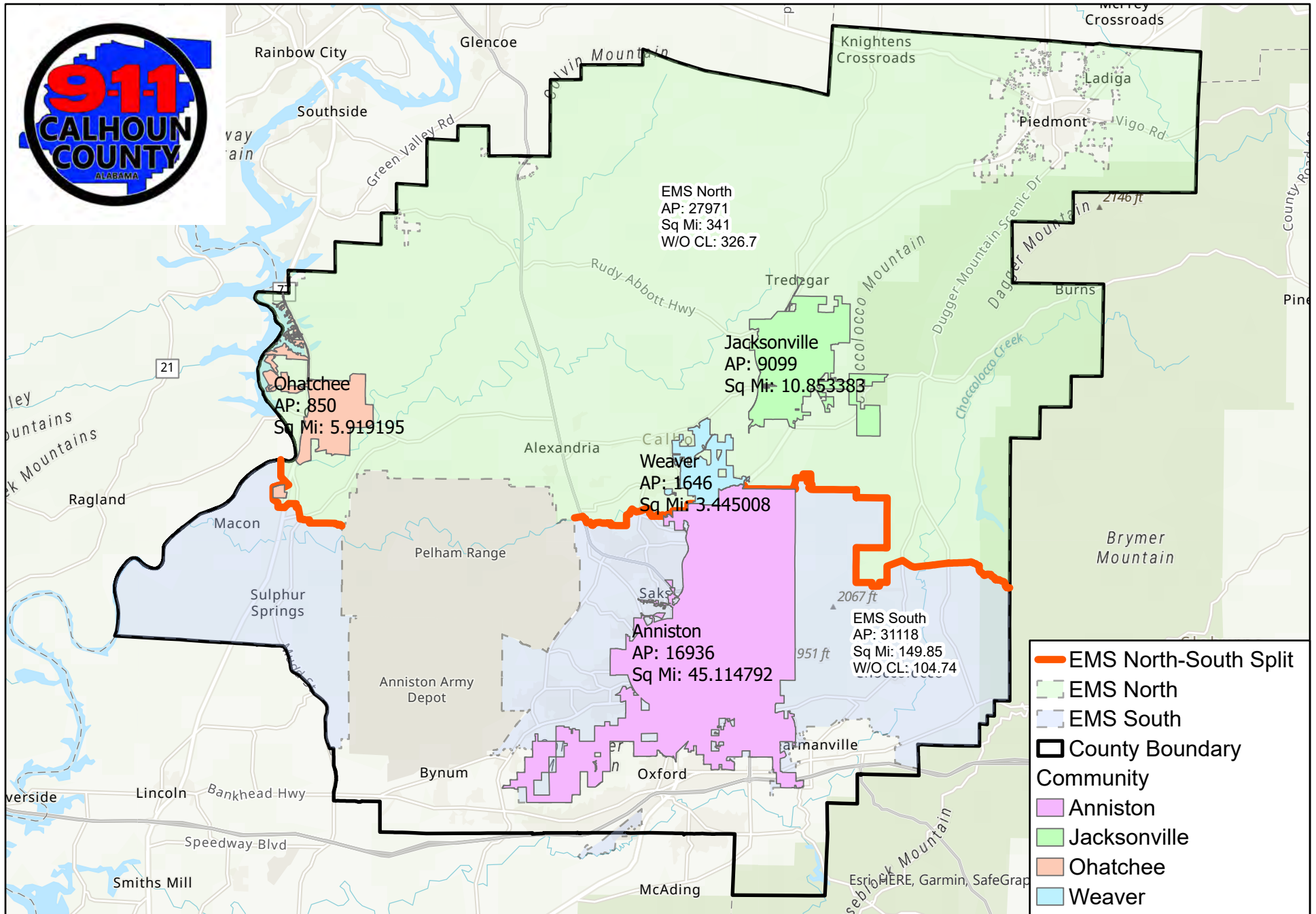
## **Section V - COMPLIANCE**

The bidder should be aware, the Alabama Legislature enacted a new law on immigration during the 2011 Regular Session which places Compliance requirements on Contractors as “a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees [working in the State of Alabama],” the successful bidder must provide a notarized affidavit (“Affidavit of Immigration Law Compliance”) stating that you “shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien.” In addition, the successful bidder must provide the County with proof that you are enrolled in the E-Verify program; provide your subcontractors notice of their compliance obligations and obtain from each a notarized Affidavit of Immigration Law Compliance-Subcontractor.

