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Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Equal Employment Forms



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Carrie Eklund
Central Services Manager
Finance Department

**REQUEST FOR INFORMATION
EMS SERVICE
RFI NO: 311-F-023**

3/17/11

Name of Bidding Firm: Superior Air-Ground Ambulance Service, Inc.
Address 395 W. Lake Street City: Elmhurst State: IL Zip: 60126
Phone: 800-932-2000 Fax: 630-932-2072
E-Mail: Superiorambulance.com

RFI Opening Time and Date 11:00 a.m., Local Time, Thursday, April 7, 2011

Bids will be accepted until the specified opening time and date. Any bidder attempting to deliver after the opening time and date will be refused.

ABOUT THIS DOCUMENT

This document is a Request for Information. The issuance of this RFI is for informational purposes for staff only, and will not result in the award of a contract. The RFI process will often result in a separate RFP or Bid process, as once the City has sufficient information to develop specifications, the more formal processes are then used to create a contract. Participation in the RFI process is voluntary and does not give vendors an unfair advantage in the resulting procurement process.

PLEASE MARK THE RETURN SEALED ENVELOPE:

1. RFI Opening Date and Time
2. Title of RFI
3. RFI Number

RETURN INFORMATION TO:

City of Rockford
Central Services Manager
425 East State Street, 4th Floor
Rockford, Illinois 61104
Telephone: (815) 987-5560

BIDS SUBMITTED BY FASCSIMILE OR E-MAIL WILL NOT BE ACCEPTED

BID RESULTS:

Bid results may be obtained by telephone at (815) 987-5560, by fax at (800) 380-7174 or at www.rockfordil.gov

**BID REQUIREMENTS FOR
EQUAL EMPLOYMENT OPPORTUNITY**

All bidders seeking to do business with the City of Rockford are **REQUIRED** to submit with any formal, sealed bid all of the following documents and information, attached herewith, completed and signed:

1. Equal Employment Opportunity Affirmative Action Plan Statement of Policy.
2. The Statement of Non-Compliance and Certificate of Non-Segregated Facilities.
3. The Contractor or Vendor Workforce Data Form listing all current employees, by classification, directly employed by the bidder. All categories of information requested must be supplied.
Note: The number of employees must be entered under each category (no check marks)

Below are the Federal definitions of the following racial groups accepted as minorities by the City of Rockford:

Black: A person having origins in any of the Black racial groups of Africa, not of Hispanic origin.

Hispanic: A person of Spanish or Portuguese culture with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Republic and Samoa.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North America.

4. Your State of Illinois Pre-Qualification Certification Number, issued by the Illinois Department of Human Rights for the Illinois Department of Human Rights Act, must provide expiration date entered in the place provided therefore.
5. Certificate of Non-Barred Bidding
6. All executed Subcontractor/Leased Operator and Supplier forms.

If you have not obtained your State of Illinois Pre-Qualification Number (item #4), by signing these documents you agree to make application for this number within 30 days from the date of bid opening.

ANY BID WHICH FAILS TO INCLUDE THE CITY OF ROCKFORD EEO PAGES 2, 4, 5, 6, AND 7, COMPLETED AND SIGNED WITH YOUR SEALED BID WILL NOT BE READ AND WILL NOT BE CONSIDERED – NO EXCEPTIONS.

Falsification of any required Equal Employment Opportunity or Affirmative Action information on the part of the bidder could result in rejection of the bid submitted or in the case where a contract has already been awarded, in the cancellation of said contract.

Any questions pertaining to E.E.O. requirements should be addressed to Ron Moore, Diversity Procurement Officer, Legal Department, 425 East State Street, Rockford, Illinois 61104, Phone: (815) 987-5622 or ron.moore@rockfordil.gov



April 4, 2011

City of Rockford
Attn: Carrie Eklund
Central Services Manager
Finance Department
425 East State St, 4th Floor
Rockford, IL 61104

Re: Bid requirements for Equal Employment Opportunity

Dear Ms. Eklund:

Please note that Superior Air-Ground Ambulance Service, Inc. can and will comply with items 1 through 6 listed in the Equal Employment Opportunity section of the RFI (Request For Information).

