



**Special Meeting**  
**6:00 p.m., Monday, March 11, 2024**  
**Farmington City Hall**  
**23600 Liberty Street**  
**Farmington, MI 48335**

---

## **STUDY SESSION AGENDA**

- 1. Roll Call**
- 2. Approval of Agenda**
- 3. Public Comment**
- 4. Ambulance Service Proposal**
- 5. Financial Forecast**
- 6. Other Business**
- 7. Public Comment**
- 8. Council Comment**
- 9. Adjournment**

*The City will follow its normal procedures for accommodation of persons with disabilities. Those individuals needing accommodations for effective participation in this meeting should contact the City Clerk (248) 474-5500, ext. 2218 at least two working days in advance of the meeting. An attempt will be made to make reasonable accommodations.*

<b>Farmington City Council Staff Report</b>	<b>Council Meeting Date: March 11th, 2024</b>	<b>Item Number</b>  4
<b>Submitted by: Bob Houhanisin, Public Safety Director</b>		
<b>Agenda Topic:</b> Agreement with EMS provider- _____		
<b>Proposed Motion:</b> To enter into agreement with _____ to provide 24/7/365 Advanced Life Support services for the City of Farmington.		
<b>Background:</b> For several years, EMS services were provided by Community EMS and then Superior Ambulance Service. In December of 2023, Superior Ambulance informed the City of Farmington that they would no longer provide ALS (advanced life support) services on March 15, 2024, without subsidy. The City of Farmington sought proposals for ALS services from Huron Valley Ambulance, Star EMS, MEDstar EMS, Superior Ambulance Service, and the Farmington Hills Fire Department.		
<b>Materials Attached:</b> -EMS worksheet and proposals submitted by ambulance services		

## EMS Proposals at a Glance

EMS Provider	Cost to the City	Response Time	Response
Huron Valley Ambulance	Option A - Zero Option B - \$165,000* (\$213,000) Option C - \$500,000* (\$548,000) Option D - \$415,000 Option E - \$1,000,000 Not provided	12 min 90% Fractal 10 min 90% Fractal 10 min 90% Fractal 10 min 90% Fractal 10 min 90% Fractal 10 min 95% Fractal	Shared with Northville ( 8/Haggarty) 24 hr unit split between Northville and Farmington 24 hr unit dedicated unit to Farmington (2) 12-hour High Resp units 24/7 shared with Northville (2) 12-hour High Resp units 24/7 Dedicated to Farmington Multiple units with overlapping schedules
* Both options do not include any variation for rent, which would have to be factored in. Estimated at \$48,000			
Farmington Hills FD	Total \$275,000 per year \$100,000 Capital Share \$150,000 Response Fee's \$25,000 Administration Fee	5 min average  Proposal updated by HVA on 03/08/2024, to include rent	Could respond from 1 of 5 stations  Provides an ambulance and Engine on CPR and Injury Crashes
Star EMS	Zero	10 Min 90% Fractal	Could post unit at M5 Maple (not in proposal) Based out of 9 Mile and Telegraph
Metro Paramedics (Formerly Superior)	Total \$766,830 Minus fees collected (423,000 est.) estimated cost \$343,830 but could vary based on actual recovered costs	Same as PSO's	Dedicated Ambulance Posted at FPSD
MedStar EMS	Not Provided	Not Provided	Not Provided
FPSD Provided ALS Transport	\$980,000 (roughly) 2 ambulances \$500,00 6 new FF/Paramedics \$480,000	Same as PSO's	Farmington Public Safety



**TO: Dave Murphy, City Manager**

**FROM: Gary Mekjian, City Manager**

**DATE: March 8, 2024**

**SUBJECT: Medical Response for City of Farmington**

Pursuant to the City of Farmington's request for additional clarification and details related to the assumption of immediate Advanced Life Support EMS Services and Transport. The following is a breakdown of the fixed annual fee of \$275,000. The City of Farmington Hills proposes a 1-year trial with a possible 1-year extension mutual agreed upon by both parties.

- \$25,000 Administrative Fee
  - City of Farmington Hills and Farmington Hills Fire Department (FHFD) time as it relates to FOIA, Record keeping, EMS Billing, Licensing, State of Michigan Transportation Fees, and citizen inquiries.
- \$150,000 Response Fee
  - Cost sharing as it relates to personnel, legacy, insurance, gas, oil, maintenance, compliance/regulation, quality assurance, continuing education training of personnel, and medical treatment equipment including oxygen.
- \$100,000 Capital Share
  - Wear and tear on vehicles and equipment (LUCAS, Cardiac Monitors, Stryker Stretchers, and mobile data computers).

Basic agreement between both parties:

- Response time to the City of Farmington is anticipated to be around 5 minutes on average for priority calls with primary service being provided from FHFD Fire Stations 1, 3, and 5 based on geographic location of incident with surplus resources available from Stations 2 and 4 if needed.
- CPR and other complex medical response will be a Squad and Engine with 4 personnel.
- Personal Injury Accidents response will minimally be a Squad and Engine with 4 personnel with a Shift Commander on critical incidents.
- FHFD will provide Farmington Public Safety (FPS) with soft equipment replacements (BVM's, I-Gels, etc.)

- FPS will have access to FHFD Medical Continuing Education classes (schedule would be provided)
- FHFD will not conduct Blood Draws.
- FHFD will not provide Fire Response unless requested through existing Mutual Aid agreements.
- FPS will still provide initial response to Lift Assist, Citizen Assist, and Medical Alarms unless medical transport is required.

This proposal is not intended to be a final agreement between the City of Farmington and City of Farmington Hills but a basic outline of services that would be provided by FHFD to FPS.

Sincerely,



Gary Mekjian  
City Manager



# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## Emergency Medical Services Proposal

January 18, 2024



HURON VALLEY  
AMBULANCE

A nonprofit community service.

# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

**Anticipated Services:** Ambulance service for the City of Farmington, Village of Milford, Milford Township, City of Northville, and City of Walled Lake.

### **Explanation of Proposal**

#### **Option A: Twelve (12) minute response time**

**HVA guarantees Priority I service, emergency response by an ambulance in twelve (12) minutes or less, after receiving a call for service, 90% of the time,** twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than thirty (30) minutes, after receipt of a call, 90% of the time.

#### **Option B: Ten (10) minute response time**

**HVA guarantees Priority I service, emergency response by an ambulance in ten (10) minutes or less, after receiving a call for service, 90% of the time,** twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than thirty (30) minutes, after receipt of a call, 90% of the time.

#### **Current Status Plan**

Our status plan in Southwest Oakland County includes two 24-hour units (stationed in South Lyon and New Hudson) and a 12-hour HRU (High Response Unit) that operates between 0800 and 2000. These three units respond to 911 emergencies in Lyon Twp, Salem, South Lyon, and Wixom.

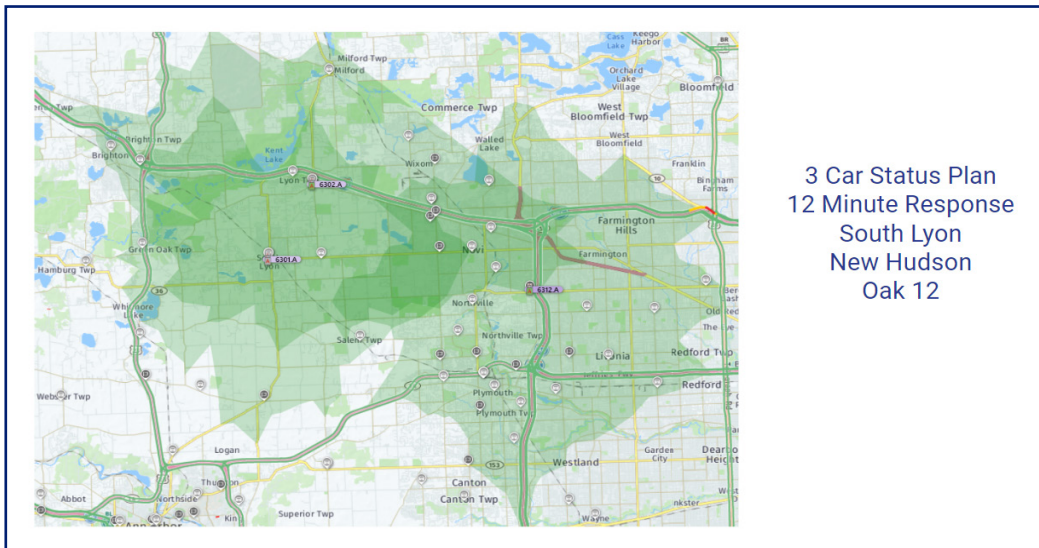


# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

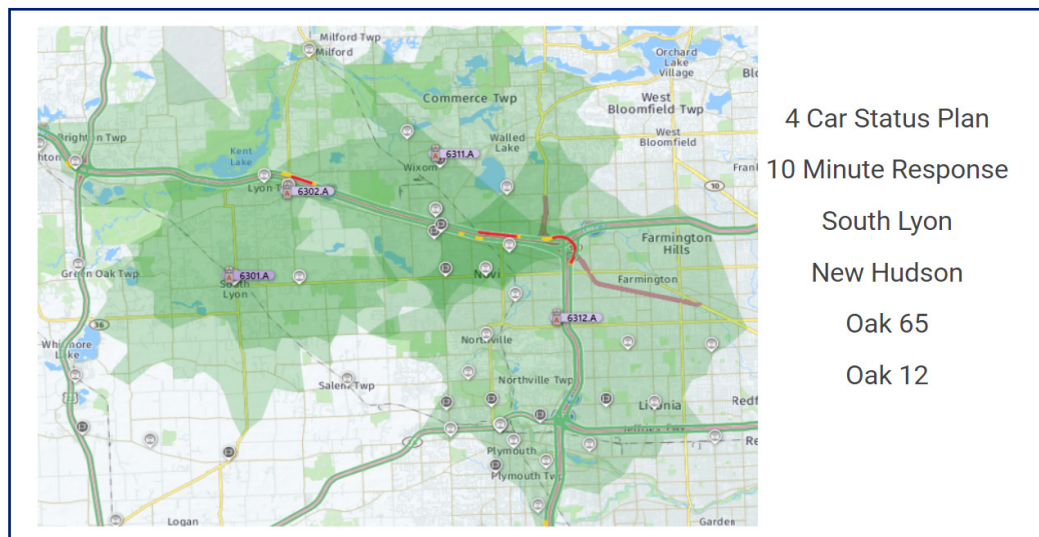
### Proposed Status Plans

**Option A Status Plan** – The Tier 1 plan adds an additional 12-hour HRU during the day and a 12-hour HRU during the night. This plan has a goal of 4 ALS ambulances providing coverage during the day and 3 ALS ambulances at night.



3 Car Status Plan  
12 Minute Response  
South Lyon  
New Hudson  
Oak 12

**Option B Status Plan** – The Tier 2 plan adds an additional 12-hour HRU during the night. This plan has a goal of 4 ALS ambulances providing coverage 24 hours a day.



4 Car Status Plan  
10 Minute Response  
South Lyon  
New Hudson  
Oak 65  
Oak 12



# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

**Charges** – Ambulance charges are set annually on January 1st by our Board of Trustees.

**Contracted Ambulance Services** - HVA contracts with and is an In-Network provider with Medicare, Medicaid, and Blue Cross Blue Shield. Additionally, HVA has working relationships with many of the other major insurers.

### 2024 Rates

- ALS 2 (Critically ill) - \$1,182
- ALS Emergent - \$1,011
- BLS Emergent - \$880
- BLS Non-Emergent and BLS Prescheduled- \$811
- Mileage - \$17.25 per loaded mile

New Medicare rates are published on January 1 and the Board will determine charges for the next year. HVA services over 50 units of government and it would be impractical to obtain permission for reasonable rate changes each year. HVA would request advanced permission from the city to raise charges by up to 5% each year, with increases above 5% requiring city approval.

### Supplemental Operational Information

**HVA Subscription Program.** HVA offers a membership/subscription program to residents of our service area who wish to support our community ambulance service while receiving no out-of-pocket costs for ambulance transport. This program can also be very helpful to those who have high-deductible health plans. The current cost is \$42 per year, depending on whether health insurance is available.

**HVA Charitable Care Policy.** The HVA Board of Trustees has established a charity care policy for those that may be unable to afford ambulance services. The policy provides for three levels. For patients/families with incomes at 100% of federal poverty guidelines (up to \$30,000 for a family of four), our charges are written off.

# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

For patients/families with incomes at 200% or less of federal poverty guidelines (up to \$60,000 for a family of four), the charges are reduced by 50% of Medicare allowable rates. For patients/ families who earn less than 300% of federal poverty guidelines (up to \$90,000 for a family of four) the maximum charge we apply is the Medicare allowable rate. Patients must request consideration and provide information which establishes family income levels.

**ALS Intercept** – In the event that a patient is already loaded into a BLS ambulance, regardless of whether transport has been initiated, HVA will provide an ALS Intercept. HVA paramedics will take over and provide ALS care while the patient is transported in the BLS ambulance. This will allow the BLS transporting agency to bill insurance at an ALS level. A reimbursement of \$135.00 to HVA for each ALS intercept service.

**Mutual Aid and Mass Casualty Preparedness** – The average number of ALS ambulances for a disaster – Up to 15 internally, plus many more via mutual aid. Typical response time is 5-30 minutes. HVA has a Disaster and Mass Casualty Operations Plan that can be shared.

**Incident Standby** – HVA will provide standby units from those assigned to the coverage as needed. Police Department Requested Blood Draws – HVA paramedics can perform evidentiary blood draws at a rate of \$135.00 per request.

**Quality Assurance Program** – Quality is perhaps the most important thing that we concentrate on. HVA has a quality assurance program which meets or exceeds the requirements of the MDHHS EMS Division and the Commission on Accreditation of Ambulance Services. The HVA Board of Trustees also has a committee devoted to Quality. Here are examples of how we provide safe and high-quality healthcare services to our patients:

**Continuous Quality Improvement Measures - Data Collection:** The QI Plan begins with the collection of data related to various aspects of EMS care, such as response times, patient outcomes, adherence to protocols, and patient satisfaction. This data is collected from various sources, including EMS records, patient surveys, and feedback from hospital partners.

# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

**Data Analysis:** The collected data is then analyzed to identify trends, patterns, and areas of concern. This analysis helps in identifying potential areas for improvement and determining the effectiveness of current practices.

**Performance Metrics:** The QI Plan establishes performance metrics and benchmarks to measure the quality of care. These metrics may include response time targets, successful resuscitation rates, adherence to clinical protocols, and patient satisfaction scores. By comparing actual performance against established benchmarks, areas for improvement can be identified.

**Quality Improvement Initiatives:** Based on the findings from data analysis and performance metrics, targeted quality improvement initiatives are developed. These initiatives may include training programs, protocol updates, equipment enhancements, and process improvements. The initiatives are designed to address identified gaps and improve the overall quality of care provided by EMS personnel.

**Implementation and Monitoring:** The identified quality improvement initiatives are implemented, and their progress is monitored. This involves tracking changes in key performance metrics, gathering feedback from EMS personnel and stakeholders, and conducting periodic audits to ensure compliance with established standards and protocols.

**Education and Training:** The QI Plan recognizes the importance of ongoing education and training for EMS personnel. Regular training sessions, workshops, and continuing education programs are provided to enhance the knowledge and skills of the EMS team. This ensures that they stay up to date with the latest advancements in emergency care and best practices.

**Continuous Feedback Loop:** The QI Plan promotes a culture of continuous improvement by actively seeking feedback from EMS personnel, patients, and other stakeholders. Regular communication channels are established to encourage the reporting of incidents, near-misses, and suggestions for improvement. This feedback is crucial in identifying system-wide issues and implementing corrective actions.

**Documentation and Reporting:** The entire QI process is documented, and reports are generated to provide a comprehensive overview of the quality improvement efforts. These reports highlight the

# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

progress made, areas of success, and areas that require further attention. The reports are shared with key stakeholders, including EMS personnel, management, and regulatory bodies.

One key quality data metric we use is patient satisfaction scores. HVA consistently scores high in random samplings of our patient encounters. Over the past 18 months, HVA's average overall satisfaction score was 93.6%, which is fantastic.

The Emergent Health Partners EMS QI Plan is a dynamic and evolving framework that focuses on continuous improvement and patient-centered care. By systematically analyzing data, implementing targeted initiatives, and fostering a culture of learning, Emergent Health Partners strives to provide the highest level of quality and safety in emergency medical services.

Recording Capability – HVA has recording capability and archives all files for a minimum of three years.

**Base of Operations** – HVA's operations will be based out of our Plymouth station located at 1270 Goldsmith St. With additional resources deployed from our New Hudson station. Our dispatch center is located at 1200 State Circle, Ann Arbor, MI in HVA's headquarters building.

**Restocking of Medical Supplies** – HVA can provide a plan for restocking expendable medical supplies that meets Medicare/Medicaid reimbursement regulations and guidelines.

**Commission on Accreditation of Ambulance Services** - HVA has been CAAS accredited since 1993.

# FARMINGTON, MILFORD, NORTHVILLE & WALLED LAKE

## EMS Proposal

### FEE PROPOSAL

We the undersigned, as proposer, propose to furnish to the City of Novi according to the specifications, terms, conditions, and instructions attached hereto and made a part of the response:

#### **ADVANCED LIFE SUPPORT/AMBULANCE/PARAMEDIC**

Prices listed will be the **monthly subsidy** required by the service provider to maintain the required service level at the response time indicated.

#### **Option A: Required Response Time Standard: 12 minutes 00 seconds for 90% of Priority 1 Service**

<b>Initial Contract</b>	<b>Cost per month</b>
Year 1	\$ 0
Year 2	\$ 0
<b>Renewal Options</b>	
Year 3	\$ 0
Year 4	\$ 0
Year 5	\$ 0

#### **Option B – Required Response Time Standard: 10 minutes 00 seconds for 90% of Priority 1 Service**

<b>Initial Contract</b>	<b>Cost per year</b>
Year 1	\$ 350,000
Year 2	\$ 350,000
<b>Renewal Options</b>	
Year 3	\$ 350,000
Year 4	\$ 350,000
Year 5	\$ 350,000





*Customized to meet municipal needs...  
...and the needs of its patients.*



*Contract Emergency Medical Services*

Since 1986

*City of Farmington  
Public Safety*

**Providing:**

Emergency Medical Equipment

Rescue Diver Paramedics

Paramedic Firefighters

Ambulances

Paramedics



**Metro**

Paramedic Services, Inc.

*a division of  
Superior Ambulance Services, Inc.*

395 W. Lake Street    Elmhurst, Illinois 60126    Ph. 630.903.2400



January 19,2024

Comprehensive Proposal for ALS EMS Staffing

Bob Houhanisin, Director of Public Safety  
City of Farmington  
23600 Liberty Street  
Farmington, MI. 48335

Dear Director Houhanisin

It is a pleasure to have the opportunity to provide a proposal for Emergency Services staffing including an Ambulance with your City. We believe our success lies in our grass roots family orientated methods and our approach to salaries, benefits and our commitment to our employees along with the customers that we serve. We are most proud of our ability to develop programs to meet the needs of the clients we serve and approach our relationships as partnerships, working as a team to ensure we are providing the highest quality at the best cost.

Our proposal begins by highlighting our many years of experience and levels of service. Our proposal describes our dedication to safety, customer service and quality.

Metro Paramedic Services, Inc. will provide high quality, responsible employees to your City. Within our Exhibits, you will find reference letters written by Fire Chiefs and employees discussing the smooth transition when we obtain their business. Our HR Manager will work with the employees on-site in Farmington to onboard them as employees of Metro.

Our proposal that we prepared for you is rather extensive and we hope to highlight several areas that we believe differentiates us from our competitors.

