ANNUAL REQUIREMENTS CONTRACT FOR GENERAL SERVICES
220157-DD EMERGENCY AMBULANCE SERVICES

THIS Annual Requirements Contract for General Services ("Contract") is being entered into this _____ day of _____, 2022 by and between the City of Las Vegas (the "City"), a municipal corporation in the State of Nevada, and Mercy, Inc., dba American Medical Response. (the "Company"), a corporation organized and existing under the laws of the State of Nevada, having its principal office at 7201 West Post Road, Las Vegas, NV 89113.

SECTION A – CONTRACT OVERVIEW

A-1 Summary of Contract [CAO-12/30/2020]

(a) This Contract sets forth the terms and conditions for ordering and performance of the Services described herein, and the execution hereof by the parties hereto forms a legally binding contract. The City may order, and the Company is obligated to perform, the Services in accordance with the terms and conditions of this Contract using its own equipment, tools and other materials, unless otherwise described herein. This is a non-exclusive contract.

(b)

Contract Synopsis The services to be procured are more fully defined in Section C	911-Dispatched Ambulance Service transport Ambulance responding to requests for Emergency Medical Services only from the CCC, staffed with at least one licensed EMT-Paramedic and one licensed Advanced EMT or EMT-Basic.		
Performance Dates The Performance Period is more fully defined in Section A-2	**Award Date** See first paragraph	**Expiration Date** One year from Award Date	**Option Periods** 2 - three year periods
Contract Type	The contract type is Annual Requirements.		
Contract Amount	$ 2,200,000 per year	Annual Not to Exceed Amount	

(c)

Contract Exhibits / Attachments The following documents are hereby incorporated into this Contract
Exhibit A - Scope of Work, including any Addenda
Exhibit B - Supplier Response, including forms & attachments
Exhibit C - Pricing
Exhibit D Disclosure

(d)

City Representative: All routine Company inquiries should be directed to the person identified by the City on the Purchase Order per Section D-5			
Company Representative Per Section D-5	**Name** Michael Johnson	**Phone** 702-241-3204	**Email** Michael.Johnson@gmr.net

(e)

City Legal Notice Representative per Section E-1			
Company Legal Notice Representative Per Section E-1	**Name & Title** Greg Kelminson	**Address** 6363 Fiddlers Green Cir. Greenwood Village, CO 80111	**Email** Greg.Kelminson@gmr.net

A-2 Performance Period [CAO-12/30/2020]

(a) The City may place orders against this Contract from the Award Date through and including the Expiration Date, unless extended in writing.

(b) The City may, upon mutual written consent, exercise the option to renew the Contract for the periods set forth above (if any). Exercise of an option does not commit the City to exercise further options.

(c) The City reserves the right to exercise an option to temporarily extend this Contract for up to sixty (60) calendar days from the Expiration Date, for any reason.

SECTION B – DEFINITIONS

B-1 Definitions [CAO-01/20/2016] R

The following definitions apply to this Contract:

(a) **911-Dispatched Ambulance Service**: Ambulance service that is dispatched by or required to be electronically transferred for dispatch by the CCC to Company.

(b) "**Advanced Emergency Medical Technician**" or "**Advanced EMT**": A person who is qualified, in accordance with the Health District regulations as an EMT-Basic and who is also qualified in accordance with the Health District regulations to perform essential advanced techniques and to administer a limited number of medications. (See LVMC 6.08.020)

(c) "**Advanced Life Support**" or "**ALS**": Whether used alone or as a modifier of other nouns, has the same meaning as the definition of that term in the Code of Federal Regulations (42 CFR 414.605), as may be amended. Likewise, the terms "ALS1" and "ALS2" have the same meanings as the definitions of those terms in 42 CFR 414.605, as may be amended. (See LVMC 6.08.020)

(d) **Ambulance**: A motor vehicle which is specially designed, constructed, equipped and staffed to provide basic, intermediate or advanced care for one or more:
(1) Sick or injured persons; or
(2) Persons whose medical condition may require special observation during transportation.
(3) For the purposes of this Contract, the term "Ambulance" specifically excludes non-medically supervised patient transports and special event medical service transports. (See LVMC 6.08.020)

(e) "**Automatic Vehicle Locator**," "**AVL/GPS**" or "**AVL**": The automated system used to track or determine the physical location of Ambulance vehicles through a Global Positioning System (GPS), on a computerized mapping system that is integrated with the CCC. (See LVMC 6.08.020)

(f) **AVL/GPS data reports**: Global Positioning System (GPS) data that Company may use to report that it was "on-scene," thereby providing a means to calculate an official response time. (See LVMC 6.08.020)

(g) **Award Date**: The date that a Contract becomes effective. It is the date entered into the first paragraph of the Contract upon execution by an authorized representative of the City.

(h) **City Manager**: The City Manager appointed by the City Council to perform such administrative functions of the City government as may be required of him or her by the City Council, or his or her designee.

(i) "**Combined Communications Center**" or "**CCC**" (previously known as Fire Alarm Office-FAO under LVMC): The office referred to as Firecom in the Health District regulations which is administered by the City of Las Vegas through an Interlocal agreement among the City of Las Vegas, the City of North Las Vegas, and Clark County, or the successor to that office.

(j) "**Computer-Aided Dispatch**" or "**CAD**": Dispatching of emergency and non-emergency resources through the computer technology to calls for service.

(k) **Contract**: This document, consisting of Sections A through E and the Exhibits and Attachments attached hereto, which is binding and effective only upon execution by the City.

(l) **Contract Amount:** The maximum amount of compensation that may be paid to the Company for performance of the Contract, which includes, without limitation, compensation for all direct and indirect expenses.

(m) **Emergency**: Has the same meaning as that term is defined by the Health District, as may be amended.

(n) **Emergency Ambulance**: A 911-Dispatched Ambulance Service transport Ambulance responding to requests for Emergency Medical Services only from the CCC, staffed with at least one licensed EMT-Paramedic and one licensed Advanced EMT or EMT-Basic.

(o) **Emergency Medical Care**: Medical care given to a patient in an Emergency situation before the patient arrives at a hospital or other medical facility and until responsibility for the patient is assumed by the medical staff at such facility.

(p) "**Emergency Medical Service**" or "**EMS**": A system consisting of a chain of services linked together to provide Emergency Medical Care for the patient at the scene, during transport, and upon entry at a hospital or other medical facility. (See LVMC 6.08.020)

(q) **Emergency Medical Service Priority Dispatch**: A dispatch system:
(1) whereby certified emergency medical dispatchers give lifesaving pre-arrival instructions to persons requesting the same; and
(2) Which provides for the dispatch of the appropriate level of emergency vehicle response, A, B, C, D, E, or O as determined by use of a priority card or computer program, based on the severity of the medical emergency.
(3) In which the different levels of dispatch priority are defined as follows:
(a) Priority Level 1: Specified critical-level Bravo (B), Charlie (C), Delta (D) and Echo (E) calls for 911-Dispatched Ambulance Service;
(b) Priority Level 2: Specified high-level Bravo (B), Charlie (C), Delta (D) and Echo (E) calls for 911-Dispatched Ambulance Service;
(c) Priority Level 3: Specified moderate-level Bravo (B), Charlie (C), Delta (D) and Echo (E) calls for 911-Dispatched Ambulance Service;
(d) Priority Level 4: Specified low-level Alpha (A), Bravo (B) and Omega (O) calls for 911-Dispatched Ambulance Service; and
(e) Priority Level 5: Specified medical aid-level Alpha (A) and Omega (O) calls for 911-Dispatched Ambulance Service.
For purposes of this definition "specified," with respect to a priority level, refers to call types that are selected by the Fire Chief and designated in a separate document as pertaining to that priority level.

(r) "**Emergency Medical Technician-Basic**" or "**E-Basic**": A person who is qualified, in accordance with the Health District regulations to provide basic emergency medical care. (See LVMC 6.08.020)

(s) "**Emergency Medical Technician-Paramedic**" or "**EMT-Paramedic**": A person possessing the qualifications of the Advanced EMT and also, in accordance with the Health District regulations, have enhanced skills that include being able to administer additional Advanced Life Support interventions and medications. (See LVMC 6.08.020)

(t) Emergency Response: Has the same meaning as the definition of that term in the Code of Federal Regulations (42 CFR 414.605), as may be amended. (See LVMC 6.08.020)

(u) Financial Statements: Audited financial statements of the local operation of the business. Financial statements are to include: Balance sheet, income statement, statements of cash flows, and statement of retained earnings.

(v) "**Fire Department**" or "**LVFR**" means the City of Las Vegas Department of Fire and Rescue.

(w) **Fire Chief**: The Director of the Fire Department or designee.

(x) **Health District**: The Southern Nevada Health District, its officers and authorized agents.

(y) Health District Regulations: The applicable EMS regulations adopted by the District Board of Health, as it exists now or as amended in the future.

(z) "**Intermediate Life Support**" or "**ILS**": Whether used alone or as a modifier of other nouns, means transportation by ground ambulance vehicle and medically necessary supplies and services that must be staffed by not less than two individuals, at least one of whom must be trained and qualified to the level of an Advanced EMT. (See LVMC 6.08.020)

(aa) **LVMC**: The Las Vegas Municipal Code, as it exists now or as amended in the future.

(bb) **Non-Exclusive Contract**: A Contract under which the City agrees to obtain some, but not necessarily all, of the City's requirements for a particular service.

(cc) **On-Scene**: When an Ambulance unit actually arrives at the specific address or location dispatched with a speed of zero miles per hour, or when the Ambulance unit actually arrives at the point closest to the specified address or location to which it can reasonably be driven. (See LVMC 6.08.020)

(dd) "**Patient Care Report/Prehospital Care Records**" or "**PCR**": The written or electronically recorded patient record, in a form approved by the Fire Chief, providing documentation of all required medical, legal, billing and other information related to a single patient transport.

(ee) **Purchase Order (or P.O.):** The administrative document issued by the City to facilitate the ordering of and payment for the Services purchased pursuant to this Contract.

(ff) **Service Area**: The incorporated areas of the City of Las Vegas as those areas are increased or reduced to accommodate new territory annexed to or territory divested by the City.

(gg) **Services:** The work to be performed by the Company, which is listed or described in Section C, "Scope of Work" and "Exhibit B – Supplier Response", attached hereto.

SECTION C – SCOPE OF WORK

C-1 Services will be provided in accordance with the Scope of Work as set forth in "Exhibit A", and Supplier Response as set forth in "Exhibit B" attached hereto. If there is a conflict between the Scope of Work and the Supplier Response, the Scope of Work shall take precedence.

SECTION D - SPECIAL CONDITIONS

D-1 Pricing and Payment [CAO-4/2020] R

(a) Payment to the Company will be made only for the actual Services performed and accepted by the City, upon receipt of a timely invoice submitted in accordance with Section D-3, "Invoices".

(b) The City will pay the Company in accordance with the pricing set forth in "Exhibit C" to this Contract. Hourly billing charges for 30 minutes or less will be round down to the hour. Hourly billing charges for 31 minutes or more will be round up to the hour.

(c) The prices set forth herein include all the costs and expenses associated with providing and performing the Services for the City including, without limitation, expenses for all taxes (excluding sales and use tax), equipment, supplies, staff, fleet, mileage, fuel costs, service and repair costs, inspections, meeting warranty requirements, insurance, overhead, profit and all other charges, including travel expenses, necessary to meet and comply with all the terms and conditions of this Contract. No additional costs or fees will be considered for payment.

D-2 Pricing Revisions [CAO-4/2020]

For the term of this Contract, the pricing for the Services shall remain firm.

D-3 Invoices [CAO-9/2020]

(a) The Company shall timely submit a detailed invoice to the City monthly, for Services performed and accepted. Each invoice shall contain the following information:

(i) the date of the invoice and invoice number;

(ii) the Purchase Order number;

(iii) the Contract Item against which charges are made; and

(iv) the performance dates covered by the invoice.

(a) Upon reconciliation of all errors, corrections, credits, and disputes, payment to the Company will be made in full within thirty (30) calendar days. **Invoices received without a valid Purchase Order number will be returned unpaid.** If the Company does not timely submit a detailed invoice to the City as required herein, the City shall not have any obligation or liability to effect any payment for said late invoice. The City shall also not be liable for any errors or omissions in an invoice once said invoice is paid by the City, all of which shall be expressly waived by Company. Notwithstanding the foregoing, this paragraph shall in no way waive the City's rights and remedies should the City find any errors or omissions in an invoice before or after said invoice is paid by the City.

The Company shall submit the original invoice to:

Department of Finance
ATTN: Accounts Payable
City of Las Vegas
495 South Main Street, 4th Floor
Las Vegas, NV 89101–2986

(b) A duplicate copy of the invoice is to be sent to the City's designated representative at:

Fire & Rescue
500 N. Casino Center Blvd.
Las Vegas, NV. 89101

(c) The City may subtract or offset from any unpaid invoice from the Company any claims, which the City may have incurred for failure of the Company to comply with the terms, conditions or covenants of this Contract, or any damages, costs and expenses caused by, resulting from, or arising out of the negligent act or omission of the Company in the performance of the Services under this Contract. Within ten (10) calendar days, the City shall provide a written statement to the Company of the off-set which has been subtracted from any payment to the Company along with appropriate documentation and receipts, if any, and a description of the failure, error or deficiency attributed to the Company. The Company may dispute the right or amount of the off-set made by the City by providing written notification to the City within ten (10) calendar days after receipt of the City's written notice. The City shall provide a written response to the Company within ten (10) calendar days of receipt of the Company's written dispute notice. If the Company disputes the City's determination, the Company may file a claim pursuant to Section E-2, "Disputes" of this Contract.

D-4 Performance Requirements [CAO-08/22/2019] R

(a) Service Coordination. All performance of Services must be coordinated with Robert Nolan at (702) 229-0436 or Chris Sproule at (702) 229-0302.

(b) Performance Schedule. The Company shall commence performance under the Contract no later than ten (10) calendar days after the Award Date or Notice to Proceed.

(c) Failure to Perform. In the event that the Company fails to perform the Services in accordance with the terms and conditions of the Contract, the City shall have the option to either terminate the Contract or procure the Services from another supplier. If the Services are procured from another supplier, the Company shall pay the City any difference between the Contract price(s) and the price(s) paid to the other supplier plus any and all administrative costs incurred associated with the re-procurement.

(d) Additional Service Requirements.

(i) The Company shall comply with the requirements and instructions as stated in the Scope of Work and Supplier Response.

D-5 City/Company Representative [CAO-08/22/2019]

(a) All routine Company inquiries should be directed to the person identified by the City on the Purchase Order.

(b) The Company Representative for this Contract is named in Section A-1 (d). The Company Representative shall have full authority to act for the Company on all matters arising under or relating to this Contact until written notice to the City is provided by the Company of any change in the person acting in this capacity.

D-6 Insurance [CAO-4/2020]

(a) The Company shall procure and maintain, at its own expense, during the entire term of the Contract, the following coverage(s):

(i) Industrial/Workers' Compensation Insurance protecting the Company and the City from potential Company employee claims based upon job-related sickness, injury, or accident, during performance of this Contract, and must submit proof of such insurance on a certificate of insurance issued by an insurer qualified to underwrite workers' compensation insurance in the State of Nevada, in accordance with NRS 616A-616D, inclusive. If Company is a sole proprietor, it will be required to submit an affidavit indicating that the Company has elected not to be included in the terms, conditions and provisions of NRS 616A-616D, inclusive, and is otherwise in compliance with those terms, conditions and provisions. The Company's Workers' Compensation policy shall have a waiver of subrogation endorsement in favor of the City of Las Vegas.

(ii) Commercial General Liability Insurance (bodily injury, property damage) with respect to the Company's agents assigned to the activities performed under this Contract in a policy limit of not less than $2,000,000 per occurrence and $2,000,000 in the aggregate, for bodily injury, products, completed operations, personal injury and property damages. Such coverage shall be on an "occurrence" basis and not on a "claims made" basis, and be provided on either a Commercial General Liability or a Broad Form Comprehensive General Liability (including a Broad form CGL endorsement) insurance form. The form must be written on an ISO Form CG 00 01 10 01, or an equivalent form. The Company's General Liability policy shall have a waiver of subrogation endorsement in favor of the City of Las Vegas, and shall be endorsed to include the City, its officers, and employees as additional insured.

(iii) Commercial Automobile Liability Insurance of limits no less than $2,000,000 combined single limit per occurrence for bodily injury and property damage to include, but not be limited to, coverage against all insurance claims for injuries to persons or damages to property which may arise from services rendered by Company and any auto used in the performance of services under this Contract. The policy must insure all vehicles **owned** by the Company and include coverage for **hired** and **non-owned** vehicles. If the services requested do not require the use of the vehicle to perform, the Commercial Automobile Liability Insurance requirements as described in this paragraph do not apply. The Company's Automobile Liability policy shall have a waiver of subrogation endorsement in favor of the City of Las Vegas, and shall be endorsed to include the City, its officers, and employees as additional insured.

(iv) Professional Liability Insurance (Errors and Omissions Coverage) protecting the Company from claims arising out of performance of professional services caused by a negligent act, error, or omission for which the insured is legally liable. Such coverage shall be in a minimum amount of $2,000,000, combined single limit and in the aggregate, for the period of time covered by this Contract. If coverage is on a "claims made" basis, then it must continue for a period of two years beyond the completion or termination of this Contract. Any retroactive coverage must coincide with or predate the beginning of this Contract and may not be changed without the consent of the City.

(b) The Company must provide compliant certificates of insurance and required endorsements to the City or its designated certificate tracking service immediately upon request. The Company shall maintain coverage for the duration of this Contract, and any renewal periods if applicable. The Company shall annually provide the City's designated certificate tracking service with a certificate of insurance and endorsements as evidence that all insurance requirements have been met. A certified, true, and exact copy of each of the project specific insurance policies (including renewal policies) required under this Section shall be provided to the City or it's designated certificate tracking service if so requested.

(c) All required aggregate limits must be disclosed and amounts entered on the certificate(s) of insurance. The certificates must identify the Contract number, the Contract description, and for internal City routing purposes only the name of the appropriate City division/department. The Company and/or insurance carrier shall provide the City with a 30-day advance notice of policy modification, cancellation or erosion of insurance limits, sent by certified mail "return receipt requested".

(d) The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer and licensed by the State of Nevada. Each insurance carrier's rating as shown in the latest Best's Key Rating Guide shall be fully disclosed and entered on the required certificate of insurance. The City requires insurance carriers to maintain a Best's Key minimum rating of A- VII, A- VIII, A- IX, A- X, or higher. The adequacy of the insurance supplied by the Company, including the rating and financial health of each insurance carrier providing coverage, is subject to the approval of the City.

(e) All deductibles and self-insurance retentions shall be fully disclosed in the certificate of insurance. No deductible or self-insured retention may exceed $25,000 without the prior written approval of the City.

(f) **Companies requesting increased deductibles or self-insured retentions must provide the City a written request stating the desired amounts along with recent audited financial statements for review. The City will review the request and determine if the requested deductibles or self-insured retentions are acceptable. In the event the request for increased deductibles or self-insured retentions is denied, the Company is obligated to provide the deductibles or self-insured retentions established in the Contract at no additional expense to the City.**

(g) If the Company fails to carry the required insurance, the City may (i) order the Company to stop further performance hereunder, declare the Company in breach, pursuant to Section E-5, "Event of Default", terminate the Contract if the breach is not remedied and, if permitted, assess liquidated damages, or (ii) purchase replacement insurance and withhold the costs or premium payments made from the payments due to the Company or charge the replacement insurance costs back to the Company.

(h) Any subcontractor or subconsultant approved by the City shall be required to procure, maintain, and submit proof of insurance to the City of the same insurance requirements as specified above, and as required in this paragraph.

(i) The Company is encouraged to purchase any additional insurance it deems necessary.

(j) The Company is required to remedy all injuries to persons and damage or loss to any property of the City caused in whole or in part by the Company, its subcontractors or anyone employed, directed, or supervised by the Company.

D-7 Warranty [CAO-4/2020]

(a) Company warrants that the Services shall be performed in full conformity with this Contract, with the professional skill and care that would be exercised by those who perform similar services in the commercial marketplace, and in accordance with accepted industry practice. In the event of a breach of this warranty, or in the event of non-performance or failure of the Company to perform the Services in accordance with this Contract, the Company shall, at no cost to the City, re-perform or perform the Services so that the Services conform to the warranty.

(b) The following express warranty applies: none

This Warranty Section will survive termination or expiration of this Contract for any reason.

D-8 RESERVED

D-9 RESERVED

D-10 RESERVED

D-11 RESERVED

D-12 RESERVED

D-13 Purchase Orders [CAO-4/2020]

(a) A Purchase Order will be issued for the acquisition of the Services, specifying a single scheduled performance or multiple scheduled performances of the Services. The time allotted for performance of the Services under the Purchase Order commences on the date the City successfully electronically transmits or faxes the Purchase Order to the Company, or three (3) days after the mailing date of the Purchase Order to the Company. Any Purchase Order issued hereunder incorporates the terms and conditions of this Contract.

(b) The following special ordering instructions apply: none.

D-14 RESERVED

D-15 RESERVED

D-16 RESERVED

D-17 RESERVED

D-18 RESERVED

D-19 Liquidated Damages [CAO-01/20/2016]

Assessment of liquidated damages does not apply to this Contract.

SECTION E- GENERAL CONDITIONS

E-1 Legal Notice [CAO-4/2020]

(a) Any notice required to be given hereunder shall be deemed to have been given when written notice is (i) received by the party to whom it is directed by personal service; (ii) three (3) days after deposit with the United States Post Office, by registered or certified mail, postage prepaid and addressed to the party to be notified at the address for such party; (iii) one (1) day after deposit with a nationally recognized air courier service such as FedEx; or (iv) by an email sent to the email address of the recipient stated in this Section. All notices shall be effective upon receipt by the party to which notice is given or if it is delivered by email, when the recipient acknowledges having received that email, with an automatic "read receipt" not constituting acknowledgment of an email for notice purposes. Either party hereto may change its address by giving ten (10) days advance notice to the other party as provided herein. Phone and fax numbers, if listed, are listed for information only:

FOR THE CITY:
Manager, Purchasing and Contracts
City of Las Vegas
495 South Main Street, 4th Floor
Las Vegas, Nevada 89101-2986
Fax: (702) 384-9964
Email: purchasing@lasvegasnevada.gov

FOR THE COMPANY:
As Noted in Section A-1 (e) of the Contract:

With a mandatory copy to:

American Medical Response

Attn: Legal Department

6363 S. Fiddlers Green Cir., Ste. 1400

Greenwood Village, CO 80111

(b) The parties shall provide written notification of any change in the information stated above.

(c) For purposes of this Contract, legal notice shall be required for all matters involving potential termination actions, litigation, indemnification, and unresolved disputes. This does not preclude legal notice for any other actions having a material impact on the Contract.

(d) Routine correspondence should be directed to the Project Manager or the Company Representative, as appropriate.

E-2 Disputes [CAO-4/2020]

(a) For each claim or dispute arising between the parties under this Contract, the parties shall attempt to resolve the matter through escalating levels of management. In the event the matter cannot be successfully resolved in this manner, the

City is granted the sole right, regardless of which party is asserting the claim or dispute, to determine between arbitration and litigation as the forum in which the party desiring to proceed further shall file to resolve the claim or dispute. For any and all claims or disputes asserted by the Company, the Company shall notify the City of its intent to proceed further with the claim or dispute and in response thereto, the City shall notify the Company as to its selected forum for resolution. For any and all claims or disputes asserted by the City, the City shall notify the Company in the notice of its intent to proceed with further resolution whether it has selected arbitration or litigation as the forum to resolve the claim or dispute. In the event arbitration is the designated forum, such arbitration shall be binding on the parties.

(b) If arbitration is selected by the City as the forum for further resolution, the claim or dispute shall be filed with the American Arbitration Association under its then current Commercial Arbitration Rules, Expedited Procedures, regardless of the amount of the claim or dispute.

(c) The laws of the State of Nevada shall govern the validity, construction, performance, and effect of this Contract, without giving effect to its conflict of law provisions. If arbitration is selected, each party hereto consents to, and waives any objection to, venue being the offices of the American Arbitration Association located in Las Vegas, Nevada, or other venue mutually agreed by the parties. If litigation is selected, each party hereto consents to, and waives any objection to, the State courts located in the County of Clark, State of Nevada as the proper and exclusive venue for any disputes arising out of or relating to this Contract or any alleged breach thereof. Each party hereby waives trial by jury in any action, proceeding or counterclaim brought by either of them against the other on any matters whatsoever arising out of or in any way connected with this Contract.

E-3 Notice of Delay [CAO-01/20/16]

(a) If timely performance by the Company is jeopardized by the non-availability of City provided personnel, data, or equipment, the Company shall notify the City immediately in writing of the facts and circumstances causing such delay. Upon receipt of this notification, the City will advise the Company in writing of the action which will be taken to remedy the situation.

(b) The Company shall advise the City in writing of an impending failure to meet established milestones or delivery dates based on the Company's failure to perform. Notice shall be provided as soon as the Company is aware of the situation; however, such notice shall not relieve the Company from any existing obligations regarding performance or delivery.

E-4 Termination for Convenience [CAO-08/22/2019]

The City shall have the right at any time to terminate further performance of this Contract, in whole or in part, for any reason whatsoever (including no reason) upon 30 days written notice. Such termination shall be effected by written notice from the City to the Company specifying the extent and effective date of the termination. On the effective date of the termination, the Company shall terminate all work and take all reasonable actions to mitigate expenses. The Company shall submit a written request for incurred costs for Services performed through the date of termination, and shall provide any substantiating documentation requested by the City. In the event of such termination, the City agrees to pay the Company within thirty (30) days after receipt of a correct, adequately documented written request. The City's sole liability under this Section is for payment of costs for Services requested by the City and actually performed by the Company.

E-5 Event of Default [CAO-12/30/2020]

(a) If, during the term of this Contract, the Company (i) fails to deliver Services that comply with the Scope of Work and/or Supplier Response, (ii) fails to deliver the Services within the time specified in the Purchase Order or Scope of Work or any extension thereof, (iii) fails to make progress so as to endanger the performance of this Contract, (iv) becomes insolvent, bankrupt or makes an assignment for the benefit of creditors, or if a receiver or trustee in bankruptcy is appointed for the Company, or if any proceeding in bankruptcy, receivership, or liquidation is instituted against the Company and is not dismissed within thirty (30) days following commencement thereof, or (v) fails to perform any of the other obligation or requirement of this Contract, then any of the aforementioned failures shall constitute an "Event of Default" under this Contract.

(b) If there occurs an Event of Default, the Company shall be entitled to ten (10) calendar days from written notice thereof to remedy the Event of Default, provided, however, such is capable of being remedied within that period. If the Event of Default can be remedied, but the remedy cannot be completed within the ten (10) day period, the Company may be allowed such additional time as may be reasonably necessary to remedy the Event of Default, provided, however, the remedy is commenced within the ten (10) day period and is diligently pursued to completion but in no event later than thirty (30) days after such written notice. Said time period may be extended at City's sole discretion. If the Event of Default is incapable of remediation, or is not remedied as required herein, the City may, in addition to any other remedies available in law or equity, invoke any of the remedies provided for under Section E-6, "Termination for Default", below.

E-6 Termination for Default [CAO-4/2020]

(a) If the Event of Default is not remedied as required pursuant to Section E-5, “Event of Default”, the City may, by written notice to the Company pursuant to Section E-1, “Legal Notice”, terminate this Contract in whole or in part.

(b) If this Contract is terminated in whole or in part because the Company has failed to provide Services in compliance with the specifications by the deadline of remediation period, the City may acquire, under reasonable terms and in a manner it considers appropriate, replacement services that are comparable to the Services that the Company failed to deliver to the City, and the Company shall be liable to the City for any excess costs related thereto. If the City terminates this Contract only in part, the Company shall continue to perform the un-terminated obligations or portions of this Contract.

(c) The Company shall not be liable for any excess costs if the failure to perform the Contract arises from circumstances beyond the control of, and without the fault or negligence on the part of, the Company. These circumstances are limited to such causes as (i) acts of God or of the public enemy, (ii) acts of governmental bodies, (iii) fires, (iv) floods, (v) epidemics/pandemics, (vi) quarantine restrictions, (vii) labor strikes, (viii) freight embargoes, or (ix) unusually severe weather. The time of performance of the Company’s obligations under this Contract shall be extended by such period of enforced delay; provided, however, that such reasonably extended time period shall not exceed sixty (60) days. If the foregoing circumstances result in a delay greater than 60 days, the City may terminate the affected portion of the Contract pursuant to the terms of Section E-4, “Termination for Convenience”.

(d) The City retains the right to terminate for default immediately if the Company fails to maintain the required insurance, and/or bonding, fails to comply with applicable local, state, and federal statutes governing performance of these Services, or fails to comply with statutes involving health or safety.

(e) If the City fails to perform any of its obligations required under this Contract, and the City does not remedy the failure after notice thereof is provided to the City by the Company pursuant to the requirements of Section E-1, “Legal Notice” above, the Company shall have the right to treat the failure as a claim or dispute subject to the resolution provisions of E-2, “Disputes” of this Contract. During the period of such resolution, the Company shall continue with its performance under the Contract.

E-7 Limitation of Funding/Non-Appropriation [CAO-4/2020]

The Company acknowledges that City is a governmental entity and the Contract’s validity is based upon the availability of public funding under its authority. The City reserves the right to reduce estimated or actual quantities, in whatever amount necessary, without prejudice or liability to the City, if funding is not available or if legal restrictions are placed upon the expenditure of monies for the services required under this Contract. In addition, and without prejudice or liability to the City, if funds are not appropriated or otherwise made available to support continuation in any fiscal year succeeding the first fiscal year, this Contract will be deemed to have been terminated automatically when appropriated funds expire and are not available. The City shall notify Company in writing of any such non-allocation of funds at the earliest possible date and shall pay Company any reasonable fees earned and costs incurred in performing this Contract for any period prior to such notice.

E-8 Changes - Fixed-Price Goods or Services [CAO-4/2020]

(a) The City may at any time, by written order, and without notice to the sureties, if any, make changes within the general scope of this Contract in any one or more of the following:

  (i) Description of Services to be performed or goods to be provided.

  (ii) Time of performance (i.e., hours of the day, days of the week, etc.).

  (iii) Place of performance of the Services.

(b) If any such change causes an increase or decrease in the cost of, or the time required for, performance of any part of the work under this Contract, the Company shall provide current, complete, and accurate documentation to the City in support of any request for equitable adjustment.

(c) The Company must assert its right to an adjustment under this clause within thirty (30) days from the date of receipt of the written order, or shall otherwise be barred and shall have waived any right to an adjustment under this clause.

(d) The parties shall negotiate a timely requested equitable adjustment by mutual written agreement and the change will be effected by purchase order revision. Failure to agree to any adjustment shall be a dispute under Section E-2, "Disputes"; however, nothing in this clause shall excuse the Company from proceeding with the Contract as changed.

E-9 Entire Contract, Section and Paragraph Headings [CAO-4/2020]

(a) This Contract represents the entire and integrated agreement between the City and the Company. It supersedes all prior and contemporaneous understandings, negotiations, communications, representations, and agreements, whether oral or written, relating to the subject matter of this Contract.

(b) The section and paragraph headings appearing in this Contract are inserted for the purpose of convenience and ready reference. They do not purport to define, limit, or extend the scope or intent of the language of the sections and paragraphs to which they pertain.

E-10 Order of Precedence [CAO-7/24/08]

In the event of a conflict between the specific language set forth in Sections A through E of this Contract and any Attachment or Exhibit, the specific language in Sections A through E shall prevail. Any exception to this order of precedence will be addressed through specific language elsewhere in Sections A through E.

E-11 Severability [CAO-7/24/08]

The invalidity, illegality, or unenforceability of any provision of this Contract or the occurrence of any event rendering any portion or provision of this Contract void shall in no way affect the validity or enforceability of any other portion or provision of this Contract. Any void provision shall be deemed severed from this Contract, and the balance of this Contract shall be construed and enforced as if this Contract did not contain the particular portion or provision held to be void. The parties further agree to amend this Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this clause shall not prevent this entire Contract from being void should a provision which is of the essence of this Contract be determined void.

E-12 Waiver [CAO-7/24/08]

Waiver of any of the terms of this Contract shall not be valid unless it is in writing signed by each party. The failure of the City to enforce any of the provisions of this Contract, or to require performance of any of the provisions herein, shall not in any way be construed as a waiver of such provisions or to affect the validity of any part of this Contract, or to affect the right of the City to thereafter enforce each and every provision of this Contract. Waiver of any breach of this Contract shall not be held to be a waiver of any other or subsequent breach of this Contract.

E-13 Modification/Amendment [CAO-7/24/08]

This Contract shall not be modified or amended except by the express written agreement of the parties, signed by a duly authorized representative for each party. Any other attempt to modify or amend this Contract shall be null and void, and may not be relied upon by either party.

E-14 Assignment [CAO-7/24/08]

Neither party may assign their rights nor delegate their duties under this Contract without the written consent of the other party. Such consent shall not be withheld unreasonably. Any assignment or delegation shall not relieve any party of its obligations under this Contract.

E-15 Indemnification [CAO-4/2020]

(a) In addition to the insurance requirements set forth in Section D-6, “Insurance”, and not in lieu thereof, the Company shall protect, defend, indemnify and hold harmless the City, its elected officials, officers, employees, agents, and consultants (collectively herein the “City”) from and against any and all claims, liabilities, damages, losses, suits, actions, decrees, arbitration awards and judgments including attorney's fees, court costs or other expenses of any and every kind or character (collectively herein the “Liabilities”) which may be recovered from or sought against the City, as a result of, by reason of, or as a consequence of (i) any act or omission, negligent or otherwise, on the part of the Company, its officers, employees, independent contractors, vendors, suppliers, consultants, or agents in the performance of the terms, conditions and covenants of the Contract; or (ii) a breach of any agreement between the Company and its employees, vendors, independent contractors, suppliers, consultants or agents; or (iii) any default in the performance of any obligation on Company’s part to be performed under the terms of this Contract, regardless of whether the Liabilities were caused in part by the City. Company agrees that it is assuming the sole risk of any Liabilities

related to the contraction by Company's officers, employees, vendors, suppliers, agents, independent contractors, and consultants or any other person of any viral infection or other disease, including, without limitation, COVID 19, related to the performance of this Contract and that Company's indemnity obligations contained herein cover any such Liabilities. In no event shall the language in this Section constitute or be construed as a waiver or limitation of the City's rights or defenses with regard to sovereign immunity, governmental immunity, or other official immunities and protections as provided by the Federal and State Constitutions or by law.

(b) If a third party claim against the City for negligent performance by the Company is within the limits of its liability insurance, and the insurance company has accepted the City's tender of defense, then the City will pay the Company what is due and owing to them within the payment method specified in this Contract. However, if the claim is greater than the coverage amount, the City, for its protection, may retain any money due and owing the Company under this Contract, until the claim has been resolved. In the event no money is due and owing, the surety, if required, of the Company, may be held until all of the Liabilities have been settled and suitable evidence to that effect furnished to the City.

(c) It is expressly agreed that the Company shall defend the City at Company's expense, by legal counsel reasonably satisfactory to City, against the Liabilities and in the event that the Company fails to do so, the City shall have the right, but not the obligation, to defend the same and to charge all direct and incidental costs, including attorney's fees and court costs, to the Company. Company's indemnity obligations herein are not intended to nor shall they relieve any insurance carrier of its obligations under policies required to be carried by Company pursuant to the provisions of this Contract. Company's obligations under this Section shall survive any termination of this Contract.

E-16 Patent Indemnity [CAO-12/30/2020]

The Company hereby indemnifies and shall defend and hold harmless the City and its representatives respectively from and against all claims, losses, costs, damages, and expenses, including attorney's fees, incurred by City and its representatives, respectively, as a result of or in connection with any claims or actions based upon infringement or alleged infringement of any patent or other intellectual property and arising out of the use of the equipment or materials furnished under the contract by the Company, or out of the processes or actions employed by, or on behalf of the Company in connection with the performance of the Contract. The Company shall, at its sole expense, by legal counsel reasonably satisfactory to City, promptly defend against any such claim or action unless directed otherwise by the City or its representative; provided that the City or its representatives shall have notified the Company upon becoming aware of such claims or actions, and provided further that the Company's aforementioned obligations shall not apply to equipment, materials, or processes furnished or specified by the City or its representatives.

E-17 Audit of Records [CAO-5/2/12]

(a) The Company agrees to maintain the financial books and records (including supporting documentation) pertaining to the performance of this Contract according to standard accounting principles and procedures. The books and records shall be maintained for a period of three (3) years after completion of this Contract, except that books and records which are the subject of an audit finding shall be retained for three (3) years after such finding has been resolved. If the Company goes out of business, the Company shall forward the books and records to the City to be retained by the City for the period of time required herein.

(b) The City or its designated representative(s) shall have the right to inspect and audit (including the right to copy and/or transcribe) the books and records of the Company pertaining to the performance of this Contract during normal business hours. The City will provide prior written notice to the Company of the audit and inspection. If the books and records are not located within Clark County, the Company agrees to deliver them to the City, or to an address designated by the City within Clark County. In lieu of such delivery, the Company may elect to reimburse the City for the cost of travel (including transportation, lodging, meals, and other related expenses) to inspect and audit the books and records at the Company's office. If the books and records provided to the City are incomplete, the Company agrees to remedy the deficiency after written notice thereof from the City, and to reimburse the City for any additional costs associated therewith including, without limitation, having to revisit the Company's office. The Company's failure to remedy the deficiency shall constitute a material breach of this Contract. The City shall be entitled to its costs and reasonable attorney fees in enforcing the provisions of this Section.

(c) If at any time during the term of this Contract, or at any time after the expiration or termination of the Contract, the City or the City's designated representative(s) find the dollar liability is less than payments made by the City to the Company, the Company agrees that the difference shall be either: (i) repaid immediately by the Company to the City or (ii) at the City's option, credited against any future billings due the Company.

E-18 Confidentiality – City Information [CAO-4/2020]

(a) All information, including but not limited to, oral statements, computer files, databases, and other material or data supplied to the Company is confidential and privileged. The Company shall not disclose this information, nor allow to it be disclosed to any person or entity without the express prior written consent of the City. The Company will use at least the same standard of care and exercise equivalent security measures to maintain the confidentiality of the City's information that it uses to maintain the confidentiality of its own confidential information; provided in no event shall such standard be less than reasonable care. The Company shall have the right to use any such confidential information only for the purpose of providing the services under this Contract, unless the express prior, written consent of the City is obtained. City shall be and remain the sole owner of such confidential information. Nothing contained in this Contract shall be construed as granting or conferring any right or license in the City's information or in any patents, software, or other technology, either expressly or by implication to the Company. Upon request by the City, the Company shall promptly return to the City all confidential information supplied by the City, together with all copies and extracts. Company is required to employ the highest ethical standards and shall avoid those actions that are inconsistent with the City's best interest.

(b) The confidentiality requirements shall not apply where (i) the information is, at the time of disclosure by the City, then in the public domain; (ii) the information is known to the Company prior to obtaining the same from the City; (iii) the information is obtained by the Company from a third party who did not receive the same directly or indirectly from the City; or (iv) the information is subpoenaed by court order or other legal process, but in such event, the Company shall notify the City. In such event the City, in its sole discretion, may seek to quash such demand.

(c) Health Insurance and Accountability Act of 1996 (HIPAA). Company shall take all steps reasonably necessary to ensure that it implements and maintains reasonable administrative, physical, and technical safeguards and security measures to protect the confidentiality, integrity, and availability of any protected health information, records and personal information that Company creates, receives, maintains or transmits from unauthorized access, acquisition, destruction, use, modification or disclosure; and that all transactions and Services conform to the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as well as Nevada Revised Statute Chapter 603A, and regulations promulgated thereunder. Company shall comply with the privacy and security provisions of HIPAA and the regulations thereunder. Any information provided to the Company which contains a natural person's name, address, medical condition or diagnosis, incident location, social security number, personal financial records, telephone number, home address, e-mail address, names of family members, or work history, or which otherwise constitutes "protected health information" and/or "personal information" as that term is applied in HIPAA and/or NRS Chapter 603A, shall be considered confidential. Company shall also develop and provide any and all training to its own staff who may have contact with protected health information or personal information as mandated by HIPAA and/or NRS Chapter 603A. Such confidential information shall not be released by the Company to the public unless the person to whom the information applies has first agreed in writing, in a format which complies with HIPAA requirements, to release of the information. Company shall allow City reasonable access to Company's medical records concerning the Services provided hereunder. Company shall obtain any necessary written consent from individuals for the release of such information and records to the City. Such consent shall satisfy all applicable laws and regulations including, but not limited to, the privacy regulations of HIPAA.

(d) The obligations of confidentiality shall survive the termination of this Contract.

E-19 Marketing Restrictions [CAO-4/2020]

The Company shall at all times be in compliance with Las Vegas Municipal Code 1.08.050, and shall not publish or sell any information from or about this Contract without the prior written consent of the City. This restriction does not apply to the use of the City's name in a general list of customers, so long as the list does not represent an express or implied endorsement of the Company or its services. The City logo shall not be used without the prior written consent of the City.

E-20 Intellectual Property Rights [CAO-4/2020]

All deliverables produced under this Contract, as well as all data, notes and documentation collected on behalf of the City, are exclusively the property of the City. The Company shall have no property interest in, and may assert no claim or lien on, or right to withhold from the City, or right to use said data other than in performance of its obligations pursuant to this Contract, any data it receives from, receives access to, or stores on behalf of the City. At any time during the term of this Contract, and within thirty (30) days of the expiration or termination of this Contract, the Company will upon request return the data to the City at no charge in the format held by Company. On City request, the Company will delete all City data and

will provide appropriate certification to the City to document the disposal. The Company shall promptly notify the City if the Company becomes aware of any unauthorized access, acquisition, disclosure, use, modification, destruction or other misuse of the City's data or other confidential information, and shall fully cooperate with the City in any legal action taken by the City to enforce its rights therein. This Section shall survive termination or expiration of this Contract.

E-21 Taxes/Compliance with Laws [CAO-08/01/13]

(a) The City is exempt from paying Sales and Use Taxes under the provisions of Nevada Revised Statutes 372.325(4), and Federal Excise Tax, under Registry Number 88-87-0003k. The Company shall pay all taxes, levies, duties and assessments of every nature and kind which may be applicable to any work under this Contract. The Company shall make any and all payroll deductions required by law. The Company agrees to indemnify and hold the City harmless from any liability on account of any and all such taxes, levies, duties, assessments, and deductions.

(b) The Company, in the performance of the obligations of this Contract, shall comply with all applicable laws, rules and regulations of all governmental authorities having jurisdiction over the performance of this Contract including, but not limited to, the Federal Occupational Safety and Health Act.

E-22 Licenses/Registrations [CAO-01/20/16]

During the entire performance period of this Contract, the Company shall maintain all federal, state, and local licenses, certifications and registrations applicable to the work performed under this Contract, including maintaining an active (i) City of Las Vegas business license if required by Las Vegas Municipal Code 6.02.060, (ii) Federal Communications Commission (FCC) licenses, (iii) Health District Ambulance Service Permit, and (iv) Nevada Highway Patrol Red Light and Siren Permit.

E-23 Non-Discrimination and Fair Employment Practices [CAO-07/31/13]

(a) Discrimination: The City of Las Vegas is committed to promoting full and equal business opportunity for all persons doing business in Las Vegas. The Company acknowledges that the City has an obligation to ensure that public funds are not used to subsidize private discrimination. Company recognizes that if the Company or their subcontractors or subconsultants are found guilty by an appropriate authority of refusing to hire or do business with an individual or company due to reasons of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, national origin, or any other legally protected status, City may declare the Company in breach of contract and terminate Contract.

(b) Fair Employment Practices: In connection with the performance of work under this Contract, the Company agrees not to discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, national origin, or any other legally protected status. Such agreement shall include, but not be limited to, the following: employment; upgrading; demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

(c) The Company further agrees to insert this provision in all subcontracts hereunder. Any violation of such provision by a Company shall constitute a material breach of this Contract.

E-24 Employment of Unauthorized Aliens [CAO-01/20/16]

In accordance with the Immigration Reform and Control Act of 1986, the Company agrees that it will not employ unauthorized aliens in the performance of this Contract.

E-25 Conforming Services [CAO-4/2020]

The Services performed under this Contract shall conform in all respects with the requirements set forth in this Contract. The Company shall furnish the City with sufficient data and information needed to determine if the Services performed conform to all the requirements of this Contract.

E-26 Independent Contractor [CAO-4/2020]

In the performance of its obligations under this Contract, the Company and any other person employed by it shall be deemed to be an independent contractor and not an agent or employee of the City. The Company shall be liable for the actions of any person, organization, or corporation with which it subcontracts to fulfill this Contract. Accordingly, Company shall be responsible for payment of all taxes including federal, state and local taxes arising out of the Company's activities in

accordance with this Contract, including by way of illustration but not limitation, federal and state income tax, Social Security tax, unemployment insurance taxes, and any other taxes or business license fees as required under existing or subsequently enacted laws, rules or regulations. Company shall not be entitled to any benefits afforded to City's employees, including without limitation worker's compensation, disability insurance, health insurance, vacation, or sick pay. Company shall be responsible for providing, at Company's expense, and in Company's name, unemployment, disability, worker's compensation, and other insurance, as well as licenses and permits usual or necessary for performance of its obligations pursuant to this Contract. Company shall hereby defend, indemnify, and hold the City harmless from any claims, losses, costs, fees, attorney's fees, liabilities, damages or injuries suffered by the City arising out of Company's failure with respect to its obligations in this Section. Company, upon request, shall furnish evidence satisfactory to the City that any or all of the foregoing obligations have been fulfilled. During Company's contacts with third parties they shall identify themselves as an independent party and not as an employee for the City. Company understands and agrees that they do not have the power or authority to bind City in any capacity. The City shall hold the Company as the sole responsible party for the performance of this Contract. The Company shall maintain complete control over its employees and all of its subcontractors. Nothing contained in this Contract or any subcontract awarded by the Company shall create a partnership, joint venture, or agency with the City. Neither party shall have the right to obligate or bind the other party in any manner to any third party.

E-27 Official, Agent and Employees of the City Not Personally Liable [CAO-01/20/16]

It is agreed by and between the parties of this Contract, that in no event shall any official, officer, employee, or agent of the City in any way be personally liable or responsible for any covenant or agreement therein contained whether expressed or implied, nor for any statement, representation or warranty made herein or in any connection with this Contract.

E-28 Conflict of Interest (City Officials) [CAO-4/2020]

(a) An official of the City, who is authorized on behalf of the City to negotiate, make, accept or approve, or take part in negotiating, making, accepting, or approving this Contract, payments under this Contract, or work under this Contract, shall not be directly or indirectly interested personally in this Contract or in any part hereof. No officer, employee, architect, attorney, engineer or inspector of, or for the City, who is authorized on behalf of the City to exercise any legislative, executive, supervisory or other similar functions in connection with this Contract, shall become directly or indirectly interested personally in this Contract or in any part hereof, any material supply contract, subcontract, insurance contract, or any other contract pertaining to this Contract.

(b) Each party represents that it is unaware of any financial or economic interest of any public officer or employee of the City relating to this Contract. Notwithstanding any other provision of this Contract, if such interest becomes known, the City may immediately terminate this Contract for default or convenience, based on the culpability of the parties.

E-29 Public Records [CAO-5/2/12]

The City is a public agency as defined by state law. As such, it is subject to the Nevada Public Records Law (Chapter 239 of the Nevada Revised Statutes). The City's Records are public records, which are subject to inspection and copying by any person (unless declared by law to be confidential). This Contract and all supporting documents are deemed to be public records.

E-30 Use By Other Government Entities [CAO-01/20/16]

A governing body or its authorized representative and the State of Nevada may join or use the contracts of local governments located within or outside this State with the authorization of the contracting vendor. In the event the Company allows another governmental entity to join the Contract, it is expressly understood that the City shall in no way be liable for the obligations of the joining governmental entity.

E-31 Certification – No Israel Boycott [CAO-4/2020]

(Applicable to contracts with an estimated annual amount over $100,000)

By signing this Contract, the Company certifies that it is not engaged in, and agrees for the duration of the Contract not to engage in, a boycott of the State of Israel per NRS 332.065.

"Boycott of Israel" means refusing to deal or conduct business with, abstaining from dealing or conducting business with, terminating business or business activities with or performing any other action that is intended to limit commercial relations with Israel; or a person or entity doing business in Israel or in territories controlled by Israel, if such an action is taken in a manner that discriminates on the basis of nationality, national origin or religion. It does not include an action which is based

on a bona fide business or economic reason; is taken pursuant to a boycott against a public entity of Israel if the boycott is applied in a nondiscriminatory manner; or is taken in compliance with or adherence to calls for a boycott of Israel if that action is authorized in 50 U.S.C. § 4607 or any other federal or state law.

"Company" means any domestic or foreign sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited-liability partnership, limited-liability company, or other domestic or foreign entity or business association, including, without limitation, any wholly owned subsidiary, majority owned subsidiary, parent company or affiliate of such an entity or business association, that exists for the purpose of making a profit.

A violation of this Section by Company shall be considered an incurable Event of Default of this Contract, thereby allowing the City to immediately terminate this Contract upon giving Legal Notice to Company.

E-32 Counterpart Signatures [CAO-9/24/08]

This Contract may be executed in counterparts. All such counterparts will constitute the same contract and the signature of any party to any counterpart will be deemed a signature to, and may be appended to, any other counterpart. Executed copies hereof may be delivered by facsimile or e-mail and upon receipt will be deemed originals and binding upon the parties hereto, regardless of whether originals are delivered thereafter.

E-33 Miscellaneous [CAO-4/2020]

(a) Time is of the essence of the Contract and each of its provisions.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed by their duly authorized representatives.

CITY OF LAS VEGAS

Tonya Kemble Date
Manager, Purchasing & Contracts

ATTEST:

LUANN D. HOLMES, MMC Date
City Clerk

APPROVED AS TO FORM:

Dimitri P. Dalacas
Deputy City Attorney

9/1/2022

Deputy City Attorney Date

MERCY, INC., DBA AMERICAN MEDICAL RESPONSE

Glenn Kasprzyk, President Date

EXHIBIT A

SCOPE OF WORK

Including any Addenda

SCOPE OF WORK

1. BACKGROUND

The City of Las Vegas (City), a political subdivision of Nevada, licenses, permits and regulates the provision of ambulance services through the Code of Ordinances. Title 6, AMBULANCES, Chapter 6.08.330 (A), Exclusivity of Fire Department states nothing contained in the Chapter prevents the Fire Department from furnishing ambulance service with City Council approval, or the City Council from contracting with one or more service providers to provide that service, selected by such competitive or other selection process as the City determines appropriate. The City is seeking a qualified ambulance service provider to deliver Emergency Ambulance services in accordance with the expectations set forth in this RFP. Non-emergency ambulance transport services are not covered under this RFP.

The initial performance period will be one (1) year. The City may award one or more 1-year Contract(s) with a potential of two (2) 3-year renewal options at the City's sole discretion to extend the Contract term to the Offeror(s) selected for award for the purchase of Emergency Ambulance service hours to supplement the Emergency Ambulance services. This will include 911 response and ALS transport, currently provided through the existing franchise agreement discussed herein below. An award shall not be made until the City has completed its evaluation, investigation and verification of an Offeror's qualifications, credentials and financial viability.

The outcome of this RFP may be the selection of one or more Successful Offeror(s) with whom the City will execute a performance-based contract for the provision of ground Emergency Ambulance services at an EMT-Paramedic ALS level of service. This includes the obligation to respond to all 911-Dispatched Ambulance Service calls originating from 9-1-1 requests made through the CCC. The performance expectations set forth in this RFP and the performance commitments set forth in the selected Proposal will be incorporated in a contract as mandatory performance standards. At the conclusion of the initial performance period, the City will evaluate the performance of the Successful Offeror(s) and determine if the Contract(s) will be extended for subsequent terms.

The granting of a Contract pursuant to this RFP shall not impart to the Successful Offeror any vested ownership right or ownership interest in any rights-of-way or City property, notwithstanding the right to use City rights-of way or City property to provide its Emergency Ambulance service.

2. OVERVIEW

LVFR has a rich history of protecting its citizens through a myriad of critical functions, including Emergency Ambulance transportation. LVFR has continuously adapted to the changing community and operational needs by utilizing public-private partnerships.

One of the many critical functions of LVFR is the provision of pre-hospital EMS. The primary mission of LVFR's EMS Division is to optimize patient outcomes by providing superior quality pre-hospital care in a proficient and compassionate manner. The City has historically provided Emergency Ambulance service through ambulance franchise agreements. The City's Code of Ordinances, Title 6, AMBULANCES, establishes broad standards for the operations, equipment, and personnel of pre-hospital emergency care services.

The City entered into a five-year non-exclusive Ambulance Service franchise agreement with Mercy, Inc., d/b/a/ American Medical Response (AMR) in 2014. The agreement established LVFR as the sole provider of first responder EMS, provides all first responder Advanced Life Support (ALS) services as defined in Las Vegas Municipal Code Chapter 6.08.020 within the City of Las Vegas, and that LVFR is the primary provider of pre-hospital care and patient transport services for responses via the 911 system. The agreement also acknowledged the concept of single transport-capable unit response and that LVFR will be dispatched as the primary provider to specified Alpha, Bravo, Charlie, Delta, Echo and Omega Priorities 1 through 5 responses with AMR serving as the backup provider when LVFR is unable to respond a transport-capable unit.

The franchise agreement for Ambulance services was amended in December of 2020 and extended the franchise with AMR for a period of three (3) years.

Requests for assistance to medical emergencies typically are made through the 911 phone system. These calls are answered at a primary Public Safety Answering Point (PSAP) and, when identified as involving a medical emergency, transferred to the CCC that serves LVFR, Clark County Fire Department and North Las Vegas Fire Department. Personnel of the CCC identify the caller's needs in accordance with guidelines developed by the Fire Chief using the National Academy of Emergency Dispatch Medical Priority Dispatch System (NAED) protocols and determinants, dispatch and/or request appropriate EMS resources, and provide pre-arrival instructions when appropriate. For the areas covered by this RFP, all

dispatch information, including all the contracted Emergency Ambulance services requests, shall be provided by and through the CCC. Successful Offeror shall provide Emergency Ambulance service only when dispatched by the City/CCC. The City, or the City through the CCC, at all times reserves the right to dispatch Emergency Ambulance service to Successful Offeror, another franchisee or service provider or to provide ambulance service itself. Requests for service shall include those calls which originate from any department or agency of the City and those calls which are referred from local law enforcement agencies through the CCC and only regarding a location within the Service Area.

The initial response to a potentially life threatening incident includes both a first response unit and an EMT-Paramedic staffed Ambulance. Most LVFR first response is at the paramedic ALS level.

All Ambulances responding to emergency calls are required to have one EMT-Paramedic and one Advanced EMT or EMT-Basic as minimum staffing. Ambulances may be dispatched Code 3 (lights and siren) or Code 2 (immediate response without lights or siren) depending on the priority assigned by the CCC.

Patient treatment and transport are carried out under State laws and regulations, as well as Health District policies and procedures. These policies may include, in the case of EMT-Paramedics, making contact with a physician at a designated base hospital to obtain direction in management of the patient. Patients are transported to appropriate receiving facilities. Hospital destination is based upon patient preference and Health District EMS protocols. Critical patients are normally transported to a nearby emergency department or to a specialty care center (trauma, STEMI, stroke), as appropriate. Non-critical patients may be transported to hospitals of choice within reasonable travel time.

3. CITY RESPONSIBILITIES

It is LVFR's responsibility to:

(a) Provide contract administration and management services for any Contract awarded as a result of this RFP;

(b) Monitor the EMS system's performance and compliance with the performance-based specifications applicable to the Successful Offeror;

(c) Provide CCC facilities/systems and services for all 911 medical Emergency Ambulances;

(d) Commit to the continued collaboration to provide high quality first response service on life-threatening incidents;

(e) Provide medical direction for the system;

(f) Develop and modify EMS system protocols and procedures;

(g) Sustain coordinated specialty systems of care e.g. Trauma, STEMI, Stroke, Cardiac Arrest, etc.;

(h) Manage the medical records data processing system including billing, collections, and accounts receivable management functions, and maintain relationships with third party payers; and

(i) Secure or provide, in the event of Successful Offeror's default, an alternative EMS delivery system.

(j) The City will pay for service delivered in accordance with response time reliability and clinical excellence and will do so within 30 days of receipt of invoice after the end of the calendar month during which such services were rendered.

(k) For any Emergency Ambulance services provided by the Successful Offeror on behalf of the City, the City shall be responsible for billing the patient or any third-party payer for the services provided by the Successful Offeror. The Successful Offeror shall not seek payment from the patient or any third-party payer for any services. The City shall pay the Successful Offeror at the rates set forth in the Contract, and the Successful Offeror shall accept the rate as payment in full for services.

4. SERVICE AREA

Successful Offeror shall provide Emergency Ambulance services within the Service Area. If requested to do so by the City, Successful Offeror shall also make its staff and equipment available inside and outside the Service Area to aid and assist the City in the event of wide-scale emergency or disaster and, if requested, shall cooperate with and participate in an emergency planning program conducted or sponsored by the City's Office of Emergency Management. In the event of a wide-scale emergency or disaster within the Service Area or a neighboring jurisdiction or county is declared, normal operations shall be suspended and Successful Offeror shall respond as provided by, and in accordance with, the City's disaster plan. The City's Service Area can be found here: https://www.lasvegasnevada.gov/Government/Maps.

5. CORE REQUIREMENTS

(a) Successful Offeror shall furnish Emergency Ambulance services for all residents and other persons physically present in the Service Area.

(b) Emergency Ambulance services shall be provided at the ALS level of service.

(c) Staff one or more, 12-hour per day ALS Ambulance unit(s), seven days per week to residents and visitors of the City when requested by the CCC in the Service Area.

(d) One or more Offerors may be selected by the City as part of the City's selection process. The Ambulance unit(s) will be deployed with staggered start times as determined by the City at its sole discretion.

(e) Each Ambulance unit rendering EMS under the Contract shall be staffed and equipped to render ground Emergency Ambulance services at an EMT-Paramedic ALS level of service. This includes the obligation to respond to all 911-Dispatched Ambulance Service calls originating from 911 requests made through the CCC.

Number of Ambulances	***Formula for unit hour calculations: Unit(s) x 12 hours x 365 days***
1 Unit	4,380 unit hours
2 Units	8,760 unit hours
3 Units	13,104 unit hours
4 Units	17,520 unit hours
5-6 Units	21,900-26,280 unit hours
7-8 Units	30,660-35,040 unit hours
9-10 Units	39,420-43,800 unit hours

The City will designate the number of Ambulance units, Ambulance unit coverage hours, deployment times, staging locations, and manage deployment of resources of the Emergency Ambulance services contract.

6. MANDATORY REQUIREMENTS AND PERFORMANCE STANDARDS

(a) Successful Offeror shall not deviate from the color scheme, logo or uniform design approved by the Fire Chief without his or her prior written consent.

(b) The Successful Offeror shall maintain records within Clark County, Nevada and allow for audits as provided in the resultant contract.

(c) Successful Offeror shall not use any Ambulance once the vehicle mileage on an Ambulance reaches three hundred thousand (300,000) miles.

(d) Successful Offeror shall provide integration of the Successful Offeror's emergency resources onto the CCC dispatching consoles.

7. SUCCESSFUL OFFEROR RESPONSIBILITIES

(a) **Services Description**

(i) Respond to Emergency calls within the Service Area that are prospectively identified using Medical Priority Dispatch Protocol as Alpha, Bravo, Charlie, Delta, Echo, and Omega Priorities 1 through 5 level responses under the guidelines developed by the Fire Chief using NAED, version 3.4.3.33, as amended from time to time, or current version, protocols and determinants. Current sub-determinants are attached as Exhibit 2 to this RFP for reference. NAED protocols and determinants will be periodically evaluated by the Fire Chief to analyze medical outcome of patients. Sub-determinants may be amended by the Fire Chief to meet the needs of the response. Successful Offeror shall provide Emergency Ambulance service only when dispatched by the City/CCC. The City, or the City through the CCC, at all times reserves the right to dispatch Emergency Ambulance service to Successful Offeror, another franchisee or Successful Offeror, or to provide Ambulance service itself. Requests for service shall include those calls which originate from any department or agency of the City and those calls which are referred from local law enforcement agencies through the CCC and only regarding a location within the Service Area. Successful Offeror shall not self-respond/self-dispatch to emergency events, but Successful Offeror is obligated to provide

appropriate medical care if its personnel come upon a person that is experiencing what appears to be a medical emergency. If such a response occurs, Successful Offeror will notify the CCC as soon as reasonably possible. To clarify this obligation, Successful Offeror shall not monitor police or fire calls and respond to an emergency unless appropriately dispatched by the CCC, but if personnel of Successful Offeror see a person that appears to be experiencing a medical emergency, the City expects that the Successful Offeror's personnel will assess the situation and provide appropriate medical care.

(ii) Provide Emergency Ambulance services from the scene to the appropriate health care facility for all persons in the Service Area in compliance with Health District protocols.

(iii) All Ambulances rendering Emergency Ambulance services under the Contract shall be staffed and equipped to render ALS level care and transport staffed by not less than two (2) emergency medical personnel, at least one (1) of whom shall be Health District licensed and accredited EMT-Paramedic and one (1) of whom shall be Health District licensed and accredited Advanced EMT or EMT-Basic. The EMT-Paramedic shall be the caregiver with ultimate responsibility for all patients.

(iv) Provide Emergency Ambulance services without regard to any illegally discriminatory classification, including without limitation: the patient's race, color, national origin, religious affiliation, sexual orientation, age, sex, or ability to pay.

(v) All Ambulance personnel responding to emergency medical requests shall be currently and appropriately licensed, accredited and credentialed, as appropriate, to practice in the City of Las Vegas. Successful Offeror shall retain on file at all times copies of the current and valid licenses and/or certifications of all emergency medical personnel performing services under any contract awarded as a result of this RFP. Health District certification/licensure requirements may be downloaded from the Health District website.

(vi) Maintain an on-going driver-training program for Ambulance personnel. The program, the number of instruction hours, and the system for integration into the Successful Offeror's operations (e.g., accident review boards, impact of accidents on employee performance reviews and compensation, etc.) will be reviewed and is subject to approval by LVFR initially and on an annual basis thereafter. Training and skill proficiency is required at initial employment with annual training refresher and skill confirmation.

(vii) In performing Emergency Ambulance services under any contract as a result of this RFP, Successful Offeror shall work cooperatively with the Fire Chief as the contract administrator.

(viii) Successful Offeror to acknowledge and abide by the incident command and control procedure implemented by LVMC 6.08.160. In addition, Successful Offeror must participate in LVFR Incident Command System ("ICS") standard operating procedures.

(ix) Require its employees, including emergency medical technicians, EMT-Paramedics, supervisors, dispatchers and management personnel to adhere to LVFR's ICS procedures. Ambulance crews and other personnel shall participate in and fully comply with accountability procedures when involved in any incident in which the incident commander requires them to use the accountability system. Successful Offeror shall respond to one hundred percent (100%) of calls for which Successful Offeror is dispatched by the City/CCC that originates within the Service Area.

(x) Successful Offeror shall provide all management, personnel, facilities, equipment, training, materials, fuel, services and supplies necessary to provide the required services in the Service Area. Successful Offeror acknowledges that the City shall not provide Ambulances, clinical equipment or supplies to Successful Offeror. All costs associated with the services referenced herein shall be the sole responsibility of Successful Offeror.

(xi) Successful Offeror must comply with all federal, state, and local laws, rules, statutes, and regulations, including licensing requirements, concerning the broadcast of public safety and emergency communications over approved Federal Communications Commission (FCC) frequencies at all times during the term of its Contract.

(b) **Communication Equipment Requirements**

(i) Successful Offeror shall comply with the following requirements concerning the installation, use, operation and maintenance of their communications equipment:

(1) Obtain any and all FCC licenses and authorizations required for the engineering, assembling, installation, use, operation, and maintenance of the communications equipment, which are necessary to provide the required services;

(2) At all times for the duration of the Contract, maintain a radio communication system capable of interagency communications; and

(3) Upgrade communications equipment with comparable and compatible technology if and when upgrades are made. If upgrades are contemplated by the City, the City shall notify Successful Offeror within a reasonable time before such upgrades occur to permit Successful Offeror to upgrade its communications system contemporaneous with upgrades by the City. Successful Offeror is solely responsible for all costs associated with upgrades of interfaces to assure compliance with future communication equipment upgrades.

(ii) Each Ambulance utilized for Emergency Ambulance services shall be equipped with a minimum of one 800 MHz Mobile Radio. This radio shall be P25 compliant and capable of transmitting on Southern Nevada Area Communications Council (SNACC) system.

(iii) Successful Offeror shall equip all Ambulances and supervisory vehicles used in providing Emergency Ambulance service with radios for communication with receiving hospital and for ambulance-to-hospital communications.

(iv) Radio equipment used for ambulance-to-hospital communications shall be configured so that personnel actually providing patient care are able to directly communicate with base or receiving hospital staff regarding the patient.

(v) Successful Offeror shall:

(1) Have its Ambulance radios transmit on the 800 MHz Countywide Southern Nevada Area Communications Council (“SNACC”);

(2) Communicate with fire agency responders and the City over the SNACC 800 MHz trunked radio system at its cost;

(3) Pay for its proportionate use of the 800 MHz trunked radio systems to SNACC as currently required by SNACC; and

(4) Utilize, whether through purchase, lease or other contractual arrangement, a CAD system to record real-time dispatch information and an AVL system to monitor the location and status of each party’s units deployed at all times. Successful Offeror shall be responsible for any and all costs associated with integrating its AVL with LVFR. Both CAD and AVL systems must fully interface with the CCC’s CAD and be capable of:

a. Daily clock synchronization with the atomic clock;

b. Integrate emergency and non-emergency resources onto the CCC’s dispatching consoles;

c. Indicate all system resources available status and location in real-time;

d. Send and receive electronic dispatch information, instructions, and call status;

e. Complete reliability (defined as operational at greater than 99%) for all Emergency Ambulance service;

f. Provide unrestricted access rights for LVFR to real-time data maintained by the CAD system as necessary to analyze demand and determine deployment procedures;

g. Provide unrestricted access rights for the Fire Chief, to monitor the location and status of all units at all times;

h. Refresh the AVL and GPS information no less than every five (5) seconds; and

i. Availability and operability for all emergency and non-emergency call for service.

8. FLEET REQUIREMENT

(a) All Ambulances used for services under a Contract shall meet Federal Specification KKK-1822F or National Fire Protection Association (NFPA) 1917, as amended from time to time, and be certified by the manufacturer to meet the specifications in effect at the date of manufacture. Certain exceptions to such standards may be approved by the Fire Chief. If Successful Offeror proposes exceptions to either standard, the proposed exception must be presented to the Fire Chief, in writing, and it is the responsibility of Successful Offeror to justify the recommended changes. The Fire

Chief will make a final determination, pursuant to all adopted laws and regulations, and that determination is final.

(b) All Ambulances must be specified and constructed to transport two (2) patients, one (1) Successful Offeror attendant and one (1) LVFR first responder in the patient compartment and one (1) family member in the front passenger seat as well as the driver without exceeding the Original Equipment Manufacturer's specified Maximum Gross Vehicle Weight while fully equipped and fueled. Additionally, each Ambulance shall be capable of simultaneously transporting a total of at least two (2) recumbent patients.

(c) All Ambulances must comply with Environmental Protection Agency diesel emissions standards in effect on the date of manufacture.

(d) No Ambulance shall have cumulative mileage of more than 300,000 miles.

(e) All Ambulances shall use standard colors, emblems, and markings, as required by existing federal and state standards and City requirements.

(f) The color scheme, logo and uniform design shall be approved in writing by Fire Chief prior to installation. The color scheme, logo and uniform design proposed to be used to designate the Ambulance(s) and personnel of the Successful Offeror shall not be the same as or confusingly similar to the color schemes or designs of LVFR or other ambulance service providers operating in the City as determined by the Fire Chief in his or her sole discretion.

(g) Any restriping/lettering as a result of a Contract shall be at the Successful Offeror's expense.

9. FLEET SAFETY

Successful Offeror shall institute and maintain a fleet safety program that shall address, at a minimum, the following:

(a) Driver education and vehicle operations;

(b) Systems designed to improve safety, "low forces" and other driving, training and monitoring systems;

(c) Patient and attendant restraint and injury prevention systems, including specific modifications designed to reduce injuries resulting from accidents;

(d) Providing appropriate child restraint systems for pediatric patients;

(e) Vehicle monitoring and record keeping systems; and

(f) Fleet maintenance procedures designed to promote and enhance safety.

10. EMS SYSTEM MEDICAL OVERSIGHT

(a) LVFR shall furnish medical control services through the Fire Chief for all EMS system functions (e.g. medical communications, first responder agencies, transport entity, online control physicians). The Fire Chief does not relieve the Successful Offeror from employing its own medical director as mandated by state and Health District requirements.

(b) The Successful Offeror shall be required to:

(i) **Medical Protocols**

(1) Comply with medical protocols and administrative policies established by the Health District, as well as other requirements and standards established by the Fire Chief;

(2) Document compliance with system of care operational and medical protocols. This documentation shall describe the performance of Successful Offeror as a whole, its component parts (e.g. communications and transport), and individual system participants (personnel); and

(3) Medical protocols shall be reviewed and updated by the Health District on a periodic basis with input from system participants. Current medical protocols are available at the Health District website.

(ii) **Medical Review/Audits**

(1) Participate in LVFR's Continuous Quality Improvement (CQI) program. The goal of the patient safety and medical audit process is to inspect and assure compliance of the care delivered with the system's established

clinical care guidelines. Evaluation of trends, system variation and random sampling of patient contacts provides mechanisms to measure the clinical care provided and enables the Fire Chief to identify the need for a more targeted or detailed audit. The process also assists in validating the effectiveness of ongoing process and outcome measures in monitoring and improving care. It is the Successful Offeror's responsibility to comply with the Fire Chief audit/review process and initiate process measurement and improvement activities based on the results of the audit/review.

(2) As part of LVFR CQI processes or incident investigation, the Fire Chief may require that any employee of the Successful Offeror attend a medical audit when deemed necessary.

(3) Successful Offeror employees, at their option and expense, may attend any audit involving any incident in which they were involved that is being formally reviewed, but must maintain the confidentiality of the medical audit process. Attendance of every license holder involved in a case being reviewed is not required, unless mandated by the Fire Chief.

11. OPERATIONAL OVERVIEW

(a) The performance specifications set forth in this RFP encourage continuous improvements in the level of service provided in the City. It is a fundamental expectation that the full block of hours purchased each day is available and maintained for use by LVFR. Any downtime or unit replacement or other issues will be the Successful Offeror's sole responsibility.

(b) The following provisions define expectations for Successful Offeror:

(i) Provide the number of ALS Ambulances as required by the contract;

(ii) ALS Ambulances shall be available for response to a dispatch at the scheduled start time;

(iii) Be responsible for all costs for all routine preventative maintenance and repairs of Ambulances;

(iv) Adhere to its maintenance and maintenance records plan during the Contract period. Disruption in service due to non-compliance with the plan will be considered a major breach and grounds for immediate Contract termination;

(v) When an Ambulance is taken out of service due to mechanical failure or damage, a replacement Ambulance must be available within sixty (60) minutes; and

(vi) Successful Offeror shall have response-ready 125% of the Ambulances required per the Contract.

12. TRANSPORT REQUIREMENT AND LIMITATIONS

(a) Destinations

Patient treatment and transport shall be carried out under state laws and regulations, as well as Southern Nevada Health District policies and procedures. These policies may include, in the case of EMT-Paramedics, making contact with a physician at a designated base hospital to obtain direction in management of the patient. Patients are transported to appropriate receiving facilities. Hospital destination is based upon patient preference and Health District EMS protocols. Critical patients are normally transported to a nearby emergency department or to a specialty care center (trauma, STEMI, stroke), as appropriate. Non-critical patients may be transported to hospitals of choice within reasonable travel time.

(b) Prohibition against Influencing Destination Decisions

Personnel are prohibited from attempting to influence a patient's destination selection other than as outlined in the destination policy.

13. RESPONSE TIMES

Any Contract issued under this RFP shall require the highest levels of performance and reliability, and the mere demonstration of effort, even diligent and well intentioned effort, shall not substitute for performance results. Performance will be monitored throughout the Contract. The following Emergency Ambulance response time standards must be met at a compliance rate of at least 90% each month for each separate Priority line item below by the Successful Offeror.

(a) Description of Priority Classifications

Response priorities are defined according to a standard presumptive priority dispatch protocol approved by the Fire Chief. The NAED, version 3.4.3.33, as amended from time to time, or protocols currently in use by the CCC will be used for response time compliance reporting.

There are five priorities for which Successful Offeror shall be required to meet specified response times. The call classification as Emergency, and as Priority 1, 2, 3, 4 and 5 is accomplished by presumptive prioritization in accordance with the current NAED, version 3.4.3.33, as amended from time to time, or protocols currently in use, as approved by the Fire Chief. The descriptions and response time requirements are listed below:

(i) Priority Level 1 (specified critical-level): Select Bravo, Charlie, Delta and Echo Emergencies.

Successful Offeror shall place an Ambulance on-scene of each specified Bravo, Charlie, Delta and Echo incident within the specified response time not less than 90% of all response requests as measured within any calendar month.

(ii) Priority Level 2 (specified high-level): Select Bravo, Charlie, Delta and Echo Emergencies.

Successful Offeror shall place an Ambulance on the scene of each specified Bravo, Charlie, Delta and Echo incidents within the specified response time not less than 90% of all response requests as measured within any calendar month.

(iii) Priority Level 3 (specified moderate-level): Select Bravo, Charlie, Delta and Echo Emergencies.

Successful Offeror shall place an Ambulance on the scene of each specified Bravo, Charlie, Delta and Echo incidents within the specified response time not less than 90% of all response requests as measured within any calendar month.

(iv) Priority Level 4 (specified low-level): Select Alpha, Bravo and Omega Emergencies

Successful Offeror shall place an Ambulance on the scene of each specified Alpha, Bravo and Omega incidents within the specified response time not less than 90% of all response requests as measured within any calendar month.

(v) Priority Level 5 (specified medical aid-level): Select Alpha and Omega Emergencies

Successful Offeror shall place an Ambulance on the scene of each specified Alpha and Omega incidents within the specified response time not less than 90% of all response requests as measured within any calendar month.

(b) **Response Time Performance Requirements**

Requests for Emergency Ambulance service, which are received through the CCC, shall meet the following response time performance standards:

(i) For all dispatch level emergency calls of EMS Priority Levels 1, 2 and 3, the response time shall be no greater than eleven minutes and fifty-nine seconds (11:59).

(ii) For all dispatch level emergency calls of EMS Priority Level 4, the response time shall be no greater than fifteen minutes and fifty-nine seconds (15:59).

(iii) For all dispatch level emergency calls of EMS Priority Level 5, the response time shall be no greater than nineteen minutes and fifty-nine seconds (19:59).

(c) **Summary of Response Time Requirements**

Priority No.	Definition	Maximum Response Time (Minutes)
1	CRITICAL	11:59
2	HIGH	11:59
3	MODERATE	11:59
4	LOW	15:59
5	MEDICAL AID	19:59

(d) **Response Time Measurement Methodology**

The Successful Offeror's response time clock begins at "call receipt" which is defined as when the CCC, that directly dispatches the Emergency Ambulance(s), has notified Successful Offeror's unit (either by radio or computer link) that a response is required and that adequate information to identify the location of the call and the priority level has been entered into the CCC CAD.

(e) **Turnout/Chute Time**

For each and every response request made by the CCC, the elapsed time between Successful Offeror's call receipt and Emergency Ambulance(s) en route shall be 60 seconds or less.

(f) **On-scene**

"On-scene" means when an Emergency Ambulance unit actually arrives at the specific address or location dispatched with a speed of zero miles per hour, or when the Emergency Ambulance unit actually arrives at the point closest to the specified address or location to which it can reasonably be driven.

(g) **Response Time**

The time period measured from call receipt to the time when the emergency ambulance dispatched to the incident or facility arrives and reports that it is On-Scene as that term is defined herein, or when the dispatched emergency ambulance en route to an incident is canceled by the CCC dispatch.

(h) **Call Duration**

Changes in medical protocols may change call duration required during the term of the Contract, however, to accommodate those changes and fairly measure the Successful Offeror's performance the following criteria is adopted:

Successful Offeror's call duration from call receipt to unit available time for transported calls shall not exceed the transport call time achieved by LVFR. LVFR's average call duration will be provided at the time the Contract is finalized. Durations shall be measured on a monthly basis.

For assignments that do not require transport, Successful Offeror's call duration shall not exceed the time achieved by LVFR. LVFR's average call duration will be provided at the time the Contract is finalized. Durations shall be measured on a monthly basis.

(i) **Failure to Report At Scene Time**

In instances when ambulance crews fail to report On-Scene, the time of the next communication between dispatch and the ambulance crew shall be used as the On-Scene time. However, Successful Offeror may document the actual arrival time through other means (e.g. First Responder, AVL, communications tapes/logs, etc.) so long as an auditable report of any edits is produced.

(j) **Calculating Upgrades, Downgrades, Reassignments and Canceled Responses**

From time to time special circumstances may cause changes in call priority classification. Such changes may occur as follows:

(1) **Upgrades**

If an assignment is upgraded prior to the arrival On-Scene of the Ambulance (e.g. from Priority 5 to Priority 1) Successful Offeror's compliance will be calculated based on the shorter of:

a. the time elapsed from call receipt to time of upgrade plus the higher priority response time requirement; or

b. the lower priority response time requirement.

Example:

A call is dispatched Priority 5 (required response time of 19:59) and is upgraded to Priority 1 (required response time of 11:59) after one (1:00) minute has elapsed. Because 11:59 + 1:00 = 12:59 is shorter than 19:59, the response is subject to the Priority 1 Response Time requirement and is considered a Priority 1 response.

(2) **Downgrades**

Medically-trained first responders (LVFR employees) as authorized by the Fire Chief may initiate downgrades. If an assignment is downgraded prior to the arrival On-Scene of the Ambulance, Successful Offeror's compliance will be calculated based on:

a. The lower priority response time requirement, if the unit is downgraded before it would have been judged "late" under the higher priority Response Time requirement, or

b. The higher priority response time requirement, if the unit is downgraded after it would have been judged "late" under the higher priority Response Time requirement.

(k) **Reassignment en route**

If an Emergency Ambulance is reassigned en route or turned around prior to arrival On-Scene (e.g. to respond to a higher priority request), compliance will be calculated based on the Response Time Standard applicable to the assigned priority of the initial response. The response time clock will not stop until the arrival of an Emergency Ambulance On-Scene from which the Ambulance was diverted.

(l) **Cancelled en route**

If an Ambulance is cancelled by the CCC after an assignment has been made, but prior to the arrival of the first ambulance, and no ambulance is required at the dispatch location, the response time clock will stop at the moment of cancellation. If the elapsed response time at the moment of cancellation exceeds the response time requirement for the assigned priority of the call, the unit will be determined to be "late" for the purpose of compliance with the Contract.

14. EQUIPMENT AND SUPPLIES FOR EMERGENCY LIFE SUPPORT SERVICES

(a) Successful Offeror shall provide all facilities, equipment, material, and supplies, necessary to provide the required services and maintain a neat, clean, and professional appearance of equipment and facilities; and shall ensure all equipment and supplies are readily available and accessible from the interior portions of the patient transportation compartment.

(b) Successful Offeror shall use the same or compatible patient care equipment as required by the Southern Nevada Health District's Official Air Ambulance, Ground Ambulance, and Firefighting Inventory and the Official Paramedic Drug Inventory.

15. Paragraph Deleted per Addendum No. 2

16. KEY PERSONNEL AND SUBSEQUENT PERSONNEL CHANGES

The Successful Offeror will be expected to furnish the personnel identified in the Proposal throughout the term of the Contract. Should a change occur for unforeseen reasons, Successful Offeror would be required to furnish replacement personnel with equal or superior qualifications. It is the specific intent of this provision to prevent "bait and switch" bidding practices, whether intentional or not.

(a) **Management Team**

Successful Offeror shall furnish a list to the City of all key personnel prior to contract execution, and shall update that list every ninety (90) days throughout the term the Contract. Any replacement of the key personnel requires the following:

(i) Requested changes of the local person in charge of Contract shall be communicated to City, in writing, ten (10) business days prior to the effective date of the change. In the event that a change must be made more quickly due to exigent circumstances, Successful Offeror shall make verbal and written notification as soon as reasonably possible;

(ii) Other changes in key personnel, including supervisors, clinical managers, communications, educational and training supervisors shall be communicated in writing to the City within ten (10) business days of the effective date of change;

(iii) In each case, the replacement is subject to approval by the Fire Chief;

(iv) In the event that Successful Offeror seeks to adopt an alternative management structure that changes roles and responsibilities by eliminating or creating specific supervisory and management positions, or seeks to share positions with related organizations, Successful Offeror shall communicate its intentions and detailed plan to the City in writing at least ten (10) business days in advance of such change to the Fire Chief. The adoption of such alternative management structure shall not be implemented prior to approval of such plan by the Fire Chief;

(v) The Fire Chief shall not unreasonably withhold approval of any proposed changes in the management team or structure; and

(vi) The City Manager may request the removal or reassignment of key personnel or other employees provided that the City provides reasonable cause for the change. If such a request is made, Successful Offeror shall meet and confer with City regarding the request and take appropriate action.

(b) **EMS Program Liaison**

Successful Offeror shall designate an EMS program liaison, who may also be the regional director, division manager or similar position. The EMS Program Liaison shall have an overall grasp of Successful Offeror's entire operation, be responsible for overall day-to-day operations, and perform information review and gathering, and report generation and analysis.

(i) Successful Offeror's EMS Program Liaison shall serve as the liaison between Successful Offeror and LVFR.

(ii) Successful Offeror's EMS Program Liaison shall have successfully completed Incident Command System (ICS) 100, 200, 300 & 400, and National Incident Management System (NIMS) 700 and 800.

(c) **Local Field Supervision**

LVFR recognizes the need to ensure adequate supervision of personnel and delegation of authority to address day-to-day operational needs, and desires that these personnel and operational supervisory responsibilities do not displace the provision of direct clinical supervision of the caregivers. Successful Offeror shall appoint on-duty field supervisor(s). The minimum requirements and duties for this position are:

(i) Provide on-duty supervisory coverage within the designated Service Area. An on-duty field supervisor must be authorized and capable to act on behalf of the organization in all operational matters;

(ii) Ensure the individual has the ability to monitor, evaluate, and improve clinical care provided by their personnel, and ensure that on-duty employees are operating in a professional and competent manner; and

(iii) Such individual shall have a minimum of one (1) year experience in providing 911 Emergency Ambulance transports, and shall have successfully completed ICS 100, 200, 300 & 400, and NIMS 700.

17. CHARACTER, COMPETENCE AND PROFESSIONALISM OF PERSONNEL

(a) Successful Offeror shall ensure professional and courteous conduct and appearance at all times from Successful Offeror's field personnel, medical communications personnel, middle managers and top executives.

(b) All persons employed by Successful Offeror in the performance of work shall be competent and holders of appropriate licenses and permits in their respective professions and shall be required to pass a criminal record check and Successful Offeror shall provide documentation to the City indicating compliance with this requirement for all relevant employees.

(c) The Fire Chief may demand of the Successful Offeror the removal from any position working within the LVFR system and employed by the Successful Offeror any employee who misconducts himself/herself, or is incompetent or negligent, in the performance of his/her duties. The Fire Chief shall not be arbitrary or capricious in exercising such rights relative to any employee and shall give that employee an opportunity to explain himself/herself in the presence of the Successful Offeror's management and the Fire Chief before any such removal becomes final.

18. UNIFORMS AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

(a) Employees dedicated to the Ambulance unit(s) in a Contract shall wear uniforms that are approved by LVFR. Uniform requirements may be changed at any time during the duration of the Contract at the sole discretion of the Fire Chief.

(b) Successful Offeror shall ensure that employees have the appropriate PPE that meet national safety standards for EMS personnel to include, but not limited to, reflective vest, eye protection, and ear/hearing protection.

(c) Successful Offeror or their employees shall bear all uniform PPE related costs including cleaning, maintenance, repair, and replacement except where specified otherwise.

19. DATA COLLECTION & REPORTING

The long-term success of any EMS system is predicated upon its ability to both measure and manage its affairs. LVFR will require the Successful Offeror to furnish complete, accurate, and legible data necessary for the City to monitor clinical activity, bill for services rendered, analyze response time performance, and to report to state and local governments. Therefore, LVFR will require Successful Offeror to provide detailed operational, clinical, and administrative data in a manner that facilitates its retrospective analysis.

The Successful Offeror in conjunction with LVFR shall establish procedures to automate the monthly reporting requirements and to develop situational status reports that provide alerts when system status falls outside expected parameters.

Daily Management Report
A daily operations report will be submitted documenting unit hours, unit hour utilization, patient transports and response time compliance. This report will provide both daily and cumulative monthly performance.

Response Time Report
LVFR will independently validate Successful Offeror's response times using a real time monitoring software (e.g. "FirstWatch" or equivalent).

Employee Certifications and Continuing Education Report
Successful Offeror shall make available to LVFR a complete and current record of all personnel employed to perform Offeror's obligations under this Contract. This list shall be updated annually and transmitted to LVFR prior to the anniversary date of the Contract.

20. ELECTRONIC PATIENT CARE RECORD (ePCR)

Successful Offeror shall utilize the electronic Patient Care Record system (ePCR) that is designated by LVFR. The ePCR shall be accurately completed to include all information required by and established in SNHD Emergency Medical Services Regulations, EMS Administration, Section 1300.410, Records, Reports: Pre-hospital Care Records and LVFR, Standard Operating Procedure for Patient Care Documentation, 500.10.

(a) The ePCR is the fundamental data collection tool of the EMS system. Successful Offeror shall be required to fully utilize the LVFR designated ePCR system and shall be responsible for supplying and maintaining all laptops/tablets necessary for Successful Offeror personnel's use in the field.

(b) The Successful Offeror must complete the approved ePCR for each completed transport or patient encounter.

(c) An ePCR is required for all patients for whom care is rendered at the scene, or with whom contact is made regardless of whether the patient is transported.

(d) The ePCR should clearly identify those instances when two or more patients are transported in the same Ambulance so that proper patient billing can be performed.

(e) ePCR forms should clearly identify any facility diversions or patient requests to be transported to a hospital that is not considered the closest appropriate facility.

(a) To ensure that LVFR is able to bill its patients in a timely manner, the Successful Offeror is required to provide LVFR with accurately completed ePCR. The required minimum information required on an ePCR in order for it to be accepted by LVFR includes: (1) Call Number;

(1) Incident Number;
(2) Time call received;
(3) Time On-Scene;
(4) Time at destination;
(5) Crew members names;
(6) Vehicle unit #;
(7) Requested by;
(8) Run disposition;

(9) Run type;
(10) Destination determination;
(11) (13) Dispatch reason;
(12) (15) Transport from;
(13) Transport to code;
(14) Incident address including city and county code;
(15) Destination address including city and county code;
(16) Patient information, including complete name, complete address, date of birth, sex and phone number;
(17) Complete payer information, including guarantor name, complete address, insurance company name, policy number and any secondary insurance information;
(18) Airway information;
(19) Breathing status;
(20) Circulatory status;
(21) Provider impression information;
(22) Mechanism of injury information;
(23) Minimum of one set of vital signs;
(24) Pertinent patient history including current medications and allergies;
(25) Complete patient assessment information;
(26) In cases involving cardiac monitoring, a copy of the electrocardiogram (ECG) strip identifying all rhythm changes shall be included as part of the record;
(27) In cases of trauma, the patient's trauma score, Trauma Field Triage Criteria (TFTC) status and any injury mitigation devices shall be documented, i.e. car seats, seat belts, airbags, helmets, etc.;
(28) Any complications or other relevant information; and
(29) Complete documentation of all treatments and/or responsible party, other person legally entitled to sign on behalf of the patient, or a clearly stated reason why the patient is unable to sign, and any other item that the LVFR identifies to the Successful Offeror that may become necessary in the future to bill for services rendered.

21. ANNUAL PERFORMANCE EVALUATION

LVFR may evaluate the performance of the Successful Offeror on an annual basis should the initial contract term be extended. The following information will normally be included in the performance evaluation:

(a) Response time performance standards assessed with reference to the minimum requirements in the Contract;

(b) Clinical performance standards assessed with reference to the minimum requirements in the Contract;

(c) Initiation of innovative programs to improve system performance;

(d) Workforce stability, including documented efforts to minimize employee turnover;

(e) Compliance of pricing and revenue recovery efforts with rules and regulations and the Contract;

(f) Compliance with information reporting requirements; and

(g) Financial stability and sustainability.

22. CONTINUOUS SERVICE DELIVERY

Successful Offeror expressly agrees that, in the event of a default by Successful Offeror under the Contract, Successful Offeror will work with LVFR during the cure period to ensure continuous and uninterrupted delivery of services, regardless of the nature or causes underlying such breach. Successful Offeror shall be obligated to use every effort to assist LVFR to ensure uninterrupted and continuous service delivery in the event of a default during the applicable cure period, even if Successful Offeror disagrees with the determination of default.

23. RELEASE OF INFORMATION

Upon receipt of a written release of information from any patient who has been transported by Successful Offeror, Successful Offeror shall provide to the patient, and City at its request if so authorized by the written release, all information related to the transport in question.

Successful Offeror shall also furnish to the City any records or any additional information regarding transports that are necessary to verify compliance with the Contract.

24. CONFIDENTIALITY OF RECORDS

Except as otherwise provided in this Section, information provided by Successful Offeror to the City for purposes of determining compliance with the requirements shall be considered public records. The confidentiality of records shall be in accordance with federal and state law. The duty to disclose any particular record as a public record shall be in accordance with state law, and federal law, if applicable.

Successful Offeror shall take all steps reasonably necessary to ensure that it implements and maintains reasonable administrative, physical, and technical safeguards and security measures to protect the confidentiality, integrity, and availability of any protected health information, records and personal information that Successful Offeror creates, receives, maintains or transmits from unauthorized access, acquisition, destruction, use, modification or disclosure; and that all transactions and services conform to the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), as well as Nevada Revised Statute Chapter 603A, and regulations promulgated thereunder. Successful Offeror shall comply with the privacy and security provisions of HIPAA and the regulations thereunder. Any information provided to the Successful Offeror which contains a natural person's name, address, medical condition or diagnosis, incident location, social security number, personal financial records, telephone number, home address, e-mail address, names of family members, or work history, or which otherwise constitutes "protected health information" and/or “personal information” as that term is applied in HIPAA and/or NRS Chapter 603A, shall be considered confidential. Successful Offeror shall also develop and provide any and all training to its own staff who may have contact with protected health information or personal information as mandated by HIPAA and/or NRS Chapter 603A. Such confidential information shall not be released by the Successful Offeror to the public unless the person to whom the information applies has first agreed in writing, in a format which complies with HIPAA requirements, to release of the information. Successful Offeror shall allow City reasonable access to Successful Offeror’s medical records concerning the services provided hereunder. Successful Offeror shall obtain any necessary written consent from individuals for the release of such information and records to the City. Such consent shall satisfy all applicable laws and regulations including, but not limited to, the privacy regulations of HIPAA.

25. NON-EXCLUSION

Offeror represents and certifies that neither it nor any practitioner who orders or provide services on its behalf has been convicted of any conduct that constitutes grounds for mandatory exclusion as identified in 42 U.S.C.§ 1320a-7(a). Offeror further represents and certifies that it is not ineligible to participate in federal health care programs or in any other state or federal government payment program. Offeror agrees that if DHHS/OIG excludes it, or any of its practitioners or employees who order or provide services, from participation in federal health care programs, the party must notify the City within five (5) days of knowledge of such fact, and the City may immediately terminate the Contract.

26. NO INFLUENCE ON REFERRALS

It is not the intent that any remuneration, benefit or privilege provided for hereunder shall influence or in any way be based upon the referral or recommended referral by a party of patients to the other or its affiliated providers, if any, or the purchasing, leasing or ordering of any services other than the specific services described in this RFP. Any payments specified in this RFP and any subsequent Contract are consistent with what the parties reasonably believe to be a fair market value for the services provided.

EXHIBIT 1 - PRICE PROPOSAL

Price Proposal should not exceed $130.00 per hour per Ambulance and shall represent total cost per unit hour. Proposals that do not comply will be subject to rejection in total.

The unit hour cost shall include without limitation, all taxes (excluding sales and use tax), equipment, supplies, staff, fleet, mileage, fuel costs, service and repair costs, insurance, overhead, profit and all other charges, including travel expenses, necessary to meet the requirements of this RFP.

For the purposes of the Proposal, a unit hour is defined as an equipped and staffed Ambulance on a response or waiting for a response for one hour. The unit hourly cost proposed shall include the total cost of providing all services included in the RFP response by the Offeror.

No additional costs or fees will be considered for payment. Only unit hourly cost will be considered for payment. Hours worked can occur anytime within a 24 hour period.

Offerors must use this form to submit their Price Proposal.