If you need additional information regarding these items upon review of our RFI submittal, please do not hesitate to contact the undersigned at (630) 903-2401.

Sincerely,

A handwritten signature in black ink, appearing to read "Kimberly Pate Godden", written over a horizontal line.

Kimberly Pate Godden
Deputy General Counsel

EQUAL EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION PLAN
STATEMENT OF POLICY

It is the policy of this company, Superior Air-ground Ambulance Service, Inc.
to provide equal employment opportunity without regard to race, religion, color, national origin, handicap, age or sex through a program of positive action affecting all employees. In this program, our company carries out the requirements of Federal Executive orders 11246 and 11375, Civil Rights Act of 1964, Equal Employment Act of 1972, and all other applicable laws, and indicates its active support of the principle of equal opportunity in employment.

At present, 25 % of our work force are minorities and 35 % of our work force are females, and we will attempt to utilize minorities and females through a positive, continuing program in all jobs for which we contract in the future. Our company will utilize referrals from the City of Rockford's Diversity Procurement Officer for use of minorities and females regarding any future job vacancies.

It is also our intent to make efforts to purchase supplies or equipment from small business concerns located in the City of Rockford or counties of Winnebago or Boone and owned in substantial part (at least 51 per cent) by minorities or females.

Kim Boddard is the official who will be responsible for implementing this policy statement.

Kim Boddard will be designated as the Equal Opportunity Officer in our company, responsible for submission of all required equal employment opportunity documents.

In addition, NO ONE is hereby authorized to sign payroll as well as this company's officers. (NOTE: If only officers will be authorized to sign payrolls, please fill in "No One" in this space.)

CO= R623164
 U= R623164

EQUAL EMPLOYMENT OPPORTUNITY
 2010 EMPLOYER INFORMATION REPORT
 CONSOLIDATED REPORT - TYPE 2

SECTION B - COMPANY IDENTIFICATION

1. SUPERIOR AIRGROUND AMBULANCE SERV
 395 W LAKE ST
 ELMHURST, IL 60126

SECTION C - TEST FOR FILING REQUIREMENT

2.a. SUPERIOR AIRGROUND AMBULANCE SERV
 395 W LAKE ST
 ELMHURST, IL 60126

1-Y 2-N 3-N DUNS NO.:051907566

c. Y

SECTION E - ESTABLISHMENT INFORMATION

NAICS:

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO										OVERALL TOTALS			
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN		AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	6
FIRST/MID OFFICIALS & MGRS	0	1	5	0	0	0	0	0	0	1	0	0	0	0	0	16
PROFESSIONALS	1	0	14	0	0	0	0	0	0	0	0	0	0	0	0	32
TECHNICIANS	61	22	569	32	0	8	2	23	182	44	0	3	1	15	962	
SALES WORKERS	0	0	5	0	0	0	0	0	4	0	0	0	0	0	9	
ADMINISTRATIVE SUPPORT	9	14	95	10	0	2	0	3	110	46	2	7	0	9	307	
CRAFT WORKERS	1	0	10	1	0	1	0	1	0	0	0	0	0	0	14	
OPERATIVES	10	1	25	25	1	2	0	3	4	11	0	0	0	1	83	
LABORERS & HELPERS	2	1	4	7	0	0	0	1	0	4	0	0	0	0	19	
SERVICE WORKERS	0	0	2	1	0	0	0	0	1	0	0	0	0	0	4	
TOTAL	84	39	733	76	1	13	2	32	328	106	2	10	1	25	1452	
PREVIOUS REPORT TOTAL	83	40	767	88	1	15	2	13	357	116	0	6	1	13	1502	