**Pricing for Six (6) Full Time Personnel with ambulance with Metro to be the provider:**

**A fixed monthly cost of \$28,415.67 per month or \$340,988.00 annual subsidy**

**An additional component of this model is the \$423,000 of revenue sharing. This is the estimated at-risk amount that is deducted from the total cost of the agreement to determine your fixed monthly cost. See below**

<b>Total Annual Cost of the Services</b>	<b>\$766,830</b>
<b>Less Service Fees Collected (est.)</b>	<b>\$423,000.00 (collected in 2022-2023)</b>
<b>Realized Cost of Services</b>	<b>\$343,830 or \$28,652.50 monthly</b>

**If the Service Fees (Transport Revenue) exceeds the \$423,000 threshold, the additional funds will be returned to the City. If the Service Fees collected are less than \$423,000.00 an additional subsidy by the City shall be paid to Metro to meet the total cost of the agreement of \$766,830.00 in Year #1**

- The quote that we have provided is the maximum exposure to the City of Farmington. This is all inclusive of Workman’s Compensation related issues, sick time, vacation, etc.
- We believe we have a unique method of structuring our costs and utilize a “cost plus” system to exhibit an open process of showing all true costs to the City. We used the starting wages of \$22.54/hr or \$75,013.00 annually for the EMT-P’s and \$18.75/hr or \$62,400.00 annually for the EMT-B’s as we are all extremely aware of the current Paramedic shortage nationwide and we have executed additional methods of recruiting and retaining employees which is shown in our extensive proposal. This has led to a better retention and recruitment.
- Metro Paramedics Services, Inc. has an on-staff dedicated HR Department and HR Manager who is responsible for all the on-boarding, off-boarding, benefits, Workman’s Comp 24/7/365. We operate a system called Dayforce for all our payroll needs, which is easily accessible to all employees via a smart phone application. This is very user friendly. We also have a program called Dayforce Wallet, which allows the employees early access to payroll for hours worked prior to the payroll ending.
- Metro recognizes (1) of the employees assigned to the City of Farmington as our On-Site Contract Manager who is responsible for the scheduling of the employees along with sending in payroll in a timely fashion. We have a job description for this role.
- Our benefit package is detailed in the Exhibits and is very comprehensive with two (2) health benefit programs to select from. Reasonable costs and low deductibles to the employees.

As you review our proposal, you will see that our allegiance is to our employees and the communities that we serve. We have experienced a steady growth of greater than 45% over the past 2-year time span and believe that our successes lie in our commitment to those that we serve and the professional standards we demand.

I have included in our proposal a draft agreement for your review. If awarded a contract, we would agree to negotiate in good terms the details within the agreement.

Please feel free to contact us directly with any questions or concerns and once again, we thank you for the opportunity to share our business strategies with you. We look forward to speaking with you.

Respectfully,

*Heidi Hermes*

Heidi Hermes  
Executive Director of Business Development  
Metro Paramedics Services, Inc.  
(815) 685-8615  
Hhermes@metroparamedics.com

Paramedic/Firefighter Personnel Proposal  
City of Farmington, MI

***Table of Contents***

***Company Overview ..... 2***

***Overview of Proposal ..... 4***

***Company Philosophy Statement ..... 8***

***Special Expertise and Experience .....10***

***Competitive Advantage Metro Enjoys Over its Competitors:.....12***

***Fees.....14***

***Workload Management and Scheduling Practices .....14***

***Training Programs for Public and First Responder Agencies .....16***

***Expectations, Service Level and Primary Responsibilities .....16***

***Contract Personnel – Retention .....19***

***Additional Resources and Enhanced Services .....19***

***Keeping Costs of Service Low .....20***

***Hiring Process.....20***

***Illinois Fire Protection Citys/Municipalities that have terminated business with Metro  
Paramedics.....21***

***Contact.....21***

***Exhibits .....22***

***Exhibit 5 – Certificate of Insurance.....22***



## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

Metro Paramedic Services, Inc. is pleased to submit a proposal for contract firefighter- paramedic services to the City of Farmington

It is the intention of Metro Paramedic Services to meet and exceed the City's service level expectations for emergency response by providing the highest quality contract firefighter-paramedic staff and services. In addition, a shared objective of the Metro team assigned to the City is that the City finds that Metro's innovative solutions, problem solving and service delivery plan results in a reduction in the City's risks and an enhanced financial position for the City going forward.

### *Company Overview*

Metro Paramedic Services, Inc. (Metro), located at 395 W Lake Street, in Elmhurst, IL, was founded in 1986 to provide EMT-Basic personnel, EMT-Paramedic personnel, firefighter paramedics, rescue diver paramedics, ambulances and emergency medical equipment to rural, urban, and suburban communities and fire protection districts, as well as sports facilities and private industries throughout Illinois, Wisconsin, Indiana and Michigan.



## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

Metro is a privately held company and is affiliated with Superior Air-Ground Ambulance Service, Inc. (Superior), as both have common ownership. Superior began providing EMS services to DuPage County, IL in 1959 before such services were being offered through Fire Departments. Since 1959, Superior has grown to be the largest independent locally owned and operated private EMS provider in the greater Chicagoland area, and serves: Southeast Wisconsin, Rockford, IL, Lake County, IL, Northwest Indiana, and Detroit, MI. Through Superior and its affiliate companies, we employ over 4,000 individuals and operate a fleet of over 400 ambulances. By integrating the strong family values of integrity and character into our daily operations and corporate vision, Superior has created partnerships with over 100 renowned healthcare service providers throughout five Midwest states.



Superior's corporate headquarters are in DuPage County, IL, however, we operate from numerous ambulance stations throughout our service areas in Illinois, Indiana, Michigan, and Wisconsin. Our fleet of Air Medical Helicopters and Lear Jets are located in Wisconsin and DuPage County IL airports and may be an effective support asset for the City assignment, should the City need additional resources. Through our company and its affiliates, we currently service hundreds of municipalities, fire District, industrial facilities, and healthcare institutions. In each discipline, we are dedicated to supporting the communities we serve. Through our family of businesses in the Firefighting and EMS industry, we are uniquely positioned to watch trends develop in the industry and to provide specialized services, staffing, and equipment programs to our clients. Furthermore, as an industry

## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

leader, we provide internal training and certification, thus are able to retain quality staff while also offering career advancement opportunity and competitive salaries.

### ***Overview of Proposal***

Metro proposes forming a Public-Private Partnership with the City by providing the City with contracted firefighter-paramedics. The contracted personnel would essentially become a part of the City's team.

By contracting with Metro, the City will be insulated from the immeasurable and significant financial liabilities and risks associated with:

- Hiring
- Grievances or discipline issues
- Workman's Compensation Injuries
- Employee Turnover
- Job postings, applicant screening, interviews, pre-employment testing
- Regular and productive evaluation of employee job performance
- Internal investigations related to service delivery complaints
- Defending litigation in cases pertaining to disciplinary actions or wrongful terminations or medical malpractice
- Funding of Pensions
- Funding of Health Insurance
- Funding of Dental Insurance
- Funding of other miscellaneous fringe benefits
- Maintenance of appropriate staffing levels during training or vacancies resulting from FMLA leave or employee turnover

# Paramedic/Firefighter Personnel Proposal City of Farmington, MI

## ***Firm Information***

1. Name of Metro: Metro Paramedic Services, Inc.
2. Address: 395 W Lake St, Elmhurst, IL 60126
3. Name, telephone number, e-mail address and title of individual with authority to commit Metro:  
Michael Tillman, RPL, Vice President  
Office - 630-903-2480  
Cell – 630-596-7403  
Mtillman@metroparamedics.com

## ***A. Description of Organization***

1. Name of Organization: Metro Paramedic Services, Inc.
2. Metro: Metro Paramedic Services, Inc.
  - a. Year Metro was founded: 1986
  - b. List specific municipal or government accounts for which Metro provides services:
    - i. Please refer to **Exhibit 1** for the total number of current contracted communities.
    - ii. Please refer to **Exhibit 1** for highlighted current Illinois Fire Protection Districts, Wisconsin Fire Departments or Municipal accounts.
    - iii. Please refer to **Exhibit 1** for the total number of contract paramedics provided for each fire district or Municipal account.
    - iv. Please refer to **Exhibit 1** for the number of years the firm has provided personnel for each current Districts or Municipal accounts.
  - c. Metro Paramedic Services, Inc., or any of its representatives have not had any medical malpractice experience incurred within the last five (5) years.
  - d. FEIN: 36-3588834

Paramedic/Firefighter Personnel Proposal  
City of Farmington, MI

- e. References from lending institution doing business with Metro:

Carlos Cardenas and Diana Farlinger  
Hinsdale Bank & Trust  
A Wintrust Community Bank  
25 East First Street, Hinsdale, IL 60521  
Phone: 630-447-7353  
Fax: 844-255-0304

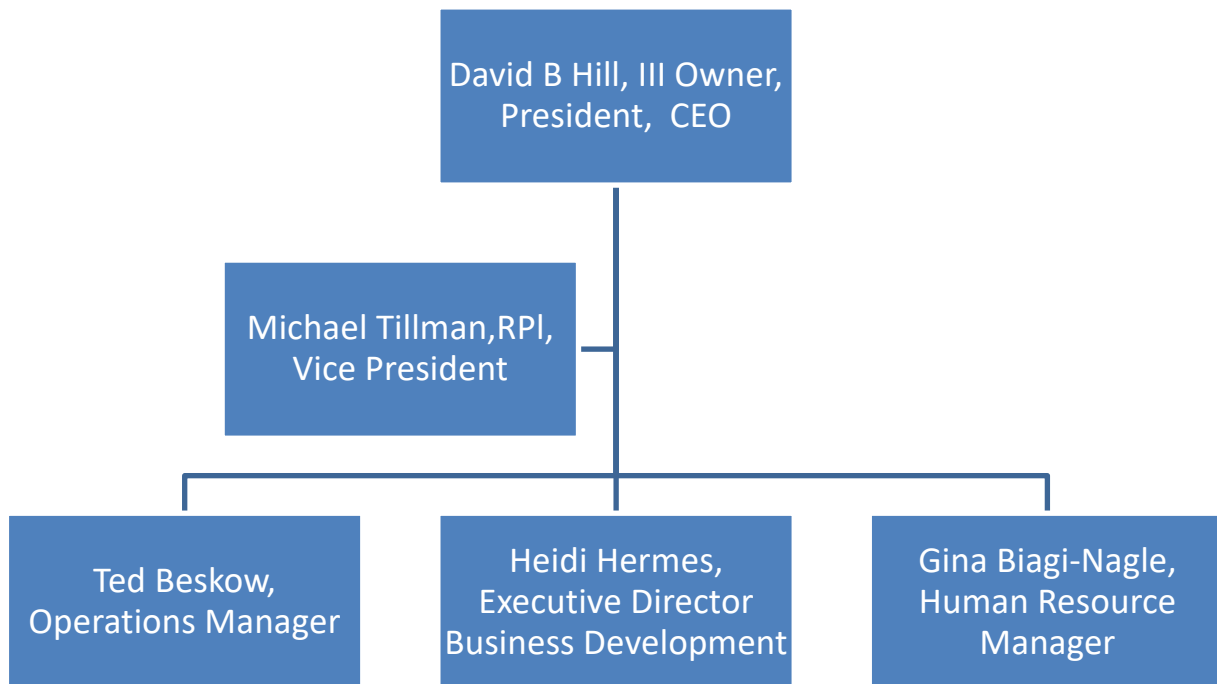
- f. References from insurance broker doing business with Metro:

Jordan Spinski  
Account Executive, Commercial Lines  
HUB International Limited  
9200 Ward Parkway, Suite 500  
Kansas City, MO. 64114



Paramedic/Firefighter Personnel Proposal  
City of Farmington, MI

**Organizational Chart**



# Paramedic/Firefighter Personnel Proposal City of Farmington, MI

## ***Company Philosophy Statement***

Metro's goal is to set the standard for providing excellent patient care, service, and reliability. Metro's purpose is to integrate its emergency response with the response of its client's fire Departments/City Public Safety Departments and exceed the expectations of its clients and its client's constituents.

## ***Managers, Relationship Managers, Administration***



### **David B. Hill, President and CEO:**

David B. Hill is our President and CEO, Mr. Hill's parents started Superior Ambulance out of a spare bedroom of their home in Bellwood, IL when EMS services were being provided by funeral homes in 1959. At one time, Superior handled all 9-1-1 Emergency Medical Responses for DuPage County and surrounding areas. Mr. Hill purchased the company from his parents in 1983, when Superior only had 28 employees. Through his vision, dedication, and management, Superior, and its affiliate companies, have grown to greater than 3200 employees with locations in four states. Mr. Hill is a graduate of the University of Illinois at Chicago. He is an active member of the American Ambulance Association, the Illinois State Ambulance Association, and the Michigan Association of Ambulance Services. Mr. Hill is a long-time resident of DuPage County and volunteers his spare time to various boards and charities.



### **Michael Tillman, RPL, Vice President:**

The Metro Group of companies has employed Michael Tillman since March 2003. Since then, he has managed contracted personnel on a daily basis. A Fenwick High School graduate, Michael started his career in 1994 as a Public Safety Telecommunicator, developing his Public Safety skills at

395 W. LAKE STREET, ELMHURST, ILLINOIS 60126  
(815)-685-8615. [Hhermes@metroparamedics.com](mailto:Hhermes@metroparamedics.com)

## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

Triton College and Jacksonville State University. He graduated from the Cook County Sheriff's Police Academy and became a sworn Law Enforcement Officer in 1997. After being shot in the line of duty, Michael retired from the Police City and began managing NORCOMM Public Safety Communications, Inc., which provides contract Public Safety Telecommunicators to municipalities and fire departments in addition to operating a consolidated 9-1-1 Center. In 2005, Michael was promoted to Executive Director, and was responsible for managing and overseeing NORCOMM'S consolidated 9-1-1 Center and several satellite 9-1-1 centers, as well as overseeing the installation and maintenance of NORCOMM's municipal wireless fire alarm systems. Michael is also a licensed private alarm Licensee and is the Licensee in Charge of NORCOMM's alarm division. In May 2011, he was promoted to Vice President of Metro Paramedics Services, Inc., NORCOMM Public Safety Communications, Inc., Paramedic Billing Services, Inc., and Superior Industrial Fire Services, Inc. Most recently, Michael graduated from the APCO Institutes', Registered Public Safety Leader Class. Ten accounts are under management and assigned to Mike.



### **Ted Beskow, Operations Manager:**

Ted Beskow is the Operations Manager for Metro Paramedics Services, Inc. and Superior Industrial Fire Services, Inc. Ted comes from the Fire Service where he served 20 years in positions ranging from Firefighter/Paramedic to Assistant Chief to Administration. He also served as a Fire City Trustee for 5 years. Ted has been an employee of Metro Paramedics Services, Inc. (Superior Air-Ground Ambulance) for 23 years and places emphasis on finance and efficiency. Ted currently manages Metro and Superior Industrial Fire accounts and has 27 years of personal Illinois/Wisconsin Fire Protection City and/or City management experience. Ted is a long-time Rotarian and Past President of the Fox Lake-Round Lake Area Rotary Club and resides in Ingleside with his family. 44 accounts are under management and assigned to Ted.

## Paramedic/Firefighter Personnel Proposal City of Farmington, MI



### **Heidi Hermes, Executive Director of Business Development:**

Heidi obtained her professional R.N. license in 1983 from St. Joseph Hospital in Joliet, IL. She spent several years working in the ICU as Assistant Manager of MICU and CICU at St. Joseph's prior to moving to Silver Cross Hospital ER in 1991. During her time at Silver Cross Hospital, she was the Trauma Coordinator and part-time House Supervisor. She also worked part-time as a deputy coroner for Will County until 2002. Heidi then began her career in the contract firefighter/paramedic business for the past 23 years. Her responsibilities included day-to-day operations of municipal, City and industrial contracts throughout the country. She brings a wealth of knowledge regarding pricing, interviewing, hiring, retention, along with networking with leaders in the industry. She has joined our team to continue to expand our organization.



### **Gina Biagi-Nagle, Human Resources Manager:**

Gina Biagi-Nagle is the Human Resources Manager exclusively dedicated to Metro Paramedics Services, Inc., Superior Industrial Fire Services, Inc., NORCOMM Public Safety Communications, Inc. and Municipal Management Services. She graduated from Illinois State University with a degree in Management and Qualitative Methods with a focus in Human Resources Management. Gina has been a Human Resources professional in the EMS industry for greater than 15 years with vast experience in all aspects of HR including, but not limited to recruiting, hiring, retention, benefits, compensation and employee relations. She has joined our organization to provide outstanding service and support to our employees. Gina is currently a member of the Society for Human Resources Management (SHRM) and resides in Mokena, IL with her husband and son.

# Paramedic/Firefighter Personnel Proposal City of Farmington, MI

## *Special Expertise and Experience*

Metro and our parent company, Superior Air-Ground Ambulance Service, Inc., are experts in the Fire and EMS industry. As summarized in detail throughout this proposal, our family of companies has been providing services to the DuPage County area since 1959. In fact, we pioneered the contract paramedic service concept in 1975 with the City of Elmhurst, IL. We continue to provide service to Elmhurst today by providing paramedics and ambulance vehicles. Due to our successful contract paramedic and ambulance model with the City of Elmhurst, Metro Paramedic Services was started in 1986 to provide EMT-Basic personnel, EMT-Paramedic personnel, EMT-Paramedic Firefighters, rescue diver paramedics, ambulances and emergency medical equipment to rural, urban, and suburban communities and fire protection departments.

**In addition, Metro has provided reference letters from its employees who Metro recently hired during a contract transition, which illustrates Metro's ability to complete contract transitions successfully. City of Farmington is strongly encouraged to contact Metro's employee references about the employees' experience with Metro's transition. Metro ensures that its employees are 100% satisfied with their new employer. Exhibits contain letters from some of these Metro employees.**

Metro provides fire and/or emergency medical services today to numerous municipalities, fire protection districts, industrial facilities, healthcare institutions, and sports complexes throughout four (4) states. Our parent company, Superior Air-Ground Ambulance Service, Inc. **provides EMS services to major sport venues** such as the **United Center** for all home **Chicago Bulls** games, **Chicago Blackhawks** games and concerts/events; **Wrigley Field** for all home **Chicago Cubs** games and concerts; **Guarantee Rate Field** for all home **Chicago White Sox** games; **Toyota Park** for all home **Chicago Fire** games and concerts; and **Soldier Field** for all home **Chicago Bears** games as well as providing service to the Chicago Dogs, Chicago Sky, Northwestern University, the Detroit Pistons and Detroit Lions, **Impact Field** for all home **Chicago Dogs** games, and numerous other special events.



## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

2004

2005

2004

1994

1998

2007

2009

2013



2013



2009



2018

### ***Competitive Advantage Metro Enjoys Over its Competitors:***

Metro enjoys many competitive advantages over its competitors. As previously mentioned, our company is a subsidiary of one of the largest ambulance companies in the Midwest, operating 400 ambulance vehicles in the Chicagoland area alone. Therefore, our company benefits from economy of scales relevant to fleet purchases on vehicles, EMS equipment, and insurances.

- Back-up Ambulance/Equipment

For clients where Metro is not contracted to provide ambulance vehicles, we are able to provide Type I, Type II, and Type III back-up ambulances at all times at no additional cost for 30 days, then a rental fee is charged in the event our clients' primary/front line ambulance vehicles become inoperable or are out of service.

- Safety Program

All employees participate in the company's safety points program. The employees are rewarded for being safe while working. The employee can redeem their safety points for additional paid time off. This is an incentive we offer to all of our employees to keep the costs of Workers Compensation Insurance and Professional Liability Insurance costs at a reduced rate, which allows us to offer competitive pricing.

