

AMERICAN AMBULANCE AGREEMENT
TO PROVIDE AMBULANCE SERVICE TO THE TOWN OF SAUGUS

Whereas, the Town of Saugus ("Town") desires to make available to its community members the services of a emergency ambulance provider; and,

Whereas, in or around summer 2013, in the course of reviewing its service contracts generally, the Town asked several emergency ambulance providers to submit to the Town proposals for emergency ambulance services; and,

Whereas, several emergency ambulance providers, including American Ambulance New England, Inc. ("American"), subsequently submitted proposals; and,

Whereas, the Town's Police Chief, Fire Chief, and Purchasing Assistant reviewed those proposals; and,

Whereas the Police Chief, Fire Chief, and Purchasing Assistant each recommended to the Town the proposal submitted by American; and,

Whereas, American wishes to provide service within the Town at no cost to the Town; now,

Wherefore, the Town and American enter into this Agreement whereby American will provide emergency ambulance services to the Town.¹

I. Intent and Purpose; Town Expectations

The intent of the Town under this Agreement is to ensure, during the entire term of the Agreement, that properly trained and certified personnel employed by American will respond in a timely fashion to medical emergencies within the Town (and the land area within its corporate boundaries) to which they are dispatched.

Once at the scene, those personnel are to ensure that the highest quality medical care is given to all patients, offer safe transport to an appropriate treatment facility, and do so in the shortest practicable time.

¹ Attached as Tab A to this Agreement is American's proposal to provide emergency ambulance services. Attached as Tab B are the letters of recommendation from the Town's Police Chief, Fire Chief, and Purchasing Assistant.

The Town expects American to provide emergency ambulance service of the highest quality and in conformity with all applicable laws and regulations.

The contract terms found herein describe the minimum standards the Town will require of American.

II. Level of Service Licensure and Response to Medical Emergencies

(a) American shall hold a valid License from the Commonwealth of Massachusetts Department of Public Health to conduct business as an Advanced Life Support (ALS) Paramedic Ambulance Service, and shall maintain said License status as active and uninterrupted for the entire term of the Contract. Advanced Life Support shall mean the level of services provided to patients as defined in the Regulations, and any and all requirements set forth in this Contract, or other levels of service as otherwise agreed to by American and the Town.

(b) Under authority of Mass. General Laws Chapter 111C, regulations of the Massachusetts Department of Public Health, Office of Emergency Medical Services, cited as Massachusetts Emergency Medical Service Regulations”, (105 CMR 170.000 et seq.), and amendments which have or may be made thereto during the term of this Contract, requirements for service are imposed upon American, which shall apply to services provided under this Agreement and are hereby incorporated into this Agreement by specific reference.

(c) Calls which are the subject of work under this Contract are only those of an emergency nature; these calls are to be placed by the public as an emergency call for medical assistance, and may also be placed from medical services facilities in the Town of Saugus as emergency calls, or placed by employees of the Town of Saugus in public safety positions and initiated by said employees, all of which American receives, then dispatches.

(d) American is to utilize an ongoing operational dispatch procedure which will ascertain whether calls that are directly made to their dispatch locations for incidents in the Town are of an emergency nature; if so determined by the established plan, the procedures set forth herein shall apply to such service.

(e) American shall fully cooperate with other emergency ambulance providers who may be in the Town during mass casualty or disaster situations, any providers in service to private parties including, but not limited to, licensed health care facilities located in the Town, providers operating ambulance services with aircraft, and firms American may designate for backup coverage under limited circumstances.

(f) American shall have in place appropriate mutual aid agreements with providers in surrounding communities.

III. Staffing of Units: 24/7/365 Coverage

(a) The minimum service requirement of this Agreement is for basing and staffing one ALS (dual-Paramedic) ambulance in the Town of Saugus, operating 24 hours daily, seven days per week, 365 days per year, and be ready for dispatch from such location and in the manner as more fully described in this Agreement.

(b) American agrees to staff an additional ALS ambulance unit in the Town, available for dispatch for a minimum of the equivalent of half-day coverage for seven days per week (84 hours per week minimum), based at such location/s and covering hours and days to be determined upon consultation with the Police and Fire Chiefs (or their designees). Staffing pattern for the ALS ambulance unit shall be determined through ongoing analysis of peak volume, and distribution and nature of calls received for emergency ambulance service, as recorded by Americans dispatchers.

(c) American shall staff additional ALS and BLS units at a Saugus base to further augment the Towns EMS system.

IV. Vehicles to Be Placed in Service, Including Three New Ambulances

(a) American shall garage and register in the Town Class I ambulances, whose design, construction, equipment and supplies fully comply with the requirements set forth in the Regulations, and sufficient in number to meet the minimum coverage as set forth in sections two and three above. All ambulances in service in the Town shall display a valid Certificate of Inspection issued pursuant to the Regulations, and be properly licensed for operation on the road as per the Commonwealth of Massachusetts Registry of Motor Vehicles.

(b) American agrees to station a minimum of three new ambulances within the Town. Otherwise, vehicles in service to the Town for calls under this Agreement shall be new (being first registered to American), or otherwise not in excess of five years in age, from date of first registration. American also agrees to discuss with the Town the possibility of stationing at least four ambulances in the Town.

(c) Each ambulance intended for service in the Town shall be prominently marked with letters and/or numbers unique to each vehicle. Numbers or letters shall be permanently attached on the back as well as both sides of each vehicle, and be of a contrasting color to that portion of the vehicle onto which they are

affixed. Dedicated vehicle shall receive a custom graphics package that will meet the approval of Town Police and Fire chiefs (or their designees).

V. Available Units for Dispatch to Emergencies & Other American Responsibilities

(a) The Paramedic Unit(s) shall be available in the Town at all times, except in cases where one ambulance is outside Town limits transporting a patient to a hospital in a contiguous town or city, at which time any remaining Unit/s must remain in the Town limits and be available for dispatch to emergency medical calls. No unit assigned to this contract shall be dispatched by American for non-emergency "pre-scheduled" calls which are of a non-emergency basis.

(b) American and the Police Chief will develop a policy for ambulance coverage at Police Incidents. Such coverage shall provide for additional ambulance units in service in the Town at the time of each such incident, and shall not result in a reduction in units available for dispatch to other emergency calls during said time, unless an ambulance is transporting injured person/s from such Police Incident.

(c) American and the Fire Chief will develop a policy for ambulance coverage at Fire Incidents. Such coverage shall provide for additional ambulance units in service in the Town at the time of each such incident, and shall not result in a reduction in units available for dispatch to other emergency calls during said time, unless an ambulance is transporting injured person/s from such working fires. American will also work with Fire Chief and implement a comprehensive fire scene rehabilitation program.

(d) American shall staff additional resources for the Town during:

- i. Severe weather events; and,
- ii. Town supported events (i.e., Holiday Tree lighting, Founders Day, Saugus High sporting events, etc.).

(e) American will provide an off-line Supervisor in a non-transporting vehicle available to the Town during peak transport hours in addition to 24/7/365 on-call management availability.

(f) American will provide a Special Operations trailer garaged in the Town and capable of providing the necessary equipment for mass casualty and fire scene rehabilitation services.

(g) In the event a Town firefighter is required to remain in an ambulance in order to transport a patient to a hospital or medical provider and the Town is required to call in another firefighter on overtime as a result, American will reimburse the Town for the cost of the overtime firefighter.

VI. Communications; American Responsibilities

(a) American shall provide a direct wired communications link between its own dispatch facility and Saugus Police Headquarters. This link shall be paid for in its entirety by American and is to be maintained only for purposes related to emergency ambulance service outlined in this Agreement.

(b) American's response vehicles and hand-held radios used in service under this Contract shall be equipped to allow two-way communication to the Emergency Service at all receiving hospitals furnishing Medical Control to American, and to allow communication with Saugus Police and Fire, to the extent permitted or directed by each Chief as to hardware compatibility or otherwise.

(c) The Town expects the public to use the E-911 system for a medical emergency, although calls may originate from cellular phones and also from non-emergency lines directly or indirectly to Saugus public safety dispatch, or to the American. All parties agree to record time of day and log activities synchronous with time of day kept at Saugus Police Headquarters, unless another system is otherwise agreed to.

(d) American shall establish a local-dial telephone line for Saugus callers, or a toll free number, to be used for business (non-emergency) calls to American. This number shall be prominently displayed in all communications to parties in Saugus, including all bills for services rendered. These communications shall also state emergency calls are to be placed using the E-911 service.

(e) American agrees to equip and maintain devices to allow the Saugus Police Department dispatch center to receive GPS locating data transmitted from all ambulance vehicles assigned to this contract.

VII. Method of Dispatch

(a) The Town recognizes the Saugus Police Department as the primary agency (PSAP) to receive E-911 calls for a medical emergency originating in Saugus and will encourage the public to place all calls for medical emergencies through "911". Saugus Police shall receive and process these calls, then transfer to American by use of a direct connection; after which, this contract recognizes that the EMD Response Plan will govern (see below). Saugus Police will assign units to medical

emergencies, if American is unable to promptly dispatch ambulance units to such calls for any reason.

(b) American agrees it will dispatch vehicles for this Agreement from a location within Saugus to be determined. American agrees to allow access to its dispatch location to representatives of the Town, including Fire and Police department representatives. American agrees that its personnel assigned to receive calls and dispatch units under this Contract shall be certified by a nationally-recognized Emergency Medical Dispatch (EMD) certification provider, and American's dispatch personnel shall maintain said certification during the term of the Agreement.