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 07/26/2010 THRU 08/08/2010

SECTION G - CERTIFICATION

CERTIFYING OFFICIAL: GILLIAN MANNERS
 EEO-1 REPORT CONTACT PERSON: GILLIAN MANNERS
 EMAIL: gmanners@superiorambulance.com

TITLE: PAYROLL COORDINATOR
 TITLE: PAYROLL COORDINATOR
 TELEPHONE NO: 6309032237

CERTIFIED DATE[EST]: 08/17/2010 04:53 PM

CO= R623164
u= AN85541

EQUAL EMPLOYMENT OPPORTUNITY
2010 EMPLOYER INFORMATION REPORT
REPORT - TYPE 8

SECTION B - COMPANY IDENTIFICATION

1. SUPERIOR AIRGROUND AMBULANCE SERV
395 W LAKE ST
ELMHURST, IL 60126

SECTION C - TEST FOR FILING REQUIREMENT

2.a. SUPERIOR AIR GROUND AMBUALNCE SERVI
4640 NORTH SECOND ST.
LOVES PARK, IL 61111

WINNEBAGO COUNTY
c. Y

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 621399 Offices of All Other
Miscellaneous Health Practitioners

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO										OVERALL TOTALS			
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN		AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FIRST/MID OFFICIALS & MGRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PROFESSIONALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICIANS	1	0	21	1	0	0	0	0	1	6	0	0	0	1	1	32
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
CRAFT WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPERATIVES	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
LABORERS & HELPERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	0	21	1	0	0	0	0	1	9	0	0	0	1	1	35
PREVIOUS REPORT TOTAL	1	0	22	2	0	0	0	0	7	1	0	0	0	1	0	34

SECTION F - REMARKS

CERTIFICATE OF NON-BARRED BIDDING

The undersigned certifies that it is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid rigging or bid rotating. The undersigned also certifies that current or prospective employees, contractors, and subcontractors/leased operators of equipment are not listed as Excluded Individuals/Entities with the US Government, as maintained by the US General Services Administration.

By signing below, the firm agrees that all information provided in the previous pages is accurate, and that if the firm below does not currently have a Department of Human Rights number they will apply for one within thirty days with the State of Illinois.



Authorized Signature

Regional Sales manager

Title

Superior Air-Ground Ambulance Service LLC

Firm

Our firm is a:

Minority Business Enterprise _____
Women Business Enterprise _____
Neither X

City-Certified? Yes _____ No _____
City Certified? Yes _____ No _____

(Revised 12/21/09)

Firms submitting bids must supply information on suppliers selected for the project specified. It is required that suppliers listed below will be utilized during construction should the firm be awarded a contract. Any deviations from the list below require notice in writing and approval by the Diversity Procurement Officer, Central Services Manager, or their designee. This form may be duplicated if additional space is necessary, ~~but not to be used for other projects.~~

Supplier Information		Type of Product Supplied	MBE/WBE Business?	Dollar Amount of Supply Contract	Supplier Percent of Bid Total
Please provide business name and address, and a contact person.		Describe the product the supplier will provide for this contract.			
Name	LANE INSTRUMENTS	MEDICAL	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	\$	TBD
Address	2829 WEST 167TH ST	BLOOD PRESSURE INST.			
City, State	HAZELCREST, IL 60429	+ STETHOSCOPES			
Contact	MOHAMMAD JAVEDULLAH				
Name	MIDPACK CORP	JANITORIAL SUPPLIES	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	\$	
Address	5514 N. KEDZIE AVE				
City, State	CHICAGO, IL 60625				
Contact	ANNA MAE JOYCE				
Name	EKLA CORPORATION	MEDICAL SUPPLIES	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	\$	
Address	670 W. 50AVE, SUITE 120				
City, State	NAPERVILLE, IL 60154				
Contact	MS. ERIN LIL				
Name	PROGRESSIVE INDUSTRIES	AUTOMOTIVE SUPPLIES	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	\$	
Address	6133 N. NORTHWEST HWY	JANITORIAL SUPPLIES			
City, State	CHICAGO, IL 60631	MEDICAL SUPPLIES			
Contact	JANESSA SEIDER				
Name			<input type="checkbox"/> YES <input type="checkbox"/> NO	\$	
Address					
City, State					
Contact					
Name			<input type="checkbox"/> YES <input type="checkbox"/> NO	\$	
Address					
City, State					
Contact					