- Mass Casualty Response Unit

Metro Paramedic Services maintains, in partnership with Superior Ambulance, a comprehensively equipped and stocked mass casualty response unit. The response unit consists of a mass casualty trailer, which is towed by an emblazoned SUV. A two-person response team that would be familiar with the set up and operations of that unit staffs the

395 W. LAKE STREET, ELMHURST, ILLINOIS 60126  
(815)-685-8615. Hhermes@metroparamedics.com

12



## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

mass casualty unit. In addition to the response team, a supervisor would also respond to coordinate the set up and operation of the unit. The mass casualty unit is housed at our corporate headquarters in Elmhurst, IL and can be dispatched to the City of Farmington in the event of an incident that requires the field treatment and stabilization of a large number of patients resulting from a single incident. Metro would make this unit available on an as needed basis to Farmington at no additional cost to the City.

Other competitive advantages our firm enjoys over its competitors are mentioned throughout the remainder of the proposal, such as:

- Our ability to provide state of the art scheduling and payroll software. Further details under Workload Management and Scheduling Practices.
- Target Solutions for online continued training – can be toggled with the Fire Department’s Target Solutions if used.

# Paramedic/Firefighter Personnel Proposal

## City of Farmington, MI

### ***Fees***

**Primary Proposal:**

**See Cover Letter**

### **. Workload Management and Scheduling Practices**

Dayforce® is a global HCM software platform that transforms the employee's experience. It unifies data from across the entire employee lifecycle to enable better decision-making at every level. Dayforce® is a comprehensive cloud platform that combines HR, payroll, benefits, workforce management, and talent management in a single application. Dayforce's scalable HCM software is built with a single, flexible rules engine combined with real-time updates and calculations that help address complex regulatory requirements.

Traditionally, payroll admins have been unable to access their data until after the pay period had ended, and consistently ran out of time for audits. Dayforce HCM software has a single, flexible rules engine for time and pay. This means that pay is calculated continuously throughout the pay period, giving administrators the time, they need to produce high-quality pay.

With data stored in a single, central location, get data-driven insights across all HR functions so you can make better decisions for the entire employee lifecycle. Dayforce HCM software eliminates the need for complicated integrations to simplify workflows, increase accuracy, and enhance compliance.

Dayforce® allows the user to obtain the right data to the right people at the right time. Dayforce HCM software provides critical data-driven insights to help the user make fast, informed decisions. Sophisticated predictive technologies help align business strategy with daily operations.

Employees can access Dayforce HCM software using the device of their choice on web or mobile. Dayforce® is easy to learn and easy to operate. It gives employees control of their data with anytime access, and helps organizations make sure their employee information is accurate and up to date.

## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

Dayforce<sup>®</sup> improves operational efficiency. Say goodbye to manual, inefficient processes. Workforce management software allows Metro to quickly deploy schedules to staff, review timesheets and make edits before approving pay. Employees can also use the Dayforce mobile app to get the latest workforce management updates.

Workforce management software helps ensure managers stick to company budget guidelines. Warnings can be set up to flag labor costs, such as overtime, that are outside the budget and need to be resolved before pay can be finalized. Managers can then make changes to shifts to make sure everything is on target.

Dayforce<sup>®</sup> helps Metro comply with current law and policies, even as they change. From legislative rules at the federal, state and local levels to internal company policies, workforce management software pulls in real-time information that can be configured to monitor the most complex scenarios.

Tailor employee benefits - Employees can get benefits specifically tailored to their profile in Dayforce. Admins just need to define the eligibility rules, and Dayforce employee benefits management software can present the employee with choices that apply to them, based on their HR information.

Make informed decisions - Support tools give information about each of the available benefit plans to help employees choose the best option for their specific needs. Comparative tools in employee benefits management software help employees to see the impact of multiple plan options simultaneously.

Save time on process and eliminate employee frustrations. Eliminate extra steps thanks to a single system that ties benefits to payroll and time information. When an employee selects their benefits option, the employee benefits management software updates their payroll info automatically, saving time on admin work.

Our Company also introduced a new benefit to its employees by using a product called Dayforce Wallet. Dayforce Wallet gives our employees greater control over their financial well-being with real-time access to their earnings at no additional costs. Our employees will be able to access at least 50% of their earnings in advance of the payday by using a debit card that gives them direct access to their earnings.

Paramedic/Firefighter Personnel Proposal  
City of Farmington, MI

***Training Programs for Public and First Responder Agencies***

Metro, through its parent company, Superior Air-Ground Ambulance Services, Inc (Superior) Education and Training Division, can provide the following training to all of City's first responders at the request of the City of Farmington and at no additional cost to the City:

- CPR
- CPR Instructor
- HIPAA compliance for both field and administrative personnel
- Blood-Borne Pathogens (including TB testing and N95 mask fit-testing)
- Harassment Awareness
- Lifting/Moving
- Report Documentation
- Driver Training (Coaching the Emergency Vehicle Operator 3- Ambulance)
- START/JUMPSTART Triage
- Incident Command (ICS100, ICS200, ICS300, ICS400, NIMS)
- Lifting and moving of cot, stair chair, patient transferring, and ambulatory assist.
- Training on Stryker Power-Pro power-cot.
- Training on specialty equipment (i.e. Bariatric ambulance/equipment)

Superior also employs instructors who are a member of the American Heart Association Training Center Faculty (TCF). A TCF has the ability to train members as CPR Instructors.

Metro will train and certify all its employees, who are to be assigned to the City, as certified CPR Instructors. Metro employees, who are assigned to the City, will provide CPR training to the public at the request of the City and at no additional cost to the City.

***Expectations, Service Level and Primary Responsibilities***

- Metro will provide qualified personnel to perform paramedic duties as assigned by the Fire Chief or his designee, and in accordance with all applicable laws and regulations of the State of Illinois, any applicable municipal ordinances, and policies and procedures of the City and the City's medical control. All regular and replacement personnel serve under the supervision of the City's Fire Chief or his designee.

## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

- Metro will maintain training and certification records for its employees assigned to the City and provide to City as requested.
- Metro employees assigned to the City will possess and maintain a valid Driver's License issued by the Michigan Secretary of State and provide a copy to the City as requested.
- All personnel provided will carry current Michigan EMT-P/NREMT-P or an EMT-B license where applicable. Metro will provide copies to the City per request.
- All personnel provided will be qualified to drive an ambulance and operate all necessary equipment.
- Metro employees will perform routine apparatus/vehicle checks to ensure proper working order.
- Metro employees shall perform routine maintenance of all assigned equipment, facilities, station uniforms and PPE in accordance with the City guidelines and policies.
- Metro employees shall provide station tours upon request.
- All personnel provided shall continue their professional education to meet the ongoing requirements of the Michigan Department of Public Health, the local EMS systems, and any other applicable certifying agencies.
- Metro and its employees will develop and maintain good working relationships with all other health care, first responder, law enforcement, fire, rescue, and dispatch organizations and personnel. Metro employees shall follow the rules, regulations, personnel policies and Standard Operating Guidelines of the City and the local EMS system.
- Metro always ensures courteous and professional conduct of field and office personnel. Metro will maintain neat, clean, and professional appearance of its personnel.
- Metro will work to fulfill the mutually beneficial automatic and mutual aid support agreements with other area providers.
- Metro employees shall be responsible for accurately gathering all the required patient information for the patient care report and billing statements as required by the City, Illinois Department of Public Health, and the local EMS System.
- Metro will comply with all Federal and State employment laws including but not limited to the Fair Labor Standards Act, Age Discrimination Act, and Title VII of the Civil Rights Act.
- Any potential employees shall be interviewed by the fire chief or his/her designee prior to selection. The fire chief shall have the authority to accept or reject any of Metro's employees or applicants for the City. From time-to-time disciplinary issues may arise that involve an employee of Metro. Metro will work closely with the fire chief to effectively address the situation. Possible actions may include but are not limited to oral reprimand, written reprimand, suspension, or removal from the Fire City contract.

## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

- All Paramedics/EMT-B employed by Metro and assigned to the City are employees of Metro and not the City. Metro is responsible for payment of all wages, FICA withholding, income tax withholding, unemployment insurance, worker's compensation insurance, General and Professional Liability insurance, benefits, and all other requirements of local, state or federal law.

### ***Recruiting Practices***

We recognize the imperativeness of attracting the best candidates and strive to retain these individuals. Our job postings are displayed on numerous recruiting platforms including, our company website, company social media pages and numerous job boards such as Indeed, Zip Recruiter and Glassdoor among others. In an effort to help attract talented individuals, we offer a substantial sign on bonus to new hires, offer competitive wages, provide tuition reimbursement which includes paramedic school and fire academy.

In addition, we complete the hiring process with Metro on site at the City in order to provide convenience to the new hire along with streamlining the hiring timeframe.



## Paramedic/Firefighter Personnel Proposal City of Farmington, MI

### ***Contract Personnel – Retention***

Our organization prides itself on being a progressive, innovative organization uniquely positioned to meet the needs of ever-changing environments. Upon approval of a contract, Metro will continue to work closely with the City to interview, test and hire applicants who are intended to be assigned to the City. Our personnel will be trained in customer service, defensive driving, patient handling, documentation, and many other aspects of Emergency Medical Services. Additionally, all applicants undergo extensive background checks, drug screening and an NFP A 1582 physical fitness examination.

Metro strives to be a true partner with the communities we serve; therefore, at any time that the City determines that an individual is not a “perfect fit” for the City, Metro will replace the employee with an interim qualified employee and shall provide a permanent replacement acceptable to the City within a reasonable period.

Metro provides its employees with a comprehensive and competitive benefits package which is summarized in this proposal. Metro is able to successfully mitigate turnover by effectively recruiting and retaining quality personnel using a complex interview process that ensures Metro is hiring loyal and dedicated personnel.

### ***Additional Resources and Enhanced Services***

Contracting with Metro Paramedics for Firefighter/Paramedic personnel will provide the City with enhanced services and place the City on Metro’s PREFERRED CLIENT list for additional services, should the City be interested in these additional services. Below is a list of services that Metro can provide, which will provide an enhancement to the City, and which will be provided to the City as a PREFERRED CLIENT on Metro’s highest level of response:

- Use of specialized EMS vehicles. EMS Golf Carts and EMS bicycles are available to the City, upon request, which can be used for large scale events such as festivals or parades.

## Paramedic/NREMTP Services Crete Township Fire Protection City

---

- High level emergency response capabilities including a fleet of ambulances, medics, and Superior's Air Medical Helicopter for extraordinary emergency situations. Our Air Medical Helicopter is located at the DuPage airport and will be available to the City for landing zone drills and/or mass casualty incidents or drills. (Please refer to **Exhibit 4** for additional information about our air medical program).

### ***Keeping Costs of Service Low***

We also provide a Safety Incentive program to all of our employees. This program helps keep the cost of our Workman's Compensation insurance low. This program is designed to reward the employees as an individual for personal safety successes. The employees are awarded points for each hour worked without any safety infractions. The points are tracked on the employee's paycheck stub. The points can be accumulated indefinitely with no limit and can be exchanged for additional paid time off.

### ***Hiring Process***

All new applicants must participate in the Company's application and interview process. Once the employee has been offered a conditional offer of employment, the employee must consent to a drug test, a fingerprint based Criminal Background Check, physical fitness examination NFPA (1582) and the employee must provide a Driver's License Abstract from the Division of Motor Vehicles. Metro will ensure that annually all Metro employees assigned to the City are physically and medically able to perform the requirements of the City.

Paramedic/NREMTP Services  
Crete Township Fire Protection City

---

***Illinois Fire Protection Districts/Municipalities that have terminated business with Metro Paramedics***

2020 – Warrenville Fire Protection District elected to hire their own personnel and no longer utilize contract service.

2021 – Cicero Fire Department elected to hire their own personnel and no longer utilize contract service.

2023 – Park Forrest elected to hire their own personnel and no longer utilize contract service.

2023 – Sandwich Fire Protection Districted elected to hire their own personnel and no longer utilize contract service.

**\*\*\*Note: Metro Paramedics has not lost a contract to another vendor.**

***Contact***

We thank the City of Farmington for the opportunity to provide a proposal for Emergency Services. It is our hope that through the enclosed material you will find our organization is best qualified to work on behalf of your community.

Please feel free to contact myself at: 815-685-8615 (Heidi Hermes) to request any additional information. Or you may reach me at [Hhermes@metroparamedics.com](mailto:Hhermes@metroparamedics.com)

395 W. LAKE STREET, ELMHURST, ILLINOIS 60126  
(815)-685-8615 . [Hhermes@metroparamedics.com](mailto:Hhermes@metroparamedics.com)

Paramedic/NREMTP Services  
Crete Township Fire Protection City

---

***Exhibits***

Exhibit 1 – List of Municipalities and Districts, Personnel Provided and Service Years

Exhibit 2 – Employee Benefits

Exhibit 3 – Sample Contract with Fee Schedule

Exhibit 4 – Certificate of Insurance

Exhibit 5 – Letters of References

# Exhibit 1

# Metro

Paramedic Services, Inc.

Customized to meet  
the needs of the Fire  
Service  
Industry



City of Elmhurst  
Chief Dick Dufort  
209 York Street  
Elmhurst, IL 60126  
Providing: 15 PM  
Since 1977



Exxon Mobil Refinery  
Chief Mike Smith  
25915 S. Frontage Road  
Channahon, IL 60410  
Providing: 4 M  
Since 2001



Fox Lake FPD  
Chief Ed Lescher  
306 Washington Street  
Ingleside, IL 60041  
Providing: 23 FF/PM  
Since 1989



Grayslake FPD  
Chief Dan Pierre  
160 Hawley Street  
Grayslake, IL 60030  
Providing: 6 FF/PM  
Since 2009



Greater Round Lake  
FPD  
Chief Greg Formica  
409 W. Nippersink Road  
Round Lake, IL 60073  
Providing: 12 FF/PM  
Since 1989



Village of Roselle  
Chief Mark Bozik  
100 E. Maple Avenue  
Roselle, IL 60172  
Providing: 9 FF/PM  
Since 2009



Elwood FPD  
Chief Chris Locacius  
309 W. Mississippi  
Street  
Elwood, IL 60421  
Providing: 14 FF/PM & 5  
FF/EMT  
Since 1994



Bourbonnais FPD  
Chief Jim Keener  
1080 Armour Road  
Bourbonnais, IL 60914  
Providing: 6 FF/PM  
Since 2009



Village of Mundelein  
Chief Bill Lark 300  
Plaza Circle  
Mundelein, IL 60060  
Providing: 6 FF/PM  
Since 1999



First FPD of Antioch  
Chief Jon Cokefair  
835 Holbek Drive  
Antioch, IL 60002  
Providing: 21 FF/PM  
Since 2013



# Metro

Paramedic Services, Inc.

Customized to meet  
the needs of the Fire  
Service  
Industry



Village of Elmwood Park  
Chief Mike Terzo  
7 Conti Parkway  
Elmwood Park, IL 60707  
Providing: 6 FF/PM  
Since 2013



Village of Crete  
Deputy Chief Mike  
Einhorn  
524 W. Exchange Street  
Crete IL 60417  
Providing 6 FF/PM  
Since 2019



Village of Glen Ellyn  
Chief Chris Clark  
524 Pennsylvania  
Avenue  
Glen Ellyn, IL 60137  
Providing: 12 FF/PM  
Since 2014



Beecher FPD  
Chief Joe Falaschetti  
711 Penfield Street  
Beecher, IL 60401  
Providing: 7 FF/PM  
Since 2019



Glen Ellyn Volunteer  
Fire Admin Nicole  
Shanley 681 Taft  
Avenue,  
Glen Ellyn, IL 60137  
Providing: 2 FF/EMT  
Since 2015



North Park FPD  
Chief Joel Hallstrom  
600 Wood Avenue  
Machesney Park, IL  
61115  
Providing: 3 FF/PM  
Since 2019



Village of Steger  
Chief Mike Long  
3320 Lewis Avenue  
Steger, IL 60475  
Providing: 3 FF/PM  
Since 2016



Minooka FPD  
Chief Al Yancey  
7901E. Minooka Road  
Minooka, IL 60447  
Providing: 16 FF/PM &  
2 FF/EMT  
Since 2020



Newport Township FPD  
Chief Mark Kirshhoffer  
39010 Caroline Avenue  
Wadsworth, IL 60083  
Providing: 7 FF/PM  
Since 2016



Village of Lyons  
Chief Gordon Nord  
4043 Joliet Avenue  
Lyons, IL 60534  
Providing: 6 FF/PM  
Since 2020

# Metro

Paramedic Services, Inc.

Customized to meet  
the needs of the Fire  
Service  
Industry



Stillman FPD  
Chief Chad Hoefle  
200 S. Rural Street  
Stillman Valley, IL  
61084  
Providing 3 PM/FF  
Since 2021



Village of Rosemont  
Chief Joseph Rivera  
9501 W. Devon Avenue  
Rosemont, IL 60018  
Providing: 12 FF/PM  
Since 2020



Village of Westmont  
Chief Steve Riley  
6015 S. Cass Avenue  
Westmont, IL 60559  
Providing: 14 FF/PM  
Since 2020



Village of Darien  
Chief Bruce  
Vanderveen  
24 N. Wisconsin Street  
Darien, WI 53114  
Providing: 6 EMT/FF &  
PM/FF  
Since 2021



City of Wheaton EMS  
Manager David  
DiClementi  
1 Fapp Circle  
Wheaton, IL 60187  
Providing: 19 FF/PM  
Since 2020



Bloomfield Genoa City  
Fire & Rescue  
Chief Fred Schalow  
1113 Clover Road Pell  
Lake, WI 53157  
Providing: 3 PM/FF  
Since 2021



Troy FPD  
Chief Paul Hertzmann  
700 Cottage Road  
Shorewood, IL 60404  
Providing: 18 FF/PM  
Since 2020



Northwest Homer FPD  
Chief Ken Vrba  
16152 W. 143rd Street  
Lockport, IL 60491  
Providing 6 PM/FF  
Since 2021



New Lenox FPD  
Chief Adam Riegel  
261E. Maple Street New  
Lenox, IL 60451  
Providing: 32 FF/PM &  
FF/EMT  
Since 2021



Burlington Community  
FPD  
Chief Mike Tiedt  
157 South Street  
Burlington, IL 60109  
Providing 3 PM/FF  
Since 2021



# Metro

Paramedic Services, Inc.

Customized to meet  
the needs of the Fire  
Service  
Industry



Village of Winthrop Harbor  
Chief Rocco Campanella  
830 Sheridan Road  
Winthrop Harbor, IL 60096  
Providing: 3 FF/PM  
Since 2021



Winnebago County Fire Protection District 1  
Chief Kim Steward  
115 W. Howard Street  
Durand, IL 60124  
Providing 3 PM & 3 EMT-B  
Since 2023



Forest View Fire Department  
Chief Mark Jones  
7010 46th St, Forest View, IL 60402  
Providing 6 P/FF  
Since 2023



Addison FPD  
Chief Erik Kramer  
10 Addison Road  
Addison, IL 60101  
Providing 6 PM/FF  
Since 2022



North Boone District #3  
Chief EJ Dilonardo  
305 W. Grove Street  
Poplar Grove IL 61065  
Providing 3 PM & 2 EMT-B  
Since 2023



City of Belvidere  
Chief Shawn Schadel  
401 Whitney Boulevard  
Belvidere, IL 61008  
Providing 6 PM & 6 EMT-B  
Since 2023



Crete Township Fire Protection District  
Chief: Don Radtke  
26730 S. Stoney Island Avenue  
Crete, IL. 60417  
Providing 6 P/FF's  
Since June 1, 2023



Win-Bur-Sew Fire Protection District  
Chief: Dave Loria  
110 E. Main Street  
Winnebago, IL. 61088  
Providing 3 P/FF's and 3 B/FF  
Since June 1, 2023



Boone County Fire Protection District #2  
Chief Brian Kunce  
1777 Henry Luckow Lane  
Belvidere IL 61008  
Providing 3 PM & 3 BFF  
Since 2023



South Chicago Heights Fire Department  
Chief: Chad Vliestra  
185 W. Sauk Trail  
South Chicago Heights, IL. 60411  
Providing 3 P/FF's  
Since 2017

# SUPERIOR INDUSTRIAL FIRE SERVICES, INC.

*Customized to meet  
the needs of the Fire  
Service  
Industry*



Marathon Petroleum  
Chief John R. Wright  
301 St. Paul Park Road  
St. Paul Park, MN 55071  
Providing 5 EMT/FF  
Since 2021



Phillips 66 Wood River  
Chief Richard Haase  
900 S. Central Avenue  
Roxana, IL 62084  
Providing 10 EMT/FF &  
2 Admin Assistants  
Since 2022



BMW Manufacturing  
Co.  
Chief Geoffery McLean  
P.O. Box 11000  
Spartansburg, SC.  
29304  
Providing 40 EMS/FF  
Since 2023

# Exhibit 2





**NORCOMM**  
PUBLIC SAFETY COMMUNICATIONS, INC.

**Metro**  
Paramedic Services, Inc.

**SUPERIOR** INDUSTRIAL  
FIRE SERVICES, INC.



CLICK TO EXPLORE YOUR  
BENEFIT OPTIONS 

# 2024 BENEFITS GUIDE

January 1 – December 31, 2024



# Welcome!

Your benefits are an important part of your overall compensation. We are pleased to offer a comprehensive array of **valuable benefits to protect your health, family and way of life**. This guide answers some of the basic questions you may have about your benefits. Please **read it carefully**, along with any supplemental materials you receive.