Number of Ambulances	Formula for unit hour calculations: Unit(s) x 12 hours x 365 days	Proposed Hourly Rate
1 Unit	4,380 unit hours	
2 Units	8,760 unit hours	
3 Units	13,104 unit hours	
4 Units	17,520 unit hours	
5-6 Units	21,900-26,280 unit hours	
7-8 Units	30,660-35,040 unit hours	
9-10 Units	39,420-43,800 unit hours	

Number of Reserve Units (See Section 11. Operational Overview (b) vi. of Scope of Work)	

EXHIBIT 2 - DISPATCH PRIORITIES 1 THROUGH 5

Priority	OLD PRIORITIES:	NEW/CURRENT PRIORITIES:
P1	Emergency	Critical
P2	Urgent	High
P3	Non-Emergency	Moderate
P4	MCI Triage	Low
P5	Non-Scheduled Transport	Medical Aid

PRIORITY 1

Problem Nature	Priority
11E-Choking	P1 Critical
12D-01 Convulsions/Seizure	P1 Critical
14E-1Drowning/Diving Accident	P1 Critical
14E-2Drowning/Diving Accident	P1 Critical
15D-1Electrocution	P1 Critical
15E-Electrocution	P1 Critical
17D-02 Falls/Back Inj(Trauma)	P1 Critical
21D-01 Hemorrhage/Lacerations	P1 Critical
22D-Industrial/Machinery Acc	P1 Critical
23E-Overdose/Ingest Poison	P1 Critical
27D-01 Stab/Gunshot Arrest	P1 Critical
27D-6Stab/Gunshot Wound	P1 Critical
27D-Stab/Gunshot Wound	P1 Critical
29D-06 Traffic Accident	P1 Critical
2E-Allergy/Hive/Sting/Med Rxn	P1 Critical
30D-01 Traumatic Injuries	P1 Critical
31D-01 Unconscious Arrest	P1 Critical
31E-01 Unconscious Arrest	P1 Critical
31E-UnconsciousFaint(NonTrauma	P1 Critical
33D-01 Transfer/Inter Arrest	P1 Critical
33D-Transfer/Interfacility	P1 Critical
3D-01 Animal Bites/Attacks	P1 Critical
6E-Breathing Problems	P1 Critical
7D-02 Burns Explosion	P1 Critical
7D-1Burns Explosion	P1 Critical
7D-Burns Explosion	P1 Critical
7E-1Burns Explosion	P1 Critical
7E-Burns Explosion	P1 Critical
8D-01 Carbon Monoxide	P1 Critical
8D-5C O/Inhalation	P1 Critical
9D-Cardiac/Respiratory Arrest	P1 Critical
9E-4Cardiac/Respiratory Arrest	P1 Critical
9E-5Cardiac/Respiratory Arrest	P1 Critical
9E-Cardiac/Respiratory Arrest	P1 Critical

PRIORITY 2

Problem Nature	Priority
10D-Chest Pain	P2 High
11D-Choking	P2 High
12C-02 Convulsions/Seizures	P2 High
12C-06 Convulsions/Seizures	P2 High
12D-Convulsions/Seizure	P2 High
13D-Diabetic Problems	P2 High
14D-Drowning/Diving Accident	P2 High
15D-Electrocution	P2 High
17D-Falls/Back Inj (Trauma)	P2 High
18C-Headache	P2 High
18C-XHeadache	P2 High
19C-01 Heart Problems	P2 High
19C-02 Heart Problems	P2 High
19C-03 Heart Problems	P2 High
19C-06 Heart Problems	P2 High
19D-Heart Problems	P2 High
1D-Abdominal Pain	P2 High
20D-2Heat/Cold Exposure	P2 High
20D-Heat/Cold Exposure	P2 High
21C- 01 Hemorrhage/Lacerations	P2 High
21C-02 Hemorrhage/Lacerations	P2 High
21D-Hemorrhage/Lacerations	P2 High
23D-Overdose/Ingestion/Poison	P2 High
24D-Pregnancy/BirthMiscarriage	P2 High
25D-Psychiatric/SuicideAttempt	P2 High
26D-Sick Person(Specific Diag)	P2 High
27B-Stab/Gunshot Wound	P2 High
28B-Stroke (CVA)	P2 High
28C-Stroke (CVA)	P2 High
29D-05 Vehicle Acc Pinned	P2 High
29D-1Traffic Accident	P2 High
29D-2Traffic Accident	P2 High
29D-Traffic Accident	P2 High
2D-03 Swarming Attack	P2 High
2D-Allergy/Hive/Sting/Med Rxn	P2 High
30D-Traumatic Injuries	P2 High
31D-UnconsciousFaint(NonTraum)	P2 High
3D-8Animal Bites/Attacks	P2 High
3D-Animal Bites/Attacks	P2 High
4D-01 Assault/Rape Arrest	P2 High
4D-Assault/Rape	P2 High
5D-Back Pain (Non-Trauma)	P2 High
6D-Breathing Problems	P2 High

Problem Nature	Priority
7C-BurnsExplosion	P2 High
8D-C O/Inhalation	P2 High

PRIORITY 3

Problem Nature	Priority
10C-Chest Pain	P3 Moderate
12B-Convulsions/Seizures	P3 Moderate
12C-Convulsions/Seizures	P3 Moderate
12C-XConvulsions/Seizures	P3 Moderate
13C-Diabetic Problems	P3 Moderate
14B-Drowning/Diving Accident	P3 Moderate
14C-Drowning/Diving Accident	P3 Moderate
15C-Electrocution	P3 Moderate
16D-01 Eye Problems Not Alert	P3 Moderate
16D-Eye Problems/Injuries	P3 Moderate
17B-01 Falls/Back Inj (Trauma)	P3 Moderate
17B-02 Falls/Back Inj (Trauma)	P3 Moderate
19B-Heart Problems	P3 Moderate
19C-Heart Problems	P3 Moderate
19C-XHeart Problems	P3 Moderate
1C-Abdominal Pain	P3 Moderate
1C-XAbdominal Pain	P3 Moderate
20C-Heat/Cold Exposure	P3 Moderate
21B-Hemorrhage/Lacerations	P3 Moderate
21C-Hemorrhage/Lacerations	P3 Moderate
21C-XHemorrhage/Lacerations	P3 Moderate
22B-Indust/Machinery Accidents	P3 Moderate
23B-Overdose/Ingest/Poisoning	P3 Moderate
23C-Overdose/Ingestion/Poison	P3 Moderate
24B-Pregnancy/BirthMiscarriage	P3 Moderate
24C-Pregnancy/BirthMiscarriage	P3 Moderate
24C-XPregnancy/BirthMiscariage	P3 Moderate
25B-01 Psychiatric Serious Hem	P3 Moderate
25B-04 Psychiatric Jumper	P3 Moderate
25B-05 Psychiatric Hanging	P3 Moderate
25C-Psychiatric/SuicideAttempt	P3 Moderate
26C-SickPerson (Specific Diag)	P3 Moderate
29B-Traffic Accident	P3 Moderate
2C-Allergy/Hive/Sting/Med Rxn	P3 Moderate
31C-UnconsciousFaint(NonTrauma	P3 Moderate
32D-01 Unknown Problem	P3 Moderate
32D-Unknown Problem	P3 Moderate
33C6-Transfer/Interfacility	P3 Moderate
33C-Transfer/Interfacility	P3 Moderate

Problem Nature	Priority
5C-Back Pain (Non-Trauma)	P3 Moderate
5C-XBack Pain (Non-Trauma)	P3 Moderate
5D-01 Back Pain (Non-Trauma)	P3 Moderate
6C-Breathing Problems	P3 Moderate
8C-C O/Inhalation	P3 Moderate

PRIORITY 4

("**" Shall Signify ILS Level of Care Allowed)

Problem Nature	Priority
10A-01 Chest Pain 12 to 34yo	P4 Low
10A-02 Chest Pain lt 12yo Drug	P4 Low
10O-01 Chest Pain Under 12yo	P4 Low
11A-Choking **	P4 Low
12A-Convulsions/Seizures	P4 Low
16A-01 Eye Problems/Injuries**	P4 Low
16B-Eye Problems/Injuries**	P4 Low
17A-01 Fall Not Dngr w/Deform	P4 Low
17A-01A Fall Not Dngr w/Deform	P4 Low
17A-01E Fall Not Dngr w/Deform	P4 Low
17A-01G Fall Not Dngr w/Deform	P4 Low
17A-01J Fall Not Dngr w/Deform	P4 Low
17A-01P Fall Not Dngr w/Deform	P4 Low
17A-Falls/Back Inj(Trauma) **	P4 Low
17B-Falls/Back Inj (Trauma) **	P4 Low
18B-Headache**	P4 Low
19A-Heart Problems	P4 Low
1A-Abdominal Pain**	P4 Low
20B-Heat/Cold Exposures**	P4 Low
21A-02M Nosebleed Serious**	P4 Low
21A-02T Nosebleed Serious**	P4 Low
24A-01 1st Tri Bleed/Miscarry**	P4 Low
24A-Pregnancy/BirthMiscarriage**	P4 Low
25B-02 Psychiatric Minor Hemor**	P4 Low
25B-03 Psychiatric Threat Suic**	P4 Low
25B-06 Psychiatric Unknown**	P4 Low
25B-Psychiatric/Suicide**	P4 Low
26B-Sick Person(Specific Diag)	P4 Low
28A-Stroke (CVA)	P4 Low
2B-Allergy/Hive/Sting/Med Rxn	P4 Low
30B-Traumatic Injuries	P4 Low
32B-01 Unknown Problem	P4 Low
32B-02 Unknown Problem	P4 Low
32B-03 Unknown Problem	P4 Low
32B-04 Unknown Problem	P4 Low

Problem Nature	Priority
32B-Unknown Problem	P4 Low
33B-Transfer/Interfacility	P4 Low
3B-Animal Bites/Attacks**	P4 Low
4B-Assault/Rape**	P4 Low
7B-Burns/Explosions	P4 Low
8B-C O/Inhalation/HazMat	P4 Low
9A-Obvious Death	P4 Low

PRIORITY 5

("**" shall signify ILS level of care allowed)

Problem Nature	Priority
11O-01C Not Choking Now**	P5 Medical Aid
11O-01F Not Choking Now**	P5 Medical Aid
11O-01M Not Choking Now**	P5 Medical Aid
11O-01O Not Choking Now**	P5 Medical Aid
11O-01U Not Choking Now**	P5 Medical Aid
11O-Choking**	P5 Medical Aid
13A-01 Diabetic w/o 1st Party**	P5 Medical Aid
13A-Diabetic Problems**	P5 Medical Aid
13O-01 Diabetic 1st Party**	P5 Medical Aid
13O-Diabetic Problems**	P5 Medical Aid
14A-Drowning/Diving Accident**	P5 Medical Aid
16A-Eye Problems/Injuries**	P5 Medical Aid
16O-01 Minor Eye Injuries**	P5 Medical Aid
16O-02 Medical Eye Problems**	P5 Medical Aid
16O-Eye Problems/Injuries**	P5 Medical Aid
17A-03 Fall Over 6hr**	P5 Medical Aid
17A-04 Fall Public Assist**	P5 Medical Aid
17A-04A Fall Public Assist**	P5 Medical Aid
17A-04E Fall Public Assist**	P5 Medical Aid
17A-04G Fall Public Assist**	P5 Medical Aid
17A-04J Fall Public Assist**	P5 Medical Aid
17A-04P Fall Public Assist**	P5 Medical Aid
17O-01 Fall Not Dngr**	P5 Medical Aid
17O-01A Fall Not Dngr**	P5 Medical Aid
17O-01E Fall Not Dngr**	P5 Medical Aid
17O-01G Fall Not Dngr**	P5 Medical Aid
17O-01J Fall Not Dngr**	P5 Medical Aid
17O-01P Fall Not Dngr**	P5 Medical Aid
17O-02 Fall Over 6hr**	P5 Medical Aid
17O-02A Fall Over 6hr**	P5 Medical Aid
17O-02E Fall Over 6hr**	P5 Medical Aid
17O-02G Fall Over 6hr**	P5 Medical Aid
17O-02J Fall Over 6hr**	P5 Medical Aid

Problem Nature	Priority
17O-02P Fall Over 6hr**	P5 Medical Aid
17O-03A Fall Over 6hr**	P5 Medical Aid
17O-03E Fall Over 6hr**	P5 Medical Aid
17O-03G Fall Over 6hr**	P5 Medical Aid
17O-03J Fall Over 6hr**	P5 Medical Aid
17O-03P Fall Over 6hr**	P5 Medical Aid
17O-Falls/Back Inj(Trauma) **	P5 Medical Aid
18A-01 Headache w/o 1st Party**	P5 Medical Aid
18A-Headache**	P5 Medical Aid
18O-01 Headache 1st Party**	P5 Medical Aid
18O-Headache**	P5 Medical Aid
1A-01 Abdominal Pain**	P5 Medical Aid
1A-03 Abd Pain Worse w/Moving**	P5 Medical Aid
1O-01 Abd Pain Male Under 15yo**	P5 Medical Aid
1O-02 Abd Pain Fem Under 12yo**	P5 Medical Aid
1O-Abdominal Pain**	P5 Medical Aid
20A-01C Cold Exp w/o 1st Party**	P5 Medical Aid
20A-01H Heat Exp w/o 1st Party**	P5 Medical Aid
20A-Heat/Cold Exposure**	P5 Medical Aid
20O-01C Cold Exp 1st Party**	P5 Medical Aid
20O-01H Heat Exp 1st Party**	P5 Medical Aid
20O-Heat/Cold Exposure**	P5 Medical Aid
21A-01M Bleeding Not Dngr Area**	P5 Medical Aid
21A-01T Bleeding Not Dngr Area**	P5 Medical Aid
21A-Hemorrhage/Lacerations**	P5 Medical Aid
21O-01M Minor Bleeding Medical**	P5 Medical Aid
21O-01T Minor Bleeding Trauma**	P5 Medical Aid
21O-02M Nosebleed under 35yo**	P5 Medical Aid
21O-02T Nosebleed under 35yo**	P5 Medical Aid
21O-03M Nonbleeding Lac Medic**	P5 Medical Aid
21O-03T Nonbleeding Lac Trauma**	P5 Medical Aid
21O-Hemorrhage/Lacerations**	P5 Medical Aid
22A-Indust/Machinery Accidents**	P5 Medical Aid
23A-Overdose/Ingest Poison**	P5 Medical Aid
23O-01 Overdose**	P5 Medical Aid
23O-01A Overdose Accidental**	P5 Medical Aid
23O-01I Overdose Intentional**	P5 Medical Aid
23O-01V Overdose Violent**	P5 Medical Aid
23O-01W Overdose Violent**	P5 Medical Aid
23O-Overdose/Ingestion/Poison**	P5 Medical Aid
24O-01 Pregnancy Waters Broken**	P5 Medical Aid
24O-01M Pregnancy Waters Broke**	P5 Medical Aid
24O-02 1st Tri Bleed/Miscarry**	P5 Medical Aid
24O-02M 1st Tri Bleed/Miscarry**	P5 Medical Aid

Problem Nature	Priority
24O-Pregnancy/Birth Miscarriag**	P5 Medical Aid
25A-01 Non-suicidal**	P5 Medical Aid
25A-Psychiatric/SuicideAttempt**	P5 Medical Aid
25O-01 Non-suicidal 1st Party**	P5 Medical Aid
25O-01B Non-suicidal 1st Party**	P5 Medical Aid
25O-01V Non-suicidal 1st Party**	P5 Medical Aid
25O-01W Non-suicidal 1st Party**	P5 Medical Aid
25O-02 Suicidal (Not Threat) **	P5 Medical Aid
25O-02B Suicidal (Not Threat) **	P5 Medical Aid
25O-02V Suicidal (Not Threat) **	P5 Medical Aid
25O-02W Suicidal (Not Threat) **	P5 Medical Aid
25O-Psychiatric/Suicide**	P5 Medical Aid
26A-01 Sick Person**	P5 Medical Aid
26A-02 Blood Pressure Problem**	P5 Medical Aid
26A-03 Dizziness	P5 Medical Aid
26A-04 Fever/Chills	P5 Medical Aid
26A-05 General Weakness	P5 Medical Aid
26A-06 Nausea**	P5 Medical Aid
26A-08 Other Pain**	P5 Medical Aid
26A-09 Transportation Only**	P5 Medical Aid
26A-10 Unwell/Ill	P5 Medical Aid
26A-11 Vomiting	P5 Medical Aid
26A-12 Coronavirus (Suspected) **	P5 Medical Aid
26A-Sick Person(Specific Diag) **	P5 Medical Aid
26O-01 Person Sick**	P5 Medical Aid
26O-02 Boils**	P5 Medical Aid
26O-03 Bumps**	P5 Medical Aid
26O-04 Unable To Sleep**	P5 Medical Aid
26O-05 Unable To Urinate**	P5 Medical Aid
26O-06 Catheter Problems**	P5 Medical Aid
26O-07 Constipation**	P5 Medical Aid
26O-08 Cramp/Spasm/Joint Pain**	P5 Medical Aid
26O-09 Ring Cut Off**	P5 Medical Aid
26O-10 Deafness**	P5 Medical Aid
26O-11 Defecation/Diarrhea**	P5 Medical Aid
26O-12 Earache**	P5 Medical Aid
26O-13 Enema**	P5 Medical Aid
26O-14 Gout**	P5 Medical Aid
26O-15 Hemorrhoids**	P5 Medical Aid
26O-16 Hepatitis**	P5 Medical Aid
26O-17 Hiccups**	P5 Medical Aid
26O-18 Itching**	P5 Medical Aid
26O-19 Nervous**	P5 Medical Aid
26O-20 Object Stuck**	P5 Medical Aid

Problem Nature	Priority
26O-22 Painful Urination**	P5 Medical Aid
26O-23 Penis Problems**	P5 Medical Aid
26O-24 Rash**	P5 Medical Aid
26O-25 STD**	P5 Medical Aid
26O-26 Sore Throat**	P5 Medical Aid
26O-27 Toothache**	P5 Medical Aid
26O-28 Wound Infected**	P5 Medical Aid
26O-Sick Person(4th Party) **	P5 Medical Aid
26O-Sick Person(Specific Diag) **	P5 Medical Aid
27A-01P Penetrating Over 6hr**	P5 Medical Aid
27A-01S Stabbing Over 6hr**	P5 Medical Aid
27A-Stab/Gunshot Wound**	P5 Medical Aid
27O-Stab/Gunshot Wound**	P5 Medical Aid
29A-Traffic Accident**	P5 Medical Aid
29O-01 Traffic Accident No Inj**	P5 Medical Aid
29O-01U Traffic Acciden No Inj**	P5 Medical Aid
29O-01V Traffic Acciden No Inj**	P5 Medical Aid
29O-01X Traffic Acciden No Inj**	P5 Medical Aid
29O-01Y Traffic Acciden No Inj**	P5 Medical Aid
29O-02 Traffic 1st Not Dngr**	P5 Medical Aid
29O-02U Traffic 1st Not Dngr**	P5 Medical Aid
29O-02V Traffic 1st Not Dngr**	P5 Medical Aid
29O-02X Traffic 1st Not Dngr**	P5 Medical Aid
29O-02Y Traffic 1st Not Dngr**	P5 Medical Aid
29O-Traffic Accident**	P5 Medical Aid
2A-01 Allergies Under 1hr**	P5 Medical Aid
2A-02 Spider bite (rxn hx) **	P5 Medical Aid
2A-Allergy/Hive/Sting/Med Rxn**	P5 Medical Aid
2O-01 Allergies Onset Over 1hr**	P5 Medical Aid
2O-02 Spider Bite (no rxn hx) **	P5 Medical Aid
2O-Allergy/Hive/Sting/Med Rxn**	P5 Medical Aid
30A-01 Traumatic Inj Deformity	P5 Medical Aid
30A-02 Traumatic Not Dngr**	P5 Medical Aid
30A-03 Traumatic Inj Over 6hr**	P5 Medical Aid
30A-Traumatic Injuries**	P5 Medical Aid
30O-01 Traumatic Not Dngr**	P5 Medical Aid
30O-02 Traumatic Inj Over 6hr**	P5 Medical Aid
30O-03 Traumatic Inj Splinters**	P5 Medical Aid
30O-Traumatic Injuries**	P5 Medical Aid
31A-UnconFainting (Non-Trauma)	P5 Medical Aid
33A2-Transfer/Interfacility**	P5 Medical Aid
33A-Transfer/Interfacility**	P5 Medical Aid
3A-Animal Bites/Attacks**	P5 Medical Aid
3O-01 Animal Bite Not Dngr**	P5 Medical Aid

Problem Nature	Priority
3O-02 Animal Bite Over 6hr**	P5 Medical Aid
3O-03 Animal Bites Superficial**	P5 Medical Aid
3O-Animal Bites/Attacks**	P5 Medical Aid
4A-01A Assault Not Dngr Deform	P5 Medical Aid
4A-01S Assault Not Dngr Deform	P5 Medical Aid
4A-01T Assault Not Dngr Deform	P5 Medical Aid
4A-02A Assault Not Dngr Prox**	P5 Medical Aid
4A-02S Assault Not Dngr Prox**	P5 Medical Aid
4A-02T Assault Not Dngr Prox**	P5 Medical Aid
4A-03A Assault Non Recent**	P5 Medical Aid
4A-03S Assault Non Recent**	P5 Medical Aid
4A-03T Assault Non Recent**	P5 Medical Aid
4A-Assault/Rape**	P5 Medical Aid
4O-01A Assault Not Dngr**	P5 Medical Aid
4O-01S Assault Not Dngr**	P5 Medical Aid
4O-01T Assault Not Dngr**	P5 Medical Aid
4O-02A Assault Over 6hr**	P5 Medical Aid
4O-02S Assault Over 6hr**	P5 Medical Aid
4O-02T Assault Over 6hr**	P5 Medical Aid
4O-Assault/Rape**	P5 Medical Aid
5A-01 Back Pain Non-Traumatic**	P5 Medical Aid
5A-02 Back Pain Over 6hr Traum**	P5 Medical Aid
5A-Back Pain (Non-Trauma) **	P5 Medical Aid
5O-Back Pain (Non-Trauma) **	P5 Medical Aid
7A-01 Burns Under 18percent	P5 Medical Aid
7A-Burns/Explosions**	P5 Medical Aid
7O-01 Minor Burns**	P5 Medical Aid
7O-01E Minor Burns**	P5 Medical Aid
7O-01F Minor Burns**	P5 Medical Aid
7O-01W Minor Burns**	P5 Medical Aid
7O-02 Sunburn**	P5 Medical Aid
7O-02E Sunburn**	P5 Medical Aid
7O-02F Sunburn**	P5 Medical Aid
7O-02W Sunburn**	P5 Medical Aid
7O-03 Non Recent Burn**	P5 Medical Aid
7O-03E Non Recent Burn**	P5 Medical Aid
7O-03F Non Recent Burn**	P5 Medical Aid
7O-03W Non Recent Burn**	P5 Medical Aid
7O-Burns/Explosions**	P5 Medical Aid
8O-01U Carbon Monoxide Alarm**	P5 Medical Aid
8O-C O/Inhalation/Hazmat**	P5 Medical Aid
9O-Obvious Death	P5 Medical Aid

EXHIBIT B
SUPPLIER RESPONSE

220157-DD Addendum 2
American Medical Response
Mercy Inc
Supplier Response

Event Information

Number: 220157-DD Addendum 2
Title: RFP for Ambulance Services
Type: Request for Proposal
Issue Date: 3/3/2022
Deadline: 4/13/2022 01:30 PM (PT)
Notes: The City of Las Vegas (City) hereby invites qualified firms or individuals (Offerors) to submit written proposals for Emergency Ambulance Services as described in more detail under the Attachment Tab, Scope of Work.

Persons with a disability may request accommodations or assistance to participate in the solicitation process by contacting Purchasing & Contracts at 702-229-6231 or 7-1-1 (TTY). To insure the City is able to meet your needs, please submit requests at least 2 business days in advance.

Contact Information

Contact: Dan Dixon
Address: Purchasing
City Hall
495 South Main Street
Las Vegas, NV 89101
Phone: 1 (702) 229-6173
Fax: 1 (702) 464-2575
Email: ddixon@lasvegasnevada.gov

American Medical Response Information

Contact: DAMON SCHILLING
Address: 7201 W Post Rd
Las Vegas, NV 89113
Phone: (702) 290-0576
Email: damon.schilling@gmr.net
Web Address: AMR.net/Lasvegas

This Proposal constitutes an offer to enter into a Contract for the scope of services described herein. Execution of this document by the Offeror shall represent that the Offeror is familiar with all local conditions and correlated this knowledge with the requirements of this RFP.
The undersigned Offeror has received, read and fully understands and agrees to all terms, conditions and specifications set forth in this RFP. The Offeror hereby agrees to contract with the City to perform all work and/or furnish all materials specified in the manner and time prescribed in the RFP. By signing below, I certify under penalty of perjury that all information provided to the City is truthful and correct, and that I am authorized to sign this document and bind the Offeror organization.

DAMON SCHILLING
Signature

damon.schilling@gmr.net
Email

Submitted at 4/12/2022 5:48:40 PM

Requested Attachments

RESPONSE ATTACHMENT 1 - PROPOSAL 2022-04-12_AMR_Las-Vegas_AMBULANCE-PROPOSAL_RFP_220157-DD_FINAL.pdf

Upload Proposal as a single discrete file. Proposal MUST NOT contain confidential information. Refer to "RFP Instructions" and "Proposal Content & Scope of Work" under the Attachments Tab for detailed information on submitting a Proposal.

RESPONSE ATTACHMENT 2 - PRICING PROPOSAL 2022-04-12_AMR_Las-Vegas_PRICING_RESPONSE-ATTACH-2_220157-DD_FINAL.pdf

Upload Pricing Proposal as a single discrete file. Proposal MUST NOT contain confidential information. Instructions on content and formatting for the Pricing Proposal are contained in "Proposal Content & Scope of Work".

CERTIFICATE - DISCLOSURE OF OWNERSHIP/PRINCIPALS 2022-04-12_AMR_Las-Vegas_OWNERSHIP-DISCLOSURE_220157-DD_FINAL.pdf

Upload the completed "Certificate - Disclosure of Ownership/Principals" form, available on the Attachments Tab.

Financial Stability 2022-04-12_AMR_Las-Vegas_FINANCIAL-STABILITY_220157-DD_FINAL.pdf

Upload financial documents as requested in Proposal Content Section 2 (b)

Litigation 2022-04-12_AMR_Las-Vegas_LITIGATION_RFP_220157-DD_FINAL.pdf

Upload litigation information as requested in Proposal Content Section 2 (d)

OPTIONAL SUPPLEMENTAL INFORMATION *No response*

Additional information required to allow effective evaluation of Offeror's Proposal may be uploaded as a single file. Please DO NOT include advertising materials or brochures. This file should not exceed [##] pages.

Bid Attributes

1	**ACKNOWLEDGEMENT OF DESIGNATED CONTACT** All inquiries regarding this solicitation must be directed to the Purchasing & Contracts Representative named on the **Event Details Tab**. Participants acknowledge that communication with non-purchasing City staff during the period beginning with issuance of the solicitation and ending with award of a Contract or cancellation of the solicitation may result in disqualification. ☑ Acknowledged (Acknowledged)
2	**ACKNOWLEDGEMENT OF TERMS, CONDITIONS AND SPECIFICATIONS** Offeror acknowledges and agrees to the terms, conditions and specifications of this Solicitation without exception. SHOULD AN OFFEROR BE SELECTED FOR AWARD, ANY RESULTANT CONTRACT SHALL CONTAIN THE TERMS AND CONDITIONS SET FORTH IN THE ATTACHED CONTRACT. ☑ Acknowledged (Acknowledged)
3	**OFFICIAL SOLICITATION DOCUMENTS** Solicitation Documents obtained from any source other than NGEM may not be accurate or complete and each Offeror assumes all risks by its reliance on such documents. Any Offeror who has not obtained Solicitation Documents from NGEM may not be notified of Addenda issued by the City, which could contain material changes such as additions or changes to the scope of work, extensions of time, etc. ☑ Acknowledged (Acknowledged)
4	**ACKNOWLEDGEMENT OF ADDENDA** Offeror acknowledges responsibility for ascertaining the issuance of any and all Addenda via NGEM prior to the Close Date, and agrees to comply with all terms, conditions and specifications contained therein. ☑ Acknowledged (Acknowledged)
5	**MINIMUM REQUIREMENTS FOR AWARD** The successful responding Offeror must meet the following minimum requirements for the awarding of a contract pursuant to the provisions of NRS 332: (i) compliance with the stated requirements of the Solicitation documents, and (ii) submittal of all requested information in accordance with the Solicitation documents, including evidence of the specified qualifications, experience and performance history. ☑ Acknowledged (Acknowledged)
6	**METHOD OF AWARD** This RFP is a solicitation subject to evaluation and/or negotiation and is exempt from the requirement to award to the lowest responsive and responsible bidder. The City reserves the right to take into consideration factors other than price when evaluating Proposals. Award, if any, will be for the most advantageous Proposal/Offer in the best interest of the City of Las Vegas. Offeror acknowledges review of the "RFP Instructions" and "Proposal Format & Scope of Work", available under the **Attachments Tab**, and understands and accepts this RFP award criteria. . ☑ Acknowledged (Acknowledged)
7	**CONTRACT TYPE** The Annual Requirement Contract is provided under the **Attachments Ta**b and should be thoroughly reviewed. SHOULD AN OFFEROR BE SELECTED FOR AWARD, ANY RESULTANT CONTRACT SHALL CONTAIN SUBSTANTIALLY THE TERMS AND CONDITIONS SET FORTH HEREIN. ☑ Acknowledged (Acknowledged)
8	**PERFORMANCE PERIOD** It is intended that the initial performance period will be one (1) year, with up to two (2) three (3)-year options for renewal. The City reserves the right to exercise an option to temporarily extend the Contract term for up to one hundred eighty (180) calendar days from expiration date, for any reason. ☑ Acknowledged (Acknowledged)

9	**PUBLIC RECORDS** Proposals will become public records following recommendation to award. Confidential information MUST NOT be submitted through NGEM. Requirements for submitting confidential information can be found in Section 6 of the ”RFP Instructions” document under the **Attachments Tab**. ☑ Acknowledged (Acknowledged)
10	**INSURANCE DEDUCTIBLES** Do the Offeror's insurance deductibles meet the requirements of the Insurance clauses contained in Contract Section D - Special Conditions (see sample Contract under the **Attachments Tab**)? Offeror*s selecting 'No' must provide the details requested below in Insurance Deductible Increase Request.* Yes; Contract deductible requirements will be met
11	**INSURANCE DEDUCTIBLE INCREASE REQUEST** Indicate actual deductible amounts for each insurance type where those amounts exceed the requirements of the sample Contract. In accordance with the Insurance clauses contained in Contract Section D - Special Conditions, the City will review the request and determine if the requested deductibles or self-insured retentions are acceptable. The City may request an audited financial statement for review Workers Comp $2,000,000. Auto Liability $5,000,000 and Professional Liability/General Liability $3,000,000
12	**INSURANCE CONTACT INFORMATION** Provide the name, phone number and email address of a responsible individual within your company who will coordinate insurance matters. Patty Phillips, 480.606.3222, patty.phillips@gmr.net
13	**CERTIFICATION - NO ISRAEL BOYCOTT (Applicable to contracts with an estimated annual amount over $100,000)** The Successful Offeror will be required to certify they are not boycotting the State of Israel. By signing any Contract as a result of this Solicitation, Offeror certifies that it is not engaged in, and agrees for the duration of the Contract not to engage in, a boycott of the State of Israel as defined in NRS 332.065. ☑ Acknowledged (Acknowledged)

COVER LETTER

April 13, 2022

City of Las Vegas, Nevada
ATTN: Dan Dixon
495 South Main Street | Las Vegas, NV 89101
702.229.6173 | ddixon@lasvegasnevada.gov
Submitted via upload to the NGEM website

RE: RESPONSE TO CITY OF LAS VEGAS RFP NO. 220157-DD (AMBULANCE SERVICES)

Mr. Dixon:

In the following pages, Mercy, Inc. DBA American Medical Response (AMR) presents the City of Las Vegas (the City) with our proposal for the provision of emergency ambulance services, adhering to all submission and response guidelines of your RFP number 220157-DD and its addenda.

Since the 1950s, AMR and our predecessor have worked with the City of Las Vegas, Las Vegas Fire Rescue (LVFR) and other partners to protect the Southern Nevada community and evolve the system into the successful and reliable model in place today. We are proud of the 380 Nevada residents that make up our local workforce and the integral role they play in continuing the legacy of thousands of EMS professionals that have been a part of our organization in Southern Nevada. With this proposal, our goal is simple: continue to provide access to high quality care while controlling costs and improving clinical outcomes.

Highlights of our proposal to the City of Las Vegas include:

- Cost effective tiered pricing structure
- Ten new ambulances to enhance our City of Las Vegas fleet (five Type III and five Type II)
- Innovative new equipment, like Zoll monitor/defibrillators and AutoPulse “auto CPR” devices
- Seamless, low risk transition using our current staff and operations already in place today
- Unique “Earn While You Learn” program to maintain a constant pipeline of new caregivers
- Experience as the only local provider who has worked successfully under this & similar arrangements
- Unmatched disaster response from the national FEMA contractor for all federal emergencies
- The only local provider approved for the CMMI Emergency Triage, Treat and Transport (ET3) model
- Community focused public education and outreach, providing Community Hero Awards to the public
- The stability and sustainability of contracting with a trusted national EMS provider

We look forward to investing in the future of the City of Las Vegas EMS system, creating new efficiencies, and improving the lives of our fellow residents, visitors and guests. We welcome further discussion on our proposal and are happy to answer any questions or provide additional information.

Sincerely,

GLENN KASPRZYK
Regional President, Southwest
7201 West Post Road | Las Vegas, NV 89113
928.308.5692 | glenn.kasprzyk@gmr.net

TABLE OF CONTENTS

EMERGENCY AMBULANCE SERVICE PROPOSAL

City of Las Vegas, Nevada | RFP No. 220157-DD

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"We continue to work with AMR to find the most innovative and efficient ways to provide EMS care in our community and meet the challenges that the EMS community is facing nationwide."

Joseph D. Calhoun, Fire Chief
CITY OF NORTH LAS VEGAS FIRE DEPARTMENT

1. COVER PAGE & BUSINESS INFORMATION

Please see below for key information on our company and its representatives. We look forward to continuing to work with the City of Las Vegas to provide a reliable, transparent and innovative Emergency Medical Services system in the years ahead.

(A) COMPANY NAME

Offerors legal name, including DBA if applicable, and address for legal notices.

Our legal name is Mercy, Inc. DBA American Medical Response (AMR).

7201 West Post Road
Las Vegas, Nevada 89113

(B) AUTHORIZED REPRESENTATIVE

Name, title, phone and email address of an individual authorized to bind the Offeror.

Our Regional President, Glenn Kasprzyk, is authorized to bind AMR to this proposal.

- GLENN KASPRZYK
  Regional President, Southwest
  928.308.5692
  glenn.kasprzyk@gmr.net

(C) PROPOSAL CONTACT

Name, title, phone and email address of the representative authorized to negotiate on behalf of the Offeror and answer questions regarding the Proposal.

Both our Regional President and Regional Director are authorized to negotiate on behalf of AMR and answer questions about this proposal.

- GLENN KASPRZYK
  Regional President, Southwest
  928.308.5692
  glenn.kasprzyk@gmr.net
- MICHAEL JOHNSON
  Regional Director, Las Vegas
  702.671.6958
  michael.johnson@gmr.net

(D) COPIES OF LICENSES & CERTIFICATIONS

Copies of all Offeror-held national, state and local licenses, professional licenses, registrations and certifications applicable to performance of the subject work. If applicable, include subcontractor licenses, registrations and certifications.

Please see ATTACHMENT-01 for copies of our licenses, registrations and certifications applicable to these services (page 84).

This includes the following documentation:

- City of Las Vegas business license
- Southern Nevada Health District EMS permit
- Clark County business license
- Boulder City business license
- City of Henderson business license
- City of North Las Vegas business license
- Nevada State business license
- Federal Communications Commission license
- Nevada Highway Patrol Emergency Light Blanket Permit
- State of Nevada Department of Health COVID testing license
- Centers for Medicare & Medicaid Services Clinical Laboratory Improvement Amendments license

"I highly recommend AMR as a reliable, innovative provider of emergency (911) services to your community . . . I would encourage you to strongly consider their proposal and partnership."

Steve Swaney, Fire Chief
HEARTLAND FIRE & RESCUE (EL CAJON, LA MESA & LEMON GROVE, CA)

2. ORGANIZATIONAL DISCLOSURES

The City of Las Vegas deserves an ambulance provider that is stable and reliable. One that delivers on its promises. Our local approach and national backing provide the unique peace of mind that only comes from partnering with AMR. Our company structure, financial stability and other similar information is described here.

(A) ORGANIZATIONAL OWNERSHIP & LEGAL STRUCTURE

For a corporation, the corporate name, date and state of incorporation, an address of its principal place of business, and identification of the ownership and control of the Offeror, including:

Mercy, Inc. is a Nevada corporation and was incorporated on December 17, 1968. Our business address is 7201 West Post Road, Las Vegas, Nevada 89113.

More information on our ownership and formation is provided below.

1) Ownership Interest

1. The names of the ten largest holders of an ownership interest in the organization and affiliates of the Offeror, and all persons with one percent or more ownership interest in the organization and its affiliates

Mercy, Inc. is owned by American Medical Response Ambulance Service, Inc. (aka AMRAS). Please see below for a list of all entities holding more than 1% ownership interest in our organization.

1. American Medical Response Ambulance Service, Inc.
2. American Medical Response, Inc.
3. AMR Holdco, Inc.
4. Global Medical Response, Inc.
5. GMR Intermediate Corp.
6. GMR Buyer Corp.
7. KKR North America Fund XI (AMG) LLC

2) Officers & Directors

2. All officers and directors of the Offeror; and

Please see the list below for our officers and directors.

- Randel G. Owen, President and Chief Executive Officer
- Edward B. Van Horne, Chief Operating Officer
- Michael E. Preissler, Chief Financial Officer
- Thomas A. Cook, General Counsel
- Jennifer Mardosz, Chief Compliance Officer
- Lisa Jacoba, Chief Human Resources Officer
- Sean Tuley, Chief Information Officer
- Eric J. Thomas, Senior VP of Revenue Management
- Ed Racht, M.D., Chief Medical Officer

3) Articles of Incorporation

3. A copy of the articles of incorporation and all effective amendments certified by the appropriate officer of the state of incorporation, and a certificate of good standing from the Nevada Secretary of State.

Please see **ATTACHMENT-02** for a copy of the articles of incorporation and all effective amendments for Mercy, Inc., demonstrating our good standing with the Nevada Secretary of State (**page 99**).

Providing Care to the World at a Moment's Notice

In 2018, our organization joined with the nation's leading private air ambulance providers to form **Global Medical Response, Inc. (GMR)**, making AMR part of a global company reaching millions of patients in 150 countries and every state. This level of stability and support is unmatched in EMS today.

With more than 35,000 employees, GMR was created by combining the industry leaders in air, ground, managed medical transportation and community, industrial/specialty and wildland fire services. This national support provides AMR with an unprecedented access to a depth of industry resources, financial backing, disaster response teams and a pool of certified personnel.

Global Medical Response

(B) FINANCIAL STABILITY

Provide evidence that clearly documents the financial history of the organization and demonstrates that it has the financial capability to handle the expansion . . . Include copies of Financial Statements for the most recent three-year period . . . The parent entity shall be required to guarantee the performance of the Offeror . . . ***Upload the submittals for this section as a separate file named Financial Stability.***

AMR has the proven financial strength to be able to provide the level of service outlined in our proposal and required by the City of Las Vegas. As instructed, we have uploaded our financial statements for the most recent three-year period as a separate PDF file named "Financial Stability."

We are ultimately owned by Global Medical Response (GMR). With more than 35,000 employees and one of the largest fleets of ambulances and medical aircraft in the world, GMR touches the lives of more than five million patients a year. GMR is a financially healthy and stable organization, with approximately $235 million cash on hand (as of the end of Q1 2022) and $360 million available on our line of credit.

EXCLUSIVELY AMR

This increased national support allows us to provide unique benefits in our proposal to the City, including access to an experienced implementation team, the latest vehicles and equipment, continuous performance security and financial support and national purchasing power with leading manufacturers. These resources maximize the potential for success and guarantee our ability to sustain uninterrupted service for the life of this contract.

Proven Strength

While other national and local providers struggled during COVID, we had the financial strength to avoid any employee layoffs and in fact increased compensation to our caregivers during this crisis.

(C) GOVERNMENT INVESTIGATIONS

Provide a list of all federal, state, or local government regulatory investigations, findings, actions or complaints and their respective resolutions for the Offeror's organization and any parent or affiliated organization within the last three (3) years. Provide documentation that it has resolved all issues arising from government investigations including any continued obligations of the Offeror, or describe status and expected outcome of open investigations.

The information in the following pages relates to AMR HoldCo., Inc. (AMR), and its approximately 200 subsidiaries and affiliates nationwide that provide ground ambulance services, including the bidding entity Mercy, Inc.

Like others in the industry, AMR and its subsidiaries have from time-to-time been contacted by government agencies in connection with their regulatory or investigational authority. We have implemented policies and procedures that we believe will assure that we are in substantial compliance with the laws that these governmental agencies regulate. Any past matters have been resolved with the appropriate governmental agency including, for example, Corporate Integrity Agreements.

Additionally, local AMR operations receive inquiries from state and local health departments, EMS bureaus, state attorneys and other regulatory (e.g., OSHA) or law enforcement agencies. AMR cooperates with these authorities to resolve all inquiries.

For the past 3 years, we have received inquiries from government agencies and cooperated with several matters and inquiries with government agencies as follows:

- **a.** In December 2013, AMR of Connecticut received notice of a qui tam lawsuit. Through several dismissals and reversals of dismissals, in July 2020 AMR settled the matter with Relator's counsel.
- **b.** In 2017, we received overpayment demands related to Medicare ZPIC audits for numerous operations. After several levels of appeal, the extrapolation was eliminated and a minimal amount of refunds were processed.
- **c.** In 2017, AMR received a Civil Investigative Demand in Massachusetts for a small number of Medicaid claims and AMR complied with the terms of the request. Subsequently, in October 2018 AMR received an Administrative Request for Documentation for additional Medicaid patients. Settlement was reached in March 2020.
- **d.** In August 2018, AMR of Connecticut received a petition notice from the Connecticut Department of Public Health requesting transport and billing records. In May 2020, AMR of Connecticut received an HHS OIG subpoena request for additional records. AMR settled the matter in March 2022 with the federal government and state of Connecticut.
- **e.** In September 2018, AMR received a Notice of Intent to Suspend from the DC Department of Health related to credential concerns. Settlement was reached in April 2019 and no suspension occurred.
- **f.** In October 2019, AMR received a request for records from the Office of Civil Rights (OCR). AMR produced the requested records and responded to subsequent questions. Awaiting a response from the OCR.
- **g.** In December 2019 and January 2020, AMR received notice of revocation letters for multiple AMR entities in California associated with targeted probe and educate audits by Noridian. Settlement was reached in April 2020 with the Centers for Medicare and Medicaid Services Office of Inspector

General related to Basic Life Support Non-Emergency transports. The settlement agreement included a review and modification plan outlining future audits and monitoring.

h. In January 2020, Virginia Medical Transport ("VMT") received notice of a UPIC audit. Offsets were made. This matter is closed.

i. On March 11, 2020, AMR received notification of a Civil Investigative Demand from the United States Department of Justice in Indiana. AMR is cooperating with the ongoing investigation.

j. On July 24, 2020, AMR West received a subpoena duces tecum requesting transport records for a sample of claims. AMR is cooperating with the document request.

k. On October 15, 2020, AMR received a UPIC audit for its operation in the County of San Diego. AMR is cooperating with the document request.

Rural/Metro Acquisition

On October 28, 2015, AMR acquired all of the Rural/Metro ambulance companies after those companies had emerged from bankruptcy in 2014. For the past 3 years, the Rural/Metro companies have received and cooperated with several matters and inquiries with government agencies as follows:

i. In January 2015, Rural/Metro received a DOJ Civil Investigative Demand requesting patient and billing records. This case was dismissed in August 2020.

ii. On March 23, 2017, Rural/Metro Corporation of Florida received a Civil Investigative Demand from the U.S. Department of Justice, Middle District of Florida related to BLS ambulance transport services. Rural/Metro Corporation of Florida has produced documents and the matter was settled in 2020.

iii. In September 2017, Rural/Metro's Kentucky operations received a Civil Investigative Demand from the US Department of Justice, the Eastern District of Kentucky, related to medical necessity allegations. Rural/Metro produced the documents and the matter was settled in 2019.

Over the years, AMR and its affiliates and subsidiaries in their day-to-day operations have been involved in contract disputes with customers, vendors, payers, patients and others. All of these matters are resolved in the ordinary course and there are no pending actions that we believe would impair or otherwise impact Mercy, Inc's ability to perform the obligations under the RFP. AMR and its subsidiaries compliance policies and Code of Conduct are available at: https://www.amr.net/about/compliance.

Again, if the City would like to discuss these matters in more detail or needs clarifications, we are happy to make ourselves and/or our counsel available to discuss at your convenience.

(D) LITIGATION

Provide a list of all resolved or ongoing litigation involving the Offeror's organization including resolution or status for the last five (5) years . . . This listing shall include litigation brought against the Offeror's organization or affiliated organization, and any litigation initiated by the Offeror's organization or affiliated organization against any governmental entity or competing ambulance service. Offeror to provide documentation that it has resolved all issues arising from litigation or describe status of open litigation. ***Upload the submittals for this section as a separate file named Litigation.***

As instructed, we have uploaded our five-year litigation summary as a separate PDF file named "Litigation." This information relates to AMR HoldCo., Inc. (AMR), and its approximately 200 subsidiaries and affiliates nationwide that provide ground ambulance services, including the bidding entity Mercy, Inc.

Given AMR's size, geographic scope, and lengthy history of service, this is a high-level summary and good faith effort to provide information responsive to the City's request in the RFP. If the City would like to discuss these matters in more detail or needs clarifications, we are happy to make ourselves and/or our counsel available to discuss at your convenience.

Over the years and in the ordinary course of business, AMR and its subsidiaries and/or affiliates have been involved in litigation and have had claims made against us, principally relating to professional liability, auto accident and workers compensation claims.

Our litigation attachment consists of a high-level abstract of all litigation nationally (open and closed) for the last 5 years run through March 1, 2022. For privacy, confidentiality and settlement agreement reasons, we have included summary information only and have provided the information in the manner in which we track the information which does not include the court or case number and does not include certain matters. We have had contract disputes with customers that have resulted in litigation including, with the Emergency Medical Services Authority in Oklahoma. We also enter routine settlements and reconciliations with payers, patients and governmental agencies in the normal course of business and these are not specifically tracked.

As of the date of this submission, we believe there is no outstanding or pending litigation that would affect our ability to materially perform the requirements of the RFP. At this time, we believe that any pending litigation or claims that may be asserted against us are without merit and/or adequately provided for by insurance or reserves and will not have a material effect on the operations or the services that we would provide under this RFP. Additionally, AMR maintains insurance that is significantly higher than other providers in the emergency medical services industry. There are several layers of excess insurance for professional liability, auto liability and general liability reaching into the high eight figures for various lines

Separate Uploads

To comply with the RFP instructions, we have uploaded separate files for certain questions, such as litigation, our ownership disclosure form, financial stability information and our pricing form (Exhibit 1).

These are included as individual PDF files alongside this main proposal document.

3. QUALIFICATIONS AND EXPERIENCE

For almost 70 years, AMR and our family of companies have provided reliable and innovative emergency medical services to the Las Vegas community. Information on our experience, references and qualifications is provided below.

(A) OFFEROR'S EXPERIENCE

Describe Offeror's experience in providing Ambulance services, including all geographic areas and all other jurisdictions where Offeror currently or has previously provided Ambulance services, performance standard achieved, and levels of service provided (including without limitation if those services included ALS, emergency medical care EMS, ILS). Provide a brief description of the Offeror's business history and number of years in operation.

AMR has provided emergency and non-emergency ambulance services in Southern Nevada since 1953. Our local resources are supported by national growth and demonstrated expertise with similar systems and partners, as described through this section.

Unique Public-Private Success

EXCLUSIVELY AMR

We have more than **17 years'** experience supporting similar public-private EMS models.

Across the country, AMR has led the way as municipalities and departments explore new solutions for EMS support. We serve hundreds of systems with dozens of unique response models and are currently **the only local ambulance provider** experienced in this leased-unit, public-private partnership you request. As described throughout our proposal and detailed in our references section, we currently provide similar services for both the Contra Costa County Fire Protection District (since 2016) and the Sacramento Metropolitan Fire District (since 2005). In each of these partnerships, we operate in a collaborative public-private model that shares key responsibilities between AMR and the fire departments. Letters of reference from these partners are included in our references section. For the City of Las Vegas, we pledge to build on the successes shared, lessons learned and best practices gained from our 17+ years of supporting these similar partnerships.

Serving Las Vegas Since 1953

AMR Las Vegas has been working with the City of Las Vegas/Las Vegas Fire and Rescue (LVFR) for almost 70 years. Our history and relationship with the City of Las Vegas has grown in conjunction with the City's population base from roughly 60,000 in the 1950s to the over 640,000 residents that now call the City of Las Vegas home. AMR is currently a partner with City of Las Vegas as a franchisee, with current operations encompassing emergency and non-emergency ambulance services, special event medical services and community education programming.

At present AMR has 80 ambulances available to serve the Las Vegas Valley and proudly employs nearly 400 Nevada residents, including trained paramedics, AEMTs, EMTs, critical care levels as well as ancillary support. These employees respond to more than 75,000 calls each year in the City of Las Vegas, with call volume having been materially impacted by the COVID health crisis in 2020.

Working with Las Vegas Fire and Rescue, AMR provides as an additional service, Crisis Response Teams (CRT). These are a dedicated units reserved to respond to behavioral emergencies that come through the 911 system within the City of Las Vegas. The CRT program includes trained paramedics, EMTs and a licensed social worker for each unit and we maintain a dedicated supervisor to oversee the program.

AMR has been a collaborative working partner with LVFR throughout our relationship, including piloting a program designed to change the response model for 911 calls within the city of Las Vegas.

Throughout our history in Las Vegas, AMR has been named one of the best companies to work for in the Las Vegas valley. We have been recognized for its excellence in patient care by local Southern Nevada officials and have invested between $500,000 to $1 million a year in just the past five years alone in the training and educating of EMS personnel for the Southern Nevada workforce. This includes investment in our highly successful Earn While You Learn program, which has currently enrolled more than 50 Las Vegas students and boasts a 90% graduation rate.

A Trusted Las Vegas Guardian

69
Years
of local service

77,841
Responses to City
EMS calls (2021)

380
Nevada
residents employed

82
Ambulances serving the
Las Vegas Valley

Disaster Response & Preparedness

When our nation calls upon us, AMR brings the healthcare expertise, equipment and speed needed to respond to disasters and emergency situations. AMR is the prime contractor with the Federal Emergency Management Agency (FEMA) to provide ground ambulance, air ambulance, paratransit services, and non-ambulance EMS personnel to supplement the federal and military response to a disaster, act of terrorism or any other public health emergency. This contract covers 48 states, including California. We accomplish all this while still maintaining our EMS systems and mutual aid contracts.

As a result, we have extensive experience with all types of disasters and have refined our training, supply, and management processes to stay prepared at a moment's notice, such as offering fire cross-training for supporting wildland fire events.

Trusted by FEMA

Our local team is supported nationally by AMR's Office of Emergency Management. Nationally, AMR is under contract with FEMA to supply 600 fully equipped ambulances anywhere in the country within 24 hours.

We guarantee that all AMR Las Vegas field staff who respond to an MCI, disaster, or other large-scale emergencies are fully trained in the nuances of the City EMS system. All AMR personnel are trained in FEMA Incident Command System (ICS) and National Incident Management System (NIMS) courses to better collaborate with fellow responders during disasters and other unplanned events.

ANSWERING THE CALL

Just a few notable examples of AMR's ability to rapidly deploy multiple ambulances and strike teams in our franchise service area include:

- On **July 7, 2021,** it was sunny and 117 degrees in Las Vegas. We deployed our MCI/Strike Team to Allegiant Stadium and surrounding areas due to heat related illnesses during a concert with 68,000 people in attendance. We activated immediately, readied our MCI trailer and loaded up on water and ice to send to the staging area. We responded with nine ambulances and supervisor vehicles.
- On the night of **1 October 2017**, AMR and MedicWest Ambulance had on 45 ambulances serving the EMS system. When the call for help went out to all employees, AMR and MedicWest were able to scale up and deploy an additional 66 ambulances, and 230 personnel of both care providers and support staff. In total, our organization responded 106 ambulances and over 320 care providers to the scene over the 8 hours that the incident occurred.
- On **September 8, 2015**, British Airways flight 2276 had engine failure resulting in a fire. We sent 19 ambulances to the scene of this incident transporting 14 patients in total, with injuries ranging from minor bumps and bruises to smoke inhalation.
- On **December 20, 2015**, a vehicle driving down Las Vegas Boulevard swerved onto the sidewalk and struck several bystanders. AMR deployed over 20 ambulances to this incident with over 30 transports and many other individuals that were treated on scene.

(B) KEY PERSONNEL EXPERIENCE

Designate the key person who would be assigned as Company Representative (as defined in the Contract) and any key project staff. Include current resumes. Identify particular experience and/or skills that would be applicable to the services required.

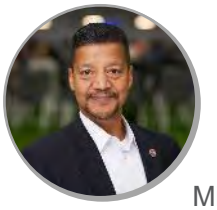
One of our key strengths in Las Vegas is our experienced team of local leaders. While supported by regional and national management personnel, the daily decisions made in our system take place here at home. Because our primary leadership team is in place today, we are more responsive and better able to adapt to this new contract.

In the following pages, AMR has provided biographies for each member of our local leadership team, each of which has years of experience already operating this system.

In addition, please see **ATTACHMENT-03** for resumes of these leaders (**page 110**).

Glenn Kasprzyk, Regional President, Southwest

Glenn Kasprzyk is Regional President for our Southwest Region. A member of the AMR team since 2006, Glenn directs daily operations and is an integral member of the EMS community within his Nevada, Arizona, New Mexico and Southern Utah service areas. He serves on the Arizona Emergency Medical Services Council and was appointed to the Council on Infectious Disease during the 2014 Ebola outbreak. Glenn uses his proven expertise and leadership in the EMS field to build a strong platform to drive change and innovation in an evolving pre-hospital healthcare environment. He also has presented at many local, state and national EMS conferences on the importance of innovation and best practices in pre-hospital healthcare. Prior to joining AMR in Arizona, Glenn served as the Operations Manager at Rural / Metro Ambulance in Orlando, Florida. He started his emergency services career in Western New York with LaSalle Ambulance and as a fire fighter with the Marilla Fire Department. Glenn is a 1994 graduate of the Western New York Emergency Medical Services Institute.



Michael Johnson, Regional Director & Company Representative

Michael Johnson brings thirty years of emergency medical experience and twenty years of managerial experience in 911 EMS markets to his role as AMR's Regional Director in Las Vegas. He is committed to patient care and has a proven track record of building successful teams through diversity, training, and cross functional business support. Michael was directly responsible for implementation of the leased unit hour model under a large high performance EMS system which is still successfully running today. He is a motivator and trusted leader with innate ability to solve problems, with creative solutions based on a broad understanding of technology, medical, legal, and regulatory issues.

In Southern Nevada, Michael is applying his industry expertise and knowledge to develop long-term programming and access to training for EMS personnel both current and future through AMR's award-winning program Earn While You Learn program and other organizational driven scholarship initiatives. This has

helped promote and expand the number and consistency of trained EMS professionals for Las Vegas. Michael's passion for healthcare and ability to work collaboratively has helped him cultivate successful government relationships in all the 911 markets where he has worked include Los Angeles County, San Bernadino County, Contra Costa County, and several jurisdictions in Southern Nevada.

Jessica Goldstein, Operations Manager

Jessica Goldstein is a Las Vegas native, and currently the Operations Manager at AMR Las Vegas. Jessica began her career in EMS in 2003 as an EMT Intermediate at Southwest Ambulance in Las Vegas. She continued her education after gaining field experience, obtaining her paramedic licensure in 2008. Jessica also advanced in her career at the company that ultimately became MedicWest Ambulance, holding the positions of Field Training Officer, Associate Supervisor, Operations Supervisor and becoming the first woman at the company to hold the titles of Senior Operations Supervisor and Operations Manager. In March of 2021 she transferred to MedicWest's sister company and became the Operations Manager at AMR Las Vegas.

With her passion for education and giving back to the EMS community that she grew up in, Jessica became an EMS Educator and has taught at the EMT through paramedic levels at multiple educational institutions in the Las Vegas Valley. She sits on the advisory boards for the College of Southern Nevada and Mountain View Hospital Paramedic Institute. When Jessica was Adjunct Faculty at CSN, she served two terms on the Faculty Senate as well as obtained Safe Space training as an active ally to the LGBTQ community.

Jessica previously volunteered with the Trauma Intervention Program of Sothern Nevada in her off time, and now sits on their advisory board. Jessica is trained in Emotional First Aid and peer support, as well as CISM, and was a member of the MedicWest CISM Team until her promotion into management. She also served as the Senior Advisor to the MedicWest Ambulance Explorer Program. She is actively engaged in Southern Nevada Health District and EMS as a whole, sitting on the Medical Advisory Board and Co-Chairing the ED/EMS Committee.

Linda Matthias-Netski, Administrative Operations Manager

Linda "Matt" Netski, author, EMS educator and former field registered nurse working under EMS paramedic guidelines is currently the Manager of Administration at AMR Las Vegas. She is an EMS pioneer in Southern Nevada who has practiced advanced life support care from Southern Nevada's paramedic program's inception during the early 1970s as a nurse riding along as an evaluator, to being a full-time EMS ALS caregiver in 1975. Since that time, she has earned numerous and successive promotions to administrative and management positions for her former employer Mercy Ambulance and its successor AMR. She serves as a national example of EMS excellence, is an inspiration for women in EMS and for career mastery in all aspects of emergency medical services leadership.

As manager of administration at AMR Las Vegas, Matt oversees the company's performance monitoring, budgeting, licensing, contract compliance, utilization forecasting and reporting. Over four decades, she has fostered friendly relationships with the Southern Nevada Health District's EMS Medical Advisory Board and its

changing members, all local governing bodies' members, local and national EMS educators, City of Las Vegas, Clark County and North Las Vegas first responder agencies chiefs and the local emergency and hospital medical community's leaders. Prior to her current position, Matt served AMR as Clinical Manager/CCT Program Manager for more than a decade (1996 -2006). As such, she directed the company's clinical and EMS education services representing AMR at all local EMS committees and boards, medical training institutions, etc.

Between September 1983-December 1985, she served as the Clark County Community College's EMS Coordinator. There, in addition to her duties at Mercy Ambulance, she coordinated and planned EMT and paramedic courses, teaching many of the modules herself. She has been a national EMS conference speaker and author covering EMS quality assurance and improvement practices. She earned her nursing degree from the UNLV School of Nursing in 1977. She became the only registered nurse/emergency nurse practitioner working in EMS in 1981 after earning her credential from the University of Oregon Health Science-Emergency Nurse Practitioner Program.

Damon Schilling, Public Affairs Manager

Damon Schilling is a Las Vegas native, EMS educator, public speaker and former field paramedic working under EMS paramedic guidelines and is currently the public affairs manager at AMR Las Vegas and GMR Southwest region. As the public affairs manager at AMR Las Vegas and MedicWest, he oversees the company's brand in both elevation and protection, budgeting, contract compliance and corporate social responsibility.

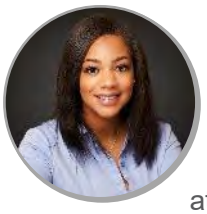
Nearing two decades of service in EMS, Damon has fostered friendly relationships with the Southern Nevada community public safety system. Building strong relationships with all local governing bodies' members, local and national EMS stake holders, City of Las Vegas, Clark County and North Las Vegas first responder agencies chiefs and the local emergency and hospital medical community's leaders and other stake holders. Damon also served the crucial role of PIO during the tragic events of 1 October in Las Vegas 2017 for the organization. In fall of 2018, Damon was the founding member of the Nevada Ambulance Association where he still serves on the board of directors. He is also a member of the Vegas Chamber government advisory committee, chair of the Vegas Chamber healthcare committee, member of the Chamberlain college of nursing advisory committee and serves with the Latin Chamber of Commerce-Las Vegas. He earned his degree in business administration from the Nevada State College in 2018 graduating as Magna Cum Laude.

Aaron Goldstein, Clinical Manager

Aaron Goldstein is the Clinical Manager for both AMR and MedicWest Ambulance. He has worked for AMR Las Vegas since 2005 when he was hired as an EMT-Intermediate. In the fall of 2007, he became a paramedic and in quick fashion became a paramedic preceptor. Aaron has been a Field Training Officer for AMR Las Vegas and was a Supervisor at MedicWest Ambulance. During his EMS career in the Las Vegas valley, Aaron has taught at the College of Southern Nevada. He currently is an EMS Instructor II as well as an AHA Instructor.

Silvio Flores, Senior Operations Supervisor

Silvio Flores serves as Senior Operations Supervisor for AMR Las Vegas. He has 20 years of EMS experience, with the past four in a leadership role. Originally from Northern California, he has been in Las Vegas for the past 16 years working as paramedic for 12 years and four years as an operations supervisor. He has been the key employee of the year and has been nominated for the National “Star of Life” award. Silvio enjoys using his experience and knowledge from previous EMS systems in his daily approach. Silvio is self-motivated, compassionate and driven to continue to improve EMS here in the valley.



Brittany Winston, Senior Human Resources Manager

Brittany Winston is the Sr. HR Manager for AMR and MedicWest Ambulance. For the past year she has supported both operations with all functions of Human Resources. Brittany attended St. Thomas University as well as UNLV with a focus in Urban Studies and Theology. Currently Brittany is attending EMT school in hopes of supporting both operations in the field as secondary support. The HR team’s main focus is to support both operations HR functions to the best of their ability. Teamwork, Integrity and Excellence are invested each day to make sure every employee has a positive experience with the HR team. Brittany guides the team by providing tools, resources and development opportunities to cultivate an environment of growth. Through her tenure with AMR and MedicWest Brittany has been inspired by the observable dedication and commitment each crew has provided to the community.

Brendan Mills, Communications Manager

Brendan Mills is the Communications Manager for AMR/MedicWest Las Vegas. He started his career in NJ in 2003 as a Firefighter/EMT. After many years of front-line service, Brendan transitioned into a communications role for Atlantic Mobile Health, where he rose through the ranks to Communications Supervisor. During this time, he also was involved in local emergency management as a Deputy OEM Coordinator and continued to assist his local Fire/Rescue services. In 2018, Brendan completed his course work at Felician University in Rutherford NJ, where he graduated Cum Laude with a bachelor’s degree in business administration and management. Brendan has also completed several high-level professional development programs including the NENA Center Manager Certification Program (CMCP) as well as holding instructor certification through the International Academy of Emergency Dispatch for the Emergency Telecommunicator Certification (ETC). He is currently studying to test for his Emergency Numbers Professional (ENP) certificate and plans to continue his coursework towards his master’s degree later in the year.

(C) GOVERNMENT CONTRACTS

Indicate the current number of government contracts for Emergency Ambulance services, the name of the agency and the type and term of the contract. Disclose any government contract that was terminated for cause and/or ended before completion of the full term of the contract. Provide a summary of the circumstances of the termination.

AMR is honored to be America's leading provider of ground medical transportation, with service in 43 states and the District of Columbia. We operate over 7,500 vehicles that deployed out of more than 400 bases. We have approximately 4,600 contracts with communities, government agencies, healthcare providers and insurers to provide ambulance transport services, including more than 230 EMS/911 agreements.

For the convenience of the reviewer, we have listed a sampling of in the table below. References (including contact information) for select customers is provided in the next section. We are happy to provide information on any of these contracts or provide any other additional information concerning other government contracts if helpful to your review process.

An EMS Leader

In addition to Las Vegas, we serve dozens of EMS systems in more than 230 across the United States, including Clark County and the City of North Las Vegas.

Agency/Municipality Served	Type	Years Served	Population
COUNTY OF RIVERSIDE, CA	911	40 years	2,470,546
CLARK COUNTY, NV	911/IFT	69 years	2,265,461
SANTA CLARA COUNTY, CA	911	41 years	1,927,852
CONTRA COSTA COUNTY, CA	911/IFT	Five years	1,165,927
COLLIN COUNTY, TX	911/IFT	18 years	1,034,730
COUNTY OF VENTURA, CA	911	71 years	846,006
MULTNOMAH COUNTY, OR	911/IFT	109 years	812,855
CITY OF SEATTLE, WA	911/IFT	99 years	744,955
EL PASO COUNTY, CO	911/IFT	43 years	720,403
D.C. FIRE AND EMS DEPARTMENT	911/IFT	Six years	702,455
CITY OF LAS VEGAS, NV	911/IFT	69 years	644,644
CITY OF MESA, AZ	911	36 years	508,958
SACRAMENTO METRO FIRE, CA	911	17 years	508,529
COUNTY OF SONOMA, CA	911/IFT	30 years	494,336
COUNTY OF MONTEREY, CA	911/IFT	12 years	434,061
CITY OF ARLINGTON, TX	911/IFT	21 years	398,112
COUNTY OF BOULDER, CO	911/IFT	40 years	326,196
CITY OF NORTH LAS VEGAS, NV	911/IFT	48 years (AMR from 1953 to 2001) 21 years (MedicWest since 2001)	262,527

(D) REFERENCES

Provide names, phone numbers and email addresses for the contract administrator or designated governmental contact and medical director for a minimum of three contracts in a service area with a population of at least 300,000, for services that have been provided within the past 5 years. Ensure these references have given permission to be contacted by the City.

We can confidently offer the services and enhancements in this proposal because we have proven experience in Las Vegas and with similar EMS systems. Our references, listed below, can speak to us as an accountable, collaborative and forward-looking EMS provider.

We have also included letters from select references in the following pages.

Contra Costa County Fire Protection District

Since November 1997, we have provided emergency and non-emergency medical transport services for the Contra Costa County, California area (population 1,165,297). Since 2016, we've operated under a unique alliance model with our local fire partners. Here, AMR provides all ambulance service while the fire department handles patient billings. This operation is CAAS accredited. In Contra Costa County, AMR employs approximately 350 paramedics and EMTs and handles on average 70,000 calls each year.

Agency: Contra Costa County Fire Protection District (CCFPD)

Service Type: 911 ALS, IFT

Population: 1.1 million

Years Served: Five

Contact: Lewis T. Broschard III, Fire Chief
925.941.3330

Medical Director: Dr. Peter Benson, Medical Director
925.941.3300 | pbens@cccfpd.org

"American Medical Response has been a legacy emergency ambulance provider for Contra Costa County for over 40 years. Since 1992, they have provided exclusive emergency paramedic advanced life support service to the citizens, substantially meeting contractual performance requirements over that period."

Lewis T. Broschard III, Fire Chief
CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT

LETTER FROM CCFPD CHIEF BROSCHARD

CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT

April 5, 2022

City of Las Vegas
Purchasing & Contract Division
City Hall, 4th Floor,
495 South Main Street
Las Vegas, NV 89101

RE: City of Las Vegas 220157-DD RFP for Ambulance Services

To Whom It May Concern:

American Medical Response (AMR) has been a legacy emergency ambulance provider for Contra Costa County for over 40 years. Since 1992, they have provided exclusive emergency paramedic advanced life support service to the citizens, substantially meeting contractual performance requirements over that period.

As of January 1, 2016, Contra Costa County Fire Protection District is the contracted emergency ambulance service provider with American Medical Response as their exclusive sub-contracted ambulance service provider under the innovative Alliance lease hour service delivery model.

American Medical Response historical performance documents are publicly available at http://cchealth.org/ems/amr.php for your review. As the subcontractor for Contra Costa County Fire Protection District, American Medical Response provides 92% of all emergency ambulance services countywide. The Alliance ambulance performance is publicly available at http://cchealth.org/ems/cfd.php.

If you need additional information, please feel free to reach me at (925) 941-3300.

Sincerely,

Lewis T. Broschard III
Fire Chief

4005 Port Chicago Highway, Suite 250 • Concord, CA 94520-1180
Telephone: (925) 941-3300 • Fax: (925) 941-3309 • www.cccfpd.org

Sacramento Metropolitan Fire District

AMR has been the contracted partner of the Sacramento Metropolitan Fire District since 2005, assisting with providing prehospital emergency medical services in a collaborative public-private arrangement. We have grown with Metro Fire in the years since, offering a variety of cost-effective, collaborative and innovative solutions to meet their changing needs. We continue to work alongside the fire department as a transparent and reliable EMS partner. In the greater Sacramento area, AMR employs more than 400 paramedics and EMTs and handles more than 75,000 calls for service each year.

Agency: Sacramento Metropolitan Fire District

Service Type: 911 ALS, back-up & surge

Population: 738,000

Years Served: 17

Contact: Adam Mitchell, Deputy Chief of Operations
916.859.4502

Medical Director: Dr. Kevin Mackey, Medical Director
916.859.4300 | drmackey@comcast.net

"Metro Fire first contracted with American Medical Response (AMR) in 2005 to assist with providing prehospital emergency medical services . . . AMR management and field personnel have maintained a cooperative and collaborative relationship with our agency while working with the local EMS agency to deliver high quality prehospital services and patient care."

Adam Mitchell, Deputy Chief of Operations
SACRAMENTO METROPOLITAN FIRE DISTRICT

LETTER FROM METRO FIRE DEPUTY CHIEF MITCHELL

Sacramento Metropolitan Fire District

10545 Armstrong Avenue, Suite 200 • Mather, CA 95655 • Phone (916) 859-4300 • Fax (916)859-3720

TODD HARMS
Fire Chief

April 6, 2022

City of Las Vegas
Purchasing & Contract Division
City Hall, 4th Floor
495 South Main Street
Las Vegas, NV 89101

RE: City of Las Vegas 220157-DD RFP for Ambulance Services

To Whom It May Concern,

The Sacramento Metropolitan Fire District (Metro Fire) is the seventh-largest fire agency in the state of California, with calls for medical aid accounting for nearly 70 percent of our annual call volume. Metro Fire first contracted with American Medical Response (AMR) in 2005 to assist with providing prehospital emergency medical services. After several amendments and renewals, the contract remains in place and AMR continues to aid us in providing service to our current population of over 738,000 in a 358-square mile service area.

Throughout the current and all previous contractual periods, AMR management and field personnel have maintained a cooperative and collaborative relationship with our agency while working with the local EMS agency to deliver high quality prehospital services and patient care.

I am the Deputy Chief of Operations for Metro Fire and have no financial relationship with AMR. I oversee our EMS operations and have been provided knowledge about their performance and management. Please feel free to contact me with any questions at (916) 859-4502.

Sincerely,

Adam Mitchell
Deputy Chief of Operations

Cities of El Cajon, La Mesa & Lemon Grove, California

Since 2016, AMR has supported Heartland Fire & Rescue with 911 Advanced Life Support (ALS) services and interfacility (non-emergency support). This includes the cities of El Cajon, La Mesa and Lemon Grove, California, a collective population of approximately 190,000.

Agency: Cities of El Cajon, La Mesa and Lemon Grove, CA

Service Type: 911 ALS, IFT

Population: 190,000

Years Served: Six

Contact: Steve Swaney, Fire Chief, Heartland Fire & Rescue
619.441.1601

Medical Director: Dr. Brad Schwartz, Medical Director
858.922.3316 | bradschwartz66@gmail.com

"For years, AMR has been a collaborative and compliant partner, meeting their overall response-time requirements and reporting deadlines. We have come to count on them as a reliable, responsive provider that values the communities we serve."

Steve Swaney, Fire Chief
HEARTLAND FIRE & RESCUE (EL CAJON, LA MESA & LEMON GROVE, CA)

LETTER FROM HEARTLAND FIRE CHIEF SWANEY

HEARTLAND FIRE & RESCUE
SERVING THE CITIES OF EL CAJON, LA MESA AND LEMON GROVE
ISO CLASS 1 DEPARTMENT

April 6, 2022

City of Las Vegas
Purchasing and Contract Division
City Hall 4th Floor
495 South Main Street
Las Vegas, NV 89101

RE: City of Las Vegas 220157-DD, RFP for Ambulance Service

To Whom It May Concern:
As Fire Chief of Heartland Fire & Rescue, I have had the opportunity to work with and observe the performance of AMR in their service to the Cities of El Cajon, La Mesa and Lemon Grove. I highly recommend AMR as a reliable, innovative provider of emergency ("911") services to your community.
For years, AMR has been a collaborative and compliant partner, meeting their overall response-time requirements and reporting deadlines. We have come to count on them as a reliable, responsive provider that values the communities we serve. They have worked closely with our fire departments, law enforcement agencies, and local first responders to deliver the latest in clinical care and enhance the overall patient experience. They work with each of the departments throughout the community to respond together, train together, and learn from each other.
Their local caregivers are always courteous and professional, and the organization has made active efforts to become an integral part of both public safety and public health in our community. Their commitment to community education and new ways to innovate care is clear.
Based on my understanding of the City's RFP and professional judgment, I believe AMR is more than capable of handling all items required. Maintaining an EMS system is a difficult task, and AMR impressed our community by managing the process professionally. I would encourage you to strongly consider their proposal and partnership.

Please contact me if you have any questions or need any additional information.

Sincerely,

Steve Swaney, Fire Chief
Heartland Fire & Rescue

El Cajon
100 E. Lexington Avenue
El Cajon, CA 92020
(619) 441-1601

La Mesa
8054 Allison Avenue
La Mesa, CA 91942
(619) 667-1355

Lemon Grove
7853 Central Avenue
Lemon Grove, CA 91945
(619) 825-3835

City of North Las Vegas, Nevada

For decades, AMR and our local sister company, MedicWest, have served the City of North Las Vegas. Through our predecessor, AMR served the City from 1953 to 2001. In 2001, MedicWest began its service, which continues today. We work closely with the City of North Las Vegas Fire Department, as well as a vareity of other community partners.

Agency: City of North Las Vegas, NV

Service Type: 911 ALS, IFT

Population: 262,527

Years Served: 48 (AMR, 1953-2001), 21 (MedicWest, since 2001)

Contact: Joseph D. Calhoun, Fire Chief
702.633.1102

Medical Director: Dr Kelly Morgan, Medical Director
702.633.1102 | morgankb@cityofnorthlasvegas.com

"Since my arrival in 2017, our working relationship with AMR/MedicWest has always been positive, proactive and collaborative. The company has become an integral part of both public safety and public health in our community"

Joseph D. Calhoun, Fire Chief
CITY OF NORTH LAS VEGAS FIRE DEPARTMENT

LETTER FROM NORTH LAS VEGAS FIRE CHIEF CALHOUN

Mayor
John J. Lee

Council Members
Isaac E. Barron
Pamela A. Goynes-Brown
Scott Black
Richard J. Cherchio

City Manager
Ryann Juden

Fire Department • Joseph D. Calhoun, Fire Chief
Travis Anderson, Deputy Chief Gary Stover, Deputy Chief
4040 Losee Road • North Las Vegas, Nevada 89030-3306
Telephone: (702) 633-1102 • Fax: (702) 399-8730 • TDD: (800) 326-6868
www.cnlvfd.com

April 11, 2022

City of Las Vegas
Purchasing and Contract Division
495 South Main Street
Las Vegas, NV 89101

RE: City of Las Vegas RFP for Ambulance Service (220157-DD)

To Whom It May Concern:

American Medical Response/ MedicWest Ambulance Service has been providing EMS services within the City of North Las Vegas for nearly 2 decades. Currently, AMR/MedicWest responds to approximately 65% of the EMS incidents within CNLV.

Since my arrival as Fire Chief in 2017, our working relationship with AMR/MedicWest has always been positive, proactive, and collaborative. The company has become an integral part of both public safety and public health in our community. We continue to work with AMR to find the most innovative and efficient ways to provide EMS care in our community and meet the challenges that the EMS community is facing nationwide.

I truly believe that AMR has the ability to meet the needs that you are requiring in your RFP and I believe that they will be as strong of a community partner for you as they have with us. I encourage you to strongly consider their proposal.

Feel free to contact me should you have any questions.

Sincerely,

Joseph D. Calhoun, Fire Chief
City of North Las Vegas

San Mateo County, California

In San Mateo County, AMR employs approximately 200 paramedics and EMTs and handles more than 50,000 calls for service annually.Our operation works with local communities, county government officials, the EMS agency, PSC, law enforcement and our first responder partners to continually improve service in this diverse geographic area. AMR has built robust relationships with all fire agencies in the area, collaborating on a variety of public education activities and joint planning programs.

Agency: County of San Mateo

Service Type: 911/IFT

Population: 767,423

Years Served: 24

Contact: Travis Kusman, Director of EMS
650.670.2047 | tkusman@smcgov.org

Medical Director: Greg Gilbert, MD, FAAEM, FAMES, Medical Director
c_ggilbert@smcgov.org

San Joaquin County, California

We and our predecessors have served San Joaquin County (population 762,148) for 45 years, including the last 16 years as the contracted provider.

Agency: County of San Joaquin

Service Type: 911/IFT

Population: 762,148

Years Served: 16 contracted, 45 with predecessors

Contact: Dan Burch, EMS Administrator
dburch@sjgov.org

Medical Director: Katherine Shafer, MD, Medical Director
kshafer@sjgov.org

Our work plan builds on the success of the current system with an innovative and cost-effective approach that promotes interagency collaboration, disaster preparedness and clinical excellence. Las Vegas is our home and we're proud to continue to serve you.

(A) SYSTEMS & PROGRAMS FOR EMS SUCCESS

Describe existing internal management systems and programs that facilitate the management of its service. Describe any current internal management systems and program deficiencies and planned solutions.

Our 69-year history of service in the valley and its long-term relationship with Las Vegas Fire and Rescue as an EMS provider means our systems and programs – described in the following pages – were built from the ground-up to meet the specific EMS needs of the City of Las Vegas and its residents.

Not only has AMR incorporated systems and programs to meet industry standards and best practices but we've worked to ensure that our systems and programs incorporate tools specific to the local market to ensure a cohesive and robust operations model.

Why Choose AMR?

We offer the City of Las Vegas the unique peace of mind that comes with our proven, turnkey EMS offering.

Our management team and field staff are already in place and know this system and its partners well. We hold all current licenses to operate. Our ambulance fleet, clinical equipment and deployment plan are all based on current operations in the City and have been fine-tuned over decades to meet your specific needs.

Only AMR provides a seamless, low risk transition to the new contract using real knowledge, current equipment and invaluable experience as the only provider operating similar public-private models.

We look forward working with you to create a successful new service model for the future.

EXCLUSIVELY AMR

1) Deployment Processes for Emergency Ambulance Services

Offeror should address . . . 1) Deployment processes for Emergency Ambulance services

Our System Status Management (SSM) and deployment plans are designed to put ambulances in the right place, at the right time and have them ready for the next call. Our local deployment processes for emergency ambulance services in the City of Las Vegas are described below.

SYSTEM STATUS MANAGEMENT

Maintaining a compliant and responsive system is the result of careful planning, constant analysis and local collaboration with system partners. We use a proprietary system to analyze demand and develop a deployment strategy, using a mix of shifts with a data-driven posting plan to provide community focused emergency response.

Our Operations Planning and Analytics Platform (OPAP) – described in this section – is supported by a national team of deployment experts and supplies our managers and leadership in Las Vegas visibility to trended transport demand and performance data. With this information, our managers can pinpoint opportunities to add or move resources as needed to effectively serve the community.

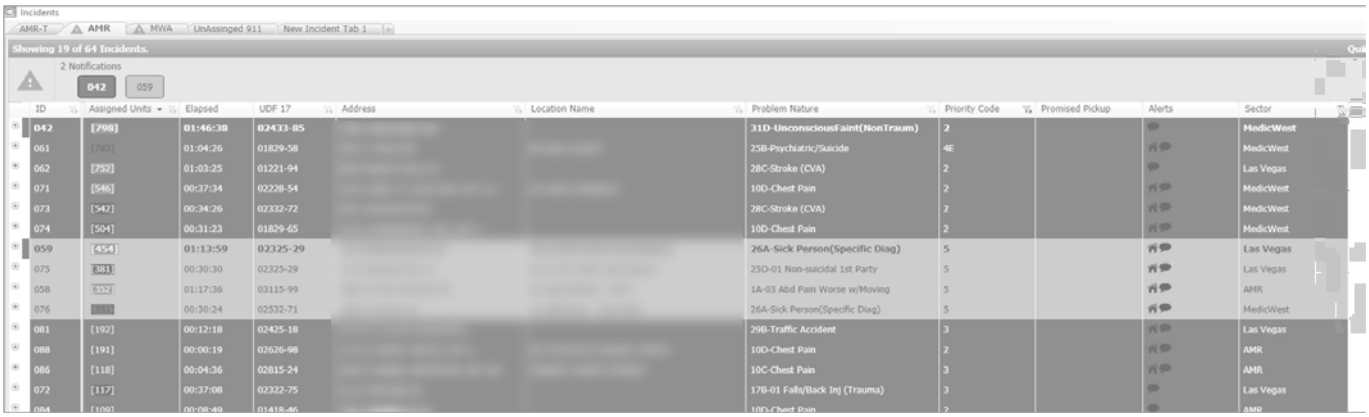
COMPUTER AIDED DISPATCH

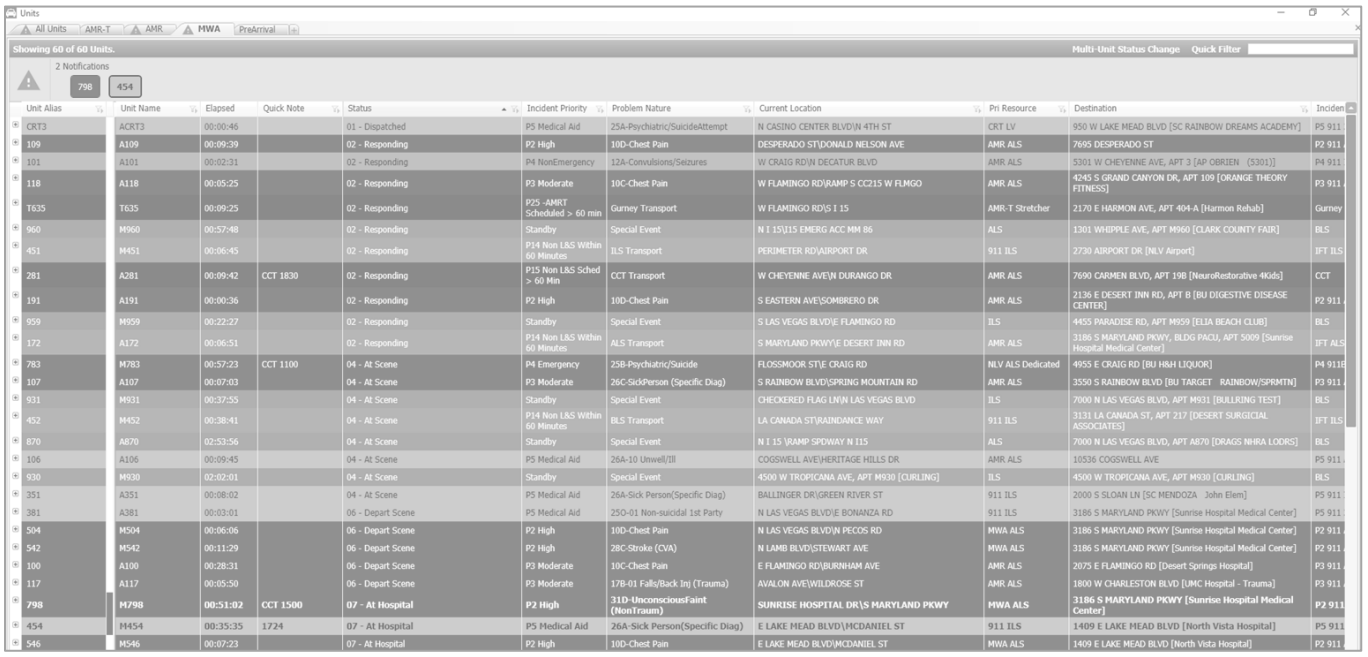
We propose to continue our use of the TriTech Inform Computer Aided Dispatch (CAD) software system. This allows for optimal inter-agency integration, increased transparency and enhanced coordination.

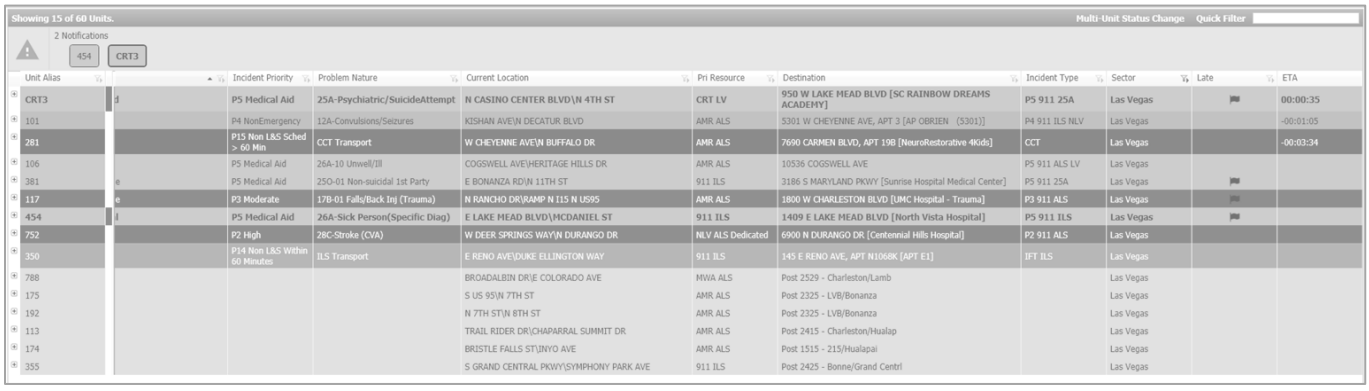
In Las Vegas, TriTech's CAD software enhances communication, location and dispatching by implementing caller location queries, cross-jurisdictional dispatches, and easy-to-use interfaces, as shown below and detailed on the following page.

TRITECH EXAMPLE SCREENSHOTS

AMR has provided screenshots showing highlights of our CAD system below.







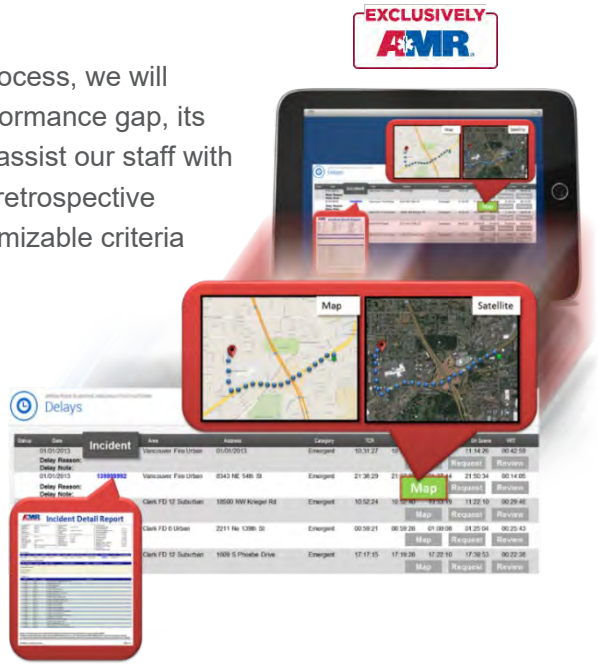
OPERATIONAL PLANNING AND ANALYTICS PROGRAM (OPAP)

OPAP includes best-in-industry tools such as geospatial priority-post plan placement and advanced queuing theories to build our System Status Management (SSM) plan. Our SSM strategies allow us to match our supply of available ambulances to the City's demand for patient care requests, maximizing our resources and creating a sustainable system. Through OPAP, we use data directly from the City CAD system and modify the platform to the contracted performance criteria. CAD data are paired with performance criteria to create demand models that are sensitive to seasonal fluctuations and surges. Ambulance supply—shift start times and durations, measured in unit hours—are built to match the demand models.

Proper deployment of the unit hour supply is achieved through dynamic posting strategies focused on the community. Our ambulances are posted according to plans developed using several criteria – including ease of ingress and egress when accessing each post location or comfort station, traffic studies and drive time – to maximize geographic coverage and crew safety and well-being. AMR will continually review posting plans and ambulance deployment using the TriTech CAD system, OPAP and the FirstWatch platform.

DAILY REVIEW OF LATE CALLS

As part of our ongoing system response-time improvement process, we will review late calls daily. Our focus will be on identifying the performance gap, its "root cause" and providing rapid correction and feedback. To assist our staff with their daily reviews, OPAP provides a mechanism for detailed retrospective investigation of any call that does not meet specific and customizable criteria or response times.



These calls will be captured for review to ensure proper handling of response deployment, posting, routing, etc. Within the same system, the user can quickly research any call data, routing and response details to investigate delays for quick system adjustments or actions to ensure ongoing improved response time performance. For the City of Las Vegas, this will help us analyze demand and adjust our system status plan accordingly.

PREVENTING SERVICE INTERRUPTION

OPAP allows us to detect sudden short-term changes so that our management team can react quickly to close the gaps. With today's technology, an insightful demand analysis is available with just a few "clicks" of a computer mouse. With the program's ability to store and recall years of system data, we can compare current trends against historical patterns to identify seasonal call volume trends. In the event demand temporarily exceeds the available resources, we have a variety of methods in place to ensure services to the City are not interrupted. This includes requesting mutual aid support, contacting off-duty personnel and/or adding additional units from surrounding operations. In the event of service interruption, AMR will produce a report describing the situation of the event, background of the system leading up to the event, the assessment of the cause and a recommendation for reducing or eliminating a similar event in the future. The report will be submitted to City leadership as part of our regular operational reporting.

OPAP EXAMPLE SCREENSHOTS

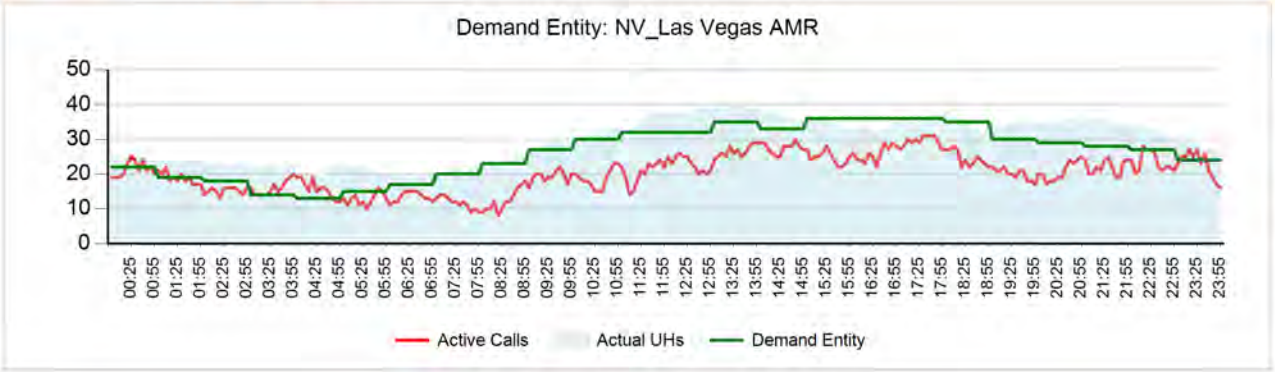
Please see the following pages for screenshots highlighted AMR's Operational Planning and Analytics Program (OPAP).

Global Medical Response

Daily Ops Report

Business Unit: Las Vegas AMR

Las Vegas AMR for Date: 4/7/2022



KPI Snapshot

Date	911	IFT	Total TX	Fcst TX	Tx Var	UH	Fct UH	Daily UH +/-	TUHU	Fcst TUHU	UHU Var
4/7/2022	251	41	292	317	-25	758	763	56	0.385	0.416	-0.031
7 Day	1,642	366	2,008	2,196	-188	4,889	5,230	15	0.411	0.420	-0.009
14 Day	3,267	741	4,008	4,397	-389	9,828	10,258	34	0.408	0.429	-0.021
28 Day	6,470	1,516	7,986	8,799	-813	19,413	20,312	35	0.411	0.433	-0.022
Apr MTD	1,642	366	2,008	2,196	-188	4,889	5,230	15	0.411	0.420	-0.009

Last Month Thru 3/7/2022	911	IFT	Total TX	Fcst TX	Tx Var	UH	Fct UH	Daily UH +/-	TUHU	Fcst TUHU	UHU Var
Mar MTD	1,520	341	1,861	2,201	-340	4,485	5,027	33	0.415	0.438	-0.023

Same Month Last Year	911	IFT	Total TX	Fcst TX	Tx Var	UH	Fct UH	Daily UH +/-	TUHU	Fcst TUHU	UHU Var
Apr MTD	1,589	270	1,859	1,772	87	4,935	4,469	35	0.377	0.397	-0.020

Averages Txs/UHs/UHU By DOW

	Txs			UHs			UHU		
	Feb	Mar	Apr MTD	Feb	Mar	Apr MTD	Feb	Mar	Apr MTD
Sun	266	260	268	609	636	646	0.436	0.409	0.415
Mon	251	289	318	637	683	743	0.394	0.423	0.428
Tue	268	277	260	613	666	706	0.437	0.416	0.368
Wed	257	247	284	647	679	724	0.397	0.365	0.392

Confidential and Proprietary Notice –
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Global Medical Response

CAD Checkpoint Completion: **94.3%**
2 unreconciled records
35 total records

Las Vegas Operations - Daily Summary

Today's Targets

	Tx	UH	UHU
AMR	317.2	762.7	.416
MWA	218.9	536.2	.408
AMRT	32.6	82.4	.191

Previous Day - Targets

04/07/2022

	Tx	UH	UHU
AMR	317.2	762.7	.416
MWA	218.9	536.2	.408
AMRT	32.6	82.4	.191

Previous Day - Gross Compliance by Zone

04/07/2022

Zone	Calls	Lates	OT%	(+/-)
CC-1 (P2)	17	3	82.35%	-1.3
CC-2 (P1)	8	0	100.00%	0.6
CC-2 (P2)	23	3	86.96%	-0.7
LV	241	31	87.14%	-6.9

Zone	Calls	Lates	OT%	(+/-)
CC-5 (P2)	27	9	66.67%	-6.3
CC-6 (P1)	2	0	100.00%	0.2
CC-6 (P2)	17	5	70.59%	-3.3
NLV1	11	5	54.55%	-3.9
NLV2	18	3	83.33%	-1.2

Previous Day - Quick Totals

04/07/2022

OPS	Emergency			Non-Emergency			Totals			
	Calls	Tx	Tx%	Calls	Tx	Tx%	Calls	Tx	UH	UHU
AMR	86	51	59.3%	375	241	64.3%	461	292	758.1	.385
MWA	58	38	65.5%	200	137	68.5%	258	175	448.7	.390
AMRT				19	18	94.7%	19	18	0.0	Infinity

MTD - Quick Totals

OPS	Emergency			Non-Emergency			Totals			
	Calls	Tx	Tx%	Calls	Tx	Tx%	Calls	Tx	UH	UHU
AMR	616	387	62.8%	2658	1622	61.0%	3274	2009	4,888.8	.411
MWA	390	268	68.7%	1208	740	61.3%	1598	1008	2,093.1	.482
AMRT				186	177	95.2%	186	177	223.7	.791

Previous Day - Utilization by Unit Type

04/07/2022

	UNIT	Calls	Tx	Tx%	UH	UHU
AMR	ALS	313	199	63.6%	512.1	.389
	CCT	36	22	61.1%	58.7	.375
	BLS	112	71	63.4%	187.3	.379
	Total	461	292	63.3%	758.1	.385

	UNIT	Calls	Tx	Tx%	UH	UHU
MWA	ALS	143	90	62.9%	254.7	.353
MWA	CCT	44	30	68.2%	66.3	.453
	BLS	71	55	77.5%	127.8	.430
	Total	258	175	67.8%	448.7	.390

	UNIT	Calls	Tx	Tx%	UH	UHU
AMRT		1	1	100.0%	2.1	.472
	GUR	18	17	94.4%	37.1	.458
	Total	19	18	94.7%	39.2	.459

MTD - Utilization by Unit Type

	UNIT	Calls	Tx	Tx%	UH	UHU
AMR	ALS	2230	1345	60.3%	3,256.0	.413
	CCT	203	134	66.0%	282.4	.474
	BLS	841	530	63.0%	1,350.5	.392
	Total	3274	2009	61.4%	4,888.8	.411

	UNIT	Calls	Tx	Tx%	UH	UHU
MWA	ALS	903	546	60.5%	1,327.0	.411
MWA	CCT	254	176	69.3%	381.8	.461
	BLS	441	286	64.9%	727.1	.393
	Total	1598	1008	63.1%	2,435.9	.414

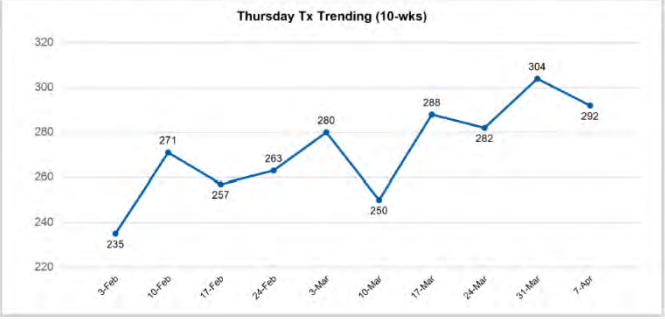
	UNIT	Calls	Tx	Tx%	UH	UHU
AMRT		36	35	97.2%	57.8	.606
	GUR	150	142	94.7%	287.9	.493
	Total	186	177	95.2%	345.7	.512

Global Medical Response

Daily Ops Report

Business Unit: Las Vegas AMR

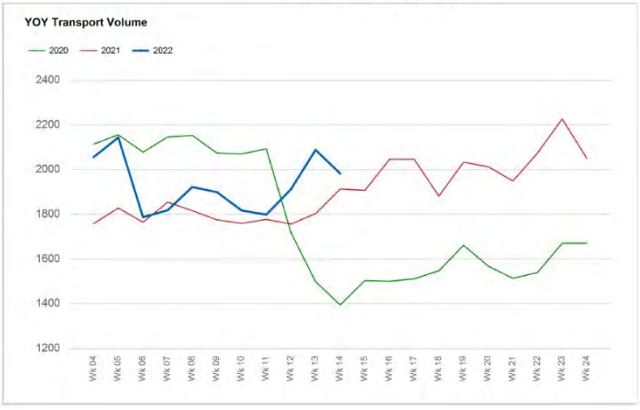
Thu	257	281	292	700	723	758	0.367	0.389	0.385
Fri	272	277	290	722	680	674	0.377	0.408	0.431
Sat	270	295	296	680	676	638	0.397	0.436	0.464



Global Medical Response

Daily Ops Report

Business Unit: Las Vegas AMR



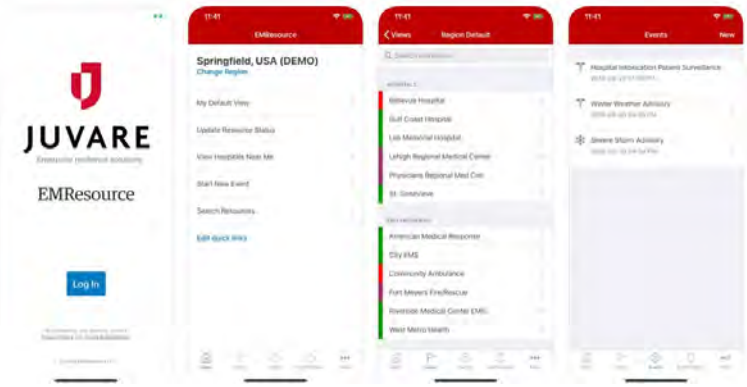
FIRST WATCH

AMR uses FirstWatch in conjunction with the City of Las Vegas to report compliance and to cross reference internal compliance. We propose to continue our use of this early warning biosurveillance system to monitor, in real-time, a variety of pre-designated measures. FirstWatch has become the industry standard for early detection of bioterrorism and public health episodic events. Developed in cooperation with experts from public safety, public health, epidemiology and crime analysis, FirstWatch now protects more than 77 million people in communities across North America.