(c) With approval of the Saugus Police and Fire Chief, American shall implement and update during the term of the Agreement an EMD Response Plan, containing the following minimum requirements:

- i. American will notify Town public safety agencies each time its units are dispatched for response to a medical emergency in the Town; this is not for calls sent to American from any E-911 call centers;
- ii. the EMD Response Plan will set pre-assigned levels of public safety response, based upon triage of calls by American's dispatchers, following the EMD protocol/s set forth in said Plan;
- iii. criteria to be set forth where American's dispatchers, or their personnel on-scene, may determine that the priority response being made by Town's public safety units could be down-graded or cancelled, with the Town's public safety dispatchers then so notified.

VIII. Response to Calls: Maximum Average Response Time

American agrees that a contract standard for response time shall be an average arrival on-scene within the period of six minutes after dispatch of the ambulance unit by the American's staff or 90 % of all calls in 8:59:00. Any response time of ten minutes (10:59:00) or longer to an incident shall be considered unacceptable and subject to more detailed review by the Town. American shall provide detailed explanations to the Town regarding unacceptable times. American shall submit monthly on time performance reports to Town for review.

IX. Recordkeeping and Review

American will be required to maintain its records in such form as prescribed in the Regulations. All such records are to be made available in a timely fashion to the Police and Fire Chief or their designee to inspect such records. The following are other records and reports which American is expected to make available to the Town, promptly upon their receipt or production by the American:

- i. All inspection reports on the condition of the American's business as prepared by the Department of Public Health, Office of Emergency Medical Services;
- ii. Corrective action reports on all deficiencies found during said ambulance inspections, including the American's follow-up response to deficiencies noted during said inspections;
- iii. Written policies and procedures of American, as required under the Regulations;
- iv. Reports as prepared by direction of the Town, Saugus Police and Fire Chief, or person(s) so designated by these parties;
- v. Reports as will assist the Town in directing coverage and scheduling of ALS units.

X. American to Provide Free Supplemental Training to Police and Fire Departments

American will develop with the assistance of the Saugus Police Department and the Saugus Fire Department, programs that will have qualified staff of American available to provide instruction and training as requested and mutually agreeable by each Chief for personnel in each of the Town public safety departments and American, to maintain standards established by state licensing requirements for these personnel in courses such as first responder, CPR and defibrillator training, and EMT and Paramedic refresher as well as EMT courses for newly hired firefighters, at no charge to the Town's participants. Details of such training are to be approved by each Chief and mutually agreeable to American. The training will include free CPR training for new firefighters. Other training programs may be made conducted by American and made available to other Town employees at no charge during the contract term, as mutually agreed to with American and other Town officials.

XI. American to Provide Scholarships and Free Citizen Training

- (a) American shall offer two scholarships annually to graduating seniors who are interested in pursuing training as an EMT.
- (b) American shall host quarterly hands only CPR training for any Town resident.
- (c) American shall participate, in conjunction with Town Police/Fire/Schools, in a “fatal reality” program on an annual basis.
- (d) American shall develop and maintain a database to assist in locating the closest AED for any citizen who is in need of an AED.
- (e) American, in addition to (d) above, shall install, maintain, and train employees with at least three industry standard AED devices in Saugus Town Hall, one located on each floor.

XII. Interaction of Public Safety First Responders with American on Patients Transported

Town employees may drive American’s vehicles, with expressed permission from senior Town official on scene of agency requested, and American agrees to indemnify the Town for liability pertaining to claims from any patient transported by American, having received treatment prior to transport by a Town Public Safety first responder.

XIII. Compliance with Approved Service Zone Plan for Town of Saugus

American is to conduct its activities under this Agreement so as to be fully in compliance with the Service Zone Plan approved by the Office of Emergency Medical Services for the Town of Saugus. American agrees to cooperate with all Public Safety and Emergency service agencies in the Town in making revisions to such Service Zone Plan as may occur during the term of this Agreement.

XIV. Length of Contract Term

Subject to paragraph twenty below, the Agreement shall be a five year term of December 1, 2013 to November 30, 2018. Both parties agree to one five-year extension, unless either party notifies the other, in writing, with 120 days’ notice prior to expiration date. Otherwise contract shall remain in full effect and

automatically renew (except if the Town cancels or has cancelled the contract under section twenty below).

XV. Non-Exclusivity

Nothing in the Contract shall be interpreted as preventing the Town, its officers and officials, or Town residents or businesses, from placing requests for emergency or non-emergency ambulance service with any provider other than American.

XVI. License to Use Town Property

(a) The Town through this Agreement grants to American and its representatives, employees, agents, and suppliers a license to enter upon and use the interior (first floor garage and facilities) excluding the two small rear rooms that shall remain in the control and custody of the Town and the exterior of the property located at 12 Hamilton Street (a/k/a the “old central fire station,” also referred to as “O Hamilton Street”) for the purposes of providing emergency ambulance service to the Town. American may place any and all necessary facilities, equipment on the property and may make any and all necessary improvements to the interior and exterior of the property. Signs on the property may be moved or changed by American. American agrees to leave the property in as good condition as when received, subject to reasonable wear and tear. The permission here granted shall commence on or about December 1, 2013 and shall continue until the Town revokes the license. As consideration for this license, American states that it intends to make the following improvements to the property: electrical system upgrade; all new lighting; all new panels; all new switches; all new heating and thermostat controls; install heat, smoke and CO detectors per code; hot water heater replacement; four new garage doors; four new garage door openers (includes motors, electronic safety reverse door direction system and door openers); install exhaust system to remove vehicle fumes; construct second means of egress from garage floor (remove old garage door and build new entrance way); replace primary entrance way; seal and winterize all windows; painting and repair of ceiling on garage floor; painting of all first floor rooms (including mezzanine level); and industrial cleaning of walls and floors throughout the first floor.

(b) American is sensitive to and agrees to use discretion with sirens and noise when responding from the above said location.

XVII. Hold Harmless Clause

American agrees to hold harmless the Town from any and all lawsuits or litigation which may arise at any time from the conduct of its business activities as governed under this contract, and also agrees to indemnify the Town from any liability imposed upon it as a result of these activities. American shall be solely responsible for assuming liability of its personnel, and patients receiving service and carried in its vehicles while under contract with the Town.

XVIII. Insurance

Certificate of Insurance shall be furnished to the Town by American, providing evidence of coverage set forth below. The Town shall be immediately notified if American is informed that insurance coverage will be canceled, or coverage limits would be reduced, or when American's carrier(s) change. The Town of Saugus shall be named as additional insured on a primary and non-contributory basis on all applicable policies (excluding Workers Compensation) issued for, concerning, or covering this Contract

To the extent permitted by law, American hereby releases Town, including but not limited to its elected and appointed officials, employees, agents, and insurers, from all liability or responsibility to American or anyone claiming through or under American by way of subrogation or otherwise, for any loss or damages, even if such loss or damages shall have been caused by the fault or negligence of Town, including but not limited to its elected and appointed officials, employees, agents, or those working on their behalf.

- i. General Liability insurance coverage of \$ 1,000,000 each occurrence / \$ 3,000,000 general aggregate
- ii. Professional Liability aggregate coverage of \$ 1,000,000 / \$3,000,000.
- iii. Excess/Umbrella Liability insurance for \$ 5,000,000 each occurrence / \$ 5,000,000 aggregate
- iv. Automobile Liability with combined single limit of \$ 1,000,000
- v. Maintain statutory Workers Compensation and Employee Liability coverages at all times
- vi. Comply with requirements for employee health care insurance as established by the Commonwealth of Massachusetts.

XIX. Review by the Town Manager – Town Option to Cancel for Poor Performance

Nothing in this Contract shall be interpreted as limiting the Town Manager, or such designated representative(s) as may be designated by the Town Manager, from conducting any form of review of American's performance, at any time during the term of the Contract.

If American's average response time falls below the response time standards agreed-upon in paragraph eight above for two successive months, or if the Town Manager believes that American's performance has otherwise failed to meet industry standards or the reasonable expectations of the Town, he may notify American in writing that the Town intends to perform a 45-day review of the American's performance. In that notice, the Town Manager will provide American a fair summary of his reasons for performing the 45-day review. During that 45-day period, American will be allowed to respond to the Town's concerns and shall present a plan for responding to the concerns. At the end of the 45-day review period, if the Town Manager reasonably believes that American has not resolved the Town's concerns, he may cancel this Contract with 90 days' notice.

XX. Other Reviews

During the term of the Contract, it may be deemed necessary to schedule monthly meetings for the purpose of reviewing services furnished by American. These meetings may be scheduled by the Town Manager or Police Chief and/or Fire Chief. American is to cooperate fully to the best of their ability, in the event that such additional meetings are called.

XXI. Rates and Charges

(a) American shall present, when requested by the Town, a current list of fees and charges as billed to patients transported for Emergency Medical runs.

(b) Each patient (or a legally-designated responsible party) shall be assumed to be fully responsible for any portion of the total allowable charge for services rendered, which are not reimbursed to American by any other party, including primary insurance and/or co-insurance carriers.