## ▶ What's Inside

Eligibility & Enrollment .....	3
Medical Plans .....	4
How the HSA Works .....	5
Medical Plan Overview .....	6
Medical Resources .....	7
Dental Plans .....	8
Vision Plans .....	9
Flexible Spending Accounts (FSAs) ....	10
Commuter Benefits .....	11
Life and AD&D .....	12
Disability .....	13
Voluntary Benefits .....	14
Valuable Extras .....	14
Employee Assistance Program (EAP) ...	15
Workvivo .....	15
Contact Information .....	16

### How to Use This Guide

Click on the buttons along the bottom of each page to move around the eGuide and perform other functions. Click any topic above to learn more.



# Eligibility & Enrollment



## How to Enroll

Go to [Dayforce](https://dayforcehcm.com/mydayforce/login.aspx) (<https://dayforcehcm.com/mydayforce/login.aspx>). There, you will find detailed information about the plans available to you and instructions for enrolling.

### ▶ Who is Eligible

You are eligible for benefits if you work 30 or more hours per week. You may also enroll your eligible family members under certain plans you choose for yourself. Eligible family members include:

- Your legally married spouse
- Your biological children, stepchildren, adopted children or children for whom you have legal custody (age restrictions may apply). Disabled children age 26 or older who meet certain criteria may continue on your health coverage.

Superior Ambulance does not allow spouses with coverage options elsewhere to be added to the medical plan.

### ▶ When Coverage Begins

- **New Hires:** You must complete the enrollment process within **45 days** of your date of hire. If you enroll on time, coverage is effective on the first of the month following 60 days of full-time employment. If you fail to enroll on time, you will **NOT** have benefits coverage (except for company-paid benefits) until you enroll during our next annual Open Enrollment period.
- **Open Enrollment:** Changes made during annual Open Enrollment are effective January 1.

### ▶ Choose Carefully!

Due to IRS regulations, you cannot change your elections until the next annual Open Enrollment period, unless you have a qualifying life event during the year. The following are examples:

- Marriage or divorce
- Birth or adoption of a child
- Child reaching the maximum age limit
- You gain or lose coverage under your spouse's plan
- You gain or lose access to state coverage under Medicaid or The Children's Health Insurance Program

### ▶ Making Changes

To change your benefit elections, you must contact Human Resources within 30 days of the qualifying life event. Be prepared to show documentation of the event, such as a marriage certificate, birth certificate, a divorce decree or proof of lost coverage. If changes are not submitted on time, you must wait until the next Open Enrollment period to make your election changes.



# Medical Plans



We are proud to offer you a choice of three medical plans through Blue Cross Blue Shield of Illinois (BCBSIL) that provide comprehensive medical and prescription drug coverage. The plans also offer many tools and resources to help you maintain a healthy lifestyle.

## ► BCBSIL Bronze, Silver & Consumer-Driven HDHP/HSA

These medical plan options give you the freedom to seek care from any provider of your choice. You will maximize your benefits and lower your out-of-pocket costs if you choose a provider who participates in the BCBSIL network.

### How the plans work:

- The plans pay the full cost of qualified in-network preventive care services.
- You pay the full cost of non-preventive health care services until you meet the **calendar year deductible**. You may also have to pay a fixed dollar amount (**copay**) for certain services.
- Once you meet the deductible, you pay a percentage of certain health care expenses (**coinsurance**) and the plan pays the rest.
- Once your deductible, copays (where applicable) and coinsurance add up to the **out-of-pocket maximum**, the plan pays the full cost of all qualified in-network health care services for the rest of the year.
- For Bronze and Silver plan **prescription drugs**, you will pay a copayment based on the type of prescription you receive. The mail order service delivers most maintenance medications directly to you. You will receive a 90-day supply at a lower copay right to your door, saving you time and money! For the Consumer Driven HDHP / HSA plan, you will pay the full cost of the drug, minus any discounts. The amount you spend will be applied to your deductible and out-of-pocket maximum. You will not pay any copays.

See [page 5](#) for a comparison of the plans.



### Medical Payroll Deductions (Biweekly)

Coverage Tier	Bronze PPO	Silver PPO	HDHP/HSA
Employee Only	\$49.82	\$107.82	\$45.26
Employee + Spouse	\$114.00	\$237.04	\$103.55
Employee + 1 Child	\$107.16	\$222.82	\$97.34
Employee + Children	\$117.83	\$226.66	\$106.37
Employee + Family	\$168.89	\$320.37	\$153.41





# How the HSA Works

If you elect the Consumer-Driven HDHP/HSA plan, you'll get an HSA, or health savings account. This is an account that helps you pay for current, qualified health care expenses and save for future expenses. You can contribute funds pre-tax through payroll deductions and watch these funds grow tax free over time. Our HSA administrator is BRI.

## ▶ Who can have an HSA?

Any adult can have an HSA if you:

- Have coverage under the Consumer-Driven HDHP/HSA-qualified health plan
- Have no other health plan coverage that provides benefits covered under the Consumer-Driven HDHP (for example, a separate prescription drug plan or a spouse's medical plan that covers you)
- Are not enrolled in Medicare
- Cannot be claimed as a dependent on someone else's tax return
- Do not have funds in a health care flexible spending account (FSA)

## ▶ What expenses are eligible for reimbursement from my HSA?

You can use HSA funds to cover your and your family's out-of-pocket health care expenses, including deductibles, copays, coinsurance, prescriptions, dental care, eye exams, glasses, LASIK, over-the-counter medications and menstrual products. You'll find a full list of qualified medical, dental and vision expenses in [IRS publication 502](#).

## ▶ How much can I contribute to my HSA?

Your total annual contribution to your HSA cannot exceed the 2024 IRS limits of **\$4,150** for "employee only" coverage and **\$8,300** for "family" (employee plus one or more) coverage.



## ▶ Important Advantages of the HSA

### Triple-Tax Advantage

1. You contribute funds pre-tax through convenient payroll deductions. This means the money comes out of your paycheck before income tax is calculated. So you get to keep a bigger portion of your paycheck.
2. HSA funds grow tax free, and unused funds roll over from year to year. So the more you save, the more your account will grow—just like a bank savings account.
3. If you need to use your HSA funds, you can withdraw them tax free to pay for qualified healthcare expenses now and in the future—even in retirement.

### You're in Control

You decide if or how you want to spend your HSA funds, including by paying for doctor visits, prescriptions, braces, glasses or even laser vision corrective surgery.

### Investment Opportunities

Once you reach and maintain a minimum threshold of \$1,000, you can make investments to help your money grow tax free.

### Funds Roll Over

There is no "use it or lose it" rule for HSAs. Your funds roll over from year to year.

### Take Your HSA With You

Your HSA is yours for life. The money is yours to spend or save, regardless of whether you change health plans, retire or leave the organization.



# Medical Plan Overview

The following is a high-level overview of the medical plans. For complete coverage details, please refer to the Summary Plan Description (SPD).



Key Medical Benefits	Bronze PPO Plan		Silver PPO Plan		Consumer-Driven HDHP / HSA	
	In-Network	Out-of-Network <sup>1</sup>	In-Network	Out-of-Network <sup>1</sup>	In-Network	Out-of-Network <sup>1</sup>
<b>Tax-Advantaged Account Eligibility</b>	Health Care FSA				HSA	
<b>Calendar Year Deductible</b> Individual / Family	\$2,500 / \$6,250	\$7,500 / \$18,750	\$1,500 / \$3,750	\$5,000 / \$12,500	\$4,000 / \$8,000	\$10,000 / \$20,000
<b>Calendar Year Out-of-Pocket Maximum</b> Individual / Family	\$6,000 / \$15,000	\$12,000 / \$30,000	\$5,000 / \$12,500	\$10,000 / \$25,000	\$7,000 / \$14,000	\$20,000 / \$40,000
<b>Covered Services</b>						
<b>Office Visits</b> (physician/specialist)	\$50 / \$100 copay	Plan pays 50%*	\$35 / \$70 copay	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*
<b>Virtual Visits</b>	No charge	N/A	No charge	N/A	No charge	N/A
<b>Routine Preventive Care</b>	No charge	Plan pays 50%*	No charge	Plan pays 50%*	No charge	Plan pays 50%*
<b>Outpatient Diagnostic</b> (lab/X-ray)	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*
<b>Chiropractic Care</b> (30 visits per year)	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*
<b>Ambulance</b>	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*
<b>Emergency Room</b>	\$250 copay <sup>2</sup> , then plan pays 80% after in-network deductible	\$250 copay <sup>2</sup> , then plan pays 80% after in-network deductible	\$250 copay <sup>2</sup> , then plan pays 80% after in-network deductible	\$250 copay <sup>2</sup> , then plan pays 80% after in-network deductible	Plan pays 80%*	Plan pays 80%*
<b>Urgent Care Facility</b>	Plan pays 80%* Retail Convenience Care Clinics: \$50 copay	Plan pays 50%*	Plan pays 80%* Retail Convenience Care Clinics: \$35 copay	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*
<b>Inpatient Hospital Stay</b>	Plan pays 80%*	\$500 copay, then plan pays 50%*	Plan pays 80%*	\$500 copay, then plan pays 50%*	Plan pays 80%*	Plan pays 50%*
<b>Outpatient Surgery</b>	Plan pays 80%*	Plan pays 50%*	Plan pays 80%*	Plan pays 50%*		
<b>Prescription Drugs</b>						
<b>Retail Pharmacy (30-day supply)</b>						
Generic	\$10 copay		\$10 copay			
Brand	30% (\$40 min., \$80 max.)		30% (\$40 min., \$80 max.)			
Non-Formulary	50% (\$60 min., \$120 max.)	In-network copay + 25% of eligible amount	50% (\$60 min., \$120 max.)	In-network copay + 25% of eligible amount	Plan pays 80%*	Plan pays 50%*
Specialty	\$250 copay		\$250 copay			
Select Oral Contraceptives	\$0 copay		\$0 copay			
<b>Mail Order (90-day supply)</b>						
Generic	\$20 copay		\$20 copay			
Brand	30% (\$80 min., \$160 max.)	N/A	30% (\$80 min., \$160 max.)	N/A	Plan pays 80%*	N/A
Non-Formulary	50% (\$120 min., \$240 max.)		50% (\$120 min., \$240 max.)			
Select Oral Contraceptives	\$0 copay		\$0 copay			

\*Deductible must be met before the Plan begins to pay.

1. If you use an out-of-network provider, you will be responsible for any charges above BCBSIL's maximum allowed amount.  
2. Copay waived if admitted to the hospital.

# Medical Resources

As a medical plan member, you have access to tools and resources to help you live healthier, make informed health care decisions and get the support you need.

## ▶ Blue Access

BCBSIL members can use Blue Access to:

- Get a temporary ID card
- Review benefits
- Check claim status
- View your explanations of benefits
- And more!



Simply visit [bcbsil.com](#) or download the BCBSIL mobile app. (**Note:** You will need your medical ID card to register.)

## ▶ MDLIVE Telehealth

BCBSIL plan members can chat with a doctor by video from the comfort of home, without an appointment. MDLIVE doctors are available 24/7 at **no additional cost to you**. They can provide diagnosis, treatment advice and prescriptions (when appropriate) for common non-emergency concerns, including:

- Allergies
- Asthma
- Cold/flu
- Headache
- Child ear infection
- Nausea
- Pink eye
- Rash



For more information or to access this service, visit [MDLIVE.com/bcbsil](#). You can also download the MDLIVE mobile app, call (888) 676-4204 or text **BCBSIL** to 635-483.

## ▶ Learn to Live

Learn to Live is a digital mental health program for BCBSIL members. Take an online assessment to help pinpoint the right programs for you—programs are available for stress, anxiety, depression, substance use and more. Quick lessons are easy to fit into your schedule. You can also connect with an expert coach for one-on-one support. This program is completely **confidential** and provided at **no additional cost**.



To check out this program, log in to your account at [bcbsil.com](#), select **Wellness** and choose **Digital Mental Health**. You can also tap Digital Mental Health in the BCBSIL mobile app.

## ▶ Benefits Value Advisor

Navigating the health care system can be a challenge, but you don't have to do it alone. Medical plan members can reach out to a BCBSIL Benefits Value Advisor (BVA) at (800) 526-6593 for help with:

- Understanding your benefits
- Finding in-network providers
- Comparing costs
- Scheduling appointments
- Precertification
- Contacting providers



You also have access to a number of online educational tools and resources. Your BVA can help you find the ones that are right for you. Scan this QR code to watch a short video.



# Dental Plans

We are proud to offer you a choice of three dental plans through Guardian.

## ▶ Guardian DHMO Plan

If you live in a rural area, be sure to check for service providers nearby before signing up for this plan. With the DHMO plan, you choose a primary dental provider in the First Commonwealth IL Network to manage your care. There are no charges for most preventive services, no claim forms and no deductibles. Reduced, pre-set charges (copays) apply to other services.

## ▶ Guardian PPO Plans

The PPO plans offer you the freedom and flexibility to use the dentist of your choice. You will maximize your benefits and lower your out-of-pocket costs if you choose a dentist who participates in the Guardian DentalGuard Preferred network.

The following is a high-level overview of the dental plans.

Dental Payroll Deductions (Biweekly)			
Coverage Tier	DHMO	PPO (without ortho)	PPO (with ortho)
Employee Only	\$7.43	\$11.88	\$15.28
Employee + 1 Dependent	\$14.23	\$22.13	\$28.44
Employee + Family	\$19.00	\$34.84	\$50.94

Key Dental Benefits	DHMO Plan (First Commonwealth IL Network)	PPO Plan (without Orthodontia)		PPO Plan (with Orthodontia)	
	In-Network Only	In-Network	Out-of-Network <sup>1</sup>	In-Network	Out-of-Network <sup>1</sup>
<b>Calendar Year Deductible</b> Individual / Family	None	\$50 / \$150	\$100 / \$300	\$50 / \$150	\$100 / \$300
<b>Calendar Year Benefit Maximum</b> Per Individual	None	\$1,000		\$1,500	
<b>Covered Services</b>					
<b>Preventive Services</b>	No charge	No charge, deductible waived		No charge, deductible waived	
<b>Basic Services</b>	See copay schedule	Plan pays 80%*	Plan pays 70%* <sup>1</sup>	Plan pays 80%*	Plan pays 80%* <sup>1</sup>
<b>Major Services</b>	See copay schedule	Plan pays 50%*	Plan pays 50%* <sup>1</sup>	Plan pays 50%*	Plan pays 50%* <sup>1</sup>
<b>Orthodontia</b> (child & adult)	Child: \$3,701 Adult: \$4,081	Not covered		Orthodontia Lifetime Maximum: \$1,500 per Individual	

\*Deductible must be met before the Plan begins to pay.

**1. NOTE PPO DENTAL PARTICIPANTS:** When utilizing out-of-network providers, charges are paid based on the Usual and Customary rates. Members may be responsible for payment of any balance billing (charges and fees not covered or reimbursed by Guardian) from the provider.





# Vision Plans

We are proud to offer you a choice of two vision plans through Guardian.

## ► Guardian Vision Plans

The vision plans give you the freedom to seek care from the provider of your choice. You will maximize your benefits and lower your out-of-pocket costs if you use a provider who participates in the network plan you select: **VSP Signature Network** or **Davis Vision Network**.

If you elect to visit a non-network doctor, you will be required to pay the provider in full at the time of service and submit a claim form to Guardian. You will then be reimbursed up to the amount allowed under the out-of-network reimbursement schedule.

The following is a high-level overview of the vision plans.

Vision Payroll Deductions (Biweekly)		
Coverage Tier	VSP Network	Davis Vision Network
Employee Only	\$3.96	\$3.36
Employee + 1 Dependent	\$6.00	\$5.09
Employee + Family	\$10.56	\$8.96

Key Vision Benefits	VSP Signature Network Plan		Davis Vision Network Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network
<b>Exam</b> (once every 12 months)	\$10 copay	Up to \$46 reimbursement	\$10 copay	Up to \$50 reimbursement
<b>Lenses</b> (once every 12 months)				
Single		Up to \$47 reimbursement		Up to \$48 reimbursement
Bifocal	\$25 copay	Up to \$66 reimbursement	\$25 copay	Up to \$67 reimbursement
Trifocal		Up to \$85 reimbursement		Up to \$86 reimbursement
<b>Frames</b> (once every 24 months)	\$120 allowance, plus 20% of any amount over the allowance	Up to \$47 reimbursement	Davis' Tower Designer: \$25 copay Tower Premier Collection: \$50 copay	Up to \$48 reimbursement
<b>Contact Lenses</b> (once every 12 months; instead of glasses)	\$120 allowance	Up to \$105 reimbursement	\$120 allowance	Up to \$105 reimbursement



# Flexible Spending Accounts

We provide you with an opportunity to participate in our flexible spending accounts (FSAs) administered by BRI. FSAs allow you to set aside a portion of your income, before taxes, to pay for qualified health care and/or dependent care expenses. Because that portion of your income is not taxed, you pay less in federal income, Social Security and Medicare taxes.



## Health Care FSA (Bronze & Silver PPO Members)

For 2024, you may contribute up to **\$3,200** to cover qualified health care expenses incurred by you, your spouse and your children under age 26 if you are enrolled in either the Bronze or Silver PPO plans only. The entire amount you contribute is available to use on your effective date of coverage. Eligible health care expenses include:

- Deductibles, copays and coinsurance for medical, dental, vision and prescription drugs
- Dental care and orthodontia
- Eyeglasses/contact lenses/LASIK
- Menstrual care products
- Over-the-counter (OTC) drugs, devices and supplies, such as: pain relievers, cough/cold/flu remedies, thermometers, bandages/wraps

## Limited-Purpose FSA (Consumer-Driven HDHP with HSA members)

If you were enrolled in the health care FSA during calendar year 2023 and will be electing the Consumer-Driven HDHP, funds remaining in the account up to \$610 will roll over to the limited-purpose FSA.

## Dependent Care FSA

For 2024, you may contribute up to **\$5,000** (per family) to cover eligible dependent care expenses (\$2,500 if you and your spouse file separate tax returns). As you incur expenses, you may submit a claim for reimbursement not to exceed the amount that is in your account at the time of reimbursement. Eligible dependent care expenses include:

- Care of a dependent child under the age of 13 by babysitters, nursery schools, pre-school or daycare centers
- Care of a household member who is physically or mentally incapable of caring for themselves and qualifies as your federal tax dependent

[View searchable list of eligible expenses](#)



## Important FSA Rules

- **You must enroll during Open Enrollment to participate.**
- You cannot stop or change your contributions unless you experience certain qualifying life events.
- You can incur expenses through December 31, 2024, and must file claims by 60 days after the end of the 2024 plan year.
- **Save your receipts!** You may be required to provide documentation to the FSA administrator or to the IRS to substantiate a claim.
- **Health Care FSA:** Unused funds of up to \$640 from 2024 year can carry over to 2025. Carryover funds will not count against or offset the amount that you can contribute annually. Unused funds over \$640 will **NOT** be returned to you or carried over to the following year.
- **Dependent Care FSA:** Unused funds will **NOT** be returned to you or carried over to the following year.