By signing this Contract, the contracting parties affirm, for the duration of this agreement to remain in compliance with Act 2016-312, the Parties hereby agree that they are not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

**SECTION VI -**  
**NORTH AND SOUTH SECTORS EMERGENCY SERVICE NUMBER**  
**GEOGRAPHIC AND BOUNDARY MAP**  
**WITH STATISTICS**

# Proposed EMS Zoning



**CALHOUN COUNTY, ALABAMA 9-1-1 (CC911)  
EMERGENCY COMMUNICATIONS DISTRICT (ECD)**

**CALHOUN COUNTY, ALABAMA  
EMERGENCY AMBULANCE SERVICES  
REQUEST FOR PROPOSAL (RFP)**

**ANNUAL NUMBER OF EMERGENCY MEDICAL SERVICES (EMS) CALLS**

Period of July 1, 2021 to June 30, 2022:

Anniston City Limits = 6234  
Jacksonville City Limits = 2482  
Ohatchee Town Limits = 141  
Weaver City Limits = 294  
North Sector Rural = 3250  
South Sector Rural = 3328  
North Sector Total = 6167  
South Sector Total = 9562

Period of July 1, 2020 to June 30, 2021:

Anniston City Limits = 6535  
Jacksonville City Limits = 2249  
Ohatchee Town Limits = 149  
Weaver City Limits = 309  
North Sector Rural = 3216  
South Sector Rural = 3451  
North Sector Total = 5957  
South Sector Total = 9986

Period of July 1, 2019 to June 30, 2020:

Anniston City Limits = 8699  
Jacksonville City Limits = 2040  
Ohatchee Town Limits = 148  
Weaver City Limits = 286  
North Sector Rural = 2852  
South Sector Rural = 2641  
North Sector Total = 5724  
South Sector Total = 11340

**ANNUAL NUMBER OF AIR AMBULANCE CALLS**

August 18, 2021 to August 17, 2022 – 344

**APPENDIX A**  
**CITY OF ANNISTON EMS AMBULANCE SERVICE**

**A. Coordinating agency.**

The Anniston Fire Department shall be the designated emergency medical service coordinating agency and will be responsible for scene control of any and all ambulance service operators responding to an emergency call for emergency medical services. Emergency calls for emergency medical services which enter Calhoun County 9-1-1 will be routed to the fire department and to the appropriate EMS ambulance service operator. The fire department is committed to providing basic life support service to the citizens of Anniston. The fire department shall respond to calls based on a call criterion which is developed by the fire chief and on the availability of units. In the event that the fire department cannot respond to a call the department will ensure that the appropriate ambulance service operator has received the call and is responding.

- (1) *Scene command.* The fire department shall implement the incident command system whereby the highest ranking officer or personnel of the fire department shall, upon arrival, assume command of all emergency scenes with the exception of police functions or unless a higher ranking authority has jurisdiction at the emergency scene or unless the department relinquishes such authority to another agency or organization. The highest ranking available EMT on the scene shall, upon arrival, assume responsibility for patient care whether they are an employee of the fire department or private ambulance service operator.
- (2) *Call notification.* Upon receiving notification of an emergency call, the county 911 service will notify the fire department and the fire department shall respond based on their call criteria and whether or not they have an available unit.

**Regulations for EMS ambulance operators**

**B. Response times.**

Each EMS ambulance service operator must arrive within eight (8) minutes of receipt of an emergency call located within the corporate city limits of the City of Anniston on at least ninety (90) percent of all emergency responses. Each EMS service operator must arrive within ten (10) minutes of receipt of an emergency call located within the police jurisdiction on at least ninety (90) percent of all emergency responses. The response time measurement shall utilize the "fractile" performance measure in which all applicable response times are "stacked" in ascending length. Then, the total number of calls generating a response is calculated as a percentage of the total number of calls.