The bidder intends to procure _____ % of the total contract from MBE/WBE firms.

Signed _____

Title _____

Date _____



Scope 1.0



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Superior Air-Ground Ambulance Service, Inc. operates 200 ambulances every day in Illinois, Michigan and Indiana providing all levels of care; Basic Life Support (BLS), Advanced Life Support (ALS), Critical Care Transport with a registered nurse (CCT-RN) and Aeromedical Transport. These services are staffed and available 24 hours a day, 7 days a week.

Superior has serviced the Rockford and Belvidere areas and The Swedish American Health System for 8 years.

We have recently purchased and renovated the existing Superior Ambulance Rockford station. This state-of-the-art facility houses multiple ambulances and an educational/training center that is utilized for continuing education and community classes to train employees and local residents.

Through our contract division, Superior has provided paramedics, paramedic firefighters, rescue diver paramedics, ambulances and equipment for over 35 years.



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Service Levels

Basic Life Support



Advanced Life Support



Bariatric Transport

- A specially designed ambulance for accommodating patients up to 1,600 pounds
- Uses a wider stretcher and a winch system for improved patient and crew safety
- Maintains patient dignity



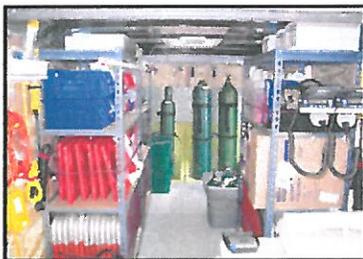
Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Service Levels

Specialized EMS Vehicles

- **Golf Carts:** Superior can provide 9 fully stocked and staffed ALS carts
- **Disaster Trailer:** Stocked with extra disaster preparedness equipment, oxygen, ice packs, back boards and jump bags
- **Command Vehicle:** Used for transporting on site supervisors to area of need



Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport

Service Levels

Critical Care Transport

- **Staffing: 2 Critical Care Paramedics (CCT-Independent) or 2 Critical Care Paramedics and 1 Critical Care Nurse (CCT-RN)**
- **Operates Under Physician Orders From Sending Or Receiving MD**
- **Allows Hospital Staff To Remain On The Unit**
- **Equipment**
 - Cross Vent II
 - Alaris Medsystem II IV Pumps
 - IABP
 - Isolette





Service Levels

Aeromedical Transport

- Consists of 1 Critical Care RN and 1 Critical Care Paramedic.
- CCRN's must have 2 years of ICU and ER experience and complete Flight Nurse certification.
- CCEMTP's must have 2 years of paramedic experience, complete the CCEMTP program and complete Flight Medic certification.
- Flight crew members are selected from our Critical Care ground teams and from outside applications with flight experience.



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



General Requirements 2.0



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



About Superior 2.1



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Company History 2.1.1

1959: Superior Ambulance Service was started by David & Blanche Hill in Bellwood, IL as the first emergency ambulance service in DuPage County, IL.

1968: Superior Air Service is founded, providing air transportation to any place in the world.

1981: David B. Hill III became President & Owner, continuing his family's tradition of setting high standards for the ambulance industry.

1984: First Critical Care Transport program in Illinois.

2000: Superior Ambulance Service opens operations in Northwest Indiana.

Superior now elevates Critical Care Transportation to a new level by incorporating RN employees to function as crew, on CCT ambulances, eliminating the need for hospitals to send their staff on transports.