## Access Your Account(s)

Visit [benefitresource.com](https://benefitresource.com) (on your first visit, use company code "sagas", your SSN as the username and your zip code as the password)





# Commuter Benefit

We can't guarantee an easy commute to work, but we can make it a little easier on your wallet.

## ► Tax-Advantaged Commuter Accounts

These accounts allow you to set aside pre-tax dollars to pay for transit and parking expenses related to your commute to and from work. This means the deductions will be taken out prior to your federal income tax, which lowers your taxable income and allows you to keep more of your pay. You can contribute up to **\$315** per month each to a transit account and/or parking account.

## ► Eligible Expenses

### Transit Account

- Fares and transit passes for transportation to and from work in a commuter vehicle, such as train, bus, subway or ferry
- Qualified vanpools (vehicles seating six or more passengers, including rideshare services like UberPool and Lyft Line)

## ► Reimbursement

You can use your commuter account debit card to pay directly for services, or pay out of pocket and submit a request for reimbursement.

## ► Important Note

Unused funds carry over from month-to-month. However, you will forfeit any unused balance if you leave Superior Ambulance.





# Life and AD&D

**Life insurance** provides your named beneficiary(ies) with a benefit after your death. **Accidental death and dismemberment (AD&D) insurance** provides specified benefits to you in the event of a covered accidental bodily injury that directly causes dismemberment (i.e., the loss of a hand, foot or eye). In the event that your death occurs due to a covered accident, both the life and the AD&D benefit would be payable.

## ▶ Basic Life/AD&D

The employee benefit is provided at **NO COST** to you. You may also elect spouse and/or child(ren) coverage for \$2.00 per month.

Employee	Spouse	Child(ren)
<b>New for 2024:</b> \$40,000	<b>New for 2024:</b> \$10,000	<b>New for 2024:</b> \$5,000

## ▶ Supplemental Life/AD&D

You may also purchase additional coverage through Voya Financial. If elected, your AD&D amount will match your life insurance amount.

Benefit Options		Guaranteed Issue (GI) <sup>1</sup>
<b>Employee</b>	\$10,000 increments up to the lesser of 5x your annual salary or \$500,000	\$300,000 (during Open Enrollment, previously enrolled employees with amounts less than the GI can increase up to \$20,000 without Evidence of Insurability up to the GI)
<b>Spouse</b>	\$5,000 increments up to the lesser of 50% of the employee amount or \$150,000	\$30,000 (during Open Enrollment, previously enrolled spouses with amounts less than the GI can increase \$10,000 without Evidence of Insurability up to the GI)
<b>Child(ren)</b>	Birth to 6 months: \$500 6 months to age 26: \$10,000 (not to exceed 100% of employee amount)	N/A

1. During your initial 45-day eligibility period only, you can receive coverage up to the Guaranteed Issue amounts without having to provide Evidence of Insurability (EOI, or information about your health). Coverage amounts that require EOI will not be effective unless approved by the insurance carrier.



### Voluntary Life/AD&D Rates (Monthly)

**Life Rates per \$1,000 of Coverage**  
(spouse rates based on employee's age)

Age	Employee	Spouse	Child(ren)
Under age 30	\$0.07	\$0.07	\$2.00 per family <i>Rate covers all your eligible children, regardless of the number of children you have.</i>
30-34	\$0.09	\$0.09	
35-39	\$0.10	\$0.10	
40-44	\$0.16	\$0.16	
45-49	\$0.26	\$0.26	
50-54	\$0.51	\$0.51	
55-59	\$0.82	\$0.82	
60-64	\$1.01	\$1.01	
65-69	\$1.74	\$1.74	
70-74	\$4.11	\$4.11	
75+	\$15.60	\$15.60	

### AD&D Rates per \$1,000 of Coverage

Employee & Spouse	Child(ren)
\$0.04	\$0.04



# Disability

Disability insurance provides benefits that replace part of your lost income when you are unable to work due to a covered injury or illness.

## ▶ Voluntary Short-Term Disability

You may purchase coverage through Voya Financial at group rates.

<b>Benefit Percentage</b>	40% or 60% of weekly earnings
<b>Weekly Benefit Maximum</b>	\$1,500
<b>When Benefits Begin</b>	1 <sup>st</sup> day for injuries and 15 <sup>th</sup> day for illness
<b>Maximum Benefit Duration</b>	26 weeks

## ▶ Long-Term Disability

This benefit is provided at **NO COST** to you.

<b>Benefit Percentage</b>	40% of monthly earnings
<b>Monthly Benefit Maximum</b>	\$5,000
<b>When Benefits Begin</b>	After 180 <sup>th</sup> day of disability
<b>Maximum Benefit Duration</b>	Normal retirement age

## ▶ Voluntary Buy-Up Long-Term Disability

You may purchase additional coverage through Voya Financial at group rates.

<b>Benefit Percentage</b>	60% of monthly earnings
<b>Monthly Benefit Maximum</b>	\$5,000
<b>When Benefits Begin</b>	After 180 <sup>th</sup> day of disability
<b>Maximum Benefit Duration</b>	Normal retirement age

### Voluntary Buy-Up Long-Term Disability Rate (Monthly)

\$0.202 per \$100 of covered monthly payroll





## Valuable Extras



# Voluntary Benefits

**Our benefit plans are here to help you and your family live well—and stay well. But did you know that you can strengthen your coverage even further?** Our voluntary benefits through Voya Financial are designed help bridge the gap between your health coverage and out-of-pocket costs. The best part? Benefits from these plans are paid directly to you! The **cash benefits** can be used to help pay for deductibles, treatment costs, house payments or anything you'd like. Coverage is also available for your spouse and children.

### ▶ Accident Insurance

Accident insurance pays cash benefits for specific injuries and events resulting from a covered accident, such as a fracture, dislocation, burn, concussion or torn ligaments. The plan also pays benefits for the care of those of injuries, such as emergency room visits and inpatient hospital admission.

### ▶ Critical Illness Insurance

Critical illness insurance pays a cash benefit if you are diagnosed with a covered disease or condition, such as cancer, a heart attack or stroke. You can choose from three levels of coverage: \$10,000, \$15,000 or \$20,000. Spouse and dependent child(ren) will be offered 100% of the employee coverage amount.

### ▶ Hospital Indemnity Insurance

Hospital indemnity insurance pays cash benefits for covered hospital stays. Receive \$1,000 for one hospital admission per year, plus \$200 per day for hospital confinement up to 15 days per year (additional benefits available for ICU admission and confinement).

**Questions about accident, critical illness and hospital indemnity insurance pricing?** Consult your Voya Financial guide for additional information. Additional information on these benefits can also be found in Dayforce or by contacting the Superior Ambulance / Metro Benefits Department at 630-903-2280 or [EmployeeBenefits@SuperiorAmbulance.com](mailto:EmployeeBenefits@SuperiorAmbulance.com).

### ▶ MetLaw Legal Insurance

MetLaw makes it simple to get legal advice and representation at an affordable cost. Assistance is available for a wide range of legal needs, including wills and estate documents, real estate, traffic offenses, adoption, debt collection and much more. If enrolled, you'll have access to a nationwide network of more than 13,000 attorneys.

### ▶ BenefitHub Discount Program

With BenefitHub, you have access to discounts from both national brands and local businesses. You can save on gym memberships, travel, cell phones, restaurants, auto, apparel, electronics and more! Contact BenefitHub by phone at 866-664-4621, by email at [customercare@benefithub.com](mailto:customercare@benefithub.com) or by visiting [superior.benefithub.com](http://superior.benefithub.com) for more information on how to take advantage of the discount program.







## ▶ Employee Assistance Program (EAP)

Life is full of challenges, and sometimes balancing them all can be difficult. We are proud to provide a confidential program dedicated to supporting the emotional health and well-being of our employees and their families. The EAP is provided at **NO COST** to you through Voya Financial.

### The EAP can help with the following issues, among others:

- **Confidential Emotional Support**  
Our highly trained clinicians are available for counseling, via telehealth sessions. Find assistance for anxiety, depression, grief and life adjustments, relationship conflicts, and more.
- **Family Source**  
Receive qualified referrals and resources from our specialists for finding child and elder care, hiring movers or home repair contractors, planning events, locating pet care, and more.
- **Legal Connect**  
Talk to our attorneys for practical assistance with your most pressing legal issues, including divorce, adoption, family law, wills, trusts and more. Need representation? Get a free 30-minute consultation and a 25% reduction in fees.
- **Financial Connect**  
Our financial experts can assist with a wide range of topics such as retirement and tax planning, mortgages, budgeting, debt, bankruptcy, and more.

### EAP Benefits

- For assistance, please call 877-533-2363 or 800-697-0353 for TTY
- To access your EAP services 24/7, as well as articles, podcasts and videos, you can visit: **guidanceresources.com** and use Web ID: My5848i
- Download the mobile app from the Apple App Store or Android Google Play Store by searching Guidance NowSM

## Workvivo

Stay connected and informed with Workvivo, our employee engagement platform. Use Workvivo to:

- Get the latest news and updates
- Connect with your colleagues
- Access important documents and files
- Join spaces and groups that relate to your interests
- Listen to podcasts
- Shout-out recognitions of great work

To get started, visit [superiorambulance.workvivo.us](https://superiorambulance.workvivo.us). You should have received an email from Workvivo to the email address that you have listed as your personal email address in Dayforce.

If you haven't received your welcome email yet, scan the QR code below to download and complete the form. You can also download the Workvivo app.





# Contact Information

Coverage	Carrier	Phone #	Website/Email
<b>Medical</b>	BCBSIL PPO Customer Service	(800) 526-6593	<a href="http://bcbsil.com/member">bcbsil.com/member</a>
	MDLIVE Telehealth	(888) 676-4204 text <b>BCBSIL</b> to 635-483	<a href="http://MDLIVE.com/bcbsil">MDLIVE.com/bcbsil</a>
<b>Prescription Drug Coverage</b>	Prime Therapeutics (Pharmacy)	(800) 423-1973	<a href="http://myprime.com">myprime.com</a>
<b>Dental</b>	Guardian	(800) 627-4200	<a href="http://guardianlife.com">guardianlife.com</a>
<b>Vision</b>	Guardian	(800) 627-4200	<a href="http://guardianlife.com">guardianlife.com</a>
<b>Health Savings Account (HSA)</b>	BRI	(800) 473-9595	<a href="mailto:participantservices@benefitresource.com">participantservices@benefitresource.com</a>
<b>Flexible Spending Accounts (FSAs)</b>	BRI	(800) 473-9595	<a href="http://benefitresource.com">benefitresource.com</a>
<b>Life/AD&amp;D</b>	Voya Financial	(888) 238-4840	<a href="http://voya.com">voya.com</a>
<b>Disability</b>	Voya Financial	(888) 305-0602	<a href="http://voya.com">voya.com</a>
<b>Employee Assistance Program (EAP)</b>	Voya Financial Guidance Resources	(877) 533-2363 (800) 697-0353 for TTY	<a href="http://guidanceresources.com">guidanceresources.com</a>
<b>Voluntary Benefits</b> (Accident, Critical Illness & Hospital Indemnity)	Voya Financial	(877) 236-7564	<a href="http://claimscenter.voya.com/static/claimscenter">claimscenter.voya.com/static/claimscenter</a>
<b>Legal Insurance</b>	MetLife	(800) 821-6400	<a href="http://legalplans.com">legalplans.com</a>
<b>Discount Program</b>	BenefitHub	(866) 664-4621	<a href="http://superior.benefitHub.com">superior.benefitHub.com</a> <a href="mailto:customercare@benefithub.com">customercare@benefithub.com</a>
<b>Benefits Team</b>	Benefit Questions <b>(630) 903-2280</b>		



**DISCLAIMER:** The material in this benefits brochure is for informational purposes only and is neither an offer of coverage or medical or legal advice. It contains only a partial description of plan or program benefits and does not constitute a contract. Please refer to the Summary Plan Description (SPD) for complete plan details. In case of a conflict between your plan documents and this information, the plan documents will always govern. **Annual Notices:** ERISA and various other state and federal laws require that employers provide disclosure and annual notices to their plan participants. The company will distribute all required notices annually.



---

# METRO PARAMEDIC SERVICES, INC. EMPLOYEE BENEFITS

Recognizing that wages are only a part of the overall compensation package, Metro provides a variety of attractive and competitive benefits to eligible employees including:

- Medical – must work an average of 30 hours per week.
- Dental – must meet Full-Time Employee definition
- Vision – must meet Full-Time Employee definition
- Life Insurance – must meet Full-Time Employee definition
- Long Term Disability (LTD) – must meet Full-Time Employee definition
- Short Term Disability (STD) – must meet Full-Time Employee definition
- Flexible Spending Account – Medical – must meet Full-Time Employee definition
- Dependent Day Care Account – must meet Full-Time Employee definition
- Legal – must meet Full-Time Employee definition
- Vacation – must meet Full-Time Employee definition
- Sick Time – must meet Full-Time Employee definition
- Holiday Pay – must meet Full-Time Employee definition
- Leave of Absence – must meet Full-Time Employee definition

This section contains a brief summary of the various employee benefits provided by the Company. For a full description of your options please refer to the more detailed summary plan descriptions covering these plans/programs, which are available from the Human Resources Department. The summary plan descriptions will provide the current interpretation of benefits should any difference or ambiguity exist between them and this Handbook summary. Please note that Metro retains complete discretionary authority to amend or terminate any of its benefits plans and policies at any time.

## GENERAL ELIGIBILITY AND ENROLLMENT

Employees who work are scheduled and work 35 hours per week are considered Full-Time Employees and are eligible for all benefits.

Employees who work an average of 30 hours per week could be eligible for group medical benefits after a standard measuring period and waiting time. Please contact the Human Resource Department for specific details.

Eligible dependents who can be covered in the benefits offerings include: a legal spouse or domestic partner, and children.

If you elect to enroll in any of the benefits offerings your coverage will begin the first of the month following 60 days of full-time employment. NOTE: The 60-day waiting period will be waived for any current employee joining Metro Paramedic Services.

Plan details are located in each plan's Summary Plan Description. Please contact the Human Resource Department for specific details.

## MEDICAL

Medical coverage includes benefits for physician office visits, preventive care, medical/surgical services, inpatient/outpatient hospital services, emergency care, therapy services and prescription drugs. Metro offers comprehensive coverage through 3 variations; plans offer the same coverage but feature different deductibles, out-of-pocket maximums, and employee contributions.

*Wellness* - Metro believes in the power of good health and offers an Individual Screening Program at no cost to all new hires enrolled in the Medical Plan. Employees can receive significant discounts on their Medical Plan contribution rates by participating in the Program. Details are available in the Human Resources Department.

**Metro shall be responsible for purchasing health insurance. See Benefits Guide.**

Our Company also offers its employees unlimited free virtual physician visits using a program called MD Live. MD Live provides Board Certified Doctors available in minutes through a Mobile App, online & by phone. 24/7 Access to Board Certified Doctors. Consult A Doctor From The Comfort Of Your Home. 24/7/365 Access. Via Phone or Secure Video. Confidential & Secure.

## DENTAL

Voluntary Dental coverage includes benefits for preventive care, basic care (fillings, bitewing x- rays) and major care (bridges, dentures, crowns, root canal). Coverage provides for an HMO and 2 PPO plans. All options offer the similar coverage but feature different deductibles, out-of- pocket maximums and employee contributions.

## VISION

Voluntary Vision coverage includes benefits for annual eye exams, frames, and lenses, contact lenses and discounts on Laser Correction Surgery. Please see Human Resources for specific benefit information.

## LIFE INSURANCE

Metro provides financial protection in the event of your death. The Company provides, at no cost to you, basic life insurance and accidental death and dismemberment. You may elect additional protection with voluntary supplemental life insurance and accidental death and dismemberment coverage at group rates. Voluntary coverage is available for spouses and children at group rates. See your certificate booklet or Human Resources for specific benefit information.

## LONG TERM DISABILITY

Long-Term Disability (LTD) benefits replace a portion of your income if your disability lasts longer than 180 days. For the first two years of benefits, you are considered disabled if you cannot perform the material duties of your job due to illness or injury. The LTD pays benefits, up to age 65.

This plan offers two different levels of coverage, *Basic* and *Voluntary Coverage*. See your certificate booklet or Human Resources Department for specific benefit information.

### **Short Term Disability**

Short Term Disability (STD) is intended to protect your income for a short duration (up to 26weeks) in case you become ill or injured. See your certificate booklet or Human Resources Department for specific benefit information.

## RETIREMENT PROGRAM (401K)

With 401(k) and profit-sharing features, the Metro retirement program provides a cost-effective, convenient, and tax-deferred way to set aside money for the future. The summary below provides you with a brief synopsis of the main features of the retirement plan. Greater detail is provided in the summary plan description and official plan document.

*Company Matching Contributions* – A significant added bonus: when you save money, the Company contributes “matching contributions” to your account. Each year, the Company will match 25% of your contributions up to 6% of your compensation.

*Investment Choices* – Amounts contributed by you can be invested in any of the investment funds offered under the retirement plan.

## EMPLOYEE ASSISTANCE PROGRAM (877-533-2363)

The Company’s Employee Assistance Program (EAP) is a one-stop employee assistance and work-life program which provides confidential consultation, resources and referrals for parenting, child and elder care, personal and work issues, and for addiction disorders and mental health problems. Other services include basic legal and financial counseling and assistance with any other issue that may be troubling you. This is accomplished by providing professional counseling, so these problems are resolved as early as possible, often before they have begun to have a negative effect at home and at work. See your certificate booklet or Human Resources Department for specific benefit information.

## VACATION

Metro provides vacation with pay to regular full-time employees. Vacations are essential for your good health, efficiency, and happiness on the job. It is the Company's desire to allow you to take your vacation at the time most convenient for you, subject to the prior approval of your supervisor/manager. Employees should understand that it is not always possible to permit an employee to have the specific days requested based on job/customer demands, however management will do everything possible to accommodate employee requests.

Full-time employees earn vacation credit according to the following schedule:

Completed Years of Service	Vacation Time
1 Year	48 hours
2 Years	96 hours
3 Years	144 hours
10 or more Years	192 hours

## ACCRUING PAID SICK TIME

Employees will accrue 1 hour of paid sick time for every forty (40) hours worked at a rate of 0.025 hours per pay period. If an employee works 80 hours in a paid period, the employee will earn 2.0 hours of paid sick time. If an employee works 40 hours in the pay period, the employee will accrue

1.0 hours.

Employees can accrue up to a maximum of 40 hours of paid sick time each year. Once the employee has accrued 40 hours, the employee will not accrue any additional time until the beginning of the next year.

Employees working 24-hour shift will continue to accrue up to 48 hours of sick pay each year.

## HOLIDAYS

The Company provides six (6) paid holidays for most full-time employees. They are:

New Year's Day January 1

Memorial Day Last Monday in May

Independence Day July 4

Labor Day First Monday in September

Thanksgiving Day Observance Date

Christmas Day December 25

All offices are closed in observance of these general holidays. Holidays that fall on Saturday are usually observed on the preceding Friday. Holidays that fall on Sunday are usually observed the following Monday.

### **Leave of Absence**

Metro provides eligible full-time employees with leave of absences for a variety of reasons. The following discussion summarizes the Company's leave policies in a way that Metro hopes will be generally helpful.

All leaves are granted for a specific period of time. An employee who foresees being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which the employee is eligible, including an extension of the current leave. Metro reserves the right to terminate the employment of an employee who does not return to work at the end of the approved leave period.