FirstWatch technology monitors all requests for service, comparing patients' reported symptoms to historical data and to symptoms that could signal exposure to smallpox, anthrax, or other bioterrorism agents. This monitoring system also offers real-time analysis of response times and incident tracking, allowing City and LVFR staff to view up-to-the-minute system performance.

EMRESOURCE

EMResource is a password protected website requiring Username and Password entry before access is permitted. The system is intended for healthcare professionals, first responders, law enforcement and critical infrastructure agencies such as energy, water, communications, etc. In Las Vegas, this system allows us to transmit confidential information not intended for public dissemination during a public health emergency.



It also contains a large library feature for Users to access past Nevada Health Alert Network documents that have been sent out previously. EMResource is a vital component of the Nevada Health Alert Network for immediate transmission of critical health information during a catastrophic event in our state. Nevada also shares bed tracking and critical health information with California, Colorado, Idaho, Arizona, New Mexico and Oregon.

AUTOMATIC VEHICLE LOCATION

We use Automatic Vehicle Location (AVL) technology in all our ambulance units. Using GPS locators, this technology allows both the AMR on-duty supervisor and dispatch personnel to see the exact location of all ambulances in real-time. AVL compliments the work of the local CAD system by allowing the dispatcher to see the physical location of each ambulance and ensure that the closest unit is sent to each call. The use of this technology provides both AMR and City stakeholders with real-time updates and an estimated-time-of-arrival (ETA) for each vehicle.

K TRACK PLAYBACK

K Track Playback is an overall mapping of all AMR ambulances in Las Vegas and their movements. Exclusive to AMR, it allows for GPS data capture that is kept for a year for quality assurance and quality improvement assessment and compliance reviews.

VEGASLIVE LOCAL INTUITIVE VEHICLE EVALUATOR

VegasLive is an all-encompassing tracking tool that is a CAD enhancement. It offers real-time data on all ambulances deployed to the field to include any calls that are in the system awaiting response, data on active calls including location, type of call, time on scene/call, posting locations and information on out of service ambulances and reasons why.

2) Fleet Logistics Management

Offeror should address . . . 2) Fleet logistics management

Our ambulance units are manufactured and customized specifically for AMR, boasting the latest in safety design and construction. We also have proven policies for inspecting and maintaining our vehicles and equipment, as well as recording all information digitally for real-time visibility and reporting.

Staying Proactive

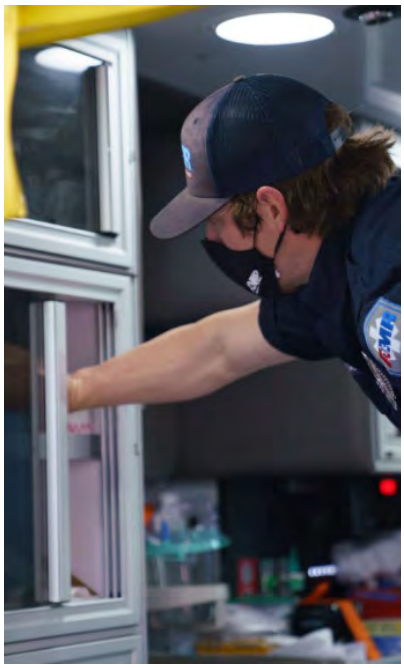
We budget for vehicle replacement as we see ambulances reaching their contracted mileage limits, which provides better reliability for the City of Las Vegas.

AMBULANCE PURCHASING

Our organization is the largest purchaser of ambulances in the nation, making us a preferred customer and heightening our local resource availability. The bulk of our ambulance fleet is purchased from several ambulance manufacturers under the REV Group, a specialty manufacturer of ambulance units using the country's most trusted brands and vendors (including Leader, American Emergency Vehicles, Horton and many others).

SURVIVING A SHORTAGE

Our relationship with the REV Group allows us the flexibility and timing for providing emergency vehicles, built to custom specifications. It also provides an extra level of security in times of vehicle shortages, which has become a crisis for municipalities across the country. **While others simply can't get new vehicles for new contract start-ups, our close partnership with REV gives us a preferred provider status, prioritizing our access**. In addition, our national size and strength allows us to move vehicles around to cover gaps while the manufacturing crisis continues.

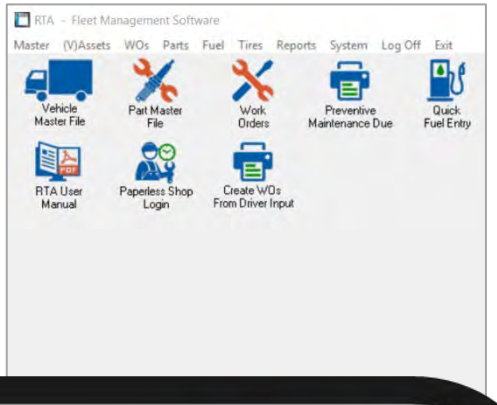


VEHICLE SERVICE TECHNICIANS

Each day, our vehicle service technicians (VSTs) perform checkout procedures to identify equipment and supplies that are in need of repair or replacement to ensure we operate at the highest level of readiness. Our heart monitor/defibrillator vendor performs annual preventative maintenance and timely repair as needed. Our powered gurneys and stair chairs are assigned to a specific ambulance and inspected when the vehicle undergoes regular preventative maintenance by our trained fleet service technicians.

If an issue is identified, the equipment is taken out of service and a factory authorized gurney vendor performs the repair. Additionally, the vendor performs annual maintenance on all gurneys and stair chairs. Batteries for powered gurneys, portable radios and heart monitor/defibrillators are dated when placed in service and monitored for replacement when showing signs of no longer holding a full charge.

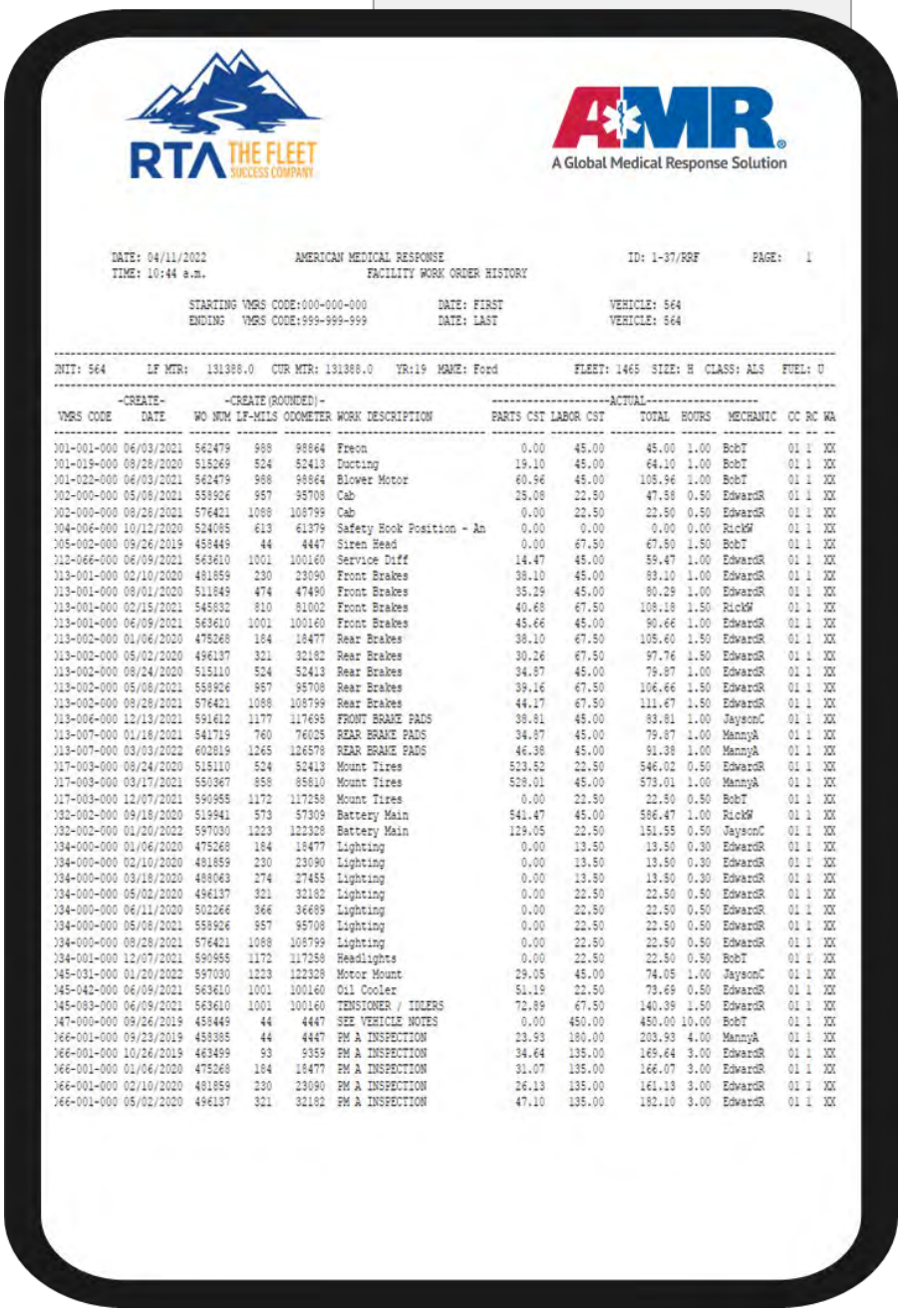
RON TURLEY ASSOCIATES VEHICLE MAINTENANCE TRACKING



AMR utilizes the Ron Turley Associates (RTA) program, a commercial fleet maintenance software package to track maintenance and to evaluate our performance. RTA documents all service and repairs, tracks mileage and generates a full range of reports, including vehicle service schedules. As the preventive maintenance and repair work is performed and the data is posted, the system updates the vehicle maintenance history, documents equipment failures, deducts the parts used from inventory and tracks maintenance costs.

When ambulances come into the AMR maintenance center, our technicians document every action they take on the preventive maintenance inspection form.

These records help us prioritize ambulances by repair and maintenance needs and reduce the amount of time our ambulances are out of service.



RTA THE FLEET SUCCESS COMPANY

AMR A Global Medical Response Solution

DATE: 04/11/2022 AMERICAN MEDICAL RESPONSE ID: 1-37/RRF PAGE: 1
TIME: 10:44 a.m. FACILITY WORK ORDER HISTORY

STARTING VMRS CODE:000-000-000 DATE: FIRST VEHICLE: 564
ENDING VMRS CODE:999-999-999 DATE: LAST VEHICLE: 564

UNIT: 564 LF MTR: 131388.0 CUR MTR: 131388.0 YR:19 MAKE: Ford FLEET: 1465 SIZE: H CLASS: ALS FUEL: U

-CREATE-		-CREATE(ROUNDED)-				-ACTUAL-					
VMRS CODE	DATE	WO NUM	LF-MILS	ODOMETER	WORK DESCRIPTION	PARTS CST	LABOR CST	TOTAL	HOURS	MECHANIC	CC RC WA
)01-001-000	06/03/2021	562479	988	98864	Freon	0.00	45.00	45.00	1.00	BobT	01 1 XX
)01-019-000	08/28/2020	515269	524	52413	Ducting	19.10	45.00	64.10	1.00	BobT	01 1 XX
)01-022-000	06/03/2021	562479	988	98864	Blower Motor	60.96	45.00	105.96	1.00	BobT	01 1 XX
)02-000-000	05/06/2021	558926	957	95708	Cab	25.08	22.50	47.58	0.50	EdwardR	01 1 XX
)02-000-000	08/28/2021	576421	1088	108799	Cab	0.00	22.50	22.50	0.50	EdwardR	01 1 XX
)04-006-000	10/12/2020	524085	613	61379	Safety Hook Position - An	0.00	0.00	0.00	0.00	RickW	01 1 XX
)05-002-000	09/26/2019	458449	44	4447	Siren Head	0.00	67.50	67.50	1.50	BobT	01 1 XX
)12-066-000	06/09/2021	563610	1001	100160	Service Diff	14.47	45.00	59.47	1.00	EdwardR	01 1 XX
)13-001-000	02/10/2020	481859	230	23090	Front Brakes	38.10	45.00	83.10	1.00	EdwardR	01 1 XX
)13-001-000	08/01/2020	511849	474	47490	Front Brakes	35.29	45.00	80.29	1.00	EdwardR	01 1 XX
)13-001-000	02/15/2021	545832	810	81002	Front Brakes	40.68	67.50	108.18	1.50	RickW	01 1 XX
)13-001-000	06/09/2021	563610	1001	100160	Front Brakes	45.66	45.00	90.66	1.00	EdwardR	01 1 XX
)13-002-000	01/06/2020	475268	184	18477	Rear Brakes	38.10	67.50	105.60	1.50	EdwardR	01 1 XX
)13-002-000	05/02/2020	496137	321	32182	Rear Brakes	30.26	67.50	97.76	1.50	EdwardR	01 1 XX
)13-002-000	08/24/2020	515110	524	52413	Rear Brakes	34.87	45.00	79.87	1.00	EdwardR	01 1 XX
)13-002-000	05/06/2021	558926	957	95708	Rear Brakes	39.16	67.50	106.66	1.50	EdwardR	01 1 XX
)13-002-000	08/28/2021	576421	1088	108799	Rear Brakes	44.17	67.50	111.67	1.50	EdwardR	01 1 XX
)13-006-000	12/13/2021	591612	1177	117695	FRONT BRAKE PADS	38.81	45.00	83.81	1.00	JayconC	01 1 XX
)13-007-000	01/16/2021	541719	760	76025	REAR BRAKE PADS	34.87	45.00	79.87	1.00	MannyA	01 1 XX
)13-007-000	03/03/2022	602819	1265	126578	REAR BRAKE PADS	46.38	45.00	91.38	1.00	MannyA	01 1 XX
)17-003-000	08/24/2020	515110	524	52413	Mount Tires	523.52	22.50	546.02	0.50	EdwardR	01 1 XX
)17-003-000	03/17/2021	550367	658	65610	Mount Tires	528.01	45.00	573.01	1.00	MannyA	01 1 XX
)17-003-000	12/07/2021	590955	1172	117258	Mount Tires	0.00	22.50	22.50	0.50	BobT	01 1 XX
)32-002-000	09/18/2020	519941	573	57309	Battery Main	541.47	45.00	586.47	1.00	RickW	01 1 XX
)32-002-000	01/20/2022	597030	1223	122328	Battery Main	129.05	22.50	151.55	0.50	JayconC	01 1 XX
)34-000-000	01/06/2020	475268	184	18477	Lighting	0.00	13.50	13.50	0.30	EdwardR	01 1 XX
)34-000-000	02/10/2020	481859	230	23090	Lighting	0.00	13.50	13.50	0.30	EdwardR	01 1 XX
)34-000-000	03/18/2020	488063	274	27455	Lighting	0.00	13.50	13.50	0.30	EdwardR	01 1 XX
)34-000-000	05/02/2020	496137	321	32182	Lighting	0.00	22.50	22.50	0.50	EdwardR	01 1 XX
)34-000-000	06/11/2020	502266	366	36689	Lighting	0.00	22.50	22.50	0.50	EdwardR	01 1 XX
)34-000-000	05/06/2021	558926	957	95708	Lighting	0.00	22.50	22.50	0.50	EdwardR	01 1 XX
)34-000-000	08/28/2021	576421	1088	108799	Lighting	0.00	22.50	22.50	0.50	EdwardR	01 1 XX
)34-001-000	12/07/2021	590955	1172	117258	Headlights	0.00	22.50	22.50	0.50	BobT	01 1 XX
)45-031-000	01/20/2022	597030	1223	122328	Motor Mount	29.05	45.00	74.05	1.00	JayconC	01 1 XX
)45-042-000	06/09/2021	563610	1001	100160	Oil Cooler	51.19	22.50	73.69	0.50	EdwardR	01 1 XX
)45-083-000	06/09/2021	563610	1001	100160	TENSIONER / IDLERS	72.89	67.50	140.39	1.50	EdwardR	01 1 XX
)47-000-000	09/26/2019	458449	44	4447	SEE VEHICLE NOTES	0.00	450.00	450.00	10.00	BobT	01 1 XX
)66-001-000	09/23/2019	458385	44	4447	PM A INSPECTION	23.93	180.00	203.93	4.00	MannyA	01 1 XX
)66-001-000	10/26/2019	463499	93	9359	PM A INSPECTION	34.64	135.00	169.64	3.00	EdwardR	01 1 XX
)66-001-000	01/06/2020	475268	184	18477	PM A INSPECTION	31.07	135.00	166.07	3.00	EdwardR	01 1 XX
)66-001-000	02/10/2020	481859	230	23090	PM A INSPECTION	26.13	135.00	161.13	3.00	EdwardR	01 1 XX
)66-001-000	05/02/2020	496137	321	32182	PM A INSPECTION	47.10	135.00	182.10	3.00	EdwardR	01 1 XX

LV FIXIT FOR VEHICLE ISSUE REPORTING

LV Fixit allows the end user the ability to provide data and specific information related to problems and/or broken equipment that needs to be repaired or replaced. This lets us learn of issues in real time, evaluate them and quickly begin a resolution process.

3) Clinical Training & Quality Improvement Processes

Offeror should address . . 3) Clinical Training & Quality Improvement Processes

Using the latest innovations in clinical training and quality improvement processes allows AMR to maintain a consistent quality of care in a high-capacity EMS system.

The fundamental goal of AMR's quality improvement (Q1) program is to constantly raise the level and quality of care provided to the residents and visitors of the City of Las Vegas. Our program is built upon rigorous training, innovation, quality education and robust support for our clinicians. We match educational offerings to systemic issues and individual clinician needs based on leading indicators, ensuring effective behavior management.

Details on specific training and quality initiatives are described in the following pages. We will continue to work with the City, the Medical Director, local first responders and all system agencies to implement and maintain our comprehensive approach to QI.

COMPONENTS OF OUR QUALITY IMPROVEMENT PROGRAM

AMR's comprehensive approach to quality assurance/improvement for Southern Nevada revolves around the following QI components:

- PROSPECTIVE: The QI program designed by AMR evaluates all system components prospectively before AMR's Southern Nevada professionals ever respond to an emergency scene. AMR is committed to providing the region with the best clinical care possible. It is vital that all clinical personnel, policies, procedures, protocols and equipment are confirmed to be of the highest quality before being integrated into the system.
- CONCURRENT: AMR's concurrent QI practices measure and monitor real-time activities related to Southern Nevada system efficiencies and medical compliance including the comprehensive documentation of patient care activities and billing information.
- RETROSPECTIVE: To assure quality in the City of Las Vegas system, AMR utilizes retrospective review to identify and analyze superior performance or performance deviating from protocol. The next step in the retrospective QI process is improvement. AMR uses system performance data to guide the development and implementation of approved system modifications, including the design of training programs targeted to combat and specific performance deficiencies.

Our approach to QI is an interwoven and dynamic system rather than simply a linear progression, allowing the company to promote exponential quality improvement.

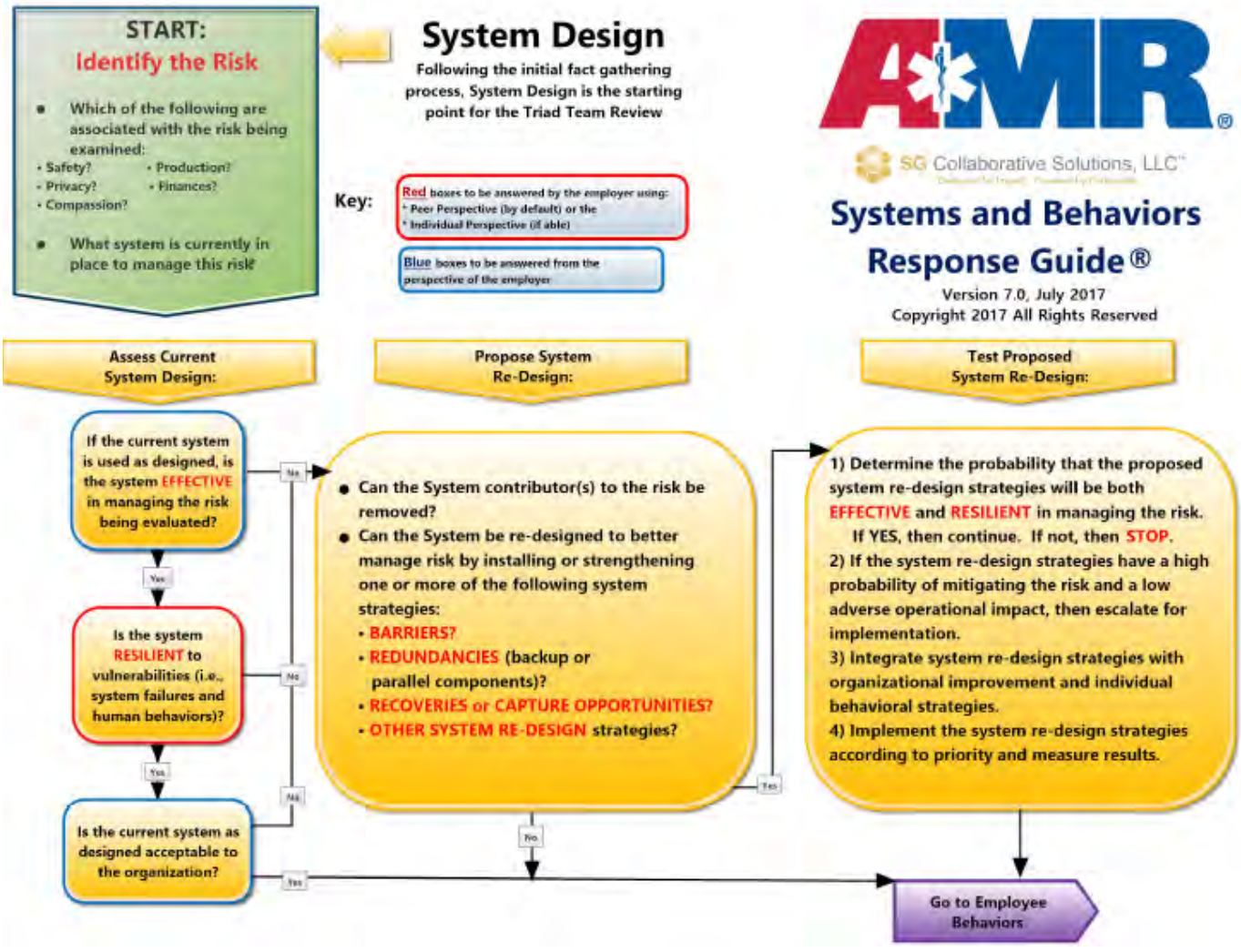
JUST CULTURE

AMR recognizes that process improvement is not limited to clinical functions alone. Our approach to learning from mistakes has shifted over the years from one of punitive corrections to one of “Just Culture”. This is not just a buzzword at AMR – it is integrated into every aspect of our day-to-day operations. Every leader and support staff across the nation has been trained in the tenets of the Just Culture methodology.

Just Culture focuses on risk instead of fault, seeking to develop improvements not just through the skills, knowledge, and abilities of our personnel, but improvements of the many systems and the dynamic expectations through which they navigate every day. In some instances, we find that policies are not as clear as they could be, or that a piece of equipment is difficult to use or is not comfortable, causing safety lapses. This process has helped us discover root causes for incidents without first assuming it is “human error”.

For issues identified involving personnel where the performance by the clinician is an obvious concern, we work to appropriately coach employees and provide Clinical Educational Assignments designed to guide their performance for specific situations. Corrective action may be taken where employees exhibited carelessness, recklessness, and/or knowingly violated policy.

AMR has incorporated Just Culture as a framework for all analysis of system and employee situations. An example of a Just Culture response guide, to be followed post-incident, is shown below.



CURRENT AND ENHANCED QI PRACTICES

In support of continuous quality improvement for the City of Las Vegas, AMR proposes to continue and/or implement the following QI practices. (Each practice is described in full later in this section.)

- Performance Improvement Planning
- Remediation design and implementation of regular reporting of system performance to the Medical Director
- 25% QI chart review: general and focused audits, including all AMAs
- 100 QI chart review for cardiac arrest calls and any other calls requiring intubation
- Field Training Officer Program
- QI Clinical Investigations
- Clinical Benchmarking

The goal of all AMR's current and proposed QI initiatives is to assist the local medical community and AMR employees with setting high, but achievable, standards for patient care and operational efficiency.

AMR believes that company paramedics, AEMTs, EMTs, management and supervisory personnel should continue to participate in the medical audit process implemented by the City of Las Vegas. They ensure that the knowledge gained through this process is routinely translated into improved field performance and documentation by the way of training amendments to operating procedures, bulletins and any other way to ensure that it becomes standards of practice.

RETROSPECTIVE QUALITY IMPROVEMENT

AMR's retrospective quality improvement component involves the analysis of superior performance or performance deviating from protocol and the improvement of field performance and documentation. AMR uses system performance data to guide the development and implementation of approved system modifications including the design of training programs targeted to combat any specific performance deficiencies. AMR's Clinical Manager, Regional Clinical Director and Medical Director oversee the retrospect quality improvement process for the City of Las Vegas.

Predetermined indicators provide guidelines for objective evaluation of the paramedic or healthcare provider and the patient care delivered. Locally, our EMS system monitors the following indicators:

- Patient Report Form:
  - Completeness
  - Accuracy of documentation
  - Protocol compliance
  - Clinical Skills
  - Protocols
  - IV
  - Intubation
  - Needle Decompression
  - Safety and Risk
  - Complete documentation of medication administration
  - Vital signs (initial and follow-up)

- Full Arrest:
    - Number
    - Follows current ACLS and SNHD medical protocols
    - Return of Spontaneous circulation
    - Policy and Procedure compliance
- Fiscal Impact:
    - After contact cancels
    - Transports

By effectively evaluation patient reports, AMR can provide employees with immediate feedback regarding their clinical performance.

QUALITY IMPROVEMENT CHART REVIEW

In addition to the peer review process discussed above, AMR patient Report forms will be subject to additional QI utilization oversight to guarantee complete accuracy of documentation. Under the direction of AMR's Clinical Manager, charts are reviewed for complete documentation of clinical skills and billing information. The chart review process will provide an immediate feedback opportunity for field personnel.

PERFORMANCE IMPROVEMENT PLANS

AMR employs Performance Improvement Plans for active quality improvement within the City of Las Vegas EMS system. AMR's clinical service has primary responsibility for designing and implementing quality performance improvement actions that concentrate on both process improvement and individual correction. All QI Performance Improvement Plans will include the following information:

- A description of the incident or issue
- An analysis of the process that is to be changed.
- A description of when and how the improvement will be implemented
- An indication of who is responsible for the implementation.
- A time interval for reassessment

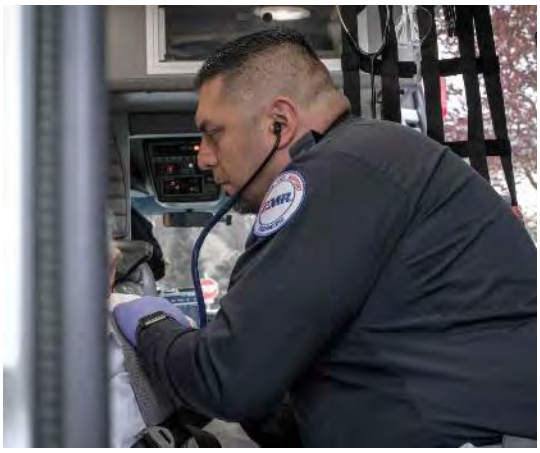
QUALITY IMPROVEMENT TREND IDENTIFICATION

AMR's QI processes are documented through the company's own custom designed QI computer software. Our Clinical Manager has structured the company's database to capture and analyze data to produce trend analyses of system success and to identify any potential performance improvement issues. From this computer driven analysis, AMR gains information that can instruct employee commendations or appropriate corrective action.

DEFICIENCIES & REMEDIATION

Deficiencies discovered in the course of chart reviews, investigations and/or performance reviews may indicate the need for an employee to improve certain skills or increase knowledge in certain disease processes.

Any necessary training and/or retraining in the topical areas will be facilitated through AMR's Clinical and Education Department with the oversight of the Medical Director. Remediation and disciplinary actions will follow the guidelines established in AMR's Policy and Procedures Manual and Employee handbook.



- Reporting to the Medical Director:
  - Assessment
  - Management
  - IV Success Rate
  - Intubation Success Rate
  - Needle Decompression Success Rate

AMR's superior quality assurance/improvement program will provide for the development, implementation, monitoring and improvement of advanced clinical protocols, policies and procedures for the City of Las Vegas EMS system, ensuring that the people AMR serve receive the best possible patient care and transportation. AMR agrees to continue to investigate complaints related to the prehospital care system and will continue to recommend and implement corrective action.

QI PATIENT INQUIRY INVESTIGATIONS

AMR regards clinical and patient care concerns as opportunities for learning. The company exhaustively investigates every patient inquiry and invests in any indicated corrective employee counseling or education, equipment and/or policy or procedural change. Operational issues are forwarded to the Senior Operations Administrator for immediate review and/or corrective action. To ensure the systematic follow-up and thorough investigation not patient concerns, all patient inquiries are tracked in a database. The results of the patient injury investigations will be reported to the company's Safety Risk Officer and AMR's Clinical Manager.

QI CLINICAL INVESTIGATIONS

If at any time AMR is notified of alleged below-standard employee performance or a breach of protocol within the City's EMS system, AMR Operations Supervisor and Clinical manager will immediately initiate a thorough investigation with the oversight of the Medical Director. Employees facing allegations of clinical deviation may be placed on administrative leave pending the outcome of the investigation. The Operations Manager is notified when any employee is placed on administrative leave and is kept abreast of all investigative proceedings. Clinical investigations may encompass any or all of the following:

- Interviews with the employee(s) involved.
- Interviews with any other individuals who may be involved or who may have witnessed the incident(s)
- Examination of physical evidence.
- Review of the patient's outcome

The results of the clinical investigations will be reported to AMR's Clinical Manager.

The prospective and concurrent components of AMR's quality assurance and improvement program include elements designed to comprehensively evaluate the skills and performance of City of Las Vegas employees to ensure the highest level of service possible for area communities. AMR performs evaluations of paramedic, AEMT and EMT personnel in the classroom, clinical and field settings to ensure compliance with EMS performance standards.

PROSPECTIVE QUALITY ASSURANCE/IMPROVEMENT

AMR believes that ensuring Clinical and Operational excellence in Las Vegas begins with the recruitment, screening and employment of highly qualified and responsible professionals. All potential AMR employees are required to meet or exceed stringent education, health and certification standards. Applicants must also successfully complete a series of interviews, tests and background checks before being considered for hire. AMR's recruiting, screening and orientation practices have been structured to determine the most qualified individual for each position. AMR is an equal opportunity employer with AMR personnel qualifications being the sole determinant for employment.

EVALUATING PERFORMANCE

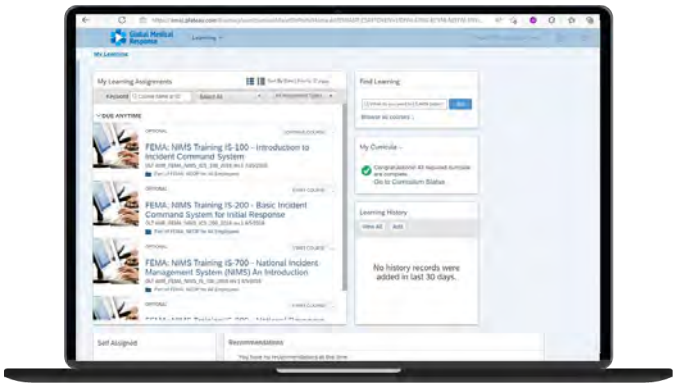
Beyond formal field evaluations, AMR FTOs and the supervisors spend a significant amount of time travelling throughout the service area actively assessing the performance of medical personnel and the overall City of Las Vegas operation in the field, in real-time. Feedback from these random field assessments is offered directly to the observed crews as well as to the appropriate department manager(s).

Under the direction of AMR's Clinical Manager, the on-duty supervisor will perform periodic driving skills evaluations to assist the management team in determining employee emergency driving proficiency. Supervisors are also charged with identifying ways to revise driver's training procedures to better achieve the company's goal of reducing liability, vehicular accidents and equipment damage caused by improper driving techniques.

SUCCESS FACTORS

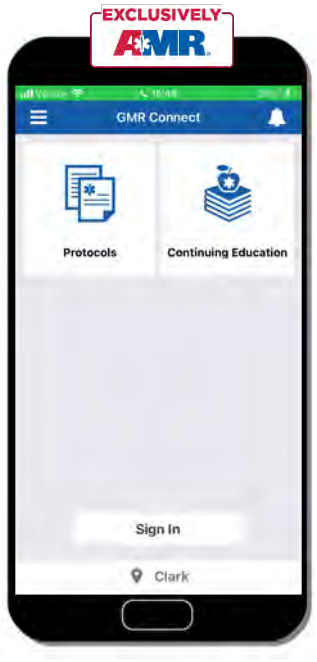
We use SuccessFactors, a company-wide learning management system that streamlines certificate management and access to online continuing education for our personnel.

Our CES team will utilize this system to distribute locally developed courses created for the specific needs of the personnel serving the City of Las Vegas.



GMR CONNECT

The GMR Connect smart phone application improves communication to employees and empowers our local teams to stay connected to critical information regarding patient care protocols, education updates, system notifications and much more. Unlike off-the-shelf software, GMR Connect is built by EMS professionals for EMS professionals. GMR Connect is easy for employees to access via mobile device app stores. Upon registration, the app defaults to the employees primary assigned location. Employees and key leaders then use the app to manage employee-centered processes ranging from hiring to validating certifications.

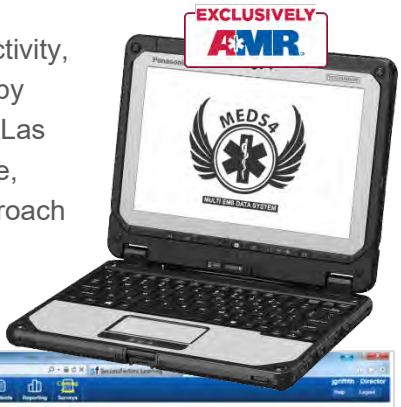


GMR Connect also links candidates during the hiring process. Employees in the hiring process will be assigned a temporary number and will use the email they provided at hire to track pre-employment items. Future releases, in development now, will provide access to continuing education for employees and allow shared access, where appropriate, to public and private system partners, such as first responders. After becoming an employee of AMR Las Vegas, GMR Connect can be used to easily upload renewed certifications directly into Oracle, after approval by management staff.

MEDS ELECTRONIC PATIENT CARE REPORTING

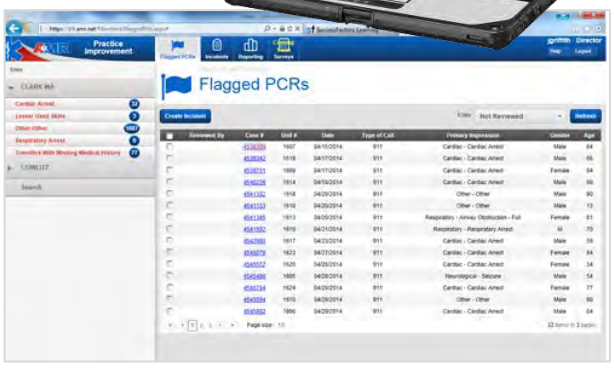
We propose to use our Multi-EMS Data System (MEDS) to link to the City's EMS system and document ePCR incident data (such as incident locations, timestamps and more). We have years of experience in providing this platform in Las Vegas and across diverse EMS systems. We'll continue to work with City and LVFR stakeholders to integrate MEDS with system technology and partners.

We provide wireless tablets to our crews using MEDS, increasing local connectivity, wireless reporting and ease-of-use for our field personnel. The data collected by MEDs software is used by our management team and can be shared with our Las Vegas partners to make fact-based decisions regarding operation performance, clinical guidelines and patient treatments. This provides a comprehensive approach to improving patient care through data sharing and patient care systems integration.



PERFORMANCE IMPROVEMENT TOOL

The MEDS Performance Improvement Tool (PIT) assesses and tracks clinical excellence, protocols and trends in real-time to facilitate local quality improvement processes. Field level security prevents unauthorized viewing of notes and other sensitive information. PIT provides direct feedback to the caregiver and produces score cards showing overall performance.

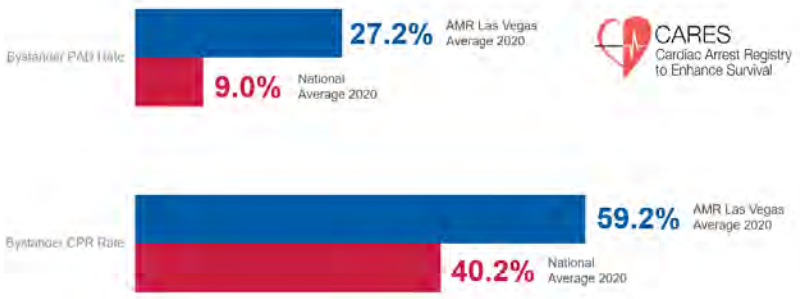


CARES PARTICIPATION

The numbers are staggering. Every year, almost 400,000 Americans are victims of sudden cardiac arrest. Less than 10 percent survive. To combat this national epidemic, AMR is actively involved in multiple initiatives to save lives and educate the communities we serve. One of these is the Center for Disease Control's (CDC) Cardiac Arrest Registry to Enhance Survivability (CARES) program. AMR started participating in CARES in 2011. This program gathers data from all over the country and helps our Las Vegas operations provide the very best and validated care in the most critical of circumstances.

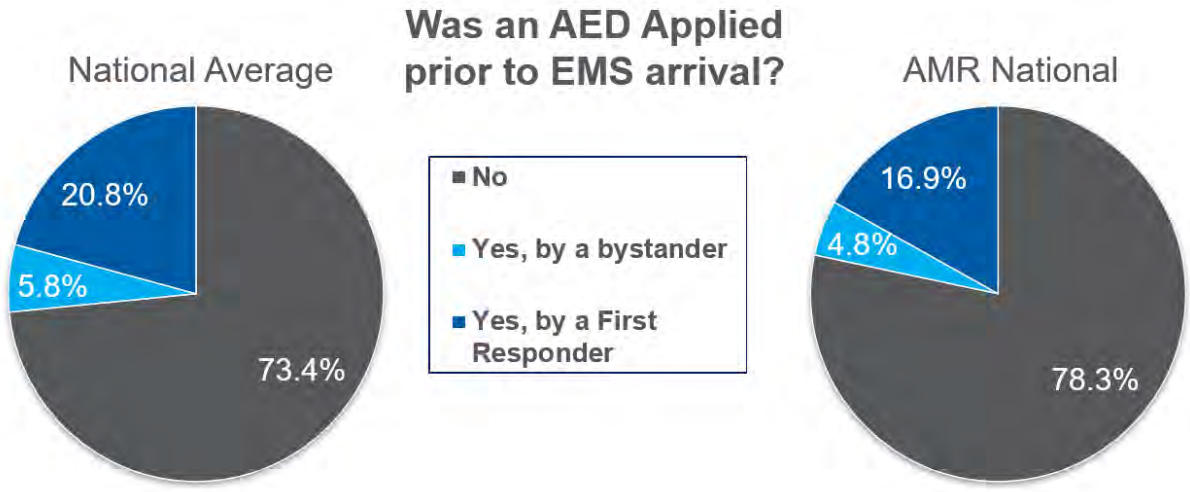
As the nation's largest CARES participant, AMR as an organization will manage almost 11% of all sudden cardiac arrest incidents which occur in the United States each year. In fact, our nationally recognized focus on sudden cardiac arrest has resulted in CARES-reported survival rates that are consistently higher than the national average. That amounts to thousands of people who suffered cardiac arrest, received their first care from AMR personnel and recovered. This experience has provided our caregivers with an unmatched level of cardiac arrest knowledge, research and resources – all invaluable benefits to the Southern Nevada community.

We propose to continue our local participation in CARES during the new contract, as well. The data derived by CARES will be an important quality of care validation tool for local EMS system leadership. For example, please see below for examples from both our Las Vegas and national CARES data.



Leading the Curve

Our bystander intervention rate for sudden cardiac arrest leads the national average in both Las Vegas (left) and in our national operations (below).



4) Recruitment & Retention Activity

Offeror should address . . 4) Recruitment & Retention Activity

As outlined in the staffing challenges section, AMR undertakes a wide and varied approach to support and invest in recruitment and retention. We are compliant with all federal and state hiring laws and employment practices.

New Recruits

We already have 44 students enrolled in our Earn While You Learn program for a class that begins on April 18th.

RECRUITING

The goal of our recruitment program in Southern Nevada is to identify and attract the best pre-hospital medical professionals for long-term employment. As part of our commitment to Diversity, Equity, and Inclusion, AMR strives to have our workforce reflect the diversity of the community we serve. We work to identify underrepresented communities of candidates and recruit those individuals.

More specifically, some of what AMR uses in Las Vegas includes:

- EARN WHILE YOU LEARN: A paid, in-house training program for members of our community to pursue a career in EMS.
- INDUSTRY CONFERENCES: We staff education and employment booths at industry conferences, recruitment fairs and symposiums.
- LOCAL HEALTHCARE COMMITTEES. We work on Healthcare committees with LVGEA, Workforce Development, GOWINN, NSHE and Local Chambers to recruit and retain healthcare workers not only in our industry but all of healthcare.
- ADVERTISING: We conduct both online and print advertising for candidates. Online recruitment takes place via the AMR corporate website and industry/state websites that target diversified employment counselors. We also place advertisements in newspapers and industry journals and have a strong online presence on social networking websites like Facebook and Twitter.
- INTERNAL: AMR posts all open positions internally via printed job bulletins and our internal website.
- EXTERNAL: We use iCIMS, a cloud-based human resources and recruiting software company. We also explore out of market school affiliations.
- COMPANY RECRUITMENT TOOL KIT: Our company recruitment tool kit aids in-house teams that are looking to recruit and includes an introductory video and templates for brochures, posters and advertisements.
- COMPETITIVE COMPENSATION: We offer excellent pay as well as benefits, retention bonuses, sign-on and relocation bonuses, referral bonus, air and ground opportunities, career advancement opportunities, education scholarships, 401k with company match, medical, dental and vision.
- WEEKLY MANAGEMENT RECRUITING MEETINGS: We hold these meetings each week to get a regular cadence of ideas and programs.

EMPLOYEE RETENTION

We believe that wellness is a critical component of the employee experience and, as a company, is committed to providing the best resources to help, not only our employees, but everyone who is focused on the wellness of others. We take extensive efforts to limit employee fatigue and promote, support, and encourage wellness for all employees. We seek to maximize overall wellness, including physical, mental, emotional, spiritual, and social.

We have a national program, GMR Life, that is led by a team of dedicated professionals who are committed to the support of all emergency responders and to the creation of solutions to meet the unique needs of our employees. This team is responsive to wellness needs across the company and engages with personnel to create wellness solutions at the individual and organizational level. From recruitment to retirement, GMR Life provides solutions to create, maintain and strengthen wellness. They assist with preventative education, peer team coordination, crisis outreach, and navigation of our benefits system, in addition to other services. These programs have helped retain our workforce and will continue to do so in the new 911 contract.

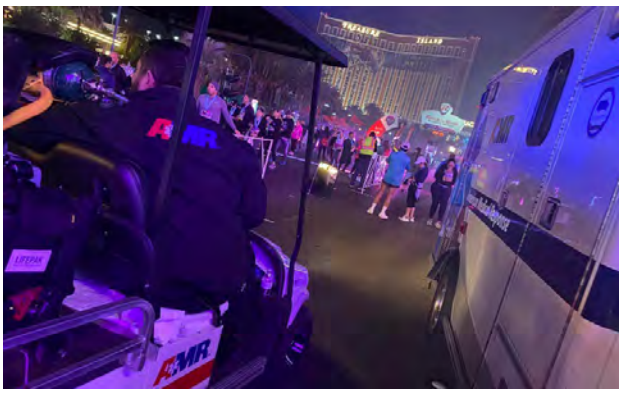
More information on our local and national employee retention and support initiatives is provided below.

LOCAL ENGAGEMENT & APPRECIATION

AMR holds regular monthly or bimonthly events, town halls and roundtable meetings and discussions as a forum for feedback for our employees. We host focus groups to discuss deployment and any issues of concern. In recognition of employees that go above and beyond, AMR maintains a Chip program, on the spot recognition with chips that can then be redeemed for various items and merchandize. In addition, regular recognition is given for code save and baby delivery.

As part of AMR's overall workforce recognition and appreciation the company has various bonus programs and offers several unique opportunities for employees to attend sporting events, concerts and shows at no cost and AMR actively seeks partnerships and contractual stipulations that benefit its workforce. From a career development and experience perspective, AMR offers wide and varied opportunities to participate in EMS in multi-faceted and non-traditional ways.

- T-Mobile Arena and the Vegas Golden Knights – EMS care to fans and NHL players
- OEM Deployments to FEMA related disaster across the country
- Air Ambulance Opportunities – Receive training and career pathway for fixed wing assets like Airmed Las Vegas
- NASCAR and the Las Vegas Motor Speedway
- Uniquely Las Vegas large scale events and activities



OTHER EMPLOYEE SUPPORT INITIATIVES

In addition, our Las Vegas employees receive all the benefits and support programs available as a Global Medical Response (GMR) employee. This includes the programs shown below.

COLLABORATIVE AND INCLUSIVE CULTURE. Our philosophies of Servant Leadership and Just Culture help our management team protect and support our employees, empowering them to make the right decisions to ensure the best clinical outcomes.

COMPETITIVE WAGES & BENEFITS. Our salary structure and benefits package are recognized as some of the most comprehensive in the industry and are focused on maintaining or exceeding the compensation of the current workforce.

CAREER DEVELOPMENT OPPORTUNITIES. From avenues for growth in the air ambulance field to advanced supervisor and management training programs, we provide our employees with the tools and support they need to grow their careers and expand their clinical skills.

THERAPY DOG PROGRAM. Our team of 30+ therapy dogs regularly travel to provide emotional support to our crews. AMR's Las Vegas dogs are always available to our local workforce and area partners, such as during the recent Nevada State Trooper funeral.

EXPOSURE/INJURY SCREENING & MONITORING. Every AMR employee has access to a nurse-operated mobile monitoring and screening program, available 24 hours a day. For example, in the event of an exposure in the field or infection with COVID, our nurse navigators walk employees through a care plan, including eternal testing and referral.

EMPLOYEE ASSISTANCE PROGRAM. Provided by Optum, our Employee Assistance Program offers, at no cost to employees, mental health and substance abuse counseling with a certified behavioral health care provider to all full- and part-time personnel and their families.

COVID RESOURCES. We have created unique employee support tools on our website at www.globalmedicalresponse.com/coronavirus, including childcare stipends, personal protective equipment guidance, a tele-chaplain service and more.

Protecting the Protectors

AMR contributes more than $5 million to employee assistance each year.

We have an internal division of our company called GMR Life that promotes, supports, and encourages wellness for all employees and seeks to maximize overall wellness, including physical, mental, emotional, spiritual, and social.

EXCLUSIVELY AMR

5) Risk Management & Driver Training Procedures

Offeror should address . . 5) Risk management and driver training procedures.

An ambulance service provider is an essential community partner and must consider, above all things, the safety and well-being of its patients and caregivers. As COVID-19 changed the industry and the world, AMR's safety practices helped – and continue to help – keep this community safe. Our approach to health, safety and risk management will continue to protect Southern Nevada and includes several innovative programs, described here.

EVOC—EMERGENCY VEHICLE OPERATORS COURSE

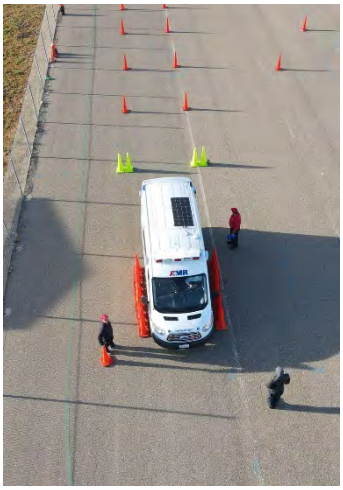
All newly hired employees are required to pass our Emergency Vehicle Operator Course (EVOC) program, which helps them overcome common challenges and better understand the dynamics of operating an ambulance. More information on this course is provided in section (i) Vehicle Safety Program (**page 69**).

INSTRUCTOR TRAINING AND CERTIFICATION. Our EVOC Instructor Certification program that defines requirements for initial certification and annual recertification competency checks for didactic and practical instruction. The instructor program includes online modules and eight hours of classroom training. All Instructors must be signed off on their knowledge of every track module through a knowledge test.

DIDACTIC TRAINING. New hire employees will be given the classroom portion of the program for half of a day during orientation. The new hire will be assigned the online course and be required to pass the 61 questions, multiple choice test with a 90% or greater within 3 attempts. If unsuccessful, the employee may require further evaluation or may be released from employment for not successfully completing field training.

PRACTICAL SKILLS TRAINING. The skills course provides confidence training simulating maneuvers required for daily emergency vehicle operations. Each station of the practical skills training is designed to provide the student with an opportunity to learn specific skills to operate an emergency vehicle safely and limit risk of self, partner, patient and community.

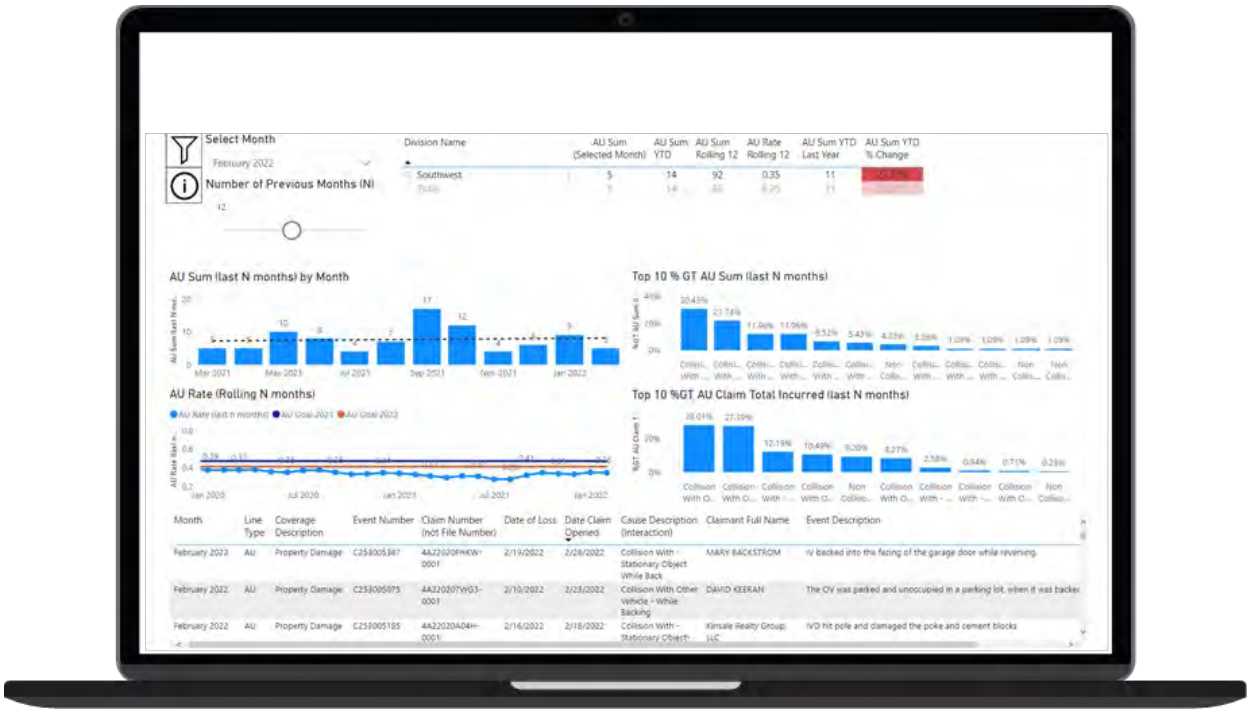
COMMENTARY DRIVING. Commentary driving is performed by an informed AMR Field Training Officer (FTO) who uses verbal communication to educate, train and reinforce desired driving behaviors. They act as coaches and encourage new hires to drive in accordance with AMR expectations. This includes driving by each fire station and its area and explaining how certain traffic patterns complicate some responses.



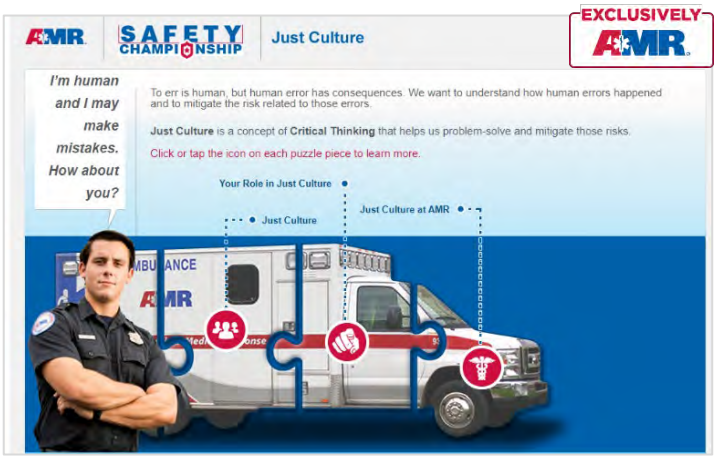
RECURRENT TRAINING. Anyone who drives an AMR vehicle, in the course of the job, must successfully complete AMR driver training through online courses and/or classroom refresher at least every two years. Employees may require re-instruction through didactic and/or practical skills training if not able to complete recurrent training.

EXAMPLE SAFETY DASHBOARD

Please see below for an example dashboard, showing our ability to track and monitor safety indicators, vehicle collisions, related claims, and more.



JUST CULTURE



We have obtained a high level of success staying on the forefront of safety and risk mitigation by creating a culture that ensures mistakes are rectified and lessons are learned for the benefit of the patient and our caregivers. All too often in healthcare, mistakes are blamed on an individual when the system is at fault.

As your current provider, we understand the City adheres to the highest standards of safety. One way to achieve impeccable safety standards is to preemptively avoid future “near misses” by fostering a transparent culture in which employees share mistakes or what is perceived to be a flaw in protocol. AMR embraces a non-punitive environment for caregivers to share issues in an effort to streamline healthcare processes and improve quality of care. AMR will continue to implement the Just Culture Model Las Vegas, whereby caregivers are taught how to recognize that mistakes are made and how to report these mistakes, in addition to having them remedied, in a non-punitive setting. The AMR approach to improvement clearly focuses on identifying issues in an overall system setting and putting into place the required education and processes to provide solutions. Just Culture is a natural building block to this approach and has become integral to the improvement model in our operation.

SAFETY MANAGEMENT SYSTEM APPROACH

Our parent company, GMR, was formed by combining the industry leaders in ground and air ambulance companies. AMR is the ground ambulance solution of GMR, integrating us with several large rotor- and fixed-wing air ambulance providers. The integration of our companies into one GMR organization began in 2018 and has been a valuable process for our organization. AMR Las Vegas has been able to examine and share new technologies, policies, and employee support programs with our air ambulance companies and find worthwhile solutions that benefit our ground EMS operations.

One of these is the adoption of a Safety Management System (SMS) approach. A long-time system used in the air industry – where the impacts of unsafe behavior and equipment have immediate and tremendous consequences – an SMS goes above and beyond standard preventive approaches and includes the elements of a Just Culture, informs a national risk profile, facilitates a predictive posture towards risk and feeds our safety culture.

At its core, our SMS offers a systemic approach to managing organizational safety in ground EMS, including the necessary organizational structures, accountabilities, policies and procedures. It is a businesslike approach to safety and teaches many of the principles found in a quality management system. Furthermore, it relies on data over emotion to guide cost effective mitigation strategies.

To be the safest provider, we invest heavily in our personnel, our training and our EMS technology. We hire highly experienced field personnel and mechanics, provide them with robust initial and annual recurrent training and add additional training cycles to keep their skills sharp. Our ambulances are equipped with state-of-the-art navigation and operational equipment, maintained at levels far above those required by the manufacturer.

We firmly believe our culture, our people, our training and our equipment all contribute to an outstanding safety record, and our demonstrated level of safety in Las Vegas attests to our effectiveness.

(B) ADDRESSING STAFFING CHALLENGES

Describe any current staffing deficiencies and planned solutions.

With the shortage of paramedics across the nation and locally in Southern Nevada, AMR recognized this as a growing problem in the community over the past several years and has taken active measures to create a sustainable EMS workforce pipeline through investment and training for the present moment and as the community grows.

These ongoing efforts include retention, recruitment and training, to include partnering with the College of Southern Nevada to enhance the number of paramedic educational opportunities outside of regular class schedules in addition to sending personnel for paramedic training to Mountain View Hospital Paramedic Institute and Pima Medical Institute. This works hand in hand with the onboarding entry-level EMS professionals to work for the company and receive fully funded training through its nationally recognized Earn While You Learn Program, described below.

Earn While You Learn

The Earn While You Learn program is a unique community focused initiative to identify candidates that may not have otherwise considered or pursued a career in EMS for a variety of reasons and that may have limited their educational opportunities.

This program – in place today in Las Vegas and across the U.S. – addresses socio economic challenges and increases workforce diversity while offering career opportunities. Earn While You Learn lets new recruits earn a paycheck while attending class to become a certified EMT. This is crucial to gaining new candidates in hard to serve areas, many of whom may already be interested in an EMS career but lack the opportunity or means. Since 2020, the program has enrolled over 50 students at both the EMT and AEMT levels in Las Vegas, with a local graduation rate of 90%. We have invested $250,000 to date, with an additional $500,000 to be invested in 2022.

A Local Pipeline

We have enrolled dozens of Las Vegas EMT and AEMT students in Earn While You Learn – and more than 90% have graduated to work in the local system.

We already have 44 students enrolled in our Earn While You Learn program for a class that begins on April 18th.

Increased Training Options

With the onset of the COVID pandemic, clinical training opportunities were hindered due the suspension of available in person options. AMR bridged this gap in training and built upon these initial efforts by increasing the availability of paramedic training options and doubling paid scholarships available to personnel.

This is part of AMR's overall educational investment in Southern Nevada EMS workforce development for 2022 that is currently in excess of $1 Million. This is in addition to retention programs such as enhanced salary structure and the ongoing pursuit of educational and funding opportunities through its partners and other workforce development initiatives in Nevada as part of recovery efforts.

Outside of the outlined traditional educational options available to its workforce, AMR as part of its parent company GMR, will offer its employees access to an innovative hybrid paramedic training that has greater flexibility with regard to attendance, widening the opportunity and available options to pursue advancement.

As part of our overall commitment as a community partner and to support EMS career development in Southern Nevada, AMR works closely with several of Clark County School District's CTE EMT programs including the programs at Veteran's Tribute Career and Technical Academy and Rancho High School.

Better Business Efficiencies

In addition to efforts to increase the overall number of paramedics, AMR has implemented efficiencies within its business operations in line with industry best practices to optimize its current workforce and implement a mandatory staffing model to ensure public safety.

Lowered Risk

Unlike other providers who will need to hire or relocate staff, AMR has the team, the training institution relationships, and the current scholarship programs in place and running. We have and continue to build a sustainable pipeline.

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(C) MANAGEMENT & SUPERVISORY STRENGTH

Describe existing management and supervisory strength (including senior management's involvement in operations) in order to demonstrate the organization's ability to manage the service. The information provided should be in the form of names and resumes of existing management and supervisory personnel directly responsible for administering that service.

Below, AMR has provided a summary list of our management and supervisory staff assigned to this contract, each of which has years of experience already operating this system.

Please see **ATTACHMENT-03** for resumes of these leaders (**page 110**).

Name	Title	Years' Experience
Glenn Kasprzyk	Regional President, Southwest	30
Michael Johnson	Regional Director & Company Representative	30
Jessica Goldstein	Operations Manager	18
Linda Matthias-Netski	Administrative Operations Manager	48
Damon Schilling	Public Affairs Manager	19
Aaron Goldstein	Clinical Manager	17
Silvio Flores	Senior Operations Supervisor	20
Brittany Winston	Senior Human Resources Manager	15
Brendan Mills	Communications Manager	19

(D) SIMILAR EMS CONTRACTS

Provide a list of service area Emergency Ambulance service contracts completed or ongoing during the last five (5) years including the term or date of termination of the agreement, the services provided, the dollar amount of the agreement and the contracting entity.

AMR Las Vegas serves as a franchisee for emergent and non-emergent ambulance services for Clark County, Nevada as well as a mutual aid provider through an agreement with the franchisee of the City of North Las Vegas. We have not had a contract terminated during the last five years.

Local Contract Sampling

Please see below for information on our local EMS contracts served during the last five years. AMR has worked hard to establish ourselves in the Southern Nevada community as a collaborative EMS partner willing to invest in and improve the systems we serve.

CLARK COUNTY, NV

Contracting Entity
County of Clark, NV

Contract Term
February 1, 2016 to January 31, 2026
(10 Year)

Services Provided
911/IFT

Dollar Amount
>$25 million gross/annualized

NORTH LAS VEGAS, NV

Contracting Entity
City of North Las Vegas, NV

Contract Term
February 1, 2018 to January 31, 2023
(5 year)

Services Provided
IFT

Dollar Amount
>$1 million gross/annualized

CITY OF LAS VEGAS, NV

Contracting Entity
City of Las Vegas, NV

Contract Term
December 1, 2020 to November 30, 2023
(3 year)

Services Provided
911/IFT

Dollar Amount
>$10 million gross/annualized

More Information Available

We are also honored to be America's leading provider of ground medical transportation, with service in nearly every state. We operate over 8,600 vehicles that deployed out of more than 400 bases.

We have approximately 4,600 contracts with communities, government agencies, healthcare providers and insurers to provide ambulance transport services, including more than 230 EMS/911 agreements. We are happy to provide more information if needed for your review.

(E) ABILITY TO MEET RESPONSE TIMES

Provide documentation of demonstrated ability to meet response time requirements similar to those required in this RFP. Documentation may include reports provided to government oversight entities and letters confirming compliance with mandated response times. Internal reports with adequate supporting documentation of the methodology used to create the reports may also be submitted.

The City of Las Vegas EMS system is a highly complex and integrated operation. AMR understands what it takes to successfully support you. Proof of our documented ability to meet response time requirements are shown in the following pages.

We work to achieve response time compliance by maintaining a system that continually provides resources greater than the expected demand for service. We conduct daily compliance updates with supervisors and managers to address current performance and identify any potential challenges in upcoming operational periods. Our local leadership has expertise on system needs and is supported by national team of experts in demand analysis. When deficiencies are identified, we engage our team to further analyze and provide response performance feedback to our contracted partners.

Please see **ATTACHMENT-04** for example letters confirming compliance with our mandated response times in other service areas (**page 129**).

Custom Reporting for the City of Las Vegas

A major differentiator offered by our organization is the ability to collect, analyze and leverage “big data”. Across the United States, we gather more than 15 million proprietary data points each year. These can be customized for any customer in any format, providing better routes for reporting and quality improvement.

In the City of Las Vegas, some of the data gathering, review and improvement technologies used by AMR for transparent reporting include:

- OPERATIONS PLANNING AND ANALYTICS PLATFORM (OPAP) – tracks ambulances in real-time and helps deploy to the best location, with daily reports of late calls and system changes
- FIRSTWATCH – links to the local dispatch center to show “hotspots” of EMS activity we can use to fine-tune system resources
- MEDS – in-field electronic patient care reports wirelessly sent to hospital staff and linked to the local Computer Aided Dispatch system (CAD) for integrated reporting and data sharing
- BIOSPATIAL – ability to monitor trends in population health (COVID, cardiac arrest, overdoses, etc.)

Local Response Time Compliance Examples

City of Las Vegas AMR Yearly Compliance Summary

Period: Jan 01 2017 to Dec 31 2017

Zone	Priority	Compliance Period Reporting for Repetitive Non-Compliance				
		Compliance Start Period	Compliance End Period	Compliance Period Incidents	Compliance Period Late Incidents	Compliance Period Compliance
Las Vegas	Priority 1	2017/01/01	2017/12/31	38377	3654	90.48%
	Priority 2	2017/01/01	2017/12/31	28249	2136	92.44%
	Priority 3 Scheduled	2017/01/01	2017/12/31	3054	136	95.55%
	Priority 3 Unscheduled	2017/01/01	2017/12/31	3445	39	98.87%
	Priority 3 Urgent	2017/01/01	2017/12/31	2291	312	86.38%
City of Las Vegas AMR	Priority 1 & 2			66626	5790	91.31%
TOTAL	Priority 3			8790	487	94.46%

2017

In 2017, AMR met our response time compliance with 91.31% for Priority 1 and 2 calls and 94.46% for Priority 3 calls.

City of Las Vegas AMR Yearly Compliance Summary

Period: Jan 01 2018 to Dec 31 2018

Zone	Priority	Compliance Period Reporting for Repetitive Non-Compliance				
		Compliance Start Period	Compliance End Period	Compliance Period Incidents	Compliance Period Late Incidents	Compliance Period Compliance
Las Vegas	Priority 1	2018/01/01	2018/12/31	38845	4450	88.54%
	Priority 2	2018/01/01	2018/12/31	32843	2158	93.43%
	Priority 3 Scheduled	2018/01/01	2018/12/31	3212	80	97.51%
	Priority 3 Unscheduled	2018/01/01	2018/12/31	3354	30	99.11%
	Priority 3 Urgent	2018/01/01	2018/12/31	429	54	87.41%
City of Las Vegas AMR	Priority 1 & 2			71688	6608	90.78%
TOTAL	Priority 3			6995	164	97.66%

2018

In 2018, AMR met our response time compliance with 90.78% for Priority 1 and 2 calls and 97.66% for Priority 3 calls.

City of Las Vegas AMR Yearly Compliance Summary

Period: Jan 01 2019 to Dec 31 2019

Zone	Priority	Compliance Period Reporting for Repetitive Non-Compliance				
		Compliance Start Period	Compliance End Period	Compliance Period Incidents	Compliance Period Late Incidents	Compliance Period Compliance
Las Vegas	Priority 1	2019/01/01	2019/12/31	38793	3964	89.78%
	Priority 2	2019/01/01	2019/12/31	32793	2560	92.19%
	Priority 3 Scheduled	2019/01/01	2019/12/31	2660	57	97.86%
	Priority 3 Unscheduled	2019/01/01	2019/12/31	4323	44	98.98%
	Priority 3 Urgent	2019/01/01	2019/12/31	938	118	87.42%
City of Las Vegas AMR	Priority 1 & 2			71586	6524	90.89%
TOTAL	Priority 3			7921	219	97.24%

2019

In 2019, AMR met our response time compliance with 90.89% for Priority 1 and 2 calls and 97.24% for Priority 3 calls.

City of Las Vegas AMR Yearly Compliance Summary

Period: Jan 01 2020 to Dec 31 2020

		Compliance Period Reporting for Repetitive Non-Compliance				
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Incidents	Compliance Period Late Incidents	Compliance Period Compliance
Las Vegas	Priority 1	2020/01/01	2020/12/31	39208	3534	90.99%
	Priority 2	2020/01/01	2020/12/31	28503	2038	92.85%
	Priority 3 Scheduled	2020/01/01	2020/12/31	1475	44	97.02%
	Priority 3 Unscheduled	2020/01/01	2020/12/31	3446	22	99.36%
	Priority 3 Urgent	2020/01/01	2020/12/31	1802	182	89.90%
City of Las Vegas AMR	Priority 1 & 2			67711	5572	91.77%
TOTAL	Priority 3			6723	248	96.31%

2020

In 2020, AMR met our response time compliance with 91.77% for Priority 1 and 2 calls and 96.31% for Priority 3 calls.

City of Las Vegas AMR Yearly Compliance Summary

Period: Jan 01 2021 to Jan 31 2021

		Compliance Period Reporting for Repetitive Non-Compliance				
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Incidents	Compliance Period Late Incidents	Compliance Period Compliance
Las Vegas	Priority 1	2021/01/01	2021/01/31	3182	280	91.20%
	Priority 2	2021/01/01	2021/01/31	2393	150	93.73%
	Priority 3 Scheduled	2021/01/01	2021/01/31	126	4	96.83%
	Priority 3 Unscheduled	2021/01/01	2021/01/31	388	1	99.74%
	Priority 3 Urgent	2021/01/01	2021/01/31	79	0	100.00%
City of Las Vegas AMR	Priority 1 & 2			5575	430	92.29%
TOTAL	Priority 3			593	5	99.16%

2021 (PREVIOUS RESPONSE MODEL)

In January 2021, AMR met our response time compliance with 92.29% for Priority 1 and 2 calls and 99.16% for Priority 3 calls.

City of Las Vegas - AMR
Yearly Compliance Summary

Period: Feb 01 2021 to Dec 31 2021

		Compliance Reporting 2021/02/01 - 2021/12/31			Compliance Period Reporting for Repetitive Non-Compliance	
Zone	Priority	Compliance Calculated Incidents	Compliance Calculated Late	Response Time Compliance	Compliance Start Period	Compliance End Period
Las Vegas	Priority 1	1861	200	89.25%		
	Priority 2	6541	1279	80.45%		
	Priority 3	17478	2804	83.96%		
	Priority 4	18311	2896	84.18%		
	Priority 5	23571	2479	89.48%		
	Priority 11 Urgent	1731	88	94.92%		
	Priority 11 Scheduled	891	50	94.39%		
	Priority 11 Unscheduled	6533	70	98.93%		
Las Vegas GROUP	Priority 1 and 2	8402	1479	82.40%	2021/02/01	2021/12/30
	Priority 3	17478	2804	83.96%	2021/02/01	2021/12/30
	Priority 4	18311	2896	84.18%	2021/02/01	2021/12/30
	Priority 5	23571	2479	89.48%	2021/02/01	2021/12/30
	Priority 11	9155	208	97.73%	2021/02/01	2021/12/30

2021 (NEW RESPONSE MODEL)

In February 2021, our response compliance methodology changed as we coped with the effects of the COVID pandemic. From February to December 2021, Priority 1 and 2 compliance was 82.40%. Priority 3 was 83.96%. Priority 4 was 84.18%. Priority 5 was 89.48% and Priority 11 was 97.73%.

(F) ABILITY TO PROVIDE HIGH-LEVEL CLINICAL CARE

Provide documentation of demonstrated ability to provide high-level clinical care. Documentation may include descriptions of clinical sophistication and high levels of performance in systems in which it operates. The organization should describe how it ensures consistent, high-quality clinical care and how it is able to verify and document its clinical competency and performance improvement activities. This should include clinical protocol compliance, skills verification, training methodology and minimum commitments per provider including systematic assessment of EMS core performance metrics and clinical guidelines as defined by the Southern Nevada Health District (Health District).

We understand the City expects the highest levels of performance and reliability, and we hold clinical excellence in the upmost regard. Our highly trained and experienced staff, collaborative improvement processes and continuing education programs will continue to raise the bar and deliver the performance you have come to expect.

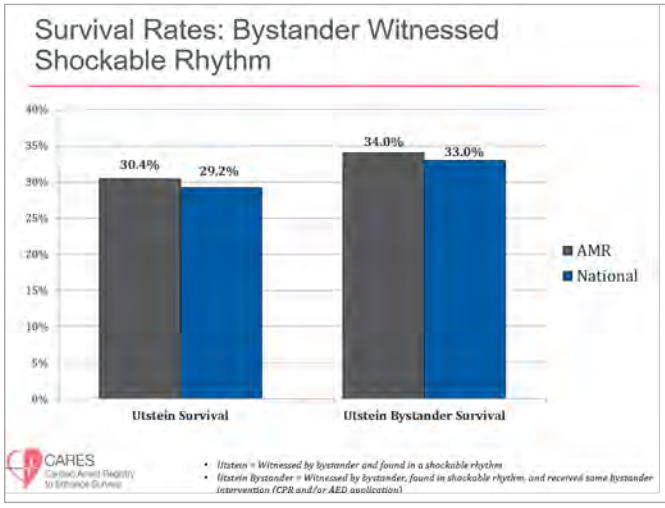
Community Recognition

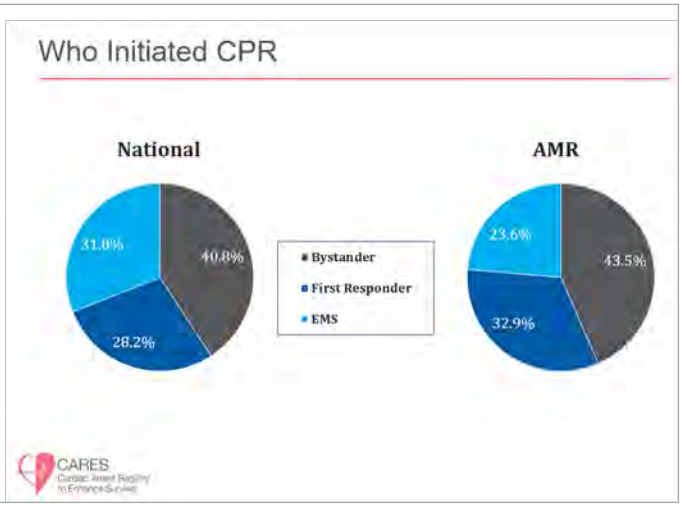
AMR Las Vegas will continue to provide a Community Hero Award to the public to recognize bystanders for life saving interventions on scene of emergency calls.

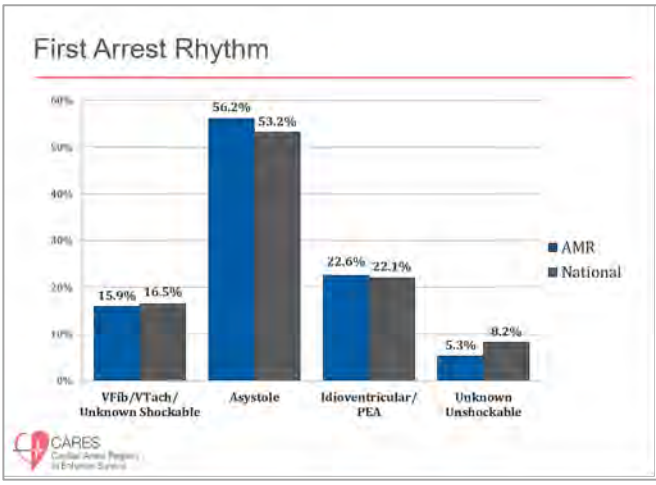
Documented Clinical Success

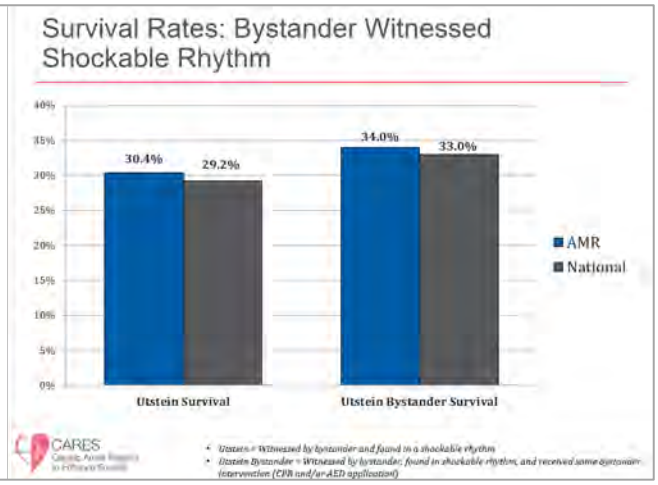
Since the summer of 2012, AMR has participated in the CDC's Cardiac Arrest Registry to Enhance Survivability (CARES) program. This program gathers data from all over the country and helps our local operations provide the very best and validated care to the most vulnerable citizens. AMR is the only private ambulance provider in Southern Nevada submitting and trending such vital clinical data.

Screenshots of our most recently available report shows how AMR exceeds the national standards in cardiac arrest saves. For the City of Las Vegas, cardiac arrests will be entered in the CARES database so our cardiac arrest survival rates can be viewed as the measurement of the health of the system as a whole.









Certified Training Center & Educational Support

Our City of Las Vegas headquarters is a certified American Heart Association (AHA) Training Center. Not only does this let us seamlessly keep our staff trained and licensed to support the Southern Nevada community, but it also allows us to support many community members throughout this region.

In addition to being the training center for the Southern Nevada Health District for more than two years, we provide training and instruction for MGM Resorts, Station Casinos, the Golden Knights (team and on-ice medical professionals), the UFC, the Las Vegas Aviators (team and event staff), and even local doctors' offices. We often include our first responder partners in training, such as including City of North Las Vegas Fire Department staff in our Advanced EMT class.

Cutting Edge Clinical Equipment

For continuity of patient care, AMR will deploy proven Zoll monitor/defibrillators, Zoll AutoPulse auto CPR devices, and video laryngoscopes. This cutting-edge clinical equipment will ensure our clinicians will be able to perform the most comprehensive clinical assessments on all our patients. As new devices come out, AMR Las Vegas looks forward to evaluating and trialing them with a focus on enhancing patient care.

ZOLL AUTOPULSE DEVICES

Zoll AutoPulse mechanical “auto-CPR” devices have been shown to improve quality of chest compressions, increase ETCO2 levels and sustain life-saving circulation during prolonged resuscitation attempts. Adding these devices on every frontline ALS ambulance will improve outcomes and ensure local patients have the latest technology available to them in emergency events. Using a mechanical CPR device lets rescuers to free up one entire CPR team position during a cardiac arrest. This person can now focus on quality of the resuscitation efforts and data inputs from multiple sources such as monitor and patient history. The device increases reliability of the compressions, reducing the human fatigue factor. Quality of the compressions performed is a principal for survivability. This device provides rapid application when seconds count, along with proven increase blood flow during a CPR event. When transport is needed during a cardiac arrest, the AutoPulse device provides maximum safety for care providers as they can focus on quality of the efforts and their own wellbeing.

ZOLL X SERIES DEFIBRILLATORS

The Zoll X Series monitor is a combination monitor/defibrillator that is light-weight and delivers a range of capabilities for all patients, ranging from neonates through adults. As a national provider, we have experience using a variety of makes and models are upgrading our monitor/defibrillators to Zoll to match our EMS system partners and better integrate our care.

VIDEO LARYNGOSCOPES

We also equip our ambulances with video laryngoscopes that are both durable and provide a clear video display. These devices designed to reinforce paramedics’ direct laryngoscopy skills. Paramedics insert a breathing tube in critical patients, allowing a paramedic to perform this complex procedure with greater ease by using a camera mounted on the end of a laryngoscope and tied directly to a large tablet screen.

Mission: Lifeline Recognition

Across the country, AMR has earned Mission: Lifeline EMS Recognition for our work, training and commitment to EMS agencies and first responders. We pursue gold-standard sites for this American Heart Association award, partnering with first responders and local healthcare facility partners to achieve and maintain this national recognition. For the City of Las Vegas, AMR commits to pursuing this recognition during this new contract.

Mission: Lifeline recognizes emergency medical services for their efforts in improving systems of care to rapidly identify suspected heart attack patients, promptly notify the medical center and trigger an early response from the awaiting hospital personnel. We will strive to attain this award in Las Vegas, which is one of the highest levels of clinical recognition for EMS.

ET3 Participation

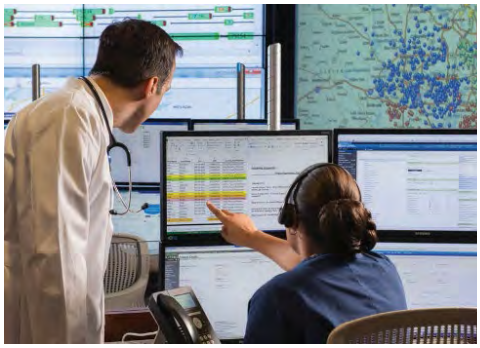
Locally, AMR is the only provider approved to participate in the Emergency Triage, Treat and Transport (ET3) model. Under this program, our local clinicians can, using comprehensive protocols and telehealth, take what may have otherwise been a hospital visit and allow care and treatment at home.

Recently introduced by the federal government's Centers for Medicare and Medicaid Innovation, the ET3 model helps patients get the care they need, when they need it, while improving EMS efficiency and reducing emergency department overcrowding and associated beneficiary costs. As we already operate ET3 in Las Vegas, we are happy to include LVFR in this innovative program, if desired.

The model uses a medical triage line integrated with regional Public Safety Answering Points (PSAP) in order to assess caller concerns, provide person-to-person care and redirect beneficiaries to the appropriate level of care. This makes AMR's proven Nurse Navigation Line a helpful tool for participating in this program, which we have already begun across the U.S. and are happy to discuss with the City if desired.

Low Acuity Support

Our organization was awarded 62 of the 184 selected ET3 locations, including Las Vegas. We are the only provider operating ET3 in the City of Las Vegas and offer to include Las Vegas Fire Rescue (LVFR) in the program if desired.



Monitoring & Documenting Clinical Performance

Our Clinical Department routinely audits field provider clinical care for quality improvement and assurance. AMR expects our field care providers to deliver quality, competent clinical care to each of our patients. The purpose of this policy, outlined below, is to set obtainable goals for the clinical performance of our employees.

1. All information/data obtained to compile the clinical performance of employees will be obtained through the CQI process.
2. All clinical performance standards (CPS) will be set in conjunction with national standards of care and with the advice and oversight of the Medical Director.
3. Information/data obtained through the CQI process for use in measuring the clinical performance of employees is not intended to be used in a disciplinary manner; however, discipline may be administered in certain circumstances. If remediation is needed and ultimately completed, and repeated behavior of the same matter is demonstrated by an employee, said employee will fall into the corrective action process.
4. Corrective action may be taken on first-time occurrences where policies have been violated, or rude or discourteous behavior were exhibited, or if the level of care given was below or above the generally accepted AMR Las Vegas practices of that certification level.
5. The CPS will be benchmarked at:
    a. Intubation success rate – 90%
    b. IV success rate – 80%
    c. Chest decompression success rate – 100%
    d. Transport rate after patient contact – 70%
    e. Substantiated patient care complaints – 0 per year
6. If an employee is identified for falling below Clinical Performance Standards for two (2) consecutive quarters (with the exception of 5[e]), the Clinical Department will assign remediation which will be tailored to correcting the employee's deficiencies. If an employee is unsuccessful in completing the remediation plan, the employee may receive corrective action up to and including termination. Depending on the severity of the situation, the employee may also be subject to the corrective action process.
7. Any instance of 5(e) Substantiated Patient Care Complaints will result in immediate referral to the Clinical Department and Medical Director for an investigation and possible action.
8. The Clinical Department will follow all affected employees through the remediation process and make adjustments as necessary through the advisement of the Clinical Manager and Medical Director.

(G) TRAINING & CERTIFICATION

Describe how Offeror intends to comply with the training and certification requirements listed in the Scope of Work, including Mandatory Requirements and Performance Standards, and Successful Offeror Responsibility – Services Description. Delineate how these services will be provided, by whom, where, and other information to help the City understand the Offeror's commitment to meet the requirements.

Every current employee is compliant and our employees will continue to be licensed and credentialed through the Southern Nevada Health District. We collect and verify employee certifications during our New Employee Orientation Program, including those shown below. We then enter these certifications into our certification tracking database for simplified monitoring, reminders and reporting.

- ICS 100
- ICS 200
- ICS 700
- ICS 800
- State DL
- BLS certification
- ACLS certification
- PALS certification
- PHTLS & ITLS trauma certification (as required by the SNHD)
- SNHD "green card" – certified and credentialed

Tracking Certifications

To track qualifications and training expiration of employees, AMR uses the Workday web-based platform. This online tool has been used in our operations across the country for a decade and supports compliance and incident tracking, record keeping and other vital personnel processes and allows us to track certification expirations so we can notify employees well in advance of the need for refresher coursework. Employees can log in to the system and complete interactive training courses and assessments. This platform also lets us easily report our staff certifications, both internally within AMR and to our City of Las Vegas stakeholders.

We also have an ongoing driver training program for ambulance personnel. Events are captured via drive cam and reviewed by staff. When the operation receives, the designated person assigned to review contacts the employee and provides coaching.

All field provider new hire employees are also assigned ICS 100, 200, 700, 800 in the LMS. If the employee does not have current ICS classes, they are required to complete these.

Certified & Ready

Our Las Vegas employees are already trained, certified and meet the Nevada requirements, unlike an outside provider.

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Course Examples

Examples of past, present and future continuing education courses offered in Southern Nevada include those listed below.

EMT, AEMT Paramedic, CCT Training & Refresher. Meets minimum local/national registry requirements.

American Heart Association (BLS Provider, ACLS, PALS). We offer a wide spectrum of required classes on a monthly basis for BLS and ACLS along with PALS.

American Heart Association (BLS Instructor, ACLS Instructor, PALS instructor). Instructor classes are provided for those employees interested in teaching experience and those interested in widening their medical knowledge twice a year.

Online Courses Using SuccessFactors Software. This platform allows for pre-testing and preparatory work to be completed online or via a mobile device. It also streamlines many annual updates. Employees can also self-assign educational updates and classes posted on the platform.

Emergency Vehicle Operations and Gurney Training. This all-encompassing nationally standardized course consists of eight hours didactic and 8-10 hours track course. Stretcher training is integrated into the didactic and track experience. Primarily this is done during New Employee Orientation, but remedial training done as needed. Annual refresher and tracking as required.

Community Education and Partnership. We have a long history of partnering with area hospitals for educational needs. We actively recruit from local EMS programs at community colleges, as well.

Field Training Meetings. If desired by system partners, we propose to provide updates on local and operational topics as well as open discussion on learning needs. Quarterly meetings enhance communication between leadership and field personnel with the FTOs being the starting contact point.

Emergency Vehicle Operations and Gurney Instructor Classes. These three-day classes encompass all aspects of teaching and proctoring new and experienced drivers and stretcher users. This class is done bi-annually and consists of two days didactic training and one day of hands-on stretcher training.

Field Training Officer (FTO) Training. These classes are provided as needed and give instruction on adult learning, evaluation, grading and coaching. Most importantly, it teaches skills to those that will lead the next generation of EMTs, AEMTs and paramedics.

External Education. We offer tuition reimbursement to all our employees for courses in the emergency medical field. This includes conferences and online courses.

AMR Leadership and Management Education / Development. The AMR Leadership course is a two-day class mandated to all leadership positions.

Just Culture. Multifaceted class involving a just way of dealing with employees and investigations, required of all of our leadership in Las Vegas and across the United States.

Remedial Training. Often related to quality issues. One on one with primary CES for education and increased knowledge enhancement. Detailed homework and/or skills verification as needed.

(H) MANAGING SERVICE COMPLAINTS

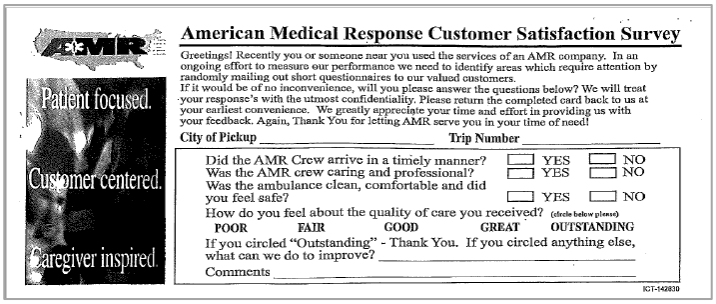
Provide a detailed description of the process (including performance measurements) for managing service complaints. At a minimum, Offeror shall perform customer service satisfaction surveys and establish and publish a web-based customer service portal to include complaint submittals and frequently asked questions (FAQs). Any incoming complaint calls are to receive a return call t the customer withing twenty-four (24) hours, 90% of the time. Process to include notification to the City of Las Vegas Department of Fire and Rescue (LVFR) of all complaints and how the issue was resolved.

While we ensure a high level of care every time our employees interact with a patient, there may be times when customer service issues need specialized attention. These are addressed through our customer resolution process, on which all employees receive training. These and other customer service practices are described below.

Whenever possible, we aim to resolve all patient concerns immediately. We launch a formal inquiry that involves interviewing all parties involved, including, when necessary, firefighters who were on the scene. We seek to make an initial follow-up with our patients within 24 hours of discovering a concern and complete our investigations as quickly as possible. Should our investigation identify a shortcoming at AMR, we provide the necessary remediation and mentoring.

Customer Surveys

Feedback from patients is essential to maintaining a quality EMS operation. Most patients only call 911 once in their lives. Because of this, the care they receive in these vulnerable moments shapes how they view their EMS provider for years to come. Because of this, we have invested in new ways to bridge this gap and provide a better method for survey distribution, follow-up, benchmarking, and analysis.



AMR offers multiple survey formats to reach our Southern Nevada patients, as described below.

PATIENT EXPERIENCE SURVEY

We have an external customer survey aimed to assist operations in obtaining patient feedback about ambulance services. These survey questions and answers are aligned with the hospital oriented HCAHPS survey system to provide a validated and comparable dataset. This information is used to drive everything from employee recognition to addressing fleet issue identification. Clinical issues identified through survey process drives remediation and education. Subject matter can also be utilized to build QI initiatives and it into clinical training initiatives and improve future service.

SURVEY CARDS

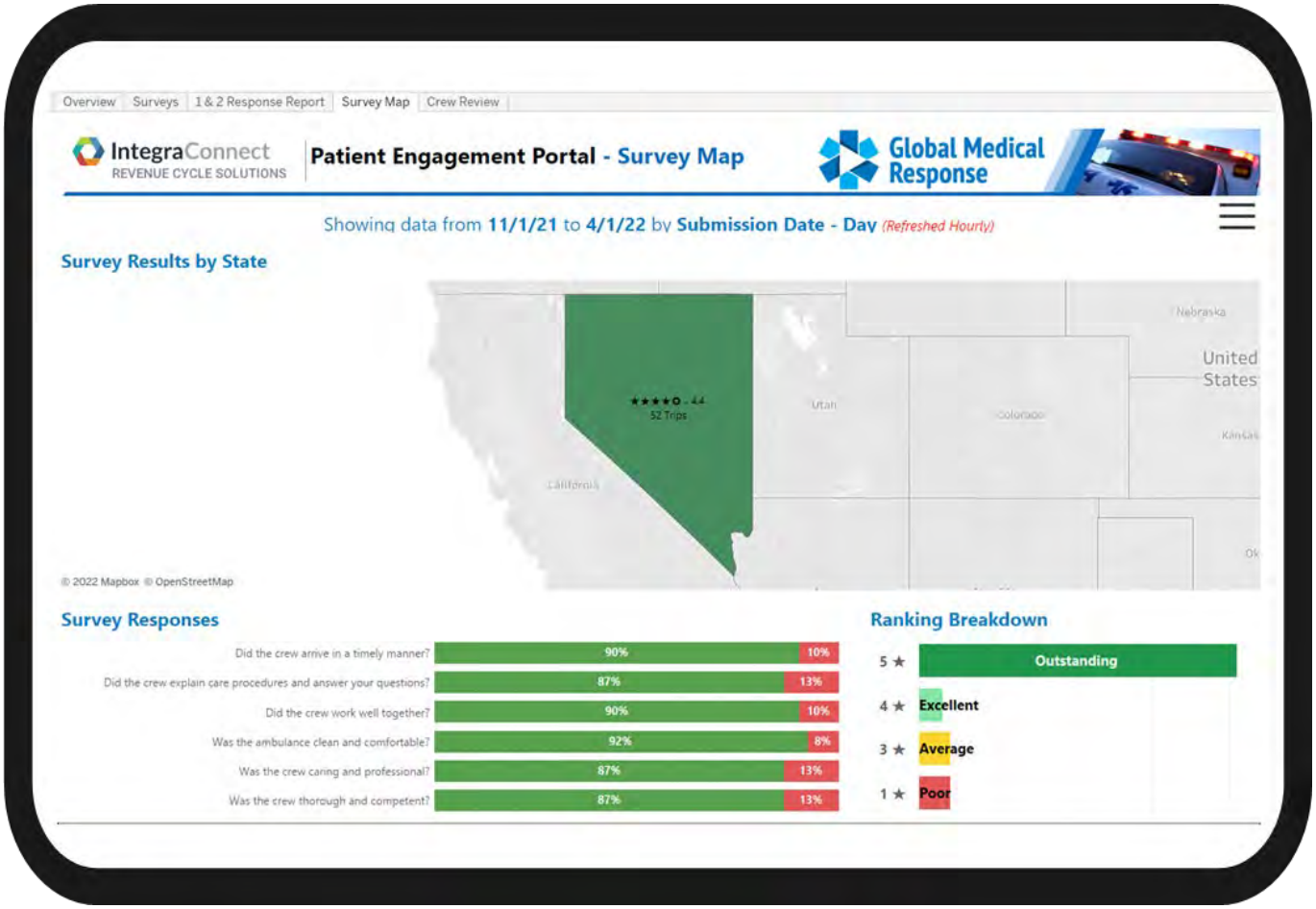
Customer feedback is also solicited utilizing a Customer Satisfaction Survey Card. The survey is mailed with the patient's invoice. This card will ask the patient or patient's family to evaluate his/her transport using the following criteria:

- Did the AMR Crew arrive in a timely manner?
- Was the AMR Crew caring and professional?
- Was the ambulance clean, comfortable and did you feel safe?
- How do you feel about the quality of care you received?

All survey cards that are returned by the patient are forwarded to the appropriate department for review and processing. Surveys that contain any negative comments, as well as those that request a returned call are sent to the operations manager or administrative supervisor for follow up.

PATIENT ENGAGEMENT PORTAL

In addition, we have an electronic Patient Engagement Portal (PEP) that links to our local satisfaction surveys. Through this portal, pictured below, we can actively view the latest survey results and incorporate the feedback into our daily operations.



Complaint Process & Categorization

Our Las Vegas operation has an established policy for providing follow-up calls, which start at the source. The majority of our customer inquiries come from our billing department. Others come via our website (www.amr.net), and a very small number are reported during daily field operations.

Regardless of their source, all responses are handled by our local team. It is our policy to follow-up on the initial call or complaint within 24-hours. Our standardized investigative process allows us to gather accurate and non-biased findings in a timely manner. All members of our administrative team receive investigation training, modeled after professional investigator training curriculum, to provide them with the tools necessary to investigate and document patient experience in a standardized manner.

The escalation of patient contact can be broken down into the five (5) phases listed below.

PHASE ONE

- In Phase One of the process, incoming calls are routed to AMR's local Customer Service team.
- The Customer Service team works with the patient to resolve their billing and/or service issue or complaint.
- Team members utilize "Supervisor Call Scripts" to help resolve issues before escalation continues.

PHASE TWO

- In Phase Two, unresolved Customer Service calls are escalated to the local AMR Customer Service supervisor.
- The supervisor works to resolve the patient inquiry/complaint.
- During this process, the Customer Service Supervisor will determine if the Customer Advocate or Management intervention is required based on the type of investigation necessary. The Supervisor will escalate the call either to the Customer Advocate in Phase Three, or the Manager in Phase Four.

PHASE THREE

- In Phase Three, unresolved Supervisor billing or service-related calls are escalated to the Customer Advocate.
- The Customer Advocate speaks with the caller and logs the call with a summary of the issue. The call log is used to track the inquiry/complaint to resolution.
- The Customer Advocate initiates an investigation of the inquiry/complaint. Utilization of operational resources (if service related), medical records and/or dispatch data is used.
- *If the issue is service related*, the inquiry/complaint is logged and sent with the trip report to the Manager of the Operation that ran the call for investigation and resolution. AMR Patient Billing Services (PBS) is put on hold. Once the inquiry/complaint investigation is completed, Operations will advise the caller and PBS of the outcome. PBS will then continue the standard billing process.
- *If the issue is billing related*, and after the investigation is complete, the Customer Advocate advised the caller of the outcome. PBS will continue the standard billing process.