2005: Superior Ambulance Service partners with Henry Ford Health System launching Superior to Detroit, Michigan.

2007: Superior Ambulance Service partners with Metro Aviation to provide aeromedical service to the Northern Illinois area.

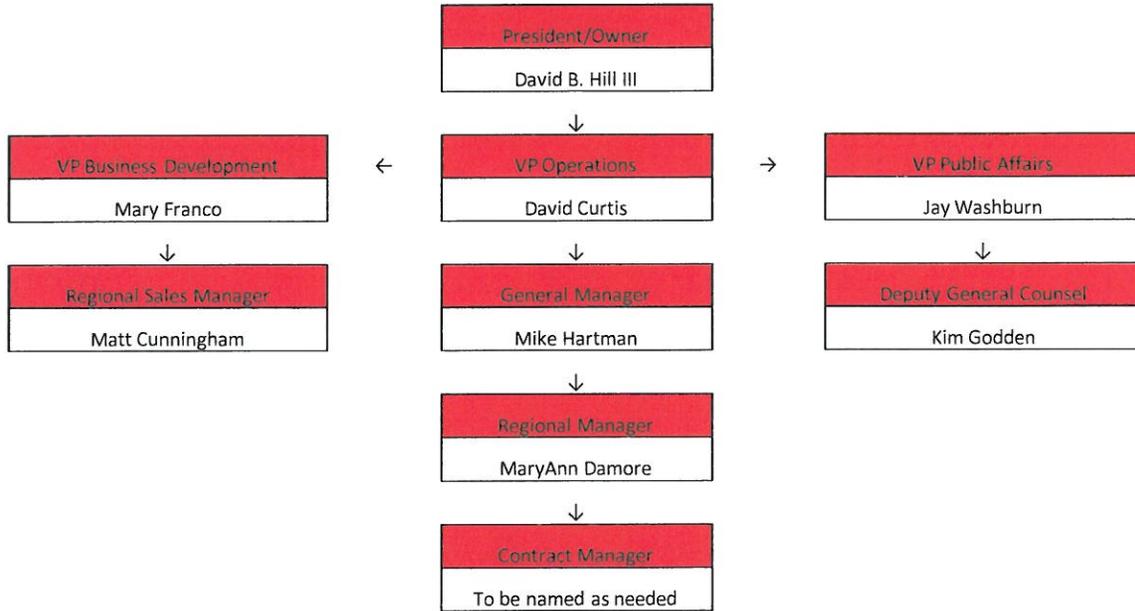
2010: Superior Ambulance launches AirMed 2, providing aeromedical service to the Detroit area



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Organizational Chart 2.1.2



Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Station Locations 2.1.3

Superior operates over 200 ambulances in Illinois, Michigan and Indiana. All based in smaller “satellite” locations. This process ensures excellent response times to our customers ,as well as familiarity between our staff and yours.

Superior is the largest independently owned and operated EMS provider in the Midwest.



Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Station Locations 2.1.3 cont.

Superior Air-Ground Ambulance Service, Inc.
395 West Lake Street Elmhurst, IL 60126