Thus, where the ninetieth percentile response time is standard, only ten (10) percent of the total calls received may have a longer response time. The response times mandated by this article shall not apply to mutual aid certificate holders; provided however, upon receiving a call for providing service under mutual aid agreement, a mutual aid certificate holder must assess its availability and provide the entity requesting emergency service an anticipated arrival time. The anticipated arrival times provided by mutual aid certificate holders must correspond with actual arrival times in ninety (90) percent of all emergency responses it provides under a mutual aid agreement.

**C. Reporting:**

The Anniston Fire Chief or his designee shall receive a monthly report from Calhoun County 911 outlining all emergency responses, the date, time and address of all calls, how the call was received, time the unit was dispatched, the time the unit arrived on scene, and the type of response to and from the scene for the Police Jurisdiction and the City Limits of the City of Anniston.

**D. Inspections.**

*Vehicles and equipment.*

The fire department as well as officials from any other state or local regulatory agencies may inspect any vehicle that is providing emergency care. These inspections may occur as an announced or unannounced visit and will occur at least semiannually. Each vehicle's maintenance records shall be available for inspection at all times.

*EMS personnel.*

Each EMS service operator shall have on file copies of all employees' EMS licenses. These records shall be readily available for inspection by the fire department and any other state or local regulatory entities

**E. Staffing.**

An on-duty EMS service operator must have an ALS 1 unit available for emergency calls twenty-four (24) hours a day as each call must be responded to with an ALS 1 unit. Each ALS unit must be staffed by a minimum of one (1) paramedic as the attendant of a

patient and one (1) EMT, intermediate EMT, or advanced EMT operating the ambulance. All EMS service operator employees must wear their uniform shirt, which must be emblazoned with the employee's name and level of EMS certification. Each ALS 1 unit must meet any and all regional and state EMS rules and regulations as promulgated by the state board of health. All personnel must meet the license requirements as set forth by the board of health.

**F. Accidents involving ambulances.**

In the event of an accident involving any emergency care vehicle, all involved will follow Alabama law and state guidelines in reference to an accident involving such vehicle.

**G. Accidents occurring in the presence of ambulance.**

In the event that an accident or other traumatic event should occur in the presence of an ambulance service operator governed by this article and where the witnessing ambulance is not from the service designated by county 911 to receive emergency calls at the time of the incident, the ambulance service operator in question shall: (1) stop and initiate patient care for any individuals in need of medical assistance, and (2) evaluate the severity of any and all injuries at the scene of the incident and provide notice to 911 of the nature and severity of those injuries; and (3) in the event that there are no life threatening injuries at the scene, the witnessing service shall turn over the patient for transport to the service authorized to receive the calls upon the arrival of a vehicle from said service. In the event that there are critically injured persons at the scene of the incident, the witnessing service shall transport such critically injured patients as soon as practicable under the circumstances and shall not wait for the designated ambulance service operator to arrive.

**H. Emergency operation plan.**

All EMS ambulance service operators shall be an active participant in the Calhoun County Emergency Operation Plan to ensure emergency medical response to the City of Anniston in the event of a disaster. All EMS ambulance service operators, in the event of disaster shall operate under the medical emergency operations center. Further, all EMS ambulance service operators shall be an active participant in any current or future emergency operation plan adopted by the City of Anniston and in effect during a licensed period.

**I. Special Events**



1. Ambulance service operators are required to provide stand-by EMS services to all Anniston High School, Wellborn High School, and Saks High School home football games, including playoff games. This will require, at minimum, a BLS unit on site for these events.
2. Ambulance service operators are required to provide stand-by EMS services to events occurring within the city limits of Anniston as determined by the Fire Chief. Events will include City of Anniston sponsored events as well as events within the city limits sponsored by outside agencies. The level of service required will be determined by the Fire Chief. The Fire Chief or his designee will coordinate Anniston Fire Department personnel use as a support mechanism for large events.

## **J. Nonemergency Ambulance Services.**

### **Applicability.**

This section governs ambulance service operators that operate on the City of Anniston's streets in the course of providing nonemergency transports, the beginning and ending point for which are both located within the corporate limits of the City of Anniston, and ambulance service operators that provide hospital transports from points originating within the corporate limits of the City of Anniston.