- **Family and Medical Leave (FMLA)**

Pursuant to federal law, you may be entitled to up to 12 weeks of unpaid leave during any 12-month period to care for your newborn child, a child placed with you for adoption or a foster child, your spouse, child or parent with a serious health condition, or your own serious health condition that prevents performance of your job functions.

- **Military Leave**

Military leave is provided to meet the legal requirements for the employee's return to active employment following U.S. military service and/or duty with a U.S. Reserve or National Guard Unit and to protect the employee in accordance with the law

- **Jury Duty**

Metro acknowledges your obligation to perform your civic duty by serving on a jury when called upon to do so. In the event you are called to serve on jury duty, or are subpoenaed for witness service, you are expected to inform your manager as soon as the court notifies you and to send a copy to the Human resources Department.

### **Time Off to Vote**

Metro will make appropriate and reasonable accommodations to employees that request time to vote on designated election days. Employees who are registered voters and who do not have two or more hours off from work during the time polls are open, may take up to two hours of unpaid leave at the beginning or end of their shift for voting purposes. Eligible employees must request the time off in advance. Metro reserves the right to designate whether the hours off will be at the beginning or end of the employee's shift, and to require proof of voting.

# Exhibit 3

## **CONTRACT FOR PARAMEDIC/FIREFIGHTER SERVICE**

This Contract for Paramedic/Firefighter Service (the “Agreement”) is by and between the City of Farmington as agent for the City of Farmington. (referred to as the “Municipality”), and Metro Paramedic Service of Michigan, Inc. (hereinafter referred to as “CONTRACTOR”). The Municipality and CONTRACTOR are sometimes collectively referred to as “Parties” or singularly as a “Party”. This Agreement is made on the date that this Agreement has been fully executed by both Parties.

### **NATURE OF THE AGREEMENT – UNDERSTANDING OF THE PARTIES**

**WHEREAS**, CONTRACTOR is a licensed vehicle service provider. The Municipalities desire to utilize the special and unique experience, knowledge, and abilities of CONTRACTOR to provide certified EMT’s, certified paramedic’s, and ambulances to assist the Municipality in meeting their EMS and fire protection responsibilities; and

**WHEREAS**, CONTRACTOR is in the business of contracting with and municipality to provide licensed (“EMT’s”) (Emergency Medical Technicians) and licensed paramedics. Advanced Life Support (“ALS”) as well as Basic Life Support (“BLS”) ambulance units, to assist in the provision of emergency medical services; and

**WHEREAS**, the CITY wishes to [out-source with METRO for personnel to provide emergency medical services](#) and METRO wishes to provide such services [on an independent contractor basis to the CITY](#); and

**WHEREAS**, the Municipality, through the City of Farmington as their agent, wish to enlist CONTRACTOR’s services as the third party provider of emergency medical services under the IGA and subject to the terms of this Agreement.

**NOW, THEREFORE**, in consideration of the forgoing recitals, and the mutual promises and covenants contained in this Agreement, the Parties agree as follows:

#### **1. TERM:**

The term of this Agreement shall be for three (3) years, beginning on February 15, 2024 at 0700 HRS and terminating on January 31, 2027 at 0700 HRS. During said term, CONTRACTOR shall provide 24-hour ALS ambulance service to the City.

#### **2. STANDARD OF PERFORMANCE AND CONTRACT ADMINISTRATION:**

CONTRACTOR acknowledges that this is an agreement for personnel services and the provision of ALS ambulance units. CONTRACTOR acknowledges that its standard of performance under this Agreement is performance to the satisfaction of the Municipality, who, until some other person or party is so designated by the Municipality is to be represented by Director of Public Safety Bob Houhanisin (“Director of Public Safety”). If the Municipality designate a new contact, they shall provide written notification to CONTRACTOR as required under Section 14 of this Agreement. For purposes of ease in

administration of this Agreement the Parties agree that all communications with the CONTRACTOR shall be through the Director of Public Safety and that until some other person is so designated the CONTRACTOR shall take direction from and communicate through the Director of Public Safety. CONTRACTOR agrees that it shall be considered in breach of this Agreement at any time the Municipality, as communicated by the Director of Public Safety, are not satisfied with its performance. This Agreement may, at the option of the Municipality, through written notice by the Municipalities designated contact, be terminated by the Municipality upon 90 days written notice to CONTRACTOR if the Municipality isn't satisfied with CONTRACTOR's performance.

### **3. ALS AMBULANCE SERVICE DEFINED:**

- a) CONTRACTOR shall utilize their best efforts to assign Six (6) of its employees who meet the qualifications set forth in this Agreement to provide the services anticipated by this Agreement to the City. The EMT/Paramedic's shall report to, and be stationed at City of Farmington (the "Fire Dept"). Coverage is required 24 hours per day, each day of the year (365). EMT/Paramedic's will be required to work 24-hour shift duty. No EMT//Paramedic shall be permitted to work for CONTRACTOR in excess of forty-eight (48) continuous hours. The shift shall begin at 7:00 am. Any deviation from this schedule must be approved by the Director of Public Safety or his designee.
- b) In the event of the absence of any EMT/Paramedic from his or her assigned shift, CONTRACTOR shall use its best efforts to provide a suitably qualified replacement to fulfill the assigned duties of the regularly scheduled EMT/FF. EMT/Paramedic shall be on permanent assignment and shall not be assigned to any other customer of CONTRACTOR, except that temporary replacements may be used that are assigned to another CONTRACTOR contract. The period during which replacement personnel for unplanned vacancies are stationed at the Fire Dept shall not exceed thirty (30) days per calendar year, provided the Municipality and/or the Director of Public Safety do not delay in approving CONTRACTOR to hire a qualified replacement. For the purpose of this paragraph, "unplanned vacancy" shall be defined as any absence other than illness, family medical leave act, medical disability, on the job injury, or vacation.
- c) CONTRACTOR shall provide, own, maintain, and operate one (1) fully equipped, front-line a 20\_\_ Ford F-450 chassis and AEV ALS ambulance, as specified by the State of Michigan and the Hospital EMS System of the Director of Public Safety choice.
- d) CONTRACTOR agrees to assume all responsibility for ownership and on-going maintenance and repair of the ambulance so provided, and furthermore agrees that the ambulance shall be solely dedicated to serve the Service Area but shall remain the property of CONTRACTOR.
- e) The Municipality, through the Fire Dept, shall supply and install any two-way



radios and portable radios that the Municipality is obligated to furnish in the ambulance unit and CONTRACTOR agrees that these radios are solely the assets of the Municipality. As such, CONTRACTOR agrees to promptly return said equipment to the Municipality upon termination of the Agreement. The Municipality agree, at their own expense, to provide continual maintenance and programming of the two-way radios and portable radios.

- f) The Municipality agrees that CONTRACTOR owns, operates, and provides certain medical equipment that is contained on the ambulances provided to the Municipality as summarized within Exhibit B. The Municipality agree to return said equipment to CONTRACTOR within seventy-two (72) hours after termination of this Agreement.

#### **4. QUALIFICATIONS OF PERSONNEL:**

- a) To be assured that all EMT/Paramedics meet the qualification necessary to assist the Municipality in meeting their responsibilities for fire protection and emergency medical services, the Municipality will require CONTRACTOR to only station EMT/Paramedic's at the Fire Dept who meet the Director of Public Safety's quality requirements. Each one of the EMT/Paramedics's shall, at the time the EMT/FF is stationed to work at the Fire Dept, be licensed by the State of Michigan as a EMT A or P. Each shall be approved to work within the Municipalities' approved Emergency Medical Services System (EMS System). Each EMT/Paramdic shall continue to meet all applicable education requirements required by all applicable regulatory agencies and the EMS System. Evidence of the maintenance and completion of all required continuing education, license, and certification requirements shall be provided upon request by the Fire Chief or his designee.
- b) All EMT/Paramedic's must attend training sessions held by the Fire Chief, or his designee, during the hours that they are on duty and must meet all training and certification as required by the Fire Dept.

#### **5. SELECTION OF QUALIFIED PERSONNEL:**

To assist the Director of Public Safety in maintaining quality control, CONTRACTOR shall provide the Director of Public Safety with resumes for each EMT/Paramedic who is being considered. So that the Director of Public Safety is certain that EMT/Paramedic's can effectively assist the Director of Public Safety and perform their duties, CONTRACTOR shall, at its sole expense, require all prospective EMT/Paramedic's's to take a pre-employment physical, so long as such requirement is not contrary to federal, state, or local laws, which shall include a drug test and background screening.

- a) For quality control purposes, each EMT/Paramedic will be interviewed by a representative of the Director of Public Safety prior to his/her assignment. The Director of Public Safety shall advise CONTRACTOR of those

EMT/Paramedic's's who meet the Director of Public Safety quality requirements for full-time assignment to the Fire Dept.

- b) If the employment of any EMT/Paramedic's is terminated from CONTRACTOR and the Director of Public Safety is not aware, notice thereof shall be provided to the Director of Public Safety or his designee within forty-eight (48) hours after termination.
- c) The Municipality shall have the right to direct CONTRACTOR to no longer assign any given EMT/Paramedic when the Municipality determine that such action is in their best interests; provided, however, that the Parties agree to only undertake re-assignments that are consistent with their goals and commitments as equal opportunity employers. The Municipality shall notify CONTRACTOR of such direction in writing through the Director of Public Safety, or the Municipalities then current designee. Upon receipt of notice, CONTRACTOR shall replace the EMT/Paramedic with another qualified employee of CONTRACTOR and shall provide a permanent replacement within a reasonable period. All temporary and permanent replacements shall be selected in accordance with the foregoing provisions of this Agreement.
- d) EMT/Paramedic's shall not be excluded from or ineligible to participate in a "Federal Health Care Program" as defined in 42 U.S.C. Section 1320a-7b (f) (or any applicable successor statutory section) or in any other government payment program, including but not limited to the Michigan Medicaid Program. EMT/Paramedic's shall be enrolled in the Michigan Department of Healthcare and Family Services' Michigan Medicaid Program Advanced Cloud Technology (IMPACT) system and shall be screened by CONTRACTOR against:
  - i) The OIG List of Excluded Individuals/Entities available at: <http://oig.hhs.gov/exclusions/exclusionslist.asp>.
  - ii) Any exclusion database maintained by the state agency that oversees the State Medicaid Program.
  - iii) The U.S. General Services Administration Excluded Parties List System. This list can be accessed at: <http://www.sam.gov>.
- d) ContractorsEmployees will receive Holiday Pay incentive for the following days:
  - i. New Year's Day
  - ii. Memorial Day
  - iii. Independence Day
  - iv. Labor Day
  - v. Thanksgiving
  - vi. Christmas Day

|

**6. RESPONSIBILITIES AND DUTIES OF EMT/FF's:**

- a) EMT/Paramedic's shall comply with all applicable rules, procedures, regulations, and ordinances of all units of government and governmental agencies, including those of the Municipality, and the rules and regulations of the applicable emergency medical systems within the Service Area.
  
- b) Assigned EMT/Paramedic's shall respond to all requests for emergency medical services as directed by the Municipality in accordance with the Municipalities' standard EMS System Procedures. The EMT/Paramedic's shall also provide assistance under any mutual aid agreement, which the Municipality has with neighboring jurisdictions.
  
- c) In addition to regular duty assignments, CONTRACTOR shall require, and assure, that its assigned EMT/Paramedic's:
  - i. Complete all reports and documentation required by the Municipality, The Municipalities' EMS System, any other hospital utilized by the Municipality, and any other governmental unit. All medical reports and medical records completed by CONTRACTOR shall remain confidential. The Parties shall not reveal any medical information about the Municipalities' patients, or release any medical records, to unauthorized individual(s) or agencies and shall comply with Section 28 of this Agreement.
  - ii. Attend instructional classes in cardiopulmonary resuscitation and EMS education.
  - iii. Provide blood pressure screening for the residents, employees, and members of the Municipality.
  - iv. Maintain the living quarters and those areas of the administrative portion of the Fire Dept to which they have access, as well as the apparatus storage area. EMT/Paramedic's shall be required to perform daily checks of all equipment to ensure proper working order. EMT/Paramedic's are also responsible to maintain their station uniforms accordance with Fire Dept guidelines and regulations.
  - v. Be eligible for recertification under the guidelines established by the EMS System Mobile Intensive Care Guidelines as prescribed by the EMS System and the Michigan Department of Public Health.
  - vi. Participate in all training provided by the Municipality, or their designees, while on duty.

- |
- vii. Not make themselves absent from duty until properly relieved by another certified EMT/Paramedic meeting all the requirements of this Agreement.
  - viii. Follow the orders of the ranking Station Officer to which they are assigned, the orders of a ranking Officer on the fire ground, or the senior Officer on the scene, and shall fulfill any and all lawful duties and assignments directed by the Director of Public Safety or his designee. The Municipality shall provide CONTRACTOR with Fire Dept guidelines and regulations before services commence.
  - ix. Present demonstrations of the ambulance and equipment as directed by the Director of Public Safety.
  - x. Provide any and all services connected with their professional training as directed by the Director of Public Safety and, when qualified, furnish ongoing education/instruction to all personnel of the Fire Dept.
  - xi. Prepare written reports pertaining, but not limited to, response statistics, system status reports, and performance monitoring. Fire Dept shall provide EMT/Paramedic's with access to computer systems to allow EMT/Paramedic's to produce said written reports pertaining, but not limited to, response statistics, system status reports, and performance monitoring.
  - xii. When qualified, conduct basic medical training for members of the Municipality as directed by the Fire Dept.

**7. FACILITIES AND UNIFORMS:**

- a) The Municipality, through the Fire Dept, shall provide equipped kitchen facilities, bunkroom facilities, and day room facilities for use by on-duty EMT/Paramedic's assigned to the Fire Station. Municipality shall provide for each EMT/Paramedic that meets OSHA and NFPA specifications.
- b) No reference to the name of CONTRACTOR shall appear on any clothing provided unless required by competent legal authority.

**8. ADMINISTRATION OF PROGRAM AND BILLING:**

- a) CONTRACTOR shall complete and file all necessary reports as required by the State of Michigan, federal government, resource hospital, the Municipality, or any other agency requiring information on all calls for service.
- b) CONTRACTOR shall provide any other reasonable service necessary as determined by the Municipality to maintain an efficient paramedic program in the Municipality.

- 1
- c) No information on any response shall be divulged to any agency other than those required by state or federal law or regulations promulgated pursuant thereto except with express consent of the Municipality. The Fire Dept shall notify its dispatch provider that authorized EMT/Paramedic's are authorized to receive this information from the Fire Dept's dispatch center.
  - d) CONTRACTOR shall bill third party payers at the rates agreed upon by the Municipality and CONTRACTOR for all services provided pursuant to this Agreement. CONTRACTOR shall bill the patient for any charges that are not covered by a third-party payer.
    - i. CONTRACTOR will bill at the rates established by the Municipality, as stated in **Exhibit C**.
    - ii. The Municipality and CONTRACTOR may also set reasonable policies for exempt service including, by way of illustration and not limitation, Fire Dept employees or EMT//Paramedic's injured while at work and in need of transport. The Director of Public Safety (or designee) and CONTRACTOR's Operations Manager or Vice President shall be the primary point of contact charged with advising CONTRACTOR of any and all such claims within a timely basis. Any and all policies established shall be in accordance with all applicable rules, laws, regulations, and guidance.

**9. PERSONNEL AS EMPLOYEES OF CONTRACTOR:**

All EMT/Paramedic's shall be employees of CONTRACTOR only and not the Municipality. CONTRACTOR shall be responsible for payment of all wages, FICA withholding, income tax withholding, unemployment insurance, workers' compensation insurance, comprehensive general liability coverage, malpractice insurance coverage, and all other requirements of local, state, or federal law for all personnel provided by CONTRACTOR pursuant to the terms of this Contract. All control exercised by the Municipality over the activities of EMTParamedic's is exercised solely to assure the orderly and safe operation of the Municipality fire service and emergency medical services.

**10. COMPENSATION:**

- a) The amount due to CONTRACTOR shall be paid in equal monthly installments. Billing periods shall be from the 15<sup>th</sup> day of one month through the 14<sup>th</sup> day of the following month.
- b) In consideration of the services provided pursuant to the terms of this Contract, CONTRACTOR shall receive the sum of \$766,830.00 to be paid in equal monthly payments in Year One (1) of the Contract. This sum shall be paid in 12 equal monthly payments of \$63,902.49. Per the exspense reimbursement agreement below. Contractor shall retain \$423,000 in fees as a subsidy to the actual cost of the agreement. If the service fees exceed \$423,000, excess shall be returned to the

City. If the service fees do not reach \$423,000, there will be an additional subsidy due to the Contractor. CONTRACTOR and the Municipality agree to negotiate in good faith to set compensation for Years 2 and 3 of the Contract, and any subsequent years. CONTRACTOR agrees that this compensation will not increase by more than 3% over the previous year, unless agreed upon by both Parties.

- c) In the event that Client requests that Contractor assign additional firefighter/paramedic personnel to District, or that Client requests assigned firefighter/personnel to work hours in excess of those specified in this Agreement, Client shall pay Contractor \$ [REDACTED] per hour, for hours worked in excess of those specified in this Agreement. Additional personnel assigned to the Client shall require an amendment to this Agreement or a written and executed copy of a Memorandum of Understanding (MOU) by and between Contractor and Client. Contractor shall issue an invoice for excess personnel or excess personnel hours, and Client agrees to pay any such invoice within thirty (30) days.
- d) If compensation or benefits to assigned personnel should vary during the term of this Agreement due to local, state, or federal law change (including but not limited to minimum wage increases or paid sick leave), the Parties agree to renegotiate compensation to cover Contractor's increased costs plus a reasonable administrative fee.
- e)
- f) **Expense Reimbursement Agreement:** CONTRACTOR, or its affiliate company, shall bill third party payers at the rates established in Exhibit C, for all services provided pursuant to this Agreement. CONTRACTOR shall retain all payments ("the Threshold Amount") received as follows:
  - i. **Year 1:** From the gross receipts received by CONTRACTOR in Year 1, CONTRACTOR shall be entitled to keep \$423,000.00 of the amount collected to be applied to CONTRACTOR's operating costs in addition to an amount equal to 5% of all gross receipts collected for its EMS Billing fee.
  - ii. **Years 2 and 3:** CONTRACTOR and the Municipality will negotiate in good faith to determine the "Threshold Amount" to be applied to CONTRACTOR's operating costs.
- e) A reconciliation and independent audit, conducted by an auditor selected by mutual agreement of the Parties, and paid for by CONTRACTOR, shall be conducted eighteen (18) months after the 1<sup>st</sup> day of service in each year of the Agreement (the Initial Audit). Each



annual audit shall reflect the total income collected by CONTRACTOR for services provided during the first twelve (12) months of the preceding year of the Agreement. The Municipality shall conduct an audit that shall occur within the same time frame and parameters of CONTRACTOR's audit to determine the EMS-related expenses of the Municipality. The Municipality shall send a copy of their audit to CONTRACTOR. The remaining balance of gross receipts (i.e. in excess of the Threshold Amounts identified above), if any, received by CONTRACTOR in that audit year shall first be reimbursed to CONTRACTOR if in the event CONTRACTOR's Threshold Amount or its 5% EMS Billing Fee is not met in any previous annual audits to make CONTRACTOR whole. Thereafter, any remaining balance of gross receipts (i.e. in excess of the Threshold Amounts identified above, or in excess of any shortfalls CONTRACTOR may have incurred in any previous years), said amount shall be reimbursed 100% to the Municipality for the reasonably ascertainable amount of its costs to provide Emergency Medical Services to its constituency, including, but not limited to, costs incurred to provide space for equipment, facility maintenance, administration, dispatch fees, personnel costs and accommodations, and the like, as verified by the Municipalities' audit. The remaining balance of gross receipts refunded to the Municipality shall not exceed the Municipalities' costs to provide Emergency Medical Services to its constituency.