PHASE FOUR

- In Phase Four, unresolved Customer Advocate calls are escalated to the Team Manager or Director for resolution.
- The AMR Manager or Director is briefed by the Customer Service Supervisor and/or Advocate on the history of the inquiry/complaint.
- The Manager or Director will develop a final disposition. This decision process will include the Customer Advocate and Customer Service Supervisor.
- In this final phase of the process, collection of the debt is not primary. Customer satisfaction is the primary objective.

PHASE FIVE

- Phase Five uses the call information to improve local processes.
- Feedback from the Customer Advocate on frequently recurring inquires/complaints is given to the Customer Service Supervisor.
- AMR's Management team brainstorms on how to reduce frequently recurring inquires/complaints.
- Policies and Procedures in use by PBS are fine-tuned based on this brainstorming to create the best customer service possible with the least number of complaints.

Prompt Notification

AMR will continue to forward complaints or issues promptly and confidentially to the LVFR and include them in our Quality Improvement program. We will continue to work collaboratively with your staff to investigate and resolve these issues with a focus on correction through education.

We are proud of the relationship that exists between LVFR and our local management team. We are committed to working together to investigate all issues or concerns and participate in the complaint resolution process.

(I) VEHICLE SAFETY PROGRAM

Describe your vehicle/fleet safety program. At a minimum, address the following:

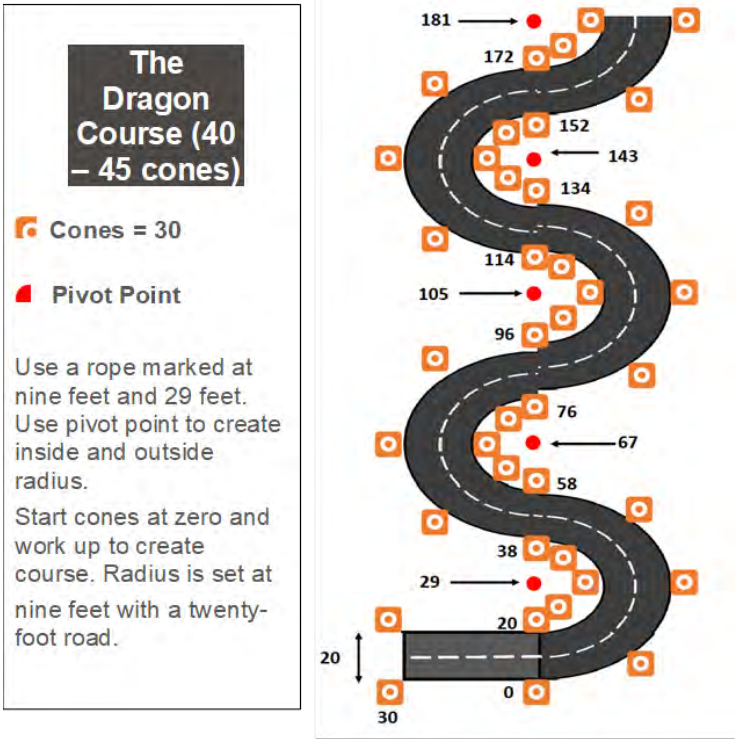
Hundreds of EMS providers are injured or killed each year due to traffic accidents. We understand the importance of this and have taken various steps to ensure our units are the safest on the road. AMR works closely with manufacturers and suppliers to provide a safe and comfortable patient compartment design. Our vehicles will continue to include specifications and modifications designed to enhance the safety of patients, firefighters and our employees, as described here.

1) Driver Education & Vehicle Operations

Driver education and vehicle operations

Being a much larger vehicle than a regular automobile, maneuvering an ambulance can be a great challenge. This is true for those who have never driven an ambulance and for those with many years of experience. AMR has developed an Emergency Vehicle Operator Course (EVOC) program to help our employees overcome these challenges and better understand the dynamics of operating an ambulance. All newly hired employees are required to pass the EVOC program before being cleared for independent duty and employees must complete refresher training at least every two years.

Described below, our EVOC program is composed of four components: strong instructors, didactic training, practical skills stations and commentary driving.



INSTRUCTOR TRAINING & CERTIFICATION

The core of a strong EVOC is a group of strong instructors. AMR has developed an EVOC Instructor Certification program that defines requirements for initial certification and annual recertification competency checks for didactic and practical instruction.

We have both senior and master instructors. A senior instructor reviews each EVOC program for consistency and conformity. After the review process, the master instructor will then certify a senior instructor for the EVOC program. The instructor program includes online modules and eight hours of classroom training. All instructors must be signed off on their knowledge of every track module through a knowledge test. The instructor-in-training is evaluated by the senior instructor during practical skills instruction before being signed off as an independent instructor.

DIDACTIC TRAINING

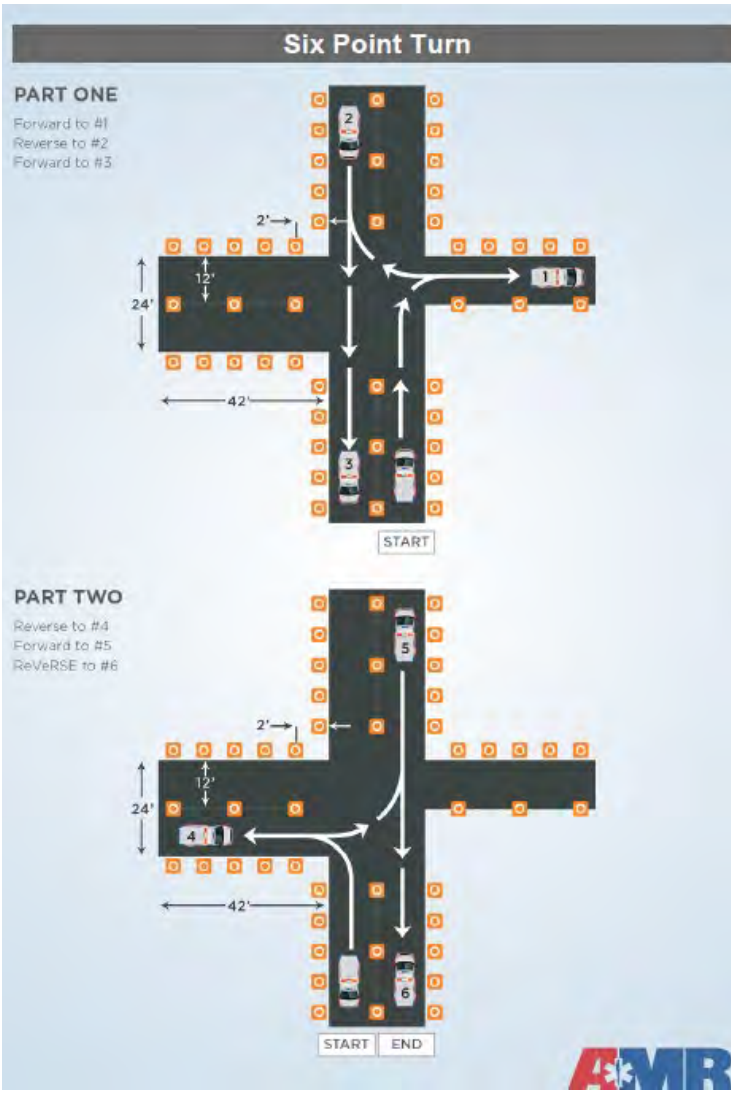
Both online and classroom didactic training have their strengths. Use of both didactic techniques will provide the learner with a better understanding of how to handle a vehicle the size of an ambulance. New hire employees will be given the classroom portion of the program for half of a day during our New Employee Orientation Program (NEOP). This will provide the new employees an opportunity for interaction between the students and the instructors.

AMR policies and procedures guide employees in their everyday work, and it is the company's desire that its employees understand the expectations associated with the policies and procedures that provide guidance to them in their daily tasks, particularly those that are directly related to the safe and effective completion of the company's mission. The classroom portion of the didactic section includes a thorough discussion on AMR Safety & Health Policies and procedures.

The current online portion of EVOC will be a requirement for clearance to independent duty from Field Training. The new hire will be assigned the online course and be required to pass the 61 questions, multiple choice test with a 90% or greater within 3 attempts. If unsuccessful, the employee may require further evaluation or may be released from employment for not successfully completing field training.

PRACTICAL SKILLS TRAINING

The skills course simulates maneuvers required for daily emergency vehicle operations, increasing confidence in our crews. Each new hire employee is required to pass the driver's course prior to moving onto the FTO process. Each station of the practical skills training is designed to provide the student with an opportunity to learn specific skills to operate an emergency vehicle safely and limit risk of self, partner, patient and community.



COMMENTARY DRIVING

Commentary driving is driver training during AMR's field training process. This is performed by an informed AMR Field Training Officer (FTO) who uses verbal communication to educate, train and reinforce desired driving behaviors. The commentary FTO is a coach who proactively describes in advance a desired procedure or outcome rather than waiting to provide correction.

FTOs complete driving evaluations on all new hires. They act as coaches and encourage new hires to drive in accordance with AMR expectations. In Southern Nevada, our FTO commentary driving focuses on teaching, reinforcing and evaluating the skill of negotiating controlled intersections to prevent intersection collisions, spacial awareness to prevent sideswipes and maintaining safe following distances to preventing rear-end collisions.

RECURRENT TRAINING

Our company-wide Vehicle Safety Policy states that anyone who drives an AMR vehicle, in the course of the job, must successfully complete AMR driver training through online courses and/or classroom refresher at least every two years. To reduce bias during refresher training, each employee is evaluated by two evaluators. Both evaluators must provide a passing clearance. If both evaluators cannot clear the employee, the employee is to consult with their clinical professional and may require re-instruction through didactic and/or practical skills training.

EVOC DASHBOARD

Please see below for an example dashboard showing data highlights from our vehicle safety information.

2) Systems Designed to Improve Safety

Systems designed to improve safety, “low forces” and other driving, training and monitoring systems

As described above, part of our EVOC program is a practical driving course behind the wheel of an ambulance. The practical phase covers low forces maneuvering exercises that include backing, braking and cornering in a controlled environment. The program focuses on emergency vehicle dimensions, operating dynamics and an enhanced level of awareness of an emergency vehicle's influence on the behaviors of other motorists.

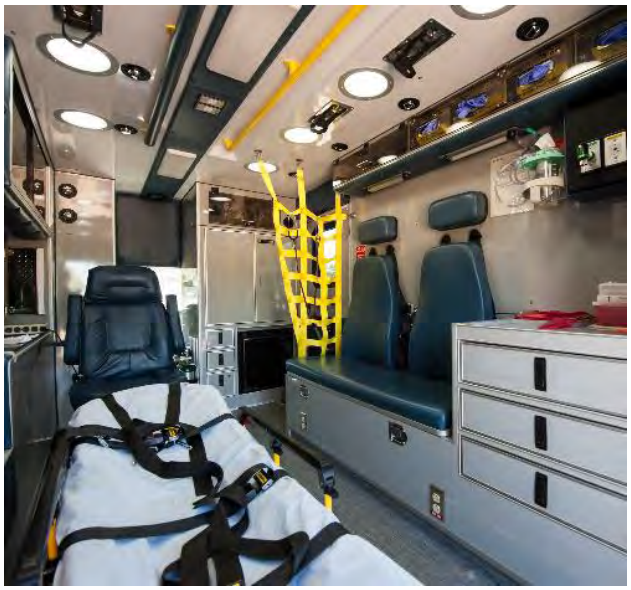
We also use the Lytx DriveCam device in each of our ambulances, which includes a video event recorder that captures risky driving behavior and uploads daily recordings of it via a secure cellular connection to a Risk Analysis Center for prompt review and remedial safety training.

3) Patient & Attendant Restraints

Patient and attendant restraint and injury prevention systems, including specific modifications designed to reduce injuries resulting from accidents

We work closely with our field clinicians, manufacturers and suppliers to provide a safe and comfortable patient compartment design for all. Our interior safety and design features are described below.

Each vehicle provides seating and restraints for all occupants. This includes battery-powered patient gurneys and CPR seats for EMS crews. Our vehicles provide an extensive workspace and storage area for crews to complete reports and secure their belongings. Each ambulance also has an equipment restraint system, ensuring patient and clinician safety during transport.



4) Child Restraint Systems

Child restraint systems for pediatric patients

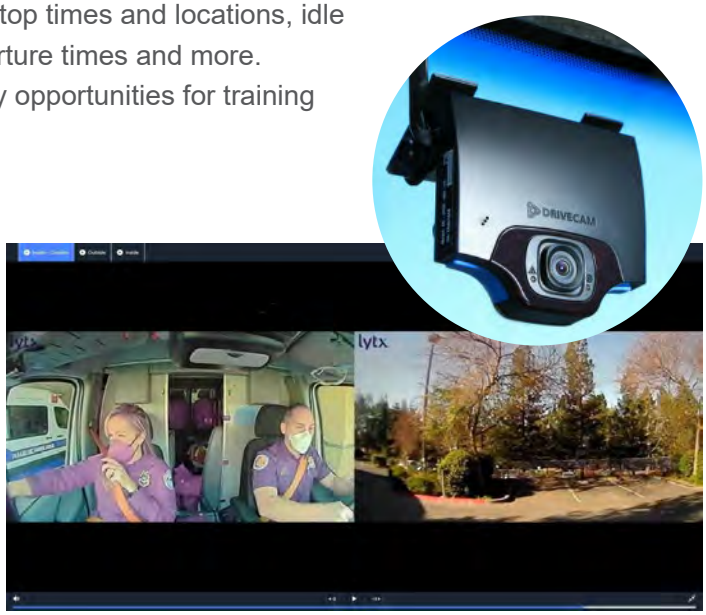
We also include child restraint systems for pediatric patients in addition to the patient, attendant and equipment restraints described above.

5) Vehicle Monitoring & Record Keeping Systems

Vehicle monitoring and record-keeping systems

AMR will continue to use fleet-wide vehicle improvement to increase the safety of our ambulance driving and prevent crashes and traffic accidents. Each vehicle deployed for 911 operations in the City will be outfitted with a Lytx DriveCam unit in the driver's compartment.

DriveCam's driver safety solution includes a video event recorder, which captures risky driving behavior and uploads daily recordings of it via a secure cellular connection to DriveCam's Risk Analysis Center. The information is then transferred to our supervisors for analysis and safety coaching. We have already taken advantage of DriveCam's new methods of data aggregation and analysis to provide our local leaders with a wealth of information. This includes vehicle speeds, stop times and locations, idle duration, driving distance, estimated arrival and departure times and more. DriveCam provides reports for fleet tracking to identify opportunities for training and coaching.



An example screenshot is shown below.

Key Benefits

Focusing on driver training and education in the City of Las Vegas helps AMR:

- Reduce collision frequency and severity
- Improve compliance, safety and accountability
- Develop new courses for EVOC training
- Lower fuel consumption and operating costs

6) Vehicle/Fleet Maintenance Procedures

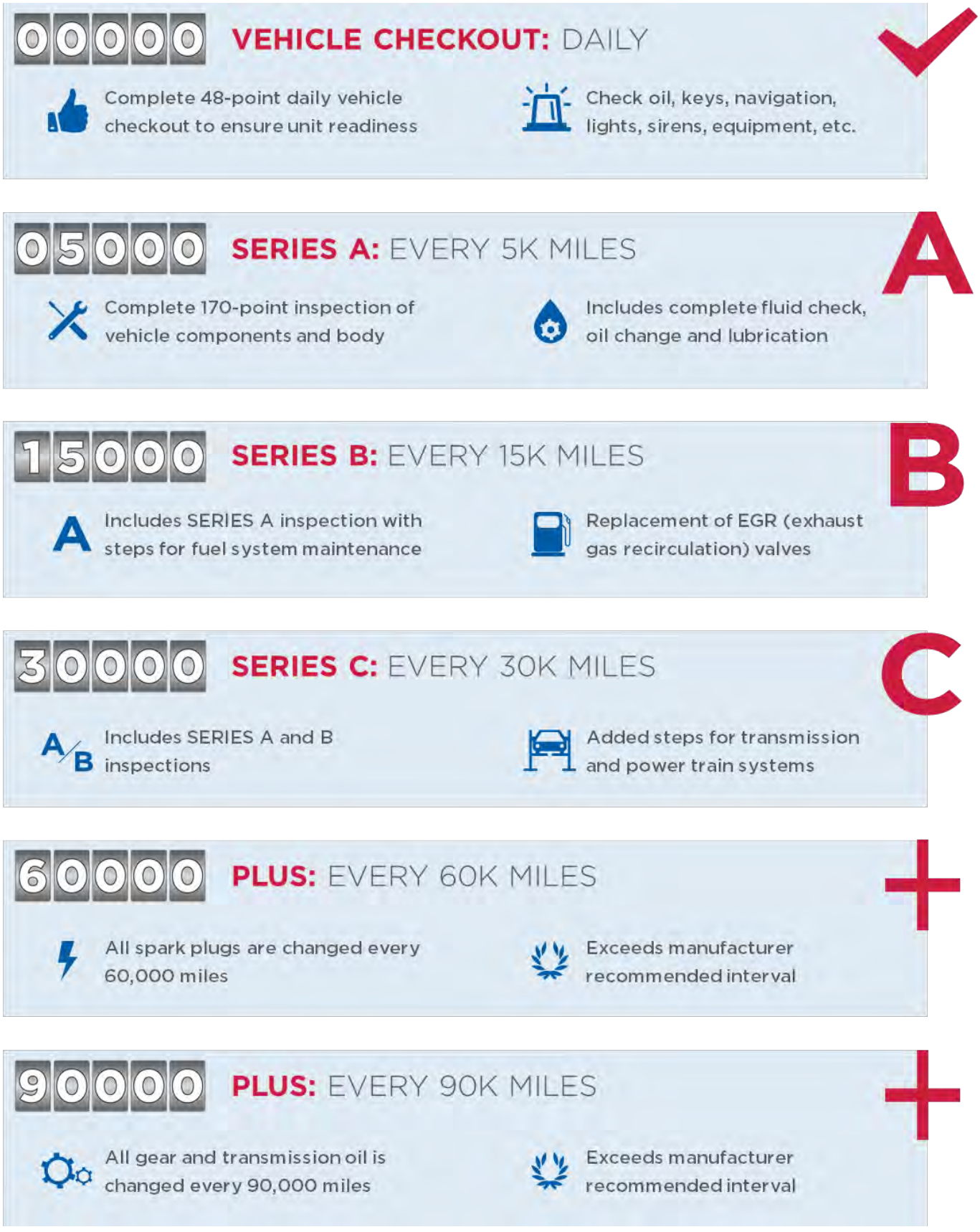
Vehicle/fleet maintenance procedures designed to promote and enhance safety

Our vehicle maintenance program ensures that all vehicles are maintained to operate in optimal working condition thereby allowing us to provide reliable service to those in need. We are committed to ensuring our Las Vegas patients are transported using only the safest, most reliable ambulances maintained to the highest possible standard.

MAINTENANCE SCHEDULE

We follow a rigorous preventive maintenance schedule for all vehicles, with comprehensive scheduled maintenance occurring at regular intervals. Every 5,000 miles, our fleet maintenance personnel perform a systematic bumper-to-bumper inspection of our vehicles examining more than 190 parts, using a preventive maintenance inspection form. Following this comprehensive inspection, mechanics perform service maintenance that averages up to 2.5 hours per vehicle.

The illustration below depicts activities that are performed by local fleet maintenance professionals during every preventive maintenance inspection and routine maintenance events.



AUTOMATED RECORD-KEEPING & REPORTS

AMR uses the Ron Turley Associates (RTA) software program to track maintenance and evaluate our performance in the City of Las Vegas. RTA documents service and repairs, tracks mileage and generates a full range of reports, including vehicle service schedules. As the preventive maintenance and repair work is performed and the data is posted, the system updates the vehicle maintenance history, documents equipment failures, deducts the parts used from inventory and tracks maintenance costs.

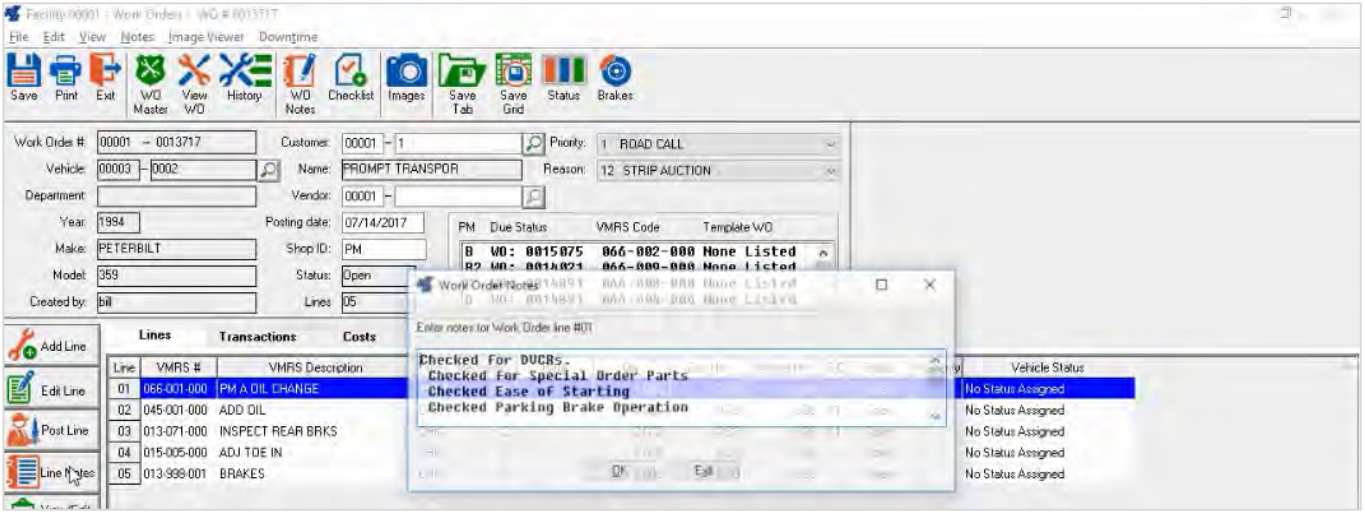
MAINTENANCE DATA COLLECTION & ANALYSIS

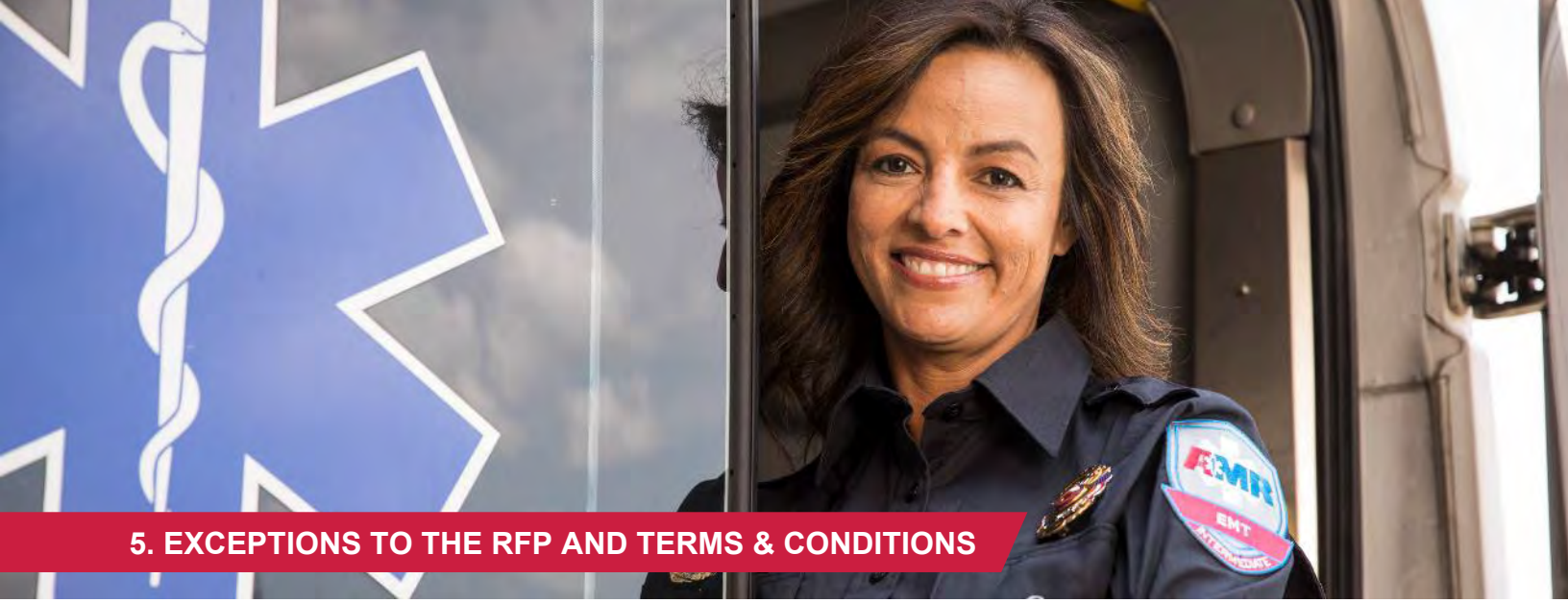
Our contracted maintenance personnel document every action they take on a preventive maintenance inspection form. They also record all labor, repair parts, fluids and supplies used on repairs on standard company work orders.

This information is then entered into the RTA database that tracks component performance and produces up-to-date maintenance and inspection schedules.

The database encompasses all data related to the specific pieces of equipment, offering a variety of record-keeping strategies for parts and inventory tracking, work order management, fuel and tire management, warranty tracking, purchase orders, billing, vendor tracking and more.

As a result, our local service technicians have at their fingertips the entire maintenance history of each Las Vegas ambulance, enabling them to be thorough, precise and fully accountable in all future situations. Based on compiled data, our technicians can also predict part failures or end of useful life and provide the appropriate preventive maintenance specific to each ambulance.





5. EXCEPTIONS TO THE RFP AND TERMS & CONDITIONS

As confirmed below, we take no exception to the City's RFP or its Scope of Work.

MEETING YOUR NEEDS

Not applicable. AMR does not take any exception to the RFP or the City's Scope of Work. We have thoroughly reviewed the Sample Contract provided by the City and would like to discuss details around some of the insurance requirements listed.

We look forward to working with you in the years ahead to continue to provide a high-quality, high-performance EMS system.

"Based on my understanding of the City of Las Vegas' RFP and professional judgement, I believe AMR is more than capable of handling all items required. Maintaining an EMS system is a difficult task, and AMR has impressed our agency and overall community by managing the process professionally."

Alexandria Brown, LMSW
SOUTHERN NEVADA COMMUNITY HEALTH IMPROVEMENT PROGRAM (CHIPS)

6. EQUIPMENT AND FACILITIES

We offer the City of Las Vegas a nationally supported program for providing ambulances, equipment and medical supplies. This ensures we stay fully stocked and prepared in even the most trying emergencies.

(A) AMBULANCE SERVICE PERMIT

If currently operating in Clark County, NV, a copy of its Health District ambulance service permit

Please see ATTACHMENT-01 for copies of our licenses, registrations and certifications, including our Health District ambulance service permit (page 84).

(B) VEHICLE INFORMATION

The vehicle identification number, make, type, age, condition, current mileage and patient capacity of each Ambulance available for use within the service area, and a detailed description of the equipment thereon

AMR currently has more than 80 ambulances and support vehicles operating in Las Vegas today. Please see ATTACHMENT-05 for a list of these vehicles (page 137).

We propose the use of a combination of Type II and Type III ambulances, based on availability and supply chain delays, including **ten new ambulances to supplement our local fleet**. Each ambulance in our City of Las Vegas fleet will be identically configured to guarantee rapid identification of supplies and provide a standardized layout for the convenience of local first responders. Our ambulances are manufactured and customized specifically for AMR, boasting the latest in safety design and construction. We are the largest purchaser of ambulances in the nation, acquiring more than 600 vehicles each year. This makes us a preferred customer and heightens our local resource availability.

Equipment Proposed

Each City of Las Vegas ambulance will be always fully stocked and there will be sufficient medical equipment and expendable supplies to accommodate replacement.

Below, we have included a table showing the major medical equipment proposed on each City of Las Vegas ambulance and supervisor vehicle. As noted, we propose to upgrade to Zoll cardiac monitor/defibrillators to match the equipment used by LVFR and promote a more cohesive system. We also offer new Zoll AutoPulse automatic CPR devices on each ambulance and assigned supervisor vehicle.

On-Board Equipment Item	Benefits	Stocked on ambulances?	On assigned sup. vehicles?
NEW! ZOLL CARDIAC MONITORS / DEFIBRILLATORS	12-lead cardiac data transmission, WiFi connectivity, CPR assistance	✓ YES	✓ YES
STRYKER POWER-PRO XT BATTERY POWERED GURNEYS WITH XPS	Hydraulic lift prevents caregiver injury, expandable patient surface system increases comfort	✓ YES	
STRYKER STAIR-PRO STAIR CHAIRS	Tread system lets crews transport a patient down stairs without lifting	✓ YES	
CONTROLLED SUBSTANCE SAFE	Tracking, securing and documenting of controlled drugs	✓ YES	✓ YES
NEW! ZOLL AUTOPULSE CPR DEVICES	Automatic CPR devices to streamline patient care	✓ YES	✓ YES
ALS AIRWAY BAG WITH VIDEO LARYNGOSCOPES	Includes video laryngoscope, bag valve masks, CPAP equipment, ETCO2 monitoring supplies and more	✓ YES	✓ YES
ALS DRUG BOX	Securely contains all medications, IV supplies, needles, sharps container, etc.	✓ YES	✓ YES
BACKBOARD	Provides an extra level of support for patient movement	✓ YES	
MULTI CASUALTY INCIDENT BAG	Full MCI bags with vests and triage equipment, including 20 tourniquets and 10 combat gauze	✓ YES	✓ YES

(C) LIGHT & SIREN PERMIT

If currently operating in Clark County, NV, the identification number of the red light and siren permit issued by the Nevada Highway Patrol

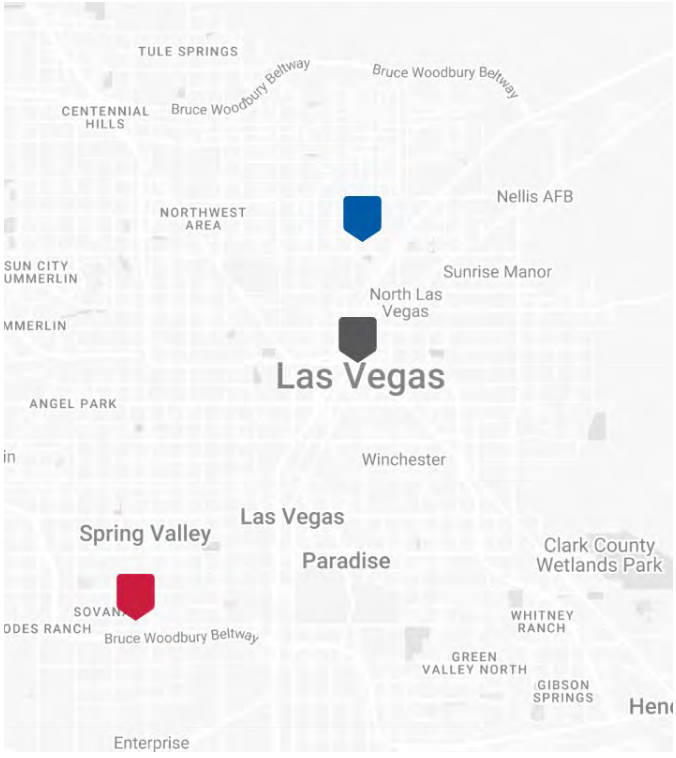
Please see ATTACHMENT-01 for copies of our licenses, registrations and certifications, including our red light and siren permit (page 84).

(D) OPERATIONS LOCATIONS

The location and description of the premises which are to be used as the base of operations and any terminals, officers and other facilities to be used in the operations.

Please see below for a list of our local deployment centers:

- **AMR** | 7201 W. Post Rd, Las Vegas, NV 89113
- **MedicWest Ambulance** | 9 W. Delhi, North Las Vegas, NV 89032
- **City Fire Station 1** (Crisis Response Team) 500 N Casino Center Blvd, Las Vegas, NV 89101



(E) VEHICLE MAINTENANCE & REPAIR

A description of the Offeror's procedures related to vehicle maintenance and repair

As previously described, AMR nurtures a proactive, aggressive and preventative vehicle service program to ensure safety, quality, efficiency and compliance. As a result, our equipment and unit reliability and longevity in Southern Nevada are second to none.

A strong preventive maintenance program enhances vehicle dependability and ensures vehicles are reliable and safe for our employees and patients. Our preventive maintenance inspections are completed every 5,000 miles. During this time, our in-house mechanic performs a systematic bumper-to-bumper inspection of each vehicle, examining more than 170 parts and wear components. We also conduct more extensive inspections, dependent on the oedometer.

Quality Parts Replacement

All major components are inspected in detail at every service internal and replaced or serviced as needed. For example, we look for pieces of metal in the engine oil, abnormal wear patterns in brake or steering systems, or discolored transmission oil as indicators that a major component requires attention or replacement. We test and inspect the battery and replace it in sets of two, if required, and inspect shocks and universal joints. Any discrepancies are documented and repaired prior to returning to service.

Our fleet personnel document every action they take on a preventive maintenance inspection form. They also use standard work orders to record all labor, repair parts, fluids and supplies used during repairs. They enter this information into the Ron Turley Associates electronic database, which tracks component performance and produces up-to-date maintenance and inspection schedules.

Our companywide fleet policy mandates the use of original equipment manufacturer (OEM) replacement parts when maintaining and repairing vehicles. The use of high-quality OEM replacement parts guarantees proper fit with their original specifications, helping us get ambulances back on the road as quickly as possible. We also monitor and search our national database based on mileage and history and proactively replace certain components prior to their industry standard interval.

Daily Ambulance Checks

Each day, our vehicle service technicians (VSTs) perform checkout procedures to identify equipment and supplies that need repair or replacement to ensure we operate at the highest level of readiness.

(F) FEDERAL COMMUNICATIONS COMMISSION LICENSE

A copy of the Offeror's Federal Communications Commission license

Please see ATTACHMENT-01 for copies of our licenses, registrations and certifications, including our FCC license (page 84).

AMR has established an advanced field communications system throughout Southern Nevada that is already capable of communicating with our local EMS and public safety partners. We will continue to supply and maintain fully operational vehicle and portable radios that are compatible and operate on the frequencies used by all entities in the City of Las Vegas and surrounding areas.

(G) AUTOMATED VEHICLE LOCATOR & DISPATCH INTEGRATION

Proof that the Offeror's Automatic Vehicle Locator (AVL) and Computer-Aided Dispatch (CAD) have been tested for compatibility with the Combined Communications Center's (CCC) CAD to monitor the location and status of deployed units at all times and have performed in a manner acceptable to the Fire Chief in his or her sole discretion. Offeror shall be responsible for any and all costs associated with integrating its AVL with LVFR and CCC. Both CAD and AVL systems must fully interface with the CCC's CAD and be capable of:

- *Daily clock synchronization with the atomic clock*
- *Integrating Offeror's resources onto the CCC's dispatching consoles*
- *Indicating all system resources available status and location in real-time*
- *Sending and receiving electronic dispatch information, instructions, and call status*
- *Complete reliability (defined as operational at grater than 99%) for all Emergency Ambulance service*
- *Unrestricted access rights for LVFR and CCC to real-time data maintained by the CAD system as necessary to analyze demand an determine deployment procedures*
- *Refreshing the AVL and Global Positioning System (GPS) information no less than every five (5) seconds; and*
- *Availability and operability for all Emergency calls for service*

As we currently provide similar services in Las Vegas, our Automatic Vehicle Locator (AVL) and Computer-Aided Dispatch (CAD) are already compatible with the Combined Communications Center's (CCC) CAD to always monitor the location and status of our deployed units.

AMR understands we will be responsible for any and all costs associated with integrating our AVL with LVFR and CCC, including those listed above.

7. PRICING PROPOSAL

AMR is committed to maintaining competitive and cost-effective pricing for ambulance services provided to the residents and visitors of the City of Las Vegas, as described in this section.

COMPLETED EXHIBIT 1 FORM

Complete and upload Exhibit 1 Pricing Proposal as Response Attachment 2

As instructed, we have uploaded our completed Exhibit 1 Pricing Proposal as a separate PDF file named "Response Attachment 2."

Thank you for consideration of our proposal and the opportunity to continue to serve you.

Separate Uploads

To comply with the RFP instructions, we have uploaded separate files for certain questions, such as our pricing form (Exhibit 1), our ownership disclosure form, our list of litigation and our financial stability information.

These confidential documents are included as individual PDF files accompanying this main proposal document.

PROPOSER ATTACHMENTS

Throughout this proposal document, AMR has referenced a variety of supplemental attachments and documentation. These are summarized below and included in the following pages.

CONTENTS

1. Licenses & Certifications

Page 84

2. Articles of Incorporation

Page 99

3. Resumes of Key Personnel

Page 110

4. Ability to Meet Response Times

Page 129

5. Current Vehicle List

Page 137

ATTACHMENT-01: LICENSES & CERTIFICATIONS

Please see the following page for copies of our licenses, registrations and certifications applicable to these services.

This includes the following documentation:

- City of Las Vegas business license
- Southern Nevada Health District EMS permit
- Clark County business license
- Boulder City business license
- City of Henderson business license
- City of North Las Vegas business license
- Nevada State business license
- Federal Communications Commission license
- Nevada Highway Patrol Emergency Light Blanket Permit
- State of Nevada Department of Health COVID testing license
- Centers for Medicare & Medicaid Services Clinical Laboratory Improvement Amendments license

BUSINESS LICENSE

City of Las Vegas | Las Vegas, Nevada

IN ACCORDANCE WITH THE PROVISIONS OF THE LAS VEGAS MUNICIPAL CODE, AS AMENDED, LICENSE IS HEREBY GRANTED TO OPERATE THE BUSINESS REFERENCED BELOW.

LICENSE #: A05-00002

RENEWAL DATE: 01/01/2022

EXPIRATION DATE: 07/01/2022

TYPE OF LICENSE: A05 - AMBULANCE SERVICE
AMBULANCE SERVICE

BUSINESS LOCATION: 7201 W POST RD

ISSUED TO:

AMERICAN MEDICAL RESPONSE
7201 W POST RD
LAS VEGAS, NV 89113

Business Licensing Manager, Department of Planning

Failure to maintain an active state license or SNHD health permit, if required, renders this business license invalid.

Post in a conspicuous place.

FM-0152-08-21
Form 167

SOUTHERN NEVADA HEALTH DISTRICT

EMERGENCY MEDICAL SERVICE PERMIT

PERMIT IS NOT TRANSFERABLE

PERMIT NUMBER ▶	0108
FEE ▶	$3,163

THIS CERTIFIES THAT THE SERVICE SHOWN BELOW WHEN INSPECTED DID COMPLY WITH THE CURRENT REGULATIONS OF THE DISTRICT BOARD OF HEALTH, CLARK COUNTY, GOVERNING PERMITS AND OPERATIONS OF AMBULANCES, AIR AMBULANCES AND/OR FIRE FIGHTING AGENCY VEHICLES. THIS PERMIT IS SUBJECT TO REVOCATION AND/OR SUSPENSION FOR FAILURE TO COMPLY WITH, OR TO CONTINUE TO COMPLY WITH ANY OF THE APPLICABLE PROVISIONS OF THE DISTRICT'S REGULATIONS, OR OF N.R.S. CHAPTER 450B. IT MAY NOT BE ALTERED OR DEFACED IN ANY WAY.

DATE GRANTED	DATE EXPIRES
07/01/2021	06/30/2022

▼ MANAGING AGENT ▼

Donna Miller

PERMITTEE / ADDRESS

Mercy, Inc. dba
American Medical Response
7201 West Post Road
Las Vegas, Nevada 89113

TYPE OF PERMIT:

- [✓] COMMERCIAL GROUND AMBULANCE SERVICE
- [ ] COMMERCIAL AIR AMBULANCE SERVICE
  - [ ] HELICOPTER
  - [ ] FIXED WING
- [ ] FIRE FIGHTING AGENCY
- [ ] SPECIAL PURPOSE
- [ ] PROVISIONAL
- [ ] TEMPORARY

ENDORSEMENT LEVEL:

- [ ] EMT
- [ ] AEMT
- [✓] Paramedic
- [✓] CCT
- [✓] Community Paramedicine

POST IN A CONSPICUOUS PLACE

Fermin Leguen, MD, MPH, District Health Officer

CLARK COUNTY BUSINESS LICENSE

LICENSE NUMBER: 1017797-035

LICENSE PERIOD: 12/01/2021 - 05/31/2022

POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION

ISSUED TO:
American Medical Response
Matt Netski
7201 W Post Rd
Las Vegas, NV 89113

BUSINESS LOCATION ADDRESS:

7201 W Post Rd
Las Vegas, NV 89113

TYPE OF LICENSE: Ambulance

All signage must conform to standards set forth in Clark County Codes 30.72 and 30.48. Business owners are responsible to keep business property free of trash and graffiti, conform to all zoning codes requirements and, if applicable, all conditions set forth in a Notice of Final Action issued by Comprehensive Planning.

Current Planning Comments :

M-D zone. Approved for ambulance/medical transportation service.

DISCLAIMER

ISSUANCE OF A BUSINESS LICENSE IS NOT AN ENDORSEMENT OF THE BUSINESS PRACTICE OF THE LICENSEE.

PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Vincent V. Queano

VINCENT V. QUEANO
DIRECTOR OF BUSINESS LICENSE

DEPARTMENT OF BUSINESS LICENSE
500 S GRAND CENTRAL PARKWAY
BOX 551810
LAS VEGAS NV 89155-1810
PHONE: (702) 455-4252

POST IN A CONSPICUOUS PLACE

BUSINESS LICENSE
City of Boulder City
401 California Ave.
Boulder City, NV 89005
(702) 293-9219

License Number
920

THIS LICENSE EXPIRES 06/30/2022

CATEGORY: SERVICES
TYPE: AMBULANCE SERVICES

AMERICAN MEDICAL RESPONSE
MERCY INC
7201 W POST RD
LAS VEGAS, NV 89113

LICENSE IS HEREBY GRANTED IN ACCORDANCE WITH THE PROVISIONS OF THE BOULDER CITY MUNICIPAL CODE, TO OPERATE THE BUSINESS DESIGNATED HEREON AT THE ADDRESS BELOW.

Business Address: 7201 WEST POST ROAD LAS VEGAS NV 89113

By_____ LICENSE OFFICER
Brady Prestwich

This License is NOT Transferable

License Copy

KEEP THIS COPY FOR YOUR RECORDS	**BUSINESS LICENSE** **City of Boulder City** **THIS LICENSE EXPIRES 06/30/2022**	License Number 920

DBA: AMERICAN MEDICAL RESPONSE
Business Owner: MERCY INC
Address: 7201 W POST RD
LAS VEGAS, NV 89113

CATEGORY: SERVICES
TYPE: AMBULANCE SERVICES
BUSINESS ADDRESS:
7201 WEST POST ROAD LAS VEGAS NV 89113

BUSINESS LICENSE

LICENSE IS HEREBY GRANTED IN ACCORDANCE WITH THE PROVISIONS OF THE BUSINESS LICENSE ORDINANCE, TO OPERATE THE BUSINESS DESIGNATED HEREON AT THE ADDRESS BELOW FOR THE PERIOD SHOWN.

By_____ LICENSE OFFICER
Brady Prestwich

City of Henderson Finance Department
Business License Division
P.O. Box 95050
Henderson, NV 89009-5050
702-267-1730

License No: 2016302151

MERCY, INC.
7201 W POST RD
LAS VEGAS, NV 89113

BUSINESS LICENSE
CITY OF HENDERSON, NEVADA

EXPIRATION DATE:	**April 30, 2022**
Scope:	**AMBULANCE SERVICES**
License Class/No.:	**SPECIAL EVENT MEDICAL SERVICE/2016302151**
Business Name:	**AMERICAN MEDICAL RESPONSE**
Business Location:	**7201 W POST RD LAS VEGAS, NV 89113**

Natasha Milliken
SUPERVISING BUSINESS LICENSE TECHNICIAN

BUSINESS LICENSE

City of North Las Vegas
2250 Las Vegas Blvd. North, Suite 110
North Las Vegas, NV 89030

Mailing Address:

AMERICAN MEDICAL RESPONSE
7201 W POST RD
LAS VEGAS, NV 89113

In conformity with and subject to the provisions of the Ordinances of the City of North Las Vegas and the laws of the State of Nevada, license is hereby granted to operate the business described hereon:

License Number: **BL67887** Expiration Date: **07/31/2022**

Type of License: **GROSS SALES**

Classification: **AMBULANCE EMERGENCY RESPONSE**

Business Location: **AMERICAN MEDICAL RESPONSE**
7201 W POST RD
LAS VEGAS, NV 89113

Owner/Principal(s): **MERCY, INC.**

CITY OF
NORTH LAS VEGAS

Your Community of Choice

Marc Jordan
Director of Land Development & Community Services

This license is not transferable
POST IN A CONSPICUOUS PLACE

SECRETARY OF STATE

NEVADA STATE BUSINESS LICENSE

MERCY, INC.

Nevada Business Identification # NV19681002460
Expiration Date: 12/31/2022

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.
Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.
License must be cancelled on or before its expiration date if business activity ceases. Failure to do so will result in late fees or penalties which, by law, cannot be waived.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on 03/23/2022.

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

Certificate Number: B202203232510895
You may verify this certificate online at http://www.nvsos.gov

Federal Communications Commission

Public Safety and Homeland Security Bureau

RADIO STATION AUTHORIZATION

LICENSEE: AMERICAN MEDICAL RESPONSE, INC.

ATTN: FCC LICENSE COORDINATOR
AMERICAN MEDICAL RESPONSE, INC.
6200 S SYRACUSE WAY STE 200
GREENWOOD VILLAGE, CO 80111

Call Sign	File Number
WPNS228	0006257741

Radio Service
PW - Public Safety Pool, Conventional

Regulatory Status
PMRS

Frequency Coordination Number

FCC Registration Number (FRN): 0004896650

Grant Date	Effective Date	Expiration Date	Print Date
04-29-2014	04-29-2014	05-21-2024	04-29-2014

STATION TECHNICAL SPECIFICATIONS

Fixed Location Address or Mobile Area of Operation

Loc. 1 **Address:** FRENCHMAN SUNRISE MOUNTAIN
City: LAS VEGAS **County:** CLARK **State:** NV
Lat (NAD83): 36-10-37.0 N **Long (NAD83):** 114-59-55.1 W **ASR No.:** 1065467 **Ground Elev:** 1229.0

Loc. 2 **Address:** OFF W PACIFIC RD
City: LAS VEGAS **County:** CLARK **State:** NV
Lat (NAD83): 35-57-20.9 N **Long (NAD83):** 115-29-45.0 W **ASR No.:** N/A **Ground Elev:** 2518.0

Loc. 3 **Area of Operation**
Operating within a 32.0 km radius around fixed location 1

Loc. 4 **Area of Operation**
Operating within a 32.0 km radius around fixed location 2

Antennas

Loc. No.	Ant. No.	Frequencies (MHz)	Sta. Cls.	No. Units	No. Pagers	Emission Designator	Output Power (watts)	ERP (watts)	Ant. Ht./Tp meters	Ant. AAT meters	Construct Deadline Date
1	1	000460.55000000	FB2	1		11K0F3E	100.000	17.000	21.0	671.7	
2	1	000453.95000000	FB2	1		11K0F3E	75.000	6.000	18.0	1117.0	
3	1	000453.95000000	MO	75		11K0F3E	30.000	30.000			

Conditions:
Pursuant to §309(h) of the Communications Act of 1934, as amended, 47 U.S.C. §309(h), this license is subject to the following conditions: This license shall not vest in the licensee any right to operate the station nor any right in the use of the frequencies designated in the license beyond the term thereof nor in any other manner than authorized herein. Neither the license nor the right granted thereunder shall be assigned or otherwise transferred in violation of the Communications Act of 1934, as amended. See 47 U.S.C. § 310(d). This license is subject in terms to the right of use or control conferred by §706 of the Communications Act of 1934, as amended. See 47 U.S.C. §606.

Licensee Name: AMERICAN MEDICAL RESPONSE, INC.

Call Sign: WPNS228 File Number: 0006257741 Print Date: 04-29-2014

Loc. No.	Ant. No.	Frequencies (MHz)	Sta. Cls.	No. Units	No. Pagers	Emission Designator	Output Power (watts)	ERP (watts)	Ant. Ht./Tp meters	Ant. AAT meters	Construct Deadline Date
3	1	000458.95000000	MO	75		11K0F3E	30.000	30.000			
3	1	000460.55000000	MO	75		11K0F3E	30.000	30.000			
3	1	000465.55000000	MO	75		11K0F3E	30.000	30.000			
4	1	000453.95000000	MO	75		11K0F3E	30.000	30.000			
4	1	000458.95000000	MO	75		11K0F3E	30.000	30.000			
4	1	000460.55000000	MO	75		11K0F3E	30.000	30.000			
4	1	000465.55000000	MO	75		11K0F3E	30.000	30.000			

Control Points

Control Pt. No. 1
Address: 1130 S MARTIN LUTHER KING BLVD
City: LAS VEGAS **County:** CLARK **State:** NV **Telephone Number:** (702)376-1355

Waivers/Conditions:
NONE

Federal Communications Commission
Public Safety and Homeland Security Bureau

RADIO STATION AUTHORIZATION

LICENSEE: AMERICAN MEDICAL RESPONSE, INC

ATTN: FCC LICENSE COORDINATOR
AMERICAN MEDICAL RESPONSE, INC
6200 S SYRACUSE WAY STE 200
GREENWOOD VILLAGE, CO 80111

Call Sign	File Number
WQFN357	0007295107

Radio Service
YW - Public Safety Pool, Trunked

Regulatory Status
PMRS

Frequency Coordination Number

FCC Registration Number (FRN): 0004253738

Grant Date	Effective Date	Expiration Date	Print Date
06-08-2016	06-08-2016	08-22-2026	06-08-2016

STATION TECHNICAL SPECIFICATIONS

Fixed Location Address or Mobile Area of Operation

Loc. 1 **Address:** 9 WEST DELHI AVENUE
City: NORTH LAS VEGAS **County:** CLARK **State:** NV
Lat (NAD83): 36-13-20.7 N **Long (NAD83):** 115-08-19.3 W **ASR No.:** **Ground Elev:** 612.0

Loc. 2 **Area of operation**
Operating within a 32.0 km radius around fixed location 1

Loc. 3 **Area of operation**
Land Mobile Control Station meeting the 6.1 Meter Rule: NV

Antennas

Loc No.	Ant No.	Frequencies (MHz)	Sta. Cls.	No. Units	No. Pagers	Emission Designator	Output Power (watts)	ERP (watts)	Ant. Ht./Tp meters	Ant. AAT meters	Construct Deadline Date
1	1	000453.67500000	FB8	1		11K0F1D 11K0F3E	50.000	400.000	16.8	-28.6	08-22-2007
1	1	000460.05000000	FB8	1		11K0F1D 11K0F3E	50.000	400.000	16.8	-28.6	08-22-2007
2	1	000458.67500000	MO8	200		11K0F1D 11K0F3E	40.000	100.000			08-22-2007

Conditions:
Pursuant to §309(h) of the Communications Act of 1934, as amended, 47 U.S.C. §309(h), this license is subject to the following conditions: This license shall not vest in the licensee any right to operate the station nor any right in the use of the frequencies designated in the license beyond the term thereof nor in any other manner than authorized herein. Neither the license nor the right granted thereunder shall be assigned or otherwise transferred in violation of the Communications Act of 1934, as amended. See 47 U.S.C. § 310(d). This license is subject in terms to the right of use or control conferred by §706 of the Communications Act of 1934, as amended. See 47 U.S.C. §606.

Licensee Name: AMERICAN MEDICAL RESPONSE, INC

Call Sign: WQFN357 **File Number:** 0007295107 **Print Date:** 06-08-2016

Antennas

Loc No.	Ant No.	Frequencies (MHz)	Sta. Cls.	No. Units	No. Pagers	Emission Designator	Output Power (watts)	ERP (watts)	Ant. Ht./Tp meters	Ant. AAT meters	Construct Deadline Date
2	1	000465.05000000	MO8	200		11K0F1D 11K0F3E	40.000	100.000			08-22-2007
3	1	000458.67500000	FX1	1		11K0F1D 11K0F3E	50.000	380.000			
3	1	000465.05000000	FX1	1		11K0F1D 11K0F3E	50.000	380.000			

Control Points

Control Pt. No. 1

Address: 4674 S. VALLEY VIEW BLVD.

City: LAS VEGAS **County:** CLARK **State:** NV **Telephone Number:** (702)739-7212

Associated Call Signs

<NA>

Waivers/Conditions:

Grant of the request to update licensee name is conditioned on it not reflecting an assignment or transfer of control (see Rule 1.948); if an assignment or transfer occurred without proper notification or FCC approval, the grant is void and the station is licensed under the prior name.

Official Copy

Department of Public Safety
Nevada Highway Patrol
555 Wright Way
Carson City, NV 89711-0525

Emergency Light Blanket Permit

AMERICAN MEDICAL RESPONSE, DBA MERCY, INC
7201 W. POST ROAD
LAS VEGAS, NV 89113

Issuance Date: **MAY 3, 2019**

Permit Number: **177**

Telephone: **(702) 671-6765**

Authority is hereby granted to the above listed agency to operate with an emergency vehicle blanket permit, pursuant to the provisions of Chapter 484A, subsections 480 and 490 of the Nevada Revised Statutes.

Any misuse of this vehicle as to the use of siren and red light, blue light, or any combination provided for in this act may be cause for this permit to be revoked by any member of the Nevada Highway Patrol.

Department of Public Safety
Nevada Highway Patrol

By: T. Hartline
Captain Todd Hartline

THIS PERMIT EXPIRES 06/30/2024

Effective Date: 7/29/2021

Expiration Date:10/11/2022

State of Nevada
Department of Health and Human Services
Division of Public and Behavioral Health

License Number: 29D2195727

Please display this license conspicuously

This Is To Certify That:

American Medical Response

Is hereby registered as an:

Exempt Laboratory

as provided for in Chapter 652 of the Nevada Revised Statutes and the Nevada Administrative Code and the standards, rules and regulations adopted by the Board of Health.

This facility is licensed to provide the following categorized tests:

1. BiNax NOW COVID 19 Testing

Lisa Sherych, DPBH Administrator

Dear Administrator/Director:

Should you have any changes such as name, director, location, testing or change of ownership, email HealthEMS@health.nv.gov so that we may make the appropriate updates. When contacting our office please provide the complete license number and name listed on the license, to Bureau staff for faster service.

If your license is not completely accurate, contact our office by email at: HealthEMS@health.nv.gov so that we may resolve any problems.

CENTERS FOR MEDICARE & MEDICAID SERVICES

CLINICAL LABORATORY IMPROVEMENT AMENDMENTS

CERTIFICATE OF WAIVER

LABORATORY NAME AND ADDRESS

AMERICAN MEDICAL RESPONSES DBA MERCY I
7201 W POST RD
LAS VEGAS, NV 89113

CLIA ID NUMBER

29D2195727

EFFECTIVE DATE

10/12/2020

LABORATORY DIRECTOR

JEFFEREY A DAVIDSON M.D.

EXPIRATION DATE

10/11/2022

Pursuant to Section 353 of the Public Health Services Act (42 U.S.C. 263a) as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown hereon (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures.

This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Regina S. Van Brakle, Acting Director
Division of Clinical Laboratory Improvement & Quality
Quality, Safety & Oversight Group
Center for Clinical Standards and Quality

3028 certs1_102020

- If this is a Certificate of Registration, it represents only the enrollment of the laboratory in the CLIA program and does not indicate a Federal certification of compliance with other CLIA requirements. The laboratory is permitted to begin testing upon receipt of this certificate, but is not determined to be in compliance until a survey is successfully completed.
- If this is a Certificate for Provider-Performed Microscopy Procedures, it certifies the laboratory to perform only those laboratory procedures that have been specified as provider-performed microscopy procedures and, if applicable, examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.
- If this is a Certificate of Waiver, it certifies the laboratory to perform only examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.

FOR MORE INFORMATION ABOUT CLIA, VISIT OUR WEBSITE AT WWW.CMS.GOV/CLIA
OR CONTACT YOUR LOCAL STATE AGENCY. PLEASE SEE THE REVERSE FOR
YOUR STATE AGENCY'S ADDRESS AND PHONE NUMBER.
PLEASE CONTACT YOUR STATE AGENCY FOR ANY CHANGES TO YOUR CURRENT CERTIFICATE.

ATTACHMENT-02: ARTICLES OF INCORPORATION

Please see the following pages for a copy of our articles of incorporation and all effective amendments certified by the appropriate officer of the state of incorporation.

This attachment begins with a certificate of good standing from the Nevada Secretary of State.

SECRETARY OF STATE

STATE OF NEVADA

CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, Barbara K. Cegavske, the duly qualified and elected Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporations sole, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **MERCY, INC.**, as a DOMESTIC CORPORATION (78) duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since 12/17/1968, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on 04/11/2022.

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

Certificate Number: B202204112572787
You may verify this certificate online at http://www.nvsos.gov

ARTICLES OF INCORPORATION
OF

MERCY MEDICAL SUPPLY, INC.

FILED AT THE REQUEST OF
THOMAS G. BELL
Attorney at Law
3120 Las Vegas Boulevard South
Las Vegas, Nevada

December 17, 1968
(DATE)

John Koontz
JOHN KOONTZ, SECRETARY OF STATE

(BY) DEPUTY SECRETARY OF STATE

No. 2508-68

FILING FEE $ 25.00

324

FEB 4 1986

ARTICLES OF INCORPORATION

OF

MERCY MEDICAL SUPPLY, INC.

THE UNDERSIGNED, to form a corporation under Chapter 78 of the Nevada Revised Statutes, CERTIFY:

1. NAME: The name of the corporation is:

MERCY MEDICAL SUPPLY, INC.

2. OFFICE: The principal office of the corporation in the State of Nevada is to be located at 1710 West Charleston Boulevard, City of Las Vegas, State of Nevada, County of Clark. The corporation may also maintain an office or offices at such other place or places within or outside of the State of Nevada as it may from time to time determine. Corporate business of every kind and nature may be conducted, and meetings of Directors and Stockholders held outside of the State of Nevada the same as in the State of Nevada.

3. PURPOSE: The nature of the business, or objects, or purposes proposed to be transacted, promoted or carried on by the corporation are: To engage in any lawful activity.

4. CAPITAL STOCK: The total authorized capital stock of the corporation shall consist of TWO THOUSAND (2,000) SHARES, without par value.

5. DIRECTORS: The members of the governing board of the corporation shall be styled Directors, and the number thereof shall not be less than three. The number of Directors may from time to time be increased or decreased in such manner

as shall be provided by the By-Laws of the corporation, but the number shall not be reduced to less than three. Directors need not be shareholders, but shall be of full age and at least one shall be a citizen of the United States. The names and post office addresses of the first Board of Directors, which shall consist of three persons and who shall hold office until their successors are duly elected and qualified are as follows:

NAMES	POST OFFICE ADDRESSES
NANCY TUMBLESON	116 Rancho Vista Drive Las Vegas, Nevada 89106
PHYLLIS BERTZA	713 E. Sahara, No. 218 Las Vegas, Nevada
KATHERINE KESSLER	P. O. Box 93 Boulder City, Nevada

6. NON-ASSESSABLE: The capital stock of the corporation after the amount of the subscription price, or par value, has been paid in money, property or services, as the Directors shall determine, shall not be subject to assessment to pay the debts of the corporation nor for any other purpose, and no stock issued as fully paid up shall ever be assessable or assessed, and the Articles of Incorporation shall not be amended in this particular.

7. INCORPORATORS: The name and post office address of each of the Incorporators, which are three in number, signing the Articles of Incorporation, is as set forth above under Paragraph 5 captioned Directors.

8. TERM: The corporation shall have perpetual existence.

EXECUTED this 13th day of December, 1968.

.....

NANCY TUMBLESON

PHYLLIS BERTZA

KATHERINE KESSLER

STATE OF NEVADA)
(SS.
COUNTY OF CLARK)

On December 13, 1968, personally appeared before me, a Notary Public, NANCY TUMBLESON, PHYLLIS BERTZA and KATHERINE KESSLER, who acknowledged that they executed the above instrument.

NOTARY PUBLIC

Notary Public - State of Nevada
CLARK COUNTY
THOMAS G. BELL
My Commission Expires June 18, 1971

CERTIFICATE OF AMENDMENT TO

ARTICLES OF INCORPORATION

OF

MERCY MEDICAL SUPPLY, INC.

FILED AT THE REQUEST OF

Jones, Jones, Close, Bilbray & Kaufman, Ltd.
202 E. Carson Ave., Suite 620
Las Vegas, Nevada

February 10, 1975
(DATE)

WM. D. SWACKHAMER, SECRETARY OF STATE

(BY) DEPUTY SECRETARY OF STATE

No. 2508-68

FILING FEE $ 20.00

324

FEB 4 1986

OFFICE OF
WM. D. SWACKHAMER
SECRETARY OF STATE

THE STATE OF NEVADA

DEPARTMENT OF STATE

I, Wm. D. Swackhamer, the duly qualified and acting Secretary of State of the State of Nevada, do hereby certify that the annexed is a true, full and correct transcript of the original certificate of Amendment of Articles of Incorporation of

MERCY MEDICAL SUPPLY, INC.

changing name to

MERCY, INC.

as the same appears on file and of record in this office.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office in Carson City, Nevada, this 10TH day of FEBRUARY, A. D., 19 75

Secretary of State

By .....
Deputy

Form 4

1088

CERTIFICATE OF AMENDMENT OF ARTICLES OF INCORPORATION OF

MERCY MEDICAL SUPPLY, INC.

Changing its Name to

MERCY, INC.

A Nevada Corporation

FILED
IN THE OFFICE OF THE
SECRETARY OF STATE OF THE
STATE OF NEVADA

FEB 10 1975

WM. SWACKHAMER - SECRETARY OF STATE

No. 2508-68

MERCY MEDICAL SUPPLY, INC., a Nevada corporation, under its corporate seal, and the hands of its duly elected and acting President and Secretary, does hereby CERTIFY:

1. That at a special meeting of the Board of Directors of this corporation regularly convened at Suite 620, 302 East Carson Avenue, Las Vegas, Clark County, Nevada, at 10:00 A.M., on the 22nd day of January, 1975, at which meeting there was at all times present and acting a quorum, a Resolution was regularly adopted setting forth the Amendment herein, and declaring its advisability, and calling a special meeting of stockholders entitled to vote for the consideration thereof, to wit:

"RESOLVED: That it is deemed advisable, in the judgment of this Board of Directors, that Article 1 of the Articles of Incorporation be amended to read as follows:

"1. NAME: The name of the corporation is: MERCY, INC.

"RESOLVED FURTHER: That a special meeting of the stockholders of this corporation is hereby called to be held at Suite 620, 302 East Carson Avenue, Las Vegas, Clark County, Nevada, at 10:00 A.M. on the 4th day of February, 1975, for the purpose of acting upon this Amendment, of which meeting written notice is hereby directed to be given to each stockholder entitled to vote, in

the manner and for the period of time prescribed by NRS 78.370 and by the corporation's By-Laws.

"RESOLVED FURTHER: That if at such meeting of stockholders, or any adjournment thereof, stockholders entitled to exercise a majority of the voting power shall vote in favor of the Amendment, then the corporation shall make, under its corporate seal, and the hands of its President and Secretary, and shall acknowledge and file, the Certificate required by NRS 78.390, and do all things necessary to effect the Amendment."

2. That pursuant to the foregoing Resolution, and as required by NRS 78.390, due notice of the meeting thus called was given to all stockholders entitled to vote, and that such meeting of stockholders was regularly convened and held at Suite 620, 302 East Carson Avenue, Las Vegas, Nevada, at 10:00 A.M., on the 4th day of February, 1975.

3. That there were issued and outstanding the following number of shares of the authorized capital stock of the corporation entitled to vote at the meeting:

2,000 Shares Common Stock

And that there were present at the meeting, in person, stockholders holding the number of shares entitled to vote, listed below:

1,833 Shares Common Stock

4. That the Resolution of the Board of Directors above referred to was duly considered at the meeting, and upon motion regularly made and seconded, the proposed amendment was approved by the following Resolution:

"RESOLVED: That the Amendment of Article 1 of the Articles of Incorporation proposed to the stockholders by Resolution of the Board of

Directors regularly adopted by them on the 22nd day of January, 1975, be, and the same hereby is adopted and approved."

This Resolution was adopted by the following vote of the holders of stock of all classes having voting power, present in person at the meeting:

1,833 shares were voted for the adoption of the Resolution, there being only one class of stock.

The shares voting for the adoption of the Resolution constituted at least a majority of the voting power.

DATED: February 4, 1975.

MERCY, INC. (Formerly MERCY MEDICAL SUPPLY, INC.)
A Nevada Corporation

By _____
President

By _____
Secretary

STATE OF NEVADA)
) SS.
COUNTY OF CLARK)

On February 4, 1975, personally appeared before me, a Notary Public, BURRELL COHEN and KATHRYN A. KESSLER, known to me to be the President and Secretary, respectively, of the corporation that executed the foregoing instrument; and acknowledged that they executed the said instrument for and on behalf of the said corporation.

WITNESS my hand and official seal.

_____
NOTARY PUBLIC

ATTACHMENT-03: RESUMES OF KEY PERSONNEL

In the following pages, AMR has provided resumes for each member of our local leadership team, each of which has years of experience already operating this system.

This experienced team of local leaders is one of our key strengths in Las Vegas. While supported by regional and national management personnel, the daily decisions made in our system take place here at home. Because our primary leadership team is in place today, we are more responsive and better able to adapt to this new contract.

Resumes Included

Name	Title	Years' Experience
Glenn Kasprzyk	Regional President, Southwest	30
Michael Johnson	Regional Director & Company Representative	30
Jessica Goldstein	Operations Manager	18
Linda Matthias-Netski	Administrative Operations Manager	48
Damon Schilling	Public Affairs Manager	19
Aaron Goldstein	Clinical Manager	17
Silvio Flores	Senior Operations Supervisor	20
Brittany Winston	Senior Human Resources Manager	15
Brendan Mills	Communications Manager	19

Glenn R. Kasprzyk

(928) 308-5692
Email: glenn.kasprzyk@gmr.net

PROFILE

Dedicated pre-hospital industry leader with over thirty years of proven achievement in emergency medical services. Core philosophy of EMS innovation, working collaboratively and transparently with others regardless of background or experience, earn trust and effectively build consensus to produce measurable results.

PROFESSIONAL EXPERIENCE

GLOBAL MEDICAL RESPONSE (GMR), Mesa, Arizona 2020-Present

President – Southwest Region – Arizona, Nevada, New Mexico and Southern Utah

- Perform ongoing strategic market analysis, air and ground integration and synergies of pre-hospital EMS services for enhanced service delivery.
- Develop and implement strategies to sustain and grow business across all service lines.
- Interact with key public and private community stakeholders to ensure a high level of service delivery and customer service expectations are met.
- Work with business unit directors to meet budget expectations, operational metrics and goals for each of their respective operations.
- Direct reporting to West Group President

AMERICAN MEDICAL RESPONSE (AMR), Mesa, Arizona 2015-2020

Vice President of Operations / Regional COO – Arizona and New Mexico

- Ongoing market analysis, integration and planning of out-of-hospital EMS services to encompass ambulance service and mobile integrated healthcare.
- Monitor continuous quality improvement metrics for all operational departments and local regulators.
- Negotiate contracts with community partners; governmental and private.
- Plan, control and monitor operating budgets.
- Establish goals and objectives for all operational departments and ensure alignment with corporate initiatives.
- Direct reporting to Regional President.

LIFE LINE AMBULANCE SERVICE, Prescott, Arizona 2006-2015

Chief Operations Officer

- Responsible for direct budget management of operational departments.
- Monitor operational and quality assurance data to ensure maximum system efficiency.
- Process analysis to ensure data collection, compliance and review between all departments.
- Direct reporting and accountability to Chief Executive Officer.

PROFESSIONAL INVOLVEMENT

Appointed Member of Arizona Emergency Medical Services (EMS) Council; Vice Chair
Appointed Member of Governor's Council on Infectious Disease Preparedness and Response Board Member – Central Arizona Partnership and Arizona Chamber of Commerce
Board Chairman - Mesa Chamber of Commerce
Registered Lobbyist - Arizona

EDUCATION and PROFESSIONAL DEVELOPMENT

NAED – Advanced Emergency Medical Dispatcher
National Academy of Ambulance Coding – Certified Ambulance Coder
NYS Certified Paramedic – Western New York EMS Training Institute - June 1994
Business concentration credits earned towards a degree – Erie Community College - May 1994
Continuous professional development through educational courses, seminars, speaking engagements, and workshops.

References available upon request

Michael Johnson

REGIONAL DIRECTOR

BIOGRAPHY

Michael Johnson is committed to patient care with over thirty years of experience in the emergency medical service industry. Twenty years of managerial experience in 9-1-1 markets in Los Angeles County, San Bernardino County, Contra Costa County, and Clark County has fueled his passion for healthcare awareness and helped cultivate government relationships throughout California and Nevada. He is a motivator and trusted leader with proven track record of building successful teams through diversity, training, and cross functional business support. He has an innate ability to solve problems with creative solutions based on a broad understanding of technology, medical, legal, and regulatory issues.

CAREER EXPERIENCE

2020-PRESENT | REGIONAL DIRECTOR, AMR LAS VEGAS AND MEDICWEST AMBULANCE SERVICE

- Responsible for two GMR business units in Southern Nevada; American Medical Response and MedicWest.
- Developed Peer Network for Operational Management team development and expanded business acumen.
- Established immediate feedback recognition program for leadership effective positive reinforcement.
- Implemented a one-of-a-kind Summer session cohort for Paramedic training in conjunction with local learning institution.
- Launched Basic Life Support deployment system subsid to effectively manage level of service resource utilization.
- Achieved perfect score for CAAS accreditation certification for AMR business unit.
- Leading approximately 875 employees including Managers, EMTs, Paramedics, Supervisors, Dispatchers, Registered Nurses, Schedulers, Pre-Hospital Billing, Administration.

2015 – 2020 PRESENT | REGIONAL DIRECTOR, AMR – CONTRA COSTA COUNTY

- Successfully launched and implemented innovative public / private partnership with Contra Costa County Fire Protection District creating seamless organizational integration with contract Alliance partners.
- Consistently exceeds contractual compliance in all EOAs, representing over 100k annual responses in 804 square miles with over 1.15 million residents.

- Leading approximately 400 employees including Managers, EMTs, Paramedics, Supervisors, Dispatchers, Schedulers, Fleet Services, Pre-Hospital Billing, Administration, Community Services, Epidemiology Analysts and Clinical Education Services.
- Instituted and sustained clinical practices that resulted in AHA Gold for Mission: Lifeline ® EMS Recognition for excellent STEMI care.
- Achieved perfect score for CAAS accreditation certification.
- AMR West Region ERT Coordinator for Federal and State Disaster Management Resources
- Passionately supports community services, education and charitable organizations, such as; Child Injury Prevention Network, Meals on Wheels, CPR training, Contra Costa County Food Bank, Darius Jones Foundation, Toys for Tots, Operation Backpack and more.

2006 – 2015 | OPERATIONS MANAGER, AMR - SAN BERNARDINO COUNTY

- Exceeded contractual compliance for three western San Bernardino County EOAs, representing approximately 90k annual responses in 790 square miles with over 1 million residents.
- Managed approximately 300 employees including EMTs, Paramedics, Supervisors, Schedulers, Fleet Services, Pre-Hospital Billing, Administration and Clinical Education Services.
- San Bernardino County DRT Coordinator; county disaster preparedness and FEMA response.
- EMSC Operational Performance Audit - Highest overall score awarded for execution of business continuity and operational process management, including; safety, inventory regulation, controlled substance management, expense reporting, 911 contractual compliance, certification management.
- Rooted in community service; coordinate employee charitable events, actively participate and coordinate community donations, partner with other organizations such as United Way, District Lions Club and various public agencies to support charity work.
- Contributed to the development of future EMS professionals working with; Cucamonga Unified School District, Chaffey College, Baldy View OCC. Received Quality of Time Award in 2008 for coordinating ambulance donation and assisting with the development of educational curriculum.

2001 – 2006 | OPERATIONS MANAGER, AMR - LOS ANGELES COUNTY

- Spearheaded operational projects gaining non-emergent business in the private sector, such as; Cedar Sinai Helipad Contract, San Fernando CCT, Good Samaritan Hospital AMI, Citrus Valley Medical Center.
- Organized community events: participated in the creation of the first EMT school at the San Gabriel Regional Occupation Center, sponsored the Junior Paramedic Program, coordinated the Camp Afflerbaugh First Responder Training, supported Junior Diabetes Foundation, committee member of the City of Irwindale Educational Foundation.
- Certificate of Appreciation City of LA 2004 – from Supervisor Michael Antonovich.

1996 – 2001 | OPERATIONS SUPERVISOR, AMR & MEDTRANS - LOS ANGELES COUNTY

- Mentored and trained personnel; observed and coordinated field performance for new emergency responders. Taught safe driving techniques, and reinforced company policy and procedures.
- Accessed daily deployment and equipment needs; assign replacements and schedule service as necessary for contractual compliance.
- Investigated incidents involving field personnel and communicate with operations manager on status of assigned units.

1989 – 1996 | EMT / TRAINING OFFICER, GOODHEW AMBULANCE - LOS ANGELES COUNTY

- Performed all duties of an EMT with a high level of proficiency.

EDUCATION

- Los Angeles Harbor College – Los Angeles, Ca 1987 – Business Administration

Jessica Goldstein

OPERATIONS MANAGER, AMR LAS VEGAS

Current Certifications

NATIONALLY REGISTERED PARAMEDIC

SOUTHERN NEVADA PARAMEDIC LICENSURE

SOUTHERN NEVADA PRIMARY EMS INSTRUCTOR II ENDORSEMENT

AMERICAN HEART ASSOCIATION BASIC CARDIAC LIFE SUPPORT PROVIDER AND INSTRUCTOR

AMERICAN HEART ASSOCIATION ADVANCED CARDIAC LIFE SUPPORT PROVIDER AND INSTRUCTOR

AMERICAN HEART ASSOCIATION PEDIATRIC CARDIAC LIFE SUPPORT PROVIDER AND INSTRUCTOR

Professional Development in EMS

OPERATIONS MANAGER

- American Medical Response, March 2021-Present

OPERATIONS MANAGER

- MedicWest Ambulance, December 2019-March 2021

SENIOR OPERATIONS SUPERVISOR

- MedicWest Ambulance, April 2019-December 2019

ADJUNCT EMS FACULTY

- College of Southern Nevada Summer 2017-Spring 2021

EMS INSTRUCTOR

- MedicWest Ambulance/AMR Las Vegas May 2015 -Present

EMERGENCY VEHICLE OPERATIONS COURSE INSTRUCTOR

- MedicWest Ambulance, 2009-Present

PARAMEDIC FIELD TRAINING OFFICER

- MedicWest Ambulance, 2015-2017

EMS ADJUNCT INSTRUCTOR

- NCTI Las Vegas through MedicWest/AMR, 2015-2017

EXPLORER ADVISOR
- MedicWest Ambulance, 2013-2017

OPERATIONS SUPERVISOR
- MedicWest Ambulance, 2011-2017

ASSOCIATE SUPERVISOR
- MedicWest Ambulance, 2010-2011

CRITICAL INCIDENT STRESS MANAGEMENT TEAM MEMBER
- MedicWest Ambulance, 2007-2010

PRECEPTOR
- MedicWest Ambulance, 2009-2015

LABORATORY INSTRUCTIONAL ASSISTANT
- MedicWest Ambulance, 2006-2010

EMT INTERMEDIATE
- MedicWest Ambulance, 2003-2008

Education

ASSOCIATE OF APPLIED SCIENCE | COLLEGE OF SOUTHERN NEVADA
- Major: Paramedic Medicine

CERTIFICATE OF COMPLETION | NOVEMEBER 2008 | UNIVERSITY MEDICAL CENTER
- Major: Paramedic Medicine

DIPLOMA | JUNE 1998 | HORIZON HIGH SCHOOL

Employment History

AMERICAN MEDICAL RESPONSE MARCH 2021-PRESENT
Operations Manager

- Responsibilities include running day to day operations, including the oversight of the Senior Operations Supervisor, Supervisory Team, Events Team, and Field Employees. Performing the duties of the Regional Director when unavailable. Working closely with community partners and other EMS agencies to ensure lines of communication are open and system needs are met. Deployment strategy and planning. Monitoring of UH production and UHU of a dynamic 911 system. Serving as Operations Chief/Incident Commander during large events such as New Year's Eve. Generation and administration of yearly evaluations to all direct report personnel. Coordinating and working with, as well as assisting all departments to ensure success and provide oversight, for the operation as a whole. Planning and implementation of employee incentives. Mentoring Supervisors and employees to help them be successful and achieve their professional goals.

MEDICWEST AMBULANCE DECEMBER 2019-MARCH 2021
Operations Manager

- Responsibilities include running day to day operations, including the oversight of the Senior Operations Supervisor, Supervisory Team, and Field Employees. Performing the duties of the Regional Director when unavailable. Deployment strategy and planning. Monitoring of UH production and UHU of a dynamic 911 system. Serving as Operations Chief/Incident Commander during large events such as New Year's Eve and NASCAR. Working closely with community partners and other EMS agencies to ensure lines of communication are open and system needs are met. Generation and administration of yearly evaluations to all direct report personnel. Coordinating and working with, as well as assisting all departments to ensure success and provide oversight, for the operation as a whole. Planning and implementation of employee incentives. Mentoring Supervisors and employees to help them be successful and achieve their professional goals.

MEDICWEST AMBULANCE APRIL 2019-DECEMBER 2019
Senior Operations Supervisor/Administrative Supervisor

- Responsibilities in addition to those listed below, include supervising all field staff as well as a Supervisory Team of 12. Running day to day operations, including the oversight of the scheduling department, under the supervision of the Operations Manager. Performing the duties of the Operation Manager when unavailable. Deployment strategy and planning. Monitoring of UH production and UHU of a dynamic 911 system. Serving as Incident Commander during large events such as NASCAR. Generation and administration of yearly evaluations to all field personnel. Coordinating and working with, as well as assisting all departments, to ensure success of the whole operation. Planning and implementation of employee incentives. Mentoring employees and helping them be successful and achieve their professional goals.

MEDICWEST AMBULANCE 2003-PRESENT
Positions Held Include: Operations Supervisor, Paramedic, Instructor, and Field Training Officer

- Responsibilities include supervising day to day operations of a large private ambulance company by coordinating personnel, monitoring the response area, enforcing policies, administering discipline, managing ambulance deployment, mitigating conflict, and serving as the point of contact for other first responding agencies in the community, as well as functioning as a field Paramedic delivering excellent emergency medical care to a diverse population of patients. As a Field Training Officer and Preceptor, I provided oversight and guidance for students as an evaluator during field internships for their Paramedic classes, as well as evaluating new employees for competency in the field. As an instructor I teach a wide variety of classes to include Emergency Vehicle Operation, CME, Emergency Medical Technician, Advanced Emergency Medical Technician, Paramedic, Advanced Cardiac Life Support, Pediatric Life Support, and American Heart Association CPR/Basic Life Support courses.

COLLEGE OF SOUTHERN NEVADA AUGUST 2017-DECEMBER 2021
Adjunct Faculty, Emergency Medical Services Program

- Responsibilities include teaching within all aspects of the Emergency Medical Services program as well as planning and deployment of laboratory and classroom instruction at the Emergency Medical Technician, Advanced Emergency Medical Technician, and Paramedic levels. I have shown competence and compassion in educating a diverse student population and fostering an environment conducive to successful learning. I also have participated in numerous National Registry psychomotor testing sessions, as well as Advanced Cardiac Life Support and Pediatric Life Support classes.

ACCESSIBLE SPACE INC. 2001- 2003
Resident Assistant

- RESPONSIBILITIES: To keep a watchful eye over resident health by assisting with activities of daily living, ensuring that residents receive proper medication, assisting with personal care, preparing meals, and any other necessary job duties to meet the needs, and improve the quality of life for individuals with traumatic brain injuries. I performed these duties while being respectful of the residents' desire to live an independent lifestyle.

Professional Affiliations

- SNHD ED EMS Committee Co-Chair
- SNHD Medical Advisory Board
- Trauma Intervention Program of Southern Nevada Advisory Board
- College of Southern Nevada Paramedic Program Advisory Board
- MVHPI Advisory Board
- College of Southern Nevada Faculty Senate
- National Registry of Emergency Medical Technicians
- National Association of EMS Educators
- National Association of EMT's
- E-TIP Certification

References

Available upon request.

Linda Matthias-Netski, RN, EMS/RN
Curriculum Vitae

Linda "Matt" Netski, author, EMS educator and former field registered nurse working under EMS paramedic guidelines is currently the Manager of Administration at AMR Las Vegas. She is an EMS pioneer in Southern Nevada who has practiced advanced life support care from Southern Nevada's Paramedic Program's inception during the early 1970s as a nurse riding along as an evaluator, to being a full-time EMS ALS caregiver in 1975. Since that time, Matthias-Netski has earned numerous and successive promotions to administrative and management positions for her former employer Mercy Ambulance and its successor American Medical Response. She serves as a national example of EMS excellence, is an inspiration for women in EMS and for career mastery in all aspects of emergency medical services leadership.

As manager of administration at AMR Las Vegas, Matthias-Netski oversees the company's performance monitoring, budgeting, licensing, contract compliance, utilization forecasting and reporting. Over four decades, she has fostered friendly relationships with the Southern Nevada Health District's EMS Medical Advisory Board and its changing members, all local governing bodies' members, local and national EMS educators, City of Las Vegas, Clark County and North Las Vegas first responder agencies chiefs and the local emergency and hospital medical community's leaders.

Prior to her current position, Matt Netski served AMR as Clinical Manager/CCT Program Manager for more than a decade (1996 -2006). As such, she directed the company's clinical and EMS education services representing AMR at all local EMS committees and boards, medical training institutions, etc.

As part of the operations management team, Matthias-Netski oversaw the activities of scores of CCT nurses and paramedics who had successfully completed advanced CCT paramedic education. She mastered the emerging service line with the knowledge and skill to navigate the more unpredictable call volume demand for CCT services, making them available 24 hours a day, seven days a week. Her innovation to use CCT ambulances as demand required and also for 9-1-1 response achieved an efficiency not earlier realized.

For at least a year, Matthias-Netski filled a gap in the company's Communications Center leadership and oversaw the operations of two communications centers, directed those centers' supervisors and assisted with consolidating the two centers into the central dispatch center still operational today.

Between September 1983-December 1985, Linda Matthias-Netski served as the Clark County Community College's EMS Coordinator. There, in addition to her duties at Mercy Ambulance, she coordinated and planned EMT and Paramedic courses, teaching many of the modules herself. She has been a national EMS conference speaker and author covering EMS quality assurance and improvement practices.

Matthias-Netski earned her nursing degree from the UNLV School of Nursing in 1977. She became the only registered nurse/emergency nurse practitioner working in EMS in 1981 after earning her credential from the University of Oregon Health Science- Emergency Nurse Practitioner Program.

Damon Schilling

PUBLIC AFFAIRS MANAGER
AMR Las Vegas, NV

Objective

Results driven leader with experience in healthcare in a fast paced competitive environment. Primary focus on execution, relationship building, problem solving, strategic planning and business development. Experienced in general management, public relations and marketing.

Strong leadership skills, servant leadership, mentor and coach to teams in achieving organizational goals. Skilled in tactics and strategy and team management. Excellent communication skills and versed in public speaking and presentation to internal and external stakeholders and customers.

Professional Strengths

General Management	Public Speaking	Client Relations	Execution
Contract Negotiations	Market Research	Training & Development	Strategic Planning
Analysis/Problem Solving	Market Modeling	Healthcare Management	Marketing

Professional Experience

Community / Government Relations Manager (2017-Present)
American Medical Response (Las Vegas, NV)

- Developed and maintained relationships and influence with elected officials that resulted in the stoppage of an RFP and produced the renewal of a 911/IFT contract for 3 years.
- Led a team of two that developed a Stop the Bleed, bleeding control class that trained over 20,000 citizens in Las Vegas for free
- Developed the Pathway to Paramedic Program which increases diversity and bridges socioeconomic gaps in the community and creates scholarships for members of the community into EMS programs
- Led the team that produces an annual report for local stake holders that focuses on employee engagement, community involvement and financial strength of local operations.

- Direct oversight of $1.5 million dollar budget under consulting, advertising and employee relations
- Founder and Board of Directors member for the Nevada Ambulance Association to focus on local and state level politics
- Worked with the Vegas Chamber of Commerce to develop public safety month which occurs every two years in July. Helps the public and local businesses prepare medical and community emergencies
- Led team on rewriting the franchise agreement for the City of Las Vegas that was used for the time period of 2020-2023
- Led the team that negotiated the contract with the NHLs Vegas Golden Knights

Community / Government Relations Coordinator (2014-2017)
American Medical Response (Las Vegas, NV)

Paramedic FTO (2007 –2014)
American Medical Response (Las Vegas, NV)

EMT-I, Dispatcher (2003-2006)

Education

Nevada State College (2015- 2018)

- Graduated Magna Cum Laude from Nevada State College in 2018 with a degree in Business Administration

Certified Paramedic (Active), State of Nevada

Summary of Qualifications

- 17 Years of EMS experience in Clark County
- 13 Years as Paramedic
- 4 Years as EMT-Intermediate
- EMS Secondary Instructor
- Field Training Officer
- ACLS, PALS, CPR- (Instructor Certification)
- EVOC
- Exceptional interpersonal communication skills
- Team oriented
- EMS Instructor/FTO
- Microsoft Office Proficiency

Aaron Goldstein

CLINICAL MANAGER, AMR LAS VEGAS

CAREER OBJECTIVE

To bring my 16+ years of diverse, high volume EMS experience as a Leader, Clinician, AHA Instructor, Operations Supervisor, Senior Field Training Officer, and Educator to the Clinical Team at American Medical Response Las Vegas and MedicWest Ambulance. I feel my passion for and experience in leading dynamic and diverse teams contributes to my strength as a Clinical Manager.

CAREER HISTORY

September 2021 – Present
Clinical Manager
AMR/MedicWest Ambulance Las Vegas, NV

- Complex, multifaceted role encompassing strategic EMS instruction, clinical support, and leadership functions.
- Foster close clinical relationships with local partners, governing agencies, and educational institutions.
- Managing a team of clinical professionals to ensure clinical excellence in the private EMS workforce is not just strived for, but also achieved.
- Drafting and execution of clinical contracts with both internal employees and external affiliations.

January 2019 – August 2021
EMS Instructor
College of Southern Nevada Las Vegas, NV

- EMS instruction, student guidance, supporting start to finish education to prepare EMT's and paramedics to be successful in a high volume 911 environment.
- Instruct lectures and skills labs of up to 28 students with diverse backgrounds and leaning styles.
- Certified SNHD EMS Instructor II (Primary Instructor) as well as an AHA Instructor in ACLS and PALS.
- Participated in trial of prehospital use of portable ultrasound machine, designed for field diagnosis of internal hemorrhage.

December 2019 – Present
Paramedic, Instructor
AMR/MedicWest Las Vegas, NV

- Certified SNHD EMS Instructor II (Primary Instructor) as well as an AHA Instructor in ACLS and PALS.
- Perform as a paramedic in both the field and events settings as well as acting as a leader as needed to ensure highest customer service in the events arena.
- Assist Clinical Department with any needs that arise, such as assisting with MGM Corporation AHA recertifications by data research, input, and attending meetings as a representative for AMR Las Vegas.

June 2016 – January 2019
Operations Supervisor, Field Training Officer
MedicWest Ambulance North Las Vegas, NV

- Direct field supervision of employees including scheduling, and creative solutions to increase unit hours.
- Respond to crew issues, performing investigations, maintaining ICS structure during MCI incidents.
- System oversight including budget maintenance with a heavy focus on contractual compliance and unit hour utilization.
- Liaison to community partners and fire departments, as well as a representing the company during drills and large-scale deployment events.

September 2010 – June 2016
Paramedic Field Training Officer, Senior FTO
American Medical Response Las Vegas, NV

- Responsible for the training and proficiencies of new paramedic students during the last phase of the paramedic training program.
- Assist in clinical quality assurance remedial training and performance improvement plans upon receiving information regarding a possible protocol or standard of care violation.
- Actively participate in and/or develop a process for the evaluation and/or selection of equipment.
- Serve as Clinical resource for field and management personnel.
- In 2014 I was promoted to Senior FTO serving as a leader and mentor to the Field Training Officers at AMR as well as helping to build upon the FTO program we had in place.
- Participated in field trials of IV catheter equipment as well as the King Vision Video Laryngoscope.

October 2007 – September 2010
Paramedic, EMS Preceptor
American Medical Response Las Vegas, NV

- Responsible for the training and proficiencies of new hire employees at the EMT and AEMT levels to ensure their success in our EMS system.
- Responsible for responding to emergent and non-emergent requests for medical assistance and delivering high quality patient care, treatment, and customer service in the most expedient, professional, safe, caring, and cost-effective manner possible within the prescribed scope of practice, established protocols, and company policies.

January 2005 – October 2007
EMT-Intermediate
American Medical Response Las Vegas, NV

- Provided high-quality, individualized life support services in response to medical emergencies, both on scene and throughout transport to the hospital.
- Liaised directly with diverse patient populations and their families to record medical histories, gather information, and perform complex physical examinations to support informed and accurate decision-making.
- Employed best practice and procedural correctness in executing a full complement of routine medical procedures.
- Conveyed complex medical terminology and concepts in lay terms to aid patient comprehension and promote positive outcomes, while fostering strong consultative relationships to mitigate issues and concerns.
- Supported seamless workflows by critically assessing and prioritizing patient needs.
- Promoted a culture of support and respect, both for patients and colleagues, while working collaboratively to ensure a holistic, comprehensive approach.
- Employed procedural and legislative best practice/compliance in operating and maintaining emergency vehicles, prioritizing both safety and efficiency.

EDUCATION

Paramedicine Certificate
University Medical Center
Las Vegas, NV
General Studies
University Nevada Las Vegas Las Vegas, NV
High School Diploma
Centennial High School Las Vegas, NV

References and Letters of Recommendation upon request

Silvio Flores

SENIOR OPERATIONS SUPERVISOR

OBJECTIVE

Committed to patient care with 20 years of experience in the emergency medical service industry, including 4 years in a supervisory role. A motivated and trusted leader with the ability to solve problems with creative solutions.

EDUCATION

2005-2005 South Bay Paramedic Program, National College of Technical Instruction (NCTI), Roseville, California
2000-2001 Firefighter 1 Academy, College of San Mateo, San Mateo, California
1993- 1998 Burlingame High School, Burlingame, California High School Diploma Graduation: June 1998

EMPLOYMENT

2022- Present **Senior Operations Supervisor, American Medical Response, Las Vegas, Nevada**
Oversee day-to-day operations, resolving daily issues that may arise. Engage, support, and encourage field personnel Work with the Management of the Operation to ensure that all Field Personnel, operate in an and effective manner, implanted and monitored system status management.
Current employment

2018- 2022 **Operations Supervisor, American Medical Response, Las Vegas, Nevada**
Oversee day-to-day operations, resolving daily issues that may arise. Engage, support, and encourage field personnel Work with the Management of the Operation to ensure that all Field Personnel, operate in an and effective manner, implanted and monitored system status management.

2006- 2018 **Paramedic, American Medical Response, Las Vegas, Nevada**
Responsible for the transfer and report of patients to all Las Vegas area hospitals, functioning under all Clark County emergency protocols
Providing Advanced Cardiac Life Support, including areas such as drug therapy, monitoring, and interpreting EKGs, ability to use advanced airway adjunct, etc.
Safe operation of company ambulance in emergency situations

2004-2006 **Field Supervisor, Bayshore Ambulance, Foster City, California**
ambulance inspections, inventory control, employee discipline, etc.
Enforcement of company policies and procedures interviewed and evaluated possible candidates for employment
Orientation of new company employees

EMT /Field Training Officer, Bayshore Ambulance, Foster City, California
2002-2004 Responsible for the transfer and report of patients to local hospitals, provided Advanced Life Support including areas including areas such as drug therapy, monitoring, and interpreting EKGs, ability to use advanced airway Field Training Officer providing training for new employees

CJ's Gourmet Delicatessen, Burlingame, California
1995-2003 Responsible for scheduling, training, payroll, and budgeting, implementing quality control and customer service Planning and implementing promotions to increase customer cliental, organized catering menus, orders, and deli displays, Ran daily operations.

PROFESSIONAL MEMBERSHIPS/CREDENTIALS

ACLS- Advanced Cardiac Life Support
PALS- Pediatric Advanced Life Support
PEPP- Pediatric Education for Pre-hospital Professionals ITLS- International Trauma Life Support
AMLS- Advanced Medical Life Support
GEMS- Geriatric Education for Emergency Medical Service SIMS- Standardized Incident Management System
ICS,100,200,300,400,700

Brittany Winston

Sr. Human Resources Manager

EXECUTIVE SUMMARY

Visionary professional who achieves unprecedented results through innovation, initiative and resourcefulness. Thrives in ambiguous circumstances with minimal direction and resources; strong ability to gather and compile best practices from throughout the organization. A natural relationship builder who enrolls others to support positive change.

AREAS OF EXPERTISE

Diversity & Inclusion | Facilitation | Public Speaking | Employee Relations | Relationship Cultivation | Organizational Development | Problem-Solving Team Leadership Motivation | Promoting Change | Coaching | Employee Engagement | Program & Initiative Development

PROFESSIONAL EXPERIENCE

GLOBAL MEDICAL RESPONSE/ AMR/MEDICWEST | 2/2021 – Current

Las Vegas, NV Sr. HR Manager

Create and implement HR Strategic Initiatives

Key Highlights:

- Conduct investigations
- Create Performance Improvement Plans
- HR Communications
- Benefits Management
- Manage compensation plans
- Manage ADA requests and religious accommodations
- Run reports via Workday and Culture IQ
- Create retention reports and distribute data to stakeholders
- Manage hotline calls via EthicsPoint
- Create management training for new managers and supervisors
- Create onboarding Plans
- Conduct diversity training
- Conduct Town Hall meetings for all employees
- Manage unemployment claims
- Conduct interviews for all positions
- Facilitate New Hire Orientation
- Performance reviews
- Compliance training and manage completions

MGM RESORTS INTERNATIONAL | Las 10/2018 – 2/2021

Vegas, NV Employee Relations Partner

Address employee concerns and assisting management with effective discipline.

Key Highlights:

- Conduct investigations

- Create Memos and Pips for salaried employees
- Manage ADA requests and religious accommodations
- Run reports via Workday and EthicsPoint
- Manage hotline calls for corporate entities
- Create management training for new managers related to Employee Relations
- Conduct property HR meetings

MGM RESORTS INTERNATIONAL | Las Vegas, NV 2/2017 – 10/2018

Organizational Culture and Employee Engagement Partner

Cultivate the MGM Resorts Culture at all MGM Resorts properties to further produce One Company One Culture.

Key Highlights:

- Facilitates Focus Groups for all MGM Resorts properties including regional
- Generates reports for senior leadership identifying best practices
- Creates action plans with HR teams regarding employee experience improvements
- Collects data for employee survey feedback
- Identifies strategies for improvement to generate the support of the service profit chain
- Manage department social media
- Host employee recognition events
- Create surveys for departments
- Partners with Employee Relations to identify course of action

MGM RESORTS INTERNATIONAL | Las 5/2016 – 2/2017

Vegas, NV Diversity Learning Partner

Managed MGM Resorts employee training regarding Diversity and Inclusion, mandatory training for all employees.

Designed curriculum for employees at all levels of the organization.