### **License required for nonemergency transports.**

Unless otherwise provided, all ambulance service operators providing nonemergency transports shall be assessed a license fee as authorized by the City of Anniston's business licenses and privilege taxes ordinance and is subject to adjustment as allowed by said ordinance or other law. Ambulance service operators licensed to provide nonemergency transports may also provide hospital transports in response to a hospital call originating within the corporate limits of the city. Ambulance service operators licensed by the city to provide nonemergency transports shall maintain a log of all nonemergency transports within the City of Anniston and all hospital transports originating within the City of Anniston and said ambulance service operators shall make all transport records available to the Fire Chief upon request. Ambulance service operators licensed by the City of Anniston to provide only nonemergency transports and hospital transports shall not provide emergency transports within the City of Anniston.

### *Standards for issuance of operator permit.*

The director of the revenue department shall authorize and direct the issuance of an operator's permit to the applicant if the director finds:

1. Satisfactory evidence of insurance, the payment of all applicable fees;

2. The requirements of this article as well as any other applicable governing laws have been met.

*Updated information*

An EMS ambulance service operator shall notify the City of Anniston in writing of any material changes in the information contained in its application for a permit.

## APPENDIX B

### CITY OF JACKSONVILLE EMS AMBULANCE SERVICE

#### **A. Coordinating Agency.**

The Jacksonville Fire Department shall be the designated emergency medical service coordinating agency and will be responsible for scene control of any and all ambulance service operators responding to an emergency call for emergency medical services. Emergency calls for emergency medical services which enter Calhoun County 9-1-1 will be routed to the fire department and to the appropriate EMS ambulance service operator. The fire department is committed to providing basic life support service to the citizens of Jacksonville. The fire department shall respond to calls based on a call criterion which is developed by the fire chief and on the availability of units. In the event that the fire department cannot respond to a call the department will ensure that the appropriate ambulance service operator has received the call and is responding.

- (1) **Scene Command.** The fire department shall implement the incident command system whereby the highest-ranking officer or personnel of the fire department shall, upon arrival, assume command of all emergency scenes with the exception of police functions or unless a higher-ranking authority has jurisdiction at the emergency scene or unless the department relinquishes such authority to another agency or organization. The highest-ranking available EMT on the scene shall, upon arrival, assume responsibility for patient care whether they are an employee of the fire department or private ambulance service operator.
- (2) **Call Notification.** Upon receiving notification of an emergency call, the county 911 service will notify the fire department and the fire department shall respond based on their call criteria and whether or not they have an available unit.

#### **Regulations for EMS Ambulance Operators**

#### **B. Response Times.**

Each EMS ambulance service operator must arrive within eight (8) minutes of receipt of an emergency call located within the corporate city limits of the City of Jacksonville on at least ninety (90) percent of all emergency responses. Each EMS service operator must arrive within ten (10) minutes of receipt of an emergency call located within the police jurisdiction on at least ninety (90) percent of all emergency responses. The response time measurement shall utilize the “fractile” performance measure in which all applicable response times are “stacked” in ascending length. Then, the total number of calls generating a response is calculated as a percentage of the total number of calls. Thus, where the ninetieth percentile response time is standard, only ten (10) percent of the total calls received may have a longer response time. The response times mandated by this

article shall not apply to mutual aid certificate holders; provided however, upon receiving a call for providing service under mutual aid agreement, a mutual aid certificate holder must assess its availability and provide the entity requesting emergency service an anticipated arrival time. The anticipated arrival times provided by mutual aid certificate holders must correspond with actual arrival times in ninety (90) percent of all emergency responses it provides under a mutual aid agreement.

### **C. Reporting:**

The Jacksonville Fire Chief or his designee shall receive a monthly report from Calhoun County 911 outlining all emergency responses, the date, time and address of all calls, how the call was received, the time the unit was dispatched, the time the unit arrived on scene, and the type of response to and from the scene for the police jurisdiction and the city limits of the City of Jacksonville.