(c) American shall bill for services only when services are provided by American and medically necessary/necessary for patient care, as governed by

guidelines set forth by the Center for Medicare and Medicaid Services (CMS) division of the federal Department of Health and Human Services or successor agency. Billing for the level of service or types of services provided to each patient shall be governed by the above paragraph, and otherwise as may be established or regulated by policies of third-party insurers or payers, and that American recognizes the Town of Saugus is not through this Contract directing the level or types of service to be provided a patient.

(d) American agrees to transport any Town employee who becomes ill or injured while on duty at no cost.

XXII. Severability

(a) If any section, paragraph, term or provision of this Agreement is determined to be illegal, invalid or unconstitutional by any court of competent jurisdiction or by any state or federal agency having jurisdiction thereof, such determination shall have no effect on any other section, paragraph, term or provision of the Agreement, all of which shall remain in full force and effect for the term of the Contract, and renewal(s) thereof.

(b) In the event that any department, agency or division of the Commonwealth determines in writing that local requirements in this Agreement are inconsistent with the Regulations, said Regulations are to be considered as the superseding authority as apply to the activities of American, and the requirements of the Contract with the Town as deemed inconsistent therewith are to be voided, except where the Contract calls for a higher standard of service, then the highest standard shall prevail.

XXIII. Arbitration

Any dispute, claim or controversy arising out of or relating to this Agreement or the breach, termination, enforcement, interpretation or validity thereof, including the determination of the scope or applicability of this agreement to arbitrate, shall be determined by arbitration in Boston before the American Arbitration Association ("AAA"). The arbitration shall be administered by AAA pursuant to its commercial arbitration rules. Judgment on an arbitration award may be entered in any court having jurisdiction. This clause shall not preclude parties from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction.

XXIV. General Administration of Ambulance Service

American shall immediately notify the Town at any time during the term of the Contract, when the American's License to Operate and Ambulance Service is modified, suspended, revoked or been refused to be renewed by the Commonwealth of Massachusetts. American shall immediately forward to the Town all copies of correspondence received relative to the above matters, should they arise at any time during the term of the Agreement.

XXV. Notification of Transfer or Assignment of License or Contract

This Agreement shall not be transferred or assigned, including transfer or assignment through bankruptcy or insolvency proceeding, or pledging of assets, without the prior written consent of the Town Manager, which the Town is free to grant or deny according to its sole discretion. American shall submit to the Town Manager, as part of a review on the matter of any proposed transfer of License, a copy of the written approval from the Department of Public Health for such a transfer, issued pursuant to the Regulations.

XXVI. Use of Town Motor Fuel Dispensing System

Upon its request, American will be granted access to, and may obtain motor fuel dispensed at pumps located at the Public Safety or Services Garage. Access will be controlled and limited to a number of access cards, with reasonable usage limits, as issued by the Town's Director of Public Services, or a designee. No other petroleum products will be furnished to American under this Contract. American agrees that all motor fuels taken from Town pumps shall be used only for those vehicles in service to the Town under the terms of this Contract. No motor fuels taken shall be for personal uses or use for the Town's business other than the Town's emergency ambulance services.

American further agrees to arrange for fueling its vehicles at available fuel outlets located in the Town, to provide for backup sources of fuel in addition to the Town supply. American shall promptly remit to the Town payment for motor fuels dispensed to American's vehicles, based upon invoices presented by the Department of Public Services. Charges for fuel dispensed to American shall be calculated using the highest per-gallon invoice price charged the Town by its supplier(s) during the time since the prior invoice, or during the preceding month.

XXVII. Prior Agreements

This Agreement and embodies the entire agreement and understanding between the signatories with respect to the subject matter hereof and supersedes all prior discussions, understandings and agreements concerning the matters covered

hereby and thereby, all which are of no further force and effect as of the date hereof.

XXIII. Counterparts

This Agreement may be executed in one or more counterparts, all of which taken together shall constitute one and the same instrument, and any of the Signatories hereto may execute this Agreement by signing any such counterpart.

XXIX. No Waiver

No failure to exercise and no delay in exercising, on the part of any Signatory, any right, power or remedy hereunder shall operate as a waiver thereof; nor shall any single or partial exercise of any right, power or remedy hereunder preclude any other or further exercise thereof or the exercise of any other right, power or remedy. The rights provided are cumulative and not exclusive of any rights provided by law.

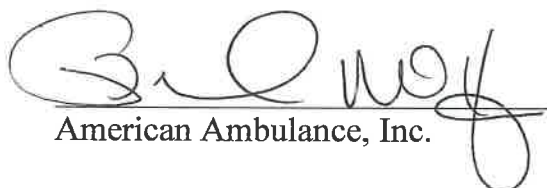
XXX. Construction

- (a) The Town and American agree that any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not be applied in the construction or interpretation of this Agreement.
- (b) As used in this Agreement, the words "include" and "including," and variations thereof, shall not be deemed to be terms of limitation, but rather shall be deemed to be followed by the words "without limitation."
- (c) The descriptive headings of the several Articles and Sections hereof are for convenience only and shall not control or affect the meaning or construction of any of the provisions hereof.

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XXXI. Fair Market Value

The Town, a valid government entity legally empowered to regulate the provision of Emergency Medical Services within its municipality, has entered into this Agreement with Contractor in a manner consistent with relevant government contracting laws. Nothing contained in this Agreement, including any compensation paid or payable, is intended or shall be construed: (i) to require, influence or otherwise induce or solicit either party regarding referrals of business or patients, or the recommending the ordering of any items or services of any kind whatsoever to the other party or any of its affiliates, or to any other person, or otherwise generate business between the parties to be reimbursed in whole or in part by any Federal Health Care Program, or (ii) to interfere with a patient's right to choose his or her own health care provider.



American Ambulance, Inc.

November 27, 2013

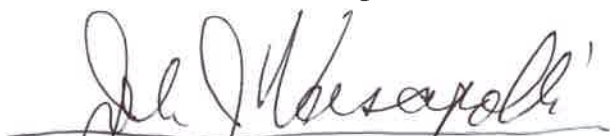
By its COO Brendan McNiff



Town of Saugus

November 27, 2013

By its Town Manager Scott C. Crabtree



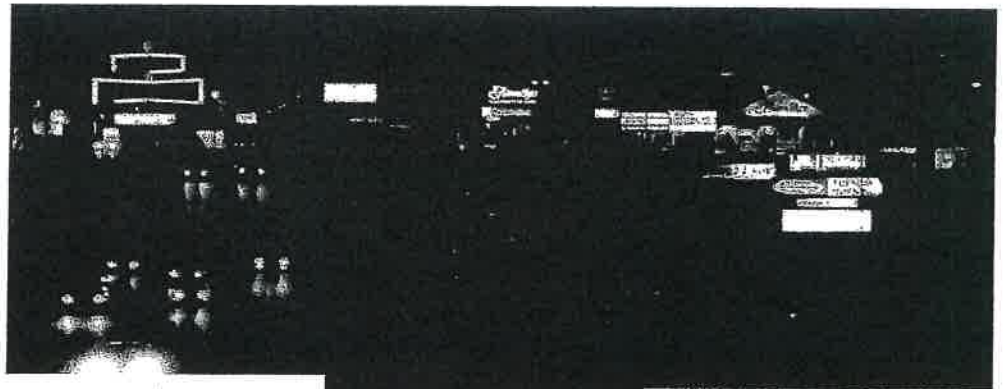
Town of Saugus APPROVED AS TO FORM
By its Town Counsel John J. Vasapolli

November 27, 2013

TAB A

A Proposal to Provide Emergency Ambulance Services to the Town of Saugus

August 28, 2013



Respectfully submitted by:

Brendan McNiff

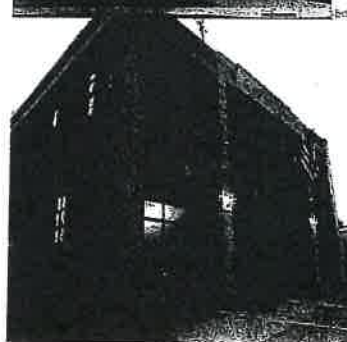
Chief Operating Officer

American Ambulance New England

*65 Sprague Avenue
Hyde Park, MA 02136*

508-927-1964

BMcNiff@AmericanAmbulanceSvc.com



AMERICAN AMBULANCE

NEW ENGLAND



Falck

A Falck USA Company

August 28, 2013

Scott Crabtree
Town Manager
Town of Saugus
289 Central Street
Saugus, MA 01906

Dear Mr. Crabtree:

On behalf of all of us at American Ambulance New England, thank you for the opportunity to propose emergency ambulance services to the Town of Saugus. Through our experience, expertise and financial strength, we proudly propose to significantly exceed the level of service the Town is now receiving from its current provider.

As you review our proposal, please take note of the numerous commitments from our service that sets us head and shoulders above our competitors. Most notably, we are committed to keeping our ambulance(s) *truly* dedicated and available for emergency responses in Saugus. Additionally, we intend to provide immediate backup for simultaneous emergencies in the Town as they occur.

AANE has been providing services on the North Shore for three years, however, our leadership team and field staff has 911 experience and expertise that is unmatched by any other provider. We are the current 911 ALS ambulance provider for Somersworth, NH as well as Kittery and Eliot, ME. With a history of managing systems in Saugus, Lynn, Revere, Brockton, Framingham, Waltham, Plymouth, Taunton and several other communities throughout the Commonwealth, the team at American Ambulance New England will provide to the Town a cutting-edge, cost-effective and clinically excellent EMS system that will be a model for other North Shore communities to follow.