**10. LIMITED REMEDY.**

This Article solely pertains to the extent of Contractor's Staffing obligations as reflected within Article 5 herein and does not release the Contractor from any other obligations, representations or warranties reflected in the Agreement. The Parties agree that to the extent the Contractor is unable to fulfill its staffing obligations described in Article 5 herein, the sole remedy to Client for Contractor's inability to provide staffing as stipulated within this Agreement is for the Contractor to either a) not charge or invoice Client in an amount equal to the position or positions for which Contractor was unable to staff or; b) if the services have already been paid for by Client, Contractor shall refund to Client the fee equal to the position or position(s) for which Contractor was unable to provide.

**11. EXTENSION:**

This Agreement may be extended by mutual written consent of the Parties.

**12. INSURANCE REQUIREMENTS OF CONTRACTOR:**

- a) CONTRACTOR agrees to maintain for the duration of the Agreement, insurance purchased from a company or companies lawfully authorized to do business in the State of Michigan. Such insurance will protect CONTRACTOR from claims set

forth below which may arise out of or result from its operations under the Agreement and for which CONTRACTOR may be legally liable, whether such operations be by CONTRACTOR or by a SubVendor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

- i. **Worker's Compensation Insurance** covering all liability of CONTRACTOR arising under the State of Michigan' Workers' Compensation Act and Occupational Diseases Act; limits of liability not less than statutory requirements.
- ii. **Employers Liability Insurance** covering all liability of CONTRACTOR as employer, with limits not less than: \$1,000,000 per injury – per occurrence; \$1,000,000 per disease – per employee; and \$1,000,000 per disease – policy limit.
- iii. **Comprehensive General Liability** in a broad form on an occurrence basis, to include but not be limited to, coverage for the following where exposure exists; Premises/Operations, Contractual Liability, Products/Completed Operations for two (2) years following final payment, Independent Vendor's coverage to respond to claims for damages because of bodily injury, sickness or disease, or death of any person other than CONTRACTOR's employees as well as claims for damages insured by usual personal injury liability coverage which are sustained (1) by a person as a result of an offense directly or indirectly related to employment of such person by CONTRACTOR, or (2) by another person and claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use there from; Broad Form Property Damage Endorsement;

General Aggregate Limit: \$ 10,000,000  
Each Occurrence Limit: \$ 5,000,000

- iv. **Automobile Liability Insurance** shall be maintained to respond to claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

Each Occurrence Limit: \$ 1,000,000

- v. **Professional Liability Insurance** shall be maintained to respond to claims for damages due to the CONTRACTOR's errors and omissions.

Errors and Omissions: \$5,000,000

- vi. **Crime Insurance** shall be maintained to respond to claims for damages due to the CONTRACTOR employee theft, dishonesty, or related crimes.

Crime: \$500,000

- vii. **Excess Insurance** shall be maintained to respond to claims, and shall sit above the General Liability, Employers Liability, and Auto Liability policy limits outlined above.

Excess: \$5,000,000

b) CONTRACTOR agrees that with respect to the above required insurance:

- i. To name the Municipality as additional insureds as their interest may appear, and; to provide thirty (30) days' notice, in writing, of cancellation or material change. CONTRACTOR shall provide a copy of this Contract for EMT/Paramedic Service to its liability insurance carrier(s) for this purpose.
- ii. CONTRACTOR's insurance shall be primary in the event of a claim, except when the claim involves the Municipality, their agents, their employees, or their subcontractors operating CONTRACTOR's equipment.
- iii. The Municipality shall be provided with a Certificate of Insurance and endorsements evidencing the above required insurance, prior to commencement of an agreement and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies.
- iv. A Certificate of Insurance that states the Municipality have been endorsed as an "additional insureds" by CONTRACTOR's insurance carrier.
- v. Failure to Comply: In the event CONTRACTOR fails to obtain or maintain any insurance coverage required under this Agreement, it shall be considered a material breach of the Agreement and the Municipality may purchase such insurance coverage and charge the expense thereof to CONTRACTOR, or terminate the Agreement, at the option of the Municipality.

**13. INSURANCE REQUIREMENTS OF THE MUNICIPALITY:**

The Parties agree that on rare occasions, the Municipality, their agents, their employees, or their subcontractors may have to operate CONTRACTOR's equipment. The provisions set forth in Section 13 apply only when the Municipality, their Agents, their employees, or subcontractors operate CONTRACTOR's equipment. In order to protect the Municipality and CONTRACTOR and their agents from potential resulting claims, the Municipality

agree to maintain, for the duration of the Agreement, appropriate liability insurance coverages.

The Municipality agree to name Michigan Metro Paramedic Services of Michigan, Inc and their parent company, Superior Air-Ground Ambulance Services, Inc. as additional insureds as their interest may appear whenever and wherever the Municipality, their Agents, their employees, or subcontractors operate CONTRACTOR's equipment, and; to provide thirty (30) days' notice, in writing, of cancellation or material change. The Municipality shall provide a copy of this Agreement to their liability insurance carrier(s) for this purpose.

A Certificate of Insurance that states CONTRACTOR has been endorsed as an "additional insured" by the Municipalities' insurance carrier. Specifically, this Certificate must include the following language: "Metro Paramedic Service of Michigan, Inc., and their affiliate companies, and its respective officials, employees, agents, vendors, attorneys, and representatives, are, and have been endorsed, as additional insureds under the above referenced policy, on a primary and non-contributory basis for general liability and automobile liability coverage for the duration of the contract term whenever the Municipalities, their Agents, their employees, or their subcontractors operate CONTRACTOR's equipment."

**Commented [J1]:** Darien deleted – I reinserted.  
Why wouldn't they be primary when operating our equipment?

**14. FORCE MAJEURE**

**15. NOTICES:** Notices permitted or required hereunder shall be served either personally or by certified mail to the following individuals and addresses:

**IF SENT TO THE MUNICIPALITY:**

Director of Public Safety – Bob Houhanisin  
City of Farmington  
23600 Liberty St.  
Farmington, Mi. 48335

City Administrator  
City of Farmington  
23600 Liberty St  
Farmington, Mi. 48335

**IF SENT TO CONTRACTOR:**

Michael Tillman, Vice President  
Metro Paramedic Service of Michigan, Inc.  
395 West Lake Street  
Elmhurst, Illinois 60126

**16. INDEMNIFICATION:**

It is expressly understood and agreed that each Party, to the extent permitted by law, shall in all events defend, indemnify, save, and hold harmless the other, their parents, affiliates, successors and assigns, and their respective present and former agents, officers, volunteers, and employees from any and all claims, liabilities, obligations, debts, charges, settlements or judgments (including attorneys' fees) arising from death, illness, physical injuries or property damage to any third Party or the other Party's present and former agents, officers, volunteers, and employees, including but not limited to any and all employment-related causes of action, attributable to the acts or omissions of the offending Party, its agents, officers, and employees while engaged in the performance of duties under this Agreement provided that no Party shall have any obligation under this Section with respect to liabilities caused by the gross negligence, reckless, fraudulent or deliberately dishonest conduct, or intentional misconduct of the other Party seeking indemnification; and in the event that a final determination that such claims or liabilities resulted from such Party's gross negligence, reckless, fraudulent or deliberately dishonest conduct, or intentional misconduct is made by a court of competent jurisdiction, the indemnified Party shall immediately refund such monies and expenses paid pursuant to this Section. Neither Party shall be obligated to indemnify the other Party for any claim or liability: (a) involving a claim by one Party against the other Party; (b) to the extent prohibited by law; (c) to the extent the Party seeking indemnification receives indemnification or insurance coverage from any other source. Provided that a Party is not in breach of its indemnification obligations hereunder, no Party being indemnified shall settle or compromise any claim subject to indemnification hereunder without the consent, of the Party providing such indemnification. Each Party also agrees to indemnify and hold each other harmless for: (a) any settlement or judgment based upon the sole theory of apparent agency arising from the negligent acts or omissions of the other and/or its employees or agents, and (b) any settlement or judgment of an employment discrimination charge or claim arising from one Party's employees committing discriminatory, retaliatory, or harassing acts against the other Party's employees.

Notwithstanding the above paragraph, neither Party shall be liable to the other for indemnification for, and each Party hereby releases the other from, any liability for punitive, exemplary and consequential damages which may be suffered by such Party arising directly or indirectly out of the performance of this Agreement, including but not limited to the loss of use, loss of profits or business interruption (collectively, the "excluded damages"); provided that amounts owed as consideration under this Agreement shall not be deemed excluded damages.

Notwithstanding the foregoing, nothing contained within this Agreement is intended to be a waiver or estoppel of the CONTRACTOR, Municipality, or their respective insurer's ability to rely upon the limitations, defenses and immunities contained within Michigan law, including, but not limited to Michigan Stator the Emergency Medical Systems act that may be applicable to the Municipality or CONTRACTOR. To the extent that indemnification is available and enforceable, the Parties or their respective insurers shall not be liable to in indemnity or contribution for an amount greater than the limits of liability

for claims established by law. Each Party's obligation to indemnify hereunder is subject to the availability and limits of applicable insurance coverage. Under no circumstances shall either Party be required to indemnify the other for its own negligent or intentional conduct.

This indemnification obligation shall be deemed to be contractual in nature and shall survive any termination of this Agreement.

**16. NON-SOLICITATION AGREEMENT:**

The Municipality agrees not to solicit, or cause or induce a third party to solicit, for the purpose of hiring any EMT/Paramedic's placed with the Fire Dept to perform like services for the Municipality for the duration of this Agreement and for one year hereafter; unless mutually agreed by CONTRACTOR and Municipality.

**17. ASSIGNABILITY:**

This Agreement cannot be assigned or delegated to a third Party by either Party without mutual written consent of the Parties, which shall not be unreasonably withheld, and any attempted assignment without such consent shall be considered null and void; except that either Party may assign this Agreement to a parent, sister, subsidiary or affiliated corporation upon written notice to the other Party. Subject to the foregoing limitation, this Agreement shall be binding upon and inure to the benefit of the Parties' successors, assigns, affiliates or other legal representatives.

**18. STATUTORY COMPLIANCE:**

The Parties agree to use their best efforts to adhere to all county, state and federal rules, regulations, codes, ordinances, and charters as they may apply to fire protection and emergency medical services, including but not limited to the following:

- a. **State of Michigan Fair Employment Law Laws (Michigan. Stats. et. seq.).** In carrying out the performance required under this Agreement, the Parties agree to use their best efforts to comply with all applicable provisions of the Michigan Fair Employment Law, and rules and regulations promulgated by the Michigan Department of Workforce Development, prohibiting unlawful discrimination in employment. CONTRACTOR's deliberate, willful, or repeated failure to comply with all applicable provisions of the Michigan Fair Employment Law, as determined by the Michigan Department of Workforce Development or a court of competent jurisdiction, including specifically, provisions related to sexual harassment, or applicable rules and regulations promulgated thereunder, may result in a determination that the CONTRACTOR is ineligible for future contracts with the Municipality or any of their political subdivisions or municipal corporations, and this Agreement may be canceled or voided in whole or in part, provided that the provisions of this Agreement for the termination of this Agreement are followed, the CONTRACTOR is given a thirty (30) day period in which to cure any non-compliance or violations, and an opportunity to be heard by the board of trustees of the Municipality or similar entity before any decision has been made to cancel or void this Agreement and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.



b. **Drug-free Workplace Act (34 CFR Part 84).** All Parties must comply with all of the provisions of the Drug-free Workplace Act, which are applicable to the CONTRACTOR. Knowing or repeated false certifications or violations of the requirements of the Drug-free Workplace Act as determined by the Municipalities' Board of Trustees or similar entity may result in sanctions including, but not limited to, termination of this Agreement.

c. **Michigan Open Records Law (Michigan. Stats. , et. Seq.).** Applications, program reports and other information obtained by the Municipalities pursuant to this Agreement shall be administered in accordance with the Michigan Open Records Law. The Municipality shall give CONTRACTOR at least five (5) calendar days advanced written notice of any open record requests related to this Agreement and opportunity to review and object to any open record requests.

e. **Americans with Disabilities Act.** As a condition of receiving this Agreement, the CONTRACTOR certifies that services and activities provided under this Agreement comply and will continue to comply with The Americans with Disabilities Act (hereinafter "ADA") (42 U.S.C. 12101 et. seq.) and the regulations there under (28 CFR 35.130).

The Municipality shall not require the CONTRACTOR to perform any act which is contrary to the aforesaid and the CONTRACTOR shall use its best efforts to prohibit its employees from performing any act which violate the aforesaid acts and will take prompt remedial action to rectify or resolve any such violations.

The Parties recognize that this Agreement is at all times subject to applicable federal, state, and local law, including, but not limited to, the Social Security Act and its rules and policies and guidelines issued by the United States Department of Health and Human Services and its agencies such as CMS and the Office of the Inspector General. The Parties intend to comply fully with all applicable federal, state and municipal laws and regulations, including, but not limited to, the Balanced Budget Act of 1997, the Social Security Act, the federal Anti-Kickback Statute, and the federal False Claims Act. This Agreement shall be subject to amendments of such laws and regulations, and to new legislation and regulation. Any provisions of law that invalidate or are otherwise inconsistent with the terms of this Agreement, or that would cause one or both Parties to be in violation of law, shall be deemed to have superseded the terms of this Agreement; provided however, that the Parties shall exercise their best effort to accommodate the terms and intent of this Agreement to the greatest extent possible consistent with the requirements of law. In the event that any such laws or regulations affecting this Agreement are enacted, amended or promulgated, either Party may propose to the other a written amendment to this Agreement to be consistent with the provisions of such laws or regulations. Additionally, insofar as any terms or conditions of this Agreement are determined by any court or by the Office of the Inspector General to be contrary to any statutes or regulations, the Parties will promptly and in good faith confer and resolve any issues in order to amend this Agreement so that the performance of this Agreement is consistent with all applicable statutes and regulations. In the event that the Parties do not agree on such written

amendments within thirty (30) days of receipt of the proposed written amendments, either Party may terminate this Agreement, unless this Agreement would expire earlier by its terms. If either Party becomes aware of any actual or potential violations by the other Party, whether intentional or inadvertent, of any applicable state or federal statutes or regulations, it shall promptly notify the other Party in writing.

Each Party, their respective directors, trustees, officers and employees shall abide by their respective organization's ethical guidelines, including but not limited to guidelines related to gifts, political contributions, the federal Anti-Kickback Act (Section 1128B(b) of the Social Security Act) and the False Claims Act (31 USC 3729) and any amendments thereto.

The CONTRACTOR warrants that it is properly licensed to provide the EMT/Paramedic/FF's to the Municipality under all applicable federal, state, and local laws. The CONTRACTOR shall maintain all such licenses and all others as may be required by law during the term of this Agreement and will furnish a copy of each license and license renewal to the Municipality upon request. For purposes of any defenses or immunities to claims and liabilities to third Parties that the Municipality and/or its employees may be entitled under applicable laws, the Parties agree that, to the extent permitted by law, the CONTRACTOR will be deemed the agent of the Municipality or standing in the shoes of the Municipality with respect to such defenses and immunities available to the Municipality.

**19. WAIVERS:**

A waiver of any condition of this Contract must be requested in writing. No waiver of any condition of this Contract may be effective unless in writing from the Municipality.

**20. INTEGRATION CLAUSE:**

This Contract, with aforementioned attachments, as written, is the full and complete Contract between the parties and there are no oral Contracts or understandings between the parties other than what has been reduced to writing herein. To the extent that the specific terms of this Agreement contain different obligations for CONTRACTOR, those contrary specific provisions shall apply.

**21. CERTIFICATION:**

CONTRACTOR does hereby certify that it is not barred from contracting this Agreement.

**22. TERMINATION:**

The Parties reserve the right to terminate this Agreement at any time during the term of this Agreement, upon one hundred eighty (180) days written notice to the other Party. In case of such termination, the CONTRACTOR shall be entitled to receive payment from the Municipality for work completed to date in accordance with the terms and conditions of this Contract. CONTRACTOR may terminate this Agreement upon providing a minimum of one hundred eighty (180) day advanced written notice.

CONTRACTOR's failure to supply firefighter paramedic personnel will be considered a breach of the Agreement at the Municipalities' discretion. If one Party shall commit a material breach of this Agreement, the other Party shall provide a detailed written statement of the claimed material breach. If the alleged breaching Party shall fail to cure such breach, if curable, within thirty (30) business days, (unless residents' safety forms the basis, in whole or in part, of the material breach), in which case, the breach must be cured within forty-eight (48) hours of notice of the breach), the Agreement shall terminate at the expiration of the thirty (30) business day period unless the Parties agree that additional time is necessary to ensure an orderly transfer of fire-fighting or emergency medical services to the ensure the safety of the citizens of the Municipality; however, in no event shall such additional time extend for more than sixty (60) calendar days' without agreement of both Parties. The acceptance of such cure shall not be unreasonably withheld. Where the cure has not been accepted, the CONTRACTOR shall have an opportunity to be heard by the Municipalities' Board of Trustees or similar entity before any decision of termination or cancellation is made.

Any and all promises in this Agreement regarding indemnification, insurance, waivers and the like shall continue in full force and effect notwithstanding the termination of this Agreement. It is understood by the parties that termination deals strictly with the provision of professional services and the compensation for those services and not with the extinguishing of the obligations of either party to provide any indemnification and insurance required under this Agreement.

Notwithstanding anything to the contrary in this Agreement, should any early cancellation or termination give rise to liability to either Party under the federal or state laws known as WARN Acts or similar laws, such cancellation or termination shall be delayed so the Parties can provide appropriate notices or take other steps to avoid liability under such laws as allocated under this Agreement or by operation of law.

**23. SEVERABILITY:**

If any section, paragraph or provision of this Agreement shall be held invalid or unenforceable for any reason, such invalidity shall not affect any of the remaining provisions of this Agreement.

**24. GOVERNING LAW:**

This Agreement and the Parties' relationship shall be construed in accordance with, and governed by the laws of the State of Michigan without regard to applicable conflict of law principles. In the event of any dispute between the Parties, the prevailing Party shall be entitled to its reasonable attorney fees and costs. All disputes relating to or arising out of this Agreement or the Parties' relationship shall be resolved exclusively in the state courts located in the County of Oakland, Michigan, and the Parties hereby waive all objections to personal jurisdiction, venue, or forum non-convenience therein.

**25. BOOKS AND RECORDS, AUDITS:**

CONTRACTOR will comply with all applicable provisions of Michigan law with regard to financial audits and making its books and records available to the Municipalities.

26. **WAIVER OF BREACH NOT CONTINUING WAIVER:**

The failure of either Party to exercise any of its legal remedies shall not be considered a waiver of any breach of this Agreement.

27. **ENTIRE AGREEMENT:**

This Agreement supersedes and negates all other agreements between the parties concerning the same subject matter. Any other representation or warranty made by the parties not appearing in this Agreement is not enforceable. Amendments to this Agreement can be made in writing only, signed by CONTRACTOR and the Municipalities.

28. **HIPAA.**

The Parties agree that any duties undertaken under this Agreement will comply in all material respects with all federal and state-mandated regulations, rules, or orders applicable to the obligations undertaken pursuant to this Agreement, including but not limited to regulations promulgated under Title II Subtitle F of the Health Insurance Portability and Accountability Act (Public Law 104-91) and all subsequent amendments, regulations, and guidance thereto ("HIPAA"). The Parties agree that for purposes of HIPAA, the CONTRACTOR's employees and personnel shall be considered workforce members, as that term is defined in 45 CFR 160.103, of the Municipalities and that no business associate agreement is necessary. Furthermore, the Parties shall amend this Agreement or execute any additional documentation to amend the Agreement to conform with HIPAA or any new or revised legislation, rules, or regulations to which they are subject now or in the future (collectively, "Code") in order to insure that the Parties are at all times in conformance with HIPAA and the Code. If, within thirty (30) days of either Party first providing notice to the other of the need to review the Agreement or execute any other document to comply with HIPAA or the Code, the Parties do not reach a mutually agreeable resolution, and such agreement may not be unreasonably withheld, either Party may immediately terminate this Agreement.