### **D. Inspections.**

#### *Vehicles and Equipment*

The fire department as well as officials from any other state or local regulatory agencies may inspect any vehicle that is providing emergency care. These inspections may occur as an announced or unannounced visit and will occur at least semiannually. Each vehicle's maintenance records shall be available for inspection at all times.

#### *EMS Personnel*

Each EMS service operator shall have on file copies of all employees' EMS licenses. These records shall be readily available for inspection by the fire department and any other state or local regulatory entities.

### **E. Staffing.**

An on-duty EMS service operator must have an ALS 1 unit available for emergency calls twenty-four (24) hours a day as each call must be responded to with an ALS 1 unit. Each ALS unit must be staffed by a minimum of one (1) paramedic as the attendant of a patient and one (1) EMT, intermediate EMT, or advanced EMT operating the ambulance. All EMS service operator employees must wear their uniform shirt, which must be emblazoned with the employee's name and level of EMS certification. Each ALS 1 unit must meet any and all regional and state EMS rules and regulations as promulgated by the state board of health. All personnel must meet the license requirements as set forth by the board of health.

### **F. Accidents Involving Ambulances.**

In the event of an accident involving any emergency care vehicle, all involved will follow Alabama law and state guidelines in reference to an accident involving such vehicle.

### **G. Accidents Occurring in the Presence of an Ambulance.**

In the event that an accident or other traumatic event should occur in the presence of an ambulance service operator governed by this article and where the witnessing ambulance is not from the service designated by county 911 to receive emergency calls at the time of the incident, the ambulance service operator in question shall:

- (1) Stop and initiate patient care for any individuals in need of medical assistance; and
- (2) Evaluate the severity of any and all injuries at the scene of the incident and provide notice to 911 of the nature and severity of those injuries; and
- (3) In the event that there are no life-threatening injuries at the scene, the witnessing service shall turn over the patient for transport to the service authorized to receive the calls upon the arrival of a vehicle from said service. In the event that there are critically injured persons at the scene of the incident, the witnessing service shall transport such critically injured patients as soon as practicable under the circumstances and shall not wait for the designated ambulance service operator to arrive.

### **H. Emergency Operation Plan.**

All EMS ambulance service operators shall be an active participant in the Calhoun County Emergency Operation Plan to ensure emergency medical response to the City of Jacksonville in the event of a disaster. All EMS ambulance service operators, in the event of disaster, shall operate under the medical emergency operations center. Further, all EMS ambulance service operators shall be an active participant in any current or future emergency operation plan adopted by the City of Jacksonville and in effect during a licensed period.

### **I. Special Events**

Ambulance service operators will be required to provide stand-by EMS services, including two (2) ALS ambulance crews, to all Jacksonville State University home football games, including playoff games located at Jacksonville State University.

Ambulance service operators may be required to provide stand-by EMS services to all Jacksonville High School home football games, including playoff games located at Jacksonville High School.

Ambulance service operators may be required to provide stand-by EMS services to other events occurring at Jacksonville State University, including but not limited to:

- (1) Jacksonville State University graduation and commencement ceremonies;
- (2) Jacksonville State University band events;
- (3) Collegiate-level band events;
- (4) High school-level football games, graduation ceremonies, and band events;
- (5) JSU Foothills Fall Festival and Gamecock Grand Slam.

Ambulance service operators may be required to provide stand-by EMS services to events occurring within the city limits of Jacksonville, including but not limited to:

- (1) Cheaha Challenge Time Trials;
- (2) Spirit on Mountain.

## **J. Nonemergency Ambulance Services.**

### **Applicability.**

This section governs ambulance service operators that operate on the City of Jacksonville's streets in the course of providing nonemergency transports, the beginning and ending point for which are both located within the corporate limits of the City of Jacksonville, and ambulance service operators that provide hospital transports from points originating within the corporate limits of the City of Jacksonville.