Evanston (EVN)	2200 Ashland, Evanston, IL 60621
Chicago (CHI)	3301 N Knox, Chicago, IL 60641
Holy Family	100 N. River Rd. Des Plaines 60016
Waukegan Station (WAU)	3005 Central Ave., Waukegan, IL 60085
Vernon Hills (VH)	401 Sullivan Dr., Vernon Hills IL 60061
Lyons (LYN)	4320 S First Ave, Lyons, IL 60534
Wentworth Station (WEN)	6027 S. Wentworth Ave, Chicago, IL 60621
Oak Lawn (OAK)	4525 W. 91st St., Oak Lawn, IL 60453
Markham (MAR)	15830 S. Albany, Markham, IL 60426
Elmhurst (ELM)	395 W. Lake St., Elmhurst, IL 60126
Lisle (LIS)	1936 University Ln-# A, Lisle, IL 60532
Schaumburg (SCH)	2207 Hammond Dr, Schaumburg, IL 60193
Rockford	4640 N. 2nd St. Loves Park, IL 61111
Belvidere	1625 S. State St. Belvidere Il, 61008
Highland (HIL)	2605 Garfield, Highland, IN 46322
Merrillville (MER)	1581 E. 90th Pl, # F Merrillville, Indiana 46410
Schererville (SHV)	1215 Birch S #A 2nd Fl Schererville, IN 46375
Valparaiso, (VAL)	2110 N Calumet Ave #C Valparaiso, IN 46383
Michigan City (MCI)	707 Pinetree Dr, Michigan City, IN 46360
Burns Harbor	250 US Hwy 12, Burns Harbor, IN 46304
Warren	2000 Centerwood Dr, Warren MI 48091
Allen Park	6600 Roosevelt Allen Park, MI 48101
Detroit Main	1559 Loraine, Detroit 48202
Oakland County #005(OCS)	20992 Bridge St, Southfield, MI 48003



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Contract Information 2.1.4

Superior can offer multiple proven successful service models based the client's needs. These include but are not limited to;

- Providing ambulances and /or personnel based in the firehouse setting.
- Dedicated Superior ambulances to the city of Rockford that are posted in agreed upon locations.
- Responding to emergency calls using available resources from our fleet based in Rockford.
- Superior has implemented a profit sharing model, this program can be utilized with any of the three coverage options. A percentage of money collected over and above our cost is "paid back" to the city contracting our services.



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Experience and Affiliations 2.1.5

Over 35 Years of Community Based EMS Experience Through our Contract Division

1975

Elmhurst F.D.

1988

Warrenville F.P.D.

1989

Countryside F.P.D

1989

Fox Lake F.D

2000

Bloomfield

Genoa City

1989

Round Lake F.P.D

1990

Elwood F.P.D.

1997

Antioch Rescue Squad

1999

Mundelein F.D.

2001

Exxon Mobile Joliet Refinery

2009

Grayslake

Superior Ambulance provides paramedics, paramedic firefighters, rescue diver paramedics, ambulances and equipment



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Experience and Affiliations 2.1.5 cont.

Superior is the preferred Provider for these Hospitals

Adventist Bollingbrook Hospital	500 Remington Dr., Bollingbrook, IL 60440
Adventist Glen Oaks Hospital	701 Winthrop, Glendale Heights, IL 60139
Adventist Hinsdale Hospital	120 N. Oak St., Hinsdale, IL 60521
Adventist La Grange Memorial Hospital	5101 S. Willow Springs Rd., La Grange, IL 60525
Advocate Christ Medical Center	4440 W. 95th St., Oak Lawn, IL 60453
Advocate Condell Medical Center	801 S. Milwaukee Ave., Libertyville, IL 60048
Advocate Good Samaritan Hospital	3815 S. Highland Ave., Downers Grove, IL 60515
Advocate Good Shepherd Hospital	450 W. Highway 22, Barrington, IL 60010
Advocate Hope Children's Hospital	4440 W. 95th St., Oak Lawn, IL 60453
Advocate Illinois Masonic Medical Center	836 W. Wellington Ave., 60657
Advocate Lutheran General Children's Hospital	1675 W. Dempster St., Park Ridge, IL 60068
Advocate Lutheran General Hospital	1775 W. Dempster St., Park Ridge, IL 60068
Advocate South Suburban Hospital	17800 S. Kedzie Ave., Hazel Crest, IL 60429
Advocate Trinity Hospital	2320 E. 93rd St., 60617
Alexian Brothers Medical Center	800 W. Biesterfield Rd., Elk Grove Village, IL 60007
Central DuPage Hospital	25 N. Winfield Rd., Winfield, IL 60190
Edward Hospital	801 S. Washington, Naperville, IL 60566
Elmhurst Memorial Hospital	200 Berteau Ave., Elmhurst, IL 60126
Evanston Hospital	2650 Ridge Ave., Evanston, IL 60201
Glenbrook Hospital	2100 Pfingsten Rd., Glenview, IL 60025
Gottlieb Memorial Hospital	701 W. North Ave., Melrose Park, IL 60160
Highland Park Hospital	718 Glenview Ave., Highland Park, IL 60035
Holy Cross Hospital	2701 W. 68th St., 60629
Holy Family Medical Center	100 N. River Rd., Des Plaines, IL 60016



**Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport**



Experience and Affiliations 2.1.5 cont.

Superior is the preferred Provider for these Hospitals

La Rabida Children's Hospital	East 65th St. at Lake Michigan, 60649
Linden Oaks Hospital	852 S. West St., Naperville, 60540
Loyola University Medical Center	2160 S. 1st Ave., Maywood, IL 60153
Macneal Memorial Hospital	3249 S. Oak Park Ave., Berwyn, IL 60402
Marianjoy Rehabilitation Hospital	26 W. 171 Roosevelt Rd., Wheaton, IL 60189
Mount Sinai Hospital	1500 S. California, 60608
Northwestern Lake Forest Hospital	660 N. Westmoreland, Lake Forest, IL 60045
Northwestern Memorial Hospital	251 E. Huron, 60611
Our Lady of the Resurrection Medical Center	5645 W. Addison, 60634
Prentice Women's Hospital	333 E. Superior, 60611
Rehabilitation Institute of Chicago	345 E. Superior St., 60611
Resurrection Medical Center	7435 W. Talcott Ave., 60631
Rush Copley Medical Center	2000 Ogden Ave., Aurora, IL 60504
Rush Oak Park Hospital	520 S. Maple Ave., Oak Park, IL 60304
Rush University Medical Center	1650 W. Harrison, 60612
Sacred Heart Hospital	3240 W. Franklin Blvd., 60624
Schwab Rehabilitation Hospital	1401 S. California Blvd., 60608
Skokie Hospital	9600 Gross Point Rd, Skokie, IL 60076
St. Alexius Medical Center	1555 N. Barrington Rd., Hoffman Estates, IL 60194
St. Anthony Hospital	2875 W. 19th St., 60623
St. Elizabeth Hospital	1431 N. Claremont Ave., 60622
St. Francis Hospital	355 Ridge Ave., Evanston, IL 60202
St. James Hospital & Health Center	1423 Chicago Rd., Chicago Heights, IL 60411
St. James Hospital O.F. Campus	20201 S. Crawford, Olympia Fields, IL 60461
St. Joseph Hospital	2900 N. Lake Shore Dr., 60657
St. Mary of Nazareth Hospital Center	2233 W. Division, 60622
SwedishAmerican Medical Center Belvidere	1625 S. State St. Belvidere, IL 61008
SwedishAmerican Hospital Rockford	1401 E. State St., Rockford, IL 61104
Vista Medical Center-East	1324 N. Sheridan Rd., Waukegan, IL 60085
Vista Medical Center-West	2615 W. Washington St., Waukegan, IL 60085
Weiss, Louis A., Memorial Hospital	4646 N. Marine Dr., 60640
West Suburban Medical Center	3 Erie Ct., Oak Park, IL 60302
Westlake Hospital	1225 W. Lake St., Melrose Park, IL 60160



Advanced Life Support Basic Life
 Support Critical Care Transport
 Bariatric Transport Aeromedical
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Insurance information 2.1.6

Please refer to Appendix A



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
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Certificates and Accreditations 2.1.7

Superior Ambulance Service meets or exceeds all of the requirements set forth by the Illinois Department of Public Health, (IDPH), Division of EMS and Highway Safety.

Each unit is annually inspected by IDPH at BLS and ALS levels as well as endorsed by the EMS System to which they are dedicated.