29. **PAYMENT TO THIRD PARTIES.**

The CONTRACTOR shall not pay any salaries, commissions or fees, or make any payments or rebates to any employee or officer of the Municipality or any of its affiliates, or to any designee of any employee or officer of the Municipality or any of its affiliates, or favor any employee or officer of the Municipality or any of its affiliates, or any designee of any employee or officer of the Municipality or any of its affiliates, with gifts or entertainment of significant cost or value, or enter into any business arrangements with any employee or officer of the Municipality or any of its affiliates, other than as a representative of the Municipality or any of its affiliates.

|

Without limiting any provision herein, the CONTRACTOR further agrees that the CONTRACTOR will not, either directly or indirectly, offer, pay, promise to pay or authorize the payment of money or anything of value to any government official, candidate for office, political Party, vendor or other third Party in violation of any law, including without limitation the United States' Foreign Corrupt Practices Act, as amended.

**IN WITNESS WHEREOF** , the parties hereto have caused this Agreement to be executed by their duly authorized officials on the date first above written.

**CITY OF FARMINGTON as agent for the Municipality**

By: \_\_\_\_\_  
Village President

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

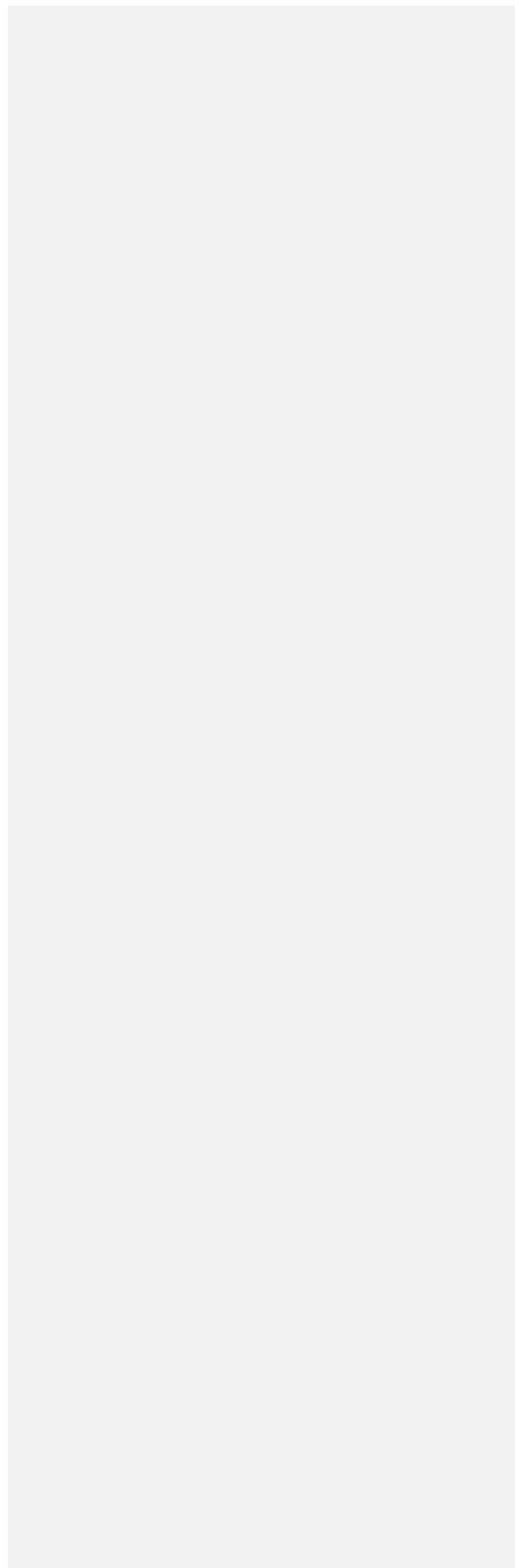
**Attest:**  
\_\_\_\_\_  
(title)

**METRO PARAMEDIC SERVICE OF MICHIGAN, INC.**

By: \_\_\_\_\_  
(title)

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

**Attest:**  
\_\_\_\_\_  
(title)



# EXHIBIT

**A**

**Commented [HH2]:** This is where the IGA and service area map are located

Exhibit begins on the following page.

Sample



I

# EXHIBIT B

## EMS Equipment

<u>Qty</u>	<u>Type</u>
1	Stryker Power Cots
1	Zoll M Series Monitors
1	Stryker Stair Chair
1	Laptop computer for EMS reporting

Sample

## EXHIBIT C

Apply rates below:

Charges	HCPC	Rates
ALS 1 ER	A0427	
BLS ER	A0429	
ALS 2	A0433	
Mileage Rate		<i>TBD/mile</i>

Sample

# Exhibit 4



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/04/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Resource Insurance Advisors 603 E. Kensington Rd Suite 200 Mt. Prospect IL 60056		<b>CONTACT NAME:</b> Adam Lindsten <b>PHONE (A/C, No, Ext):</b> (847) 590-9400 <b>FAX (A/C, No):</b> (847) 628-0880 <b>E-MAIL ADDRESS:</b> adam@resourceinsuranceadvisors.com	
		<b>INSURER(S) AFFORDING COVERAGE</b>	
		<b>INSURER A:</b> Arch Insurance Company	
		<b>INSURER B:</b>	
		<b>INSURER C:</b>	
		<b>INSURER D:</b>	
		<b>INSURER E:</b>	
		<b>INSURER F:</b>	
<b>INSURED</b> Metro Paramedics Services, Inc. 395 Lake Street Elmhurst IL 60126			

**COVERAGES**

CERTIFICATE NUMBER: CL241402946

REVISION NUMBER:


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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y		MEPK09157507	01/01/2024	01/01/2025	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 10,000,000
							PRODUCTS - COMP/OP AGG	\$ 10,000,000
							Employee Benefits	\$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y		MEPK09157507	01/01/2024	01/01/2025	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
							Medical payments	\$ 5,000
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	Y		MEUM09266807	01/01/2024	01/01/2025	EACH OCCURRENCE	\$ 10,000,000
							AGGREGATE	\$ 20,000,000
								\$
							PER STATUTE	
							OTH-ER	
							E.L. EACH ACCIDENT	\$
							E.L. DISEASE - EA EMPLOYEE	\$
							E.L. DISEASE - POLICY LIMIT	\$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y / N <input type="checkbox"/> N / A			MEIM09221807	01/01/2024	01/01/2025	Emergency App. DED	\$5,000
	Inland						Portable Equipment DED	\$1,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

"As required by written contract, the certificate holder is an additional insured with respect to the operations of the named insured pursuant to forms GL2014 (01/15) AU4021 (01/15) and CU2430 (04/13)"

**CERTIFICATE HOLDER****CANCELLATION**

City of Farmington 23600 Liberty Street Farmington MI 48335	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	---

© 1988-2015 ACORD CORPORATION. All rights reserved.

# Exhibit 5



# ***STILLMAN FIRE PROTECTION DISTRICT***

---



To: Whom it may concern  
Fr: Chief Hoefle  
Dt: January 17, 2023  
Re: Metro Paramedic Services

To whom it may concern

Over the past several years, I have been working with the staff at Metro Paramedic Services. Our agency contracted with Metro just over a year ago. Without a doubt working with the staff at Metro has been a great partnership. The transition of moving to a contract agency was seamless. The communication we received from the staff at Metro to start the process was quick and they answered all the questions needed.

Over the course of the year, we have been with Metro Paramedic Services, we have had to reach out with some questions. Sometimes I have had to reach out and sometimes it has been our contract coordinator, however no matter who reached out, we got a response same day on most occasions.

As a Fire Chief, when I contact with anyone and they say, "here is my cell phone number, if you have any problems, don't hesitate to call," and I know they mean it, that means the world to me. That service shows they care about the partnership. Numerous times I have asked questions about "what if," the answer is, "we want you to be in service with the best staff at all times, and our job is to take care of them, so they take care of your community." That is exactly what Metro Paramedic Services have done for Stillman Fire. I have been a member of this community for my entire life. I live here and my family lives here. I have to trust the people that will be there to take care of me, and if employees aren't taken care of and happy in their job, the level of compassion and care can be seen. I know our Metro staff are happy, well taken care of employees and for that I am thankful.

If you have any questions or concerns, please don't hesitate to call.

Thank you

A handwritten signature in black ink that reads "C. Hoefle".

Chad Hoefle  
Fire Chief





BELVIDERE  
FIRE  
DEPARTMENT

123 S. State St.  
Belvidere, IL 61008

Fire Chief and Administration Offices

(815)544-2735

Fax (815)544-2278

05/08/2023

To whom it may concern,

The City of Belvidere entered into an agreement with Metro Paramedic Services on March 6<sup>th</sup>, 2023, to provide staffing, ambulances, equipment, and housing for the delivery of ALS services to the City of Belvidere beginning May 1, 2023.

This would be an impossible timeframe for almost anyone. Especially since the City of Belvidere was an IDPH Non-Transport ALS provider. But this was done by Metro.

On May 1<sup>st</sup>, 2023, City of Belvidere and Metro started providing high quality ALS Ambulance Services. In that short time, we worked together to find 12 exceptional EMT's, get them in our uniforms, and in-serviced on our policies, guidelines, expectations, procedures, and processes. Metro assisted us with getting our transport license, getting the ambulances licensed by IDPH and approved by our system. They also provided for us at no cost, our contract manager for over a month to assist us with all this. During this time, the contract manager also helped us set up our new NEMSIS compliant reporting software.

On May 1, the Ambulance Service was being delivered in two new ambulances, fully stocked and proudly displaying our logos.

To say they did a great job would be an understatement.

The ability for Metro to deliver is second to none. They are professional, responsive, and have the resources to make things happen.

I have also witnessed first hand how well they care for their employees.

I am truly thankful that we partnered with them, as they have gone over and above to partner with us so that the citizens of Belvidere could continue to have high-quality ALS services.

Sincerely,

Shawn Schadle  
Fire Chief



Brian Kunce  
Fire Chief  
Boone County Fire Protection District #2  
1777 Henry Luckow Lane  
Belvidere IL 61008  
Office 815-544-5623  
Station 815-544-3336  
Fax 815-544-4682  
Cell 815-218-1790

To: Whom it may concern  
Fr: Fire Chief Brian Kunce  
Dt: September 15, 2023  
Re: Metro Paramedic Services

To whom it may concern

On August 7<sup>th</sup>, 2023, Boone County Fire Protection District #2 (BCFPD#2) began its own ambulance services contracted through Metro Paramedic Service (MPS). Prior to starting and over the course of this year, we have been in contact with Metro Paramedic Services. Whenever I had to reach out, we got a response that same day. Everyone that we dealt with at (MPS) was very professional, knowledgeable, and courteous. The communication we received from the staff at (MPS) to start the process was quick and they answered all the questions needed.

Starting our own ambulance was a huge change for our fire district, however, was seamless working with their staff. I know several agencies that have switched over to (MPS) once they've heard how everything is working so well with us.

Our staff are very happy with (MPS). We are very fortunate we chose to contract with them. If you have any questions, please don't hesitate to contact me for any information.

*Brian Kunce*

Brian Kunce

Fire Chief



Brian Kunce  
Fire Chief  
Boone County Fire Protection District #2  
1777 Henry Luckow Lane  
Belvidere IL 61008  
Office 815-544-5623  
Station 815-544-3336  
Fax 815-544-4682  
Cell 815-218-1790



## NEW LENOX FIRE PROTECTION DISTRICT

Headquarters/Station #1  
261 E. Maple Street  
New Lenox, Illinois 60451

Office: 815-463-4500 Fax: 815-485-3959 WWW.NLFIRE.COM

---

January 12, 2023

To Whom It May Concern:

The New Lenox Fire Protection District recently entered a new contract with Metro Paramedic Services, Inc. (Metro) to provide firefighter/ paramedic services along with a fire marshal and deputy chief. Metro took over services from our previous long-term contractor and did an outstanding job ensuring that our employees were informed during the switch and comfortable with everything that was happening. The transition was very smooth from our standpoint and the entire Metro team did a great job with the process.

We have now worked with Metro for a couple of years and the renewal process has been very transparent and any issues have always been quickly resolved. Even during the staffing issues that we all face Metro has been very transparent and creative with ways to attempt to provide high quality individuals.

I would recommend Metro to provide services provide services to your community.

Please feel free to contact me directly if you wish to discuss anything further by phone or email, [adam.riegel@nlfire.com](mailto:adam.riegel@nlfire.com) .

Sincerely,

A handwritten signature in black ink, appearing to read "Adam D. Riegel".

Adam D. Riegel  
Fire Chief



RESPONSE TO REQUEST FOR INFORMATION

PRIMARY ADVANCED LIFE SUPPORT AMBULANCE SERVICES

CITY OF FARMINGTON, MICHIGAN

FEBRUARY 2024



---

*“We take care of people,  
that’s what we do.”*

---

Toll Free 866.973.9999

Fax 248.338.9364

[www.StarEMS.com](http://www.StarEMS.com)

02/16/2024

Bob Houhanisin  
Director, Public Safety  
23600 Liberty  
Farmington, MI 48335

Dear Mr. Houhanisin,

In response to your recent request for information regarding Star EMS and its ability to provide Advanced Life Support Ambulance Services to the City of Farmington, I am pleased to submit the following for review.

Star EMS is the area leader in emergency ambulance service. Our technology driven communications center, dedicated staff, competent leadership, and our congruent service area, are contributing factors in Star EMS’s ability to provide the City with emergency ambulance services. Combined with our unparalleled commitment to customer focused care, Star EMS has earned the reputation as being a first-class provider that communities can count on.

At Star EMS we recognize the ever-evolving nature of providing pre-hospital healthcare services and the challenges that may come with it. When a community partners with Star EMS, we become a resource, not an obstacle, to help communities navigate change and assist in growth.

Your trust in Star EMS to deliver a quality, client-directed service is valued greatly. It is our sincere desire to provide the City of Farmington, its residents, visitors, and guests with emergency ambulance services that everyone shares confidence in.

Thank you for the opportunity to provide you with this information about Star EMS.

Respectfully,

Tom Robinson  
Director of Operations  
Office: (248) 481-5001  
[trobenson@starems.com](mailto:trobenson@starems.com)

---

\* 63 Oakland Avenue \*

\* P.O. Box 420155 \*

\* Pontiac, MI 48342 \*

---

*“There is no higher honor than to be given the responsibility to care for another human being.”*

~ Richard K. Schachern ~



**VENDOR LETTER OF INTENT**

02/16/2024

Bob Houhanisin  
Director, Public Safety  
23600 Liberty  
Farmington, MI 48335

Dear Mr. Houhanisin,

In response to your request for information regarding advanced life support ambulance services, Star EMS is pleased to submit the following:

Prices for all items are quoted firm against increase for (3) three years.

**PAYMENT TERMS:** Please reference attached quote sheet.

  
\_\_\_\_\_  
**Authorized Signature**

Director, Client Services  
**Title**

02/16/2024                      (248) 481-5041  
**Date**                                      **Telephone No.**

Star EMS  
**Company Name**

63 Oakland Avenue  
Pontiac, MI 48342  
**Company Address**

(866) 973-9999  
**Telephone No.**

**SEND ORDER TO:** Star EMS

**SALES AGENT:** Mr. Craig T. Gebo, RN, EMT-P

**ADDRESS:** 63 Oakland Avenue, Pontiac, MI 48342

**TELEPHONE PHONE:** (248) 481-5041

**ADVANCED LIFE SUPPORT AMBULANCE SERVICE  
CITY OF FARMINGTON, MI**

02/16/2024

Bob Houhanisin  
Director, Public Safety  
23600 Liberty  
Farmington, MI 48335

Dear Bob Houhanisin,

It is the intent of Star EMS to be considered as an Advanced Life Support Ambulance provider, to serve the City of Farmington.

**Qualifying Considerations:**

1. Star EMS will respond an Advanced Life Support Ambulance to emergency requests for services within the city.
2. Working within the framework of a traditional tiered response, the Medical First Responders from the City's Public Safety Department on-scene will provide initial assessment and any necessary emergency intervention to the patient. Star EMS will respond an Advanced Life Support Ambulance to assist and provide any necessary advanced procedures (IV access, Medications, Advanced Airway, Cardiac Monitor, etc.). Star EMS will then "package" the patient and begin transport to the hospital. This tiered response will allow the Public Safety Department to remain in service, ready to serve the next City 911 caller.
3. Per OCMCA System Protocols regarding EMS Response Time Standards; And, per this proposed tiered response model, the Public Safety MFR shall arrive on scene within six minutes, while the transporting agency, Star EMS, shall arrive within ten minutes. There are variables such as inclement weather, train crossings, traffic, etc. that may contribute to response times greater than ten minutes. Protocol requires the primary ambulance and the transporting agency ambulance to respond within the timeframe, 90% of the time.

4. Star EMS will provide a one-for-one exchange of any soft medical supplies used by the Public Safety MFR on-scene, and whereas Star EMS assumed care and transported the patient. An example of this exchange would include a nasal cannula, bandages, cervical collar, etc. Any hard supplies used that are labeled Farmington Public Safety and left attached to the patient at the hospital shall be returned when they are no longer in use. An example of this return would be a long board, traction splint, KED Jacket, etc.
5. Star EMS, through its oxygen vendor, shall exchange the Public Safety MFRs portable oxygen tanks. The process for this exchange will be determined and mutually agreed upon by the Public Safety MFR and Star EMS.
6. Biomedical waste generated by the Public Safety MFR, during the normal course of providing services, (such as a needle "sharps container") shall be properly disposed of by Star EMS through its biomedical vendor.
7. It is the intent of Star EMS to promptly respond an ambulance to service requests in the city from its sub-station at Telegraph and Nine Mile Road. In the event this unit is unavailable, Star EMS shall move its resources to provide backfill coverage. Star EMS agrees to make all attempts to utilize its own mutual aid agreements initially, but if no units are available, Public Safety must initiate its own mutual aid.
8. Star EMS will maintain Advanced Life Support licensure and all ALS equipment.
9. Star EMS Dispatchers are certified as Emergency Medical Dispatchers and provide pre arrival medical first aid instructions to 911 callers.
10. All Technicians that interact with patients shall be neatly dressed, groomed, and in a recognizable uniform and will be required to perform their duties in a professional, courteous, and caring manner that is consistent with customer service standards.
11. All vehicles owned and operated by Star EMS are equipped in accordance with the rules and regulations of the Michigan Department of Consumer Industry

Services, EMS division and maintenance consistent with the manufactures requirements and industry standards.

12. The staffing, stocking and maintenance of all ambulances shall be the sole responsibility of Star EMS.
13. Star EMS shall assist with database management of citizens/visitors transported from within the City.
14. Star EMS will assist the Public Safety MFR's training officer with continuing education sessions. When requested, Star EMS will provide its licensed paramedic instructor coordinator(s) to aid in preparation and presentation of the training material.
15. Star EMS shall be responsible for the billing and collection of any and all fees due and owing to it by persons furnished with emergency and or non-emergency ambulance services by Star EMS.
16. Star EMS will respond an ALS ambulance 24 hours a day, 365 days per year.
17. The Fee to the City for this service is \$0, annually.
18. Star EMS operates an in-house billing department that services both its own clients as well as external clients (Public Safety MFRs). The value to this is that if a City resident has an issue with an invoice for EMS services they received, our experienced internal customer service team will be able to provide them with immediate, professional, and friendly assistance. If the resident voices any concern with the treatment they received, the call is escalated up to a manager or director within Star EMS for prompt mitigation.

Star EMS will consider any request made by the City and/or Public Safety MFR to amend our intent, to better serve the residents and recipients of service.

Respectfully,

Tom Robinson  
Director of Operations  
Star EMS  
(248) 481-5001