### **License Required for Nonemergency Transports.**

Unless otherwise provided, all ambulance service operators providing nonemergency transports shall be assessed a license fee as authorized by the City of Jacksonville's business licenses and privilege taxes ordinance and is subject to adjustment as allowed by said ordinance or other law. Ambulance service operators licensed to provide nonemergency transports may also provide hospital transports in response to a hospital call originating within the corporate limits of the city. Ambulance service operators licensed by the city to provide nonemergency transports shall maintain a log of all nonemergency transports within the City of Jacksonville and all hospital transports originating within the City of Jacksonville and said ambulance service operators shall make all transport records available to the Jacksonville Fire Chief upon request. Ambulance service operators licensed by the City of Jacksonville to provide only nonemergency transports and hospital transports shall not provide emergency transports within the City of Jacksonville.

### *Standards for Issuance of Operator Permit.*

The director of the revenue department shall authorize and direct the issuance of an operator's permit to the applicant if the director finds:

- (1) Satisfactory evidence of insurance, the payment of all applicable fees;
- (2) The requirements of this article as well as any other applicable governing laws have been met.

*Updated Information.*

An EMS ambulance service operator shall notify the City of Jacksonville in writing of any material changes in the information contained in its application for a permit.

## CALHOUN COUNTY 9-1-1 (CC911)

### APPENDIX C

#### CITY OF WEAVER EMS AMBULANCE SERVICE

##### **A. Coordinating agency.**

The Weaver Fire Department shall be the designated emergency medical service coordinating agency and will be responsible for scene control of any and all ambulance service operators responding to an emergency call for emergency medical services. Emergency calls for emergency medical services which enter Calhoun County 9-1-1 will be routed to the fire department and to the appropriate EMS ambulance service operator. The fire department is committed to providing basic life support service to the citizens of Weaver. The fire department shall respond to calls based on a call criterion which is developed by the fire chief and on the availability of units. In the event that the fire department cannot respond to a call the department will ensure that the appropriate ambulance service operator has received the call and is responding.

- (2) *Scene command.* The fire department shall implement the incident command system whereby the highest ranking officer or personnel of the fire department shall, upon arrival, assume command of all emergency scenes with the exception of police functions or unless a higher ranking authority has jurisdiction at the emergency scene or unless the department relinquishes such authority to another agency or organization. The highest ranking available EMT on the scene shall, upon arrival, assume responsibility for patient care whether they are an employee of the fire department or private ambulance service operator.
- (2) *Call notification.* Upon receiving notification of an emergency call, the county 911 service will notify the fire department and the fire department shall respond based on their call criteria and whether or not they have an available unit.

##### **Regulations for EMS ambulance operators**

##### **B. Response times.**

Each EMS ambulance service operator must arrive within eight (8) minutes of receipt of an emergency call located within the corporate city limits of the City of Weaver on at least ninety (90) percent of all emergency responses. Each EMS service operator must arrive within ten (10) minutes of receipt of an emergency call located within the police jurisdiction on at least ninety (90) percent of all emergency responses. The response time measurement shall utilize the "fractile" performance measure in which all applicable response times are "stacked" in ascending length. Then, the total number



of calls generating a response is calculated as a percentage of the total number of calls. Thus, where the ninetieth percentile response time is standard, only ten (10) percent of the total calls received may have a longer response time. The response times mandated by this article shall not apply to mutual aid certificate holders; provided however, upon receiving a call for providing service under mutual aid agreement, a mutual aid certificate holder must assess its availability and provide the entity requesting emergency service an anticipated arrival time. The anticipated arrival times provided by mutual aid certificate holders must correspond with actual arrival times in ninety (90) percent of all emergency responses it provides under a mutual aid agreement.

**C. Reporting:**

The Weaver Fire Chief or his designee shall receive a monthly report from Calhoun County 911 outlining all emergency responses, the date, time and address of all calls, how the call was received, time the unit was dispatched, the time the unit arrived on scene, and the type of response to and from the scene for the Police Jurisdiction and the City Limits of the City of Weaver.

**D. Inspections.**

*Vehicles and equipment.*

The fire department as well as officials from any other state or local regulatory agencies may inspect any vehicle that is providing emergency care. These inspections may occur as an announced or unannounced visit and will occur at least semiannually. Each vehicle's maintenance records shall be available for inspection at all times.