Key Highlights:

- Facilitated Focus Groups to obtain employee feedback
- Created online training for Diversity and Inclusion Initiatives
- Developed classroom training for upper management

MGM RESORTS INTERNATIONAL | Las Vegas, NV 6/2008 – 5/2016

Learning Development Specialist

Responsible for supporting the development and implementation of internship programs, overseeing and coordinating the programs once they are up and running, assigning interns to various departments, and managing property advisors

MGM Resorts International Internship Programs:

- MAP, Management Associate Program
- HIP, Hospitality Internship Program
- CAP, Culinary Associate Program
- UNLV and CSN, non-paid
- High School Internship program

Key Highlights:

- Facilitated New Hire Orientation for 6 MGM Resorts International Properties (over 5,000 trainees)
- Delivered company mandated Management On-boarding courses for supervisors and above
- Facilitated Goal Setting, Values, Public Speaking and Interviewing Skills for Summer Youth Interns
- Managed MGM Resorts Pre-GED Courses
- Managed MGM Resorts English as a Second Language courses–partnered with Workplace Solutions and facilitated Workplace English and Conversational English courses to more than 300 employees
- Manage $500,000 Budget in Educational Assistance approvals and distribution for all MGM Resorts International employees
- Designed Guest Service, Project Management, Workplace Conflict, Business Etiquette, Goal Setting, Business Acumen and Performance Management courses for employees and specialized learning courses for departments.
- Designed Learning Management System and Applicant Tracking System training guides and manuals
- Delivered Workday Performance Appraisal training, manage completion reports, and generate system metrics
- Certified Facilitator for Franklin Covey's 7 Habits of Highly Effective People
- Participated in the Diversity Champion Workshop, Logistics Team Member Companywide 3 day training initiative to increase Diversity awareness and to build leadership skills, produced manuals, facilitated and created videos for final presentations
- Assisted with recruitment for HIP and MAP by visiting colleges and attending presentations
- Managed Talent Management for HIP and MAP
- Created PowerPoints for Division Leader Series Training
- Conducted Interviews for HIP and MAP

MGM GRAND HOTEL & CASINO | **Las Vegas, NV** 02/2008 – 06/2008
Project Staff

- Worked in Employee Relations Clerk and Employee Services Clerk
- Entered counseling notices into Records Management System
- Assisted Employees with licensing and work permits – TAM, Sheriff Cards, I-9 processing, and Gaming Registration
- Reviewed HR and Union policies and made copies for Management
- Addressed all incoming inquiries and routed to responsible parties
- Scheduled appointments for Executive Director of HR and all Employee Relations Specialists
- Plan and manage class schedules, enrollments, training rooms and audio visual

EDUCATION

LANSING COMMUNITY COLLEGE | 2003-2006
ST. THOMAS CHRISTIAN UNIVERSITY | Biblical Theology | Associates Degree | May 2013 UNLV | Business Management/Urban Studies | Acquire Bachelor's Degree | 2022

Brendan Mills

3668 Lucky Horseshoe Ct, Las Vegas NV 89129 • Cell: 862-268-6666 • Brendan.Mills87@gmail.com

Career Target

Results based leader that is continuously implementing process improvement, efficiency, quality assurance, while achieving goals.

Skills

- Process Improvement
- Process Implementation
- Efficiency
- Data Management
- Team Leadership
- Self-motivated
- Project Management

Work History

Communications Manager, 01/2021 to Present
AMR/MedicWest- Las Vegas. NV
Communications Supervisor, 04/2013 to 12/2020
Atlantic Ambulance Corporation – Livingston, NJ
Public Safety Telecommunicator/Instructor, 01/2014 to Current
Sussex County Sheriffs Communications – Newton, NJ

Education

Bachelor of Science: Business Administration, Cum laude
Felician University, Rutherford New Jersey

Certifications

Center Manager Certification Program (CMCP) NENA
Emergency Medical Dispatch Manager (EMD-M) APCO
Communications Center Supervisor APCO
911 Officer Instructor NECI
Emergency Medical Dispatch Instructor NECI
Fire Communications Instructor NECI
Advanced Emergency Medical Dispatcher (AEMD) IAEMD

Leadership Experience

Deputy OEM Coordinator- Hampton Township New Jersey- 2018 to Present
Deputy Chief - Hampton Township Fire & Rescue 2015 - 2016
Captain - Hampton Township Fire & Rescue 2011 - 2014

ATTACHMENT-04: ABILITY TO MEET RESPONSE TIMES

Please see the following pages for example letters confirming compliance with our mandated response times in other service areas.

This includes letters from 2017, 2018, 2019, 2021 and 2022.

LAS VEGAS CITY COUNCIL

CAROLYN G. GOODMAN
Mayor

LOIS TARKANIAN
Mayor Pro Tem

STAVROS S. ANTHONY
BOB COFFIN
STEVEN G. SEROKA
MICHELE FIORE

SCOTT D. ADAMS
City Manager

February 27, 2018

Mr. Scott White
General Manager
American Medical Response
7201 W. Post Road
Las Vegas, NV 89113

Dear Mr. White:

Enclosed you will find the annual compliance report for American Medical Response for calendar year 2017 (Attachment A).

A. Priority 1 & Priority 2 Calls throughout the Franchise Service Area for January 1, 2017 – December 31, 2017.

For calendar year 2017, there were 66,626 Priority 1 and Priority 2 calls, 5,790 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 1 & Priority 2 calls for calendar year 2017 was 91.31%.

B. Priority 3 (All Subcategories)

For calendar year 2017, there were 8,790 Priority 3 calls, 487 were deemed late calls as defined by the Maximum Allowed Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 3 Calls for calendar year 2017 was 94.46%.

Sincerely,

Amy R. Cornelison
Management Analyst I
City of Las Vegas Fire & Rescue

cc: William McDonald, Fire Chief
Gina Bishop, Franchise Analyst
Doug Towner, Budget Analyst
Steve Smith

Attachment: City of Las Vegas AMR Response Compliance and Penalty Report

CITY HALL
495 S. MAIN ST.
LAS VEGAS, NV 89101
702.229.6011 | VOICE
711 | TTY

cityoflasvegas
lasvegasnevada.gov

LAS VEGAS CITY COUNCIL
CAROLYN G. GOODMAN
Mayor
LOIS TARKANIAN
Mayor Pro Tem
STAVROS S. ANTHONY
BOB COFFIN
STEVEN G. SEROKA
MICHELE FIORE

SCOTT D. ADAMS
City Manager

February 26, 2019

Mr. Scott White
General Manager
American Medical Response
7201 W. Post Road
Las Vegas, NV 89113

Dear Mr. White:

Enclosed you will find the annual compliance report for American Medical Response for calendar year 2018 (Attachment A).

A. Priority 1 & Priority 2 Calls throughout the Franchise Service Area for January 1, 2018 – December 31, 2018.

For calendar year 2018, there were 71,688 Priority 1 and Priority 2 calls, 6,608 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 1 & Priority 2 calls for calendar year 2018 was 90.78 %.

B. Priority 3 (All Subcategories)

For calendar year 2018, there were 6,995 Priority 3 calls, 164 were deemed late calls as defined by the Maximum Allowed Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 3 Calls for calendar year 2018 was 97.66 %.

Sincerely,

Amy R. Cornelison
Management Analyst I
City of Las Vegas Fire & Rescue

cc: William McDonald, Fire Chief
Gina Bishop, Franchise Analyst
Doug Towner, Budget Analyst
Steve Smith

Attachment: City of Las Vegas AMR Response Compliance and Penalty Report

CITY HALL
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lasvegasnevada.gov

LAS VEGAS
CITY COUNCIL

CAROLYN G. GOODMAN
Mayor

MICHELE FIORE
Mayor Pro-Tem

STAVROS S. ANTHONY
CEDRIC CREAR
BRIAN KNUDSEN
VICTORIA SEAMAN
OLIVIA DIAZ

SCOTT D. ADAMS
City Manager

FIRE & RESCUE
WILLIAM L. MCDONALD
DIRECTOR

CITY HALL
495 S. MAIN ST.
LAS VEGAS, NV 89101
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cityoflasvegas
lasvegasnevada.gov

February 24, 2020

Ms. Donna Miller
General Manager
American Medical Response
7201 W. Post Road
Las Vegas, NV 89113

Dear Ms. Miller:

Enclosed you will find the annual compliance report for American Medical Response for calendar year 2019.

A. Priority 1 & Priority 2 Calls throughout the Franchise Service Area for January 1, 2019 – December 31, 2019. (Attachment A)

For calendar year 2019, there were 71,586 Priority 1 and Priority 2 calls, 6,525 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 1 & Priority 2 calls for calendar year 2019 was 90.89 %.

B. Priority 3 (All Subcategories)

For calendar year 2019, there were 7,921 Priority 3 calls, 219 were deemed late calls as defined by the Maximum Allowed Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 3 Calls for calendar year 2019 was 97.24%.

Sincerely,

Amy R. Cornelison
Management Analyst I
City of Las Vegas Fire & Rescue

cc: William McDonald, Fire Chief
Gina Bishop, Franchise Analyst
Doug Towner, Budget Analyst
Steve Smith

Attachment: City of Las Vegas AMR Response Compliance and Penalty Report

LAS VEGAS
CITY COUNCIL

CAROLYN G. GOODMAN
Mayor

STAVROS S. ANTHONY
Mayor Pro Tem

MICHELE FIORE
CEDRIC CREAR
BRIAN KNUDSEN
VICTORIA SEAMAN
OLIVIA DIAZ

JORGE CERVANTES
City Manager

FIRE & RESCUE
JEFF BUCHANAN
DIRECTOR

CITY HALL
495 S. MAIN ST.
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lasvegasnevada.gov

February 25, 2021

Ms. Donna Miller
General Manager
American Medical Response
7201 W. Post Road
Las Vegas, NV 89113

Dear Ms. Miller:

Enclosed you will find the annual compliance report for American Medical Response for calendar year 2020.

A. Priority 1 & Priority 2 Calls throughout the Franchise Service Area for January 1, 2020 – December 31, 2020.

For calendar year 2020, there were 67,711 Priority 1 and Priority 2 calls, 5,572 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 1 & Priority 2 calls for calendar year 2020 was 91.77%.

B. Priority 3 (All Subcategories)

For calendar year 2020, there were 6,723 Priority 3 calls, 248 were deemed late calls as defined by the Maximum Allowed Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 3 Calls for calendar year 2020 was 96.31%.

Sincerely,

Amy R. Veras
Management Analyst II
Las Vegas Fire & Rescue

cc: Jeff Buchanan, Fire Chief
Gina Bishop, Franchise Analyst
John Feedar, Budget Analyst
Steve Smith

Attachment: City of Las Vegas AMR Response Compliance and Penalty Report

LAS VEGAS
CITY COUNCIL

CAROLYN G. GOODMAN
Mayor

STAVROS S. ANTHONY
Mayor Pro Tem

MICHELE FIORE
CEDRIC CREAR
BRIAN KNUDSEN
VICTORIA SEAMAN
OLIVIA DIAZ

JORGE CERVANTES
City Manager

FIRE & RESCUE
JEFF BUCHANAN
DIRECTOR

CITY HALL
495 S. MAIN ST.
LAS VEGAS, NV 89101
702.229.6011 | VOICE
711 | TTY

cityoflasvegas
lasvegasnevada.gov

February 24, 2022

Mr. Michael Johnson
General Manager
American Medical Response
7201 W. Post Road
Las Vegas, NV 89113

Dear Mr. Johnson:

Enclosed you will find the annual compliance report for American Medical Response for calendar year 2021.

Priority 1 & Priority 2 Calls throughout the Franchise Service Area for January 1, 2021 – December 31, 2021.
For calendar year 2021, there were 13,977 Priority 1 and Priority 2 calls, 1,909 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 1 and Priority 2 calls for calendar year 2021 was 86.34%.

Priority 3
For calendar year 2021, there were 17,478 Priority 3 calls, 2,804 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 3 calls for calendar year 2021 was 83.96%.

Priority 4
For calendar year 2021, there were 18,311 Priority 4 calls, 2,896 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 4 calls for calendar year 2021 was 84.18%.

Priority 5
For calendar year 2021, there were 23,571 Priority 5 calls, 2,479 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 5 calls for calendar year 2021 was 89.48%.

Priority 11 (Previously Priority 3—All Subcategories)
For calendar year 2021, there were 9,748 Priority 11 calls, 213 were deemed late calls as defined by the Maximum Response Time in the Franchise Agreement. The overall Response Time Compliance for Priority 11 calls for calendar year 2021 was 97.81%.

Sincerely,

Jeff Buchanan
Fire Chief
Las Vegas Fire & Rescue

cc: Amy Veras, Management Analyst II
Gina Bishop, Franchise Officer
John Feedar, Budget Analyst
Steve Smith

Attachment: City of Las Vegas AMR Response Compliance and Penalty Report

AMR Attachment-04

City of Las Vegas AMR Yearly Compliance Summary

Period: Jan 01 2021 to Jan 31 2021

Zone	Priority	Compliance Period Reporting for Repetitive Non-Compliance				
		Compliance Start Period	Compliance End Period	Compliance Period Incidents	Compliance Period Late Incidents	Compliance Period Compliance
Las Vegas	Priority 1	2021/01/01	2021/01/31	3182	280	91.20%
	Priority 2	2021/01/01	2021/01/31	2393	150	93.73%
	Priority 3 Scheduled	2021/01/01	2021/01/31	126	4	96.83%
	Priority 3 Unscheduled	2021/01/01	2021/01/31	388	1	99.74%
	Priority 3 Urgent	2021/01/01	2021/01/31	79	0	100.00%
City of Las Vegas AMR	Priority 1 & 2			5575	430	92.29%
TOTAL	Priority 3			593	5	99.16%

Period: Jan 01 2021 to Dec 31 2021

Report Status: FINAL

AMR Attachment-04

Compliance Period Reporting for Repetitive Non-Compliance						
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Late Responses	Compliance Period Compliance
Las Vegas	Priority 1					
	Priority 2					
	Priority 3					
	Priority 4					
	Priority 5					
	Priority 11 Urgent					
	Priority 11 Scheduled					
	Priority 11 Unscheduled					
Las Vegas GROUP	Priority 1 and 2	2021/01/01	2021/12/30	8402	1479	82.40%
	Priority 3	2021/01/01	2021/12/30	17478	2804	83.96%
	Priority 4	2021/01/01	2021/12/30	18311	2896	84.18%
	Priority 5	2021/01/01	2021/12/30	23571	2479	89.48%
	Priority 11	2021/01/01	2021/12/30	9155	208	97.73%

ATTACHMENT-05: CURRENT VEHICLE LIST

Please see below for a list of our current vehicles available for use within the service area. This includes the vehicle identification number, make, type, age, condition, current mileage more.

We currently have more than 80 ambulances and support vehicles operating in Las Vegas today. In addition, we propose to add **ten new ambulances** to supplement our local fleet.

Year	VIN	Mileage	Make	Model & Type	Service	Plate	Fuel	Type
2022	1FDWE3FN4NDC15943	22	Ford	E350 Type III	ALS	n/a	U	Ambulance
2011	1FDWE3FS4BDB20879	278,020	Ford	E350 Type III	ALS	NV 29A997	U	Ambulance
2016	1FDWE3FS9GDC33461	226,455	Ford	E350 Type III	ALS	NV SHO750	U	Ambulance
2016	1FDWE3FS1GDC20008	211,119	Ford	E350 Type III	ALS	NV SH0794	U	Ambulance
2016	1FDWE3FSXGDC08651	244,062	Ford	E350 Type III	ALS	NV SH0629	U	Ambulance
2015	1FDWE3FS8FDA10925	213,486	Ford	E350 Type III	ALS	NV 41A124	U	Ambulance
2017	1FDWE3FS5HDC22572	197,131	Ford	E350 Type III	ALS	NV SH0776	U	Ambulance
2017	1FDWE3FS9HDC24082	190,615	Ford	E350 Type III	ALS	NV SH0786	U	Ambulance
2016	1FDWE3FS1GDC34927	218,778	Ford	E350 Type III	ALS	NV SHO609	U	Ambulance
2017	1FDWE3FS2HDC37904	180,187	Ford	E350 Type III	ALS	NV SH0605	U	Ambulance
2018	1FDWE3FS5JDC14851	147,936	Ford	E350 Type III	ALS	NV 510E60	U	Ambulance
2017	1FDWE3FS3HDC69891	67,702	Ford	E350 Type III	ALS	NV SH0623	U	Ambulance
2017	1FDWE3FS0HDC37478	205,841	Ford	E350 Type III	ALS	NV SH0765	U	Ambulance
2017	1FDWE3FS2HDC26806	181,999	Ford	E350 Type III	ALS	NV SH0621	U	Ambulance
2017	1FDWE3FS9HDC37480	197,625	Ford	E350 Type III	ALS	NV SH0602	U	Ambulance
2013	1FDWE3FS3DDB22089	283,350	Ford	E350 Type III	ALS	NV 918T32	U	Ambulance
2014	1FDWE3FS1EDA28651	258,270	Ford	E350 Type III	ALS	NV SH0760	U	Ambulance
2014	1FDWE3FS8EDB05533	295,131	Ford	E350 Type III	ALS	NV 369AUU	U	Ambulance
2014	1FDWE3FS3EDB05536	291,662	Ford	E350 Type III	ALS	NV 169AUS	U	Ambulance
2018	1FDWE3FS6JDC02031	179,875	Ford	E350 Type III	ALS	NV 508E60	U	Ambulance
2018	1FDWE3FS8JDC02032	155,890	Ford	E350 Type III	ALS	NV 509E60	U	Ambulance
2015	1FDWE3FS7FDA10933	278,599	Ford	E350 Type III	ALS	NV 53A952	U	Ambulance
2015	1FDWE3FS2FDA10936	274,955	Ford	E350 Type III	ALS	NV 53A951	U	Ambulance
2014	1FDWE3FSXFDA16127	272,673	Ford	E350 Type III	ALS	NV 70A539	U	Ambulance
2014	1FDWE3FS8FDA16126	231,500	Ford	E350 Type III	ALS	NV 153J35	U	Ambulance
2015	1FDWE3FS5FDA16651	262,774	Ford	E350 Type III	ALS	NV 77B929	U	Ambulance
2014	1FDWE3FS1EDB05440	247,980	Ford	E350 Type III	ALS	NV SHO772	U	Ambulance
2016	1FDWE3FS4GDC12758	228,306	Ford	E350 Type III	ALS	NV SH0783	U	Ambulance
2016	1FDWE3FS6GDC00689	250,734	Ford	E350 Type III	ALS	NV SH0775	U	Ambulance
2016	1FDWE3FS9GDC13310	237,469	Ford	E350 Type III	ALS	NV SH0617	U	Ambulance
2016	1FDWE3FS7GDC07893	247,426	Ford	E350 Type III	ALS	NV SH0649	U	Ambulance
2016	1FDWE3FS5GDC06595	240,245	Ford	E350 Type III	ALS	NV SH0798	U	Ambulance
2015	1FDWE3FS8FDA33279	241,373	Ford	E350 Type III	ALS	NV SH0756	U	Ambulance
2015	1FDWE3FS4FDA33280	232,162	Ford	E350 Type III	ALS	NV SH0780	U	Ambulance
2016	1FDWE3FSXGDC19262	217,709	Ford	E350 Type III	ALS	NV SH0624	U	Ambulance
2016	1FDWE3FS4GDC23680	241,293	Ford	E350 Type III	ALS	NV SH0751	U	Ambulance
2016	1FDWE3FS6GDC22045	218,914	Ford	E350 Type III	ALS	NV SH0771	U	Ambulance
2016	1FDWE3FS8GDC22046	221,421	Ford	E350 Type III	ALS	NV SH0619	U	Ambulance

Year	VIN	Mileage	Make	Model & Type	Service	Plate	Fuel	Type
2018	1FDWE3FS2JDC14855	164,248	Ford	E350 Type III	ALS	NV 511E60	U	Ambulance
2016	1FDWE3FS5GDC24935	185,224	Ford	E350 Type III	ALS	NV SH0752	U	Ambulance
2018	1FDWE3FS5JDC09150	166,797	Ford	E350 Type III	ALS	NV 512E60	U	Ambulance
2019	1FDWE3FS9KDC06205	118,560	Ford	E350 Type III	ALS	NV 077K69	U	Ambulance
2019	1FDWE3FS9KDC33128	121,756	Ford	E350 Type III	ALS	NV 025H22	U	Ambulance
2019	1FDWE3FS8KDC33153	126,598	Ford	E350 Type III	ALS	NV 026H22	U	Ambulance
2019	1FDWE3FS9KDC33145	123,004	Ford	E350 Type III	ALS	NV 582K40	U	Ambulance
2019	1FDWE3FS5KDC63033	108,577	Ford	E350 Type III	ALS	NV 693L75	U	Ambulance
2019	1FDWE3FSXKDC54702	80,064	Ford	E350 Type III	ALS	NV 824M79	U	Ambulance
2019	1FDXE4FS3KDC16870	77,109	Ford	E450 Type III	ALS	NV 822M79	U	Ambulance
2019	1FDXE4FS4KDC15226	41,175	Ford	E450 Type III	ALS	NV 823M79	U	Ambulance
2019	1FDWE3FS1KDC58606	67,590	Ford	E350 Type III	ALS	NV 348M93	U	Ambulance
2019	1FDWE3FS4KDC58616	68,665	Ford	E350 Type III	ALS	NV 349M93	U	Ambulance
2019	1FDWE3FSXKDC66137	57,451	Ford	E350 Type III	ALS	NV 742N65	U	Ambulance
2021	1FDWE3FN0MDC04064	23,594	Ford	E350 Type III	ALS	NV 127P53	U	Ambulance
2019	1FDWE3FS3KDC66142	34,850	Ford	E350 Type III	ALS	NV 454P40	U	Ambulance
2019	1FDWE3FS7KDC66158	38,535	Ford	E350 Type III	ALS	NV 453P40	U	Ambulance
2021	1FDWE3FN1MDC38367	12,003	Ford	E350 Type III	ALS	NV 657S42	U	Ambulance
2021	1FDWE3FN7MDC38356	15,529	Ford	E350 Type III	ALS	NV 108R79	U	Ambulance
2017	1FDYR2CM4HKB35691	126,822	Ford	T250 Type II	ALS	NV 259D69	U	Ambulance
2017	1FDYR2CM2HKB35687	147,718	Ford	T250 Type II	ALS	NV 258D69	U	Ambulance
2017	1FDYR2CM2HKA98575	161,850	Ford	T250 Type II	ALS	NV 123D70	U	Ambulance
2017	1FDYR2CM0HKA98574	156,146	Ford	T250 Type II	ALS	NV 122D70	U	Ambulance
2017	1FDYR2CM6HKA98577	148,182	Ford	T250 Type II	ALS	NV 379D70	U	Ambulance
2017	1FDYR2CM2HKB35690	128,481	Ford	T250 Type II	ALS	NV 505E60	U	Ambulance
2017	1FDYR2CM4HKB35688	88,482	Ford	T250 Type II	ALS	NV 507E60	U	Ambulance
2020	1FDBR1CG9LKA85017	7,270	Ford	T250 Type II	ALS	NV 104R79	U	Ambulance
2020	1FDBR1CG5LKB02279	351	Ford	T250 Type II	ALS	NV 107R79	U	Ambulance
2020	1FDBR1CG0LKA78974	0	Ford	T250 Type II	ALS	NV 103R79	U	Ambulance
2005	1FDXE45P75HB08052	223,934	Ford	E450 Type III	Bariatric	NV SHO791	D	Ambulance
2014	1FDSS3EL2EDB15069	186,812	Ford	E350 Type II	BLS	NV 64C660	U	Ambulance
2014	1FDSS3EL1EDB15029	206,223	Ford	E350 Type II	BLS	NV 64C661	U	Ambulance
2014	1FDSS3EL7EDA77953	193,440	Ford	E350 Type II	BLS	NV 64C662	U	Ambulance
2014	1FDSS3EL1EDB15158	188,271	Ford	E350 Type II	BLS	NV SH0778	U	Ambulance
2020	1FBBR1CG2LKA78992	0	Ford	T250 Type II	BLS	NV 105R79	U	Ambulance
2020	1FBBR1CG8LKB02308	0	Ford	T250 Type II	BLS	NV 106R79	U	Ambulance
2003	1FTNX20L03ED45594	81,478	Ford	F250 Pick Up	Fleet	NV 70A537	D	Sup
2015	1FM5K8AR9FGA56736	135,781	Ford	Explorer	Prime	NV 900ATB	U	Sup
2008	2FAHP71V78X145198	175,548	Ford	Crown Victoria	Supervisor	NV 949 LVH	U	Sup
2012	1FMCU9DG3CKA23600	105,468	Ford	Escape	Supervisor	NV 994 YSL	U	Sup
2012	1FMJU1G52CEF10370	155,232	Ford	Expedition	Supervisor	NV 196E68	U	Sup
2017	1FMJU1HT6HEA34290	36,463	Ford	Expedition	Supervisor	NV 094E90	U	Sup
2004	1GTEC14V84Z900722	273,206	GMC	Sierra	Supervisor	NV 109R79	U	Sup
1997	1WC200H24V4029528	0	Trailer	Trailer	Trailer	NV - 31308G	n/a	Trailer

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Global Medical Response

6363 S. Fiddlers Green Circle, Ste 1400 • Greenwood Village, CO 80111 • GlobalMedicalResponse.com

April 13, 2022

City of Las Vegas, Nevada
ATTN: Dan Dixon
495 South Main Street | Las Vegas, NV 89101
702.229.6173 | ddixon@lasvegasnevada.gov

RE: AMR RESPONSE TO THE CITY OF LAS VEGAS, NEVADA RFP NO. 22-157-DD

To Whom It May Concern:

A significant component of reviewing any potential contract partner is the ability of the partner to demonstrate that they possess sufficient operating acumen and financial resources to successfully perform. As the parent company of Mercy, Inc. dba American Medical Response (AMR), Global Medical Response, Inc. (GMR) is submitting this letter as its commitment that its full faith and credit, operational expertise, personnel and resources will be provided to AMR under any future contract with the City of Las Vegas resulting from RFP No. 22-157-DD (Ambulance Services).

As background, GMR is a global medical transportation company that in March 2018 brought together two industry leaders: American Medical Response and Air Medical Group Holdings. With more than 35,600 employees, we deliver compassionate, quality medical care, primarily in the areas of emergency and patient transportation services, in the United States, the District of Columbia and around the world. We had 12.1 million patient encounters last year, utilizing 8,600 ground vehicles, 352 rotor-wing aircraft, and 109 fixed-wing aircraft. We are the largest medical transport company in the world, focusing on intimate and high-service solutions at the local level. We are proud to be submitting our solutions to the City of Las Vegas. GMR is a financially healthy and stable organization, with approximately $235 million cash on hand (as of the end of Q1 2022) and $360 million available on our line of credit.

As demonstrated by these statements and our banking relationships, we believe there is nothing that would materially impact the ability of AMR to continue to perform the services under the new contract. GMR is prepared to undertake all necessary actions to ensure the financial and long-term success of AMR if awarded the contract. This includes pre-funding working capital, using cash on hand, accessing our credit facility with Bank of America, and providing other financial support. This strength and experience directly benefit AMR as it can call upon a variety of financial and personnel resources whenever necessary.

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On behalf of GMR, we appreciate the opportunity for AMR to participate in the RFP process. Please do not hesitate to contact us for any further assurances, guarantees or information that you may need. As we have for decades in similar systems, GMR and AMR are committed to continuing to provide high-quality, performance based and affordable services to the residents of this community.

Respectfully submitted,

Global Medical Response, Inc.

DocuSigned by:
Randy Owen
005FF27B0B044F1...

Randel G. Owen
Chief Executive Officer

Respectfully submitted,

Global Medical Response, Inc.

DocuSigned by:
Michael Preissler
D558D146A46E4F0...

Michael Preissler
Chief Financial Officer

CC: Edward B. Van Horne, Chief Operating Officer, GMR
Glenn Kasprzyk, Region President, GMR

Global Medical Response, Inc.

Financial Statements Exhibit to the 2021 Annual Report

TABLE OF CONTENTS

Independent Auditors' Report

Consolidated Financial Statements

Consolidated Balance Sheets as of December 31, 2021 and 2020	4
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KPMG LLP
Suite 800
1225 17th Street
Denver, CO 80202-5598

Independent Auditors' Report

Board of Directors
Global Medical Response, Inc.:

Opinion

We have audited the consolidated financial statements of Global Medical Response, Inc. and its subsidiaries (the Company), which comprise the consolidated balance sheets as of December 31, 2021 and 2020, and the related consolidated statements of operations, changes in stockholder's equity, and cash flows for each of the years in the three-year period ended December 31, 2020, and the related notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2021 and 2020, and the results of its operations and its cash flows for each of the years in the three-year period ended December 31, 2020 in accordance with U.S. generally accepted accounting principles.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Consolidated Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with U.S. generally accepted accounting principles, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for one year after the date that the consolidated financial statements are issued.

Auditors' Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

KPMG LLP

Denver, Colorado
March 21, 2022

Global Medical Response, Inc.
CONSOLIDATED BALANCE SHEETS
(Amounts in thousands)

	December 31, 2021	December 31, 2020
ASSETS		
Current assets:		
Cash and cash equivalents	$ 469,927	$ 350,310
Insurance collateral	231,903	200,159
Accounts receivable, net	1,094,052	853,331
Spare parts, medical supplies and fuel	95,054	98,949
Prepaid expenses	43,916	42,636
Other current assets	61,985	58,979
Total current assets	1,996,837	1,604,364
Property and equipment, net	1,117,671	1,057,204
Operating right-of-use assets	237,732	223,572
Finance right-of-use assets	158,936	185,842
Intangible assets, net	1,494,417	1,505,058
Goodwill	2,204,597	2,170,137
Other assets	53,372	31,908
Total assets	$ 7,263,562	$ 6,778,085
LIABILITIES AND EQUITY		
Current liabilities:		
Accounts payable	70,316	49,306
Accrued wages, benefits and taxes	241,769	259,339
Accrued interest	47,624	50,657
Other accrued liabilities	317,152	274,876
Current portion of lease obligations	96,165	95,034
Current portion of long-term debt	91,929	77,570
Total current liabilities	864,955	806,782
Operating lease obligations	198,437	190,856
Finance lease obligations	134,533	156,617
Long-term debt	5,151,889	4,416,286
Deferred income taxes	242,500	189,405
Insurance reserves	194,829	159,293
Other long-term liabilities	44,437	43,080
Total liabilities	6,831,580	5,962,319
Commitments and contingencies		
Equity:		
Common stock	—	—
Additional paid-in capital	233,899	748,636
Retained earnings (deficit)	196,779	75,560
Accumulated other comprehensive income (loss)	1,304	(8,430)
Total equity	431,982	815,766
Total liabilities and equity	$ 7,263,562	$ 6,778,085

The accompanying Notes to Consolidated Financial Statements are an integral part of these statements.

Global Medical Response, Inc.
CONSOLIDATED STATEMENTS OF OPERATIONS
(Amounts in thousands)

	Year Ended December 31,		
	2021	2020	2019
Net revenue	$ 4,914,940	$ 4,351,388	$ 4,183,108
Operating expenses:			
Employee wages, benefits and taxes	2,447,032	2,341,116	2,233,383
Maintenance, fuel and other direct expenses	391,391	329,074	320,109
Insurance expense	143,750	134,027	107,570
Other operating expenses	1,127,800	869,415	777,644
Governmental grants	(106,194)	(52,556)	—
Depreciation and amortization	323,164	372,958	319,582
Acquisition, integration and other charges	37,430	44,904	39,467
Total operating expenses	4,364,373	4,038,938	3,797,755
Operating income	550,567	312,450	385,353
Interest expense, net	345,688	361,090	351,223
Loss on debt extinguishment	23,171	17,105	—
Equity in earnings of unconsolidated affiliates	677	(282)	(478)
Other (income) loss, net	(718)	(664)	(3,454)
Net income (loss) before income taxes	181,749	(64,799)	38,062
Income tax (benefit) expense	60,530	(23,114)	17,906
Net income (loss)	$ 121,219	$ (41,685)	$ 20,156
Comprehensive income (loss):			
Net income (loss)	121,219	(41,685)	20,156
Other comprehensive income (loss)			
Unrealized gains (losses) on derivative financial instruments	14,774	30,372	(36,974)
Unrealized holding gains (losses) on investments	(4,699)	3,383	3,417
Defined benefit pension plan net gain (loss)	2,840	(7,063)	(2,442)
Deferred income tax benefit (expense), net	(3,181)	(6,509)	8,606
Total other comprehensive income (loss), net of income tax	9,734	20,183	(27,393)
Comprehensive income (loss)	$ 130,953	$ (21,502)	$ (7,237)

The accompanying Notes to Consolidated Financial Statements are an integral part of these statements.

Global Medical Response, Inc.
CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY
(Amounts in thousands)

	Common Stock	Additional Paid-in Capital	Retained Earnings	Accumulated Other Comprehensive Income (Loss)	Total
Balance at December 31, 2018	$ —	$ 756,279	$ 97,890	$ (2,021)	$ 852,148
Cumulative-effect adjustment upon application of accounting change	—	—	(801)	801	—
Stock-based compensation expense	—	7,644	—	—	7,644
Other	—	(5,399)	—	—	(5,399)
Net income (loss)	—	—	20,156	—	20,156
Other comprehensive income (loss), net of tax benefit (expense) of $8.6 million	—	—	—	(27,393)	(27,393)
Balance at December 31, 2019	$ —	$ 758,524	$ 117,245	$ (28,613)	$ 847,156
Stock-based compensation expense	—	5,084	—	—	5,084
Cash taxes paid on net settled stock awards	—	(14,972)	—	—	(14,972)
Net income (loss)	—	—	(41,685)	—	(41,685)
Other comprehensive income (loss), net of tax benefit (expense) of $(6.5) million	—	—	—	20,183	20,183
Balance at December 31, 2020	$ —	$ 748,636	$ 75,560	$ (8,430)	$ 815,766
Stock-based compensation expense	—	7,034	—	—	7,034
Cash contributed by (distributed to) Parent	—	(521,639)	—	—	(521,639)
Net income (loss)	—	—	121,219	—	121,219
Other comprehensive income (loss), net of tax benefit (expense) of $(3.2) million	—	—	—	9,734	9,734
Other	—	(132)	—	—	(132)
Balance at December 31, 2021	$ —	$ 233,899	$ 196,779	$ 1,304	$ 431,982

The accompanying Notes to Consolidated Financial Statements are an integral part of these statements.

Global Medical Response, Inc.
CONSOLIDATED STATEMENTS OF CASH FLOWS
(Amounts in thousands)

	Year Ended December 31,		
	2021	**2020**	**2019**
Cash flows from operating activities:			
Net income (loss)	$ 121,219	$ (41,685)	$ 20,156
Adjustments to reconcile net income (loss) to net cash provided by (used in) operating activities			
Depreciation and amortization	323,164	372,958	319,582
Amortization of deferred financing costs and debt discount	27,463	26,704	25,728
Loss on debt extinguishment	23,171	17,105	—
Stock-based compensation expense	7,034	5,084	7,644
Loss (gain) on disposal of property and equipment	(559)	6,349	5,630
Unrealized loss (gain) on marketable equity securities	(5,078)	(3,596)	(2,602)
Other, net	5,604	1,695	1,037
Deferred income taxes	49,914	7,430	22,854
Equity in earnings of unconsolidated affiliates	(677)	(282)	(478)
Changes in assets and liabilities, net of effects of acquisitions			
Accounts receivable, net	(239,908)	(35,523)	(129,826)
Accounts payable	21,010	10,795	3,898
Accrued wages, benefits and taxes	(24,323)	69,749	23,438
Accrued interest	(3,033)	41,680	(3,276)
Accrued liabilities	47,076	(12,541)	9,686
Other assets and liabilities, net	46,038	30,147	(3,518)
Net cash provided by (used in) operating activities	398,115	496,069	299,953
Cash flows from investing activities:			
Acquisition of businesses, net of cash and restricted cash acquired	(118,306)	(16,411)	(53,985)
Proceeds from asset disposals related to sales and insurance recoveries	1,248	4,523	28,374
Purchases of property and equipment	(143,115)	(182,931)	(165,923)
Net change in investments held as insurance collateral	1,580	642	1,109
Purchases of marketable securities	(72,227)	(93,025)	(156,513)
Sales and maturities of marketable securities	42,152	67,239	106,499
Other investing activities, net	(10,111)	3,274	(392)
Net cash provided by (used in) investing activities	(298,779)	(216,689)	(240,831)
Cash flows from financing activities:			
Payments on finance lease obligations	(44,917)	(54,310)	(55,879)
Principal payments on long-term debt	(814,105)	(2,285,881)	(56,364)
Payment of deferred financing costs	(21,390)	(27,317)	—
Proceeds from issuance of long-term debt	1,430,700	2,276,306	3,985
Cash contributed by Parent	(521,639)	—	—
Other financing activities, net	(132)	(14,972)	(263)
Net cash provided by (used in) financing activities	28,517	(106,174)	(108,521)
Effect of exchange rate changes on cash, cash equivalents, restricted cash and restricted cash equivalents	(5,604)	(1,477)	(1,060)
Net increase (decrease) in cash, cash equivalents, restricted cash and restricted cash equivalents	122,249	171,729	(50,459)
Cash and cash equivalents, beginning of period (including restricted cash and restricted cash equivalents of $58.2 million, $13.8 million and $35.8 million, respectively)	408,522	236,793	287,252
Cash and cash equivalents, end of period (including restricted cash and restricted cash equivalents of $60.8 million, $58.2 million and $13.8 million, respectively)	$ 530,771	$ 408,522	$ 236,793
Supplemental disclosure of cash flow information			
Capital lease asset and obligation additions [(1)]	$ —	$ —	$ 63,340
Equipment (primarily aircraft) additions financed with the issuance of debt	$ 74,604	$ 81,363	$ 81,236
Cash paid (received) during the period for:			
Interest	$ 317,836	$ 286,961	$ 333,158
Income taxes, net of refunds received	$ 11,169	$ (45,331)	$ 2,256

(1) The Company adopted ASU No. 2016-02 as of January 1, 2020, refer to the supplemental cash flow information related to leases in Note 7 for information as of December 31, 2020.

The accompanying Notes to Consolidated Financial Statements are an integral part of these statements.

Global Medical Response, Inc.
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

NOTE 1 – BASIS OF PRESENTATION AND DESCRIPTION

Global Medical Response Inc. ("GMR"), formerly known as Air Medical Group Holdings, Inc., a Delaware corporation, is organized as a holding company that operates through its wholly-owned subsidiaries Air Medical Group Holdings LLC ("AMGH") and AMR Holdco, Inc. ("AMR"), collectively the "Company" to provide air, ground, specialty and residential fire services and managed medical transportation.

GMR is a direct wholly-owned subsidiary of GMR Intermediate Corp. ("Intermediate Corp.") and an indirect wholly-owned subsidiary of GMR Buyer Corp. ("Parent").

NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Principles of Consolidation

The accompanying consolidated financial statements have been prepared in accordance with generally accepted accounting principles in the United States ("GAAP") to reflect the consolidated financial position, results of operations and cash flows of the Company. The consolidated financial statements of the Company include all of its wholly-owned subsidiaries. All significant intercompany transactions and balances have been eliminated in consolidation.

Use of Estimates

The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Cash and Cash Equivalents

Cash and cash equivalents are comprised principally of demand deposits at banks and other highly liquid short-term investments with maturities three months or less when purchased. Cash and cash equivalents are reflected in the financial statements at cost, which approximates fair value.

Restricted Cash

At December 31, 2021 and 2020, the Company held restricted cash and cash equivalents of $59.7 million and $56.8 million, respectively, classified within "Insurance collateral" in the accompanying consolidated balance sheets. The cash was restricted for the purpose of satisfying the obligations of the Company's wholly-owned captive insurance subsidiary.

At December 31, 2021 and 2020, the Company held restricted cash and cash equivalents of $1.1 million and $1.4 million, respectively, classified within "Other Assets" in the accompanying consolidated balance sheets. The cash was restricted for the purpose of satisfying the obligations of the Company's deferred compensation plan.

Spare Parts, Medical Supplies, and Fuel

Spare parts, medical supplies and fuel are comprised primarily of expendable aircraft parts, serialized parts, medical supplies and maintenance supplies related to flight equipment. Aircraft parts, serialized parts and maintenance supplies related to flight equipment are recorded at the lower of cost (average cost) or net realizable value. Spare parts and medical supplies are capitalized as inventory at cost, determined on a first-in, first out basis when purchased and charged to expense as used.

Leases

The Company adopted the new standard, as modified, on January 1, 2020 using the modified retrospective approach. The Company applied the new guidance to all leases that commenced before and were existing as of January 1, 2020. The Company recognized right of use assets and lease liabilities for the majority of our operating leases, which was the primary impact of the standard on our results. Our operating leases consist principally of real estate and other equipment. As permitted under the standard, we do not recognize right of use assets or lease liabilities for leases with a term of 12 months or less. We applied practical expedients that permitted us not to reassess (i) whether expired or existing contracts contain a lease under the new standard, (ii) the lease classification for expired or existing leases, or (iii) whether previously capitalized initial direct costs would qualify for capitalization under the new standard. The adoption of ASU 2016-02 had no significant impact on our consolidated statement of operations and cash flows from operating, investing and financing activities on our consolidated statements of cash flows. The adoption of ASU 2016-02 impacted our December 31, 2020 consolidated balance sheet including the reclassification of our deferred rent liabilities to an operating lease asset (see Note 7).

Deferred Financing Costs

Direct costs incurred to obtain debt are capitalized and amortized using the effective-interest method over the term of the underlying debt. These deferred financing costs are shown as part of the net amount for the applicable underlying debt.

Income Taxes

Deferred income taxes reflect the impact of temporary differences between the reported amounts of assets and liabilities for financial reporting purposes and such amounts as measured by tax laws and regulations. The deferred tax assets and liabilities represent the future tax return consequences of those differences, which will either be taxable or deductible when the assets and liabilities are recovered or settled. A valuation allowance is provided for deferred tax assets when management concludes it is more likely than not that some portion of the deferred tax assets will not be realized. The respective tax authorities, in the normal course, audit previous tax filings. The Company considers many factors and uses judgement in estimating and assessing the impact of uncertain tax positions. Final audit results may vary from the Company's estimates.

CARES Act

In March 2020, in response to the COVID-19 pandemic, the Coronavirus Aid, Relief, and Economic Security Act ("CARES Act") was signed into law in the U.S. The CARES Act provides numerous tax provisions and other stimulus measures, including temporary changes regarding prior and future utilization of net operating losses, temporary changes to the prior and future limitations on interest deductions, temporary delay of certain payment requirements for the employer portion of social security taxes, technical corrections from prior tax legislation for tax depreciation of certain qualified improvement property, and the creation of certain payroll tax credits associated with the retention of employees. The CARES Act also includes a number of benefits that are applicable to the Company and other healthcare providers including, but not limited to, the appropriation of funding to health care providers for related expenses or lost revenues that are attributable to the COVID-19 pandemic.

The Company received approximately $106.2 million and $52.6 million for the years ended December 31, 2021 and 2020, respectively, from the provider relief funds. The fund payments are grants, not loans, however providers are restricted and the funds must be used only for grant approved purposes. Upon receiving and having satisfied the terms and conditions associated with the initial tranche distribution of funds, the Company accounted for these as restricted contributions and recognized income in the consolidated statements of operations. Net cash provided by operating activities includes these grants received in the respective periods.

The Company's assessment of whether the terms and conditions for amounts received have been met considers all frequently asked questions and other interpretive guidance currently issued by the U.S. Department of Health and Human Services ("HHS"). After consideration of the guidance provided, the Company believes the governmental grants

recognized of approximately $106.2 million and $52.6 million is appropriately recorded as of December 31, 2021 and 2020, respectively.

Recently Issued Accounting Pronouncements

From time to time, new accounting pronouncements are issued by the Financial Account Standards Board ("FASB") or other standards setting bodies that the Company adopts as of the specified effective date. Unless otherwise discussed, the impact of any other recently issued standards that are not yet effective are either not applicable to the Company at this time or will not have a material impact on the Company's consolidated financial statements upon adoption.

In November 2019, the FASB issued ASU No. 2019-10, "Financial Instrument – Credit Losses (Topic 326), Derivatives and Hedging (Topic 915), and Leases (Topic 842)," which among other changes in accounting and disclosure requirements, provides guidance on how an entity should measure credit losses on financial instruments. The ASU is effective for private entities for fiscal years beginning after December 15, 2022. We currently expect the adoption of ASU 2016-13 will have an immaterial impact on our consolidated financial statements and related disclosures.

In March 2020, the FASB issued ASU No. 2020-04, "Reference Rate Reform (Topic 848): Facilitation of the Effects of Reference Rate Reform on Financial Reporting." The ASU provides optional transition guidance, for a limited time, to companies that have contracts, hedging relationships or other transactions that reference the London Inter-bank Offered Rate ("LIBOR") or another reference rate which is expected to be discontinued because of reference rate reform. The amendments provide option expedients and exceptions for applying GAAP to contracts, hedging relationships, or other transactions if certain criteria are met. The amendments in this update are effective as of March 12, 2020 through December 31, 2022. The amendments in this update may be applied as of any date from the beginning of an interim period that includes or is subsequent to March 12, 2020, or prospectively from a date within an interim period that includes or is subsequent to March 12, 2020, up to the date that the financial statements are available to be issued. All other amendments should be applied on a prospective basis. The Company is in the process of evaluating the effect that the adoption of this standard will have on its consolidated financial statements, but does not expect it will have a material effect.

NOTE 3 – PURCHASE TRANSACTIONS

The Company accounts for its business combinations under the requirements of the acquisition method of accounting and under the premise that an acquirer be identified for each business combination. The acquirer is the entity that obtains control of one or more businesses in the business combination and the acquisition date is the date the acquirer achieves control. The assets acquired, liabilities assumed and any noncontrolling interests in the acquired business at the acquisition date are recognized at their fair values as of that date, and the direct costs incurred in connection with the business combination are recorded and expensed separately from the business combination. Acquisitions in which the Company is able to exert significant influence but does not have control are accounted for using the equity method.

Acquired assets and assumed liabilities include, but are not limited to, accounts receivable, fixed assets, intangible assets, deferred income taxes and insurance liabilities. The valuations are based on comparable market transactions, discounted cash flow analyses, actuarial analyses or other appropriate valuation techniques to determine the fair value of the assets acquired or liabilities assumed.

During the years ended December 31, 2021 and 2020, the Company, through its various wholly-owned subsidiaries, paid $121.9 million and $17.0 million, respectively, in total aggregate purchase consideration for acquisitions. The Company acquired each of these companies in order to achieve certain operational and strategic benefits.

The acquisitions completed during the years ended December 31, 2021 and 2020 consist of the following:

Acquired Operation	Location	Date Acquired
Memphis Medical Center Air Ambulance Service, Inc. d/b/a Hospital Wing	Tennessee	October 2021
Hunter Ambulance, Inc.	New York	September 2021
O'Hara Aviation Management Services, L.C.	Texas	August 2021
Ojai Ambulance, Inc.	California	May 2021
Arizona Ambulance of Douglas, Inc.	Arizona	May 2021
Capstone Fire Management, Inc.	California	March 2021
ABC Ambulance, LLC	Arizona	June 2020

The Capstone Fire Management, Inc. acquisition is subject to an earn-out provision estimated at $0.4 million that the Company expects to pay over a three year period. The Hunter Ambulance, Inc. acquisition is subject to contingent consideration of $2.5 million expected to be paid by the end of 2025.

The acquisition date fair value of the total consideration transferred and acquisition date fair value of each major class of assets and liabilities for the other acquisitions completed during the years ended December 31, 2021 and 2020, including post acquisition date adjustments recorded to purchase price allocations are as follows (in thousands):

	Year Ended December 31, 2021	Year Ended December 31, 2020
Accounts receivable, net	$ 813	$ —
Spare parts, medical supplies and fuel	—	118
Prepaid expenses	314	—
Property and equipment	22,583	1,132
Finance right-of-use assets	1,045	—
Customer relationship intangible asset	59,249	11,500
Goodwill	40,860	4,298
Other Assets	182	—
Accrued wages, benefits and taxes	(703)	(48)
Other accrued liabilities	(1,387)	—
Finance lease obligations	(1,045)	—
	$ 121,911	$ 17,000

In connection with the finalization of the purchase price allocations for certain acquisitions completed in 2020 the Company made purchase price allocation adjustments that decreased goodwill by $6.4 million in 2021 primarily due to an increase in contract values. The goodwill recorded for acquisitions completed during the years ended December 31, 2021 and 2020 is expected to be fully deductible for tax purposes.

The accounting for other acquisitions completed during the year ended December 31, 2021 is currently preliminary. The Company continues to obtain information relative to the fair values of the assets acquired and liabilities assumed in the transactions, which could result in material changes to the amounts allocated above. The Company expects to finalize the purchase price allocations for these other acquisitions as soon as practicable. The purchase price allocation for the acquisition completed during the year ended December 31, 2020 is considered final.

NOTE 4 – REVENUE RECOGNITION

The majority of our revenue is generated from fee for service patient revenue, which is derived principally through contracts originating from air and ground medical transport services provided to patients of healthcare facilities and communities served. The Company reports revenue at the amounts that reflect the consideration we expect to receive in exchange for providing medical transport services. These amounts are due from patients, third-party payors (including managed care payors and government programs) and others. Generally, we bill our patients and third-party payors several days after the services are performed. Revenue is recognized as performance obligations are satisfied. Each transport constitutes a single performance obligation and, in most instances occur at readily determinable transaction prices. As a practical expedient, the Company applies a portfolio approach to sources of patient revenue, applied by payor type. At this level, each portfolio shares the characteristics conducive to ensuring that the results of recognizing revenue do not materially differ from the application to each individual patient contract related to each transport. Subsequent changes in the customer's ability to pay are recorded as bad debt within other operating expenses.

Estimating revenue is a complex process, largely due to the volume of transactions, the number and complexity of contracts with payors, the limited availability, at times, of certain patient and payor information at the time services are provided, and the length of time it takes for collections to fully mature. Patients are billed for services provided, and the Company receives payments for these services from patients or their third-party payors. Payments for services provided are generally less than billed charges. The Company recognizes fee for service revenue, net of contractual adjustments and discounts for uninsured patients, at the time transport services are provided. In the period services are provided, the Company estimates gross charges based on: billed services plus an estimate for unbilled services based on pending case data collected, estimates of contractual allowances (explicit price concessions) based on contracted rates and historical or actual cash collections, when available, and estimates of the discount (implicit price concessions) for uninsured patients based on historical cash collections from uninsured patients. For third-party payors, the specific benefits provided for under each patients' healthcare plan, mandated payment rates under the Medicare and Medicaid programs, as applicable, and historical cash collections are utilized. These expected collections are based on fees and negotiated payment rates in the case of third-party payors, the specific benefits provided for under each patient's healthcare plans, mandated payment rates in the case of Medicare and Medicaid programs, and historical cash collections in combination with expected collections from third party payors. In addition, the Company records net revenue from uninsured patients at an estimated realizable value based on historical cash collections. The price concession includes an estimate of uncollectible balances due from uninsured patients, uncollectible co-pay and deductible balances due from insured patients and special charges, if any, for uncollectible balances due from managed care, commercial and governmental payors.

The relationship between gross charges and the transaction price recognized is significantly influenced by payor mix, as collections on gross charges may vary significantly depending on whether and with whom the patients the Company provides services to in the period are insured and the Company's contractual relationships with those payors. Payor mix is subject to change as additional patient and payor information is obtained after the period services are provided. The Company assesses the estimates of unbilled revenue, contractual adjustments (explicit price concessions) and discounts (implicit price concessions) for uninsured patients and payor mix for a period of at least one year following the date of service by analyzing actual results, including cash collections, against estimates at each reporting date. Changes in these estimates are charged or credited to net revenue in the consolidated statement of operations in the period that the assessment is made. Significant changes in payor mix, contractual arrangements with payors, specialty mix, acuity, business office operations, general economic conditions and health care coverage provided by federal or state governments or private insurers may have a significant impact on estimates and significantly affect the results of operations and cash flows. Concentration of credit risk with respect to other payors is limited due to the large number of such payors.

The Company's billing and accounting systems provide historical trends of cash collections and contractual write-offs, accounts receivable agings and established fee adjustments from third-party payors. These estimates are recorded and monitored monthly as revenues are recognized. The principal exposure for uncollectible fee for service visits is from self-pay patients and, to a lesser extent, for co-payments and deductibles from patients with insurance.

Other sources of revenue primarily represent income earned from our membership programs, fire protection service contracts, standby, special event, community subsidies, coordinated care services and income earned from our contract with the Federal Emergency Management Agency ("FEMA") for disaster relief efforts and other federal and state agencies to coordinate emergency medical services responses. Revenue is recognized for these services when our performance obligation is satisfied, which is generally when services are rendered and in an amount that reflects the consideration to which we expect to be entitled. At contract inception, we assess the services specified and identify a performance obligation for each distinct contracted service. These other sources of revenue contracts general consist of fixed-price or variable consideration. Revenue for fixed-price contracts is typically recognized at the time of billing, unless evidence suggests that the revenue is earned or the Company's obligations are fulfilled in a different pattern. In these instances, revenues are deferred and recognized ratably over the life of the contract. Payment is generally received upfront and revenues are deferred and recognized over the life of the contractual service period. Revenue for variable consideration contracts is typically recognized as the services are performed at the contractually billable rate.

Net revenue for the years ended December 31, 2021, 2020 and 2019 consisted of the following (in thousands):

	Year Ended December 31,		
	2021	2020	2019
Medicare and Medicaid	$ 1,540,293	$ 1,475,036	$ 1,574,334
Commercial insurance and managed care (excluding Medicare and Medicaid managed care)	2,046,291	1,776,639	1,860,030
Self-pay	141,704	119,152	137,748
Net transport revenue	3,728,288	3,370,827	3,572,112
Complementary Revenue	1,186,652	980,561	610,996
Net revenue	$ 4,914,940	$ 4,351,388	$ 4,183,108

Net transport revenue includes fee for service patient revenue. Complementary revenue primarily includes income earned from our membership programs, community subsidies, fire protection service contracts, standby, special event, coordinated care services, and income earned from our contract with FEMA and other federal and state agencies to coordinate emergency medical services responses.

NOTE 5 – ACCOUNTS RECEIVABLE

The Company manages accounts receivable by regularly reviewing its accounts and contracts and by providing appropriate adjustments to the estimate of the transaction price. Some of the factors considered by management in determining the adjustments are the historical trends of cash collections, contractual and uninsured write-offs, accounts receivable agings, established fee schedules, contracts with payors, changes in payor mix and procedure statistics. Actual collections of accounts receivable in subsequent periods may require changes in the estimated transaction price.

The Company tests its analysis by comparing cash collections to net fee for service revenues and monitoring self-pay utilization. In addition, when actual collection percentages differ from expected results, on a contract by contract basis, supplemental detailed reviews of the outstanding accounts receivable balances may be performed by the Company's billing operations to determine whether there are facts and circumstances existing that may cause a different conclusion as to the estimate of the collectability of that contract's accounts receivable from the estimate resulting from using the historical collection experience. Changes in these estimates, if any, are charged or credited to the consolidated statements of operations in the period of change. Material changes in estimates may result from unforeseen write-offs of patient or third-party accounts receivable, unsuccessful disputes with managed care payors, adverse macro-economic conditions which limit patients' ability to meet their financial obligations, or broad changes to government regulations that adversely impact reimbursement rates for services provided by the Company. Significant changes in payor mix, changes in contractual arrangements with payors, business office operations, general economic conditions and health care coverage provided by federal or state governments or private insurers may have a significant impact on the Company's estimates and significantly affect its results of operations and cash flows. Consideration of credit risk is limited by the diversity and number of facilities, patients, payors and by the geographic dispersion of the Company's operations.

Estimated uncollectible amounts are generally considered implicit price concessions evaluated each reporting date that are a direct reduction to patient accounts receivable rather than allowance for doubtful accounts. Estimated implicit price concessions of $2,024.3 million and $1,473.0 million were recorded as reductions to accounts receivable at December 31, 2021 and 2020, respectively, on the consolidated balance sheet.

NOTE 6 – PROPERTY AND EQUIPMENT

Property and equipment are recorded at cost except for property and equipment acquired through business acquisitions, which is initially recorded at fair value. Property and equipment primarily consists of aircraft, vehicles, medical and other equipment, aircraft parts and components, and other property, which are stated at cost, net of accumulated depreciation. Expenditures for major renewals, modifications, and improvements to extend the useful life of the asset are capitalized. All maintenance and repairs that do not extend the useful life of the asset, including scheduled aircraft component overhauls and replacements, are expensed as incurred. Gains and losses from dispositions of property, plant and equipment are recorded in the period incurred. Depreciation for property and equipment is provided substantially on a straight-line basis over their estimated useful lives, which are as follows:

	Useful Lives (in Years)
Buildings, including hangars	20-40
Leasehold improvements	Shorter of 5 years or life of lease
Aircraft	15
Vehicles	7-12
Medical and other equipment	5-10
Computer hardware and software	3
Other	3-15

Property and equipment consisted of the following (in thousands):

	December 31, 2021	December 31, 2020
Land	$ 3,074	$ 3,005
Buildings and leasehold improvements	144,658	134,315
Aircraft	846,813	735,689
Vehicles	320,102	289,854
Medical and other equipment	246,079	212,264
Computer hardware and software	180,244	151,927
Other	132,693	111,763
Property and equipment	1,873,663	1,638,817
Less accumulated depreciation	(755,992)	(581,613)
Property and equipment, net	$ 1,117,671	$ 1,057,204

Depreciation expense related to property and equipment was $200.0 million, $197.8 million, and $185.9 million for the years ended December 31, 2021, 2020 and 2019, respectively.

Assets held for sale, presented within the “Other current assets” caption on the consolidated balance sheets, was $1.1 million as of December 31, 2021 and 2020.

NOTE 7 – LEASE COMMITMENTS

Right of use assets and lease liabilities are recorded for the majority of our operating leases. We enter into operating and finance leases for aircrafts, vehicles, equipment and real estate, among other things. Lease terms are generally between one to 20 years, some of which include renewal options, and some of which include options to terminate the leases within one year. Variable lease payments were $11.0 million and $9.8 million for the years ended December 31, 2021 and 2020, respectively. Variable expenses include common area maintenance, utilities, and other items as periodically billed by

property management or the related lessor. Our lease agreements do not contain any material residual value guarantees or material restrictive covenants.

We determine if an arrangement is a lease and classify that lease as either an operating or finance lease at inception. Operating leases are included in operating right-of-use assets, current portion of lease obligations and operating lease obligations on our condensed consolidated balance sheets. Finance leases are included in finance right-of-use assets, current portion of lease obligations and finance lease obligations on our condensed consolidated balance sheets. As permitted under the standard, leases with an initial term of 12 months or less are not recorded on the balance sheet and we recognize lease expense for these leases on a straight-line basis over the lease term in our condensed consolidated statements of operations.

Right of use ("ROU") assets represent our right to use an underlying asset for the lease term and lease liabilities represent the present value of our obligation to make lease payments arising from the lease. Operating lease ROU assets and liabilities are recognized at commencement date based on the present value of lease payments over the lease term. When our leases do not provide an implicit rate, we use our incremental borrowing rate based on the information available at commencement date in determining the present value of lease payments. The operating lease ROU asset also includes the impact of prepaid or deferred lease payments. The length of our lease term may include options to extend or terminate the lease when it is reasonably certain that we will exercise that option. Lease expense for operating lease payments is recognized on a straight-line basis over the lease term.

The components of lease expense were as follows (in thousands):

	Year Ended December 31,	
	2021	2020
Operating lease cost	$ 80,078	$ 76,264
Short-term lease cost[(1)]	2,034	1,612
Finance lease cost:		
Amortization of right-of-use assets	46,578	55,260
Interest on lease liabilities	10,400	12,934
Total finance lease cost	56,978	68,194
Total lease costs	$ 139,090	$ 146,070

(1) Leases that have terms of 12 months or less.

Supplemental cash flow information related to leases was as follows (in thousands):

	Year Ended December 31,	
	2021	2020
Cash paid for amounts included in the measurement of lease liabilities:		
Operating cash flows from operating leases	$ 77,579	$ 72,807
Operating cash flows from finance leases	$ 10,400	$ 12,934
Finance cash flows from finance leases	$ 44,917	$ 54,310
Right-of-use assets obtained in exchange for lease obligations:		
Operating leases	$ 27,035	$ 24,120
Finance leases	$ 40,223	$ 13,867
Right-of-use assets recognized at January 1, 2020, upon adoption.		$ 219,342

Supplemental balance sheet information related to leases was as follows (in thousands):

	December 31, 2021	December 31, 2020
Operating Leases:		
Operating right-of-use assets	$ 237,732	$ 223,572
Current portion of lease obligations	$ 55,831	$ 47,278
Operating lease obligations	198,437	190,856
Total operating lease liabilities	$ 254,268	$ 238,134
Finance Leases:		
Finance right-of-use assets	$ 238,984	$ 231,684
Accumulated amortization	(80,048)	(45,842)
Finance right-of-use assets, net	$ 158,936	$ 185,842
Current portion of lease obligations	$ 40,334	$ 47,756
Finance lease obligations	134,533	156,617
Total finance lease liabilities	$ 174,867	$ 204,373
Weighted Average Remaining Lease Term (in years):		
Operating leases	6.52	7.05
Finance leases	4.22	4.63
Weighted Average Discount Rate:		
Operating leases	6.74%	7.18%
Finance leases	5.34%	5.68%

Future commitments as of December 31, 2021 for lease liabilities related to premises, equipment and other recurring commitments are as follows (in thousands):

	Maturities of Lease Liabilities		
Year Ending December 31,	**Operating Leases**	**Finance Leases**	**Total**
2022	$ 70,724	$ 48,366	$ 119,090
2023	55,592	43,327	98,919
2024	45,404	46,477	91,881
2025	37,551	21,357	58,908
2026	26,823	20,163	46,986
Thereafter	82,584	17,556	100,140
Total lease payments	$ 318,678	$ 197,246	$ 515,924
Less: Amount representing interest	(64,410)	(22,379)	(86,789)
Total	254,268	174,867	429,135
Less: Short-term lease obligation payments	(55,831)	(40,334)	(96,165)
Total long-term lease obligations	$ 198,437	$ 134,533	$ 332,970

NOTE 8 – GOODWILL AND INTANGIBLE ASSETS

The Company’s intangible assets include goodwill and other intangibles, which include the fair value of membership lists, customer relationships and certain trade names. The Company's indefinite-lived intangibles include goodwill, trade names and licenses. Goodwill represents the excess of purchase price over the fair value of net assets acquired. The Company evaluates indefinite-lived intangible assets, including goodwill, for impairment at least on an annual basis and more frequently if certain indicators are encountered. When testing for goodwill impairment, the Company considers multiple factors that could influence the fair value of the reporting unit or indefinite-lived intangible, including, but not limited to: the results of prior qualitative assessments performed; changes in the carrying amount of the reporting unit or indefinite-lived intangible; actual and projected revenue and operating margin; relevant market data for both the Company and its peer companies; industry outlooks; macroeconomic conditions; liquidity; changes in key personnel; and the Company’s competitive position. The Company uses significant judgment to evaluate the totality of these events and factors to make the determination of whether it is more likely than not that the fair value of the reporting unit or indefinite-lived intangible is less than its carrying value. Indefinite-lived intangibles are to be tested at the reporting unit level, defined as an operating segment or one level below an operating segment (referred to as a component), with the fair value of the reporting unit being compared to its carrying amount. If the fair value of a reporting unit exceeds its carrying amount, the indefinite-lived intangibles associated with the reporting unit are not considered to be impaired.

The Company completed its annual impairment test as of October 1, 2021, using a qualitative assessment and determined that its indefinite-lived intangibles were not impaired. The Company’s finite-lived intangibles include its membership lists, customer relationships, and certain trade names. The Company tests its finite-lived intangibles for impairment whenever events or circumstances indicate that the carrying amount may not be recoverable. The Company’s policy is to recognize an impairment charge when the carrying amount is not recoverable and such amount exceeds fair value. During the years ended December 31, 2021, 2020 and 2019, there were no events or circumstances that indicated a potential impairment in the Company’s finite-lived intangibles.

Goodwill consisted of the following as of December 31, 2021 and 2020 (in thousands):

Balance at December 31, 2019	$	2,164,130
Goodwill acquired		10,698
Post acquisition adjustments[(1)]		(4,691)
Balance at December 31, 2020	$	2,170,137
Goodwill acquired		40,860
Post acquisition adjustments[(1)]		(6,400)
Balance at December 31, 2021	$	2,204,597

(1) Post-acquisition adjustments are related to the finalization of the purchase price allocations for prior year acquisitions, as discussed in Note 3.

Intangible assets consist primarily of customer relationships and trade names. The table below illustrates the useful lives of each class of intangible assets and the remaining weighted average amortization period.

Amortizable Intangibles Assets	Estimated Useful Life	Weighted Average Amortization Period
Membership lists	15 years	8.3
Customer relationships	10-20 years	14.3
Trade names	5-10 years	6.0
Non-compete and other	5 years	1.8

Intangible assets consisted of the following at December 31, 2021 and 2020 (in thousands):

	December 31, 2021			December 31, 2020		
	Gross carrying amount	Accumulated amortization	Net carrying amount	Gross carrying amount	Accumulated amortization	Net carrying amount
Amortizable intangible assets						
Customer relationships	$ 1,180,572	$ (303,718)	$ 876,854	$ 1,114,923	$ (237,009)	$ 877,914
Membership lists	92,000	(40,940)	51,060	92,000	(34,807)	57,193
Trade names	63,118	(57,103)	6,015	63,118	(54,823)	8,295
Non-compete and other	7,197	(5,409)	1,788	6,891	(3,935)	2,956
Total amortizing intangible assets	1,342,887	(407,170)	935,717	1,276,932	(330,574)	946,358
Non-amortizable intangible assets						
Trade names	540,300	—	540,300	540,300	—	540,300
Certificates of need	18,400	—	18,400	18,400	—	18,400
Total non-amortizing intangible assets	558,700	—	558,700	558,700	—	558,700
Total intangibles, net	$ 1,901,587	$ (407,170)	$ 1,494,417	$ 1,835,632	$ (330,574)	$ 1,505,058

During 2020, the Company revised the estimated useful life of certain non-amortizable trade names to a remaining estimated useful life of nine months. These trade names were fully amortized as of December 31, 2020. The change in estimated useful life was accounted for prospectively as a change in accounting estimate and resulted in additional

amortization expense of $43.5 million for the year ended December 31, 2020. Aggregate amortization of intangible assets was $76.6 million, $119.9 million, and $74.6 million for the years ended December 31, 2021, 2020 and 2019, respectively.

Estimated annual amortization for the next five years and thereafter subsequent to December 31, 2021 is expected to be (in thousands):

Period Ending December 31,	Amortization
2022	$ 76,665
2023	76,010
2024	75,743
2025	64,469
2026	58,601
Thereafter	584,229
	$ 935,717

NOTE 9 – OTHER ACCRUED LIABILITIES

Other accrued liabilities were as follows as of December 31, 2021 and December 31, 2020 (in thousands):

	December 31, 2021	December 31, 2020
Insurance reserves	$ 82,199	$ 71,484
Deferred membership revenue	68,211	66,181
Derivative liability	—	14,774
Patient refunds	29,565	25,618
Accrued legal fees and settlements	4,222	3,511
Accrued deployment liabilities	12,994	1,930
Other	119,961	91,378
Total other accrued liabilities	$ 317,152	$ 274,876

Deferred membership revenue, or contract liabilities, are primarily related to cash payments recorded in advance of satisfying the Company's performance obligations related to sales of air and ground memberships. Deferred membership revenue balances of a long-term nature, were $29.7 million and $26.5 million as of December 31, 2021 and 2020, respectively, included in other long-term liabilities on the consolidated balance sheets. For the year ended December 31, 2021, the Company recognized $58.6 million of revenue that was included in the deferred revenue balance as of December 31, 2020. As of December 31, 2021, the weighted average remaining period over which revenue for unsatisfied performance obligations on memberships will be recognized was approximately 2.7 years.

NOTE 10 – LONG-TERM DEBT

Long-term debt consisted of the following as of December 31, 2021 and 2020 (in thousands):

	December 31, 2021	December 31, 2020
Senior secured term loans		
Term loan due 2025 (5.25% as of December 31, 2021 and 2020)	$ 1,875,600	$ 1,411,350
First lien term loan due 2025 (5.25% and 5.75% as of December 31, 2021 and 2020, respectively)	1,970,100	1,640,000
Second lien term loan due 2029 (7.50% as of December 31, 2021)	600,000	—
Senior secured notes due 2025 (6.50% as of December 31, 2021 and 2020)	600,000	600,000
Unsecured term loan due 2026 (8.88% as of December 31, 2020)	—	730,000
Other long-term debt, including promissory notes related to aircraft purchases	307,579	236,279
Total	$ 5,353,279	$ 4,617,629
Less current portion of long-term debt	(91,929)	(77,570)
Less unamortized deferred financing costs and debt discount	(109,461)	(123,773)
Long-term debt	$ 5,151,889	$ 4,416,286

Senior Secured Term Loans

On April 28, 2015, the Company entered into a credit agreement with Morgan Stanley Senior Funding, Inc. as administrative agent and collateral agent (the "Term Loan Credit Agreement"), providing for a $1,010.0 million senior secured term loan due April 28, 2022 (the "Term Loan").

On August 12, 2016, Holdings entered into a joinder agreement (the "First Joinder Agreement") to the Term Loan Credit Agreement, providing for a $190 million senior secured term loan due April 28, 2022. The Company's net proceeds, after debt issuance costs and discount, from this borrowing were $184.7 million.

On July 19, 2017, the Company entered into a joinder agreement (the "Second Joinder Agreement") to the Term Loan Credit Agreement, providing for a $750 million senior secured term loan due April 28, 2022. The Company's net proceeds, after debt issuance costs and discount, from this borrowing were $732.8 million. The Second Joinder Agreement is subject to interest rates per annum equal to, at the Company's option, (i) the greater of LIBOR or 1.00% plus a margin of 400 basis points or (ii) the greater of a base rate or 2.00% plus a margin of 300 basis points. Interest payments are due (i) for loans bearing interest determined by reference to LIBOR, on the last day of the applicable interest period and, in the case of an interest period in excess of three months, on each date occurring at three-month intervals after the first day of such interest period and (ii) for loans bearing interest based on the base rate, quarterly. Additionally, quarterly principal payments of $1.9 million are required as part of the Second Joinder Agreement. All other terms remained consistent with the Term Loan Credit Agreement. The Company's net proceeds together with cash on hand were used to acquire AMRG.

On March 5, 2018, the Company entered into the Repricing Amendment No. 1 (the "Repricing Amendment"), by and among the Company, Intermediate Corp. and the other guarantors party thereto and Morgan Stanley Senior Funding, Inc., as the lender and as the administrative agent and the collateral agent, to the Term Loan Credit Agreement. The Repricing Amendment, among other things, (i) establishes new first lien term loans in an aggregate principal amount of approximately $1.9 billion, with the maturity date in 2022, to refinance the existing Term Loan and (ii) reprices the rates applicable to such term loans by amending the definition of the Applicable Margin. Pursuant to the Repricing Amendment, the new Applicable Margin is (i) 3.25% for the new first lien term loans that are LIBOR Loans and (ii) 2.25% for the new first lien term loans that are Alternative Base Rate Loans.

On March 14, 2018, the Company entered into a joinder agreement (the "Third Joinder Agreement") to the Term Loan Credit Agreement, providing for a $1,455.0 million senior secured term loan due March 14, 2025. The Company's net proceeds, after debt issuance costs and discount, from this borrowing were $1,387.0 million. The Third Joinder Agreement is subject to interest rates per annum equal to, at the Company's option, (i) the greater of LIBOR or 1.00% plus a margin of 4.25% or (ii) the greater of a base rate or 2.0% plus a margin of 3.25%. Interest payments are due (i) for loans bearing

interest determined by reference to LIBOR, on the last day of the applicable interest period and, in the case of an interest period in excess of three months, on each date occurring at three-month intervals after the first day of such interest period and (ii) for loans bearing interest based on the base rate, quarterly. Additionally, quarterly principal payments of $3.6 million are required as part of the Third Joinder Agreement. All other terms remained consistent with the Term Loan Credit Agreement. Net proceeds were used to acquire AMR.

On October 2, 2020, the Company entered into Refinancing Amendment No. 1 to the Term Loan Credit Agreement, (the "Refinancing Amendment"), by and among the Company, Intermediate Corp., and the other guarantors party thereto and Morgan Stanley Senior Funding, Inc., as the lender and as the administrative agent and the collateral agent, to the existing term loan credit agreement.

The Refinancing Amendment, among other things, (i) establishes new first lien term loans in an aggregate principal amount of approximately $1,640.0 million, with the maturity date in 2025, to refinance the outstanding first lien term loans and (ii) reprices the rates applicable to such term loans by amending the definition of the applicable margin. Pursuant to the Refinancing Amendment, the new applicable margin is (i) 4.75% for LIBOR loans and (ii) 3.75% for alternative base rate loans. Additionally, quarterly principal payments of approximately $4.1 million are required as part of the Refinancing Amendment, commencing on March 31, 2021.

On January 5, 2021, the Company entered into a joinder agreement (the "2021 January Joinder Agreement") to the Term Loan Credit Agreement, providing for $350.0 million of incremental term loan commitments due October 2, 2025. The applicable margin is consistent with the terms of the Refinancing Amendment and quarterly principal payments of approximately $0.9 million are required, commencing on March 31, 2021. All other terms remained consistent with the Term Loan Credit Agreement. The net proceeds, after debt issuance costs and discount, were approximately $345.3 million, a portion of which was used to pay down the unsecured term loan.

On October 1, 2021, the Company entered into Refinancing Amendment No. 2 to the Credit Agreement dated April 28, 2015, (the "2021 Refinancing Amendment"), by and among the Company, and the other guarantors party thereto and Morgan Stanley Senior Funding, Inc., as the lender and as the administrative agent and the collateral agent, to the existing term loan credit agreement.

The 2021 Refinancing Amendment, among other things, (i) establishes new first lien term loans in aggregate principal amount of approximately $1.975 billion, with the maturity date in October 2025, to refinance the existing term loans issued under the 2020 Refinancing Amendment together with the 2021 January Joinder Agreement and (ii) reprices the rates applicable to such term loans by amending the definition of the applicable margin. Pursuance to the 2021 Refinancing Amendment, the new applicable margin is (i) 4.25% for the new first lien term loans that are LIBOR Loans and (ii) 3.25% for the new first lien term loans that are Alternative Base Rate loans.

On October 4, 2021, the Company entered into the 2021 October Joinder Agreement to the Term Loan Credit Agreement, providing for $480.0 million of incremental term loan commitments maturing in March 2025. The applicable margin is consistent with the terms of the Refinancing Amendment No 2. Quarterly principal payments of approximately $1.2 million are required, commencing on December 31, 2021. All other terms remained consistent with the Term Loan Credit Agreement. The net proceeds, after debt issuance costs of $7.3 million, were approximately $476.0 million. These proceeds, in addition to approximately $50.7 million of cash on hand, were distributed to Parent to be used for the redemption of preferred stock issued by Parent.

On December 17, 2021, the Company entered into a second lien term loan credit agreement with Ares Capital Corporation as administrative agent and collateral agent, providing for a $600 million second lien secured term loan due December 17, 2029 (the "Second Lien Term Loans"). The Second Lien Term Loans are subject to interest rates per annum equal to, at the Company's option, (i) the greater of LIBOR or 0.75% plus a margin of 675 basis points or (ii) a base rate plus a margin of 575 basis points. Interest payments are due (i) for loans bearing interest determined by reference to LIBOR, on the last day of the applicable interest period and, in the case of an interest period in excess of three months, on each date occurring at three-month intervals after the first day of such interest period and (ii) for loans bearing interest based on the base rate, quarterly. Subject to certain exceptions, if any Second Lien Term Loans are voluntarily or mandatorily prepaid, such prepayments shall be made at (x) 102% of the aggregate principal amount of Second Lien Term Loans prepaid if such prepayment occurs on or prior to the first anniversary of the closing date and (y) 101% of the aggregate principal amount of Second Lien Term Loans prepaid if such prepayment occurs after the first anniversary of the closing date but on or prior to the second anniversary of the closing date. The covenants set forth in the second lien term loan credit agreement are either substantially consistent with or less restrictive than those in the Term Loan Credit Agreement. The Company's net proceeds from the Second Lien Term Loans, after debt issuance costs of $12.8 million, were approximately $587.2 million. These proceeds were used to repay in full the $580.0 million outstanding obligations under the Unsecured Term Loan.

Senior Secured Notes

On October 2, 2020, in connection with the Refinancing Amendment, the Company issued $600.0 million aggregate principal 6.5% senior secured notes due 2025 (the "2020 Secured Notes"). The 2020 Secured Notes are fully and unconditionally guaranteed, jointly and severally, on a senior secured basis by each of the Company's existing and future wholly owned domestic restricted subsidiaries to the extent such subsidiary guarantees the term loan credit agreement. Interest on the 2020 Secured Notes is payable on April 1 and October 1 of each year, commencing on April 1, 2021.

On and after October 1, 2021, the Company may redeem the 2020 Secured Notes, in whole or in part, at the redemption price set forth below, plus accrued and unpaid interest thereon, if any, to the applicable redemption date, if redeemed during the twelve month period beginning on October 1 of each of the years indicated below:

2021	103.250 %
2022	101.625 %
2023 and thereafter	100.000 %

The proceeds received from the Refinancing Amendment, together with the proceeds received from the 2020 Secured Notes were used to pay fees and expenses in connection with the Refinancing Amendment and the 2020 Secured Notes, as well as repay in full the senior secured term loans due 2022 and the senior unsecured notes due 2023, of which $1,870.2 million and $370.0 million, respectively, were outstanding. A loss on debt extinguishment of $17.1 million was recognized during the twelve months ended December 31, 2020 to record the total unamortized deferred financing costs and debt discount related to the senior secured term loans due 2022 and the senior unsecured notes due 2023.

Senior Unsecured Notes

On April 28, 2015, the Company issued $370.0 million aggregate principal amount 6.375% senior unsecured notes due May 15, 2023 (the "Acquisition Notes"). The Acquisition Notes are fully and unconditionally guaranteed, jointly and severally, on a senior unsecured basis by each of the Company's existing and future wholly owned domestic restricted subsidiaries to the extent such subsidiary guarantees the Term Loans (as defined above) and the ABL Facility (as defined below) or certain capital markets debt. The Company's net proceeds, after debt issuance costs, from the offering of the Acquisition Notes were approximately $361.6 million. Interest on the Acquisition Notes is payable May 15 and November 15 of each year, commencing November 15, 2015.

On October 2, 2020, the Company extinguished these unsecured notes as part of the Refinancing Amendment.

Asset-Based Revolving Credit Facility

On April 28, 2015, the Company entered into a $175.0 million asset-based revolving credit facility (the "ABL Facility"), with a syndicate of banks, with Bank of America, N.A. acting as the administrative agent and collateral agent.

On March 14, 2018, the Company's existing ABL Facility credit agreement was amended pursuant to an incremental amendment, by and among the Company, the guarantors party thereto, the lenders and the letter of credit issuer listed therein and Bank of America, N.A., to provide for an additional commitment of $100.0 million under the ABL Facility credit agreement.

On October 30, 2018, the ABL Facility was amended pursuant to an incremental amendment, by, among others, the Company, the lenders and Bank of America, N.A., to provide for an additional commitment of $225.0 million for a maximum available under the ABL Facility of $500.0 million.

The amended ABL Facility matures October 30, 2023, and is subject to customary borrowing base limitations and will be reduced by loans and letter of credit utilization. The borrowing base available to the Company under the terms of the ABL Facility is a function of eligible receivables of the Company. Borrowings under the ABL Facility will bear interest at a rate per annum equal to, at the Company's option, either (a) LIBOR plus a margin ranging from 125 to 175 basis points or (b) a base rate plus a margin ranging from 25 to 75 basis points. The applicable margins will be determined based on our average excess liquidity during the immediately preceding fiscal quarter as a percentage of the maximum borrowing amount under the ABL Facility. The Company is also required to pay a commitment fee of 0.375% per annum in respect of any unutilized commitments, which fee will be reduced to 0.25% if the average daily used portion of the ABL Facility exceeds 50%. The credit agreement governing the ABL Facility requires that if excess liquidity is less than the greater of (i) $35.0 million and (ii) 10.0% of the lesser of (x) the aggregate commitments and (y) the applicable borrowing base, we must maintain a minimum fixed-charge coverage ratio of 1.0:1.0 until such thresholds are exceeded for 20 consecutive days. The obligations of the Company under the ABL Facility are unconditionally guaranteed by Intermediate Corp. and each of the Company's subsidiaries. The ABL Facility is secured by a first-priority security interest in the ABL Priority Collateral described above and a second-priority interest in the Priority Term Collateral described above.

As of December 31, 2021, letters of credit outstanding, which impact the available credit under the ABL Facility, were $141.9 million and the maximum amount available under the ABL Facility was $358.1 million. These letters of credit primarily secure the obligations of AMR's operations. As of December 31, 2021 and 2020, we had not drawn on the ABL Facility.

Unsecured Term Loan

On March 14, 2018, the Company also entered into a credit agreement with Morgan Stanley Senior Funding, Inc. as administrative agent, providing for a $730.0 million unsecured term loan due March 14, 2026 (the "Unsecured Term Loan"). The Unsecured Term Loan is subject to interest rates per annum equal to, at the Company's option, (i) the greater of LIBOR or 1.00% plus a margin of 7.88% or (ii) the greater of a base rate or 2.00% plus a margin of 6.88%. Similarly to the Term Loan, the Unsecured Term Loan requires the Company to prepay outstanding term loans, subject to certain exceptions and subject first to prepayment of the Term Loan, with: (i) 50% of our annual excess cash flow (which percentage will be reduced to 25% and 0% of our annual excess cash flow based upon the achievement of specified first lien net leverage ratios); (ii)100% (which percentage will be reduced to 50% upon the achievement of a specified first lien net leverage ratio) of the net cash proceeds of all non-ordinary course asset sales or other dispositions of property in excess of a certain amount, subject to reinvestment rights and other exceptions; and (iii)100% of the net cash proceeds of any incurrence of debt, other than proceeds from debt permitted under the Unsecured Term Loan, except in respect of certain refinancing debt. Notwithstanding the foregoing, the Company is not required to prepay loans under the Unsecured Term Loan with net cash proceeds of asset sales or with excess cash flow in each case attributable to foreign subsidiaries to the extent that the repatriation of such amounts is prohibited or delayed by applicable local law or would result in material adverse tax consequences. If any of the Unsecured Term Loan is (i) voluntarily prepaid, (ii) mandatorily prepaid (subject to certain exceptions) then the Company has to pay the administrative agent, for the benefit of the lenders under the Unsecured Term Loan a premium equal to (x) 105% of the aggregate principal amount of loans prepaid if such prepayment occurs on or prior to March 14, 2019, (y) 103% of the aggregate principal amount of loans prepaid if such prepayment

occurs between March 14, 2019 and March 14, 2020 and (z) 101% of the aggregate principal amount of loans prepaid if such prepayment occurs between March 14, 2020 and March 14, 2021.

On January 5, 2021, proceeds from the 2021 January Joinder Agreements were used to repay $150.0 million of the unsecured term loan. Subject to the terms of the loan a prepayment fee of $1.5 million was paid at the time of repayment. Additionally, on December 17, 2021, the Company extinguished the remaining $580.0 million of outstanding unsecured term loans as part of the Second Lien Term Loans. A total loss on debt extinguishment of $23.2 million was recognized during the twelve months ended December 31, 2021 to record the total unamortized deferred financing costs and debt discount related to the unsecured term loans.

Under the respective agreements governing the ABL Facility, senior secured term loans and the unsecured term loan, the Company is subject to certain customary covenants, including but not limited to limitations on investments, acquisitions, restricted payments, liens, and additional indebtedness and, in the case of the ABL Facility, the minimum fixed-charge coverage ratio as described above. Under the indenture governing the Acquisition Notes and the senior secured term loans, the Company is subject to certain incurrence based restrictive covenants, including those related to investments, indebtedness, and restricted payments.

Scheduled maturities of long-term debt are as follows (in thousands):

Period Ending December 31,	Amount
2022	$ 91,929
2023	78,482
2024	106,992
2025	4,384,317
2026	70,967
Thereafter	620,592
	$ 5,353,279

NOTE 11 – INCOME TAXES

The components of the Company's income tax expense were as follows (in thousands):

	For the Year Ended December 31,		
	2021	2020	2019
Current			
Federal	$ 1,457	$ (36,567)	$ (2,978)
State	9,159	6,023	(1,970)
Total current	10,616	(30,544)	(4,948)
Deferred			
Federal	$ 32,227	8,959	18,827
State	17,687	(1,529)	4,027
Total deferred	49,914	7,430	22,854
Provision for income taxes (benefit)	$ 60,530	$ (23,114)	$ 17,906

A reconciliation of the provision for income taxes at the federal statutory rate of 21% compared to the effective tax rate is as follows (in thousands):

	For the Year Ended December 31,		
	2021	2020	2019
Income tax provision (benefit) at the statutory rate	$ 38,167	$ (13,608)	$ 7,993
State income taxes, net of federal	10,986	(128)	(2,104)
U.S. tax reform	—	(14,493)	—
Basis adjustment related to the acquisition of AMR	—	—	15,121
Political expenses	611	3,491	3,037
Equity compensation	(1,036)	(7,391)	(1,843)
Tax credits	(3,018)	(2,696)	(3,540)
Unrecognized tax benefits	630	1,010	(3,857)
Valuation allowance	11,390	6,068	4,485
Other	2,800	4,633	(1,386)
Provision for income taxes (benefit)	$ 60,530	$ (23,114)	$ 17,906

Deferred income tax assets and liabilities consisted of the following (in thousands):

	December 31, 2021	December 31, 2020
Deferred income tax assets		
Accounts receivable	$ 26,333	$ 19,490
Accrued liabilities	36,464	45,361
Lease obligations	126,401	124,071
Operating loss and credit carryforwards	66,762	82,814
Insurance and other long-term liabilities	23,221	30,904
Interest expense carryforward	35,344	13,817
Deferred income tax assets	314,525	316,457
Valuation allowance	(31,838)	(20,448)
Deferred income tax assets, net of valuation allowance	282,687	296,009
Deferred income tax liabilities		
Property and equipment	(212,446)	(203,744)
Intangible assets	(159,512)	(131,298)
Right-of-use assets	(119,909)	(116,596)
Attribute reduction	(33,320)	(33,776)
Deferred income tax liabilities	(525,187)	(485,414)
Net deferred income tax liabilities	$ (242,500)	$ (189,405)

On March 27, 2020, the CARES Act was enacted. It includes temporary changes to existing U.S. corporate income tax laws that impact the Company, most notably the ability to carryback federal net operating losses, offset 100% of taxable income with net operating loss carryforwards, and a favorable change to the limitation on the deductibility of interest expense. A discrete tax benefit for the remeasurement of federal net operating losses that were carried back based on provisions of the CARES Act was recorded during the first quarter of the year ended December 31, 2020.

As of December 31, 2021, the Company has federal net operating loss carryforwards of $204.0 million with an indefinite carryforward period. The Company has state and local net operating loss carryforwards of $359.0 million, of which $253.7 million may expire in the years 2022-2041. A valuation allowance is established when it is more likely than not that some portion of net deferred tax assets will not be realized. Based on review of available evidence, the Company has determined that it is more likely than not that certain deferred tax assets may not be realized. The increase in valuation allowance of $11.4 million is primarily attributable to interest expense carryforwards.

The Company operates in multiple taxing jurisdictions and in the normal course of business is examined by federal and state tax authorities. The Company considers many factors and uses judgment in estimating and assessing the impact of uncertain tax positions. Final audit results may vary from the Company's estimates. In nearly all jurisdictions, the tax years prior to 2017 are no longer subject to examination.

A reconciliation of the beginning and ending amount of gross unrecognized tax benefits is as follows (in thousands):

	December 31, 2021	December 31, 2020
Balance, beginning of year	$ 1,072	$ —
Increases for tax positions related to the current year	420	359
Increases for tax positions related to prior years	253	713
Decreases for tax positions related to prior years	(11)	—
Balance, end of year	$ 1,734	$ 1,072

As of December 31, 2021, the Company had $1.7 million of unrecognized tax benefits of which $1.6 million would affect the effective tax rate, if recognized. The Company does not expect the total amount of unrecognized tax benefits to significantly change within the next twelve months.

The Company recognized no change in interest and penalties in the statement of operations for the years ended December 31, 2021 and 2020. The Company recognized a reduction of $0.5 million for the year ended December 31, 2019. The Company recognizes accrued interest and penalties related to unrecognized tax benefits as a component of income tax expense in its statement of operations.

NOTE 12 – FAIR VALUE MEASUREMENTS

The Company classifies its financial instruments that are reported at fair value based on a hierarchal framework which ranks the level of market price observability used in measuring financial instruments at fair value. Market price observability is impacted by a number of factors, including the type of instrument and the characteristics specific to the instrument. Instruments with readily available active quoted prices or for which fair value can be measured from actively quoted prices generally will have a higher degree of market price observability and a lesser degree of judgment used in measuring fair value.

Financial instruments measured and reported at fair value are classified and disclosed in one of the following categories:

Level 1—Quoted prices are available in active markets for identical assets or liabilities as of the reporting date. The Company does not adjust the quoted price for these assets or liabilities, which include marketable securities held in connection with the Company's captive insurance program.

Level 2—Pricing inputs are other than quoted prices in active markets, which are either directly or indirectly observable as of the reporting date, and fair value is determined through the use of models or other valuation methodologies. Balances in this category include derivatives.

Level 3—Pricing inputs are unobservable as of the reporting date and reflect the Company's own assumptions about the fair value of the asset or liability. Balances in this category include the Company's estimate, using a combination of internal and external fair value analyses, of contingent consideration for acquisitions described in Note 3.

The Company has adopted the provisions of ASU No. 2016-01 and ASU No. 2018-03 effective for the 2019 annual reporting period, which requires changes in the fair value of equity investment securities to be recognized in net income. In prior periods, the changes in the fair value of equity investment securities were recognized through accumulated other comprehensive income. Upon adoption, the Company has recognized a cumulative effect adjustment of approximately $0.8 million to retained earnings and accumulated other comprehensive income related to the unrealized loss on corporate equity securities and has recognized the change in fair value on these equity securities as a component of other income (expense), net in the consolidated statements of operations.

The following table summarizes the valuation of the Company's financial instruments by the above fair value hierarchy levels as of December 31, 2021 and 2020 (in thousands):

	December 31, 2021			
Description	**Level 1**	**Level 2**	**Level 3**	**Total**
Assets:				
Available-for-sale securities	$ 118,711	$ 8,505	$ —	$ 127,216
Marketable equity securities	44,973	—	—	44,973
Liabilities:				
Contingent consideration	—	—	3,276	3,276

	December 31, 2020			
Description	**Level 1**	**Level 2**	**Level 3**	**Total**
Assets:				
Available-for-sale securities	$ 115,938	$ —	$ —	$ 115,938
Marketable equity securities	27,377	—	—	27,377
Liabilities:				
Interest rate swap	—	14,774	—	14,774
Contingent consideration	—	—	971	971

The contingent consideration balance classified as a Level 3 liability increased $2.3 million during the year ended December 31, 2021 related to the acquisition of Hunter Ambulance, Inc. and Capstone Fire Management, Inc., as discussed in Note 3, partially offset by consideration paid under the terms of the previously completed Transplant Transportation Services, Inc. acquisition. The amount outstanding as of December 31, 2020 relate to an earn-out provisions for the acquisition of Transplant Transportation Services, Inc.

Insurance Collateral

Insurance collateral is comprised of investments in U.S. Treasuries and marketable equity and debt securities held by the Company's wholly-owned captive insurance subsidiary that support the Company's insurance programs and reserves, as well as cash deposits with third parties. Certain of these investments, if sold or otherwise liquidated, would have to be replaced by other suitable financial assurances and are, therefore, considered restricted. All debt securities are designated as available-for-sale and reported at fair value with the related temporary unrealized gains and losses reported as a separate component of accumulated other comprehensive income (loss), net of deferred income tax. Declines in the fair value of a debt securities which are determined to be other-than-temporary are recognized in the statements of operations, thus establishing a new cost basis for such investment. All equity securities are carried at fair value with changes in fair value reported as a component other income (loss), net in the consolidated statements of operations. Investment income earned

on these investments is reported as a component of other income, net in the accompanying statements of operations. Realized gains and losses are determined based on an average cost basis.

Investments are generally classified within Level 1 or Level 2 of the fair value hierarchy because they are valued using quoted market prices, broker or dealer quotations, or alternative pricing sources with reasonable levels of price transparency.

Insurance collateral consisted of the following as of December 31, 2021 and 2020 (in thousands):

	December 31, 2021	December 31, 2020
Available-for-sale securities:		
Corporate and municipal bonds	$ 118,711	$ 109,919
Preferred or fixed rate cap securities	8,505	6,019
Total available-for-sale securities	127,216	115,938
Marketable equity securities	44,973	27,377
Cash deposits and other	59,714	56,844
Insurance Collateral	$ 231,903	$ 200,159

Amortized cost basis and aggregate fair value of the Company's marketable securities as of December 31, 2021 and 2020 were as follows (in thousands):

	December 31, 2021			
Description:	Cost Basis	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
Corporate and municipal bonds	$ 116,987	$ 2,444	$ (720)	$ 118,711
Preferred or fixed rate cap securities	8,445	123	(63)	8,505
Total available-for-sale securities	125,432	2,567	(783)	127,216
Marketable equity securities	34,497	10,913	(437)	44,973
Total securities	$ 159,929	$ 13,480	$ (1,220)	$ 172,189

	December 31, 2020			
Description:	Cost Basis	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
Corporate and municipal bonds	$ 103,727	$ 6,201	$ (9)	$ 109,919
Preferred or fixed rate cap securities	5,728	291	—	6,019
Total available-for-sale securities	109,455	6,492	(9)	115,938
Marketable equity securities	21,979	5,505	(107)	27,377
Total securities	$ 131,434	$ 11,997	$ (116)	$ 143,315

As of December 31, 2021, available-for-sale securities included U.S Treasuries, corporate bonds and fixed income securities of $5.7 million with contractual maturities within one year, $61.3 million with contractual maturities extending longer than one year through five years and $60.3 million with contractual maturities extending longer than five years. Actual maturities may differ from contractual maturities as a result of the Company's ability to sell these securities prior to maturity.

The Company evaluates the investment securities available-for-sale on a quarterly basis to determine whether declines in the fair value of these securities are other-than-temporary. The evaluation consists of reviewing the fair value of the security compared to the carrying amount, the historical volatility of the price of each security, and any industry and

company specific factors related to each security. There were no available-for-sale investment securities that were other-than-temporarily impaired as of December 31, 2021 and 2020.

The Company evaluates the marketable debt securities portfolio to determine whether declines in fair value of these securities are related to credit loss. Management estimates credit losses on marketable debt securities utilizing a credit loss impairment model on a quarterly basis. We estimate the expected credit losses, measured over the contractual life of debt securities considering relevant issue specific factors, including, but not limited to, a decrease in credit ratings or an entity's ability pay. The Company is not aware of any specific factors indicating that the underlying issuers of the debt securities would not be able to pay interest as it becomes due or repay the principal amount at maturity. Therefore, the Company believes that the changes in the estimated fair values of these debt securities are related to market fluctuations, as such, there were no credit losses recognized as of December 31, 2021 and 2020.

The Company realized a net gain on the sales and maturities of available-for-sale securities of $1.2 million for the year ended December 31, 2021, a net loss on the sales and maturities of available-for-sale securities of $1.2 million for the year ended December 31, 2020 and a net gain on the sales and maturities of available-for-sale securities of less than $0.1 million for the year ended December 31, 2019.

Debt

Based on management's estimates, the carrying value of the unsecured term loan and other long-term debt approximates fair value as of December 31, 2021 and 2020. The fair value of the Company's Senior Secured Term Loans, Senior secured notes, and Senior unsecured notes was approximately $5,047.3 million and $3,661.6 million and the outstanding principal amount was $5,045.7 million and $3,651.4 million as of December 31, 2021 and 2020, respectively. The Company's debt is classified as Level II in the fair value hierarchy. For all other financial instruments including cash and cash equivalents, accounts receivable, accounts payable, and accrued expenses, the carrying amounts approximate fair value due to the short maturity of those instruments.