Established in 1964, American Ambulance has operations in Maine, New Hampshire, Florida, Boston, Cape Cod, and Beverly completing nearly 300,000 patient transports annually. American Ambulance is part of the Falck family of companies, a 107-year old Scandinavian-based company that is the largest international provider of ambulance services. Falck U.S.A. is the third largest ambulance provider in the United States.

Clearly, when you choose American Ambulance New England as your new ambulance service, you will have chosen the most experienced and well-supported provider by far.

65 Sprague Avenue, Hyde Park, Massachusetts 02136



Falck

A Falck USA Company

When chosen as your new ambulance provider, AANE will make a significant investment in the Saugus community. Our local operation will exclusively provide brand new vehicles equipped with the very latest medical and communications technology. Combined with our caregivers' extensive experience, AANE will provide the most efficient, safest, and highest level of care possible.

Our investment does not stop there, however. We have selected Saugus as a launching point for growth initiatives throughout the North Shore. As other 911 opportunities arise in the region, there may be opportunities for cost and revenue sharing that benefits the Town.

By choosing AANE, you will have also chosen a dedicated community and corporate partner. In addition to registering our vehicles in town, we will bring over 20 new, full-time jobs to the Town. As we grow, so will our Saugus workforce.

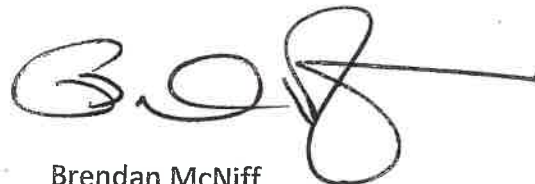
AANE will seek partnerships with all local hospitals, skilled nursing facilities, dialysis centers, elderly care organizations, and hospices. Additionally, we will join and remain active in the Saugus Chamber of Commerce and we are committed to using local vendors whenever possible. Our commitment to the Saugus community will be both strong and long term.

Once again, we sincerely appreciate the opportunity to propose emergency ambulance services to the Town of Saugus. We firmly believe that, after you review all that American Ambulance New England has to offer, you will strongly consider making AANE Saugus' next ambulance provider. Please feel free to contact us any time if you have any questions or require any further information. We look forward to speaking with you soon.

Sincerely,



Charles A. Maymon
Regional Chief Executive Officer
American Ambulance, Inc.
(617) 361-4800
CMaymon@AmericanAmbulanceSvc.com



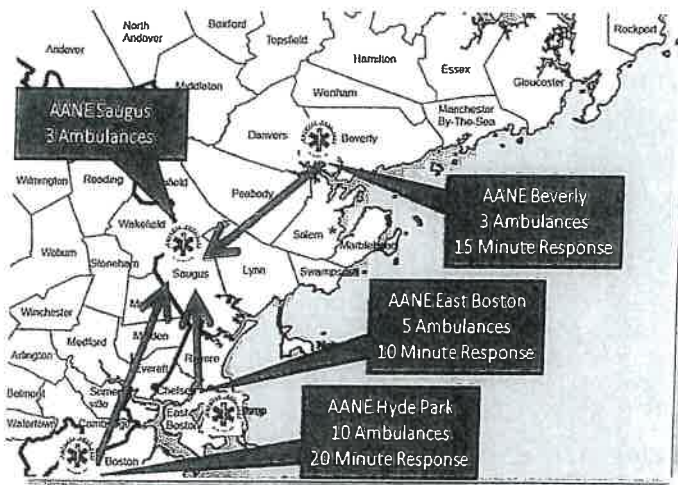
Brendan McNiff
Chief Operating Officer
American Ambulance, Inc.
(508) 927-2547
BMcNiff@AmericanAmbulanceSvc.com



American Ambulance New England proposes to provide a new level of ambulance dedication and service to the Town of Saugus

Dedicated Service – Saugus Deserves More!

- A minimum of three new ambulances stationed within the Town borders
- A 24/7/365 dual paramedic ambulance dedicated to Saugus emergencies **ONLY**
- A second 24/7/365 paramedic ambulance available for backup and **DEDICATED** to 911 calls during peak transportation hours to be determined by Town public safety officials and AANE
- A commitment to a **six minute average response time**
- A BLS ambulance staffed 12 hours/day for additional backup and local transfers



Strong Backup Capabilities

- In addition to our three ambulances stationed in Saugus, we can provide additional ambulances from our stations in East Boston, Beverly, and Hyde Park
- AANE will execute mutual aid agreements with all surrounding communities to insure Saugus is properly covered at all times

A Dedicated Community Partner

- A special operations/mass casualty trailer garaged in Saugus
- Two EMT training scholarships to graduating Saugus High School seniors
- An annual "Drunk Driving Awareness" presentation to Saugus High school during prom season
- EMT training and recertification for Town employees
- Quarterly hands-only CPR instruction classes for any Town resident
- Additional ambulance coverage for the Founder's Day Celebration, Officer Vitale Memorial Road Race, Santa's Christmas Eve Parade, and other Town events.



PROPOSAL HIGHLIGHTS

In order to differentiate ourselves from our competitors, American Ambulance New England (AANE) proudly proposes the following services to the Town of Saugus to exceed the current level of service:

- AANE proposes to station in Saugus, a minimum of three (3) brand new ambulances including two Type III "box" ambulances
- AANE proposes to staff one (1) ambulance 24/7/365 with two (2) paramedics dedicated to respond to emergencies in the Town exclusively. The additional two (2) Saugus-based ambulances along with units from East Boston and Beverly will be available for backup coverage when needed.
- This dedicated ambulance will receive a custom graphics package that will meet the approval of Town officials and display our dedication to the Town
- AANE proposes a monthly meeting with the Town Manager, Fire Chief, and Police Chief to review contract performance and promote on-going communication and issue resolution
- AANE chooses to have contracted in-network relationships with all major HMOs and third party payors resulting in more consistent, trouble-free billing and less out-of-pocket costs to our patients
- AANE proposes an off-line Supervisor in a non-transporting vehicle available to the Town during peak transport hours in addition to 24/7/365 on-call management availability.
- AANE will provide a Special Operations trailer garaged in Saugus and capable of providing the necessary equipment for mass casualty and fire scene rehabilitation services
- AANE proposes extra dedicated 911 staffing for any severe weather events at no cost to the Town
- With over 200 years of combined 911 EMS experience in Massachusetts, AANE's management, clinicians, communications and support personnel's experience servicing Saugus can be surpassed by no other provider. We know the Town of Saugus!
- AANE will provide CPR, continuing education, and EMT certification/recertification to all Town employees.
- AANE proudly offers an EMT training scholarship to two graduating seniors from Saugus High School for each year of the agreement. Go Sachems!
- AANE will provide a "Fatal Reality" mock auto accident scenario for Saugus High School each year during Prom season.
- AANE proposes to work closely with the Saugus Fire Department to implement a comprehensive fire scene rehabilitation program.
- AANE proposes to offer quarterly "hands-only" CPR instruction at no charge to the citizens of Saugus.
- AANE proposes to create and manage an AED database to assist in getting the closest AED in Town to the patient's side as soon as possible.

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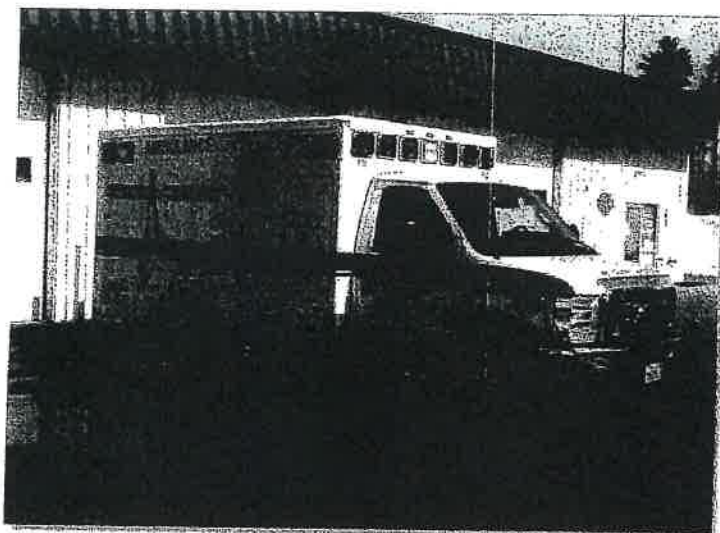
Company Summary

The mission of **American Ambulance Service** is to provide a high level of care for our patients utilizing state of the art equipment while providing comfort and support for the patient and family.

The vision of **American Ambulance Service** is to consistently deliver high quality, on-time ambulance service to our patients and customers.

The reality of **American Ambulance Service** is that we are a local company staffed by local clinical experts that can provide experienced 9-1-1 advanced life support ambulance services, responsive emergent and non-emergent interfacility medical transportation, special event

coverage, and expert facility and community education and participation.



As a strong community partner, American Ambulance Service understands the high cost of health care and the strain it can place on the people we serve. Unlike many services, we choose to be in-network and contracted providers with all major HMO's and third party insurance payors. This simplifies the billing process and minimizes our patients' out-of-pocket costs.