*EMS personnel.*

Each EMS service operator shall have on file copies of all employees' EMS licenses. These records shall be readily available for inspection by the fire department and any other state or local regulatory entities

**E. Staffing.**

An on-duty EMS service operator must have an ALS 1 unit available for emergency calls twenty-four (24) hours a day as each call must be responded to with an ALS 1 unit. Each

ALS unit must be staffed by a minimum of one (1) paramedic as the attendant of a patient and one (1) EMT, intermediate EMT, or advanced EMT operating the ambulance. All EMS service operator employees must wear their uniform shirt, which must be emblazoned with the employee's name and level of EMS certification. Each ALS 1 unit must meet any and all regional and state EMS rules and regulations as promulgated by the state board of health. All personnel must meet the license requirements as set forth by the board of health.

**F. Accidents involving ambulances.**

In the event of an accident involving any emergency care vehicle, all involved will follow Alabama law and state guidelines in reference to an accident involving such vehicle.

**G. Accidents occurring in the presence of ambulance.**

In the event that an accident or other traumatic event should occur in the presence of an ambulance service operator governed by this article and where the witnessing ambulance is not from the service designated by county 911 to receive emergency calls at the time of the incident, the ambulance service operator in question shall: (1) stop and initiate patient care for any individuals in need of medical assistance, and (2) evaluate the severity of any and all injuries at the scene of the incident and provide notice to 911 of the nature and severity of those injuries; and (3) in the event that there are no life threatening injuries at the scene, the witnessing service shall turn over the patient for transport to the service authorized to receive the calls upon the arrival of a vehicle from said service. In the event that there are critically injured persons at the scene of the incident, the witnessing service shall transport such critically injured patients as soon as practicable under the circumstances and shall not wait for the designated ambulance service operator to arrive.

**H. Emergency operation plan.**

All EMS ambulance service operators shall be an active participant in the Calhoun County Emergency Operation Plan to ensure emergency medical response to the City of Weaver in the event of a disaster. All EMS ambulance service operators, in the event of disaster shall operate under the medical emergency operations center. Further, all EMS ambulance service operators shall be an active participant in any current or future emergency operation plan adopted by the City of Weaver and in effect during a licensed period.

**I. Special Events**

3. Ambulance service operators are required to provide stand-by EMS services to all Weaver High School home football games, including playoff games. This will require, at minimum, a BLS unit on site for these events.
4. Ambulance service operators are required to provide stand-by EMS services to events occurring within the city limits of Weaver as determined by the Fire Chief. Events will include City of Weaver sponsored events as well as events within the city limits sponsored by outside agencies. The level of service required will be determined by the Fire Chief. The Fire Chief or his designee will coordinate Weaver Fire Department personnel use as a support mechanism for large events.

## **J. Nonemergency Ambulance Services.**

### **Applicability.**

This section governs ambulance service operators that operate on the City of Weaver's streets in the course of providing nonemergency transports, the beginning and ending point for which are both located within the corporate limits of the City of Weaver, and ambulance service operators that provide hospital transports from points originating within the corporate limits of the City of Weaver.

### **License required for nonemergency transports.**

Unless otherwise provided, all ambulance service operators providing nonemergency transports shall be assessed a license fee as authorized by the City of Weaver's business licenses and privilege taxes ordinance and is subject to adjustment as allowed by said ordinance or other law. Ambulance service operators licensed to provide nonemergency transports may also provide hospital transports in response to a hospital call originating within the corporate limits of the city. Ambulance service operators licensed by the city to provide nonemergency transports shall maintain a log of all nonemergency transports within the City of Weaver and all hospital transports originating within the City of Weaver and said ambulance service operators shall make all transport records available to the Fire Chief upon request. Ambulance service operators licensed by the City of Weaver to provide only nonemergency transports and hospital transports shall not provide emergency transports within the City of Weaver.

### *Standards for issuance of operator permit.*

The director of the revenue department shall authorize and direct the issuance of an operator's permit to the applicant if the director finds:

3. Satisfactory evidence of insurance, the payment of all applicable fees;
4. The requirements of this article as well as any other applicable governing

laws have been met.

*Updated information*

An EMS ambulance service operator shall notify the City of Weaver in writing of any material changes in the information contained in its application for a permit.