NOTE 13 – DERIVATIVE INSTRUMENTS

All derivative instruments are recorded on the balance sheet at fair value. The Company uses derivative instruments to manage risks associated with interest rate volatility. All hedging instruments that qualify for hedge accounting are designated and effective as hedges, in accordance with GAAP. If the underlying hedged transaction ceases to exist, all changes in fair value of the related derivatives that have not been settled are recognized in current earnings. Instruments that do not qualify for hedge accounting and the ineffective portion of hedges are marked to market with changes recognized in current earnings. The Company does not hold or issue derivative financial instruments for trading purposes and is not a party to leveraged derivatives. The Company's interest rate swaps are measured utilizing pricing models whereby all significant inputs are either observable or corroborated by observable market data.

On April 9, 2018, the Company entered into three interest rate swap agreements with effective dates of May 8, 2018, April 5, 2019, and April 5, 2020 that mature on April 5, 2019, 2020 and 2021, respectively. The swap agreements were with a major financial institution and effectively converted a total of $3.9 billion, $3.6 billion and $3.2 billion, respectively, in variable rate debt to fixed rate debt with interest rates ranging from 2.21% to 2.76%. The Company continued to make interest payments based on the variable rate associated with the debt (based on LIBOR, subject to 1.0% floor) and periodically settled with its counterparties for the difference between the rate paid and the fixed rate. The interest rate swap agreement with an effective date of May 8, 2018 matured on April 5, 2019, with an effective date on April 5, 2019 matured on April 5, 2020, and with an effective date of April 5, 2020 matured on April 5, 2021. These swaps will have no further periodic settlements with its counterparties for the difference between the rate paid and the fixed rate. The Company had no liability as of December 31, 2021. Changes in fair value were recorded as a component of other comprehensive income (loss) before applicable tax impacts. Settlement of interest rate swap agreements were included in interest expense on the consolidated statements of operations. During the years ended December 31, 2021 and 2020, $14.9 million and $51.8 million of other comprehensive gain was reclassified into interest expense, respectively.

NOTE 14 – OTHER COMPREHENSIVE INCOME (LOSS)

The following table presents the tax effect on each component of "Other comprehensive income (loss)" for the years ended December 31, 2021 and 2020 (in thousands).

	For the Year Ended December 31, 2021			For the Year Ended December 31, 2020		
	Before Tax Amount	Tax Benefit (Expense)	Net of Tax Amount	Before Tax Amount	Tax Benefit (Expense)	Net of Tax Amount
Unrealized gains (losses) on derivative financial instruments	$ 14,774	$ (3,528)	$ 11,246	$ 30,372	$ (7,482)	$ 22,890
Unrealized holding gains (losses) on investments	(4,699)	1,044	(3,655)	3,383	(752)	2,631
Defined benefit pension plan net gains (losses)	2,840	(697)	2,143	(7,063)	1,725	(5,338)
Other comprehensive income (loss)	$ 12,915	$ (3,181)	$ 9,734	$ 26,692	$ (6,509)	$ 20,183

The "Accumulated other comprehensive income (loss)" is detailed in the following table, net of tax (in thousands).

Accumulated Other Comprehensive Income (Loss)	Unrealized gains (losses) on derivative financial instruments	Unrealized holding gains (losses) on investments	Defined benefit pension plan net gains (loss)	Total
Balance at December 31, 2019	$ (34,136)	$ 2,415	$ 3,108	$ (28,613)
Other comprehensive income (loss) before reclassification	74,718	2,432	(5,338)	71,812
Amounts reclassified from accumulated other comprehensive income (loss)	(51,828)	199	—	(51,629)
Balance at December 31, 2020	$ (11,246)	$ 5,046	$ (2,230)	$ (8,430)
Other comprehensive income (loss) before reclassification	26,130	(5,805)	2,143	22,468
Amounts reclassified from accumulated other comprehensive income (loss)	(14,884)	2,150	—	(12,734)
Balance at December 31, 2021	$ —	$ 1,391	$ (87)	$ 1,304

NOTE 15 – STOCK COMPENSATION PROGRAM

On April 28, 2015, the Board of Directors of our Parent approved and adopted the GMR Buyer Corp. 2015 Stock Incentive Plan, formerly known as the AMGH Buyer Corp. 2015 Stock Incentive Plan (the "2015 Equity Plan"). The 2015 Equity Plan authorizes equity award options to be granted to management and other personnel and key service providers. The total number of shares of Parent common stock authorized for issuance under the 2015 Equity Plan is 27,010,114 shares. As of December 31, 2021, a total of 25,538,545 stock options were issued and outstanding.

In addition to the 2015 Equity Plan awards noted above, there were 2,803,180 of rollover options which were granted to option holders under a predecessor stock compensation plan in exchange for previously vested options. The rollover options were fully vested and have an exercise price of $1.25 per share. As the rollover options were fully vested, there are no compensation charges associated with such options. On March 14, 2018, upon completion of the acquisition of AMR, certain outstanding fully-vested options held by an AMR employee prior to the close of operations were replaced with 1,626,016 options to purchase shares of Parent common stock with a per share grant date fair value of $6.18. These rollover options vested immediately and were included as part of the purchase consideration transferred for AMR. All rollover options were exercised in the fourth quarter of 2020.

Grants of new options comprise both time-based options and performance-based options. Time-based options generally vest based solely on continued service in equal increments of 20% on each anniversary of the grant date. Performance-based options vest if certain predetermined performance targets based on the investment returns of the Sponsor

stockholders, as defined in the 2015 Equity Plan, are met at the time of a liquidity event, as defined in the 2015 Equity Plan. The 2015 Equity Plan contains provisions that permit an adjustment of the number of shares of common stock represented by each option for any change in capitalization.

The issued and outstanding awards include 9.6 million stock options granted upon completion of the acquisition of AMR during 2018 with a weighted average per share grant date fair value of $4.39. Of the new options granted, approximately 50% are time-based options and the remaining options are performance based.

The following is a summary of share-based option activity for the year ended December 31, 2021:

	Shares	Weighted Average Exercise Price	Fair Value	Weighted Average Remaining Contract Life
Outstanding at December 31, 2019	29,638,121	$ 5.27	$ 3.47	6.84
Options granted	865,000	$ 9.70	$ 4.72	
Options exercised	(4,482,321)	$ 1.59	$ 4.67	
Options cancelled	(373,205)	$ 7.34	$ 3.38	
Outstanding at December 31, 2020	25,647,595	$ 6.03	$ 3.30	5.98
Options granted	511,975	$ 12.24	$ 5.80	
Options exercised	(33,300)	$ 8.38	$ 3.82	
Options cancelled	(587,725)	$ 7.67	$ 3.88	
Outstanding at December 31, 2021	25,538,545	$ 6.12	$ 3.39	5.08
Options exercisable at December 31, 2020	8,140,750			
Options exercisable at December 31, 2021	9,333,363			

The Company's pretax compensation cost for stock-based employee compensation is included in "Employee wages, benefits, and taxes" in the consolidated statements of operations due to these options being issued to the Company's management. The amount of expense recorded is as follows (in thousands):

	For the Years Ended December 31,		
	2021	2020	2019
Stock compensation expense	$ 7,034	$ 5,084	$ 7,644

This expense relates solely to the Company's time-based options. No expense has been recorded with respect to performance-based stock options, as those options have vesting conditions that are subject to the achievement of investment returns by the stockholders at the time of a liquidity event, as defined in our 2015 Equity Plan. This performance condition is not treated as probable of occurring until the liquidity event transpires.

As of December 31, 2021, there was approximately $10.3 million of total unrecognized compensation cost related to non-vested, time-based stock option grants, which will be recognized over a remaining weighted average period of approximately 1.6 years. As of December 31, 2021, the Company had $39.3 million of total unrecognized compensation cost related to performance-based stock options.

Each of the rollover options or vested new options include provisions under which the holder of such option may require the Parent to repurchase such option in limited circumstances. Specifically, such instrument is subject to repurchase upon the death or disability of the holder at intrinsic value for the options. Additionally, the options are subject to various provisions whereby the Parent and certain investors collectively have the right to require the management holder to sell the shares or vested options following a termination.

The fair value of the time-based options granted by the Company is estimated at the date of grant using the modified Black-Scholes European pricing model. Expected volatility for stock options is determined using historical peer group volatility.

The following table presents the assumptions used for the following periods:

	December 31, 2021	December 31, 2020	December 31, 2019
Volatility	50%	50%	50%
Risk free rate	0.87% - 1.26%	0.28% - 0.37%	1.55% - 2.23%
Expected term of options in years	7.5	7.5	7.5
Expected dividend yield	0%	0%	0%
Expected forfeiture rate	0%	0%	0%
Exercise price of option grants	$11.20 - $14.20	$9.70	$9.70

NOTE 16 – EMPLOYEE BENEFIT PROGRAMS

Defined Contribution Plans

The Company maintains a 401(k) defined-contribution retirement plans for the benefit of its employees. Under the plan, eligible employees may contribute up to 80% of their gross pay up to the IRS maximum ($19,500 for 2021 and 2020). The Company's match is 50% of contributions up to 8% of annual salary.

Employer contributions to this plan totaled $37.9 million, $32.9 million, and $31.5 million, for the years ended December 31, 2021, 2020, and 2019, respectively.

Defined Benefit Pension Plan

As part of the acquisition of AMR during 2018, the Company acquired a frozen defined benefit pension plan (the "Pension Plan") that covers eligible employees of one of our subsidiaries, primarily those covered by collective bargaining arrangements. Eligibility is achieved upon the completion of one year of service. Participants become fully vested in their accrued benefit after the completion of five years of service. As part of the freezing of the Pension Plan, no new benefits accrue and no hours of service earned after the freeze date will count in determining a participant's average annual earnings. In November 2019, the plan offered lump sum settlements to certain participants, resulting in the settlement of approximately $10.9 million of accumulated benefit obligations and a $0.6 million realized gain was recorded for the year ended December 31, 2019, presented within the "Other income (loss)" caption on the consolidated statements of operation. Benefits expense under this plan was approximately $0.3 million, $0.3 million and $0.5 million for the year ended December 31, 2021, 2020 and 2019, respectively. The net accrued benefits liability under this plan totaled $14.0 million and $16.6 million at December 31, 2021 and 2020, respectively, presented within the "Other long-term liabilities" caption on the consolidated balance sheet.

Collective Bargaining Agreements

Approximately 36% of our employees are represented by 71 active collective bargaining agreements. There are seven operational locations representing approximately 1,000 employees currently in the process of negotiations. In 2022, 21 collective bargaining agreements, representing approximately 5,800 employees will be subject to negotiation. While the Company believes it maintains a good working relationship with its employees, the Company has experienced some union work actions. The Company does not expect these actions to have a material adverse effect on its ability to provide service to its patients and communities.

NOTE 17 – INSURANCE RESERVES

Insurance reserves are established for automobile, workers compensation, general liability and professional liability claims utilizing policies with both fully-insured and self-insured components. This includes the use of an off-shore captive insurance program through a wholly-owned subsidiary, GMR Insurance Services, Ltd. (formerly known as AMR Insurance Services, Ltd.). In other instances where the Company has obtained third-party insurance coverage, the Company normally retains liability for the first $1 to $3 million of the loss. Insurance reserves cover known claims and incidents within the level of retention that may result in the assertion of additional claims, as well as claims from unknown incidents that may be asserted arising from activities through December 31, 2021.

Reserves are established for claims based upon an assessment of claims reported and claims incurred but not reported. The reserves are established based on consultation with a third-party independent actuary using actuarial principles and assumptions that consider a number of factors, including historical claim payment patterns (including legal costs), changes in case reserves and the assumed rate of inflation in health care costs and property damage repairs.

Provisions for insurance expense included in the consolidated statements of operations include annual provisions determined in consultation with third-party actuaries and premiums paid to third-party insurers.

The table below summarizes the non-health and welfare insurance reserves included in the accompanying consolidated balance sheet at December 31, 2021 and 2020 (in thousands):

	December 31, 2021			December 31, 2020		
	Accrued Liability	Insurance Reserves	Total Liability	Accrued Liability	Insurance Reserves	Total Liability
Automobile	$ 30,343	$ 70,715	$ 101,058	$ 26,772	$ 58,401	$ 85,173
Workers' compensation	32,198	87,451	119,649	30,126	63,338	93,464
General/ Professional Liability	19,658	36,663	56,321	14,586	37,554	52,140
	$ 82,199	$ 194,829	$ 277,028	$ 71,484	$ 159,293	$ 230,777

The changes to the Company's estimated losses under insurance programs as of December 31, 2021 and 2020 were as follows (in thousands):

	December 31, 2021	December 31, 2020
Balance, beginning of period	$ 230,777	$ 189,752
Expense for current period reserves	101,267	77,597
Unfavorable (favorable) changes to prior reserves	2,147	16,998
Change in losses covered by commercial insurance programs	16,862	4,863
Payments for claims	(74,025)	(58,433)
Balance, end of period	$ 277,028	$ 230,777

NOTE 18 – COMMITMENTS AND CONTINGENCIES

Letters of Credit

As of December 31, 2021 and 2021, the Company had $141.9 million and $103.7 million in outstanding letters of credit, respectively.

Lease Commitments

As discussed in Note 7, the Company leases equipment, hangars, and various facilities under operating lease agreements. On January 1, 2020, the Company adopted ASU No. 2016-02. Upon adoption, we recognized right of use assets and lease liabilities for the majority of our operating leases. Prior to the adoption of ASU No. 2016-02, the Company recorded certain leasehold improvements, aircraft, vehicles and certain other assets under capital leases. Capital-leased assets were capitalized using implicit interest rates at the inception of the lease and are amortized over the lesser of the contractual lease term or the useful life of the leased asset. Aircraft leases included purchase options, generally effective at specific dates prior to the end of the lease term at a defined price, determined at the inception of the lease based on the expected fair value of the aircraft at the option date. Capital leases were collateralized by the underlying assets.

Rent expense for operating leases totaled $94.4 million for the year ended December 31, 2019. Rent expense is included in the "Other operating expenses" caption on the consolidated statements of operations.

Principal payments for capital lease obligations totaled $55.9 million for the year ended December 31, 2019.

Interest payments related to capital lease obligations totaled $13.8 million for the year ended December 31, 2019. Interest payments related to capital lease obligations are included in the "Interest expense, net" caption on the consolidated statements of operations.

Refer to Note 7 for further information on the impact on the adoption ASU No. 2016-02 on the Company's consolidated financial statements for the years ended December 31, 2021 and 2020.

Purchase Commitments

As of December 31, 2021, the Company's purchase commitments for aircraft, net of deposits, were as follows (in thousands):

Period Ending December 31,	Aircraft
2022	$ 56,606
2023	34,670
2024	24,922
Thereafter	—
	$ 116,198

The Company intends to use the new aircraft for base expansion opportunities as well as to replace some older aircraft. The above commitments represent a total of 25 aircrafts. Commitments to purchase aircrafts include the additional cost to modify these aircrafts for patient transport. The costs to acquire and modify aircrafts, under these or similar commitments have typically been financed by the Company through capital lease agreements or promissory notes secured by aircraft. As of December 31, 2021, the Company has paid $6.1 million in non-refundable deposits, which will be applied against the purchase price of future aircrafts. It is customary for the aircraft deposits to be applied to future aircraft purchases as each new agreement is signed. These deposits are classified in the "Other assets" caption of the Company's consolidated balance sheets. During the year ended December 31, 2021, the Company took delivery of eight aircraft related to purchase commitments from prior periods.

Legal Matters

In March 2017, Rural Metro of Florida received a Civil Investigative Demand from the U.S. Attorney Office for the Middle District of Florida (DOJ) requesting documentary materials and written interrogatories related to the Rural Metro of Florida's provision of services to a number of Medicare beneficiaries. The government contended that it had certain civil claims against Rural Metro of Florida arising from the submission of claims for basic life support, non-emergency services, which the government contended lacked medical necessity or were improperly documented. This matter was settled for $0.7 million in February 2021.

In August 2020, plaintiffs commenced a putative class action lawsuit seeking to represent a class of pilots, nurses and paramedics as to alleged violations of California wage and hour laws including meal and rest break requirements and overtime pay requirements. The plaintiffs also asserted representative claims on behalf of similarly situated employees under the California Private Attorney General Act ("PAGA"). In November 2021, the court was alerted to the related case, *Mason v REACH Air Medical Services, LLC.* At this time the Company is unable to estimate the amount of potential damages, if any.

In September 2021, plaintiff commenced a putative class action lawsuit seeking to represent a class of current and former non-exempt employees who worked as a paramedic, were paid overtime wages and earned non-discretionary wages, and/or who were paid preceptor wages through various points in time. The operative complaint alleges violations of California wage and hour laws including meal and rest break requirements and overtime pay requirements. The plaintiff also asserted representative claims on behalf of similarly situated employees under PAGA. In November 2021, the court was alerted to the related case, *Reni et al. v. REACH Medical Holdings, LLC et al.* At this time the Company is unable to estimate the amount of potential damages, if any.

The Company is involved in other litigation arising in the ordinary course of business. Management believes the outcome of these legal proceedings will not have a material adverse impact on its financial condition, results of operations or liquidity.

NOTE 19 – RELATED-PARTY TRANSACTIONS

On April 28, 2015, investment funds affiliated with Kohlberg Kravis Roberts & Co. L.P. ("KKR") acquired 100% of the equity interest of the Company. The Company executed a monitoring agreement with KKR, which became effective on April 28, 2015. The monitoring agreement will be in effect from year to year unless amended or terminated by consent of all of the parties. In the event of a consummation of a change in control of, or initial public offering by the Company, the monitoring agreement will be automatically terminated, unless the Company otherwise elects to continue the monitoring agreement.

Pursuant to the monitoring agreement, the Company pays KKR a fee equal to 1% of EBITDA for the prior fiscal year, payable in quarterly installments in arrears at the end of each fiscal quarter. The Company incurred an advisory fee of $7.6 million, $7.8 million and $6.3 million for the year ended December 31, 2021, 2020 and 2019. The fees are included in the "Other operating expenses" caption on the consolidated statements of operations.

Additionally, KKR Capital Markets LLC ("KCM"), an affiliate of KKR, and Capstone provided for the arrangement and syndication of the Unsecured Term Loan, the 2021 January Joinder Agreement, the 2021 Refinancing Amendment, the October 2021 Joinder Agreement, the Second Lien Term Loans and operational support, procurement diagnostics, and due diligence support, respectively. In consideration for these services, the Company paid KCM and Capstone $19.8 million, $8.0 million and $0.9 million during the years ended December 31, 2021, 2020 and 2019, respectively.

In connection with the acquisition of AMR during 2018, we entered into an indemnification agreement with KKR North America Fund XI (AMG) LLC pursuant to which we agreed to indemnify affiliates of KKR that at any time hold our common equity (and their affiliates and certain other persons) against liabilities that may arise out of any breach by us of a consent decree we entered into with the Federal Trade Commission, and to advance expenses incurred as a result of any proceeding against them as to which they could be indemnified.

On May 14, 2021, the Company acquired certain assets of Arizona Ambulance of Douglas, an ambulance transport provider partially-owned and operated by a senior level executive of the Company for $10.0 million in purchase consideration.

NOTE 20 – UNAUDITED QUARTERLY FINANCIAL DATA

Summarized unaudited quarterly financial data for the years ended December 31, 2021 and 2020, respectively, is as follows (in thousands):

	Quarter			
	First	Second	Third	Fourth
2021				
Net revenue	$ 1,047,937	$ 1,210,808	$ 1,408,599	$ 1,247,596
Operating income	26,349	213,801	237,928	72,489
Income (loss) before income taxes	(74,248)	133,658	149,695	(27,356)
Net income (loss)	(51,535)	93,457	107,977	(28,680)
2020				
Net revenue	$ 1,019,129	$ 1,100,045	$ 1,179,041	$ 1,053,173
Operating income	16,974	141,282	135,717	18,477
Income (loss) before income taxes	(74,987)	52,108	50,924	(92,844)
Net income (loss)	(42,300)	33,567	46,001	(78,953)

NOTE 21 – COVID-19

The continued spread of COVID-19 in the areas in which we operate could adversely affect our business. The transport and treatment of highly contagious COVID patients in our aircraft or ground ambulance units or the exposure of our employees during the normal course of their personal and professional lives may result in a temporary shutdown of portions of operations, the diversion of patients, quarantine of staff, or staffing shortages. There may also be disruptions or delays in production and delivery of materials and products in the supply chain. The current corona virus outbreak, or any actions governmental authorities take in connection with COVID-19 may result in a decrease in demand for our services and could adversely impact our business. The potential impact of the outbreak with respect to our markets or our business is difficult to predict.

NOTE 22 – SUBSEQUENT EVENTS

The Company has evaluated new information and events through March 21, 2022, which is the date these consolidated financial statements were available to be issued, to determine the need to either update these consolidated financial statements or to provide additional disclosures about those events. No additional disclosures were deemed necessary by the Company.

2.(D) LITIGATION

Provide a list of all resolved or ongoing litigation involving the Offeror's organization including resolution or status for the last five (5) years . . . This listing shall include litigation brought against the Offeror's organization or affiliated organization, and any litigation initiated by the Offeror's organization or affiliated organization against any governmental entity or competing ambulance service. Offeror to provide documentation that it has resolved all issues arising from litigation or describe status of open litigation. Upload the submittals for this section as a separate file named Litigation.

The information below relates to AMR HoldCo., Inc. ("AMR"), and its approximately 200 subsidiaries and affiliates nationwide that provide ground ambulance services, including the bidding entity Mercy, Inc. Given AMR's size, geographic scope, and lengthy history of service, this is a high-level summary and good faith effort to provide information responsive to the City's request in the RFP. If the City would like to discuss these matters in more detail or needs clarifications, we are happy to make ourselves and/or our counsel available to discuss at your convenience.

Litigation Summary

Over the years and in the ordinary course of business, AMR and its subsidiaries and/or affiliates have been involved in litigation and have had claims made against us, principally relating to professional liability, auto accident and workers compensation claims.

A high-level abstract of all litigation nationally (open and closed) for the last 5 years run through March 1, 2022, is provided beginning on page 4 of this document. For privacy, confidentiality and settlement agreement reasons, we have included summary information only and have provided the information in the manner in which we track the information which does not include the court or case number and does not include certain matters. We have had contract disputes with customers that have resulted in litigation including, with the Emergency Medical Services Authority in Oklahoma. We also enter routine settlements and reconciliations with payers, patients and governmental agencies in the normal course of business and these are not specifically tracked.

As of the date of this submission, we believe there is no outstanding or pending litigation that would affect our ability to materially perform the requirements of the RFP. At this time, we believe that any pending litigation or claims that may be asserted against us are without merit and/or adequately provided for by insurance or reserves and will not have a material effect on the operations or the services that we would provide under this RFP. Additionally, AMR maintains insurance that is significantly higher than other providers in the emergency medical services industry. There are several layers of excess insurance for professional liability, auto liability and general liability reaching into the high eight figures for various lines.

Government Investigations

Like others in the industry, AMR and its subsidiaries have from time-to-time been contacted by government agencies in connection with their regulatory or investigational authority. We have implemented policies and procedures that we believe will assure that we are in substantial compliance with the laws that these governmental agencies regulate. Any past matters have been resolved with the appropriate governmental agency including, for example, Corporate Integrity Agreements. Additionally, local AMR operations receive inquiries from state and local health departments, EMS bureaus, state attorneys and other regulatory (e.g. OSHA) or law enforcement agencies. AMR cooperates with these authorities to resolve all inquiries.

For the past 3 years, we have received inquiries from government agencies and cooperated with several matters and inquiries with government agencies as follows:

a) In December 2013, AMR of Connecticut received notice of a qui tam lawsuit. Through several dismissals and reversals of dismissals, in July 2020 AMR settled the matter with Relator's counsel.
b) In 2017, we received overpayment demands related to Medicare ZPIC audits for numerous operations. After several levels of appeal, the extrapolation was eliminated and a minimal amount of refunds were processed.
c) In 2017, AMR received a Civil Investigative Demand in Massachusetts for a small number of Medicaid claims and AMR complied with the terms of the request. Subsequently, in October 2018 AMR received an Administrative Request for Documentation for additional Medicaid patients. Settlement was reached in March 2020.
d) In August 2018, AMR of Connecticut received a petition notice from the Connecticut Department of Public Health requesting transport and billing records. In May 2020, AMR of Connecticut received an HHS OIG subpoena request for additional records. AMR settled the matter in March 2022 with the federal government and state of Connecticut.
e) In September 2018, AMR received a Notice of Intent to Suspend from the DC Department of Health related to credential concerns. Settlement was reached in April 2019 and no suspension occurred.
f) In October 2019, AMR received a request for records from the Office of Civil Rights (OCR). AMR produced the requested records and responded to subsequent questions. Awaiting a response from the OCR.
g) In December 2019 and January 2020, AMR received notice of revocation letters for multiple AMR entities in California associated with targeted probe and educate audits by Noridian. Settlement was reached in April 2020 with the Centers for Medicare and Medicaid Services Office of Inspector General related to Basic Life Support Non-Emergency transports. The settlement agreement included a review and modification plan outlining future audits and monitoring.
h) In January 2020, Virginia Medical Transport ("VMT") received notice of a UPIC audit. Offsets were made. This matter is closed.
i) On March 11, 2020, AMR received notification of a Civil Investigative Demand from the United States Department of Justice in Indiana. AMR is cooperating with the ongoing investigation.
j) On July 24, 2020, AMR West received a subpoena duces tecum requesting transport records for a sample of claims. AMR is cooperating with the document request.
k) On October 15, 2020, AMR received a UPIC audit for its operation in the County of San Diego. AMR is cooperating with the document request.

Rural/Metro Acquisition

On October 28, 2015, AMR acquired all of the Rural/Metro ambulance companies after those companies had emerged from bankruptcy in 2014. For the past 3 years, the Rural/Metro companies have received and cooperated with several matters and inquiries with government agencies as follows:

i. In January 2015, Rural/Metro received a DOJ Civil Investigative Demand requesting patient and billing records. This case was dismissed in August 2020.
ii. On March 23, 2017, Rural/Metro Corporation of Florida received a Civil Investigative Demand from the U.S. Department of Justice, Middle District of Florida related to BLS ambulance transport services. Rural/Metro Corporation of Florida has produced documents and the matter was settled in 2020.
iii. In September 2017, Rural/Metro's Kentucky operations received a Civil Investigative Demand from the US Department of Justice, the Eastern District of Kentucky, related to medical necessity allegations. Rural/Metro produced the documents and the matter was settled in 2019.

Like others in the industry, AMR and its affiliates and subsidiaries in their day-to-day operations have been involved in contract disputes with customers, vendors, payers, patients and others. All of these matters are resolved in the ordinary course and there are no pending actions that we believe would impair or otherwise impact Mercy, Inc's ability to perform the obligations under the RFP. AMR and its subsidiaries compliance policies and Code of Conduct are available at: https://www.amr.net/about/compliance. Again, if the City would like to discuss these matters in more detail or needs clarifications, we are happy to make ourselves and/or our counsel available to discuss at your convenience.

Five-Year List Attached

Please see the following pages for a high-level abstract of all litigation nationally (open and closed) for the last 5 years run through March 1, 2022.

AMR All Entities 5 Yr Litigation History (06/01/16 - 03/01/2022)

*Some cases are not tracked with claim numbers. We have provided names to identify these cases.

Legal Entity	Claim Number*	Claim Status	Date	Description	Unit Name	State
American Medical Response, Inc.	Banta	Open	2008	Commercial/Employment	Southern California Operations	CA
Metro Ambulance Services, Inc.	Bataski	Open	2016	Employment	DeKalb County - Operations	GA
Rural/Metro Corporation	Durham	Open	2016	Employment	BIRMINGHAM AL	AL
Rural Metro of San Diego, Inc.	Calleros	Open	2017	Commercial/Employment	San Diego	CA
Rural/Metro Operating Company, LLC and AMR, Inc.	Capio Funding, LLC	Open	2017	Commercial	Texas	TX
Lasalle Ambulance Inc.	9A613757980841B	Open	11/10/1998	Workers Compensation	LaSalle Ambulance, Inc	NY
Eastern Paramedics, Inc.	9A613757980852B	Open	10/28/1999	Workers Compensation	Syracuse EMS	NY
Rural/Metro of Northern Ohio, Inc.	9A631551545896B	Closed	12/8/1999	Workers Compensation	Inactive-Cleveland Ambulance	OH
Lasalle Ambulance Inc.	81007915WC01	Open	11/21/2000	Workers Compensation	LaSalle Ambulance, Inc	NY
Park Ambulance Service Inc.	20011292923-0001	Open	12/3/2001	Workers Compensation	Inactive-Inactive-NY City	NY
Five Counties Ambulance Service, Inc.	20011293708-0001	Open	12/5/2001	Workers Compensation	Inactive-Inactive-Long Island	NY
American Medical Response of Massachusetts, Inc.	20020103359-0001	Open	1/8/2002	Workers Compensation	Lifeline	AZ
American Medical Response of Southern California	20020109989-0001	Closed	1/8/2002	Workers Compensation	Antelope Valley	CA
American Medical Response West	20020327714-0001	Open	3/26/2002	Workers Compensation	Bowers Los Angeles IFT	CA
Desert Valley Medical Transport, Inc.	20020500235-0001	Open	4/30/2002	Workers Compensation	Victorville	CA
American Medical Response Ambulance Service, Inc.	20020502182-0001	Closed	5/4/2002	Workers Compensation	Inactive-Los Angeles South	CA
American Medical Response West	20020503230-0001	Open	5/8/2002	Workers Compensation	Inactive-Santa Clara County ALS	CA
Physicians & Surgeons Ambulance Service, Inc.	20020601451-0001	Closed	5/31/2002	Workers Compensation	Summit/Stark	OH
American Medical Response West	20031208237-0001	Open	6/4/2002	Workers Compensation	Hillsborough	FL
Five Counties Ambulance Service, Inc.	20020605319-0001	Open	6/6/2002	Workers Compensation	Inactive-Long Island	NY
Five Counties Ambulance Service, Inc.	20020904613-0001	Closed	8/21/2002	Workers Compensation	Inactive-Long Island	NY
American Medical Response of Connecticut, Incorporated	20021004680-0001	Closed	10/9/2002	Workers Compensation	New Haven	CT
Five Counties Ambulance Service, Inc.	20021202586-0001	Open	11/29/2002	Workers Compensation	Inactive-Inactive-Long Island	NY
American Medical Response West	20030102789-0001	Open	12/23/2002	Workers Compensation	Nashville Operations	TN
American Medical Response West	20030109183-0001	Closed	1/20/2003	Workers Compensation	San Mateo ALS	CA
American Medical Response West	20030311685-0001	Closed	3/26/2003	Workers Compensation	Santa Barbara	CA
American Medical Response West	20050637281-0001	Closed	3/26/2003	Workers Compensation	Santa Barbara	CA
American Medical Response West	20030804591-0001	Closed	8/5/2003	Workers Compensation	San Mateo ALS	CA
American Medical Response Ambulance Service, Inc.	30090324893-0001	Closed	8/12/2003	Workers Compensation	Ventura	CA
American Medical Response of Southern California	A652800033-0001-01	Closed	8/17/2003	Workers Compensation	Inactive-Los Angeles Central	CA
Atlantic/Palm Beach Ambulance, Inc.	20030814021-0001	Closed	8/22/2003	Workers Compensation	Palm Beach	FL
American Medical Response West	20031018321-0001	Closed	10/11/2003	Workers Compensation	Inactive-Alameda County ALS	CA
American Medical Response of Connecticut, Incorporated	20031014020-0001	Closed	10/21/2003	Workers Compensation	Waterbury	CT
American Medical Response West	20031105844-0001	Closed	11/1/2003	Workers Compensation	Inactive-Santa Clara County ALS	CA
American Medical Response West	20040119748-0001	Closed	1/18/2004	Workers Compensation	San Mateo ALS	CA
American Medical Response of Connecticut, Incorporated	20040116822-0001	Open	1/23/2004	Workers Compensation	Knox County	TN
American Medical Response of Southern California	20040219478-0001	Closed	2/25/2004	Workers Compensation	LA North	CA
American Medical Response West	20040506113-0001	Closed	5/4/2004	Workers Compensation	Stanislaus County	CA
American Medical Response of Massachusetts, Inc.	20040815349-0001	Closed	8/13/2004	Workers Compensation	Inactive-Metro Boston/Hyde Park	MA
American Medical Response Ambulance Service, Inc.	20040920761-0001	Closed	9/3/2004	Workers Compensation	Rancho Cucamonga	CA
American Medical Response West	20041009130-0001	Closed	10/6/2004	Workers Compensation	Contra Costa County ALS	CA
Five Counties Ambulance Service, Inc.	20041227480-0001	Open	12/20/2004	Workers Compensation	Inactive-Long Island	NY
American Medical Response of Southern California	20060133349-0001	Open	1/10/2005	Workers Compensation	Akron	OH
Park Ambulance Service Inc.	20060816120-0001	Open	2/7/2005	Bodily Injury	Inactive-New York City	NY
Atlantic/Palm Beach Ambulance, Inc.	20050304847-0001	Closed	2/12/2005	Workers Compensation	Palm Beach	FL
Mercy, Inc.	20050322011-0001	Open	3/13/2005	Workers Compensation	Las Vegas - Operations	NV
American Medical Response West	20050543013-0001	Open	5/24/2005	Workers Compensation	Houston	TX
American Medical Response West	20050636805-0001	Closed	6/20/2005	Workers Compensation	Inactive-Alameda County ALS	CA
American Medical Response West	20050842232-0001	Closed	8/21/2005	Workers Compensation	Monterey	CA
American Medical Response West	20050933357-0001	Closed	9/20/2005	Workers Compensation	Contra Costa County ALS	CA
LaSalle Ambulance, Inc.	C7U4C0007425	Open	12/22/2005	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response of Massachusetts, Inc.	20060515543-0001	Open	5/7/2006	Workers Compensation	Jackson - CMS	MS
Desert Valley Medical Transport, Inc.	30110348144-0001	Closed	5/17/2006	Workers Compensation	Victorville	CA
American Medical Response of Connecticut, Incorporated	20060605236-0001	Closed	5/30/2006	Workers Compensation	Waterbury	CT
Park Ambulance Service Inc.	20080140627-0001	Closed	6/9/2006	Bodily Injury	Inactive-New York City	NY
Park Ambulance Service Inc.	20060713053-0001	Closed	7/4/2006	Collision	Inactive-New York City	NY
Park Ambulance Service Inc.	20061008146-0001	Closed	9/28/2006	Workers Compensation	Inactive-New York City	NY
American Medical Response Ambulance Service, Inc.	20061105981-0001	Open	10/11/2006	Workers Compensation	Alamogordo	NM
American Medical Response Ambulance Service, Inc.	20061110094-0001	Closed	10/11/2006	Workers Compensation	Ventura	CA
American Medical Response West	20061022624-0001	Open	10/12/2006	Workers Compensation	Inactive-Santa Clara County ALS	CA
American Medical Response West	20061043909-0001	Closed	10/20/2006	Workers Compensation	Contra Costa County ALS	CA
American Medical Response West	20061103042-0001	Open	10/27/2006	Workers Compensation	SWA City Of Glendale EMS	AZ
American Medical Response West	20061128581-0001	Closed	11/14/2006	Workers Compensation	Inactive-Alameda County ALS	CA
American Medical Response Mid-Atlantic, Inc.	20070114706-0001	Closed	11/15/2006	Workers Compensation	Maryland	DC
American Medical Response Northwest, Inc.	20061233415-0001	Closed	12/14/2006	Workers Compensation	Multnomah	OR
American Medical Response of Connecticut, Incorporated	20061239744-0001	Closed	12/22/2006	Workers Compensation	Waterbury	CT
American Medical Response West	20070114716-0001	Closed	12/30/2006	Workers Compensation	Inactive-Santa Clara County ALS	CA
American Medical Response West	20070524466-0001	Open	1/24/2007	Workers Compensation	Stanislaus County	CA
American Medical Response West	20070204617-0001	Closed	1/30/2007	Workers Compensation	Yolo County	CA
LaSalle Ambulance, Inc.	C7U4C0019756	Closed	2/5/2007	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response West	20070243774-0001	Closed	2/22/2007	Workers Compensation	Inactive-PBS - Modesto	CA
American Medical Response West	20070246854-0001	Open	2/22/2007	Workers Compensation	Evansville	IN

American Medical Response West	20070506710-0001	Closed	4/23/2007	Workers Compensation	San Joaquin	CA
Mobile Medic Ambulance Service, Inc.	20070545350-0001	Closed	5/5/2007	Workers Compensation	Gulfport - SMS	MS
American Medical Response of Southern California	20070706649-0001	Open	7/3/2007	Workers Compensation	Knox Ambulance	TN
American Medical Response West	20070726050-0001	Open	7/12/2007	Workers Compensation	Coweta County	CA
American Medical Response of Southern California	20070766621-0001	Open	7/25/2007	Workers Compensation	Las Vegas	NV
Springs Ambulance Service, Inc.	20070867574-0001	Closed	8/27/2007	Workers Compensation	Palm Springs	CA
American Medical Response West	20071016877-0001	Closed	10/5/2007	Workers Compensation	Inactive-Santa Clara County ALS	CA
Mercury Ambulance Service, Inc.	C7U4C0027027	Open	10/10/2007	Workers Compensation	Inactive-Rural Metro Conv Inactive	KY
American Medical Response Ambulance Service, Inc.	20071031140-0001	Closed	10/13/2007	Workers Compensation	Ventura	CA
American Medical Response of Connecticut, Incorporated	20071047556-0001	Closed	10/19/2007	Workers Compensation	Waterbury	CT
American Medical Response of San Diego, Inc.	C7U4C0027434	Closed	10/20/2007	Workers Compensation	San Diego IFT	CA
American Medical Response West	20071212532-0001	Open	10/30/2007	Workers Compensation	Ventura	CA
American Medical Response of Connecticut, Incorporated	20071153970-0001	Closed	11/5/2007	Workers Compensation	New Haven	CT
American Medical Response of Massachusetts, Inc.	20071245580-0001	Closed	12/26/2007	Workers Compensation	Inactive-Scarboro	ME
SW General, Inc.	C7U4C0029370	Closed	1/4/2008	Workers Compensation	SWA IFT	AZ
Rural/Metro Mid-South LP	C7U4C0030602	Closed	2/13/2008	Workers Compensation	Inactive-Rural Metro Conv Inactive	MO
Park Ambulance Service Inc.	20080230490-0002	Closed	2/18/2008	Property Damage	Inactive-New York City	NY
Park Ambulance Service Inc.	A853000437-0002-02	Closed	2/18/2008	Bodily Injury	Inactive-New York City	NY
Park Ambulance Service Inc.	20080310674-0001	Open	3/5/2008	Workers Compensation	Inactive-New York City	NY
American Medical Response West	30080437808-0001	Closed	4/17/2008	Workers Compensation	Sonoma	CA
American Medical Response West	30090770275-0001	Open	5/8/2008	Workers' Compensation	Santa Clara County ALS	CA
American Medical Response West	18206293	Closed	6/1/2008	Workers' Compensation	Modesto	CA
American Medical Response West	30080702503-0001	Closed	7/10/2008	Property Damage	San Mateo ALS	CA
iver Medical Incorporated	30080821551-0001	Open	7/28/2008	Workers Compensation	Lake Havasu - River Medical	AZ
American Medical Response West	30080833020-0001	Closed	8/6/2008	Workers Compensation	San Mateo ALS	CA
LaSalle Ambulance, Inc.	C7U4C0035904	Closed	8/10/2008	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
National Ambulance & Oxygen Service Inc	C7U4C003717X	Closed	9/28/2008	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
Unknown	C7U4C0038247	Open	11/2/2008	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response Northwest, Inc.	Herring	Open	12/5/2008	Professional Liability	Multnomah - Operations	OR
American Medical Response of Massachusetts, Inc.	30081241237-0001	Closed	12/13/2008	Workers Compensation	Inactive-Waltham	MA
American Medical Response West	30081248300-0001	Open	12/16/2008	Workers Compensation	Inactive-Santa Clara County ALS	CA
American Medical Response West	30081250250-0001	Closed	12/20/2008	Workers Compensation	Contra Costa County ALS	CA
Physicians & Surgeons Ambulance Service, Inc.	AMR-09-94154	Closed	12/26/2008	Professional Liability	Akron	OH
American Medical Response West	30090172454-0001	Closed	1/5/2009	Workers Compensation	Inactive-Santa Clara County ALS	CA
American Medical Response Ambulance Service, Inc.	30110148226-0001	Closed	1/6/2009	Workers' Compensation	San Diego	CA
American Medical Response of Connecticut, Incorporated	30090287473-0001	Open	1/28/2009	Workers Compensation	Knox County	TN
American Medical Response West	30090293296-0001	Closed	2/4/2009	Workers Compensation	Contra Costa County ALS	CA
Unknown	C7U4C0042152	Open	3/15/2009	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response Ambulance Service, Inc.	30090944508-0001	Open	3/27/2009	Workers' Compensation	Johnson County, KS	KS
American Medical Response West	30090472779-0001	Closed	4/22/2009	Workers Compensation	Inactive-PBS - Modesto	CA
American Medical Response West	30090476879-0001	Closed	4/25/2009	Workers Compensation	Inactive-Alameda County ALS	CA
American Medical Response of Southern California	30090501523-0001	Open	5/18/2009	Workers' Compensation	Jackson - CMS	MS
American Medical Response West	30090648771-0001	Closed	6/28/2009	Workers' Compensation	Santa Barbara	CA
American Medical Response of Massachusetts, Inc.	30090763282-0001	Closed	7/8/2009	Workers' Compensation	Inactive-Waltham	MA
iver Medical Incorporated	30090774838-0001	Closed	7/16/2009	Workers' Compensation	Lake Havasu - River Medical	AZ
American Medical Response West	14178453	Open	8/1/2009	Workers' Compensation	Santa Barbara	CA
American Medical Response West	30090932184-0001	Closed	8/29/2009	Workers' Compensation	Monterey	CA
Park Ambulance Service Inc.	A953011932-0003-01	Closed	9/11/2009	Personal Injury Protectio	Inactive-New York City	NY
Rural/Metro Corporation (AZ)	C7U4C0047531	Open	9/30/2009	Workers Compensation	Yuma Fire Rescue	AZ
Rural/Metro of Rochester, Inc.	C7U4C0051997	Open	10/1/2009	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
Five Counties Ambulance Service, Inc.	30100731732-0001	Closed	10/9/2009	Bodily Injury	Inactive-Long Island	NY
American Medical Response Northwest, Inc.	Shaftel	Open	10/20/2009	Professional Liability	Multnomah - Operations	OR
American Medical Response West	30091127036-0001	Closed	10/24/2009	Workers' Compensation	Contra Costa County ALS	CA
American Medical Response West	30091138722-0001	Closed	11/9/2009	Workers' Compensation	Monterey	CA
American Medical Response Northwest, Inc.	30091139238-0001	Closed	11/14/2009	Workers Compensation	Clark	WA
American Medical Response Northwest, Inc.	Webb	Open	11/20/2009	Professional Liability	Multnomah - Operations	OR
American Medical Response Northwest, Inc.	Corning	Open	11/30/2009	Professional Liability	Multnomah - Operations	OR
American Medical Response Northwest, Inc.	Terpening	Open	12/1/2009	Professional Liability	Multnomah - Operations	OR
American Medical Response Ambulance Service, Inc.	30100309821-0001	Closed	12/8/2009	Workers' Compensation	San Diego	CA
American Medical Response of Southern California	30091278121-0001	Closed	12/14/2009	Workers' Compensation	Riverside	CA
American Medical Response West	30091200287-0001	Closed	12/27/2009	Workers' Compensation	Contra Costa County ALS	CA
American Medical Response West	30100109872-0001	Open	12/29/2009	Workers' Compensation	Akron	OH
American Medical Response West	30100139716-0001	Closed	1/17/2010	Workers' Compensation	Inactive-Alameda County ALS	CA
Eastern Paramedics, Inc.	C7U4C0051579	Closed	2/15/2010	Workers Compensation	Syracuse EMS	NY
LaSalle Ambulance, Inc.	C7U4C0051832	Closed	2/21/2010	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
Mercy, Inc.	30100390164-0001	Closed	2/24/2010	Workers' Compensation	Las Vegas	NV
American Medical Response of Connecticut, Incorporated	30100315216-0001	Open	3/11/2010	Workers' Compensation	Taunton	MA
Rural/Metro of Rochester, Inc.	9A675140081851A	Closed	3/14/2010	Bodily Injury	Inactive-Rural Metro Conv Inactive	NY
American Medical Response West	30100325671-0001	Open	3/20/2010	Workers' Compensation	Las Vegas	NV
American Medical Response West	30100450486-0001	Open	4/7/2010	Workers' Compensation	Jackson - CMS	MS
American Medical Response West	30100473769-0001	Closed	4/15/2010	Workers' Compensation	Stanislaus County	CA
American Medical Response Ambulance Service, Inc.	30100474470-0001	Closed	4/20/2010	Workers' Compensation	Ventura	CA
American Medical Response Ambulance Service, Inc.	30100597462-0001	Closed	4/22/2010	Workers Compensation	Seattle	WA
American Medical Response Ambulance Service, Inc.	30100884638-0001	Closed	5/12/2010	Workers Compensation	Inactive-PBS - Torrance	CA
American Medical Response Ambulance Service, Inc.	30100518225-0001	Open	5/17/2010	Workers' Compensation	MedicWest	NV
American Medical Response West	12165332	Closed	7/1/2010	Workers Compensation	Inactive-Santa Clara County ALS	CA
American Medical Response West	30100709826-0001	Closed	7/6/2010	Workers' Compensation	Contra Costa County ALS	CA

Rural/Metro of Rochester, Inc.	9A625170081301A	Closed	7/15/2010	Bodily Injury	Inactive-Rural Metro Conv Inactive	NY
American Medical Response West	30101013988-0001	Open	7/30/2010	Workers Compensation	Santa Barbara	CA
LaSalle Ambulance, Inc.	C7U4C0056958	Closed	8/6/2010	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
Park Ambulance Service Inc.	30100909981-0002	Closed	8/27/2010	Bodily Injury	Inactive-New York City	NY
American Medical Response, Inc.	Jones	Open	8/27/2010	Medical Payments		IL
American Medical Response Ambulance Service, Inc.	30100909836-0001	Closed	8/29/2010	Workers Compensation	San Diego	CA
Rural/Metro of Rochester, Inc.	C7U4C0058795	Closed	9/2/2010	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response West	30101063937-0001	Closed	9/28/2010	Workers Compensation	Stanislaus County	CA
American Medical Response West	12168561	Closed	9/30/2010	Workers Compensation	Sonoma	CA
American Medical Response West	30101086422-0001	Open	10/7/2010	Workers Compensation	Dade Medi-Car	FL
American Medical Response West	30101012796-0001	Closed	10/25/2010	Workers Compensation	Inactive-Alameda County ALS	CA
American Medical Response West	30101125963-0001	Closed	10/26/2010	Workers Compensation	Inactive-N California	CA
American Medical Response of Connecticut, Incorporated	30101118019-0001	Closed	10/28/2010	Workers Compensation	New Haven	CT
American Medical Response of San Diego, Inc.	C7U4C0060874	Closed	11/22/2010	Workers Compensation	San Diego IFT	CA
Rural/Metro Corporation (AZ)	C7U4C0061974	Open	12/4/2010	Workers Compensation	Pima Fire Rescue	AZ
LaSalle Ambulance, Inc.	C7U4C0061248	Closed	12/7/2010	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response Northwest, Inc.	30101215423-0001	Closed	12/27/2010	Workers Compensation	Clackamas	OR
American Medical Response West	30110281007-0001	Closed	1/31/2011	Workers Compensation	Sonoma	CA
American Medical Response West	30110373176-0001	Closed	2/14/2011	Workers Compensation	San Mateo ALS	CA
LaSalle Ambulance, Inc.	C7U4C0064086	Open	2/16/2011	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response of Tennessee, Inc.	C7U4C0063987	Closed	2/23/2011	Workers Compensation	Inactive-Knox County	TN
Metro Care Corporation	9A634983047011B	Closed	3/18/2011	Workers Compensation	Inactive-Rural Metro Conv Inactive	OH
LifeFleet Southeast Inc.	14177438	Closed	3/30/2011	Bodily Injury	Hillsborough	FL
American Medical Response Ambulance Service, Inc.	19218575	Closed	3/31/2011	Workers Compensation	Spokane	WA
LifeFleet Southeast, Inc	AMR-12-186094	Closed	4/26/2011	Professional Liability	Hillsborough	FL
Park Ambulance Service Inc.	B153005193-0004-01	Closed	5/3/2011	Bodily Injury	Inactive-New York City	NY
Park Ambulance Service Inc.	B153005193-0005-01	Closed	5/3/2011	Bodily Injury	Inactive-New York City	NY
Park Ambulance Service Inc.	B153005193-0006-01	Closed	5/3/2011	Bodily Injury	Inactive-New York City	NY
Rural/Metro Corporation (AZ)	C7U4C0066275	Open	5/3/2011	Workers Compensation	West County Fire	AZ
American Medical Response West	30110647049-0001	Open	5/19/2011	Workers Compensation	San Gabriel Valley	CA
American Medical Response West	30110619623-0001	Closed	5/26/2011	Workers Compensation	Stanislaus County	CA
Rural/Metro of Indiana, L.P.	9A67514000043XA	Closed	5/27/2011	Bodily Injury	Inactive-Indianapolis - Motor Speedway	IN
American Medical Response West	30110624286-0001	Closed	5/31/2011	Workers Compensation	Inactive-Marin County	CA
American Medical Response of Connecticut, Incorporated	30110667874-0001	Open	6/10/2011	Workers Compensation	North Buffalo EMS (Lasalle)	NY
Rural/Metro of Northern Ohio, Inc.	9A6751400004O7A	Closed	6/15/2011	Bodily Injury	Inactive-Cleveland Ambulance	OH
Rural/Metro of Northern Ohio, Inc.	9A6751400004O7B	Closed	6/15/2011	Bodily Injury	Inactive-Cleveland Ambulance	OH
American Medical Response of Colorado, Inc.	13170303	Closed	7/20/2011	Bodily Injury	Colorado Springs	CO
American Medical Response West	30110856093-0001	Closed	7/20/2011	Workers Compensation	Inactive-Santa Clara County IFT	CA
American Medical Response of Connecticut, Incorporated	30110737813-0001	Closed	7/27/2011	Workers Compensation	Waterbury	CT
American Medical Response of Connecticut, Incorporated	30110866374-0001	Closed	8/3/2011	Workers Compensation	Bridgeport	CT
American Medical Response West	AMR-13-257673	Closed	8/11/2011	Professional Liability	Santa Clara County ALS	CA
Physicians & Surgeons Ambulance Service, Inc.	11163747	Closed	9/6/2011	Workers Compensation	Summit/Stark	OH
American Medical Response Ambulance Service, Inc.	11163822	Closed	9/13/2011	Workers Compensation	Seattle	WA
SW General, Inc.	C7U4C0071258	Open	9/19/2011	Workers Compensation	Mesa EMS	AZ
American Medical Response West	11164155	Closed	10/5/2011	Workers Compensation	Placer County	CA
R/M Management Co, Inc.	9A195170125224A	Open	10/6/2011	Bodily Injury	Inactive-Rural Metro Conv Inactive	GA
Mobile Medic Ambulance Service, Inc.	B153012353-0005-01	Closed	10/22/2011	Bodily Injury	Jackson - CMS	MS
Desert Valley Medical Transport, Inc.	11164579	Closed	11/11/2011	Workers Compensation	Victorville	CA
American Medical Response of Connecticut, Incorporated	14174526	Closed	11/13/2011	Bodily Injury	Bridgeport	CT
American Medical Response of Southern California	11164622	Open	11/16/2011	Workers Compensation	MedicWest	NV
Mercy, Inc.	11164761	Open	11/30/2011	Workers Compensation	Las Vegas	NV
American Medical Response of Massachusetts, Inc.	12165123	Open	12/7/2011	Workers Compensation	San Diego IFT	CA
Abbott Ambulance, Inc.	13170900	Closed	12/9/2011	Bodily Injury	Abbott - St Louis	MO
American Medical Response West	11164954	Closed	12/17/2011	Workers Compensation	Monterey	CA
American Medical Response West	12165567	Closed	1/11/2012	Workers Compensation	Inactive-Marin County	CA
American Medical Response, Inc.	12167439	Closed	1/31/2012	Bodily Injury	S Carolina Non Emergency - Operations	SC
American Medical Response of San Diego, Inc.	C7U4C0076087	Closed	1/31/2012	Workers Compensation	San Diego 911	CA
American Medical Response West	12165720	Closed	2/12/2012	Workers Compensation	Inactive-Contra Costa County IFT	CA
American Medical Response of Southern California	12165944	Closed	2/29/2012	Workers Compensation	Irwindale	CA
Gold Cross Ambulance Services, Inc.	9A631551545962B	Open	2/29/2012	Workers Compensation	Inactive-Rural Metro Conv Inactive	OH
American Medical Response West	12166187	Closed	3/13/2012	Workers Compensation	Contra Costa County ALS	CA
Rural/Metro Mid-South LP	C7U4C007743X	Closed	3/18/2012	Workers Compensation	Inactive-Rural Metro Conv Inactive	TN
American Medical Response Northwest, Inc.	12166356	Open	3/21/2012	Workers Compensation	DC EMS	DC
Pacific Ambulance, Inc.	C7U4C0077891	Closed	3/26/2012	Workers Compensation	Inactive-Pacific Orange IFT	CA
Rural/Metro of Rochester, Inc.	C7U4C0081609	Closed	4/3/2012	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response of Tennessee, Inc.	C7U4C0078507	Closed	4/11/2012	Workers Compensation	Inactive-Knox County	TN
Rural/Metro of Rochester, Inc.	9A6751400006I6A	Closed	4/25/2012	Bodily Injury	Inactive-Rural Metro Conv Inactive	NY
American Medical Response West	12166709	Closed	4/27/2012	Workers Compensation	San Mateo ALS	CA
Unknown	4B345140002805A	Closed	5/12/2012	Bodily Injury	Inactive-Rural Metro Conv Inactive	WA
Physicians & Surgeons Ambulance Service, Inc.	12167065	Closed	5/28/2012	Workers Compensation	Summit/Stark	OH
American Medical Response West	12167067	Closed	5/28/2012	Workers Compensation	San Joaquin	CA
American Medical Response West	12167097	Closed	5/30/2012	Workers Compensation	San Joaquin	CA
American Medical Response West	12167258	Closed	6/7/2012	Workers Compensation	Stanislaus County	CA
American Medical Response West	12167263	Open	6/11/2012	Workers Compensation	Stanislaus County	CA
American Medical Response of Connecticut, Incorporated	B253011790-0002-01	Closed	6/15/2012	Bodily Injury	Bridgeport	CT
Mercury Ambulance Service, Inc.	9A3551440542S9A	Closed	6/18/2012	Bodily Injury	Inactive-Rural Metro Conv Inactive	KY
AMR of Connecticut	AMR-14-274514	Closed	6/23/2012	Professional Liability	New Haven	CT

American Medical Response of Connecticut, Incorporated	12167416	Closed	6/26/2012	Workers Compensation	Bridgeport	CT
American Medical Response West	12167679	Closed	6/27/2012	Workers Compensation	Stanislaus County	CA
American Medical Response of Southern California	13170315	Closed	6/27/2012	Workers Compensation	Irwindale	CA
LaSalle Ambulance, Inc.	7U4008147	Open	7/1/2012	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
Park Ambulance Service Inc.	B253007670-0002-01	Closed	7/7/2012	Property Damage	Inactive-New York City	NY
Park Ambulance Service Inc.	B253007670-0002-02	Closed	7/7/2012	Bodily Injury	Inactive-New York City	NY
American Medical Response West	12167591	Closed	7/10/2012	Workers Compensation	San Joaquin	CA
American Medical Response West	12168530	Closed	7/30/2012	Workers Compensation	Stanislaus County	CA
Mercy, Inc.	AMR-14-273573	Closed	8/5/2012	Professional Liability	Las Vegas	NV
American Medical Response of Southern California	13173660	Open	8/8/2012	Workers Compensation	Dekalb County	GA
Rural/Metro Mid-South LP	9A67514000065XA	Closed	8/17/2012	Bodily Injury	Inactive-Rural Metro Conv Inactive	TN
Rural/Metro of Northern Ohio, Inc.	9A6315515459958	Closed	8/23/2012	Workers Compensation	Inactive-Cleveland Ambulance	OH
American Medical Response of Connecticut, Incorporated	B353009837-0003-01	Closed	8/30/2012	Bodily Injury	Hartford	CT
American Medical Response Ambulance Service, Inc.	12168402	Open	8/31/2012	Workers Compensation	Stanislaus County	CA
American Medical Response of Inland Empire	12168277	Closed	9/2/2012	Workers Compensation	San Bernadino	CA
American Medical Response of Inland Empire	B253009925-0001-02	Closed	9/2/2012	Bodily Injury	San Bernadino	CA
American Medical Response West	13172152	Open	9/7/2012	Workers Compensation	Santa Barbara	CA
Rural/Metro of Indiana, L.P.	9A675140000539A	Closed	9/29/2012	Bodily Injury	Inactive-Rural Metro Conv Inactive	IN
American Medical Response of San Diego, Inc.	9A355140001584A	Closed	9/30/2012	Bodily Injury	San Diego 911	CA
American Medical Response West	AMR-13-256195	Closed	10/5/2012	Professional Liability	Placer County	CA
American Medical Response of Southern California	12168871	Open	10/17/2012	Workers Compensation	MedStat EMS, Inc.	MS
Rural/Metro of Tennessee, L.P.	9A625170081411A	Closed	10/28/2012	Bodily Injury	Blount County	NY
American Medical Response West	13170086	Closed	11/1/2012	Workers Compensation	Contra Costa County ALS	CA
Mercy, Inc.	AMR-13-251491	Closed	11/8/2012	Professional Liability	Las Vegas	NV
Rural/Metro of Tennessee, L.P.	C7U4C0086933	Open	11/13/2012	Workers Compensation	Inactive-Rural Metro Conv Inactive	TN
American Medical Response West	17194287	Closed	11/16/2012	Workers Compensation	NorCal Sutter	CA
American Medical Response West	12169387	Closed	11/26/2012	Workers Compensation	San Mateo ALS	CA
American Medical Response Northwest, Inc.	12169395	Closed	12/2/2012	Workers Compensation	Clark	WA
International Life Support, Inc.	12169519	Closed	12/7/2012	Bodily Injury	Oahu	HI
American Medical Response of Connecticut, Incorporated	McCalla	Open	12/13/2012	Employment/Labor	Bridgeport operations	CT
American Medical Response West	13169650	Open	12/31/2012	Workers Compensation	Palm Springs	CA
LaSalle Ambulance, Inc.	C7U4C0089045	Closed	1/8/2013	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
Medi-Car Ambulance Service	AMR-14-281283	Closed	1/20/2013	Professional Liability	Dade Medi-Car	FL
Rural/Metro of Indiana, L.P.	9A675140000572A	Closed	1/29/2013	Bodily Injury	Inactive-Indianapolis - EMS	IN
SW General, Inc.	C7U4C0090024	Closed	2/2/2013	Workers Compensation	Mesa EMS	AZ
AMR of Connecticut	AMR-14-284774	Open	2/11/2013	Professional Liability	Bridgeport	CT
American Medical Response West	14176648	Closed	2/13/2013	Workers Compensation	Inactive-Marin County	CA
MedicWest Ambulance, Inc.	AMR-15-293465 (Giacalone, Chantel Rose)	Closed	2/20/2013	Professional Liability	MedicWest	NV
San Diego Medical Services Enterprise, LLC	C7U4C009371X	Open	2/24/2013	Workers Compensation	Inactive-Rural Metro Conv Inactive	CA
Rural/Metro of California, Inc.	C7U4C0090959	Closed	3/4/2013	Workers Compensation	Inactive-Rural Metro Conv Inactive	CA
American Medical Response West	13170832	Closed	3/14/2013	Workers Compensation	San Joaquin	CA
Metro Ambulance Service Rural	AMR-13-262929	Closed	3/18/2013	Professional Liability	Monroe - NLA	LA
American Medical Response West	13171053	Closed	4/21/2013	Workers Compensation	Contra Costa County ALS	CA
American Medical Response West	13171220	Open	4/24/2013	Workers Compensation	Bridgeport	CT
Medics Ambulance Service, Inc.	16185872	Closed	5/14/2013	Bodily Injury	Medics Palm Beach	FL
Rural/Metro of Northern California, Inc.	C7U4C009360X	Closed	5/16/2013	Workers Compensation	Inactive-Rural Metro Conv Inactive	CA
American Medical Response West	13171547	Closed	6/4/2013	Workers Compensation	Stanislaus County	CA
International Life Support, Inc.	13171598	Closed	6/5/2013	Workers Compensation	Oahu	HI
Randle Eastern Ambulance Service, Inc.	B353006868-0002-01	Closed	6/8/2013	Bodily Injury	Dade County	FL
LaSalle Ambulance, Inc.	C7U4C0094215	Closed	6/8/2013	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
American Medical Response West	13171649	Open	6/9/2013	Workers Compensation	Central Erie EMS (Towns)	NY
Springs Ambulance Service, Inc	AMR-14-271029	Closed	6/18/2013	Professional Liability	Palm Springs	CA
Mercy, Inc.	AMR-14-270506	Closed	7/6/2013	Professional Liability	Las Vegas	NV
Mercy, Inc.	B353008832-0002-01	Closed	7/9/2013	Bodily Injury	Las Vegas	NV
American Medical Response West	14177014	Open	8/29/2013	Workers Compensation	Shasta/N. Valley Counties - Operations	CA
Mercy, Inc.	B353009333-0002-01	Closed	8/30/2013	Bodily Injury	Las Vegas	NV
American Medical Response Ambulance Service, Inc.	13172750	Closed	9/9/2013	Workers Compensation	Rancho Cucamonga	CA
American Medical Response West	14175281	Open	9/12/2013	Workers Compensation	Shasta/N. Valley Counties - Operations	CA
LaSalle Ambulance, Inc.	C7U4C0097328	Open	9/22/2013	Workers Compensation	NORTH BUFFALO EMS (LASALLE)	NY
Bowers Companies, Inc.	9A625170121198A	Closed	9/26/2013	Bodily Injury	Inactive-Rural Metro Conv Inactive	CA
American Medical Response West	13172948	Open	9/30/2013	Workers Compensation	San Joaquin - Operations	CA
American Medical Response West	13173545	Open	9/30/2013	Workers Compensation	Stanislaus County - Operations	CA
American Medical Response West	20220048	Closed	10/9/2013	Workers Compensation	Contra Costa County ALS	CA
MedicWest Ambulance, Inc.	13173057	Closed	10/11/2013	Workers Compensation	MedicWest	NV
American Medical Response of Connecticut, Incorporated	13173097	Open	10/15/2013	Workers Compensation	Waterbury Amb - Operations	CT
American Medical Response of Massachussetts	17193848	Open	10/17/2013	Bodily Injury	Manchester 911 - Operations	NH
American Medical Response of Massachusetts, Inc.	13173185	Open	10/18/2013	Workers Compensation	Taunton - Operations	MA
Bowers Companies, Inc.	9A625170081642A	Closed	10/19/2013	Bodily Injury	Inactive-Rural Metro Conv Inactive	CA
Mercy, Inc.	B353010988-0003-01	Open	10/19/2013	Bodily Injury	Las Vegas - Operations	NV
American Medical Response West	13173167	Open	10/20/2013	Workers Compensation	Stanislaus County - Operations	CA
American Medical Response West	13173304	Open	10/22/2013	Workers Compensation	Stanislaus County - Operations	CA
Rural/Metro of California, Inc.	C7U4C0098516	Closed	10/29/2013	Workers Compensation	Inactive-Rural Metro Conv Inactive	CA
American Medical Response of Massachusetts, Inc.	13173542	Open	11/18/2013	Workers Compensation	Plymouth - Operations	MA
Pacific Ambulance, Inc.	C7U4C0099836	Open	12/13/2013	Workers Compensation	Pacific Orange IFT - Operations	CA
American Medical Response West	14174061	Open	1/3/2014	Workers Compensation	Contra Costa County ALS - Operations	CA
American Medical Response of Massachusetts, Inc.	14174255	Closed	1/14/2014	Workers Compensation	Springfield	MA
American Medical Response West	14174339	Closed	1/22/2014	Workers Compensation	Monterey	CA

Abbott Ambulance, Inc.	14174608	Open	2/10/2014	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response of Connecticut, Incorporated	14174669	Closed	2/14/2014	Workers Compensation	Bridgeport	CT
American Medical Response Ambulance Service, Inc.	14174757	Closed	2/23/2014	Workers Compensation	Thurston County	WA
American Medical Response of Connecticut, Incorporated	14175111	Closed	3/20/2014	Workers Compensation	New Haven	CT
American Medical Response of Connecticut, Incorporated	14175120	Closed	3/20/2014	Bodily Injury	New Haven	CT
American Medical Response Ambulance Service, Inc.	14175416	Open	3/26/2014	Workers Compensation	PBS - Torrance - Accounts Receivable/Bil	CA
Rural/Metro of San Diego, Inc.	C7U4C0103609	Open	4/9/2014	Workers Compensation	San Diego IFT - Operations	CA
Rural/Metro of San Diego, Inc.	C7U4C0104357	Open	4/16/2014	Workers Compensation	San Diego 911 - Operations	CA
American Medical Response of Tennessee, Inc.	9A355140001232A	Open	4/21/2014	Bodily Injury	Knox County Operations	TN
Gold Cross Ambulance Services, Inc.	9A63155154604XB	Open	4/21/2014	Workers Compensation	YOUNGSTOWN EMS-3121 MARKET STREET YOUNO	OH
American Medical Response of Connecticut, Incorporated	14175767	Open	4/22/2014	Workers Compensation	North Buffalo EMS (Lasalle)	NY
American Medical Response West	18202830	Open	5/9/2014	Workers Compensation	San Joaquin - Operations	CA
American Medical Response of Inland Empire	14175806	Closed	5/10/2014	Workers Compensation	San Bernadino	CA
American Medical Response of Connecticut, Incorporated	14175812	Closed	5/13/2014	Workers Compensation	Waterbury	CT
American Medical Response West	14175989	Open	5/28/2014	Workers Compensation	Sonoma - Operations	CA
American Medical Response of Southern California	14176072	Open	5/28/2014	Workers Compensation	Riverside - Operations	CA
International Life Support, Inc.	14176495	Closed	6/5/2014	Workers Compensation	Oahu	HI
American Medical Response West	15181751	Open	6/5/2014	Workers Compensation	Placer County - Operations	CA
Professional Medical Transport, Inc.	AMR-16-342769	Open	6/6/2014	Professional Liability	PMT IFT - Operations	AZ
Rural/Metro of California, Inc.	C494C4004704	Open	6/7/2014	Workers Compensation	SANTA CLARA 911 FLEET-1345 VANDER WAY C	CA
American Medical Response of Massachusetts, Inc.	14176190	Open	6/14/2014	Workers Compensation	Natick/Framingham - Operations	MA
Mercy, Inc.	14176272	Open	6/23/2014	Workers Compensation	Las Vegas - Operations	NV
American Medical Response of Inland Empire	14176289	Open	6/23/2014	Workers Compensation	San Bernadino - Operations	CA
American Medical Response of Southern California	14176341	Open	6/25/2014	Workers Compensation	Riverside - Operations	CA
American Medical Response of Connecticut, Incorporated	14177465	Closed	6/27/2014	Bodily Injury	Bridgeport	CT
V.I.P. Professional Services, Inc.	B453007851-0001-02	Open	6/29/2014	Bodily Injury	Gold Coast - Operations	CA
V.I.P. Professional Services, Inc.	B453007851-0002-02	Open	6/29/2014	Bodily Injury	Gold Coast - Operations	CA
V.I.P. Professional Services, Inc.	B453007851-0003-01	Open	6/29/2014	Bodily Injury	Gold Coast - Operations	CA
American Medical Response of Connecticut, Incorporated	AMR-15-316783	Open	7/4/2014	Professional Liability	Bridgeport - Operations	CT
American Medical Response West	B453008185-0002-01	Open	7/5/2014	Bodily Injury	Stanislaus County - Operations	CA
American Medical Response West	14177208	Open	7/7/2014	Workers Compensation	Stanislaus County - Operations	CA
Mercy, Inc.	16188425	Closed	7/7/2014	Bodily Injury	Las Vegas	NV
American Medical Response West	14176570	Open	7/11/2014	Workers Compensation	San Joaquin - Operations	CA
Bowers Companies, Inc.	9A194961176956B	Closed	7/21/2014	Bodily Injury	Inactive-Rural Metro Conv Inactive	CA
Rural/Metro of Tennessee, L.P.	4B345140003014A	Open	7/29/2014	Bodily Injury	LOUDON COUNTY	TN
EMS Ventures, Inc.	C494C4491960	Open	7/30/2014	Workers Compensation	South Fulton 911 Contract - Operations	GA
Medstat Ems, Inc.	14176879	Closed	8/7/2014	Workers Compensation	MedStat	MS
American Medical Response West	14177085	Open	8/18/2014	Workers Compensation	San Joaquin - Operations	CA
Southwest Ambulance of Tucson, Inc.	C494C407241X	Open	8/29/2014	Workers Compensation	Kords EMS - Operations	AZ
LaSalle Ambulance, Inc.	C494C4074345	Open	8/29/2014	Workers Compensation	NORTH BUFFALO EMS (LASALLE)	NY
American Medical Response of Massachusetts, Inc.	AMR-16-347622	Open	9/2/2014	Professional Liability	EMA & NH Mgmt Support - Operations	MA
American Medical Response of Connecticut, Incorporated	16189467	Open	9/4/2014	Bodily Injury	Hartford - Operations	CT
MedStat E.M.S., Inc.	15181453	Open	9/9/2014	Workers Compensation	MedStat - Operations	MS
LaSalle Ambulance, Inc.	9A19517011087XA	Open	9/14/2014	Bodily Injury	NORTH BUFFALO EMS (LASALLE)	NY
Mercury Ambulance Service, Inc.	C494C4091912	Open	9/14/2014	Workers Compensation	Lexington Ambulance - Operations	KY
American Medical Response Ambulance Service, Inc.	14177476	Open	9/22/2014	Workers Compensation	EMSA PUM - Tulsa Operations	OK
American Medical Response Ambulance Service, Inc.	14177509	Open	9/28/2014	Workers Compensation	San Diego - Operations	CA
American Medical Response of Connecticut, Incorporated	14177561	Open	10/1/2014	Workers Compensation	Waterbury Amb - Operations	CT
AMR Ambulance Service, Inc.	AMR-15-287919	Closed	10/2/2014	Professional Liability	Los Angeles South	CA
American Medical Response of Connecticut, Incorporated	14177649	Open	10/9/2014	Workers Compensation	New Haven - Operations	CT
American Medical Response West	14177771	Open	10/19/2014	Workers Compensation	Contra Costa County ALS - Operations	CA
LaSalle Ambulance, Inc.	C494C4148298	Open	10/20/2014	Workers Compensation	NORTH BUFFALO EMS (LASALLE)	NY
American Medical Response of Massachusetts, Inc.	17199063	Open	10/23/2014	Bodily Injury	Springfield - Operations	MA
American Medical Response West	15181750	Open	11/1/2014	Workers Compensation	Placer County - Operations	CA
American Medical Response Northwest, Inc.	B453013000-0003-01	Open	11/4/2014	Bodily Injury	Cowlitz - Operations	WA
American Medical Response West	14178066	Closed	11/13/2014	Workers Compensation	Monterey	CA
American Medical Response West	15179848	Open	11/14/2014	Workers Compensation	Stanislaus County - Operations	CA
Rural/Metro of California, Inc.	C494C4192144	Open	11/14/2014	Workers Compensation	SANTA CLARA 911 FLEET-1345 VANDER WAY C	CA
American Medical Response Ambulance Service, Inc.	14178149	Open	11/18/2014	Workers Compensation	Ventura - Operations	CA
Rural/Metro of Central Colorado, Inc.	C494C4203650	Open	11/21/2014	Workers Compensation	Aurora Colorado EMS - Operations	CO
Rural/Metro of Rochester, Inc.	C494C4223637	Open	11/29/2014	Workers Compensation	NATIONAL AMBULANCE	NY
American Medical Response West	AMR-16-342161	Closed	12/2/2014	Professional Liability	Santa Barbara	CA
American Medical Response Ambulance Service, Inc.	14178354	Open	12/3/2014	Workers Compensation	Ventura - Operations	CA
American Medical Response West	14178366	Closed	12/3/2014	Workers Compensation	Contra Costa County ALS	CA
Medics Ambulance Service, Inc.	B453014290-0004-01	Open	12/6/2014	Bodily Injury	Medics Palm Beach - Operations	FL
American Medical Response of Massachusetts, Inc.	14178446	Closed	12/8/2014	Workers Compensation	Springfield	MA
Mobile Medic Ambulance Service, Inc.	14178508	Open	12/8/2014	Workers Compensation	Gulfport - SMS - Operations	MS
Mercy, Inc.	AMR-15-291447	Closed	12/8/2014	Professional Liability	Las Vegas	NV
American Investment Enterprises, Inc.	15178790	Open	12/9/2014	Bodily Injury	MediCar - Operations	NV
Rural/Metro of Central Alabama, Inc.	16185292	Open	12/10/2014	Bodily Injury	Gadsden - Operations	AL
Rural/Metro Corporation (AZ)	9A194961311552B	Closed	12/10/2014	Bodily Injury	Inactive-Rural Metro Conv Inactive	AZ
Rural/Metro of Northern California, Inc.	C494C4264271	Closed	12/29/2014	Workers Compensation	Inactive-Rural Metro Conv Inactive	CA
American Medical Response Ambulance Service, Inc.	B653011598-0001-01	Open	12/31/2014	Workers Compensation	West Region Support - Finance	CA
American Medical Response of Connecticut, Incorporated	AMR-16-350092	Open	1/3/2015	Professional Liability	New Haven - Operations	CT
Rural/Metro of Tennessee, L.P.	C494C4275832	Open	1/6/2015	Workers Compensation	Inactive-Rural Metro Conv Inactive	VA
Rural/Metro of Rochester, Inc.	C494C4279902	Open	1/7/2015	Workers Compensation	NATIONAL AMBULANCE	NY
American Medical Response of Southern California	15179197	Open	1/12/2015	Workers Compensation	Hemet - Operations	CA

Rural/Metro of San Diego, Inc.	C345C6837589	Open	1/12/2015	Workers Compensation	San Diego IFT - Operations	CA
Rural/Metro of Central Colorado, Inc.	C494C4288724	Closed	1/13/2015	Workers Compensation	Denver Metro EMS	CO
American Medical Response, Inc.	17198943	Open	1/15/2015	Bodily Injury	Abbott - Illinois - Operations	IL
River Medical Inc.	AMR-17-365349	Closed	1/15/2015	Professional Liability	Lake Havasu - River Medical	AZ
American Medical Response of Connecticut, Incorporated	15179023	Closed	1/19/2015	Workers Compensation	Hartford	CT
AMR Ambulance Service, Inc.	AMR-15-316602	Closed	1/19/2015	Professional Liability	Spokane	WA
Metro Ambulance Service (Rural), Inc.	AMR-15-328897	Open	1/22/2015	Professional Liability	Monroe - NLA - Operations	LA
American Medical Response Ambulance Service, Inc.	15179164	Open	1/28/2015	Workers Compensation	Rancho Cucamonga - Fleet	CA
LaSalle Ambulance, Inc.	C494C4309096	Open	1/28/2015	Workers Compensation	NORTH BUFFALO EMS (LASALLE)	NY
Herren Enterprises, Inc	15179149	Open	1/29/2015	Bodily Injury	Doctors Ambulance - Operations	CA
American Medical Response West	15179709	Open	2/2/2015	Workers Compensation	East Region Admin	CT
American Medical Response Ambulance Service, Inc.	16184478	Open	2/3/2015	Bodily Injury	EMSA PUM - Oklahoma City Operations	OK
Access2Care LLC	16185043	Open	2/3/2015	Bodily Injury	Abbott Access2Care - Operations	IL
MedicWest Ambulance, Inc.	B553001930-0002-01	Open	2/9/2015	Bodily Injury	MedicWest - Operations	NV
American Medical Response Ambulance Service, Inc.	AMR-15-326564	Open	2/13/2015	Professional Liability	EMSA PUM - Tulsa Operations	OK
Mercy, Inc.	AMR-16-362165	Open	2/16/2015	Professional Liability	Las Vegas - Operations	NV
Metro Ambulance Services, Inc.	15179468	Closed	2/17/2015	Bodily Injury	Inactive-Coweta County	GA
American Medical Response of Southern California	15179442	Closed	2/18/2015	Workers Compensation	LA North	CA
American Medical Response of Massachusetts, Inc.	AMR-15-322231	Open	2/20/2015	Professional Liability	Nashua 911 - Operations	NH
American Medical Response West	15180349	Open	2/21/2015	Workers Compensation	San Francisco - Operations	CA
Abbott Ambulance, Inc.	15179499	Closed	2/22/2015	Workers Compensation	Abbott - St Louis	MO
AMR Ambulance Service, Inc.	AMR-16-356539	Closed	2/23/2015	Professional Liability	San Antonio	TX
MedStat E.M.S., Inc.	15179939	Open	2/24/2015	Workers Compensation	MedStat - Operations	MS
American Medical Response of Connecticut, Incorporated	B553003333-0001-02	Closed	2/28/2015	Bodily Injury	New Haven	CT
American Medical Response Ambulance Service, Inc.	16183992	Open	3/7/2015	Workers Compensation	San Antonio - Operations	TX
American Medical Response West	15180258	Open	3/10/2015	Workers Compensation	Stanislaus County - Operations	CA
American Medical Response West	15179792	Closed	3/11/2015	Workers Compensation	San Joaquin	CA
Mercury Ambulance Service, Inc.	9A194961408616B	Closed	3/18/2015	Bodily Injury	Inactive-Rural Metro Conv Inactive	KY
American Medical Response Ambulance Service, Inc.	15179896	Open	3/19/2015	Bodily Injury	Amarillo - Operations	TX
Rural/Metro of San Diego, Inc.	9A194961433333B	Open	3/26/2015	Bodily Injury	San Diego 911 - Operations	CA
EMS Ventures, Inc.	AMR-16-352574	Open	3/26/2015	Professional Liability	South Fulton 911 Contract - Operations	GA
LifeFleet Southeast Inc.	B553004999-0002-02	Open	4/1/2015	Bodily Injury	Hillsborough - Operations	FL
American Medical Response Ambulance Service, Inc.	15180097	Closed	4/2/2015	Workers Compensation	Yakima	WA
American Medical Response of Connecticut, Incorporated	15180144	Closed	4/6/2015	Workers Compensation	New Haven	CT
Mercy, Inc.	AMR-16-355274	Closed	4/6/2015	Professional Liability	Las Vegas	NV
American Investment Enterprises, Inc.	B553015546-0001-02	Open	4/6/2015	Bodily Injury	MediCar - Operations	NV
American Medical Response West	15180174	Closed	4/7/2015	Workers Compensation	San Mateo ALS	CA
American Medical Response of Massachusetts, Inc.	AMR-18-395729	Open	4/8/2015	Professional Liability	Springfield - Operations	MA
American Medical Response West	15181005	Open	4/12/2015	Workers Compensation	Placer County - Operations	CA
Mercy, Inc.	17196774	Open	4/14/2015	Bodily Injury	Las Vegas - Operations	NV
American Medical Response West	15180631	Open	4/18/2015	Workers Compensation	Santa Barbara - Operations	CA
American Medical Response Northwest, Inc.	AMR-16-355062	Open	4/18/2015	Professional Liability	Washington County - Operations	WA
Blythe Ambulance Service, Inc.	15180370	Open	4/21/2015	Workers Compensation	Blythe Ambulance - Operations	CA
Mercy, Inc.	B553006383-0001-02	Open	4/21/2015	Bodily Injury	Las Vegas - Operations	NV
Metro Ambulance Services, Inc.	AMR-16-330533	Open	4/26/2015	Professional Liability	Coweta County Operations	GA
Rural/Metro of California, Inc.	C494C4462414	Open	4/27/2015	Workers Compensation	Inactive-SANTA CLARA 911 FLEET-1345 VAND	CA
American Medical Response of Connecticut, Incorporated	AMR-17-367009	Open	5/4/2015	Professional Liability	New Haven - Operations	CT
American Medical Response West	15181006	Open	5/7/2015	Workers Compensation	Placer County - Operations	CA
American Medical Response West	15180582	Open	5/9/2015	Workers Compensation	San Joaquin - Operations	CA
American Medical Response, Inc.	AMR-16-331799	Open	5/21/2015	Professional Liability	Abbott - Illinois - Operations	IL
American Medical Response, Inc.	15180753	Open	5/22/2015	Bodily Injury	Abbott - Illinois - Operations	IL
American Medical Response Ambulance Service, Inc.	B553007267-0002-01	Closed	5/26/2015	Bodily Injury	Dallas	TX
American Medical Response Ambulance Service, Inc.	B553007267-0003-01	Closed	5/26/2015	Bodily Injury	Dallas	TX
American Medical Response, Inc.	15180828	Open	5/28/2015	Workers Compensation	Abbott - Illinois - Operations	IL
American Medical Response West	15180868	Open	5/28/2015	Workers Compensation	Monterey - Operations	CA
Mercy, Inc.	15182052	Open	5/28/2015	Bodily Injury	Las Vegas - Operations	NV
American Medical Response Ambulance Service, Inc.	15180948	Open	6/5/2015	Workers Compensation	EMSA PUM - Tulsa Operations	OK
American Medical Response West	15182177	Open	6/24/2015	Workers Compensation	Santa Cruz - Operations	CA
American Medical Response of Southern California	15181350	Open	6/25/2015	Workers Compensation	San Fernando Valley - Operations	CA
American Medical Response Ambulance Service, Inc.	B553008591-0002-01	Open	6/28/2015	Bodily Injury	Arlington - Operations	TX
American Medical Response of Southern California	18203770	Open	7/1/2015	Workers Compensation	Hemet - Operations	CA
American Medical Response Northwest, Inc.	17197563	Closed	7/4/2015	Bodily Injury	Multnomah	OR
Medics Ambulance Service, Inc.	B553009101-0002-01	Closed	7/8/2015	Bodily Injury	Medics Broward	FL
American Medical Response of Connecticut, Incorporated	15181328	Open	7/10/2015	Workers Compensation	Bridgeport - Operations	CT
Randle Eastern Ambulance Service, Inc.	B553009245-0002-01	Open	7/10/2015	Bodily Injury	Medics of Dade - Operations	FL
American Medical Response Ambulance Service, Inc.	17193061	Open	7/14/2015	Bodily Injury	Seattle - Operations	WA
Abbott Ambulance, Inc.	15181912	Open	7/21/2015	Workers Compensation	Abbott - St Louis - Operations	MO
LaSalle Ambulance, Inc.	C494C4585592	Closed	7/28/2015	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
LaSalle Ambulance, Inc.	C498C318856X	Closed	8/2/2015	Workers Compensation	Inactive-Rural Metro Conv Inactive	NY
SW General, Inc.	0153038193-0005-01	Open	8/5/2015	Bodily Injury	SWA Maricopa IFT - Operations	AZ
Mercy, Inc.	AMR-16-350701	Open	8/11/2015	Professional Liability	Las Vegas - Operations	NV
American Medical Response of Inland Empire	15181840	Open	8/13/2015	Workers Compensation	San Bernadino - Operations	CA
Rural/Metro of San Diego, Inc.	C877C1016444	Open	8/16/2015	Workers Compensation	San Diego 911 - Operations	CA
Mercy, Inc.	AMR-16-364095	Open	8/25/2015	Professional Liability	Las Vegas - Operations	NV
American Medical Response of Connecticut, Incorporated	B553011418-0001-02	Open	8/26/2015	Bodily Injury	Hartford - Operations	CT
V.I.P. Professional Services, Inc.	B553012069-0001-02	Open	8/31/2015	Bodily Injury	Gold Coast - Operations	CA
American Medical Response Ambulance Service, Inc.	15182198	Open	9/10/2015	Workers Compensation	Ventura - Operations	CA

American Medical Response Ambulance Service, Inc.	15182332	Open	9/18/2015	Workers Compensation	San Mateo ALS - Operations	CA
American Medical Response Ambulance Service, Inc.	15182361	Open	9/19/2015	Workers Compensation	Hunt County - Operations	TX
LifeFleet Southeast Inc.	15182428	Open	9/19/2015	Workers Compensation	Hillsborough - Operations	FL
Access2Care LLC	17199615	Open	9/21/2015	Bodily Injury	Abbott Access2Care - Operations	IL
Mobile Medic Ambulance Service, Inc.	AMR-17-377292	Open	9/21/2015	Professional Liability	Jackson - CMS - Operations	MS
Mercury Ambulance Service, Inc.	C540C9253123	Open	9/21/2015	Workers Compensation	Lexington Ambulance - Operations	KY
American Medical Response West	15182358	Open	9/23/2015	Workers Compensation	Contra Costa County ALS - Operations	CA
Mercy, Inc.	B653002870-0001-02	Open	9/23/2015	Bodily Injury	Las Vegas - Operations	NV
American Medical Response Ambulance Service, Inc.	15182409	Open	9/24/2015	Workers Compensation	Ventura - Operations	CA
American Medical Response Ambulance Service, Inc.	15182422	Open	9/25/2015	Bodily Injury	EMSA PUM - Tulsa Operations	OK
Corning Ambulance Service Inc.	C877C1235058	Closed	10/1/2015	Workers Compensation	Corning	NY
American Medical Response West	16184982	Open	10/5/2015	Workers Compensation	Redcom - Communications	CA
American Medical Response West	B553013554-0001-02	Open	10/16/2015	Bodily Injury	Contra Costa County ALS - Operations	CA
American Medical Response of Connecticut, Incorporated	B553013651-0003-01	Open	10/19/2015	Bodily Injury	Hartford - Operations	CT
Springs Ambulance Service, Inc	15182937	Open	10/24/2015	Bodily Injury	Palm Springs - Operations	CA
AtlanticPalm Beach Ambula, Inc	15182944	Open	10/29/2015	Bodily Injury	Palm Beach - Operations	FL
American Medical Response West	16184681	Open	11/3/2015	Workers Compensation	Stanislaus County - Operations	CA
Bowers Companies, Inc.	AMR-17-385666	Open	11/3/2015	Professional Liability	Bowers Los Angeles IFT - Operations	CA
American Medical Response West	16190442	Open	11/6/2015	Bodily Injury	Santa Cruz - Operations	CA
Gold Cross Ambulance Services, Inc.	B753010847-0002-01	Open	11/6/2015	Bodily Injury	RM Youngstown Ambulance - Operations	OH
Paramed, Inc	15183075	Open	11/9/2015	Bodily Injury	Grand Rapids - Operations	MI
American Medical Response of Colorado, Inc.	15183267	Open	11/9/2015	Bodily Injury	Colorado Springs - Operations	CO
American Medical Response Ambulance Service, Inc.	15183091	Closed	11/10/2015	Bodily Injury	Seattle	WA
American Medical Response West	B553014660-0001-02	Open	11/12/2015	Bodily Injury	San Francisco - Operations	CA
American Medical Response, Inc.	15183129	Open	11/13/2015	Workers Compensation	Franklin County - Operations	IL
Mercy, Inc.	AMR-16-357888	Open	11/15/2015	Professional Liability	Las Vegas - Operations	NV
American Medical Response West	15183186	Closed	11/17/2015	Workers Compensation	San Joaquin	CA
American Medical Response West	AMR-16-342919	Closed	11/18/2015	Professional Liability	Sonoma	CA
AtlanticPalm Beach Ambula, Inc	B553014922-0002-01	Open	11/18/2015	Bodily Injury	Palm Beach - Operations	FL
American Medical Response Ambulance Service, Inc.	16184019	Open	11/26/2015	Workers Compensation	Rancho Cucamonga - Operations	CA
American Medical Response, Inc.	B553015468-0001-01	Open	11/28/2015	Workers Compensation	Inactive PBS - Accounts Receivable/Billi	WA
SW General, Inc.	B553015719-0001-01	Open	11/29/2015	Workers Compensation	Southwest Ambulance E Valley - Ops	AZ
American Medical Response Ambulance Service, Inc.	16191540	Open	11/30/2015	Bodily Injury	Ventura - Operations	CA
AMR Ambulance Service, Inc.	AMR-16-354525	Closed	11/30/2015	Professional Liability	Ventura	CA
Mercy, Inc.	15183632	Open	12/5/2015	Workers Compensation	Las Vegas - Operations	NV
American Medical Response of Connecticut, Incorporated	B553016013-0001-02	Open	12/5/2015	Bodily Injury	Bridgeport - Operations	CT
American Medical Response West	15183481	Open	12/7/2015	Workers Compensation	San Joaquin - Operations	CA
Mercy Ambulance of Evansville, Inc.	AMR-15-324096	Open	12/8/2015	Professional Liability	Evansville - Operations	IN
American Medical Response Ambulance Service, Inc.	15183642	Closed	12/12/2015	Workers Compensation	EMSA PUM Oklahoma City Operations	OK
American Medical Response of Colorado, Inc.	B553016134-0002-01	Open	12/15/2015	Property Damage	Denver - Administration	CO
American Medical Response West	B853002487-0001-01	Open	12/16/2015	Workers Compensation	Contra Costa County IFT - Operations	CA
American Medical Response Ambulance Service, Inc.	15183728	Open	12/17/2015	Workers Compensation	Ventura - Operations	CA
American Medical Response West	16184257	Open	12/17/2015	Workers Compensation	Sonoma - Communications	CA
American Medical Response Ambulance Service, Inc.	B653013426-0001-01	Open	12/23/2015	Workers Compensation	Rancho Cucamonga - Operations	CA
American Medical Response Ambulance Service, Inc.	15183868	Closed	12/26/2015	Workers Compensation	EMSA PUM Oklahoma City Operations	OK
Eastern Paramedics, Inc.	AMR-17-385921	Open	12/28/2015	Professional Liability	Syracuse EMS - Operations	NY
Rural/Metro of Northern California, Inc.	B553016737-0001-01	Closed	12/29/2015	Workers Compensation	Inactive-RM No Calif IFT	CA
American Medical Response NW	AMR-17-373686	Closed	12/31/2015	Professional Liability	Multnomah	OR
Mercy, Inc.	B653000851-0002-01	Open	12/31/2015	Bodily Injury	Las Vegas - Operations	NV
Rural/Metro of Northern California, Inc.	16186438	Open	1/1/2016	Workers Compensation	RM No Calif IFT - Operations	CA
American Medical Response Ambulance Service, Inc.	21248776	Open	1/1/2016	Workers Compensation	San Diego - Operations	CA
American Medical Response of Southern California	16184424	Open	1/9/2016	Workers Compensation	Riverside - Operations	CA
Rural/Metro Corporation (AZ)	16184089	Open	1/10/2016	Property Damage	Pima Fire Rescue - Operations	AZ
Rural/Metro of Northern California, Inc.	B653000856-0001-01	Open	1/11/2016	Workers Compensation	RM No Calif IFT - Operations	CA
Park Ambulance Service, Inc.	B653000624-0001-02	Open	1/12/2016	Bodily Injury	New York City - Administration	NY
American Medical Response Ambulance Service, Inc.	16184126	Closed	1/13/2016	Workers Compensation	San Diego	CA
Rural/Metro of Tennessee, L.P.	B653000776-0002-02	Open	1/14/2016	Bodily Injury	Nashville EMS - Operations	TN
EMS Ventures, Inc.	16184198	Open	1/18/2016	Bodily Injury	South Fulton 911 Contract - Operations	GA
American Medical Response of Southern California	16189937	Open	1/20/2016	Bodily Injury	Mid-Atlantic Division Management	VA
American Medical Response of Connecticut, Incorporated	B653001705-0002-01	Open	1/23/2016	Bodily Injury	New Haven - Operations	CT
Springs Ambulance Service, Inc	16184450	Open	1/29/2016	Workers Compensation	Palm Springs - Operations	CA
American Medical Response West	B653013365-0001-01	Open	1/31/2016	Workers Compensation	Stanislaus County - Operations	CA
Metro Ambulance Services, Inc.	16191753	Open	2/1/2016	Bodily Injury	Atlanta Operations - Operations	GA
American Medical Response Mid-Atlantic, Inc.	B653002768-0001-02	Open	2/1/2016	Bodily Injury	Philadelphia - Operations	NJ
American Medical Response Mid-Atlantic, Inc.	B653002768-0002-01	Closed	2/1/2016	Bodily Injury	Philadelphia	PA
American Medical Response West	16184525	Open	2/2/2016	Bodily Injury	Sacramento County - Operations	CA
Rural/Metro Corporation of Florida	16184589	Closed	2/6/2016	Bodily Injury	Orlando IFT	FL
American Medical Response Ambulance Service, Inc.	B653002518-0002-01	Open	2/10/2016	Bodily Injury	San Diego - Operations	CA
Towns Ambulance Service, Inc.	B653002607-0002-01	Open	2/10/2016	Bodily Injury	Central Erie EMS (Towns) - Operations	NY
Towns Ambulance Service, Inc.	B653002607-0003-01	Open	2/10/2016	Property Damage	Central Erie EMS (Towns) - Operations	NY
Gold Cross Ambulance Services, Inc.	AMR-17-388579	Open	2/12/2016	Professional Liability	RM Youngstown Ambulance - Operations	OH
American Medical Response Ambulance Service, Inc.	16185026	Closed	2/14/2016	Workers Compensation	Rancho Cucamonga	CA
LifeFleet Southeast Inc.	B653002830-0002-01	Open	2/15/2016	Bodily Injury	Hillsborough - Operations	FL
Medstat Ems, Inc.	16184859	Closed	2/18/2016	Workers Compensation	MedStat	MS
LifeFleet Southeast Inc.	AMR-15-327094	Open	2/18/2016	Professional Liability	Hillsborough - Operations	FL
American Medical Response Ambulance Service, Inc.	16184954	Open	2/21/2016	Bodily Injury	San Diego - Operations	CA
Rural/Metro Corporation of Florida	AMR-16-331583	Open	2/23/2016	Professional Liability	Orlando IFT - Operations	FL