American Ambulance Service of New England, A Falck Family company, was founded in 1964 in Hollywood, Florida. In 2010, **American Ambulance Service of New England** was created with significant growth in the Boston, Cape Cod and now the New Hampshire and Maine markets. **American Ambulance** has the depth and breadth to propel these operations forward based on a long history of providing superior emergency and non-emergency medical services, an experienced local executive leadership team and the strength of the world's largest Emergency Medical Services family, Falck USA. In 2013, **AANE** was unanimously awarded the 911 contract for the City of Somersworth, NH, a Seacoast city of 12,000 generating nearly 1,500 requests for service annually and the Towns of Eliot and Kittery, Maine generating another 1,100 9-1-1 transports. Additionally, American Ambulance was selected as the preferred provider for non-emergent ambulance services at Wentworth Douglas Hospital in Dover, NH and York Hospital in York, ME.

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Like all members of the Falck USA family, our modest earnings contribute to two important international non-profit foundations. The Lundbeck Foundation supports vital medical research in several countries around the world while the Lego Foundation supports worldwide childhood education including FIRST (For Inspiration and Recognition of Science and Technology) based in Manchester, NH. We invite you to learn more about these outstanding organizations at Falck.com, LundbeckFoundation.com, and LegoFoundation.com.

Falck—A National and International Partnership in Excellence

Falck is a Nordic-based organization with business activities on five continents in 35 countries, including North America and the United States. Falck has been in business for 107 years, working in four specific areas: Emergency, Training, Assistance and Healthcare.

In 14 countries Falck provides ambulance services to the general public in close collaboration with the authorities. Operating more than 1,800 ambulances, Falck has the world's largest international ambulance fleet, providing performance-based emergency ambulance services at



both the BLS and ALS levels. Globally, Falck is a leader in rescue and safety courses, especially for staff in the off shore and maritime sector, with 28 training centers in 14 countries dedicated to rescue and safety training.

Falck USA has been in operation since 2010 performing 9-1-1 BLS services, as well as inter-facility, non-emergency transports at the BLS, ALS and critical care levels. Falck USA operates in 10 states including Alabama (9-1-1 ALS transports), California, Delaware, Florida (9-1-1 ALS transports), Georgia (9-1-1 ALS transports), Maryland, New York, New Jersey, Pennsylvania, and Washington, as well as Washington, D.C.

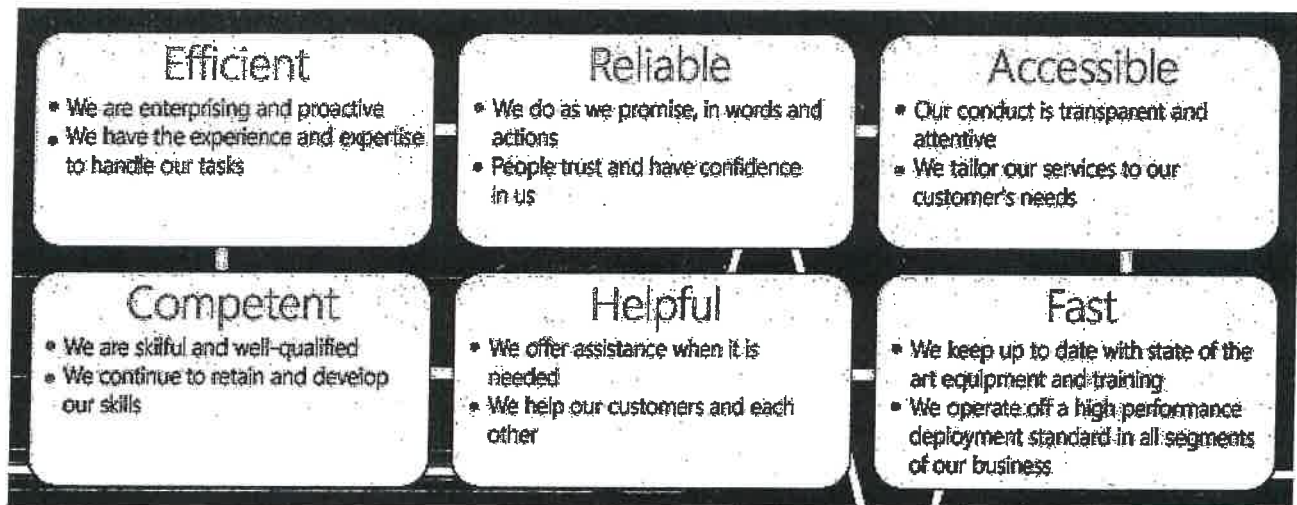
Falck's corporate headquarters are located in Copenhagen, Denmark; Falck USA is headquartered in Bothell, Washington. Falck has a total of 25,000 employees, 3,500 of which are employed in the United States.

Falck is a financially strong company with a long history of providing quality, high performance Emergency Medical Services to the communities we serve. Provisions of emergency services are very consistent throughout the Falck organization's service areas, including the United States where we provide the appropriate level of care for the identified need on a call-by-call basis.



Falck's Emergency activities in 2011 saw significant international expansion and a number of new contracts. In the United States, Falck acquired LifeStar ambulance service, which operates 440 ambulances and other vehicles on the East Coast, and Cape Cod Ambulance, the dominant provider on the Cape. New contracts were also won in California, where Falck provides ambulance services through its subsidiary Care Ambulance Service. Falck anticipates additional growth in ambulance service in the United States, both through organic growth as well as acquisitions. This growth will be accompanied by the requisite investment in equipment and workforce to provide a high level of service in the communities where we operate.

Falck's Core Values



American Ambulance-Saugus Leadership Team

Charles Maymon
Regional Chief Executive Officer

39 Years of Service

Charles Maymon's experience in private sector EMS spans nearly 40 years. Raised in South Florida, he first began working Randle Eastern Ambulance in 1974. Rising through the ranks from EMT to the most senior levels of management, working in all areas of the company including: General Administration, Finance, Human Resources, Risk/Safety Management, Marketing, Fleet Maintenance, Materials Management, Clinical/Quality Assurance, and Reimbursement Compliance.



Mr. Maymon had direct oversight of the Saugus 911 ambulance system and North Shore operations for several years. As one of the early leaders in the consolidation of private sector ambulance services, he has participated directly in the ever-changing health care industry landscape. Working closely with government and health care leaders both locally and nationally, he continues to ensure on-time delivery of high quality medical transportation services through dedicated healthcare professionals.



Brendan McNiff, Paramedic

Chief Operating Officer, New England

20 Years of Service to Massachusetts

Brendan has served in the ambulance business for over 20 years starting as an EMT with Chaulk Ambulance Service. Over the past 20 years, Brendan has accelerated his EMS career serving as Paramedic, Instructor, Field Supervisor, Director of Operations, and General Manager with key leadership responsibilities for several New England states including Maine, New Hampshire and Massachusetts. Brendan brings a vast knowledge of expert communications, leadership and management to American Ambulance and has direct oversight of American Ambulance Service-

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New England and Cape Cod Ambulance. Brendan was educated at Boston College and Northeastern University.

Ian Bryant, Paramedic

General Manager, Massachusetts

18 Years of Service to Massachusetts

Ian has been involved in EMS in Massachusetts since 1997 starting as an EMT with American Medical Response. Throughout the years his career has progressed fulfilling multiple roles including, Paramedic, Operations Supervisor, Communications Supervisor, Regional Operations Manager, and Communications Administrator.

Throughout this time Ian has been charged with oversight of both non-emergent interfacility transports, as well as managing multiple 911 municipal contracts and a hundred thousand transport per year communications center in the Boston area and southern suburbs. Ian joined the American Ambulance family early in 2013 and brings significant EMS industry expertise to the organization.



Kevin Rosado Jr., EMT

Operations Manager, Greater Boston Division

17 Years of Service to Massachusetts



Kevin Rosado Jr. is the Operations Manager for the Boston division of American Ambulance New England. Kevin is directly responsible for the oversight of the day to day operations in the field managing 29 ambulances and 15 chair cars. Kevin also oversees our Hyde Park-based communications center. Additionally, Kevin assists other leadership members in carrying out the company mission and ensuring that our patients are provided exceptional service.

Kevin manages the IT and Radio Communications infrastructure for the New England division. This includes computer roll outs, maintenance and all upgrades to ensure that American Ambulance New England stays ahead of the technology curve.

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Kevin began his EMS career in 1996 working as a chair car driver. Following his graduation from EMT school, Kevin worked on an ambulance as an EMT while supporting the Communications department filling in as a dispatcher when needed while working for Cataldo Ambulance, AMR, Commonwealth Ambulance, Mercy Ambulance, General Ambulance and Samaritan EMS. His Communications role grew substantially as he proved to be a respected leader by both his peers and other leadership members. As American Ambulance grows, Kevin's roles and responsibilities continue to expand in Operations, Communications and Information Technology.

Mary Ellen Gourdeau, Paramedic, IC
Clinical and Training Manager

35 Years of Service to Massachusetts

Often regarded as one of the "most experienced paramedics in New England", Mary Ellen brings to American Ambulance a level of clinical care and training unmatched by any other provider.

"Mel" began her career as an Army Medic and, after her honorable discharge, joined Medic Ambulance in Lowell, MA as an EMT. She was a member of the first paramedic class at the New Hampshire Technical Institute in 1984 and has worked as a full time paramedic and paramedic supervisor, and clinical instructor throughout Eastern Massachusetts (including several years in Saugus and the North Shore), Southern New Hampshire and Maine ever since.

Mary Ellen is an experienced member of the FEMA Disaster Response Team (DRT) and is a licensed EMT and Paramedic Instructor/Coordinator in Massachusetts, New Hampshire and Maine. Her role with American will be to insure constant clinical excellence and instruction with our staff as well as providing expert training to the Town's Fire and Police Departments.



"THE AMERICAN DIFFERENCE"

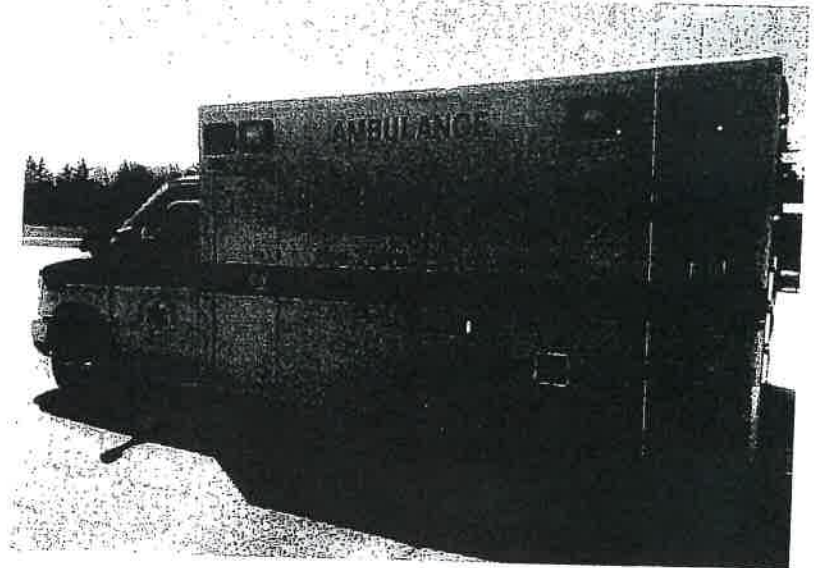
Our plan to exceed expectations while providing a high-performance EMS system to the Town of Saugus

1. American Ambulance-Saugus Deployment

AANE is aware that many of our competitors define "dedicated" differently than we do. They feel free to use the supposed "dedicated" ambulance for responses and transports in other communities and/or facilities.

At AANE, a dedicated ambulance is just that—dedicated to respond to emergency ambulance calls in the contracted community. In addition, this level of dedication compels us to provide, whenever possible, immediate backup coverage for simultaneous responses.

With that in mind, AANE proposes the following deployment plan for the Town of Saugus:



- One 24/7/365 Advanced Life Support (ALS) ambulance available exclusively for emergency responses within the Town (designated A-1)
- One 16-hour per day ALS ambulance to be used as the primary backup to A-1 and for any ALS transports from local hospitals (designated A-2)
- One 12-hour per day Basic Life Support (BLS) ambulance to be used as an additional backup unit and available for local non-emergent facility transports (designated A-3)
- In the event all of the ambulances are committed to responses, our Systems Status Management plan will move the fleet and draw additional ALS and BLS ambulances

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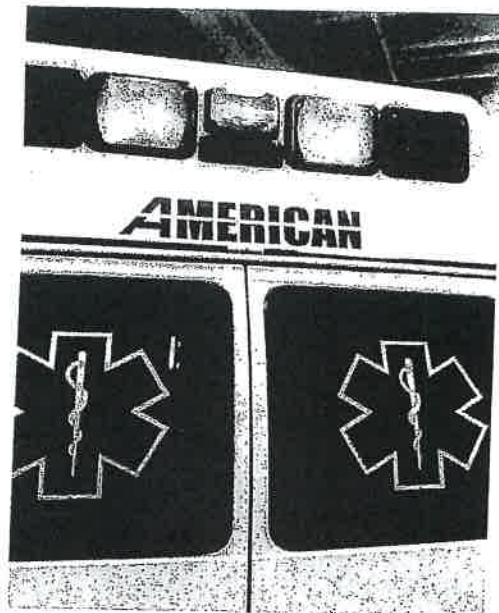
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from our East Boston and Beverly locations with a 15-minute ETA to the Saugus town limits

- In addition to the dedicated 911 ambulance, AANE is committed to stationing multiple inter-facility transport (IFT) ambulances at our Saugus hub maximizing our availability to provide backup services when the primary ambulance is unavailable.
- AANE will provide an offline supervisor in a non-transporting vehicle during peak transport hours in the system. There will also be an additional manager working from the Saugus station during normal business hours. Management will be on-call and responsive to Town officials 24/7/365.

2. An Upgraded Commitment to On-time Performance



- AANE proposes to exceed the current on-time performance requirements by committing to providing emergency ambulance responses in the Town **to average no more than seven minutes** for Priority 1 and 2 responses except in cases of Force Majeure.
- In the interest of safety, AANE believes Priority 3 responses warrant an immediate but non-emergent response. We welcome the opportunity to discuss with Saugus' Public Safety officials a new and safer policy for responding to these lower priority ambulance requests.
- AANE will provide to the Town a monthly report measuring on-time performance and agrees to adjust ambulance deployment accordingly if on-time performance parameters are not consistently met.

3. The Latest Equipment to Provide the Best Care

- AANE will deploy three brand new ambulances to the Saugus station, each equipped with state-of-the-art programmable radio systems allowing direct communication with Saugus Fire Department, Saugus Police Department, nearby mutual aid communities, and all local hospitals.
- AANE will make a significant investment in stocking these vehicles with the latest medical equipment including the Zoll X-Series Cardiac Monitor/Defibrillator and the Stryker Power-Pro XT stretcher.

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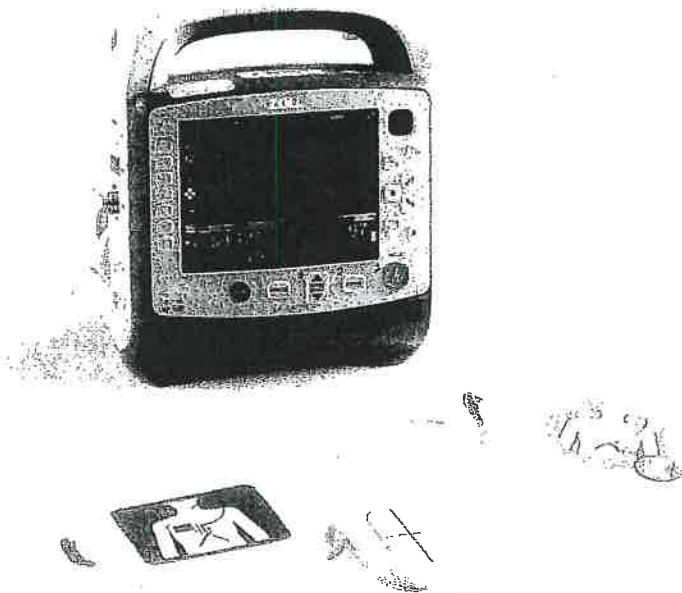
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Cardiac Monitors/Defibrillators

AANE proposes to use Zoll X Series cardiac monitors/defibrillators. These monitors are new to the market, and just one example of how AANE keeps abreast of industry advances in order to give our team of EMS professionals the technologically-advanced tools to enable them to provide a high quality of clinical care.

The X Series Cardiac monitors help to improve CPR quality through both real-time feedback and CPR data. They are about half the size and weight of other full-featured units, but are much more powerful, combining the clinically superior therapeutic capabilities of ZOLL® defibrillation and pacing with advanced monitoring parameters. Features of the X Series Cardiac monitor include:

- defibrillator with integrated WiFi, one of three connectivity options
- a split-screen capability that allows paramedics to view an ECG in real time while simultaneously viewing an acquired 12-lead or one of five separate pages of 12-lead ECG and analysis information
- a large, bright, high-contrast color LCD with three display modes (an oversized numeric display of just physiologic parameter values is one of the display options)
- rechargeable SurePower™ II high capacity lithium-ion battery that provides six hours of continuous run time



Unmatched durability and critical care support: Because of its origins in military and air medical operations, the X Series is the first defibrillator for EMS to earn an IP55 ingress protection rating for dust and water. It's virtually immune to a three-minute, high-pressure onslaught of water and meets the most stringent specifications for shock and

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vibration. The X Series can also handle three invasive pressures (optional) and two temperatures, often needed in acute critical care.

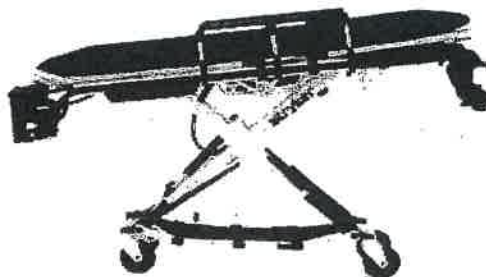
STEMI Management: For STEMI patients, the X Series is designed to speed door-to-balloon time with quick and accurate 12-lead acquisition, interpretation, and transmission. The printer provides a standard display format for on-scene review, and RescueNet® 12-Lead and RescueNet Medgate programs support 12-lead receipt at participating hospitals.

Better NIBP: The noninvasive blood pressure (NIBP) technology on the X Series is considered the gold standard for NIBP, another feature that sets the X Series apart. Only available on ZOLL monitor/defibrillators, are the Sure BP® and Smartcuf®. Sure BP provides pressure readings in about 15 seconds because they're detected during cuff inflation. Smartcuf synchronizes the measurement to the patient's R wave, improving accuracy and reliability.