Rural/Metro of Tennessee, L.P.	17193558	Open	2/24/2016	Bodily Injury	Knox County District 1 Fire - Ops	TN
Towns Ambulance Service, Inc.	16185109	Closed	2/25/2016	Workers Compensation	Central Erie EMS (Towns)	NY
Towns Ambulance Service, Inc.	AMR-18-397438	Open	3/4/2016	Professional Liability	Central Erie EMS (Towns) - Operations	NY
Rural/Metro Corporation (AZ)	B653003867-0003-01	Open	3/4/2016	Bodily Injury	Tucson Ambulance - Operations	AZ
Troup County EMS, Inc	AMR-17-377392	Closed	3/6/2016	Professional Liability	Troup County	GA
Mobile Medic Ambulance Service, Inc.	AMR-17-389697	Open	3/6/2016	Professional Liability	Jackson - CMS - Operations	MS
Mobile Medic Ambulance Service, Inc.	AMR-17-391561	Open	3/6/2016	Professional Liability	Jackson - CMS - Operations	MS
Rural/Metro of Rochester, Inc.	16185321	Open	3/8/2016	Bodily Injury	National Ambulance - Operations	NY
LifeFleet Southeast Inc.	B653004009-0002-01	Open	3/10/2016	Bodily Injury	Hillsborough - Operations	FL
Rural/Metro of Northern California, Inc.	B653004178-0002-01	Open	3/14/2016	Bodily Injury	RM No Calif IFT - Operations	CA
Rural/Metro of Northern California, Inc.	B653004178-0003-01	Open	3/14/2016	Bodily Injury	RM No Calif IFT - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653004529-0002-01	Open	3/15/2016	Bodily Injury	Philadelphia - Operations	PA
American Medical Response of Connecticut, Incorporated	16185471	Closed	3/16/2016	Workers Compensation	New Haven	CT
American Medical Response Mid-Atlantic, Inc.	16189910	Open	3/19/2016	Bodily Injury	Nashville - Operations	TN
AMR of Tennessee	AMR-16-363580	Closed	3/19/2016	Professional Liability	Nashville Operations	TN
American Medical Response Mid-Atlantic, Inc.	B653004455-0004-01	Open	3/21/2016	Bodily Injury	San Joaquin - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16185647	Open	3/24/2016	Bodily Injury	Antelope Valley - Operations	CA
Mobile Medic Ambulance Service, Inc.	16185656	Closed	3/24/2016	Workers Compensation	Jackson - CMS	MS
American Medical Response Mid-Atlantic, Inc.	16185710	Open	3/25/2016	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response Mid-Atlantic, Inc.	B653004825-0005-01	Open	3/25/2016	Bodily Injury	Dallas - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653005179-0002-01	Open	3/26/2016	Bodily Injury	Bridgeport - Operations	CT
American Medical Response Mid-Atlantic, Inc.	16185789	Open	3/29/2016	Bodily Injury	Austin - Operations	TX
American Medical Response of Connecticut, Incorporated	16186627	Closed	4/2/2016	Workers Compensation	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	16189725	Open	4/5/2016	Bodily Injury	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response of San Diego, Inc.	16186034	Closed	4/9/2016	Workers Compensation	San Diego 911	CA
American Medical Response Mid-Atlantic, Inc.	16186020	Open	4/11/2016	Workers Compensation	San Fernando Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653005940-0002-01	Open	4/15/2016	Bodily Injury	Hartford - Operations	CT
American Medical Response Mid-Atlantic, Inc.	B653005940-0003-01	Open	4/15/2016	Property Damage	Hartford - Operations	CT
American Medical Response Mid-Atlantic, Inc.	16186254	Open	4/21/2016	Workers Compensation	San Francisco - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653006103-0002-01	Open	4/21/2016	Bodily Injury	San Francisco - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653006103-0003-01	Open	4/21/2016	Bodily Injury	San Francisco - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16186473	Open	4/27/2016	Workers Compensation	Monterey - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16186538	Open	4/28/2016	Bodily Injury	Atlanta Operations - Operations	GA
American Medical Response Mid-Atlantic, Inc.	AMR-16-356126	Open	4/28/2016	Professional Liability	Atlanta Operations - Operations	GA
Rural/Metro Corporation of Florida	B653006656-0002-01	Closed	5/2/2016	Bodily Injury	Orlando 911	FL
American Medical Response Mid-Atlantic, Inc.	16186665	Open	5/6/2016	Bodily Injury	Jackson - CMS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	18203977	Open	5/6/2016	Bodily Injury	Philadelphia - Operations	PA
American Medical Response Mid-Atlantic, Inc.	16186677	Open	5/8/2016	Workers Compensation	MedStat - Operations	MS
American Medical Response Mid-Atlantic, Inc.	16187092	Open	5/8/2016	Workers Compensation	San Bernadino - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16186684	Open	5/9/2016	Bodily Injury	Gold Coast - Operations	CA
AMR of Massachussetts	AMR-16-362174	Open	5/10/2016	Professional Liability	Taunton	MA
American Medical Response Mid-Atlantic, Inc.	16187338	Open	5/13/2016	Workers Compensation	Redcom - Communications	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-367021	Open	5/13/2016	Professional Liability	McMinn County Operations	TN
American Medical Response Mid-Atlantic, Inc.	AMR-17-368444	Open	5/14/2016	Professional Liability	Contra Costa County ALS - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16186892	Open	5/16/2016	Workers Compensation	DC EMS - Operations	DC
American Medical Response Mid-Atlantic, Inc.	AMR-17-367056	Open	5/16/2016	Professional Liability	Sacramento County - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17195691	Open	5/23/2016	Bodily Injury	National Ambulance - Operations	NY
Mobile Medic Ambulance Service, Inc.	16187096	Closed	5/26/2016	Bodily Injury	Jackson - CMS	MS
American Medical Response Mid-Atlantic, Inc.	16187258	Open	5/26/2016	Workers Compensation	Brockton/Avon - Operations	MA
American Medical Response Mid-Atlantic, Inc.	17195995	Open	5/28/2016	Bodily Injury	Summit - Operations	OH
American Medical Response Mid-Atlantic, Inc.	B653008129-0003-01	Open	5/28/2016	Bodily Injury	Bridgeport - Operations	CT
American Medical Response Mid-Atlantic, Inc.	17197365	Open	5/30/2016	Bodily Injury	SW Northwest - Operations	AZ
American Medical Response Mid-Atlantic, Inc.	AMR-17-369071	Open	6/1/2016	Professional Liability	Cleveland Ambulance - Operations	OH
American Medical Response Mid-Atlantic, Inc.	AMR-16-352638	Open	6/2/2016	Professional Liability	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	16187327	Open	6/3/2016	Workers Compensation	San Bernadino - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653008423-0002-01	Open	6/5/2016	Bodily Injury	Abbott - St Louis - Operations	MO
American Medical Response of Connecticut, Incorporated	16187498	Open	6/7/2016	Workers Compensation	Bridgeport - Operations	CT
American Medical Response Mid-Atlantic, Inc.	B653008713-0003-01	Open	6/13/2016	Bodily Injury	Las Vegas - Operations	NV
American Medical Response Mid-Atlantic, Inc.	16187567	Open	6/15/2016	Workers Compensation	Stark - Operations	OH
American Medical Response Mid-Atlantic, Inc.	16187574	Open	6/16/2016	Workers Compensation	Stanislaus County - Operations	CA
American Medical Response of Southern California	16187850	Closed	6/17/2016	Bodily Injury	Hemet	CA
American Medical Response of Southern California	16187599	Closed	6/19/2016	Workers Compensation	LA North	CA
American Medical Response Mid-Atlantic, Inc.	16187626	Open	6/19/2016	Workers Compensation	Sonoma - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653009016-0002-01	Open	6/19/2016	Bodily Injury	San Fernando Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16187698	Open	6/22/2016	Workers Compensation	Santa Barbara - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16187742	Open	6/22/2016	Workers Compensation	Gold Coast - Operations	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-387939	Open	6/22/2016	Professional Liability	Louisville Ambulance - Operations	KY
American Medical Response Mid-Atlantic, Inc.	16187715	Open	6/24/2016	Workers Compensation	Seattle - Operations	WA
American Medical Response Mid-Atlantic, Inc.	B653009413-0002-01	Open	6/25/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653009413-0003-01	Open	6/25/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653009413-0005-01	Open	6/25/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653009413-0006-01	Open	6/25/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	16187949	Open	6/29/2016	Workers Compensation	Arlington - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653009539-0007-01	Open	6/29/2016	Bodily Injury	San Fernando Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653009550-0003-01	Open	6/29/2016	Bodily Injury	Billings - Operations	MT
Metrocare Services-Abilene, L.P.	B653009820-0002-01	Closed	7/3/2016	Bodily Injury	MetroCare	TX
American Medical Response Mid-Atlantic, Inc.	16187948	Open	7/5/2016	Bodily Injury	Pueblo - Operations	CO

American Medical Response Mid-Atlantic, Inc.	16188131	Open	7/8/2016	Workers Compensation	San Bernadino - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16188168	Open	7/12/2016	Bodily Injury	San Francisco - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16188194	Open	7/14/2016	Workers Compensation	Placer County - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16188195	Open	7/14/2016	Workers Compensation	Placer County - Operations	CA
Atlantic/Palm Beach Ambulance, Inc.	B653010535-0002-01	Closed	7/15/2016	Bodily Injury	Palm Beach	FL
American Medical Response Mid-Atlantic, Inc.	B653010530-0002-01	Open	7/16/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653010530-0004-01	Open	7/16/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	B653010530-0005-01	Open	7/16/2016	Bodily Injury	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	16188345	Open	7/18/2016	Workers Compensation	Oahu - Operations	HI
American Medical Response Mid-Atlantic, Inc.	B653010646-0004-01	Open	7/19/2016	Bodily Injury	Abbott - St Louis - Operations	MO
American Medical Response Mid-Atlantic, Inc.	16188376	Open	7/22/2016	Bodily Injury	New Haven - Operations	CT
AMR of Connecticut	AMR-17-367606	Closed	7/22/2016	Professional Liability	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	AMR-16-346670	Open	7/23/2016	Professional Liability	Palm Beach - Operations	FL
American Medical Response Mid-Atlantic, Inc.	16188439	Open	7/26/2016	Workers Compensation	San Gabriel Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-370437	Open	7/26/2016	Professional Liability	Knox County Operations	TN
American Medical Response Mid-Atlantic, Inc.	18201445	Open	8/2/2016	Bodily Injury	Natchez MS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	16188709	Closed	8/4/2016	Bodily Injury	Hampton Roads	VA
American Medical Response Mid-Atlantic, Inc.	16188773	Open	8/7/2016	Workers Compensation	Grand Rapids - Operations	MI
American Medical Response Mid-Atlantic, Inc.	16188984	Open	8/9/2016	Workers Compensation	Antelope Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16188876	Open	8/10/2016	Workers Compensation	RM Youngstown Ambulance - Operations	OH
American Medical Response Ambulance Service, Inc.	B653012321-0003-01	Closed	8/15/2016	Bodily Injury	San Diego	CA
Desert Valley Medical Transport, Inc.	16188966	Closed	8/16/2016	Workers Compensation	Victorville	CA
Randle Eastern Ambulance Service, Inc.	B653012132-0002-01	Closed	8/16/2016	Bodily Injury	Medics Ambulance Service	FL
American Medical Response Mid-Atlantic, Inc.	16188980	Open	8/18/2016	Bodily Injury	Riverside - Operations	CA
Mobile Medic Ambulance Service, Inc.	17193693	Closed	8/18/2016	Bodily Injury	Jackson - CMS	MS
Mobile Medic Ambulance Service, Inc.	AMR-17-369141	Closed	8/18/2016	Professional Liability	Jackson - CMS	MS
American Medical Response Mid-Atlantic, Inc.	16189053	Open	8/21/2016	Workers Compensation	Maui Contract - Operations	HI
American Medical Response Mid-Atlantic, Inc.	16189813	Open	8/24/2016	Bodily Injury	Placer County - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16189165	Open	8/26/2016	Workers Compensation	Shasta/N. Valley Counties - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17198018	Open	8/26/2016	Workers Compensation	Hemet - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16189227	Open	8/29/2016	Workers Compensation	San Diego IFT - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16189256	Open	9/1/2016	Workers Compensation	Bridgeport - Operations	CT
American Medical Response Mid-Atlantic, Inc.	16189608	Open	9/1/2016	Workers Compensation	Oregon Support - Communications	OR
American Medical Response Mid-Atlantic, Inc.	16189416	Open	9/3/2016	Workers Compensation	Sumter EMS - Operations	FL
American Medical Response of Connecticut, Incorporated	16189720	Closed	9/3/2016	Workers Compensation	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	16189706	Open	9/8/2016	Workers Compensation	Vital - Operations	MA
American Medical Response Mid-Atlantic, Inc.	16189569	Open	9/9/2016	Workers Compensation	San Bernadino - Operations	CA
Rural/Metro of California, Inc.	16189553	Closed	9/11/2016	Workers Compensation	Santa Clara County 911	CA
Eastern Paramedics, Inc.	16189757	Closed	9/19/2016	Workers Compensation	Syracuse EMS	NY
American Medical Response Mid-Atlantic, Inc.	AMR-16-363087	Open	9/19/2016	Professional Liability	Modesto - Communications	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-376224	Open	9/20/2016	Professional Liability	Contra Costa County ALS - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16189864	Open	9/23/2016	Bodily Injury	EMSA PUM - Tulsa Operations	OK
Rural/Metro of Tennessee, L.P.	16189899	Closed	9/24/2016	Bodily Injury	Knox Ambulance	TN
Professional Medical Transport, Inc.	B653014092-0003-01	Closed	9/24/2016	Bodily Injury	Tempe EMS	AZ
American Medical Response Mid-Atlantic, Inc.	17194356	Open	9/26/2016	Bodily Injury	Kords EMS - Operations	AZ
AMR of Connecticut	AMR-21-502457	Open	9/26/2016	Professional Liability	Bridgeport - Operations	CT
American Medical Response Mid-Atlantic, Inc.	16190287	Open	10/1/2016	Bodily Injury	Philadelphia - Operations	PA
American Medical Response Mid-Atlantic, Inc.	18202934	Open	10/1/2016	Bodily Injury	San Diego IFT - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16189995	Open	10/2/2016	Workers Compensation	San Joaquin - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17195541	Open	10/3/2016	Bodily Injury	EMSA PUM - Tulsa Operations	OK
MedicWest Ambulance, Inc.	16190142	Open	10/7/2016	Workers Compensation	MedicWest	NV
American Medical Response Mid-Atlantic, Inc.	17198805	Open	10/8/2016	Bodily Injury	Stanislaus County - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653014804-0002-01	Open	10/10/2016	Bodily Injury	Hartford - Operations	CT
American Medical Response Mid-Atlantic, Inc.	17197625	Open	10/11/2016	Bodily Injury	Las Vegas - Operations	NV
American Medical Response Mid-Atlantic, Inc.	B653014860-0002-01	Open	10/11/2016	Bodily Injury	Jackson - CMS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	16190432	Open	10/12/2016	Workers Compensation	Springfield - Operations	MA
American Medical Response of Connecticut, Incorporated	16190283	Closed	10/13/2016	Workers Compensation	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	18204119	Open	10/13/2016	Bodily Injury	Hartford - Operations	CT
American Medical Response Mid-Atlantic, Inc.	AMR-18-397631	Open	10/13/2016	Professional Liability	East Region Admin - Operations	CT
Mobile Medic Ambulance Service, Inc.	B653014950-0002-01	Closed	10/13/2016	Bodily Injury	Gulfport - SMS	MS
American Medical Response of San Diego, Inc.	16190256	Closed	10/14/2016	Workers Compensation	San Diego 911	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-386256	Open	10/14/2016	Professional Liability	North Georgia EMS - Operations	GA
Springs Ambulance Service, Inc.	16190300	Closed	10/15/2016	Workers Compensation	Palm Springs	CA
American Medical Response Mid-Atlantic, Inc.	16190285	Open	10/17/2016	Workers Compensation	Santa Clara County 911 - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16190333	Open	10/18/2016	Workers Compensation	Monterey - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16190359	Open	10/19/2016	Bodily Injury	Summit - Operations	OH
American Medical Response Mid-Atlantic, Inc.	AMR-17-379897	Open	10/19/2016	Professional Liability	Monterey - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16190430	Closed	10/21/2016	Workers Compensation	Hampton Roads	VA
American Medical Response Mid-Atlantic, Inc.	16190435	Closed	10/24/2016	Bodily Injury	Philadelphia	PA
American Medical Response Mid-Atlantic, Inc.	16190643	Open	10/24/2016	Workers Compensation	Hartford - Operations	CT
American Medical Response of Massachusetts, Inc.	16191000	Closed	10/26/2016	Workers Compensation	Springfield	MA
American Medical Response West	18204279	Open	10/26/2016	Workers Compensation	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	16190604	Open	10/28/2016	Workers Compensation	Placer County - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16190634	Open	10/30/2016	Workers Compensation	DC EMS - Operations	DC
American Medical Response Mid-Atlantic, Inc.	AMR-17-379511	Open	10/30/2016	Professional Liability	Stark - Operations	OH
American Medical Response Mid-Atlantic, Inc.	B653015852-0002-01	Open	10/31/2016	Bodily Injury	North LA - Operations	LA
American Medical Response Mid-Atlantic, Inc.	16190701	Open	11/3/2016	Property Damage	Multnomah - Operations	OR

Mobile Medic Ambulance Service, Inc.	16190717	Closed	11/3/2016	Bodily Injury	Gulfport - SMS	MS
American Medical Response Mid-Atlantic, Inc.	16190776	Open	11/4/2016	Bodily Injury	San Francisco - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653016031-0002-01	Open	11/4/2016	Bodily Injury	NorCal Sutter - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17197540	Open	11/5/2016	Workers Compensation	San Bernadino - Operations	CA
American Medical Response Mid-Atlantic, Inc.	16190757	Open	11/6/2016	Workers Compensation	Santa Clara County 911 - Operations	CA
Rural/Metro Corporation of Florida	16190793	Closed	11/7/2016	Property Damage	Orlando 911	FL
American Medical Response Mid-Atlantic, Inc.	17197908	Open	11/8/2016	Property Damage	National Ambulance - Operations	NY
American Medical Response Mid-Atlantic, Inc.	AMR-16-361779	Open	11/16/2016	Professional Liability	San Bernadino - Operations	CA
American Medical Response Mid-Atlantic, Inc.	B653018159-0002-01	Open	11/17/2016	Bodily Injury	Jackson - CMS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	AMR-17-367549	Open	11/18/2016	Professional Liability	San Diego - Operations	CA
Lasalle Ambulance Inc.	16191115	Closed	11/20/2016	Workers Compensation	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	16191160	Open	11/21/2016	Bodily Injury	Philadelphia - Operations	PA
American Medical Response Mid-Atlantic, Inc.	17195679	Open	11/21/2016	Bodily Injury	Santa Clara County 911 - Operations	CA
American Medical Response of Connecticut, Incorporated	16191206	Closed	11/23/2016	Workers Compensation	New Haven	CT
American Medical Response of Connecticut, Incorporated	16191218	Closed	11/23/2016	Workers Compensation	New Haven	CT
Rural/Metro of Rochester, Inc.	16191264	Closed	11/24/2016	Workers Compensation	National Ambulance & Oxygen Service, Inc	NY
American Medical Response Mid-Atlantic, Inc.	AMR-18-398065	Open	11/25/2016	Professional Liability	Multnomah - Operations	OR
Abbott Ambulance, Inc.	16191267	Closed	11/28/2016	Bodily Injury	Abbott - St Louis	MO
American Medical Response West	19214705	Open	11/28/2016	Workers Compensation	VRECC - ValleyCom	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-366995	Open	11/29/2016	Professional Liability	East County Fire - Operations	AZ
Mobile Medic Ambulance Service, Inc.	16191476	Closed	12/1/2016	Workers Compensation	Gulfport - SMS	MS
American Medical Response of Texas, Inc.	16191495	Closed	12/1/2016	Workers Compensation	Houston	TX
Atlantic/Palm Beach Ambulance, Inc.	B653017246-0002-01	Closed	12/1/2016	Bodily Injury	Palm Beach	FL
American Medical Response Ambulance Service, Inc.	17192446	Closed	12/4/2016	Workers Compensation	Dallas	TX
American Medical Response Mid-Atlantic, Inc.	B653017534-0002-01	Open	12/4/2016	Bodily Injury	Chandler EMS - Operations	AZ
American Medical Response Mid-Atlantic, Inc.	17196128	Open	12/5/2016	Workers Compensation	Redcom - Communications	CA
American Medical Response Mid-Atlantic, Inc.	17197877	Open	12/5/2016	Bodily Injury	San Bernadino - Operations	CA
Lasalle Ambulance Inc.	B653017468-0002-01	Closed	12/7/2016	Property Damage	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	B653017575-0002-01	Open	12/8/2016	Bodily Injury	Broward County - Operations	FL
American Medical Response of San Diego, Inc.	B653017735-0002-01	Closed	12/9/2016	Bodily Injury	San Diego 911	CA
American Medical Response Mid-Atlantic, Inc.	16191746	Open	12/13/2016	Workers Compensation	Riverside - Operations	CA
American Medical Response of San Diego, Inc.	17192465	Closed	12/13/2016	Workers Compensation	San Diego 911	CA
American Medical Response Mid-Atlantic, Inc.	16191857	Open	12/15/2016	Workers Compensation	Rochester Support - Operations	NY
American Medical Response Mid-Atlantic, Inc.	B653018058-0003-01	Open	12/17/2016	Bodily Injury	Stanislaus County - Operations	CA
American Medical Response of Connecticut, Incorporated	B753000166-0002-01	Closed	12/20/2016	Bodily Injury	New Haven	CT
American Medical Response Mid-Atlantic, Inc.	18204099	Open	12/22/2016	Bodily Injury	MedStat - Operations	MS
American Medical Response Northwest, Inc.	B653018464-0003-01	Open	12/26/2016	Bodily Injury	New York City	NY
American Medical Response of Colorado, Inc.	16192207	Closed	12/27/2016	Bodily Injury	Denver	CO
American Medical Response Mid-Atlantic, Inc.	17192280	Open	12/29/2016	Workers Compensation	Las Vegas - Operations	NV
American Medical Response Mid-Atlantic, Inc.	AMR-17-369756	Open	1/2/2017	Professional Liability	Maricopa County - Operations	AZ
American Medical Response Mid-Atlantic, Inc.	B753000110-0002-01	Open	1/2/2017	Bodily Injury	PMT IFT - Operations	AZ
American Medical Response Mid-Atlantic, Inc.	AMR-17-385368	Open	1/3/2017	Professional Liability	EMSA PUM - Tulsa Operations	OK
American Medical Response Mid-Atlantic, Inc.	17192412	Open	1/6/2017	Workers Compensation	Duncan - Operations	TX
American Medical Response of Connecticut, Incorporated	17192447	Closed	1/6/2017	Workers Compensation	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	17192638	Closed	1/9/2017	Workers Compensation	Philadelphia	PA
American Medical Response Mid-Atlantic, Inc.	17195361	Open	1/9/2017	Workers Compensation	Grand Rapids - Operations	MI
American Medical Response Mid-Atlantic, Inc.	18202786	Open	1/9/2017	Workers Compensation	Riverside - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17192627	Open	1/10/2017	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response Mid-Atlantic, Inc.	B753000848-0002-01	Open	1/10/2017	Bodily Injury	Las Vegas - Operations	NV
Medevac Medical Response, Inc.	4A22020894J-0001	Open	1/11/2017	Bodily Injury	Independence - Operations	MO
Medevac Medical Response, Inc	AMR-21-510185	Closed	1/11/2017	Professional Liability	Independence	MO
Desert Valley Medical Transport, Inc.	17192723	Closed	1/13/2017	Workers Compensation	Victorville	CA
American Medical Response Mid-Atlantic, Inc.	17192743	Open	1/15/2017	Workers Compensation	MedStat - Operations	AR
Rural/Metro of Greater Seattle, Inc.	B753001075-0003-01	Closed	1/18/2017	Bodily Injury	Pierce County	WA
American Medical Response of San Diego, Inc.	17192884	Closed	1/23/2017	Workers Compensation	San Diego 911	CA
American Medical Response of Texas, Inc.	B753001413-0002-01	Open	1/24/2017	Bodily Injury	Riverside	CA
American Medical Response Mid-Atlantic, Inc.	B753001476-0002-01	Closed	1/26/2017	Bodily Injury	DC EMS	DC
American Medical Response Mid-Atlantic, Inc.	17193199	Open	2/2/2017	Workers Compensation	Contra Costa County ALS - Operations	CA
American Medical Response Mid-Atlantic, Inc.	AMR-17-366990	Open	2/6/2017	Professional Liability	Las Vegas - Operations	NV
American Medical Response Mid-Atlantic, Inc.	B753001997-0002-01	Closed	2/6/2017	Bodily Injury	DC EMS	DC
American Medical Response Mid-Atlantic, Inc.	B753001997-0003-01	Closed	2/6/2017	Bodily Injury	DC EMS	DC
American Medical Response Mid-Atlantic, Inc.	17194227	Open	2/8/2017	Workers Compensation	Riverside - Operations	CA
American Medical Response of Southern California	17193241	Closed	2/11/2017	Workers Compensation	Riverside	CA
American Medical Response Mid-Atlantic, Inc.	AMR-16-360430	Open	2/13/2017	Professional Liability	Philadelphia Mgmt - Operations	PA
EMS Ventures, Inc.	B753002456-0003-01	Closed	2/14/2017	Bodily Injury	South Fulton 911 Contract	GA
American Medical Response Northwest, Inc.	17193363	Open	2/15/2017	Workers Compensation	Clackamas - Operations	OR
American Medical Response of Southern California	17193381	Closed	2/16/2017	Workers Compensation	Riverside	CA
American Medical Response Ambulance Service, Inc.	B753002560-0002-01	Closed	2/16/2017	Bodily Injury	Amarillo	TX
American Medical Response Ambulance Service, Inc.	B753002560-0003-01	Closed	2/16/2017	Bodily Injury	Amarillo	TX
American Medical Response Ambulance Service, Inc.	17193419	Closed	2/18/2017	Bodily Injury	San Diego	CA
American Medical Response Mid-Atlantic, Inc.	B753002783-0002-01	Open	2/19/2017	Bodily Injury	Natchez MS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	B753002783-0003-01	Open	2/19/2017	Bodily Injury	Natchez MS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	17193619	Open	2/20/2017	Bodily Injury	EMSA PUM - Oklahoma City Operations	OK
American Medical Response Mid-Atlantic, Inc.	17193489	Open	2/21/2017	Workers Compensation	MedStat - Operations	MS
American Medical Response Mid-Atlantic, Inc.	B753009114-0001-01	Open	2/22/2017	Workers Compensation	Syracuse EMS - Operations	NY
American Medical Response Mid-Atlantic, Inc.	17195940	Closed	3/1/2017	Workers Compensation	Riverside - Operations	CA
American Medical Response Ambulance Service, Inc.	B753003269-0002-01	Closed	3/3/2017	Bodily Injury	San Diego	CA

Southwest Ambulance of Tucson, Inc.	B753003465-0004-01	Closed	3/6/2017	Bodily Injury	SW Ambulance (TFD)	AZ
Southwest Ambulance of Tucson, Inc.	B753003465-0005-01	Closed	3/6/2017	Bodily Injury	SW Ambulance (TFD)	AZ
Southwest Ambulance of Tucson, Inc.	B753003465-0006-01	Closed	3/6/2017	Bodily Injury	SW Ambulance (TFD)	AZ
Southwest Ambulance of Tucson, Inc.	B753003465-0007-01	Closed	3/6/2017	Bodily Injury	SW Ambulance (TFD)	AZ
MedicWest Ambulance, Inc.	B753003749-0003-01	Open	3/10/2017	Bodily Injury	MedicWest	NV
American Medical Response Mid-Atlantic, Inc.	17197809	Closed	3/11/2017	Workers Compensation	Cleveland Ambulance - Operations	OH
American Medical Response Mid-Atlantic, Inc.	AMR-17-364758	Closed	3/11/2017	Professional Liability	Southwest Division Admin - Operations	NV
American Medical Response Mid-Atlantic, Inc.	Smith	Open	3/15/2017	Commercial	Hernando County Court - FL	FL
American Medical Response Mid-Atlantic, Inc.	17194104	Closed	3/18/2017	Workers Compensation	Abbott - Illinois - Operations	IL
American Medical Response Mid-Atlantic, Inc.	17194186	Open	3/22/2017	Workers Compensation	Independence - Operations	MO
American Medical Response Ambulance Service, Inc.	18205638	Closed	3/23/2017	Bodily Injury	Las Cruces	NM
American Medical Response Mid-Atlantic, Inc.	17194289	Closed	3/27/2017	Workers Compensation	Wichita Falls - Operations	TX
American Medical Response Mid-Atlantic, Inc.	17200691	Open	3/27/2017	Bodily Injury	Waterbury Amb - Operations	CT
American Medical Response of Inland Empire	17194681	Closed	3/28/2017	Workers Compensation	San Bernadino	CA
American Medical Response Mid-Atlantic, Inc.	17196526	Open	3/29/2017	Workers Compensation	Johnson County - Operations	KS
American Medical Response Mid-Atlantic, Inc.	B753004948-0002-01	Open	3/30/2017	Bodily Injury	Waterbury Amb - Operations	CT
American Medical Response Mid-Atlantic, Inc.	AMR-17-365026	Open	4/1/2017	Professional Liability	East County Fire - Operations	AZ
Rural/Metro Corporation of Florida	B753005079-0003-01	Open	4/1/2017	Bodily Injury	Orlando 911 - Operations	FL
Southwest Ambulance of Casa Grande, Inc.	B753005187-0002-01	Closed	4/4/2017	Bodily Injury	SWARA Pinal County	AZ
American Medical Response Mid-Atlantic, Inc.	B753005243-0002-01	Closed	4/4/2017	Bodily Injury	Philadelphia	PA
American Medical Response Mid-Atlantic, Inc.	B753005243-0006-01	Open	4/4/2017	Bodily Injury	Atlanta Operations	GA
American Medical Response Mid-Atlantic, Inc.	B753005243-0007-01	Open	4/4/2017	Bodily Injury	Dekalb County	GA
American Medical Response of Connecticut, Incorporated	17195610	Closed	4/6/2017	Bodily Injury	New Haven	CT
American Medical Response Mid-Atlantic, Inc.	AMR-17-367204	Open	4/6/2017	Professional Liability	San Fernando Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17199244	Open	4/7/2017	Bodily Injury	Abbott Access2Care - Administration	CO
American Medical Response Mid-Atlantic, Inc.	AMR-20-443946	Open	4/9/2017	Professinal Liability	Jackson - CMS	MS
American Medical Response Mid-Atlantic, Inc.	17194672	Open	4/11/2017	Workers Compensation	Palm Beach - Operations	FL
American Medical Response Mid-Atlantic, Inc.	17194740	Open	4/13/2017	Workers Compensation	Sumter EMS - Operations	FL
American Medical Response Mid-Atlantic, Inc.	17194822	Closed	4/18/2017	Workers Compensation	Hillsborough - Operations	FL
American Medical Response Mid-Atlantic, Inc.	17195034	Open	4/22/2017	Workers Compensation	New Haven - Operations	CT
American Medical Response Mid-Atlantic, Inc.	17195017	Open	4/25/2017	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
Rural/Metro Corporation (AZ)	B753006273-0003-01	Closed	4/26/2017	Bodily Injury	Tucson Ambulance	AZ
American Medical Response Mid-Atlantic, Inc.	17195148	Open	4/29/2017	Workers Compensation	San Gabriel Valley - Operations	CA
American Medical Response of Southern California	17195112	Closed	4/30/2017	Workers Compensation	Antelope Valley	CA
American Medical Response Mid-Atlantic, Inc.	17196757	Closed	5/3/2017	Bodily Injury	Spokane - Operations	WA
American Medical Response Mid-Atlantic, Inc.	17195216	Closed	5/4/2017	Bodily Injury	Philadelphia	PA
EMS Ventures, Inc.	17195568	Closed	5/5/2017	Bodily Injury	North Georgia EMS	GA
American Medical Response Mid-Atlantic, Inc.	AMR-17-378814	Open	5/7/2017	Professional Liability	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response West	17198443	Open	5/9/2017	Workers Compensation	Santa Cruz - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17195385	Open	5/11/2017	Workers Compensation	Ventura - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17195429	Closed	5/14/2017	Workers Compensation	Hillsborough - Operations	FL
American Medical Response of Connecticut, Incorporated	17195624	Closed	5/23/2017	Workers Compensation	Bridgeport	CT
Medstat Ems, Inc.	B753007938-0003-01	Open	5/23/2017	Bodily Injury	MedStat	MS
American Medical Response Mid-Atlantic, Inc.	17195709	Closed	5/27/2017	Bodily Injury	San Francisco - Operations	CA
American Medical Response Mid-Atlantic, Inc.	18203334	Open	5/30/2017	Bodily Injury	RM Youngstown Ambulance - Operations	OH
American Medical Response Mid-Atlantic, Inc.	17195818	Open	6/1/2017	Workers Compensation	Palm Beach - Operations	FL
Lasalle Ambulance Inc.	18206063	Closed	6/1/2017	Bodily Injury	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	AMR-17-386745	Open	6/2/2017	Professional Liability	Abilene, TX - Operations	TX
American Medical Response Mid-Atlantic, Inc.	AMR-18-398185	Open	6/5/2017	Professional Liability	RM Fire - Pima AZ Admin - Operations	AZ
American Medical Response Mid-Atlantic, Inc.	AMR-17-391551	Open	6/6/2017	Professional Liability	New York City - Administration	NY
Metro Ambulance Services, Inc.	B753008383-0002-01	Closed	6/6/2017	Bodily Injury	Dekalb Operations	GA
American Medical Response West	B753008449-0002-01	Open	6/6/2017	Bodily Injury	Hillsborough	FL
American Medical Response of Massachusetts, Inc.	17196052	Open	6/7/2017	Workers Compensation	Springfield - Operations	MA
American Medical Response Mid-Atlantic, Inc.	17196157	Open	6/7/2017	Workers Compensation	Special Services - Operations	OR
American Medical Response Mid-Atlantic, Inc.	17196050	Open	6/9/2017	Workers Compensation	San Fernando Valley - Operations	CA
International Life Support Inc	AMR-19-426009	Open	6/10/2017	Professional Liability	Maui Contract	HI
American Medical Response Mid-Atlantic, Inc.	17196109	Closed	6/12/2017	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response West	AMR-20-481776	Open	6/12/2017	Professional Liability	San Joaquin - Operations	CA
American Medical Response Mid-Atlantic, Inc.	18203765	Open	6/13/2017	Bodily Injury	Santa Barbara - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17196196	Open	6/15/2017	Workers Compensation	Houston - Operations	TX
MedicWest Ambulance, Inc.	B753008975-0002-01	Closed	6/18/2017	Bodily Injury	MedicWest	NV
American Medical Response West	17196504	Open	6/21/2017	Workers Compensation	Sonoma	CA
American Medical Response Mid-Atlantic, Inc.	B753009151-0003-01	Closed	6/21/2017	Bodily Injury	San Bernadino - Operations	CA
Desert Valley Medical Transport, Inc.	B753009315-0002-01	Closed	6/23/2017	Bodily Injury	Victorville	CA
Desert Valley Medical Transport, Inc.	B753009315-0003-01	Closed	6/23/2017	Bodily Injury	Victorville	CA
American Medical Response Mid-Atlantic, Inc.	17196533	Open	6/30/2017	Workers Compensation	Palm Beach - Operations	FL
American Medical Response Mid-Atlantic, Inc.	17196655	Open	7/4/2017	Bodily Injury	Palm Beach - Operations	FL
American Medical Response Ambulance Service, Inc.	17196583	Closed	7/5/2017	Bodily Injury	San Diego	CA
American Medical Response Mid-Atlantic, Inc.	17196615	Open	7/5/2017	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response Mid-Atlantic, Inc.	B753009809-0003-01	Closed	7/5/2017	Property Damage	Houston - Operations	TX
Eastern Paramedics, Inc.	17196762	Closed	7/7/2017	Workers Compensation	Syracuse EMS	NY
American Medical Response Mid-Atlantic, Inc.	17197715	Open	7/9/2017	Bodily Injury	Riverside - Operations	CA
Metro Ambulance Services, Inc.	17196683	Closed	7/10/2017	Bodily Injury	Dekalb Operations	GA
American Medical Response Mid-Atlantic, Inc.	B753010101-0003-01	Open	7/11/2017	Bodily Injury	Philadelphia - Operations	PA
American Medical Response Mid-Atlantic, Inc.	17196831	Open	7/16/2017	Workers Compensation	EMSA PUM - Oklahoma City Operations	OK
American Medical Response Mid-Atlantic, Inc.	17198261	Closed	7/17/2017	Workers Compensation	Summit - Operations	OH
American Medical Response Mid-Atlantic, Inc.	AMR-18-396730	Open	7/22/2017	Professional Liability	Las Vegas - Operations	NV

American Medical Response Mid-Atlantic, Inc.	B753010789-0002-01	Closed	7/23/2017	Bodily Injury	Medics of Dade - Operations	FL
Randle Eastern Ambulance Service, Inc.	B753010789-0003-01	Closed	7/23/2017	Property Damage	Medics Ambulance Service	FL
American Medical Response Mid-Atlantic, Inc.	B753010908-0002-01	Open	7/24/2017	Bodily Injury	Dade County - Operations	FL
American Medical Response Mid-Atlantic, Inc.	17197146	Closed	7/25/2017	Workers Compensation	EMSA PUM - Oklahoma City Operations	OK
American Medical Response Mid-Atlantic, Inc.	17197070	Open	7/26/2017	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response Mid-Atlantic, Inc.	17197104	Open	7/27/2017	Bodily Injury	NorCal Sutter - Operations	CA
AMR Maricopa County, AZ	AMR-19-429478	Open	7/29/2017	Professional Liability	Maricopa County	AZ
American Medical Response Mid-Atlantic, Inc.	17197245	Open	7/31/2017	Bodily Injury	San Mateo ALS - Operations	CA
American Medical Response Ambulance Service, Inc.	17197243	Closed	8/2/2017	Workers Compensation	EMSA PUM Oklahoma City Operations	OK
American Medical Response Mid-Atlantic, Inc.	17197338	Open	8/3/2017	Workers Compensation	MediCar - Operations	NV
American Medical Response Mid-Atlantic, Inc.	17197479	Open	8/3/2017	Workers Compensation	Hemet - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17197317	Open	8/5/2017	Bodily Injury	Monterey - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17199925	Open	8/6/2017	Bodily Injury	Las Vegas - Operations	NV
Broward Ambulance, Inc.	B753011596-0002-01	Closed	8/8/2017	Bodily Injury	Broward County	FL
American Medical Response Mid-Atlantic, Inc.	17197466	Open	8/10/2017	Workers Compensation	Topeka/Shawnee Cnty - Operations	KS
American Medical Response Mid-Atlantic, Inc.	17197485	Closed	8/14/2017	Workers Compensation	Philadelphia - Operations	PA
Mobile Medic Ambulance Service, Inc.	17197608	Closed	8/18/2017	Workers Compensation	Gulfport - SMS	MS
American Medical Response Mid-Atlantic, Inc.	B753012121-0002-01	Open	8/18/2017	Property Damage	Philadelphia - Operations	PA
American Medical Response Mid-Atlantic, Inc.	17197895	Open	8/20/2017	Workers Compensation	EMSA PUM - Tulsa Operations	OK
American Medical Response Mid-Atlantic, Inc.	AMR-17-379557	Closed	8/21/2017	Professional Liability	Arlington - Operations	TX
American Medical Response of Southern California	B753012333-0002-01	Closed	8/23/2017	Bodily Injury	Irwindale	CA
American Medical Response West	17197748	Open	8/25/2017	Workers Compensation	RM Youngstown Ambulance	OH
American Medical Response Mid-Atlantic, Inc.	17197810	Open	8/28/2017	Bodily Injury	Tucson Ambulance - Operations	AZ
American Medical Response Mid-Atlantic, Inc.	AMR-17-388959	Open	8/28/2017	Professional Liability	Valley Fire - Operations	OR
American Medical Response West	B753012795-0002-01	Open	8/28/2017	Bodily Injury	Placer County	CA
American Medical Response West	B753012795-0003-01	Open	8/28/2017	Bodily Injury	Las Vegas	NV
American Medical Response Mid-Atlantic, Inc.	18201466	Open	9/1/2017	Workers Compensation	Citgo - Operations	LA
SW General, Inc.	AMR-17-378363	Closed	9/1/2017	Professional Liability	SWA Maricopa IFT	AZ
American Medical Response Northwest, Inc.	B753013091-0003-01	Open	9/1/2017	Bodily Injury	Multnomah - Operations	OR
American Medical Response Mid-Atlantic, Inc.	17197957	Open	9/2/2017	Workers Compensation	San Joaquin - Operations	CA
Lasalle Ambulance Inc.	17197971	Open	9/5/2017	Workers Compensation	LaSalle Ambulance, Inc	NY
LifeFleet Southeast Inc.	17198356	Closed	9/6/2017	Workers Compensation	Hillsborough	FL
American Medical Response of Southern California	17198028	Closed	9/7/2017	Workers Compensation	Riverside	CA
American Medical Response Mid-Atlantic, Inc.	17198074	Open	9/10/2017	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response Ambulance Service, Inc.	17198093	Closed	9/10/2017	Workers Compensation	San Diego	CA
American Medical Response Mid-Atlantic, Inc.	B753013649-0002-01	Open	9/10/2017	Bodily Injury	Waterbury Amb - Operations	CT
American Medical Response of Connecticut, Incorporated	17198227	Closed	9/12/2017	Bodily Injury	New Haven	CT
Rural/Metro of Tennessee, L.P.	B753013764-0002-01	Closed	9/13/2017	Bodily Injury	Blount County	TN
American Medical Response Mid-Atlantic, Inc.	17198234	Open	9/17/2017	Workers Compensation	Independence - Operations	MO
American Medical Response Mid-Atlantic, Inc.	17198813	Open	9/18/2017	Workers Compensation	New Haven - Operations	CT
Mercy, Inc.	AMR-21-512557	Open	9/18/2017	Professional Liability	Las Vegas	NV
American Medical Response Mid-Atlantic, Inc.	17198401	Open	9/22/2017	Bodily Injury	Riverside - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17200669	Open	9/26/2017	Workers Compensation	Riverside - Operations	CA
LifeFleet Southeast Inc.	17198466	Closed	9/28/2017	Workers Compensation	Hillsborough	FL
American Medical Response Mid-Atlantic, Inc.	17198582	Open	9/29/2017	Bodily Injury	New Haven - Operations	CT
American Medical Response of Connecticut, Incorporated	17198539	Closed	9/30/2017	Workers Compensation	Hartford	CT
American Medical Response Mid-Atlantic, Inc.	17198574	Open	10/2/2017	Workers Compensation	Multnomah - Operations	OR
American Medical Response Mid-Atlantic, Inc.	B753014950-0004-01	Open	10/2/2017	Bodily Injury	MedStat - Operations	MS
Eastern Paramedics, Inc.	17198654	Closed	10/4/2017	Bodily Injury	Syracuse EMS	NY
American Medical Response Mid-Atlantic, Inc.	17199073	Open	10/8/2017	Workers Compensation	Hillsborough - Operations	FL
American Medical Response of Connecticut, Incorporated	B753015027-0002-01	Closed	10/8/2017	Bodily Injury	New Haven	PA
Rural/Metro Corporation of Florida	17198777	Closed	10/9/2017	Workers Compensation	Sumter EMS	FL
Mobile Medic Ambulance Service, Inc.	AMR-21-502386	Open	10/10/2017	Professional Liability	Jackson CMS - Operations	MS
American Medical Response of Connecticut, Incorporated	17198811	Open	10/11/2017	Workers Compensation	North Buffalo EMS (Lasalle)	NY
American Medical Response Mid-Atlantic, Inc.	17198890	Open	10/13/2017	Workers Compensation	Ventura - Operations	CA
ComTrans, Inc.	17200097	Closed	10/13/2017	Bodily Injury	ComTrans	AZ
American Medical Response Mid-Atlantic, Inc.	17199008	Open	10/18/2017	Workers Compensation	Multnomah - Operations	OR
American Medical Response Mid-Atlantic, Inc.	17199115	Closed	10/19/2017	Workers Compensation	Stark - Operations	OH
Physicians & Surgeons Ambulance Service, Inc.	17199187	Closed	10/19/2017	Workers Compensation	Dayton	OH
American Medical Response of Southern California	B753015812-0002-01	Closed	10/22/2017	Bodily Injury	Riverside	CA
American Medical Response of Southern California	B753015812-0003-01	Closed	10/22/2017	Bodily Injury	Riverside	CA
American Medical Response of Southern California	B753015812-0004-01	Closed	10/22/2017	Bodily Injury	Riverside	CA
American Medical Response of Southern California	B753015812-0005-01	Closed	10/22/2017	Bodily Injury	Riverside	CA
American Medical Response Mid-Atlantic, Inc.	17199210	Closed	10/23/2017	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response West	17199293	Open	10/29/2017	Workers Compensation	San Francisco - Operations	CA
American Medical Response of Connecticut, Incorporated	17199303	Closed	10/30/2017	Workers Compensation	Waterbury	CT
American Medical Response Mid-Atlantic, Inc.	17199339	Open	10/31/2017	Workers Compensation	Gulfport - SMS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	17199423	Open	11/2/2017	Workers Compensation	Abbott - Illinois - Operations	IL
Mercy, Inc.	17199442	Closed	11/6/2017	Property Damage	Las Vegas	NV
Mercy, Inc.	B753016565-0002-01	Closed	11/6/2017	Bodily Injury	Las Vegas	NV
Mobile Medic Ambulance Service, Inc.	B753016974-0002-01	Open	11/9/2017	Bodily Injury	Jackson - CMS - Operations	MS
American Medical Response Ambulance Service, Inc.	B753017074-0002-01	Open	11/16/2017	Bodily Injury	Seattle - Operations	WA
Abbott Ambulance, Inc.	B753017285-0004-01	Closed	11/20/2017	Bodily Injury	Abbott - St Louis	MO
Rural/Metro of San Diego, Inc.	AMR-21-489694	Open	11/21/2017	Professional Liability	San Diego 911 - Operations	CA
American Medical Response Mid-Atlantic, Inc.	17199910	Open	11/22/2017	Workers Compensation	Franklin County - Operations	IL
American Medical Response Northwest, Inc.	B753017499-0002-01	Closed	11/25/2017	Bodily Injury	Clackamas	OR
American Medical Response of Inland Empire	B753017610-0002-01	Closed	11/25/2017	Bodily Injury	San Bernadino	CA

American Medical Response West	B753017682-0002-01	Closed	11/27/2017	Bodily Injury	Shasta/N. Valley Counties	CA
Physicians & Surgeons Ambulance Service, Inc.	17200094	Closed	11/30/2017	Workers Compensation	Summit/Stark	OH
American Medical Response Mid-Atlantic, Inc.	17200369	Closed	12/3/2017	Workers Compensation	Natchez MS - Operations	MS
American Medical Response of Southern California	19218830	Closed	12/3/2017	Workers Compensation	Riverside	CA
Mercy Ambulance of Evansville, Inc.	17200456	Closed	12/4/2017	Bodily Injury	Lexington	KY
American Medical Response Mid-Atlantic, Inc.	17200133	Open	12/5/2017	Workers Compensation	Baltimore - Operations	MD
ComTrans, Inc.	17200226	Closed	12/6/2017	Bodily Injury	ComTrans	AZ
American Medical Response Ambulance Service, Inc.	17200198	Closed	12/7/2017	Workers Compensation	Hunt County	TX
MedicWest Ambulance, Inc.	AMR-19-428957	Open	12/7/2017	Professional Liability	MedicWest	NV
Professional Medical Transport, Inc.	B753018640-0002-01	Closed	12/9/2017	Bodily Injury	PMT IFT	AZ
American Medical Response Mid-Atlantic, Inc.	B753018525-0002-01	Open	12/14/2017	Bodily Injury	Seattle - Operations	WA
Metro Ambulance Service, Inc.	18202814	Closed	12/16/2017	Bodily Injury	Inactive-North LA	LA
American Medical Response Mid-Atlantic, Inc.	B753018672-0002-01	Closed	12/16/2017	Bodily Injury	DC Operations	WV
American Medical Response Mid-Atlantic, Inc.	B853002012-0002-01	Open	12/16/2017	Bodily Injury	Birmingham	AL
Eastern Paramedics, Inc.	17200653	Closed	12/21/2017	Workers Compensation	Syracuse EMS	NY
EMS Ventures, Inc.	AMR-19-434822	Open	12/24/2017	Professional Liability	North Georgia EMS	GA
American Medical Response Mid-Atlantic, Inc.	AMR-17-388873	Open	12/26/2017	Professional Liability	Evansville - Operations	IN
MedicWest Ambulance, Inc.	AMR-19-428921	Open	12/27/2017	Professional Liability	MedicWest	NV
Kurtz Ambulance Service, Inc.	17200715	Closed	12/28/2017	Workers Compensation	Kurtz Ambulance Service	IL
EMS Ventures, Inc.	B753019257-0002-01	Closed	12/28/2017	Bodily Injury	South Fulton 911 Contract	GA
American Medical Response Mid-Atlantic, Inc.	17200746	Closed	12/29/2017	Workers Compensation	National Ambulance - Operations	NY
American Medical Response Mid-Atlantic, Inc.	19217608	Open	12/29/2017	Bodily Injury	Jackson - CMS - Operations	MS
Rural/Metro of California, Inc.	18200794	Closed	1/2/2018	Property Damage	Santa Clara County 911	CA
Mercury Ambulance Service, Inc.	B853000169-0002-01	Closed	1/2/2018	Bodily Injury	Louisville	KY
American Medical Response Mid-Atlantic, Inc.	18201447	Open	1/3/2018	Workers Compensation	Kurtz Ambulance Service- Operations	IL
MedicWest Ambulance, Inc.	B853000419-0002-01	Open	1/3/2018	Bodily Injury	MedicWest	NV
MedicWest Ambulance, Inc.	B853000419-0003-01	Open	1/3/2018	Bodily Injury	MedicWest	NV
MedicWest Ambulance, Inc.	B853000419-0004-01	Closed	1/3/2018	Bodily Injury	MedicWest	NV
American Medical Response of Massachusetts, Inc.	B853000422-0002-01	Open	1/3/2018	Bodily Injury	Springfield - Operations	MA
American Medical Response Mid-Atlantic, Inc.	Stewart	Open	1/3/2018	Employment	Coast Operations	CA
AMR of Connecticut	AMR-17-385714	Closed	1/6/2018	Professional Liability	Waterbury	CT
Mobile Medic Ambulance Service, Inc.	AMR-21-486717	Open	1/6/2018	Professional Liability	Gulfport - SMS - Operations	MS
American Medical Response Mid-Atlantic, Inc.	18201171	Closed	1/8/2018	Workers Compensation	Philadelphia	PA
American Medical Response Mid-Atlantic, Inc.	18203106	Open	1/8/2018	Workers Compensation	San Diego - Operations	CA
American Medical Response of Connecticut, Incorporated	18201049	Open	1/9/2018	Workers Compensation	North Buffalo EMS (Lasalle)	NY
American Medical Response of Inland Empire	B853001047-0004-01	Closed	1/14/2018	Bodily Injury	San Bernadino	CA
American Medical Response of Inland Empire	B853001047-0005-01	Closed	1/14/2018	Bodily Injury	San Bernadino	CA
American Medical Response Mid-Atlantic, Inc.	18201321	Closed	1/15/2018	Workers Compensation	Corning - Operations	NY
American Medical Response Mid-Atlantic, Inc.	551-2018-00685	Open	01/15/2018	Employment	Spokane	WA
American Medical Response Mid-Atlantic, Inc.	AMR-18-397434	Open	1/15/2018	Professional Liability	MedicWest - Operations	NV
Kurtz Paramedic Service, Inc.	18201442	Closed	1/16/2018	Workers Compensation	Kurtz Paramedic Service	IL
American Medical Response Mid-Atlantic, Inc.	18201238	Open	1/17/2018	Workers Compensation	Ventura - Operations	CA
Mercury Ambulance Service, Inc.	18202093	Closed	1/19/2018	Bodily Injury	Louisville	KY
American Medical Response of Connecticut, Incorporated	B853001656-0002-01	Closed	1/21/2018	Bodily Injury	Bridgeport	CT
American Medical Response of Connecticut, Incorporated	B853001656-0003-01	Closed	1/21/2018	Bodily Injury	Bridgeport	CT
American Medical Response of Connecticut, Incorporated	B853001656-0004-01	Closed	1/21/2018	Bodily Injury	Bridgeport	CT
American Medical Response of Connecticut, Incorporated	B853001656-0005-01	Closed	1/21/2018	Bodily Injury	Bridgeport	CT
Rural/Metro of Greater Seattle, Inc.	18207320	Open	1/24/2018	Bodily Injury	Pierce County - Operations	WA
Abbott Ambulance, Inc.	18201439	Open	1/25/2018	Bodily Injury	Maui Contract	HI
American Medical Response West	18201443	Open	1/25/2018	Workers Compensation	Spokane	WA
American Medical Response West	18201464	Closed	1/25/2018	Workers Compensation	Placer County	CA
American Medical Response of Connecticut, Incorporated	B853003724-0003-01	Closed	1/25/2018	Bodily Injury	New Haven	CT
American Medical Response West	18201614	Open	1/31/2018	Workers Compensation	Stanislaus County	CA
American Medical Response Mid-Atlantic, Inc.	18201721	Open	2/2/2018	Workers Compensation	Austin - Operations	TX
AMR of Colorado	AMR-19-442748	Open	2/2/2018	Professional Liability	Colorado Springs	CA
American Medical Response Mid-Atlantic, Inc.	Kramer	Closed	2/2/2018	Bodily Injury	Los Angeles County	CA
American Medical Response Mid-Atlantic, Inc.	Andrews	Open	2/5/2018	Employment	California	CA
Mercy, Inc.	18201873	Closed	2/9/2018	Workers Compensation	Las Vegas	NV
American Medical Response Mid-Atlantic, Inc.	18201905	Open	2/11/2018	Workers Compensation	St. Louis Communications Logistics Ctr	MO
American Investment Enterprises, Inc.	18201920	Closed	2/12/2018	Bodily Injury	MediCar	NV
Eastern Paramedics, Inc.	18202172	Closed	2/12/2018	Workers Compensation	Syracuse EMS	NY
Physicians & Surgeons Ambulance Service, Inc.	18202025	Closed	2/14/2018	Workers Compensation	Dayton	OH
American Medical Response Mid-Atlantic, Inc.	18202148	Open	2/15/2018	Workers Compensation	Houston - Operations	TX
American Medical Response Mid-Atlantic, Inc.	18202037	Open	2/16/2018	Workers Compensation	Las Vegas - Operations	NV
Access 2 Care, LLC	21243815	Open	2/16/2018	Bodily Injury	A2C National Operations - Operations	CO
American Medical Response Ambulance Service, Inc.	B853003183-0002-01	Closed	2/17/2018	Bodily Injury	EMSA PUM - Tulsa	OK
LifeFleet Southeast Inc.	18202060	Closed	2/19/2018	Workers Compensation	Hillsborough	FL
American Medical Response of Southern California	18202123	Closed	2/19/2018	Workers Compensation	Irwindale	CA
American Medical Response Mid-Atlantic, Inc.	B853003333-0002-01	Open	2/19/2018	Bodily Injury	San Fernando Valley - Operations	CA
American Medical Response of Southern California	B853003333-0003-01	Open	2/19/2018	Bodily Injury	Waterbury	CT
Lasalle Ambulance Inc.	18202117	Open	2/20/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	18202120	Open	2/20/2018	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
Lasalle Ambulance Inc.	18202121	Open	2/20/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
Lasalle Ambulance Inc.	B853003328-0001-02	Closed	2/20/2018	Bodily Injury	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	18202165	Open	2/21/2018	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
EMS Ventures, Inc.	AMR-17-388602	Open	2/25/2018	Professional Liability	South Fulton 911 Contract	GA
American Medical Response of Southern California	18202553	Open	2/27/2018	Workers Compensation	Dekalb County	GA

Metro Ambulance Services, Inc.	B853003729-0002-01	Closed	2/27/2018	Bodily Injury	Dekalb Operations	GA
American Medical Response Ambulance Service, Inc.	B853004017-0002-01	Closed	3/3/2018	Bodily Injury	Rancho Cucamonga	CA
American Medical Response Mid-Atlantic, Inc.	B853004458-0002-01	Open	3/7/2018	Bodily Injury	San Joaquin - Operations	CA
American Medical Response West	B853004458-0003-01	Closed	3/7/2018	Bodily Injury	San Joaquin	CA
American Medical Response of Connecticut, Incorporated	18202828	Closed	3/9/2018	Workers Compensation	Bridgeport	CT
Lifeguard Ambulance Services, LLC	AMR-18-396743	Open	3/9/2018	Professional Liability	LIFEGUARD AMBULANCE MEDSTAR	AL
American Medical Response Mid-Atlantic, Inc.	18202646	Closed	3/10/2018	Workers Compensation	DC Operations	DC
American Medical Response of Massachusetts, Inc.	18202578	Closed	3/11/2018	Workers Compensation	Manchester 911	NH
American Medical Response of Connecticut, Incorporated	B853004858-0002-01	Closed	3/13/2018	Bodily Injury	New Haven	CT
American Medical Response Mid-Atlantic, Inc.	18202699	Closed	3/14/2018	Workers Compensation	National Ambulance - Operations	NY
EMS Ventures, Inc.	18204194	Closed	3/16/2018	Bodily Injury	South Fulton 911 Contract	GA
American Medical Response Mid-Atlantic, Inc.	18203001	Closed	3/17/2018	Workers Compensation	Syracuse EMS - Operations	NY
Rural/Metro of Rochester, Inc.	18202772	Closed	3/19/2018	Workers Compensation	National Ambulance & Oxygen Service, Inc	NY
Medevac MidAmerica, Inc	AMR-19-425308	Open	3/19/2018	Professional Liability	Topeka/Shawnee County	KS
American Medical Response West	B853005083-0002-01	Closed	3/19/2018	Property Damage	Stanislaus County	CA
American Medical Response Mid-Atlantic, Inc.	18203330	Open	3/23/2018	Workers Compensation	San Diego - Administration	CA
T.M.S. Management Group, Inc.	18205262	Closed	3/27/2018	Bodily Injury	TMS Management Group	FL
American Medical Response Mid-Atlantic, Inc.	18203825	Open	4/1/2018	Property Damage	North Buffalo EMS (Lasalle) - Operations	NY
Rural/Metro of Rochester, Inc.	18203196	Open	4/6/2018	Bodily Injury	National Ambulance & Oxygen Service, Inc	NY
Randle Eastern Ambulance Service, Inc.	18203958	Open	4/11/2018	Bodily Injury	Ops Management	FL
T.M.S. Management Group, Inc.	20221416	Closed	4/11/2018	Bodily Injury	TMS Management Group	FL
Westmed Ambulance, Inc.	AMR-19-428333	Closed	4/12/2018	Professional Liability	McCormick Ambulance	CA
American Medical Response of Colorado, Inc.	18203517	Open	4/13/2018	Workers Compensation	Colorado Springs - Operations	CO
American Medical Response Mid-Atlantic, Inc.	Hoffman	Open	4/13/2018	Employment	California	CA
American Medical Response Mid-Atlantic, Inc.	18205259	Open	4/16/2018	Bodily Injury	TMS Management Group - Operations	FL
American Medical Response of Massachusetts, Inc.	18203455	Closed	4/18/2018	Workers Compensation	Manchester IFT	NH
American Medical Response of Connecticut, Incorporated	18204254	Closed	4/18/2018	Bodily Injury	New Haven	CT
American Medical Response of Connecticut, Incorporated	B853008478-0002-01	Closed	4/18/2018	Bodily Injury	New Haven	CT
American Medical Response Mid-Atlantic, Inc.	Newman	Open	4/19/2018	Employment	Taylor County	TX
American Medical Response of Massachusetts, Inc.	18204256	Closed	4/22/2018	Workers Compensation	Manchester IFT	NH
American Medical Response Ambulance Service, Inc.	B853007093-0002-01	Closed	4/23/2018	Bodily Injury	Amarillo	TX
American Medical Response of Connecticut, Incorporated	B853007137-0002-01	Open	4/23/2018	Bodily Injury	Knox Ambulance	TN
American Medical Response Mid-Atlantic, Inc.	AMR-20-444715	Open	4/24/2018	Professinal Liability	Air Evac Demopolis	AL
American Medical Response Ambulance Service, Inc.	18203688	Closed	4/28/2018	Bodily Injury	Seattle	WA
American Medical Response of Connecticut, Incorporated	18205015	Closed	4/28/2018	Workers Compensation	Hartford	CT
American Medical Response Ambulance Service, Inc.	18203886	Open	5/3/2018	Workers Compensation	Seattle - Operations	WA
Mobile Medic Ambulance Service, Inc.	AMR-19-425544	Closed	5/3/2018	Professional Liability	Jackson - CMS	MS
American Medical Response West	18203922	Closed	5/6/2018	Bodily Injury	San Joaquin	CA
Lifeguard Ambulance Service LLC	18203978	Closed	5/8/2018	Workers Compensation	Baldwin County LGA, AL (MedStar)	AL
American Medical Response Mid-Atlantic, Inc.	EMS	Open	5/10/2018	Commercial	Harris County	TX
American Medical Response Mid-Atlantic, Inc.	18204218	Open	5/11/2018	Workers Compensation	ComTrans - Operations	AZ
Paramed, Inc.	18204063	Closed	5/12/2018	Bodily Injury	Grand Rapids	MI
American Medical Response Mid-Atlantic, Inc.	18204081	Open	5/13/2018	Workers Compensation	AIR EVAC BOONE COUNTY - Operations	AR
Herren Enterprises, Inc.	18204112	Closed	5/14/2018	Workers Compensation	Doctors Ambulance	CA
Randle Eastern Ambulance Service, Inc.	B853008148-0002-01	Closed	5/14/2018	Bodily Injury	Medics Ambulance Service	FL
Broward Ambulance, Inc.	18204255	Closed	5/19/2018	Bodily Injury	Broward County	FL
American Medical Response Mid-Atlantic, Inc.	Emerson	Open	5/21/2018	Employment	US District Court Southern District, IN	IN
American Medical Response of Massachusetts, Inc.	18204323	Closed	5/22/2018	Workers Compensation	Manchester 911	NH
American Medical Response West	18204396	Closed	5/22/2018	Bodily Injury	San Mateo ALS	CA
American Medical Response of Tennessee, Inc.	B853008652-0002-01	Closed	5/23/2018	Bodily Injury	Inactive-Knox County	TN
American Medical Response of Tennessee, Inc.	B853008652-0003-01	Closed	5/23/2018	Bodily Injury	Inactive-Knox County	TN
American Medical Response Mid-Atlantic, Inc.	AMR-20-466552	Open	5/28/2018	Professinal Liability	Atlanta Operations	GA
Metro Ambulance Services, Inc.	B853008873-0002-01	Closed	5/29/2018	Bodily Injury	Dekalb Operations	GA
Metro Ambulance Services, Inc.	B853008873-0003-01	Open	5/29/2018	Bodily Injury	Dekalb Operations	GA
Kurtz Ambulance Service, Inc.	18204538	Closed	5/30/2018	Bodily Injury	Kurtz Ambulance Service	IL
American Medical Response Mid-Atlantic, Inc.	18204574	Open	5/31/2018	Workers Compensation	Non-Medical Trans - Operations	FL
American Medical Response Mid-Atlantic, Inc.	Bacchetta	Closed	6/1/2018	Employment	New York	NY
American Medical Response Mid-Atlantic, Inc.	Franklin	Closed	6/1/2018	Commercial	San Diego	CA
AMR Ambulance Service, Inc.	AMR-18-415689	Closed	6/5/2018	Professional Liability	Oklahoma City	OK
Vital Enterprises, Inc.	18204795	Closed	6/6/2018	Workers Compensation	Vital	MA
American Medical Response Mid-Atlantic, Inc.	Kwon	Open	6/6/2018	Commercial	Riverside County	CA
Access 2 Care, LLC	18204983	Closed	6/7/2018	Workers Compensation	Abbott Access2Care	IA
American Medical Response Mid-Atlantic, Inc.	B853009486-0002-01	Open	6/7/2018	Bodily Injury	Special Services - Operations	OR
American Medical Response Mid-Atlantic, Inc.	AMR-18-397208	Open	6/9/2018	Professional Liability	Clackamas - Operations	OR
Lifeguard Ambulance Service LLC	B853009864-0003-01	Closed	6/13/2018	Bodily Injury	Knoxville LGA, TN IFT	TN
American Medical Response of San Diego, Inc.	B853011796-0002-01	Closed	6/13/2018	Bodily Injury	San Diego 911	CA
American Medical Response Mid-Atlantic, Inc.	Gaines	Closed	6/13/2018	Commercial	Harris County	TX
American Medical Response of Inland Empire	B853009797-0002-01	Closed	6/14/2018	Bodily Injury	San Bernadino	CA
Lasalle Ambulance Inc.	B853010123-0002-01	Open	6/18/2018	Bodily Injury	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	County of LA	Open	6/19/2018	Commercial	Los Angeles Central - Operations	CA
American Medical Response Mid-Atlantic, Inc.	Falck	Open	6/19/2018	Commerical	Florida	FL
American Medical Response Mid-Atlantic, Inc.	18205127	Open	6/20/2018	Bodily Injury	Hartford - Operations	CT
American Medical Response Mid-Atlantic, Inc.	B853010300-0002-01	Closed	6/22/2018	Bodily Injury	Contra Costa County ALS - Operations	CA
American Medical Response West	B853010300-0003-01	Closed	6/22/2018	Bodily Injury	Contra Costa County ALS	CA
Westmed Ambulance, Inc.	B853010378-0002-01	Closed	6/22/2018	Bodily Injury	McCormick Ambulance	CA
American Medical Response Ambulance Service, Inc.	18207326	Closed	6/24/2018	Bodily Injury	Seattle - Operations	WA
Rural/Metro of California, Inc.	18205645	Open	6/25/2018	Workers Compensation	Santa Clara County 911	CA

American Medical Response Mid-Atlantic, Inc.		B853012346-0002-01	Open	6/26/2018	Bodily Injury	New Haven - Operations	CT
Lasalle Ambulance Inc.		18205252	Closed	6/27/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.		B853010682-0002-01	Open	6/30/2018	Bodily Injury	Medics of Dade - Operations	FL
American Medical Response Mid-Atlantic, Inc.		B853010683-0002-01	Open	6/30/2018	Bodily Injury	Philadelphia - Operations	PA
Lifeguard Ambulance Service LLC		18205418	Open	7/2/2018	Workers Compensation	Santa Rosa County LGA, FL	FL
Lifeguard Ambulance Service LLC		18205419	Open	7/2/2018	Workers Compensation	Santa Rosa County LGA, FL	FL
Physicians & Surgeons Ambulance Service, Inc.		18205424	Closed	7/3/2018	Workers Compensation	Summit/Stark	OH
Kurtz Ambulance Service, Inc.		18205653	Closed	7/3/2018	Workers Compensation	Kurtz Ambulance Service	IL
American Medical Response of Connecticut, Incorporated		18205527	Closed	7/6/2018	Workers Compensation	Hartford	CT
Lasalle Ambulance Inc.		18205579	Closed	7/9/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
Park Ambulance Service Inc.		18206311	Closed	7/9/2018	Bodily Injury	Inactive-New York City	NY
Randle Eastern Ambulance		AMR-19-436048	Closed	7/9/2018	Professional Liability	Dade Randle	FL
Physicians & Surgeons Ambulance Service, Inc.		B853011245-0002-01	Open	7/9/2018	Bodily Injury	Dayton - Operations	OH
Physicians & Surgeons Ambulance Service, Inc.		B853011245-0003-01	Open	7/9/2018	Bodily Injury	Dayton - Operations	OH
Medstat Ems, Inc.		B853012015-0002-01	Closed	7/10/2018	Bodily Injury	MedStat	MS
American Medical Response West		18205691	Closed	7/11/2018	Property Damage	Stanislaus County	CA
American Medical Response West		18205692	Closed	7/11/2018	Workers Compensation	Stanislaus County	CA
LifeFleet Southeast Inc.		B853011575-0002-01	Open	7/14/2018	Bodily Injury	Hillsborough	FL
American Medical Response Mid-Atlantic, Inc.		B853012019-0002-01	Open	7/20/2018	Bodily Injury	DC Operations - Operations	MD
American Medical Response of Inland Empire		18206144	Open	7/22/2018	Workers Compensation	San Bernadino - Operations	CA
Community EMS, Inc.		18206010	Closed	7/25/2018	Property Damage	CEMS, Inc.	MA
Rural/Metro of California, Inc.		18206134	Open	7/25/2018	Workers Compensation	Santa Clara County 911 - Operations	CA
American Medical Response West		B853012338-0002-01	Closed	7/28/2018	Property Damage	Yolo County	CA
Westmed Ambulance, Inc.		B853012475-0002-01	Open	7/29/2018	Bodily Injury	McCormick Ambulance - Operations	CA
Eastern Paramedics, Inc.		18205778	Open	8/2/2018	Workers Compensation	Syracuse EMS - Operations	NY
Paramed, Inc		AMR-20-454398	Open	8/2/2018	Professional Liability	Grand Rapids	MI
Rural/Metro of California, Inc.		21244420	Open	8/3/2018	Workers Compensation	Santa Clara County 911 - Operations	CA
American Medical Response Ambulance Service, Inc.		AMR-18-402066	Closed	8/3/2018	Professional Liability	San Diego - Operations	CA
V.I.P. Professional Services, Inc.		18206284	Open	8/4/2018	Bodily Injury	Gold Coast - Operations	CA
Vital Enterprises, Inc.		18203433	Open	8/6/2018	Bodily Injury	Vital - Operations	MA
American Medical Response of Southern California		18206236	Open	8/6/2018	Workers Compensation	Antelope Valley - Communications	CA
LifeFleet Southeast Inc.		18206280	Open	8/7/2018	Bodily Injury	Orlando - Operations	FL
ComTrans, Inc.		18206344	Closed	8/7/2018	Bodily Injury	ComTrans	AZ
Randle Eastern Ambulance Service, Inc.		B853011801-0003-01	Open	8/7/2018	Bodily Injury	Medics of Dade - Operations	FL
American Medical Response Ambulance Service, Inc.		18206323	Open	8/8/2018	Workers Compensation	San Diego - Administration	CA
Physicians & Surgeons Ambulance Service, Inc.		18206334	Closed	8/8/2018	Bodily Injury	Summit/Stark	OH
Lifeguard Ambulance Service LLC		B853013008-0002-01	Closed	8/8/2018	Bodily Injury	Birmingham LGA, AL IFT	AL
Gold Cross Ambulance Services, Inc.		AMR-18-402408	Open	8/9/2018	Professional Liability	RM Youngstown Ambulance - Operations	OH
Kurtz Ambulance Service, Inc.		18206459	Closed	8/11/2018	Workers Compensation	Kurtz Ambulance Service	IL
American Medical Response West		AMR-18-402627	Open	8/13/2018	Professional Liability	Bay Area IFT Admin	CA
American Medical Response, Inc.		Abron	Closed	8/14/2018	Employment	Phoenix	AZ
American Medical Response, Inc.		Gregory	Closed	8/14/2018	Employment	Placer County - Operations	CA
Rural/Metro of Rochester, Inc.		B853013338-0003-01	Closed	8/15/2018	Property Damage	National Ambulance & Oxygen Service, Inc	NY
American Medical Response of Connecticut, Incorporated		B653013733-0002-01	Open	8/17/2018	Bodily Injury	Hartford - Operations	CT
American Medical Response Ambulance Service, Inc.		AMR-18-403458	Open	8/20/2018	Professional Liability	EMSA PUM - Tulsa Operations	OK
American Medical Response Ambulance Service, Inc.		AMR-18-403461	Open	8/20/2018	Professional Liability	EMSA PUM - Tulsa Operations	OK
American Medical Response of New York LLC		B853014870-0002-01	Open	8/20/2018	Bodily Injury	Westchster - Operations	NY
American Medical Response of Connecticut, Incorporated		18206687	Open	8/21/2018	Workers Compensation	Waterbury Amb - Operations	CT
American Medical Response of Connecticut, Incorporated		B853013704-0002-01	Closed	8/22/2018	Bodily Injury	Hartford	CT
American Medical Response Ambulance Service, Inc.		AMR-20-445580	Open	8/27/2018	Professinal Liability	Tulsa	OK
Air Evac EMS, Inc.		AMR-20-456227	Open	8/27/2018	Professional Liability	AEL 106 Air Evac Demopolis	AL
American Medical Response of Connecticut, Incorporated		B853013981-0002-01	Open	8/27/2018	Bodily Injury	Louisville Ambulance	KY
American Medical Response West		18207003	Open	8/28/2018	Workers Compensation	McCormick Ambulance	CA
Access2Care LLC		20225161	Open	8/28/2018	Bodily Injury	A2C South - Operations	CO
American Medical Response of Connecticut, Incorporated		AMR-18-403761	Open	8/29/2018	Professional Liability	Hartford - Operations	CT
Herren Enterprises, Inc		AMR-18-403769	Open	8/30/2018	Professional Liability	Doctors Ambulance - Operations	CA
LaSalle Ambulance, Inc.		AMR-18-404133	Open	9/4/2018	Professional Liability	North Buffalo EMS (Lasalle)	NY
Metro Ambulance Services, Inc.		AMR-18-404036	Open	9/5/2018	Professional Liability	Dekalb County - Operations	GA
AMR Ambulance Service, Inc.		AMR-19-441103	Closed	9/5/2018	Professional Liability	Ventura	CA
American Medical Response of Southern California		B653009539-0008-01	Open	9/5/2018	Bodily Injury	San Fernando Valley - Operations	CA
Kurtz Ambulance Service, Inc.		B853014502-0001-02	Closed	9/6/2018	Bodily Injury	Kurtz Ambulance Service	IL
Kurtz Ambulance Service, Inc.		18207148	Open	9/7/2018	Workers Compensation	Kurtz Ambulance Service- Operations	IL
Rural/Metro of Rochester, Inc.		AMR-20-466270	Open	9/8/2018	Professinal Liability	National Ambulance	NY
Eastern Paramedics, Inc.		18207172	Open	9/10/2018	Workers Compensation	Syracuse EMS - Operations	NY
Air Evac EMS, Inc		18207304	Closed	9/10/2018	Workers Compensation	AEL 1 West Plains MO	MO
American Medical Response Ambulance Service, Inc.		AMR-20-480989	Open	9/10/2018	Professional Liability	Seattle - Operations	WA
SW General, Inc.		AMR-18-404508	Open	9/12/2018	Professional Liability	SW Glendale/West EMS, AZ	AZ
Rural/Metro of Tennessee, L.P.		AMR-18-405016	Closed	9/14/2018	Professional Liability	Knox Ambulance - Operations	TN
Lasalle Ambulance Inc.		18207456	Open	9/17/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
American Medical Response West		19211953	Open	9/17/2018	Workers Compensation	RM Youngstown Ambulance	OH
American Medical Response of Connecticut, Incorporated		18207663	Closed	9/18/2018	Workers Compensation	Hartford - Operations	CT
American Medical Response West		18207576	Open	9/24/2018	Workers Compensation	Monterey - Operations	CA
ComTrans, Inc.		B853015779-0002-01	Closed	9/24/2018	Bodily Injury	ComTrans	AZ
American Medical Response, Inc.		B853015785-0002-01	Open	9/25/2018	Bodily Injury	Effingham, IL - Operations	IL
American Medical Response Ambulance Service, Inc.		20219972	Open	9/26/2018	Workers Compensation	Topeka/Shawnee County	KS
AMR Ambulance Service, Inc.		AMR-18-406782	Closed	9/28/2018	Professional Liability	Duncan	OK
Med-Trans Corporation	AMR-21-485543		Open	9/29/2018	Professional Liability	MTC 124 Goodland, KS - Operations	KS

Air Evac EMS, Inc.	18207780	Open	10/3/2018	Workers Compensation	AIR EVAC STILLWATER - Operations	OK
EMS Ventures, Inc.	AMR-18-406310	Open	10/3/2018	Professional Liability	South Fulton 911 Contract - Operations	GA
American Medical Response of Southern California	18207823	Open	10/4/2018	Workers Compensation	Riverside - Operations	CA
American Medical Response of Connecticut, Incorporated	18207884	Closed	10/4/2018	Workers Compensation	Waterbury	CT
Air Evac EMS, Inc	B953003669-0002-01	Open	10/4/2018	Bodily Injury	NorCal Sutter	CA
Rural/Metro of Rochester, Inc.	18207870	Closed	10/5/2018	Workers Compensation	National Ambulance - Operations	NY
American Investment Enterprises, Inc.	18208031	Open	10/5/2018	Bodily Injury	MediCar - Operations	NV
Rural/Metro Corporation (AZ)	AMR-18-406463	Open	10/5/2018	Professional Liability	West County Fire - Operations	AZ
American Medical Response of New York LLC	AMR-20-483512	Open	10/8/2018	Professional Liability	Westchester - Operations	NY
American Medical Response of Southern California	B853016526-0002-01	Open	10/8/2018	Bodily Injury	Antelope Valley - Operations	CA
Metro Ambulance Services, Inc.	B853016591-0002-01	Closed	10/9/2018	Bodily Injury	Dekalb County - Operations	GA
Metro Ambulance Services, Inc.	B853016591-0004-01	Closed	10/9/2018	Bodily Injury	Dekalb County - Operations	GA
American Medical Response of Colorado, Inc.	B853016799-0002-01	Open	10/9/2018	Bodily Injury	Denver - Operations	CO
Air Evac EMS, Inc.	AMR-20-467475	Open	10/10/2018	Professinal Liability	Air Evac Duncan	
Virginia Medical Transport, LLC	18208037	Closed	10/11/2018	Workers Compensation	PTS	VA
MedStat E.M.S., Inc.	AMR-18-406963	Open	10/11/2018	Professional Liability	MedStat - Operations	MS
Rural/Metro of Tennessee, L.P.	B853016711-0002-01	Closed	10/11/2018	Bodily Injury	Blount County	TN
Mobile Medic Ambulance Service, Inc.	B553012015-0002-01	Open	10/12/2018	Bodily Injury	Gulfport - SMS - Operations	MS
American Medical Response Ambulance Service, Inc.	Gentry	Closed	10/12/2018	Employment	Evansville	IN
Lifeguard Ambulance Service Of Florida, LLC	18208042	Closed	10/15/2018	Workers Compensation	Lifeguard Ambulance Service Meducare - O	SC
American Medical Response of Southern California	18208129	Closed	10/15/2018	Workers Compensation	Hemet	CA
Lifeguard Ambulance Service LLC	B953016615-0002-01	Closed	10/15/2018	Property Damage	Santa Rosa County LGA, FL	FL
AMR Ambulance Service, Inc.	AMR-19-428844	Closed	10/16/2018	Professional Liability	Fort Wayne	OH
American Medical Response of Southern California	B753012333-0003-01	Open	10/17/2018	Property Damage	San Gabriel Valley - Operations	CA
American Medical Response Ambulance Service, Inc.	18208180	Open	10/19/2018	Workers Compensation	San Diego - Communications	CA
American Medical Response of Maricopa, LLC	AMR-18-407233	Open	10/19/2018	Professional Liability	Maricopa County, AZ	AZ
Lasalle Ambulance Inc.	18208246	Closed	10/20/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
Eastern Paramedics, Inc.	AMR-18-407296	Open	10/22/2018	Professional Liability	Intermountain (Central NY), NY	CO
American Medical Response of Southern California	B853017245-0002-01	Closed	10/22/2018	Bodily Injury	LA North	CA
American Medical Response Ambulance Service, Inc.	B853017383-0002-01	Closed	10/22/2018	Property Damage	Seattle - Operations	WA
Rural/Metro Corporation of Florida	AMR-18-407554	Open	10/24/2018	Professional Liability	Orlando 911 - Operations	FL
Physicians & Surgeons Ambulance Service, Inc.	18208360	Closed	10/25/2018	Bodily Injury	Summit/Stark	OH
AMR-LGA of Tennessee, LLC	AMR-21-505095	Open	10/30/2018	Professional Liability	Nashville Lifeguard, TN - Operations	NM
American Medical Response NW	AMR-19-425546	Open	11/2/2018	Professional Liability	Clark	WA
Herren Enterprises, Inc	B853017940-0002-01	Open	11/2/2018	Bodily Injury	Doctors Ambulance - Operations	CA
Kurtz Ambulance Service, Inc.	18208646	Closed	11/3/2018	Workers Compensation	Kurtz Ambulance Service	IL
American Medical Response Ambulance Service, Inc.	18208542	Open	11/5/2018	Workers Compensation	EMSA PUM - Tulsa Operations	OK
Medevac MidAmerica, Inc	AMR-18-408126	Open	11/5/2018	Professional Liability	Johnson County - Operations	CA
American Medical Response Ambulance Service, Inc.	B853018069-0002-01	Open	11/5/2018	Bodily Injury	San Diego - Operations	CA
LifeFleet Southeast Inc.	Diaz	Open	11/5/2018	Commercial	Tampa	FL
MedStat E.M.S., Inc.	AMR-18-408287	Open	11/6/2018	Professional Liability	MedStat - Operations	MS
American Medical Response West	AMR-19-428752	Closed	11/6/2018	Professional Liability	San Mateo ALS	CA
American Medical Response of Connecticut, Incorporated	B853005834-0002-01	Open	11/8/2018	Bodily Injury	Hartford - Operations	CT
American Medical Response Ambulance Service, Inc.	Karnitz	Closed	11/8/2018	Employment	Spokane	WA
AMR Mid-Atlantic Inc.	AMR-20-470739	Open	11/9/2018	Professional Liability	Philadelphia	PA
American Medical Response of Tennessee, Inc.	B853019216-0003-01	Closed	11/9/2018	Bodily Injury	Nashville, TN	TN
LaSalle Ambulance, Inc.	AMR-19-439941	Open	11/10/2018	Professional Liability	North Buffalo EMS (Lasalle)	NY
Rural/Metro of San Diego, Inc.	18208765	Open	11/12/2018	Workers Compensation	San Diego 911 - Operations	CA
LaSalle Ambulance, Inc.	B853003074-0002-01	Closed	11/12/2018	Property Damage	North Buffalo EMS (Lasalle) - Operations	NY
Rural/Metro of Rochester, Inc.	18208933	Closed	11/13/2018	Workers Compensation	National Ambulance - Operations	NY
Global Medical Response, Inc.	B853019732-0002-01	Closed	11/14/2018	Bodily Injury	AMR Management	FL
American Medical Response West	18208905	Open	11/16/2018	Bodily Injury	NorCal Sutter - Operations	CA
Lasalle Ambulance Inc.	18208929	Closed	11/16/2018	Workers Compensation	LaSalle Ambulance, Inc	NY
American Medical Response Mid-Atlantic, Inc.	B953000064-0003-01	Closed	11/16/2018	Personal Injury Protectio	Philadelphia	PA
American Medical Response Mid-Atlantic, Inc.	B953000064-0003-02	Closed	11/16/2018	Bodily Injury	Philadelphia	PA
American Medical Response of Connecticut, Incorporated	18208949	Closed	11/17/2018	Workers Compensation	New Haven	CT
American Medical Response of Connecticut, Incorporated	18208950	Closed	11/17/2018	Workers Compensation	New Haven	CT
American Medical Response of Connecticut, Incorporated	B853018908-0002-02	Closed	11/17/2018	Bodily Injury	New Haven	CT
American Medical Response of Connecticut, Incorporated	B853018908-0002-03	Open	11/17/2018	Bodily Injury	RM Fire - Pima AZ Admin	AZ
Abbott Ambulance, Inc.	18208963	Open	11/19/2018	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response West	18209030	Closed	11/19/2018	Workers Compensation	San Francisco	CA
American Medical Response West	18209060	Open	11/19/2018	Workers Compensation	Sonoma - Operations	CA
American Medical Response Mid-Atlantic, Inc.	O'Dell	Closed	11/19/2018	Employment	Richmond and Salem Operations	VA
Med Trans Corporation	AMR-20-454669	Open	11/22/2018	Professional Liability	Med-Trans Shandcair I	FL
ComTrans, Inc.	Nash-Jackson	Closed	11/26/2018	Employment	Phoenix	AZ
LifeFleet Southeast Inc.	AMR-18-409453	Open	11/28/2018	Professional Liability	Hillsborough - Operations	FL
Mobile Medic Ambulance Service, Inc.	AMR-20-470422	Open	11/29/2018	Professional Liability	Jackson-CMS - Operations	MS
American Medical Response West	18209434	Closed	11/30/2018	Workers Compensation	San Francisco	CA
American Medical Response West	20229874	Open	12/1/2018	Workers Compensation	Placer County - Operations	CA
Rural/Metro Corporation of Florida	B853019485-0002-01	Open	12/1/2018	Bodily Injury	Orlando IFT - Operations	FL
EMS Ventures, Inc.	AMR-18-411033	Open	12/7/2018	Professional Liability	North Georgia EMS - Operations	GA
Rural/Metro Corporation of Florida	18209490	Open	12/10/2018	Workers Compensation	Sumter EMS - Operations	FL
Rural/Metro of Rochester, Inc.	B853020158-0002-01	Open	12/10/2018	Bodily Injury	National Ambulance & Oxygen Service, Inc	NY
Springs Ambulance Service, Inc	18209545	Open	12/11/2018	Workers Compensation	Palm Springs - Operations	CA
American Medical Response of Connecticut, Incorporated	18209836	Open	12/12/2018	Bodily Injury	New Haven - Operations	CT
American Medical Response of Connecticut, Incorporated	B853018908-0002-01	Open	12/13/2018	Bodily Injury	New Haven - Operations	CT
American Medical Response of Inland Empire	18209776	Open	12/14/2018	Workers Compensation	San Bernadino - Operations	CA

Troup County Emergency Medical Services, Inc.	B853021073-0002-01	Open	12/14/2018	Bodily Injury	Troup County - Operations	GA
Mobile Medic Ambulance Service, Inc.	AMR-18-411636	Open	12/17/2018	Professional Liability	Jackson - CMS - Operations	MS
American Medical Response of Tennessee, Inc.	AMR-18-411728	Open	12/18/2018	Professional Liability	Knox County Operations	TN
Rural/Metro of Rochester, Inc.	18209839	Closed	12/19/2018	Workers Compensation	National Ambulance & Oxygen Service, Inc	NY
American Medical Response Ambulance Service, Inc.	B853020640-0002-01	Open	12/19/2018	Bodily Injury	Arlington - Operations	TX
ComTrans, Inc.	B853020704-0003-01	Closed	12/20/2018	Bodily Injury	ComTrans	AZ
ComTrans, Inc.	B853020704-0006-01	Open	12/20/2018	Bodily Injury	ComTrans - Operations	AZ
American Medical Response of Connecticut, Incorporated	AMR-18-411915	Open	12/21/2018	Professional Liability	Waterbury Amb - Operations	CT
American Medical Response of Massachusetts, Inc.	18209972	Closed	12/22/2018	Workers Compensation	Springfield - Operations	MA
American Medical Response of Connecticut, Incorporated	18209847	Closed	12/26/2018	Bodily Injury	Waterbury Amb - Operations	CT
MedStat E.M.S., Inc.	AMR-20-447908	Open	12/29/2018	Professinal Liability	MedStat EMS, Inc.	MS
LaSalle Ambulance, Inc.	AMR-19-435599	Open	1/1/2019	Professional Liability	North Buffalo EMS (Lasalle)	NY
American Medical Response Ambulance Service, Inc.	19210086	Open	1/2/2019	Bodily Injury	Evansville	IN
American Medical Response Ambulance Service, Inc.	B953000067-0002-01	Open	1/2/2019	Bodily Injury	EMSA PUM - Oklahoma City Operations	OK
LaSalle Ambulance, Inc.	19210144	Open	1/3/2019	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response of Connecticut, Incorporated	AMR-18-412496	Open	1/3/2019	Professional Liability	Bridgeport - Operations	CT
Rural/Metro of Tennessee, L.P.	AMR-19-436844	Closed	1/3/2019	Professional Liability	Knox Ambulance	TN
Metro Ambulance Services, Inc.	B953000187-0002-01	Open	1/4/2019	Bodily Injury	Dekalb County - Operations	GA
American Medical Response of Connecticut, Incorporated	Critser	Open	1/4/2019	Employment	Bridgeport	CT
American Medical Response West	19210227	Open	1/7/2019	Workers Compensation	Santa Barbara	CA
ComTrans, Inc.	19210261	Closed	1/7/2019	Property Damage	ComTrans	AZ
American Medical Response of Southern California	AMR-18-412585	Open	1/7/2019	Professional Liability	Riverside - Operations	CA
ComTrans, Inc.	B953000382-0002-01	Closed	1/7/2019	Bodily Injury	ComTrans	AZ
Marlboro Hudson Ambulance & Wheelchair Service, Inc.	19210283	Closed	1/8/2019	Workers Compensation	MHA, Inc.	MA
Mercy, Inc.	19210862	Open	1/9/2019	Bodily Injury	Las Vegas - Operations	NV
REACH Medical Holdings, LLC	19210502	Closed	1/14/2019	Workers Compensation	RCH 32 CS1 Concord, CA	CA
Lasalle Ambulance Inc.	19211220	Closed	1/14/2019	Workers Compensation	LaSalle Ambulance, Inc	NY
American Medical Response of Colorado, Inc.	B953000804-0002-01	Closed	1/15/2019	Property Damage	Denver	CO
American Medical Response of Colorado, Inc.	B953000804-0003-01	Closed	1/15/2019	Property Damage	Denver	CO
Mercy, Inc.	B953001783-0003-01	Closed	1/15/2019	Bodily Injury	Las Vegas - Operations	NV
American Medical Response West	19212453	Closed	1/16/2019	Workers Compensation	Placer County	CA
Gold Cross Ambulance Services, Inc.	B953001253-0002-01	Closed	1/16/2019	Bodily Injury	RM Youngstown Ambulance	OH
Rural/Metro Fire Dept., Inc.	19210531	Open	1/17/2019	Workers Compensation	Port Columbus	OH
Metro Ambulance Services, Inc.	AMR-20-483777	Open	1/18/2019	Professional Liability	Dekalb County - Operations	GA
Abbott Ambulance, Inc.	AMR-18-413286	Open	1/21/2019	Professional Liability	AMR Learning IHM	IL
American Medical Response, Inc.	AMR-18-413292	Open	1/21/2019	Professional Liability	NRC Greenwood Village	CA
American Medical Response West	19210625	Open	1/23/2019	Workers Compensation	Modesto - Communications	CA
Abbott Ambulance, Inc.	19210663	Open	1/24/2019	Workers Compensation	Abbott - St Louis - Operations	MO
Abbott Ambulance, Inc.	19210664	Open	1/24/2019	Workers Compensation	Abbott - St Louis - Operations	MO
MedStat E.M.S., Inc.	AMR-18-413612	Open	1/24/2019	Professional Liability	MedStat - Operations	MS
MedicWest Ambulance, Inc.	AMR-18-413618	Open	1/24/2019	Professional Liability	MedicWest - Operations	NV
American Medical Response Mid-Atlantic, Inc.	19210780	Open	1/26/2019	Bodily Injury	MedStat EMS, Inc.	MS
Mercy Ambulance of Evansville, Inc.	19210818	Open	1/26/2019	Workers Compensation	Central Indiana - Operations	IN
American Medical Response Mid-Atlantic, Inc.	AMR-21-505897	Open	1/26/2019	Professional Liability	DC EMS - Operations	DC
American Medical Response of Connecticut, Incorporated	19210863	Open	1/29/2019	Workers Compensation	North Buffalo EMS (LaSalle)	NY
Rural/Metro Corporation of Florida	19210871	Closed	1/29/2019	Workers Compensation	Sumter EMS	FL
Springs Ambulance Service, Inc	AMR-18-413931	Open	1/29/2019	Professional Liability	Palm Springs - Operations	CA
American Medical Response of Connecticut, Incorporated	19210877	Open	1/30/2019	Workers Compensation	Louisville Ambulance	KY
American Medical Response Ambulance Service, Inc.	AMR-18-414054	Open	1/31/2019	Professional Liability	EMSA PUM - Tulsa Operations	OK
American Medical Response West	AMR-18-414146	Open	2/1/2019	Professional Liability	San Joaquin - Operations	CA
Medevac MidAmerica, Inc	AMR-20-480348	Open	2/1/2019	Professional Liability	Topeka/Shawnee County - Operations	KS
Access2Care LLC	19210932	Open	2/4/2019	Bodily Injury	A2C South - Operations	CO
Lifeguard Ambulance Service, LLC	19211085	Open	2/4/2019	Bodily Injury	Birmingham LGA, AL IFT - Operations	AL
American Medical Response Ambulance Service, Inc.	AMR-18-414254	Open	2/4/2019	Professional Liability	Yakima - Operations	WA
Metro Ambulance Services, Inc.	AMR-18-414256	Open	2/4/2019	Professional Liability	Dekalb County - Operations	GA
Abbott Ambulance, Inc.	B953002119-0002-01	Open	2/4/2019	Bodily Injury	Abbott - St Louis - Operations	MO
Lifeguard Ambulance Service LLC	B953002249-0005-01	Open	2/4/2019	Bodily Injury	Birmingham LGA, AL IFT	AL
Springs Ambulance Service, Inc	AMR-18-414398	Open	2/6/2019	Professional Liability	Palm Springs - Operations	CA
ComTrans, Inc.	B953002250-0002-01	Open	2/6/2019	Bodily Injury	ComTrans - Operations	AZ
Mission Care of Illinois, LLC	B953002255-0002-01	Open	2/6/2019	Bodily Injury	Abbott - Illinois - Operations	IL
Mercy, Inc.	19211314	Open	2/11/2019	Bodily Injury	Las Vegas - Operations	NV
AMR Ambulance Service, Inc.	AMR-19-426722	Open	2/13/2019	Professional Liability	Alamogordo	NM
Mobile Medic Ambulance Service, Inc.	AMR-19-440055	Open	2/15/2019	Professional Liability	Jackson - CMS	MS
American Medical Response of Colorado, Inc.	AMR-21-504607	Open	2/15/2019	Professional Liability	Denver - Operations	NM
Lasalle Ambulance Inc.	19211357	Closed	2/18/2019	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
Rural/Metro of Rochester, Inc.	19211391	Open	2/18/2019	Workers Compensation	National Ambulance - Operations	NY
Rural/Metro of Rochester, Inc.	B953003067-0001-02	Closed	2/18/2019	Medical Payments	National Ambulance - Operations	NY
American Medical Response, Inc.	Leighton	Open	2/19/2019	Commercial	San Diego	CA
Vital Enterprises, Inc.	19211443	Open	2/20/2019	Workers Compensation	Vital	MA
American Medical Response West	AMR-19-442122	Closed	2/20/2019	Professional Liability	NorCal Sutter	CA
American Medical Response of Inland Empire	B753001938-0005-01	Open	2/20/2019	Bodily Injury	San Bernadino - Operations	CA
Abbott Ambulance, Inc.	19211461	Open	2/21/2019	Workers Compensation	Big Island	HI
American Medical Response of Connecticut, Incorporated	B653016833-0003-01	Open	2/21/2019	Bodily Injury	New Haven - Operations	CT
American Medical Response of Colorado, Inc.	AMR-18-415380	Open	2/22/2019	Professional Liability	Denver - Operations	CO
American Medical Response Mid-Atlantic, Inc.	19211509	Open	2/23/2019	Workers Compensation	Philadelphia - Operations	PA
American Medical Response of Connecticut, Incorporated	19211556	Open	2/27/2019	Workers Compensation	Bridgeport - Operations	CT
American Medical Response of Southern California	19214616	Closed	3/1/2019	Workers Compensation	Riverside	CA