Unsurpassed data collection and trending capability: The X Series redefines the data that is available from a resuscitation device, the choice of how it can be transferred, the speed at which it can be sent, and access to data in an EMS system. With the Snapshot feature, it's easy to capture an ECG and vital trend data 12 seconds pre-event and 12 seconds post-event with the press of a button. The X Series has enough memory to store 32 data snapshots, 24 hours of event or trend data in one-minute intervals, and 1,000 time-stamped events.

Power-PRO XT

Stryker's industry-leading powered ambulance cot answers the need for emergency transport that dramatically reduces strenuous lifting and the associated risk of back injury. Power-PRO features Stryker's innovative powered hydraulic lift to raise and lower patients with the touch of a button. The Power-PRO's groundbreaking design features set the standard for superior performance and outstanding ergonomics.



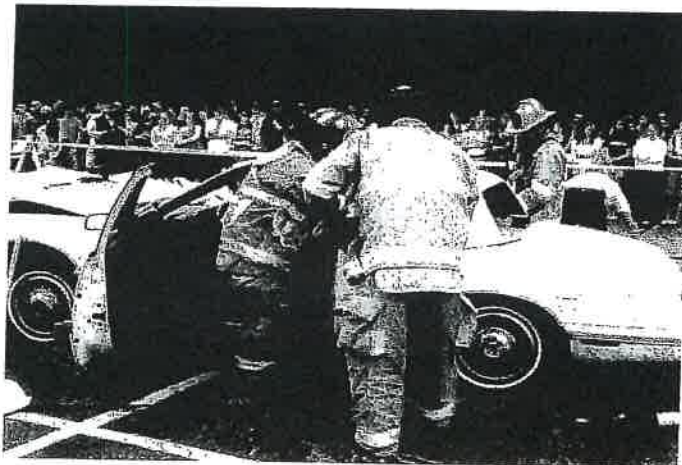
4. A Special Operations Trailer Garaged in Saugus

AANE proposes to purchase, stock and maintain a special operations trailer to be housed at the Saugus station. This vehicle will carry the necessary equipment to handle multiple patient mass casualty incidents and major fire scene rehabilitation. Additionally, AANE proposes to work closely with the Saugus Fire Department to develop a comprehensive fire scene rehabilitation program.



5. Training Opportunities for Town Employees and the Saugus Community

- AANE is committed to providing CPR, AED, continuing education and recertification training to all of the Town's licensed first responders, EMTs and Paramedics
- AANE will also provide an annual Basic EMT training course to any Town employee
- AANE will provide EMT Basic training scholarships for two graduating seniors from Saugus High School for each year of the contract. Upon course completion and certification these new EMTs would then be eligible for employment with AANE



- Working with Saugus High School and the Saugus Fire and Police Departments, AANE will provide an annual "Fatal Reality" simulated car accident during Prom season to educate students on the dangers of drunk driving
- AANE proposes to provide a quarterly "hands-only" CPR instruction course open to any Saugus resident at no cost
- AANE will develop and maintain a database of Automatic External Defibrillators (AED) available in the Town to assist in getting the closest machine to the patient ASAP.

6. Transitioning Ambulance Services to the Fire Department

As cities and towns across the country search for new and innovative ways to generate revenue, AANE stands ready to assist the Town in any way should they decide to bring ambulance services under the control of the Fire Department. AANE can assist the Town with:

- Accurate financial analysis and feasibility study
- Training of personnel
- Operational and deployment guidance
- Regulatory and licensing assistance
- Vehicle and medical equipment purchasing using AANE's buying power
- Patient and insurance billing services
- Backup ambulance services

7. Community Paramedicine—The Future of EMS

American Ambulance has taken the lead in a nationwide effort to introduce Community Paramedicine to the cities and towns we service. This program provides specially trained paramedics to visit, evaluate, and treat patients in their homes *BEFORE* they need to call the ambulance.

Working closely with area hospitals, primary care physicians and ER staff, AANE will identify patients at risk for frequent ambulance trips, ER visits and readmissions to the hospital.

When implemented, the AANE team will develop a comprehensive care plan for each at-risk patient that will involve scheduled and unscheduled visits by AANE community paramedics in the patient's home in order to perform in-home breathing treatments, 12-lead EKG's, confirm medication compliance, and assess in-home safety all with the goal of preventing unnecessary trips to the hospital and increasing the availability of the Town's primary ambulance.



While the Massachusetts protocols are still forthcoming, community paramedicine programs have started up in several parts of the country including selected American

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Ambulance operations in Florida. AANE has also applied for a federal grant to help initiate this program in Massachusetts, New Hampshire and Maine. Several area hospitals serviced by AANE have expressed great interest in the program.

8. Miscellaneous Items

- AANE agrees to reimburse the Town fair market value for the rental or lease of any Town owned buildings.
- AANE agrees to transport any Town employee who becomes ill or injured while on duty at no cost
- AANE agrees to participate in the Town's fuel management program and will reimburse the Town monthly for any fuel used
- AANE agrees to provide non-dedicated stand-by services to any Town or school-sponsored events requiring ambulance coverage at no cost

Thank you for your consideration!



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A Proposal to Provide Emergency Ambulance Services to the Town of Saugus

September 16, 2013

Our Team

- **Brendan McNiff**, Chief Operating Officer
- **Ian Bryant**, General Manager, Massachusetts
- **Chris Hogan**, Director of Business Development

Presentation Overview

- Who is American and Falck USA?
- Why change to American Ambulance?
 - Our experience and qualifications
 - Clinical and training excellence
 - Cutting edge technology
 - Dedication and Deployment
 - Billing and customer service
 - Additional qualifications
- Questions and Answers



Who is Falck?

- A brief history of American and Falck
- Boo Heffner, President Falck USA
- What's makes us different from other large companies?
 - Lower overhead, lower cost
 - Truly customer/patient centered
 - Lundbeck and Lego Foundations
- Plans for the future



Falck

Why Change to American?

- Publicly Traded vs. Private Company
- Lower overhead costs
- A "family" run business
- The Patient Comes First (C.A.R.E)

C.A.R.E.

- **Courtesy**-Respect everyone with whom you have contact
- **Attitude** -Professional behavior has a positive impact on patients.
 - Be calm, caring, and considerate of patient privacy
 - A professional attitude and appearance provides reassurance to the patient
- **Responsibility**-Be accountable for your actions
- **Excellence**-Committing to do the best job you can, always

Why Change to American?

- Our unmatched experience in managing 911 systems of all sizes

Newburyport	Milford	Wakefield
Salisbury	Brockton	Melrose
Plymouth	Taunton	Revere
Waltham	Beverly	Medford
Newton	Peabody	Haverhill
Wellesley	Lynn	Manchester, NH
Framingham	Saugus	Nashua, NH

Why Change to American?

- We are the current 911 provider for
Somersworth, NH
Kittery, ME
Eliot, ME



This system generates approximately 2,200 911 transports annually.

Why Change to American?

Clinical Training and Excellence

- Full-time clinical and training manager
- Constant and Consistent clinical oversight
- C.A.A.S. Accreditation by July 1, 2014
- Transitional Health Solutions
- The latest equipment, technology and techniques



Why Change to American?

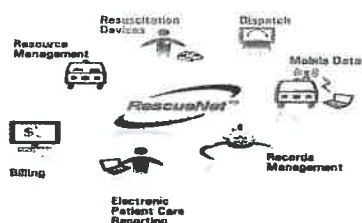
State of the Art Communications

- Fully programmable digital radios to communicate directly with Saugus public safety, surrounding communities and local hospitals
- All communications personnel EMD certified
- AANE will provide secondary PSAP services as part of our commitment to being your 911 provider



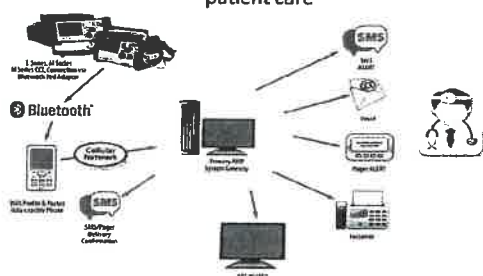
Why Change to American?

Zoli RescueNet, the latest technology for the best patient care



Why Change to American?

Zoll RescueNet, the latest technology for the best patient care



RescueNet Navigator

ZOLL


- Enlarged buttons for easy navigation while driving

Turn-by-turn directions


The Latest Technology...



...the best equipment...




...and the finest clinicians.



Why Change to American?

Dedication and Deployment

A New Level of Ambulance Dedication to Saugus



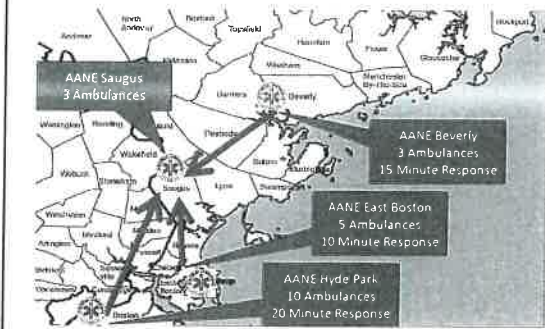
2 Paramedic
2 ALS

Why Change to American?