Abbott Ambulance, Inc.	19216031	Open	3/1/2019	Bodily Injury	Abbott - St Louis - Operations	MO
Lifeguard Ambulance Service, LLC	AMR-18-415709	Open	3/1/2019	Professional Liability	LIFEGUARD AMBULANCE MEDSTAR	AL
American Medical Response West	19211791	Open	3/6/2019	Workers Compensation	Monterey - Operations	CA
Rural/Metro of Rochester, Inc.	19211901	Open	3/7/2019	Workers Compensation	National Ambulance - Operations	NY
SW General, Inc.	AMR-18-416002	Open	3/7/2019	Professional Liability	SWA Maricopa IFT - Operations	AZ
MedicWest Ambulance, Inc.	AMR-18-416012	Open	3/7/2019	Professional Liability	MedicWest - Operations	NV
American Medical Response of Connecticut, Incorporated	19211898	Closed	3/8/2019	Workers Compensation	New Haven	CT
American Medical Response Ambulance Service, Inc.	19211924	Open	3/9/2019	Workers Compensation	EMSA PUM - Tulsa Operations	OK
American Medical Response of Connecticut, Incorporated	19211928	Closed	3/10/2019	Workers Compensation	Bridgeport	CT
MedicWest Ambulance, Inc.	AMR-20-447057	Open	3/11/2019	Professional Liability	MedicWest	NV
Vital Enterprises, Inc.	AMR-20-455993	Open	3/11/2019	Professional Liability	Vital	MA
American Medical Response of Connecticut, Incorporated	19212522	Open	3/12/2019	Workers Compensation	New Haven - Operations	CT
Lifeguard Ambulance Service, LLC	Loper	Open	3/12/2019	Commercial	Jefferson County, Alabama	AL
American Medical Response of Southern California	AMR-18-416327	Open	3/13/2019	Professional Liability	Antelope Valley - Communications	CA
American Medical Response West	AMR-18-416329	Open	3/13/2019	Professional Liability	NorCal Sutter - Operations	CA
Mobile Medic Ambulance Service, Inc.	19212134	Open	3/14/2019	Workers Compensation	Gulfport - SMS - Operations	MS
American Medical Response of Southern California	B953004517-0004-01	Open	3/14/2019	Bodily Injury	San Fernando Valley - Operations	CA
American Medical Response Mid-Atlantic, Inc.	19212224	Closed	3/15/2019	Property Damage	DC EMS - Operations	DC
American Medical Response of Tennessee, Inc.	B953005182-0002-01	Closed	3/16/2019	Bodily Injury	Nashville - Operations	TN
American Medical Response of Tennessee, Inc.	B953005182-0003-01	Closed	3/16/2019	Bodily Injury	Nashville - Operations	TN
American Medical Response West	19212204	Open	3/17/2019	Workers Compensation	Contra Costa County ALS - Operations	CA
American Medical Response West	19212541	Closed	3/18/2019	Workers Compensation	Stanislaus County	CA
American Medical Response Ambulance Service, Inc.	AMR-18-416530	Open	3/18/2019	Professional Liability	Seattle - Operations	WA
American Medical Response of Tennessee, Inc.	AMR-18-416558	Open	3/18/2019	Professional Liability	Nashville - Operations	TN
LifeFleet Southeast Inc.	AMR-18-416559	Open	3/18/2019	Professional Liability	Sumter - Operations	FL
Springs Ambulance Service, Inc	AMR-18-416563	Open	3/18/2019	Professional Liability	Palm Springs - Operations	CA
American Medical Response Ambulance Service, Inc.	19212593	Open	3/20/2019	Workers Compensation	Amarillo - Operations	TX
Rural/Metro of Rochester, Inc.	AMR-18-416721	Open	3/20/2019	Professional Liability	National Ambulance - Operations	NY
American Medical Response of Inland Empire	B853001047-0003-01	Open	3/20/2019	Bodily Injury	San Bernadino - Operations	CA
Mobile Medic Ambulance Service, Inc.	AMR-20-449898	Open	3/23/2019	Professional Liability	Jackson - CMS	MS
Rural/Metro of San Diego, Inc.	AMR-20-455639	Open	3/23/2019	Professional Liability	San Diego 911	CA
American Medical Response Mid-Atlantic, Inc.	B953004941-0003-01	Open	3/23/2019	Bodily Injury	Philadelphia - Operations	PA
American Medical Response Ambulance Service, Inc.	19212276	Open	3/25/2019	Workers Compensation	Ventura - Operations	CA
American Medical Response of Southern California	B953005125-0002-01	Closed	3/25/2019	Bodily Injury	Riverside	CA
American Medical Response of Connecticut, Incorporated	19212438	Open	3/27/2019	Workers Compensation	Louisville Ambulance	KY
Mercy, Inc.	AMR-19-429840	Closed	3/28/2019	Professional Liability	Las Vegas	NV
AMR of Connecticut	AMR-19-428557	Open	3/29/2019	Professional Liability	Hartford	CT
ComTrans, Inc.	19212621	Open	4/3/2019	Bodily Injury	ComTrans - Operations	AZ
Lifeguard Ambulance Service LLC	19212648	Closed	4/4/2019	Workers Compensation	Meducare LGA, SC IFT	SC
AMR of Southern California	AMR-19-438853	Closed	4/7/2019	Professional Liability	Riverside	CA
Metro Ambulance Services, Inc.	B953005794-0002-01	Open	4/8/2019	Bodily Injury	Dekalb County - Operations	GA
Access2Care LLC	B953001909-0002-01	Open	4/9/2019	Bodily Injury	A2C South - Operations	CO
LifeFleet Southeast Inc.	19212769	Closed	4/10/2019	Workers Compensation	Hillsborough - Operations	FL
American Medical Response Mid-Atlantic, Inc.	AMR-19-418055	Open	4/10/2019	Professional Liability	Mid-Atlantic Division Management	VA
American Medical Response of Texas, Inc.	19212842	Open	4/11/2019	Workers Compensation	San Diego	CA
Air Evac EMS, Inc.	19212849	Open	4/11/2019	Workers Compensation	AIR EVAC IDABEL - Operations	OK
LaSalle Ambulance, Inc.	AMR-19-418110	Open	4/11/2019	Professional Liability	North Buffalo EMS (Lasalle) - Operations	NY
Metro Ambulance Services , Inc	AMR-20-446269	Open	4/15/2019	Professional Liability	Dekalb County	GA
AMR Management, LLC	21244653	Closed	4/16/2019	Bodily Injury	AMR Management, LLC - Compliance	CO
ComTrans, Inc.	B953006301-0002-01	Closed	4/16/2019	Bodily Injury	ComTrans - Operations	AZ
American Medical Response of Connecticut, Incorporated	B753017406-0003-01	Open	4/17/2019	Bodily Injury	New Haven - Operations	CT
American Medical Response of Connecticut, Incorporated	B753017406-0004-01	Open	4/17/2019	Bodily Injury	New Haven - Operations	CT
American Medical Response Ambulance Service, Inc.	Romo	Open	4/17/2019	Commercial	Riverside - Operations	CA
Abbott Ambulance, Inc.	19213230	Closed	4/18/2019	Workers Compensation	Abbott - St Louis	MO
American Medical Response Mid-Atlantic, Inc.	B953006487-0002-01	Open	4/18/2019	Bodily Injury	Philadelphia - Operations	PA
Rural/Metro of San Diego, Inc.	19212636	Open	4/23/2019	Workers Compensation	San Diego IFT - Operations	CA
Vital Enterprises, Inc.	19213148	Open	4/23/2019	Workers Compensation	Vital - Operations	MA
MedicWest Ambulance, Inc.	B953006481-0002-01	Open	4/23/2019	Bodily Injury	MedicWest - Operations	NV
American Medical Response West	B953007290-0002-01	Open	4/23/2019	Bodily Injury	Contra Costa County ALS - Operations	CA
Rural/Metro of Southern Ohio, Inc.	19213887	Closed	4/24/2019	Workers Compensation	Northern Kentucky - Operations	KY
MedStat E.M.S., Inc.	AMR-20-470225	Open	4/24/2019	Professional Liability	MedStat EMS	MS
Physicians & Surgeons Ambulance Service, Inc.	AMR-19-418903	Open	4/25/2019	Professional Liability	Akron Canton - Operations	OH
AMR of Connecticut	AMR-19-420058	Open	4/26/2019	Professional Liability	New Haven	CT
American Medical Response Mid-Atlantic, Inc.	19213698	Open	4/27/2019	Workers Compensation	Baltimore - Operations	MD
Physicians & Surgeons Ambulance Service, Inc.	19213206	Open	4/29/2019	Workers Compensation	Akron Canton - Operations	OH
American Medical Response of Texas, Inc.	AMR-19-419280	Open	5/1/2019	Professional Liability	Houston - Operations	TX
Metro Ambulance Services, Inc.	AMR-20-470350	Open	5/3/2019	Professional Liability	Dekalb County - Operations	GA
MedStat E.M.S., Inc.	AMR-19-419434	Open	5/6/2019	Professional Liability	MedStat - Operations	MS
Mobile Medic Ambulance Service, Inc.	19213969	Closed	5/9/2019	Workers Compensation	Jackson - CMS	MS
LaSalle Ambulance, Inc.	19213498	Closed	5/10/2019	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response NW	AMR-21-498204	Open	5/11/2019	Professional Liability	Multnomah - Operations	OR
Rural/Metro of San Diego, Inc.	19213737	Open	5/16/2019	Workers Compensation	San Diego 911 - Operations	CA
Lifeguard Ambulance Service, LLC	19213716	Open	5/17/2019	Workers Compensation	Santa Rosa County LGA, FL - Operations	FL
Lifeguard Ambulance Service, LLC	19213718	Open	5/17/2019	Workers Compensation	Santa Rosa County LGA, FL - Operations	FL
Rural/Metro Corporation (AZ)	19213973	Closed	5/20/2019	Workers Compensation	East County Fire	AZ
Blythe Ambulance Service, Inc.	AMR-19-420410	Closed	5/21/2019	Professional Liability	Blythe Ambulance - Operations	CA
Eastern Paramedics, Inc.	19213836	Closed	5/22/2019	Workers Compensation	Syracuse EMS - Operations	NY

American Medical Response West	19213838	Open	5/22/2019	Workers Compensation	Placer County - Operations	CA
Mercury Ambulance Service, Inc.	B953010525-0004-01	Open	5/22/2019	Bodily Injury	Louisville Ambulance - Operations	KY
American Medical Response Ambulance Service, Inc.	AMR-19-420596	Open	5/23/2019	Professional Liability	San Diego - Communications	CA
Rural/Metro of Tennessee, L.P.	AMR-19-420631	Open	5/24/2019	Professional Liability	Knox Ambulance - Operations	TN
Metro Ambulance Services, Inc.	AMR-19-420633	Open	5/24/2019	Professional Liability	Dekalb County - Operations	GA
Kurtz Industrial Fire Services Inc.	19213901	Open	5/28/2019	Workers Compensation	Kurtz Industrial Fire - Operations	SC
American Medical Response Ambulance Service, Inc.	19213995	Open	5/28/2019	Workers Compensation	EMSA PUM - Oklahoma City Operations	OK
REACH Medical Holdings, LLC	20223347	Open	5/29/2019	Workers Compensation	RCH 18 Willits, CA - Operations	CA
Metrocare Services - Abilene, LP	20223853	Closed	5/29/2019	Bodily Injury	MetroCare - Operations	TX
Med-Trans Corporation	19214041	Closed	5/30/2019	Workers Compensation	MTC 237 Trauma One II - Yulee, FL	FL
American Medical Response West	AMR-19-421056	Open	6/3/2019	Professional Liability	Contra Costa County ALS - Operations	CA
Desert Valley Medical Trans	AMR-20-465082	Open	6/3/2019	Professional Liability	Victorville	CA
V.I.P. Professional Services, Inc.	19214178	Open	6/4/2019	Workers Compensation	Gold Coast	CA
American Medical Response Mid-Atlantic, Inc.	B953009334-0004-01	Open	6/4/2019	Bodily Injury	DC EMS - Operations	DC
Lifeguard Ambulance Service LLC	19214233	Closed	6/5/2019	Workers Compensation	Santa Rosa County LGA, FL	FL
Access2Care LLC	Houston Transportation	Closed	6/5/2019	Commercial	Texas	TX
American Medical Response West	AMR-19-421243	Open	6/6/2019	Professional Liability	Contra Costa County ALS - Operations	CA
American Medical Response of Southern California	B953009408-0002-01	Open	6/6/2019	Bodily Injury	Riverside - Operations	CA
American Medical Response of Southern California	B953009408-0003-01	Open	6/6/2019	Bodily Injury	Riverside - Operations	CA
American Medical Response of Southern California	B953009408-0004-01	Open	6/6/2019	Bodily Injury	Riverside - Operations	CA
American Medical Response Ambulance Service, Inc.	AMR-19-421403	Open	6/10/2019	Professional Liability	San Diego - Communications	CA
American Medical Response West	AMR-19-421479	Open	6/11/2019	Professional Liability	Santa Clara County ALS - Operations	CA
American Medical Response Ambulance Service, Inc.	AMR-19-421550	Open	6/12/2019	Professional Liability	Amarillo - Operations	TX
American Medical Response of Colorado, Inc.	AMR-19-421599	Open	6/12/2019	Professional Liability	Denver - Operations	CO
Mobile Medic Ambulance Service, Inc.	AMR-19-421797	Open	6/13/2019	Professional Liability	Jackson - CMS - Operations	MS
LaSalle Ambulance, Inc.	19214434	Closed	6/14/2019	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response Ambulance Service, Inc.	19214470	Open	6/14/2019	Workers Compensation	EMSA PUM - Oklahoma City Operations	OK
Desert Valley Medical Transport, Inc.	19214478	Closed	6/14/2019	Workers Compensation	Victorville	CA
Medevac MidAmerica, Inc	AMR-19-421787	Open	6/17/2019	Professional Liability	Johnson County - Operations	KS
Rural/Metro of Rochester, Inc.	19214556	Closed	6/18/2019	Workers Compensation	National Ambulance & Oxygen Service, Inc	NY
American Medical Response of San Diego, Inc.	19214671	Open	6/18/2019	Workers Compensation	Yakima/Kennewick	WA
Gold Cross Ambulance Services, Inc.	AMR-19-422325	Open	6/18/2019	Professional Liability	RM Youngstown Ambulance - Operations	OH
Eastern Paramedics, Inc.	19214924	Closed	6/19/2019	Workers Compensation	Response Medical EMS	NY
AMR of Southern California	AMR-19-422118	Open	6/19/2019	Professional Liability	Antelope Valley	CA
Rural/Metro of San Diego, Inc.	19214533	Open	6/20/2019	Workers Compensation	San Diego 911 - Operations	CA
Access2Care LLC	19214560	Open	6/20/2019	Bodily Injury	A2C South - Operations	CO
American Medical Response of Southern California	19213650	Closed	6/21/2019	Workers Compensation	Riverside	CA
American Medical Response of Connecticut, Incorporated	19214611	Open	6/24/2019	Workers Compensation	New Haven - Operations	CT
American Medical Response of Massachusetts, Inc.	19214656	Open	6/25/2019	Workers Compensation	Springfield - Operations	MA
American Medical Response of Southern California	AMR-20-466272	Open	6/25/2019	Professional Liability	Riverside	CA
Kurtz Ambulance Service, Inc.	19214682	Open	6/26/2019	Bodily Injury	Kurtz Ambulance Service- Operations	IL
American Medical Response of Southern California	AMR-19-422290	Closed	6/26/2019	Professional Liability	San Gabriel Valley - Operations	CA
American Medical Response Northwest, Inc.	B953010602-0002-01	Closed	6/27/2019	Personal Injury Protectio	Clackamas - Operations	OR
Life Line Ambulance Service, Inc.	AMR-19-422460	Open	6/28/2019	Professional Liability	Life Line, AZ - Operations	AZ
American Medical Response West	B953010895-0002-01	Open	6/29/2019	Bodily Injury	San Francisco - Operations	CA
Kurtz Ambulance Service, Inc.	19214776	Open	7/1/2019	Workers Compensation	Kurtz Ambulance Service- Operations	IL
MedicWest Ambulance, Inc.	AMR-19-423761	Open	7/1/2019	Professional Liability	MedicWest	NV
American Medical Response, Inc.	Mendell Federal	Open	7/1/2019	Commercial	California	CA
American Medical Response of Southern California	AMR-19-422640	Open	7/2/2019	Professional Liability	Hemet - Operations	CA
American Medical Response West	AMR-19-423280	Open	7/4/2019	Professional Liability	Shasta/N. Valley Counties	CA
American Medical Response of Connecticut, Incorporated	19215005	Open	7/7/2019	Workers Compensation	Hartford - Operations	CT
Westmed Ambulance, Inc.	AMR-19-422839	Open	7/8/2019	Professional Liability	McCormick Ambulance, CA - Operations	CA
Metro Ambulance Services, Inc.	AMR-19-422965	Open	7/10/2019	Professional Liability	Dekalb County - Operations	GA
Professional Medical Transport, Inc.	AMR-19-422966	Open	7/10/2019	Professional Liability	Paradise Vly/Fountain Hills, AZ - Operations	AZ
American Medical Response Ambulance Service, Inc.	AMR-19-423196	Open	7/15/2019	Professional Liability	San Diego - Communications	CA
American Medical Response of Connecticut, Incorporated	19215266	Open	7/16/2019	Workers Compensation	Bridgeport - Operations	CT
American Medical Response West	19215301	Closed	7/17/2019	Workers Compensation	Santa Cruz - Operations	CA
American Medical Response West	20225747	Open	7/17/2019	Workers Compensation	Stanislaus County - Operations	CA
Mercy, Inc.	B953001783-0002-01	Open	7/17/2019	Bodily Injury	Las Vegas - Operations	NV
American Medical Response Mid-Atlantic, Inc.	AMR-19-423421	Open	7/18/2019	Professional Liability	Philadelphia - Operations	PA
Rural/Metro of San Diego, Inc.	AMR-19-423486	Closed	7/18/2019	Professional Liability	San Diego IFT	CA
Westmed Ambulance, Inc.	19215581	Open	7/22/2019	Workers Compensation	McCormick Ambulance	CA
American Medical Response West	AMR-19-423561	Open	7/22/2019	Professional Liability	San Joaquin - Operations	CA
American Medical Response, Inc.	Mendell State	Open	7/22/2019	Commercial	California	CA
American Medical Response of Connecticut, Incorporated	19215514	Open	7/24/2019	Workers Compensation	North Buffalo EMS (Lasalle)	NY
American Medical Response West	19215510	Open	7/25/2019	Workers Compensation	Stanislaus County	CA
American Medical Response Ambulance Service, Inc.	AMR-19-424101	Open	7/29/2019	Professional Liability	Rancho Cucamonga - Operations	CA
American Medical Response Ambulance Service, Inc.	AMR-19-424166	Open	7/30/2019	Professional Liability	Ventura - Operations	CA
ComTrans, Inc.	19215641	Open	7/31/2019	Bodily Injury	ComTrans - Operations	AZ
Rural/Metro of Southern Ohio, Inc.	19215645	Closed	7/31/2019	Workers Compensation	Northern Kentucky - Operations	KY
LaSalle Ambulance, Inc.	AMR-19-434334	Open	8/1/2019	Professional Liability	North Buffalo EMS (Lasalle)	NY
Kurtz Ambulance Service, Inc.	19215742	Open	8/2/2019	Workers Compensation	Kurtz Ambulance Service- Operations	IL
LifeFleet Southeast Inc.	19216360	Closed	8/2/2019	Workers Compensation	Sumter EMS	FL
American Medical Response Ambulance Service, Inc.	B753014069-0002-01	Open	8/2/2019	Bodily Injury	San Diego - Operations	CA
AMR Management, LLC	B953012558-0002-01	Open	8/2/2019	Bodily Injury	AMR Management, LLC - Compliance	CA
Westmed Ambulance, Inc.	AMR-20-482162	Open	8/3/2019	Professional Liability	McCormick Ambulance - Operations	CA
American Medical Response, Inc.	Castillo-Lopez	Closed	8/3/2019	Employment	AMR.SAN DIEGO	CA

American Medical Response West	B953012696-0002-01	Open	8/4/2019	Bodily Injury	Santa Barbara - Operations	CA
American Medical Response West	B953012696-0003-01	Open	8/4/2019	Bodily Injury	Santa Barbara - Operations	CA
Eastern Paramedics, Inc.	AMR-19-424756	Open	8/8/2019	Professional Liability	Syracuse EMS - Operations	NY
American Medical Response Ambulance Service, Inc.	19215978	Open	8/11/2019	Workers Compensation	San Diego - Operations	CA
American Medical Response of Connecticut, Incorporated	B953015296-0002-01	Closed	8/11/2019	Property Damage	Hartford - Operations	CT
AMR Ambulance Service, Inc.	AMR-19-425174	Closed	8/12/2019	Professional Liability	San Diego	CA
American Medical Response of Connecticut, Incorporated	AMR-19-425013	Open	8/13/2019	Professional Liability	New Haven - Operations	CT
American Medical Response Ambulance Service, Inc.	C053002489-0001-01	Open	8/13/2019	Bodily Injury	Inactive-Los Angeles South - Fleet	CA
American Medical Response Mid-Atlantic, Inc.	B953013305-0003-01	Open	8/14/2019	Bodily Injury	DC Operations - Operations	MD
Randle Eastern Ambulance Service, Inc.	19216058	Closed	8/15/2019	Workers Compensation	Medics of Dade - Operations	FL
Lifeguard Ambulance Service, LLC	AMR-19-425152	Open	8/15/2019	Professional Liability	Brown/San Saba LGA, TX - Operations	TX
Mercy, Inc.	B953013382-0002-01	Open	8/15/2019	Bodily Injury	Las Vegas - Operations	NV
Mercy, Inc.	B953013382-0003-01	Open	8/15/2019	Bodily Injury	Las Vegas - Operations	NV
American Medical Response of Inland Empire	19216877	Open	8/17/2019	Workers Compensation	San Bernadino - Operations	CA
AMR Ambulance Service, Inc.	AMR-19-425379	Open	8/17/2019	Professional Liability	San Diego	CA
American Medical Response West	19216070	Open	8/19/2019	Workers Compensation	Santa Barbara - Operations	CA
American Medical Response of Connecticut, Incorporated	B953013705-0002-01	Closed	8/19/2019	Bodily Injury	New Haven	CT
American Medical Response of Massachusetts, Inc.	19216643	Closed	8/21/2019	Workers Compensation	Manchester IFT	NH
Corning Ambulance Service Inc.	21244615	Closed	8/21/2019	Workers Compensation	Corning - Operations	NY
American Medical Response of Connecticut, Incorporated	19216344	Open	8/23/2019	Workers Compensation	Waterbury	CT
American Medical Response West	20222632	Open	8/23/2019	Workers Compensation	San Antonio	TX
American Medical Response of New York LLC	19216357	Open	8/27/2019	Property Damage	Westchster - Operations	NY
American Medical Response West	19216858	Open	8/27/2019	Workers Compensation	Contra Costa County ALS - Operations	CA
Rural Metro of San Diego, Inc.	37-2019-00046669-CL-MC-CTL	Open	8/29/2019	Medical Payments	AMR.SAN DIEGO	CA
American Medical Response West	19216545	Closed	9/1/2019	Workers Compensation	Yolo County	CA
American Medical Response Ambulance Service, Inc.	AMR-19-435593	Open	9/1/2019	Professional Liability	San Diego	CA
REACH Medical Holdings, LLC	19216729	Open	9/3/2019	Workers Compensation	RCH 19 Brookings, OR - Operations	OR
LaSalle Ambulance, Inc.	19216616	Open	9/5/2019	Workers Compensation	North Buffalo EMS (Lasalle)	NY
REACH Air Medical Services, LLC	19216626	Open	9/5/2019	Workers Compensation	REACH CALSTAR WATSONVILLE - Operations	CA
River Medical Inc.	B953014723-0002-01	Open	9/5/2019	Bodily Injury	Lake Havasu - River Medical - Operations	CO
American Medical Response West	Weinress	Open	9/5/2019	Employment	AMR Monterey	CA
American Medical Response of Connecticut, Incorporated	B953015906-0002-01	Open	9/6/2019	Bodily Injury	Bridgeport - Operations	CT
American Medical Response of Tennessee, Inc.	494-2019-02523	Open	9/9/2019	Employment	AMR Nashville	TN
MedicWest Ambulance, Inc.	B953014949-0002-01	Open	9/9/2019	Bodily Injury	MedicWest - Operations	NV
American Medical Response West	AMR-21-487061	Open	9/11/2019	Professional Liability	Contra Costa County ALS - Operations	CA
American Medical Response West	AMR-19-427225	Closed	9/12/2019	Professional Liability	Contra Costa County ALS	CA
American Medical Response West	19217054	Open	9/13/2019	Workers Compensation	NorCal Sutter	CA
REACH Medical Holdings, LLC	AMR-21-510183	Open	9/13/2019	Professional Liability	RCH 17 Sacramento, CA - Operations	CA
American Medical Response of Texas, Inc.	AMR-21-510565	Open	9/13/2019	Professional Liability	Texas Non-Emergency	FL
Lifeguard Ambulance Service LLC	B953015302-0004-01	Open	9/14/2019	Bodily Injury	Santa Rosa County LGA, FL - Operations	FL
AMR Ambulance Service, Inc.	AMR-19-427390	Open	9/15/2019	Professional Liability	Oklahoma City	OK
American Medical Response Ambulance Service, Inc.	B953015716-0002-01	Open	9/19/2019	Bodily Injury	San Antonio - Operations	TX
American Medical Response of Southern California	19217183	Open	9/20/2019	Workers Compensation	Riverside	CA
Mercy, Inc.	19217147	Open	9/21/2019	Bodily Injury	Las Vegas - Operations	NV
LaSalle Ambulance, Inc.	AMR-19-427821	Open	9/23/2019	Professional Liability	North Buffalo EMS (Lasalle)	NY
Metro Ambulance Services, Inc.	B953015876-0002-01	Open	9/25/2019	Bodily Injury	Dekalb County - Operations	GA
Medevac Medical Response, Inc	20227831	Open	9/27/2019	Workers Compensation	Independence - Operations	MO
Mercy, Inc.	19217297	Open	9/28/2019	Workers Compensation	Las Vegas - Operations	NV
Mercury Ambulance Service, Inc.	AMR-20-466271	Open	9/28/2019	Professinal Liability	Louisville Ambulance	KY
American Medical Response West	19217722	Open	10/7/2019	Workers Compensation	Placer County	CA
Access2Care LLC	511-2019-02994	Open	10/8/2019	Employment	AMR National Ops	FL
Randle Eastern Ambulance Service, Inc.	510-2019-05327	Open	10/9/2019	Employment	AMR Medley	FL
American Medical Response of Connecticut, Incorporated	B953016830-0002-01	Open	10/13/2019	Bodily Injury	New Haven - Operations	CT
American Medical Response of Connecticut, Incorporated	B953016830-0003-01	Open	10/13/2019	Bodily Injury	New Haven - Operations	CT
American Medical Response of Connecticut, Incorporated	B953016830-0004-01	Open	10/13/2019	Bodily Injury	New Haven - Operations	CT
Abbott Ambulance, Inc.	19217690	Open	10/14/2019	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response of Massachusetts, Inc.	19217720	Open	10/14/2019	Workers Compensation	Manchester IFT - Operations	NH
Kurtz Paramedic Service Inc.	19217736	Open	10/15/2019	Workers Compensation	Kurtz Paramedic Service	IL
American Medical Response Ambulance Service, Inc.	10203988	Open	10/16/2019	Employment	AMR.NEW ROCHELLE	NY
American Medical Response of Texas, Inc.	B953017256-0002-01	Open	10/16/2019	Bodily Injury	Houston - Operations	TX
Mercy, Inc.	AMR-21-505972	Open	10/17/2019	Professional Liability	Las Vegas - Operations	NV
Rural/Metro Corporation	35A-2020-00041C	Open	10/18/2019	Employment	AMR Yuma Fire	AZ
American Medical Response Ambulance Service, Inc.	19217874	Open	10/21/2019	Workers Compensation	San Diego - Operations	CA
Metro Ambulance Services, Inc.	410-2020-00601	Open	10/23/2019	Employment	AMR Stone Mountain	GA
American Medical Response of Inland Empire	19218050	Closed	10/25/2019	Property Damage	San Bernadino - Operations	CA
American Medical Response of Inland Empire	19218053	Open	10/25/2019	Workers Compensation	San Bernadino	CA
American Medical Response NW	AMR-19-429839	Open	10/25/2019	Professional Liability	Special Services	OR
American Medical Response of Inland Empire	B953017621-0001-02	Open	10/25/2019	Bodily Injury	San Bernadino - Operations	CA
LaSalle Ambulance, Inc.	AMR-21-508964	Open	10/26/2019	Professional Liability	North Buffalo EMS (Lasalle) - Operations	NY
LifeFleet Southeast Inc.	B953017623-0002-01	Open	10/26/2019	Bodily Injury	Orlando	FL
American Medical Response West	19218090	Open	10/27/2019	Workers Compensation	San Joaquin - Operations	CA
Access2Care LLC	8:19-cv-02595	Open	10/28/2019	Commercial	Florida	FL
Metro Ambulance Services, Inc.	410-2020-00785	Open	10/29/2019	Employment	AMR Stone Mountain	GA
Rural/Metro of Tennessee, L.P.	494-2019-01676	Closed	10/29/2019	Employment	AMR.WINCHESTER	TN
American Medical Response of Tennessee, Inc.	494-2020-00136	Open	10/29/2019	Employment	AMR Nashville	TN
American Medical Response, Inc.	AMR-20-472418	Open	10/29/2019	Professional Liability	Abbott - Illinois - Operations	IL
Mission Care of Illinois, LLC	2020SA1286	Open	10/31/2019	Employment	AMR Belleview	IL

Guardian Flight, LLC	AMR-20-445478	Closed	10/31/2019	Professinal Liability	GFL 066	AZ
American Medical Response of Connecticut, Incorporated	B953017995-0002-01	Open	11/1/2019	Bodily Injury	Hartford	CT
Westmed Ambulance, Inc.	AMR-19-429912	Open	11/2/2019	Professional Liability	McCormick Ambulance	CA
Westmed Ambulance, Inc.	AMR-19-439796	Open	11/2/2019	Professional Liability	McCormick Ambulance	CA
Westmed Ambulance, Inc.	AMR-19-439808	Closed	11/2/2019	Professional Liability	McCormick Ambulance	CA
EMS Ventures, Inc.	B953019468-0002-01	Open	11/2/2019	Bodily Injury	North Georgia EMS - Operations	GA
American Medical Response Mid-Atlantic, Inc.	531-2019-02373	Open	11/4/2019	Employment	AMR Baltimore	MD
American Medical Response of Maricopa, LLC	B953018125-0003-01	Open	11/6/2019	Bodily Injury	Maricopa IFT -Operations	AZ
Mercy, Inc.	19218551	Open	11/7/2019	Workers Compensation	Las Vegas - Operations	NV
LifeFleet Southeast Inc.	B953018185-0002-01	Open	11/7/2019	Bodily Injury	Hillsborough	FL
Air Evac EMS, Inc.	AMR-20-465895	Open	11/8/2019	Professional Liability	Air EVAC ADA	OK
LaSalle Ambulance, Inc.	19218428	Open	11/9/2019	Workers Compensation	North Buffalo EMS (Lasalle)	NY
AMR of Southern California	AMR-19-430516	Open	11/10/2019	Professional Liability	Riverside	CA
American Medical Response Mid-Atlantic, Inc.	19218764	Open	11/13/2019	Bodily Injury	Philadelphia - Operations	PA
Rural/Metro of Rochester, Inc.	19218844	Open	11/14/2019	Workers Compensation	National Ambulance	NY
ComTrans, Inc.	B953018942-0002-01	Open	11/14/2019	Bodily Injury	ComTrans - Operations	AZ
ComTrans, Inc.	B953018942-0003-01	Open	11/14/2019	Bodily Injury	ComTrans - Operations	AZ
Rural/Metro of California, Inc.	19218602	Open	11/16/2019	Workers Compensation	Santa Clara County 911 - Operations	CA
American Medical Response West	19218777	Open	11/17/2019	Workers Compensation	Stanislaus County - Operations	CA
Rural/Metro of Tennessee, L.P.	AMR-20-471307	Open	11/17/2019	Professional Liability	Knox County Fire District 1 - Operations	TN
American Medical Response of Tennessee, Inc.	19218924	Closed	11/22/2019	Property Damage	Nashville - Operations	TN
American Medical Response of Tennessee, Inc.	B953019427-0001-02	Open	11/22/2019	Bodily Injury	Nashville - Operations	TN
Lifeguard Ambulance Service, LLC	19219107	Open	11/25/2019	Workers Compensation	Santa Rosa County LGA, FL	FL
American Medical Response of Southern California	Campbell	Open	11/26/2019	Employment	AMR.RIVERSIDE	CA
American Medical Response, Inc.	1:19-cv-09557	Open	11/27/2019	Medical Payments	New York	NY
MedicWest Ambulance, Inc.	Ash	Open	11/27/2019	Employment	AMR North Las Vegas	NV
American Medical Response of Texas, Inc.	19218937	Open	11/29/2019	Bodily Injury	Houston - Operations	TX
Westmed Ambulance, Inc.	19219021	Closed	11/30/2019	Property Damage	McCormick Ambulance - Operations	CA
Westmed Ambulance, Inc.	B953019618-0001-02	Open	11/30/2019	Bodily Injury	McCormick Ambulance - Operations	CA
American Medical Response of Connecticut, Incorporated	19219111	Open	12/3/2019	Workers Compensation	New Haven	CT
Air Evac EMS, Inc	AMR-21-504796	Open	12/6/2019	Professional Liability	AEL 139 Lamar County TX - Operations	OK
American Medical Response West	555-2011-00053	Open	12/12/2019	Employment	AMR.SAN LEANDRO	CA
Med-Trans Corporation	19219421	Open	12/13/2019	Workers Compensation	Inactive-MTC 131 Joplin, MO - Operations	NC
Mercy Ambulance of Evansville, Inc.	19219520	Closed	12/13/2019	Property Damage	Evansville - Operations	IN
Mercy Ambulance of Evansville, Inc.	B953020649-0001-02	Open	12/13/2019	Bodily Injury	Evansville - Operations	IN
Mercy Ambulance of Evansville, Inc.	B953020649-0002-01	Open	12/13/2019	Bodily Injury	Evansville - Operations	IN
Mercy Ambulance of Evansville, Inc.	B953020649-0003-01	Open	12/13/2019	Bodily Injury	Evansville - Operations	IN
LifeFleet Southeast Inc.	B953020523-0002-01	Open	12/16/2019	Bodily Injury	Hillsborough - Operations	FL
American Medical Response Mid-Atlantic, Inc.	Moore	Open	12/18/2019	Employment	Philadelphia	PA
American Medical Response Ambulance Service, Inc.	19219568	Open	12/20/2019	Workers Compensation	Las Vegas	NV
American Medical Response West	19219581	Open	12/21/2019	Workers Compensation	Santa Barbara - Operations	CA
American Medical Response of Connecticut, Incorporated	B953020866-0002-01	Open	12/22/2019	Bodily Injury	Bridgeport - Operations	CT
American Medical Response of Connecticut, Incorporated	B953021125-0003-01	Open	12/22/2019	Bodily Injury	Bridgeport - Operations	CT
American Medical Response West	19219644	Open	12/23/2019	Workers Compensation	Placer County - Operations	CA
American Medical Response of Massachusetts, Inc.	19219665	Open	12/24/2019	Workers Compensation	Springfield	MA
Rural/Metro of Southern Ohio, Inc.	19219767	Open	12/24/2019	Workers Compensation	Northern Kentucky - Operations	KY
Mercury Ambulance Service, Inc.	AMR-21-505970	Open	12/27/2019	Professional Liability	Yellow Ambulance, KY - Operations	IN
Desert Valley Medical Trans	20219948	Open	1/5/2020	Workers Compensation	Victorville - Operations	CA
Mercy Ambulance of Evansville, Inc.	20219966	Closed	1/6/2020	Workers Compensation	Trans-Star KY	KY
ComTrans, Inc.	20220152	Closed	1/9/2020	Property Damage	ComTrans	AZ
ComTrans, Inc.	C053000710-0001-02	Open	1/9/2020	Bodily Injury	ComTrans	AZ
ComTrans, Inc.	C053000710-0002-01	Open	1/9/2020	Bodily Injury	ComTrans - Operations	AZ
American Medical Response of Connecticut, Incorporated	16A-2020-00410	Open	1/13/2020	Employment	AMR New Haven	CT
American Medical Response, Inc.	34-2019-00259021	Open	1/13/2020	Medical Payments	California	CA
American Medical Response of Colorado, Inc.	E20000007424	Open	1/13/2020	Employment	AMR.CO SPRINGS	CO
American Medical Response West	20220183	Open	1/14/2020	Workers Compensation	NorCal Sutter - Operations	CA
SW General, Inc.	AMR-20-451633	Open	1/18/2020	Professional Liability	SWA City Of Glendale EMS	AZ
Rural/Metro Fire Dept., Inc.	Ulloa	Open	1/22/2020	Employment	AMR.JUPITER	FL
American Medical Response West	20220417	Open	1/23/2020	Workers Compensation	Yolo County - Operations	CA
Abbott Ambulance, Inc.	C053004926-0003-01	Closed	1/26/2020	Property Damage	Abbott - St Louis - Operations	MO
American Medical Response of Inland Empire	20220753	Closed	1/28/2020	Workers Compensation	San Bernadino	CA
Westmed Ambulance, Inc.	20STCV03990	Open	1/30/2020	Employment	AMR.COMPTON	CA
American Medical Response West	20220918	Open	1/31/2020	Workers Compensation	Napa Operations	CA
Mercy, Inc.	AMR-21-490842	Open	1/31/2020	Professional Liability	Las Vegas - Operations	NV
Mercy Ambulance of Evansville, Inc.	AMR-20-448262	Open	2/2/2020	Professinal Liability	Trans-Star, KY	KY
American Medical Response of Connecticut, Incorporated	20220782	Open	2/4/2020	Workers Compensation	Hartford - Operations	CT
American Medical Response of Massachusetts, Inc.	20220907	Open	2/6/2020	Workers Compensation	Springfield - Operations	MA
Southwest Ambulance of Tucson, Inc.	540-2019-04089	Open	2/6/2020	Employment	AMR.TUCSON	AZ
Mercy, Inc.	AMR-20-454408	Open	2/6/2020	Professional Liability	Las Vegas	NV
LifeFleet Southeast Inc.	Goodrum	Open	2/6/2020	Employment	Tampa	FL
American Medical Response of Connecticut, Incorporated	16A-2020-00261 / 2030268	Open	2/8/2020	Employment	AMR.WATERBURY	CT
American Medical Response, Inc.	20VECV00053	Open	2/8/2020	Medical Payments	California	CA
American Medical Response Ambulance Service, Inc.	37-2020-00003008-CL-MC-CTL	Open	2/8/2020	Medical Payments	California	CA
American Medical Response Ambulance Service, Inc.	20221042	Closed	2/15/2020	Property Damage	Waco, TX - Operations	TX
American Medical Response of Southern California	20221089	Open	2/15/2020	Workers Compensation	Antelope Valley - Operations	CA
American Medical Response Ambulance Service, Inc.	C053002679-0001-02	Open	2/15/2020	Bodily Injury	Waco, TX - Operations	TX
Lasalle Ambulance Inc.	20221872	Closed	2/17/2020	Workers Compensation	LaSalle Ambulance, Inc	NY

Physicians & Surgeons Ambulance Service, Inc.	Gibson	Open	2/17/2020	Employment	AMR Copley	OH
American Medical Response West	20221201	Open	2/18/2020	Workers Compensation	Yolo County - Operations	CA
Vital Enterprises, Inc.	16C-2019-02569 / HUD 19WEM02702	Open	2/19/2020	Employment		MA
Mobile Medic Ambulance Service, Inc.	20221345	Open	2/24/2020	Workers Compensation	Gulfport - SMS	MS
American Medical Response Ambulance Service, Inc.	20221370	Open	2/25/2020	Workers Compensation	EMSA PUM - Tulsa Operations	OK
ComTrans, Inc.	540-2020-01872	Open	2/28/2020	Employment	AMR.PHOENIX	AZ
American Medical Response of Connecticut, Incorporated	20221649	Open	3/3/2020	Workers Compensation	Waterbury Amb - Operations	CT
Mobile Medic Ambulance Service, Inc.	20221993	Open	3/4/2020	Workers Compensation	Jackson - CMS - Operations	MS
American Medical Response West	20230667	Open	3/4/2020	Workers Compensation	San Joaquin - Operations	CA
American Medical Response Mid-Atlantic, Inc.	20221696	Open	3/5/2020	Workers Compensation	DC EMS - Operations	DC
American Medical Response West	20221874	Open	3/5/2020	Workers Compensation	San Joaquin - Operations	CA
American Medical Response of Maricopa, LLC	EEOC No. 35A-2020-00304 / CRD No. CRD-2020-0214	Open	3/5/2020	Employment	AMR.MESA	AZ
American Medical Response Ambulance Service, Inc.	20CV332-BEN-AGS	Open	3/9/2020	Medical Payments	California	CA
Westmed Ambulance, Inc.	AMR-19-442197	Closed	3/12/2020	Professional Liability	McCormick Ambulance	CA
Westmed Ambulance, Inc.	C053004322-0002-01	Open	3/12/2020	Bodily Injury	McCormick Ambulance - Operations	CA
American Medical Response West	AMR-20-479299	Open	3/13/2020	Professional Liability	NorCal Sutter - Operations	CA
Randle Eastern Ambulance Service, Inc.	C053004310-0002-01	Open	3/13/2020	Bodily Injury	Medics of Dade - Operations	FL
American Medical Response West	20233680	Open	3/15/2020	Workers Compensation	NorCal Sutter - Operations	CA
Mercy Ambulance of Evansville	AMR-19-442921	Open	3/17/2020	Professional Liability	Evansville	IN
Guardian Flight, LLC	20223536	Open	3/18/2020	Workers Compensation	GUARDIAN FLIGHT GALLUP CREW QUA - Operat	NM
Mobile Medic Ambulance Service, Inc.	20222584	Open	3/24/2020	Workers Compensation	Gulfport - SMS - Operations	MS
Mobile Medic Ambulance Service, Inc.	20222585	Open	3/24/2020	Workers Compensation	Gulfport - SMS - Operations	MS
American Medical Response West	20223215	Open	3/24/2020	Workers Compensation	Contra Costa County ALS - Operations	CA
Metro Ambulance Services, Inc.	AMR-20-483898	Open	3/26/2020	Professional Liability	Dekalb County - Operations	GA
Mission Care of Illinois, LLC	20229317	Open	3/31/2020	Workers Compensation	Abbott - Illinois - Operations	IL
American Medical Response of Texas, Inc.	460-2020-00770	Open	4/1/2020	Employment	AMR Houston	TX
Air Ambulance Specialists, Inc.	COSO-20-002373	Open	4/1/2020	Medical Payments	Florida	FL
American Medical Response Ambulance Service, Inc.	20223163	Open	4/4/2020	Workers Compensation	EMSA PUM - Tulsa Operations	TX
American Medical Response West	20231879	Open	4/7/2020	Workers Compensation	Sacramento County - Operations	CA
Southwest Ambulance of Casa Grande, Inc.	AMR-21-491085	Open	4/8/2020	Professional Liability	SWARA Pinal County - Operations	AZ
American Medical Response West	Villines	Open	4/10/2020	Employment	Stockton	CA
American Medical Response, Inc.	20223701	Open	4/13/2020	Workers Compensation	Effingham, IL - Operations	IL
Mission Care of Illinois, LLC	20223702	Open	4/13/2020	Workers Compensation	Effingham, IL - Operations	IL
American Medical Response of Southern California	AMR-20-448051	Open	4/13/2020	Professinal Liability	Riverside	VA
Community EMS, Inc.	20224635	Open	4/15/2020	Workers Compensation	CEMS, Inc. - Operations	MA
American Medical Response of Connecticut, Incorporated	20223857	Open	4/16/2020	Workers Compensation	Waterbury Amb - Operations	CT
Rural/Metro of San Diego, Inc.	AMR-20-478861	Open	4/16/2020	Professional Liability	San Diego IFT - Operations	CA
American Medical Response Mid-Atlantic, Inc.	C053005663-0003-01	Open	4/17/2020	Bodily Injury	MedStat EMS, Inc.	MS
AMR Ambulance Service, Inc.	AMR-20-444316	Closed	4/19/2020	Professional Liability	Oklahoma City	OK
Mission Care of Illinois, LLC	C053005852-0002-01	Open	4/22/2020	Bodily Injury	Abbott - Illinois - Operations	NY
Mercury Ambulance Service, Inc.	20226424	Open	4/30/2020	Workers Compensation	Louisville	KY
Physicians & Surgeons Ambulance Service, Inc.	C053006170-0002-01	Open	4/30/2020	Personal Injury Protectio	Dayton - Operations	NY
Physicians & Surgeons Ambulance Service, Inc.	C053006170-0002-02	Open	4/30/2020	Bodily Injury	Dayton - Operations	NY
Mercy Ambulance of Evansville, Inc.	20224728	Open	5/1/2020	Workers Compensation	Owensboro, KY - Operations	KY
Eastern Paramedics, Inc.	20225158	Closed	5/2/2020	Workers Compensation	Syracuse EMS - Operations	NY
American Medical Response Northwest, Inc.	20224719	Closed	5/3/2020	Workers Compensation	Clackamas	OR
Physicians & Surgeons Ambulance Service, Inc.	20225394	Open	5/4/2020	Workers Compensation	Akron Canton - Operations	OH
American Medical Response Ambulance Service, Inc. ; American Medical Response of Southern California	Ceren	Open	5/4/2020	Employment	Irwindale	CA
American Medical Response of Southern California	20224821	Open	5/6/2020	Workers Compensation	Antelope Valley - Operations	CA
American Medical Response of Massachusetts, Inc.	20224991	Open	5/6/2020	Workers Compensation	Springfield - Operations	MA
American Medical Response of Southern California	C053006216-0001-02	Closed	5/6/2020	Bodily Injury	Antelope Valley - Operations	CA
Randle Eastern Ambulance Service, Inc.	20224917	Open	5/8/2020	Bodily Injury	Dade County - Operations	FL
American Medical Response Northwest, Inc.	20227052	Open	5/10/2020	Workers Compensation	Multnomah - Operations	OR
LifeFleet Southeast Inc.	20224970	Open	5/11/2020	Workers Compensation	Hillsborough - Operations	FL
Rural/Metro of San Diego, Inc.	20224990	Open	5/11/2020	Workers Compensation	San Diego 911 - Operations	CA
American Medical Response West	20226348	Open	5/12/2020	Workers Compensation	Placer County - Operations	CA
American Medical Response Ambulance Service, Inc.	20226401	Open	5/13/2020	Workers Compensation	San Diego - Operations	CA
American Medical Response of Connecticut, Incorporated	20225456	Open	5/14/2020	Workers Compensation	Hartford - Operations	CT
Mercy Ambulance of Evansville	AMR-20-446061	Open	5/17/2020	Professional Liability	Trans-Star, KY	KY
American Medical Response of Inland Empire	20225506	Open	5/25/2020	Workers Compensation	San Bernadino - Operations	CA
American Medical Response West	AMR-20-475949	Open	5/25/2020	Professional Liability	Sonoma - Operations	CA
Eastern Paramedics, Inc.	20225515	Open	5/26/2020	Workers Compensation	Response Medical EMS - Operations	NY
American Medical Response West	C053006899-0002-01	Open	5/27/2020	Bodily Injury	Stanislaus County	CA
Lasalle Ambulance Inc.	20225629	Closed	5/28/2020	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response Ambulance Service, Inc.	20225796	Open	5/29/2020	Workers Compensation	Rancho Cucamonga - Communications	CA
Lifeguard Ambulance Service, LLC	20225700	Open	6/1/2020	Workers Compensation	Palmetto Health LGA, SC - Operations	SC
American Medical Response Ambulance Service, Inc.	20236873	Open	6/1/2020	Workers Compensation	Rancho Cucamonga - Communications	CA
Air Medical Resource Group, LLC	AMR-20-447397	Open	6/4/2020	Professinal Liability	GFL 204 - Riverton, WY	TX
American Medical Response of Connecticut, Incorporated	Keckler	Open	6/4/2020	Employment	New Haven	CT
American Medical Response of Maricopa, LLC	20225952	Closed	6/7/2020	Property Damage	Maricopa IFT -Operations	AZ
Mission Care of Illinois, LLC	20226077	Open	6/9/2020	Workers Compensation	Effingham, IL - Operations	IL
LaSalle Ambulance, Inc.	C053007875-0002-01	Open	6/9/2020	Bodily Injury	North Buffalo EMS (Lasalle) - Operations	NY
American Medical Response, Inc.	C053007917-0003-01	Open	6/9/2020	Bodily Injury	Effingham, IL - Operations	IL
American Medical Response Ambulance Service, Inc.	4A211207UMB-0001	Open	6/10/2020	Workers Compensation	Rancho Cucamonga - Communications	CA
LaSalle Ambulance, Inc.	20226171	Closed	6/11/2020	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY

American Medical Response of Southern California	20226457	Open	6/12/2020	Workers Compensation	Riverside - Operations	CA
Lifeguard Ambulance Service, LLC	AMR-20-448053	Closed	6/14/2020	Professional Liability	Santa Rosa County LGA, FL	FL
Springs Ambulance Service, Inc	20233139	Open	6/15/2020	Workers Compensation	Palm Springs - Operations	CA
REACH Air Medical Services, LLC	20226881	Open	6/19/2020	Workers Compensation	REACH 062 BISHOP - Operations	CA
American Medical Response West	20233075	Open	6/19/2020	Workers Compensation	San Mateo ALS - Operations	CA
American Medical Response West	20227420	Open	6/22/2020	Workers Compensation	Santa Barbara - Operations	CA
Herren Enterprises, Inc	20227067	Open	6/23/2020	Workers Compensation	Doctors Ambulance - Operations	CA
American Medical Response Ambulance Service, Inc.	AMR-20-449217	Open	6/24/2020	Professinal Liability	Alamogordo	NM
Lifeguard Ambulance Service LLC	20226768	Closed	6/25/2020	Workers Compensation	Palmetto Health LGA, SC IFT	SC
American Medical Response West	20226958	Open	6/26/2020	Workers Compensation	San Joaquin - Operations	CA
American Medical Response West	20226976	Open	6/27/2020	Workers Compensation	Stanislaus County	CA
AMR Maricopa County, AZ	AMR-20-449828	Open	6/27/2020	Professional Liability	Maricopa County	AZ
Randle Eastern Ambulance Service, Inc.	C053009073-0003-01	Open	6/27/2020	Bodily Injury	Medics of Dade - Operations	FL
Mercy Ambulance of Evansville, Inc.	20227031	Closed	6/29/2020	Workers Compensation	Trans-Star, KY	KY
American Medical Response, Inc.	Connors	Open	7/1/2020	Employment	American Medical Response, Inc.	NY
American Medical Response West	AMR-20-454125	Open	7/2/2020	Professional Liability	NorCal Sutter	CA
MedStat E.M.S., Inc.	AMR-20-482433	Open	7/3/2020	Professional Liability	MedStat EMS - Operations	MS
AMR of Connecticut	AMR-21-493406	Open	7/3/2020	Professional Liability	Bridgeport - Operations	CT
American Investment Enterprises, Inc.	20227461	Closed	7/8/2020	Property Damage	MediCar - Operations	NV
Access2Care LLC	20234154	Open	7/8/2020	Bodily Injury	Abbott Access2Care - Operations	IL
American Investment Enterprises, Inc.	C053009204-0001-02	Open	7/8/2020	Bodily Injury	MediCar - Operations	NV
American Investment Enterprises, Inc.	C053009204-0005-01	Open	7/8/2020	Bodily Injury	MediCar - Operations	NV
Air Evac EMS, Inc.	20227489	Open	7/10/2020	Workers Compensation	AIR EVAC QUINCY - Operations	IL
LaSalle Ambulance, Inc.	20227602	Closed	7/10/2020	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
Metro Ambulance Services, Inc.	20230459	Open	7/18/2020	Workers Compensation	Dekalb County - Operations	GA
Gold Cross Ambulance Services, Inc.	AMR-21-510768	Open	7/18/2020	Professional Liability	RM Youngstown Ambulance	OH
LifeFleet Southeast Inc.	20228330	Open	7/20/2020	Workers Compensation	Hillsborough - Operations	FL
American Medical Response West	4A22033743C-0001	Open	7/20/2020	Workers Compensation	Las Vegas	NV
Lifeguard Ambulance Service, LLC	20228313	Open	7/24/2020	Workers Compensation	Palmetto Health LGA, SC - Operations	SC
American Medical Response of New York LLC	20228648	Open	7/24/2020	Workers Compensation	Westchster - Operations	NY
ComTrans, Inc.	20228383	Open	7/27/2020	Bodily Injury	ComTrans - Operations	AZ
International Life Support, Inc.	20228408	Open	7/28/2020	Workers Compensation	Big Island (Hawaii) - Operations	HI
Hanks Acquisition Corp	AMR-21-497230	Open	7/28/2020	Professional Liability	Birmingham - Operations	AL
LaSalle Ambulance, Inc.	AMR-20-471586	Open	7/29/2020	Professional Liability	North Buffalo EMS (LaSalle) - Operations	NY
American Medical Response Ambulance Service, Inc.	20228568	Closed	7/30/2020	Property Damage	Dallas - Operations	TX
American Medical Response Ambulance Service, Inc.	C053010376-0001-02	Open	7/30/2020	Bodily Injury	Dallas - Operations	TX
American Medical Response Ambulance Service, Inc.	C053010376-0002-01	Open	7/30/2020	Bodily Injury	Dallas - Operations	TX
Springs Ambulance Service, Inc	20228698	Open	8/1/2020	Workers Compensation	Palm Springs - Operations	CA
Medics Ambulance Service, Inc.	C053010427-0002-01	Closed	8/1/2020	Property Damage	Medics Palm Beach - Operations	FL
Medics Ambulance Service, Inc.	C053010427-0002-02	Open	8/1/2020	Bodily Injury	Medics Palm Beach - Operations	FL
Medics Ambulance Service, Inc.	C053010427-0003-01	Open	8/1/2020	Bodily Injury	Medics Palm Beach - Operations	FL
Medics Ambulance Service, Inc.	C053010427-0005-01	Open	8/1/2020	Bodily Injury	Medics Palm Beach - Operations	FL
LifeFleet Southeast Inc.	C053010756-0002-01	Open	8/2/2020	Bodily Injury	Hillsborough - Operations	FL
Abbott Ambulance, Inc.	20229112	Open	8/4/2020	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response of Massachusetts, Inc.	20228935	Open	8/7/2020	Workers Compensation	Springfield - Operations	MA
Mobile Medic Ambulance Service, Inc.	20229497	Open	8/8/2020	Workers Compensation	Gulfport - SMS - Operations	MS
V.I.P. Professional Services, Inc.	20229747	Open	8/10/2020	Workers Compensation	Gold Coast	CA
American Medical Response Mid-Atlantic, Inc.	20229307	Open	8/14/2020	Workers Compensation	DC Operations - Operations	MD
American Medical Response, Inc.	Sullivan	Open	8/14/2020	Employment	Rochester	NY
American Medical Response West	AMR-21-488152	Open	8/15/2020	Professional Liability	Stanislaus County - Operations	CA
Mission Care of Illinois, LLC	20233593	Open	8/18/2020	Workers Compensation	Effingham, IL - Operations	IL
Desert Valley Medical Trans	20229749	Open	8/21/2020	Workers Compensation	Victorville - Operations	CA
Abbott Ambulance, Inc.	20229784	Open	8/22/2020	Workers Compensation	Abbott - St Louis - Operations	MO
REACH Medical Holdings, LLC	20229881	Open	8/25/2020	Workers Compensation	RCH 41 CS12 Modesto, CA - Operations	CA
Rural/Metro of Rochester, Inc.	C153011036-0001-01	Closed	8/25/2020	Workers Compensation	National Ambulance - Operations	NY
American Medical Response Ambulance Service, Inc.	20229910	Open	8/27/2020	Workers Compensation	EMSA PUM - Tulsa Operations	OK
American Medical Response Ambulance Service, Inc.	20-cv-00455-GKF-FHM	Open	9/1/2020	Commercial	EMSA PUM - Oklahoma	OK
Mobile Medic Ambulance Service, Inc.	20230253	Open	9/4/2020	Workers Compensation	Gulfport - SMS - Operations	MS
American Medical Response of Inland Empire	20230388	Open	9/6/2020	Workers Compensation	San Bernadino - Operations	CA
Mercy Ambulance of Evansville, Inc.	20230423	Open	9/7/2020	Workers Compensation	Trans-Star, KY	KY
American Medical Response West	20230720	Closed	9/8/2020	Workers Compensation	NorCal Sutter	CA
Lifeguard Ambulance Service LLC	C053012593-0002-01	Closed	9/10/2020	Property Damage	Mobile LGA, AL	AL
Lifeguard Ambulance Service LLC	C053012593-0002-02	Open	9/10/2020	Bodily Injury	Mobile LGA, AL	AL
American Medical Response of Southern California	20230587	Open	9/11/2020	Workers Compensation	Riverside - Operations	CA
Metro Ambulance Services , Inc	AMR-20-456917	Closed	9/11/2020	Professional Liability	Dekalb County	GA
American Medical Response Ambulance Service, Inc.	21248092	Open	9/14/2020	Workers Compensation	San Diego - Operations	CA
Rural/Metro Corporation of Florida	Wendi Simpson (formerly Cossart)	Open	9/14/2020	Employment	Orlando	FL
American Medical Response Northwest, Inc.	20231008	Open	9/16/2020	Workers Compensation	Multnomah - Operations	OR
Broward Ambulance, Inc.	C053015600-0002-01	Open	9/21/2020	Bodily Injury	Broward County - Operations	FL
Broward Ambulance, Inc.	C053015600-0003-01	Open	9/21/2020	Bodily Injury	Broward County - Operations	FL
Lifeguard Ambulance Service LLC	20231090	Open	9/23/2020	Workers Compensation	Palmetto Health LGA, SC IFT - Operations	SC
American Medical Response Ambulance Service, Inc.	Mraz	Open	9/24/2020	Employment	Billings	MT
Rural/Metro of Tennessee, L.P.	20231488	Open	9/25/2020	Workers Compensation	Knox Ambulance	TN
LifeFleet Southeast Inc.	Young	Open	9/25/2020	Employment	Hudson	FL
Abbott Ambulance, Inc.	20231539	Open	9/26/2020	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response West	20231856	Open	9/26/2020	Workers Compensation	Placer County - Operations	CA
REACH Medical Holdings, LLC	20232359	Open	9/28/2020	Workers Compensation	RCH 18 Willits, CA - Operations	CA

American Medical Response of Connecticut, Incorporated	Kiefer	Open	10/2/2020	Commercial	AMR Waterbury	CT
Mercury Ambulance Service, Inc.	20231675	Open	10/3/2020	Bodily Injury	Louisville Ambulance - Operations	KY
Mercury Ambulance Service, Inc.	C053014004-0002-01	Open	10/3/2020	Bodily Injury	Louisville Ambulance - Operations	KY
Mercury Ambulance Service, Inc.	C053014004-0003-01	Open	10/3/2020	Bodily Injury	Louisville Ambulance - Operations	KY
Rural/Metro of California, Inc.	20231700	Open	10/6/2020	Workers Compensation	Santa Clara County 911 - Operations	CA
Lifeguard Ambulance Service, LLC	AMR-20-472284	Open	10/9/2020	Professional Liability	Houston County LGA, TX	TX
Metro Ambulance Services, Inc.	C053014325-0002-01	Open	10/11/2020	Bodily Injury	Atlanta IFT - Operations	GA
American Medical Response Northwest, Inc.	20235029	Open	10/14/2020	Workers Compensation	Oregon Support - Communications	OR
American Medical Response Mid-Atlantic, Inc.	Szyper	Open	10/14/2020	Employment	Philadelphia	PA
Eastern Paramedics, Inc.	20232533	Open	10/16/2020	Workers Compensation	Cooperstown, NY - Operatoins	NY
Kurtz Ambulance Service, Inc.	20232767	Open	10/18/2020	Workers Compensation	Kurtz Ambulance Service- Operations	IL
Rural/Metro of Rochester, Inc.	20233063	Closed	10/20/2020	Workers Compensation	National Ambulance - Operations	NY
American Medical Response of Connecticut, Incorporated	C053014783-0002-01	Open	10/20/2020	Bodily Injury	CT Management - Risk & Safety	CT
American Medical Response of Tennessee, Inc.	Lee	Open	10/29/2020	Employment	Nashville	TN
American Medical Response Ambulance Service, Inc.	21240616	Open	11/1/2020	Workers Compensation	Dallas - Operations	LA
Abbott Ambulance, Inc.	20233144	Open	11/3/2020	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response Ambulance Service, Inc.	20233670	Open	11/10/2020	Workers Compensation	EMSA PUM - Tulsa Operations	OK
American Medical Response of Maricopa, LLC	CV2020-055657	Open	11/16/2020	Commercial	AMR Maricopa	AZ
LifeFleet Southeast Inc.	20234432	Open	11/17/2020	Workers Compensation	Orlando - Operations	FL
LaSalle Ambulance, Inc.	AMR-20-471308	Open	11/17/2020	Professional Liability	North Buffalo EMS (LaSalle)	NY
Physicians & Surgeons Ambulance Service, Inc.	20234504	Closed	11/18/2020	Workers Compensation	Akron Canton - Operations	OH
Med-Trans Corporation, Air Evac and EagleMed	Jackson	Open	11/18/2020	Employment	AMR.SAINT LOUIS	MO
Blythe Ambulance Service, Inc.	AMR-20-472656	Open	11/19/2020	Professional Liability	Blythe Ambulance	CA
Kurtz Ambulance Service, Inc.	Omiecinski	Closed	11/19/2020	Employment	AMR.WHEATON	IL
REACH Air Medical Services, LLC	OSHA - Sacramento	Open	11/19/2020	Commercial/Employment	Sacramento, CA	CA
American Medical Response of Connecticut, Incorporated	20234855	Open	11/24/2020	Workers Compensation	New Haven - Operations	CT
American Medical Response, Inc.	OSHA - Prestonburg	Closed	11/24/2020	Commercial/Employment	Prestonburg, KY	KY
Mercy Ambulance of Evansville, Inc.	20236477	Open	11/30/2020	Workers Compensation	Trans-Star, KY	KY
American Medical Response Mid-Atlantic, Inc.	Ford	Open	11/30/2020	Employment	AMR.PHILADELPHIA	PA
Rural/Metro of Greater Seattle, Inc.	01-20-0015-8472	Open	12/01/2020	Labor	AMR Fife	WA
American Medical Response of Southern California	20235687	Open	12/4/2020	Workers Compensation	Hemet - Operations	CA
Rural/Metro of San Diego, Inc.	20236616	Open	12/5/2020	Workers Compensation	San Diego 911 - Operations	CA
LaSalle Ambulance, Inc.	AMR-20-472489	Open	12/5/2020	Professional Liability	North Buffalo EMS (LaSalle)	NY
Rural/Metro Corporation	Bellamy	Open	12/08/2020	Labor	AMR Rochester	NY
American Medical Response, Inc.	New Mexico Reporting	Open	12/08/2020	Commercial/Employment	New Mexico	NM
AMR Ambulance Service, Inc.	AMR-20-472885	Open	12/9/2020	Professional Liability	Rancho Cucamonga	CA
Rural/Metro of California, Inc.	20CV373984	Open	12/11/2020	Employment	AMR.BURLINGAME	CA
MedicWest Ambulance, Inc.	20229506	Open	12/12/2020	Workers Compensation	MedicWest - Operations	NV
Medics Ambulance Service, Inc.	20237774	Open	12/12/2020	Workers Compensation	Medics Palm Beach - Operations	FL
Mobile Medic Ambulance Service, Inc.	C053018491-0002-01	Closed	12/13/2020	Bodily Injury	Jackson - CMS - Operations	MS
Mobile Medic Ambulance Service, Inc.	C053018491-0003-01	Open	12/13/2020	Bodily Injury	Jackson - CMS - Operations	MS
National Ambulance and Oxygen Services, Inc.	03-CB-269779	Open	12/14/2020	Labor	AMR Rochester	NY
Rural/Metro of San Diego, Inc.	21243084	Open	12/15/2020	Workers Compensation	San Diego 911 - Operations	CA
Mobile Medic Ambulance Service, Inc.	20236953	Closed	12/17/2020	Property Damage	Jackson - CMS - Operations	MS
American Medical Response West	01-20-0019-2654	Closed	12/17/2020	Labor	AMR Sacramento	CA
Mobile Medic Ambulance Service, Inc.	C053018877-0001-02	Open	12/17/2020	Bodily Injury	Jackson - CMS - Operations	MS
Mercury Ambulance Service, Inc.	20237015	Open	12/20/2020	Workers Compensation	Louisville - Operations	KY
American Medical Response West	AMR-20-474791	Open	12/23/2020	Professional Liability	Santa Barbara	CA
American Medical Response Ambulance Service, Inc.	20237744	Open	12/24/2020	Workers Compensation	Ventura - Operations	CA
Medics Ambulance Service, Inc.	20237642	Closed	12/27/2020	Property Damage	Medics Palm Beach - Operations	FL
Medics Ambulance Service, Inc.	C053019587-0001-02	Open	12/27/2020	Bodily Injury	Medics Palm Beach - Operations	FL
Randle Eastern Ambulance Service, Inc.	20237872	Closed	12/29/2020	Property Damage	Medics of Dade - Operations	FL
American Medical Response of Connecticut, Incorporated	20237874	Open	12/29/2020	Workers Compensation	New Haven - Operations	CT
American Medical Response of Massachusetts, Inc.	21242074	Open	1/6/2021	Workers Compensation	Nashua 911 - Operations	NH
Mobile Medic Ambulance Service, Inc.	21239167	Open	1/7/2021	Workers Compensation	Jackson - CMS - Operations	MS
American Medical Response West	01-20-0019-3085	Closed	01/07/2021	Labor	Seattle	WA
American Medical Response of Connecticut, Incorporated	Singh	Open	01/08/2021	Employment	West Hartford	CT
American Medical Response West	AAA No. 01-21-0000-1987	Open	01/14/2021	Labor	Sacramento County, Yolo County and Placer County	CA
Life Line Ambulance Service, Inc.	Suitor	Closed	01/14/2021	Employment	Prescott, Arizona	AZ
American Medical Response of Southern California	21240910	Open	1/15/2021	Workers Compensation	Antelope Valley - Operations	CA
American Medical Response of Southern California	21242160	Open	1/15/2021	Workers Compensation	Antelope Valley - Operations	CA
Mercury Ambulance Service, Inc.	AMR-20-483710	Open	1/18/2021	Professional Liability	Louisville Ambulance - Operations	KY
Air Evac EMS, Inc.	WV OIC	Open	01/19/2021	Professional Liability	West Virginia	WV
Air Evac EMS, Inc., Guardian Flight LLC, Med-Trans Corporation and AMGH LLC	WY DOI	Open	01/19/2021	Professional Liability	Wyoming	WY
American Medical Response Ambulance Service, Inc.	21241309	Open	1/21/2021	Workers Compensation	Ventura - Operations	CA
Kurtz Ambulance Service, Inc.	21239740	Open	1/22/2021	Workers Compensation	Kurtz Ambulance Service	IL
AirMed International, LLC	AMI	Open	01/22/2021	Commercial	N/A	US
National Ambulance and Oxygen Services, Inc.	01-21-0000-2089	Open	01/29/2021	Labor	Rochester, NY	NY
American Medical Response West	21240543	Open	1/30/2021	Workers Compensation	San Francisco - Operations	CA
Abbott Ambulance, Inc.	14-CA-272070	Closed	02/02/2021	Labor	Saint Louis	MO
American Medical Response, Inc.	Bellomy	Open	02/05/2021	Medical Payments	Dayton	OH
AMRG Acquisition, LLC	MedFlight	Open	02/08/2021	Commercial	Utah	UT
American Medical Response of Connecticut, Incorporated	21241052	Open	2/9/2021	Workers Compensation	New Haven - Operations	CT
American Medical Response West	21241202	Open	2/10/2021	Workers Compensation	Modesto - Communications	CA
American Medical Response Mid-Atlantic, Inc.	21241227	Open	2/10/2021	Workers Compensation	DC Operations - Operations	MD
Abbott Ambulance, Inc.	21241205	Open	2/15/2021	Workers Compensation	Abbott - St Louis - Operations	MO
American Medical Response of Colorado, Inc.	21241712	Open	2/17/2021	Workers Compensation	Denver - Operations	CO

American Medical Response, Inc.	21CV00303	Open	02/18/2021	Commercial	Santa Cruz County	CA
American Medical Response of Connecticut, Incorporated	21241395	Open	2/20/2021	Workers Compensation	Bridgeport - Operations	CT
Pacific Ambulance, Inc.	AAA No. 01-02-0014-7203	Open	02/23/2021	Labor	San Diego	CA
REACH Air Medical Services, LLC	Daily	Closed	02/23/2021	Employment	AMR.SACRAMENTO	CA
American Medical Response Northwest, Inc.	21241571	Open	2/24/2021	Workers Compensation	Oregon Support - Communications	OR
American Medical Response of Southern California	37-2020-00042504	Open	02/25/2021	Employment	AMR San Diego	CA
AMGH – AEL, MTC, EGM	AMGH IN Medicaid	Open	03/02/2021	Commercial	Indiana	IN
American Medical Response of Colorado, Inc.	21241820	Open	3/4/2021	Medical Payments	Colorado Springs - Operations	CO
Metro Ambulance Services, Inc.	21241827	Open	3/4/2021	Workers Compensation	Dekalb County - Operations	GA
American Medical Response of Colorado, Inc.	C153004665-0001-02	Open	3/4/2021	Bodily Injury	Colorado Springs - Operations	CO
Guardian Flight LLC	21241870	Open	3/5/2021	Workers Compensation	GFL 213 Roseau, MN - Operations	MN
American Medical Response West	AMR-20-483041	Open	3/5/2021	Professional Liability	San Mateo ALS - Operations	CA
Rural/Metro of Rochester, Inc.	21242073	Open	3/6/2021	Workers Compensation	National Ambulance - Operations	NY
Rural/Metro of Rochester, Inc.	21241882	Open	3/7/2021	Workers Compensation	National Ambulance - Operations	NY
American Medical Response West	Brooks	Open	03/11/2021	Employment	AMR San Francisco, CA	CA
Randle Eastern Ambulance Service, Inc.	CACE-20-016893	Open	03/11/2021	Employment	AMR Miami, Florida	FL
American Medical Response West	Jennings	Open	03/11/2021	Employment	AMR San Francisco, California	CA
American Medical Response of Massachusetts, Inc.	Vanderpoel	Open	03/11/2021	Employment	AMR Springfield, Massachusetts	MA
Rural/Metro Fire Dept., Inc.	Velasco	Open	03/11/2021	Employment	Tempe, AZ	AZ
LifeFleet Southeast Inc.	21242028	Open	3/12/2021	Workers Compensation	Sumter EMS - Operations	FL
American Medical Response West	21242034	Open	3/12/2021	Bodily Injury	Stanislaus County - Operations	CA
Guardian Flight, LLC	Manning	Open	03/19/2021	Employment	Bishop	CA
Rural/Metro of California, Inc.	AAA No. 01-21-0002-2024	Open	03/22/2021	Labor	San Jose	CA
Abbott Ambulance, Inc.	NLRB Case No. 14-CA-273244	Open	03/22/2021	Labor	St. Louis	MO
Eastern Paramedics, Inc.	21242737	Open	3/24/2021	Workers Compensation	Syracuse EMS - Operations	NY
Med-Trans Corporation	2021 SC 000286	Open	03/26/2021	Medical Payments	Leon County	FL
AMR Management, LLC	Chitta	Open	03/26/2021	Employment	Greenwood Village	CO
REACH / Calstar	Jacobson	Open	03/26/2021	Employment	Watsonville	CA
American Medical Response, Inc.	Morrison	Open	03/26/2021	Employment	New Jersey	NJ
Life Line Ambulance Service, Inc.	ST-2021-0178	Open	03/26/2021	Employment	Wickenburg	AZ
Rural/Metro of California, Inc.	WC-CM-810684	Closed	03/26/2021	Employment	San Jose	CA
American Medical Response of Southern California	21242508	Open	3/29/2021	Workers Compensation	Riverside - Operations	CA
American Medical Response Ambulance Service, Inc.	19-RC-273359	Closed	03/29/2021	Labor	Seattle	WA
American Medical Response West	WC-CM-802418	Open	03/29/2021	Employment	Roseville	CA
Lasalle Ambulance Inc.	21242925	Closed	4/3/2021	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
Atlantic/Palm Beach Ambulance, Inc.	21243012	Open	4/5/2021	Workers Compensation	Palm Beach	FL
Global Medical Response, Inc.	75577	Open	04/05/2021	Commercial	Utah	UT
American Medical Response West	21242882	Open	4/7/2021	Workers Compensation	San Mateo ALS - Operations	CA
Mission Care of Illinois, LLC	21242891	Open	4/7/2021	Workers Compensation	Abbott - Illinois - Operations	IL
Comtrans, Inc.	Arroyo	Open	04/07/2021	Employment	Phoenix	AZ
Rural/Metro of California, Inc.	37-2020-00042802-CL-MC-CTL	Open	04/09/2021	Medical Payments	San Diego County	CA
American Medical Response of Inland Empire	21243098	Open	4/14/2021	Workers Compensation	San Bernadino - Operations	CA
American Medical Response West	21243316	Open	4/17/2021	Workers Compensation	Contra Costa County ALS - Operations	CA
Community EMS, Inc.	4:21-cv-40034-TSH	Open	04/19/2021	Employment	Marlborough	MA
Eagle Air Med Corporation	Justian Jones	Open	04/19/2021	Employment	Chinle	AZ
American Medical Response, Inc.	OSHA - Arvada	Open	04/23/2021	Commercial/Employment	Arvada,	CO
Lifeguard Ambulance Service LLC	21243436	Open	4/24/2021	Workers Compensation	Meducare LGA, SC IFT - Operations	SC
American Medical Response Ambulance Service, Inc.	AMRAS	Open	04/28/2021	Commercial	Las Vegas, NM	NM
Metro Ambulance Services, Inc.	21243652	Open	5/4/2021	Workers Compensation	Dekalb County - Operations	GA
Rural/Metro Corporation (AZ)	21243702	Open	5/4/2021	Workers Compensation	Yuma Fire Rescue - Operations	AZ
American Medical Response, Inc.	19-CA-276090	Open	05/04/2021	Labor	Seattle, WA	WA
Metro Ambulance Services, Inc.	C153008233-0001-02	Open	5/4/2021	Bodily Injury	Dekalb County - Operations	GA
Air Evac EMS, Inc.	CIV-21-383-J	Open	05/04/2021	Employment	Weatherford, OK	OK
American Medical Response, Inc.	Labor - Seattle	Open	05/04/2021	Labor	Tacoma, WA	WA
American Medical Response West	WC-CM-820417	Open	05/04/2021	Employment	Concord, CA	CA
Eastern Paramedics, Inc.	03-RC-276648	Open	05/07/2021	Labor	Buffalo, NY	NY
American Medical Response Ambulance Service, Inc.	4A21120H9G9-0001	Open	5/10/2021	Workers Compensation	San Diego - Operations	CA
American Medical Response, Inc.	Baker	Open	05/12/2021	Medical Payments	Louisiana	LA
Lifeguard Ambulance Service LLC	21243952	Open	5/14/2021	Workers Compensation	Baldwin County LGA, AL (MedStar)	AL
American Medical Response, Inc.	3-035-21	Open	05/14/2021	Employment	Knoxville, TN	TN
American Medical Response of Southern California	Kelley	Open	05/14/2021	Employment	Irwindale, CA	CA
Guardian Flight, LLC	Ruby	Open	05/14/2021	Employment	Yuma, AZ	AZ
REACH Medical Holdings, LLC	21244258	Open	5/17/2021	Workers Compensation	RCH 44 CS14 Watsonville, CA - Operations	CA
American Medical Response, Inc.	CVF2100208	Open	05/17/2021	Medical Payments	Vandalia, OH	OH
American Medical Response of Connecticut, Incorporated	21244049	Closed	5/18/2021	Workers Compensation	Bridgeport - Operations	CT
LifeFleet Southeast Inc.	Pigula	Open	05/20/2021	Employment	Orlando, FL	FL
American Medical Response of Southern California	21244481	Open	5/21/2021	Workers Compensation	Riverside - Operations	CA
American Medical Response Ambulance Service, Inc.	21246377	Open	5/22/2021	Workers Compensation	Rancho Cucamonga - Communications	CA
Global Medical Response, Inc.	21-0448-IV	Open	05/24/2021	Commercial	Nashville, TN	TN
American Medical Response West	01-21-0002-7966	Open	05/25/2021	Labor	Tukwila, WA	WA
American Medical Response, Inc.	01-21-0003-7377	Open	05/25/2021	Labor	Rancho Cucamonga, CA	CA
Rural/Metro of California, Inc.	01-21-0003-8075	Open	05/25/2021	Labor	San Jose, CA	CA
AMR Management, LLC	CCRD Complaint No. E2100011870	Open	05/25/2021	Employment	Greenwood Village, CO	CO
American Medical Response, Inc.	EPST Claim	Open	05/25/2021	Employment	Phoenix, AZ	AZ
Medevac MidAmerica, Inc.	21244522	Open	6/4/2021	Bodily Injury	Johnson County - Operations	KS
American Medical Response of Connecticut, Incorporated	01-21-0002-2702	Open	06/04/2021	Labor	New Haven, CT	CT
Westmed Ambulance, Inc.	Bezart	Open	06/04/2021	Employment	Compton, CA	CA

Air Evac EMS, Inc.	3:21-cv-422	Open	06/06/2021	Medical Payments	Illinois	US
American Medical Response of Maricopa, LLC	CON - Goodyear	Open	06/10/2021	Regulatory	Maricopa County	AZ
LifeFleet Southeast Inc.	21244714	Open	6/11/2021	Workers Compensation	Hillsborough	FL
LifeFleet Southeast Inc.	21244715	Open	6/11/2021	Workers Compensation	Hillsborough - Operations	FL
LifeFleet Southeast Inc.	C153010539-0001-02	Closed	6/11/2021	Personal Injury Protectio	Hillsborough	FL
SW General, Inc.	Davison	Open	06/16/2021	Employment	Mesa	AZ
American Investment Enterprises, Inc.	NLC-21-001642	Closed	06/16/2021	Labor	Las Vegas	NV
Rural/Metro Corporation	Robbins	Open	06/16/2021	Employment	Scottsdale	AZ
Global Medical Response, Inc.	Non-Title XIX	Closed	06/21/2021	Regulatory	Arizona	US
Global Medical Response, Inc.	Not yet in litigation	Open	06/21/2021	Governmental	California	US
American Medical Response West	21245012	Open	6/23/2021	Workers Compensation	Stanislaus County - Operations	CA
American Medical Response West	AAA 01-20-0005-5315	Closed	06/30/2021	Labor	West Sacramento	CA
GMR Event Services, LLC	Lorenzen	Closed	06/30/2021	Employment	New York City	NY
American Medical Response of Southern California	21246372	Open	7/8/2021	Workers Compensation	Riverside - Operations	CA
Air Evac EMS, Inc	21247485	Open	7/8/2021	Workers Compensation	AEL 6 Altus OK - Operations	OK
Abbott Ambulance, Inc.	21246075	Open	7/9/2021	Workers Compensation	Special Services	OR
American Medical Reponse of Connecticut, Inc.	01-21-0004-0156	Open	07/09/2021	Labor	West Hartford	CT
Med-Trans Corporation	21CV26331	Closed	07/09/2021	Employment	Oregon	US
Med-Trans Corporation	Aussprung	Open	07/09/2021	Employment	Arizona	US
LifeFleet Southeast, Inc.	01-21-0004-4424	Closed	07/14/2021	Labor	Orlando	FL
Air Evac EMS, Inc.	E-08/21-532238; 28E-2021-00966C	Open	07/14/2021	Employment	O'Fallon	MO
American Medical Response Ambulance Service, Inc.	21245601	Open	7/16/2021	Workers Compensation	San Diego - Operations	CA
American Medical Response West	01-21-0004-8433	Closed	07/22/2021	Labor	San Leandro	CA
Guardian Flight, LLC	G. Allen	Open	07/22/2021	Employment	Maui	HI
American Medical Response of Texas, Inc.	21246028	Open	7/28/2021	Property Damage	Houston - Operations	TX
American Medical Response of Texas, Inc.	C153013311-0002-01	Open	7/28/2021	Bodily Injury	Houston - Operations	TX
American Medical Response of Texas, Inc.	C153013311-0003-01	Open	7/28/2021	Bodily Injury	Houston - Operations	TX
American Medical Response of Texas, Inc.	C153013311-0005-01	Open	7/28/2021	Bodily Injury	Houston - Operations	TX
American Medical Response, Inc.	32-CA-279484	Closed	07/29/2021	Labor	Modesto	CA
American Medical Response of San Diego, Inc.	OSHA - San Diego	Open	07/29/2021	Regulatory	San Diego	CA
Reach Air Medical Services, LLC	WC-CM-818216	Closed	07/29/2021	Employment	California	CA
American Medical Response of Maricopa, LLC	053-1473	Open	08/03/2021	Commercial	Maricopa County	AZ
Rural/Metro of San Diego, Inc.	21246669	Open	8/8/2021	Workers Compensation	San Diego IFT - Operations	CA
Rural/Metro of Rochester, Inc.	21247171	Closed	8/12/2021	Workers Compensation	National Ambulance - Operations	NY
American Medical Response West	32-CA-280412	Open	08/13/2021	Labor	Stockton	CA
Access 2 Care, LLC	Porter	Open	08/13/2021	Employment	Clearwater	FL
American Medical Response of Southern California	21246766	Open	8/15/2021	Workers Compensation	Riverside - Operations	CA
Eagle Air Med Corporation	3:21-cv-00136-PDW-ARS	Open	08/18/2021	Commercial	North Dakota	ND
Mission Care of Illinois, LLC	21247106	Closed	8/22/2021	Property Damage	Effingham, IL	IL
American Medical Response, Inc.	37-2021-00033773-CU-BT-CTL	Closed	08/25/2021	Medical Payments	San Diego	CA
Access 2 Care, LLC	21248025	Open	8/27/2021	Workers Compensation	A2C National Operations - Operations	CO
American Medical Response West	21248219	Open	8/27/2021	Workers Compensation	Monterey - Operations	CA
American Investment Enterprises, Inc.	21247682	Open	9/2/2021	Workers Compensation	Shasta/N. Valley Counties	CA
Eastern Paramedics, Inc.	03-CA-279189	Closed	09/02/2021	Labor	Syracuse	NY
American Medical Response of Connecticut, Inc.	Fortin	Open	09/02/2021	Employment	Waterbury	CT
Med-Trans Corporation	M. Conner	Open	09/02/2021	Employment	Kentucky	US
American Medical Response Ambulance Service, Inc.	Marinos	Open	09/02/2021	Employment	California	CA
Abbott Ambulance, Inc.	21247714	Open	9/4/2021	Workers Compensation	Abbott - St Louis - Operations	MO
Med-Trans Corporation	21247813	Open	9/6/2021	Workers Compensation	MTC 227 Airlink - Bend, OR - Operations	OR
American Medical Response West	21247993	Open	9/8/2021	Workers Compensation	Stanislaus County - Operations	CA
Access 2 Care, LLC	14-RC-272679	Closed	09/10/2021	Labor	Canton	OH
American Medical Response West	20-CA-281834	Open	09/10/2021	Labor	San Francisco	CA
American Medical Response of Connecticut, Incorporated	21247955	Open	9/12/2021	Workers Compensation	New Haven - Operations	CT
American Medical Response, Inc.	SC-001064-21/RO	Open	09/13/2021	Medical Payments	Rochester	NY
Rural/Metro of San Diego, Inc.	21 248221 -	Open	9/17/2021	Workers Compensation	San Diego IFT - Operations	CA
American Medical Response Mid-Atlantic, Inc.	21248741	Open	9/20/2021	Workers Compensation	Philadelphia - Operations	PA
American Medical Response West	21248536	Open	9/22/2021	Workers Compensation	Stanislaus County - Operations	CA
American Medical Response West	21248464	Open	9/23/2021	Workers Compensation	Las Vegas	NV
Global Medical Response, Inc.	OSHA	Open	09/27/2021	Regulatory	GMR	US
Kurtz Paramedic Service, Inc.	21248639	Open	9/28/2021	Workers Compensation	Kurtz Paramedic Service - Operations	IL
American Medical Response West	31-CA-280510	Open	09/29/2021	Labor	Ventura County	CA
American Medical Response, Inc.	37-2021-00036508-CL-MNC-CTL	Open	09/29/2021	Medical Payments	San Diego	CA
American Medical Response, Inc.	612777/2021	Closed	09/29/2021	Medical Payments	New York	US
International Life Support Inc	AMR-21-502315	Open	9/30/2021	Professional Liability	Big Island - Operations	HI
American Medical Response of Connecticut, Inc.	Broggi	Open	09/30/2021	Employment	New Haven	CT
Rural/Metro of Greater Seattle, Inc.	E. Anderson	Open	09/30/2021	Employment	Fife	WA
TMS Management Group, Inc.	HAF	Open	09/30/2021	Commercial	Florida	US
American Medical Response West	21249006	Open	10/3/2021	Workers Compensation	Napa Operations	CA
Global Medical Response, Inc.	Condra	Open	10/14/2021	Employment	California	US
American Medical Response, Inc.	OSHA - Tucson	Open	10/14/2021	Regulatory	Tuscon	AZ
American Medical Response of New York, LLC	21249139	Open	10/15/2021	Workers Compensation	Bronx, NY - Operations	NY
American Medical Response, Inc.	01-21-0016-5104	Open	10/19/2021	Labor	Burlington	MA
American Medical Response of Massachussetts, Inc.	01-21-0016-5118	Open	10/19/2021	Labor	Nashua	MA
American Medical Response West	01-21-0016-7863	Open	10/19/2021	Labor	Santa Rosa	CA
Reach Air Medical Services, LLC	34-2021-00308894	Open	10/19/2021	Employment	Sacramento	CA
American Medical Response Ambulance Service, Inc.	WC-CM-840530	Open	10/19/2021	Employment	California	US
Eastern Paramedics, Inc.	21249854	Open	10/30/2021	Workers Compensation	Syracuse EMS - Operations	NY

American Medical Response West	01-21-0017-1007	Open	11/04/2021	Labor	Rocklin	CA
Med-Trans Corporation	FCHR No. 202232913	Open	11/04/2021	Employment	Florida	US
Calstar Air Medical Services, LLC	Schafer	Open	11/04/2021	Employment	Watsonville	CA
American Medical Response Mid-Atlantic, Inc.	ULP - Washington DC	Open	11/04/2021	Employment	Washington DC	DC
Access 2 Care, LLC	EEOC No. 15D202200091	Open	11/09/2021	Employment	Georgia	US
Global Medical Response, Inc.	AAMS NSA	Open	11/15/2021	Medical Payments	GMR	US
American Medical Response Ambulance Service, Inc.	Helms	Open	11/16/2021	Employment	Las Cruces	NM
American Medical Response Ambulance Service, Inc.	J. Edwards	Open	11/16/2021	Employment	Las Cruces	NM
Rural/Metro of San Diego, Inc.	21250487	Open	11/22/2021	Workers Compensation	San Diego 911 - Operations	CA
Rural/Metro of California, Inc.	01-21-0017-4836	Open	11/23/2021	Labor	San Jose	CA
REACH Medical Holdings, LLC	4A21120SC57-0001	Open	11/27/2021	Workers Compensation	RCH 37 CS6 South Lake Tahoe, CA - Operat	WA
Global Medical Response, Inc.	3-3541858738	Open	11/30/2021	Regulatory	Texas	US
American Medical Response, Inc.	Goodyear	Open	11/30/2021	Commercial	Arizona	US
American Medical Response, Inc.	01-21-0016-9650	Open	12/01/2021	Labor	California	US
American Medical Response West	202107-14295627	Open	12/01/2021	Employment	Santa Rosa	CA
American Medical Response of Colorado, Inc.	4A22010GX5T-0001	Open	12/2/2021	Workers Compensation	Colorado Springs - Operations	CO
Kurtz Ambulance Service, Inc.	2021LM000758	Open	12/03/2021	Medical Payments	Illinois	US
American Medical Response Ambulance Service, Inc.	4A211207H21-0001	Open	12/6/2021	Workers Compensation	Inactive-SoCal Support - Administration	CA
Reach Air Medical Services, LLC	34-2021-00311355	Open	12/09/2021	Employment	Stockton	CA
Kurtz Industrial Fire Services, Inc.	Bailey	Open	12/09/2021	Employment	East Alton	IL
American Medical Response Ambulance Service, Inc.	N/A	Open	12/09/2021	Employment	Richmond	TX
American Medical Response West	WC-CM-821979	Open	12/09/2021	Employment	San Leandro	CA
American Medical Response West	WC-CM-823833	Open	12/09/2021	Employment	Rocklin	CA
Rural/Metro of Rochester, Inc.	4A21120BZKR-0001	Closed	12/10/2021	Workers Compensation	National Ambulance - Operations	NY
Global Medical Response, Inc.	EOA	Open	12/13/2021	Commercial	Sonoma County	CA
Global Medical Response, Inc.	NSA/IDR	Open	12/15/2021	Medical Payments	GMR	US
American Medical Response Mid-Atlantic, Inc.	01-21-0017-9540	Open	12/16/2021	Labor	Washington DC	DC
Global Medical Response, Inc.	CGFD	Open	12/20/2021	Regulatory	Casa Grande	AZ
Rural/Metro of California, Inc.	WC-CM-721398	Open	12/20/2021	Employment	San Jose	CA
Global Medical Response, Inc.	CON - Clovis	Open	12/28/2021	Regulatory	Arizona	US
American Medical Response, Inc.	Cheeks	Open	12/29/2021	Medical Payments	California	US
American Medical Response Ambulance Service, Inc.	4A220202JZ5-0001	Open	1/3/2022	Workers Compensation	Ventura - Operations	CA
Global Medical Response, Inc.	CON - Escambia	Open	01/06/2022	Commercial	Escambia County	FL
Rural/Metro Corporation	OSHA - Illinois	Open	01/07/2022	Regulatory	Illinois	US
Access 2 Care, LLC	OSHA - Iowa	Open	01/07/2022	Regulatory	Iowa	US
Global Medical Response, Inc.	OSHA - L&I	Open	01/07/2022	Regulatory	GMR	US
Global Medical Response, Inc.	OSHA - Watsonville	Open	01/07/2022	Regulatory	Watsonville	CA
LifeFleet Southeast, Inc.	N/A21-3216	Open	01/12/2022	Employment	Orlando	FL
Mission Care of Illinois, LLC	911 Protest	Open	01/17/2022	Commercial	Effingham County	IL
Lasalle Ambulance Inc.	4A22010N5GH-0001	Open	1/25/2022	Workers Compensation	North Buffalo EMS (Lasalle) - Operations	NY
Global Medical Response, Inc.	OSHA - Bisbee	Open	01/27/2022	Regulatory	Bisbee	AZ
Community EMS, Inc.	MCAD 21WEM02599	Open	02/02/2022	Employment	Marlborough	MA
Med-Trans Corporation	Tosi	Open	02/02/2022	Employment	Denton	TX
City Ambulance of Eureka, Inc.	Shriver	Open	02/03/2022	Employment	Eureka	CA
American Medical Response of Southern California	4A2202075M4-0001	Open	2/12/2022	Workers Compensation	SWA Maricopa IFT	AZ
American Medical Response Ambulance Service, Inc.	AMR-21-510567	Open	2/14/2022	Professional Liability	Waco, TX	TX
Global Medical Response, Inc.	Telesoft	Open	02/23/2022	Commercial	Delaware	US
American Medical Response West	AAA 20-CA-281834	Open	03/01/2022	Employment	San Francisco	CA

EXHIBIT C
PRICING

EXHIBIT 1 - PRICE PROPOSAL

Price Proposal should not exceed $130.00 per hour per Ambulance and shall represent total cost per unit hour. Proposals that do not comply will be subject to rejection in total.

The unit hour cost shall include without limitation, all taxes (excluding sales and use tax), equipment, supplies, staff, fleet, mileage, fuel costs, service and repair costs, insurance, overhead, profit and all other charges, including travel expenses, necessary to meet the requirements of this RFP.

For the purposes of the Proposal, a unit hour is defined as an equipped and staffed Ambulance on a response or waiting for a response for one hour. The unit hourly cost proposed shall include the total cost of providing all services included in the RFP response by the Offeror.

No additional costs or fees will be considered for payment. Only unit hourly cost will be considered for payment. Hours worked can occur anytime within a 24 hour period.

Offerors must use this form to submit their Price Proposal.

Number of Ambulances	Formula for unit hour calculations: Unit(s) x 12 hours x 365 days	Proposed Hourly Rate
1 Unit	4,380 unit hours	$128.47
2 Units	8,760 unit hours	$127.34
3 Units	13,104 unit hours	$126.22
4 Units	17,520 unit hours	$125.11
5-6 Units	21,900-26,280 unit hours	$123.01
7-8 Units	30,660-35,040 unit hours	$120.93
9-10 Units	39,420-43,800 unit hours	$118.87

Number of Reserve Units (See Section 11. Operational Overview (b) vi. of Scope of Work)	Three (3)

EXHIBIT D
DISCLOSURE

CERTIFICATE - DISCLOSURE OF OWNERSHIP AND PRINCIPALS

1. Definitions

"City" means the City of Las Vegas.

"City Council" means the governing body of the City of Las Vegas.

"Contracting Entity," means the individual, partnership, or corporation seeking to enter into a contract with the City of Las Vegas.

"*Principal*" means, for each type of business organization, the following: (a) sole proprietorship – the owner of the business; (b) corporation – the directors and officers of the corporation; but not any branch managers of offices which are a part of the corporation; (c) partnership – the general partner and limited partners; (d) limited liability company – the managing member as well as all the other members; (e) trust – the trustee and beneficiaries.

2. Policy

In accordance with Resolutions 79-99, 105-99 and RA-4-99, adopted by the City Council, Contracting Entities seeking to enter into certain contracts with the City of Las Vegas must disclose information regarding ownership interests and principals. Such disclosure generally is required in conjunction with a Request for Proposals (RFP). In other cases, such disclosure must be made prior to the execution of a contract.

3. Instructions

The disclosure required by the Resolutions referenced above shall be made through the completion of this Certificate. The Contracting Entity shall complete Block 1, Block 2, and Block 3. The Contracting Entity shall complete either Block 4 or its alternate in Block 5. Specific information, which must be provided, is highlighted.

4. Incorporation

An updated and notarized Certificate shall be incorporated into the resulting contract, if any, between the City and the Contracting entity. Upon execution of such contract, the Contracting Entity is under a continuing obligation to notify the City in writing of any material changes to the information in this Certificate. This notification shall be made within fifteen (15) days of the change. Failure to notify the City of any material change may result, at the option of the City, in a default termination (in whole or in part) of the contract, and/or a withholding of payments due the Contracting Entity.

Block 1: Contracting Entity	
Name: Mercy, Inc. DBA American Medical Response (AMR)	
Address: 7201 West Post Road	**City / ST / Zip:** Las Vegas, NV 89113
Telephone: 702.671.6958	**EIN or DUNS :** 88-0125707
Block 2: Description / Subject Matter of Contract	
Services for: Emergency Ambulance Services	**Project Number:** RFP No. 220157-DD

Block 3: **Type of Business**

☐ Individual ☐ Partnership ☐ Limited Liability Company ☑ Corporation ☐ Trust ☐ Other:

CERTIFICATE – DISCLOSURE OF OWNERSHIP AND PRINCIPALS (CONTINUED)

Block 4: Disclosure of Ownership and Principals

In the space below, the Contracting Entity must disclose all principals (including partners) of the Contracting Entity, as well as persons or entities holding more than one-percent (1%) ownership interest in the Contracting Entity.

	FULL NAME/TITLE	BUSINESS ADDRESS	BUSINESS PHONE
1	American Medical Response Ambulance Service, Inc.	c/o Law Department, 6363 S. Fiddlers Green Circle, Ste. 1500, Greenwood Village, CO 80111	(303) 495-2000
2	American Medical Response, Inc.	c/o Law Department, 6363 S. Fiddlers Green Circle, Ste. 1500, Greenwood Village, CO 80111	(303) 495-2000
3	AMR Holdco, Inc.	c/o Law Department, 6363 S. Fiddlers Green Circle, Ste. 1500, Greenwood Village, CO 80111	(303) 495-2000
4	Global Medical Response, Inc.	c/o Law Department, 6363 S. Fiddlers Green Circle, Ste. 1500, Greenwood Village, CO 80111	(303) 495-2000
5	GMR Intermediate Corp.	c/o Law Department, 6363 S. Fiddlers Green Circle, Ste. 1500, Greenwood Village, CO 80111	(303) 495-2000
6	GMR Buyer Corp.	c/o Law Department, 6363 S. Fiddlers Green Circle, Ste. 1500, Greenwood Village, CO 80111	(303) 495-2000
7	KKR North American Fund XI (AMG) LLC	c/o Kohlberg Kravis Roberts & Co. L.P., 9 West 57th St., Ste. 4200, New York, NY 10019	(303) 495-2000
8			
9			
10			

The Contracting Entity shall continue the above list on a sheet of paper entitled "Disclosure of Ownership and Principals – Continuation" until full and complete disclosure is made. If continuation sheets are attached, please indicate the number of sheets: _____

Block 5: Disclosure of Ownership and Principals – Alternate

If the Contracting Entity, or its principals or partners, are required to provide disclosure (of persons or entities holding an ownership interest) under federal law (such as disclosure required by the Securities and Exchange Commission or the Employee Retirement Income Act), a copy of such disclosure may be attached to this Certificate in lieu of providing the information set forth in Block 4 above. A description of such disclosure documents must be included below.

Name of Attached Document: N/A

Date of Attached Document: _____ Number of Pages: ____

Contracting Party Certification ***(Notarized signature required in event of contract award per section 4, "Incorporation")***

I certify under penalty of perjury, that all the information provided in this Certificate is current, complete and accurate. I further certify that I am an individual authorized to contractually bind the above named Contracting Entity.

JAY R EATON
NOTARY PUBLIC - ARIZONA
YAVAPAI COUNTY
COMMISSION # 584205
MY COMMISSION EXPIRES
JULY 07, 2024

Signature

April 12, 2022
Date

Subscribed and sworn to before me this 12th day of April, 2022

Notary Signature