Dedicated Service – Saugus Deserves More!

- A minimum of three new ambulances stationed in Town
- A 24/7/365 dual paramedic ambulance dedicated to Saugus emergencies **ONLY**
- A second 24/7/365 paramedic ambulance available for backup and **DEDICATED** to 911 calls during peak transportation hours to be determined by Town public safety officials and AANE.
- A BLS ambulance staffed 12 hours/day for additional backup and local transfers

AANE Backup Resources to Saugus



Why Change to American?

- An average response time goal of six minutes or less
- An off-line supervisor in a non-transporting vehicle
- Monthly reports and meetings with the Town to monitor performance
- 24/7/365 management availability and consistent communication and customer service to the Town

Why Change to American?

Additional Services



- A special operations trailer garaged in Saugus
- EMT scholarships to two graduating Saugus High School seniors every year
- EMT training and recertification for Town employees
- Quarterly Hands-only CPR instruction to any Town resident
- Current Saugus EMS personnel welcomed into our employment process

Why Change to American?

Additional Services

- Additional ambulance coverage for the annual Founder's Day Celebration and Officer Vitale Memorial Road Race
- Additional Ambulance coverage and participation in the annual Santa's Christmas Eve Parade



- AANE will coordinate an annual Drunk Driving Awareness presentation to Saugus High School during Prom season.

Why Change to American?

- Billing and Customer Service
 - Billing performed "in-state"
 - Overseen by local management
 - Mobile unit available to meet with patients
 - Contracted with all major insurance companies and HMO's.
 - Collections: an absolute last resort



Why Change to American?

Transitional Health Solutions, Inc.

- Community medicine, the future of EMS
- In cooperation with local doctors and hospitals
- Treating patients at home *before* they need an ambulance
- In-home EKG's, medication compliance, home safety evaluations
- Keeps the dedicated ambulance available for real emergencies

Summary

- A new company with different goals
- Unmatched management and operational experience
- Higher level of dedication and deployment with strong backup resources
- The BEST clinicians, technology and equipment
- Expert training and EMT scholarships
- Consistent reporting and communication with the Town
- Local billing/customer service in with local oversight
- A comprehensive community medicine program

Questions and Answers



Falck

TAB B



Town of Saugus
Town Hall
298 Central Street
Saugus, Massachusetts 01906

Scott C. Crabtree
Town Manager

Telephone: (781) 231-4111
Fax: (781) 231-4068

October 3, 2013

Mr. Brendan McNiff
Chief Operating Officer
American Ambulance New England
65 Sprague Street, Rear North
Hyde Park, MA 02136

RE: Ambulance Services

Dear Mr. McNiff:

The Town of Saugus is pleased to award American Ambulance the Ambulance Services contract. As you are aware, the Town formed a Committee which included the Fire Chief, Police Chief, the Town's Purchasing Assistant and myself. We met and vetted RFI's and proposals from (4) four major ambulance companies including the Town's current provider for Emergency Ambulance Services. I am pleased to inform you that the Committee unanimously recommended American Ambulance New England (see attachments). This award is contingent on executing a mutually acceptable agreement for services.

American Ambulance's service is expected to begin on December 1, 2013 at 12:00 a.m..

If you should have any questions, please feel free to give me a call. The Town of Saugus looks forward to working with your company in the upcoming contract terms.

Very truly yours,

Scott C. Crabtree, Esq.
Town Manager

enc

TOWN OF SAUGUS
DEPARTMENT OF POLICE

27 Hamilton Street
Saugus, MA 01906



Domenic J. DiMella
Chief of Police
Office (781) 941-1140
FAX (781) 231-5526

Mr. Scott Crabtree, Esq.
Town Manager
298 Central Street
Saugus, MA. 01906

September 30, 2013

Dear Mr. Manager,

I recommend American Ambulance to provide service for the Town of Saugus. I attended presentations by four different ambulance companies and American Ambulance New England stood out to me as the best for the Town of Saugus. AANE proposes to station a minimum of three ambulances in town. One will be dedicated 24/7 with two paramedics and there will be two additional Saugus based units as backups. Other additional backup units will come from East Boston and Beverly when needed. They pride themselves on communication and propose monthly meetings with the Town Manager, Police Chief, and Fire Chief to review contract performance and resolve any issues. AANE also proposes extra dedicated 911 staffing for any severe weather event at no cost to the Town and also house a special operations trailer in Saugus for mass casualty and fire rehabilitation services. They will provide CPR and EMT training and certification for all Town employees.

AANE is the best fit for the Saugus Police Department as well. AANE will provide a secondary P.S.A.P. as part of the contract. This will save the Town money on training because the Dispatchers will no longer need Emergency Medical Dispatch training. American Ambulance will be fielding those calls as well as meeting the quality control regulations in the law regarding E.M. D. This also protects the Town for liability purposes related to E.M.D. Training of Police Officers in C.P.R. and First Responder will be included at no cost to the Town which saves more money on training. AANE will also be responsible for picking up and disposing of hypodermic needles found throughout town. They are better equipped for this than the police who are now dispatched on calls to pick up these needles because our current provider wouldn't include that service. AANE will create and manage a AED database to assist in getting the closest AED in Town to the patient as soon as possible. They will also maintain all Town AED's.

Sincerely,

A handwritten signature in dark ink, appearing to read "Domenic J. DiMella".
Domenic J. DiMella

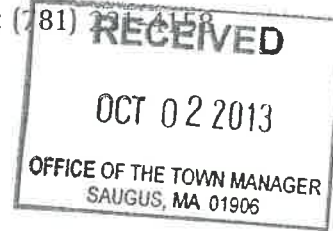


Saugus Fire Department

27 HAMILTON STREET
SAUGUS, MASSACHUSETTS 01906
Phone: (781) 941-1170 • Fax: (781) 941-1158



Donald P. McQuaid
Chief of Department
Mr. Scott Crabtree
Town Manager
298 Central Street
Saugus, MA 01906



Captain Michael Newbury
Executive Officer
Captain Thomas Kaminski
Fire Prevention

Dear Mr. Manager,

I am recommending that American Ambulance should be awarded the contract to service the Town of Saugus.

The proposal that American Ambulance brought to the table was impressive. This Company has much to offer to the Town of Saugus such as:

1. Three brand new ambulances
2. A dedicated ALS Unit manned by 2 paramedics 24 hours daily.
 - 16 hour/day ALS Ambulance as backup to A-1
 - 12 hour/day ALS Ambulance as backup to A-3
 - 12 hour/day BLS Ambulance as backup to A-4

As with all ambulance services it is my understanding they will also have mutual aid agreement with the surrounding community for the backup ambulance.

During the presentation I had asked about educational opportunities for firefighters to maintain their EMT status. American Ambulance stated they would do in house training in our training room at the Central Fire Station. They will provide CPR, AED, Continuing Education and Recertification Training to all our first responders, EMT's and Paramedics. They will provide a special operations trailer which will be stationed in Saugus. This trailer would be used for MCI and Fire scene rehab.

It was also stated in the meeting if a member of the Saugus Fire Department was needed to assist with patient care on the way to the hospital American Ambulance would pay 4 hours for the Fire Department to backfill for their missing member.

American Ambulance would also allow us to purchase our medical equipment through them and therefore at a discounted price. They would also supply equipment such as, but not limited to, cervical collars, defib pads, etc... on a one to one exchange. An oxygen exchange on a one to one basis was also discussed and agreed upon.

"SMOKE DETECTORS SAVE LIVES"

The fact that American Ambulance has agreed to pick up and dispose of hypodermic needles found throughout the Town is a plus for Saugus. They have also agreed to provide non dedicated stand by services to any school or Town sponsored event requiring ambulance coverage at no cost to the Town.

They have also agreed to meet on a regular basis to discuss response times or any other unforeseen problems.

Respectfully,

A handwritten signature in black ink, appearing to read "Chief Donald P. McQuaid". The signature is fluid and cursive, with a large, stylized "M" at the end.

Donald P. McQuaid
Fire Chief

TOWN OF SAUGUS

PURCHASING OFFICE

298 CENTRAL STREET

SAUGUS, MASSACHUSETTS 01906

Telephone: (781) 231-4125 • Fax: (781) 231-5666

Michele Wendell
Purchasing Assistant

Town Manager
Scott C. Crabtree

RE: American Ambulance

Dear Mr. Crabtree,

I sat through the presentation regarding the emergency ambulance service and feel that American Ambulance is the best suited for the Town of Saugus for the following reasons:

1. Will provide vehicles equipped with the latest medical and communication technology.
2. American will provide 3 new ambulances.
3. 1 Ambulance will be 24/7 with 2 paramedics the additional ambulances will be for back-up.
4. American proposes monthly meetings with the Town Manager, Fire Chief and Police Chief to review the Companies performance.
5. Proposes extra 911 staffing at no cost to the Town for severe weather events.
6. Will provide training to all town employees for CPR & EMT training at no cost including police.
7. They will offer an EMT training scholarship to 2 graduating seniors for each year of the agreement.
8. Responsible for picking up & disposing of hypodermic needles throughout the Town of Saugus.
9. As early as 6 minute response time.
10. Resident training for events.
11. One button transfer calls for 911.

Above are my reasons that the Town of Saugus should choose American Ambulance for emergency ambulance services.

Sincerely,


Michele Wendell
Purchasing Assistant