All licenses are maintained at our Corporate Headquarters and are available for your inspection.

Our Critical Care Program was a pilot for the recently passed Critical Care Transport IDPH legislation. We currently have in operation all three tiers of the Critical Care transport plan approved by IDPH



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
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EMS Systems 2.1.8

Superior Ambulance operates in 10 Illinois EMS Systems.

1. Swedish American Hospital EMS System, Rockford
2. Northwest Community Hospital EMS System, Arlington Heights
3. North Lake County EMS System, Vista Hospital, Waukegan
4. St. Francis Hospital EMS System, Evanston
5. Loyola University Medical Center EMS System, Maywood
6. Advocate Good Samaritan EMS System, Downers Grove
7. Central DuPage Hospital EMS System, Winfield
8. Edward Hospital EMS System, Naperville
9. Advocate Christ Hospital EMS System, Oak Lawn
10. Highland Park Hospital EMS System Highland Park

All of the Superior Ambulances in the Rockford area operate under the Swedish American Hospital EMS System.



Advanced Life Support Basic Life
Support Critical Care Transport
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Transport



Letter of Good Standing 2.1.9

Please refer to Appendix B



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Transport



Staff 2.2



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Transport



Training and Certifications 2.2.1

Superior is heavily focused on education, quality care and customer service. Our new corporate headquarters was built with this in mind as it features training suites that can be set up as different scenes to replicate real world training of new employees. We also own and operate a SimMan; this highly complex training system features a programmable, computer controlled mannequin to simulate multiple patient conditions.

All Employees are:

- OSHA Trained
- CPR Certified
- CEVO Certified
- HIPAA Compliant
- HAZMAT Trained

CEVO-Coaching the Emergency Vehicle Operator

- A comprehensive written and hands on course used to train ambulance personnel to safely operate emergency vehicles
- Mandatory for all new employees before they are allowed to operate a vehicle
- Upon completion, employees have an excellent understanding of all safety and legal issues associated with driving "lights and sirens"



Advanced Life Support Basic Life
Support Critical Care Transport
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Transport



Training and Certifications 2.2.2, 2.2.3

Superior Ambulance employs over 1500 people, the majority are ambulance personnel. 175 of them have been with us over 10 years, Most employees have been with the organization for a period of 4 years or longer.

All resumes, certifications, all training above their license level and letters of good standing will be given out prior to the selection process. As with all our fire service contracts, the Mayor or designee will interview and select all the contract employees .



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Equipment 2.3



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Ambulances 2.3.1

Superior owns and operates over 300 ambulances of all types. Generally the client will specify the desired type vehicle and these expectations will be met.

Superior owns 2 Eurocopter EC 135 helicopters which provide aeromedical transport for northern Illinois and Michigan.



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Transport



Equipment condition and replacement 2.3.2

Superior remains on the cutting edge of technology and safety. Last year Superior purchased 300 Stryker Power Cots, enough to equip all of our ambulances.

Every ALS and CCT ambulance is equipped with a Zoll monitor. All ambulances are utilize Nomad's and GPS to ensure direction and maintain oversteie of vehicle locations.

Deployment Strategy 2.3.3

Please refer to Appendix C



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport

**ST. FRANCIS/IDPH
AMBULANCE INVENTORY**

AMBULANCE NUMBER _____

LICENSE PLATE: _____

DATE: _____

COMPLETED BY: _____

<u>DRUG BOX</u> (front line)	<u>BACK-UP</u> (in ambulance)	<u>DRUG, PREPARATION</u>	<u>PRESENT</u>	<u>NEED</u>
3	0	Adenosine (Adenocard) 6 mg/2 ml vial		
2	2	Albuterol 2.5 mg/3 ml		
3	0	Amiodarone (Cordorone) 150 mg/3 ml amp		
8 tablets	0	Aspirin – baby chewable 81 mg/tablet		
6	6	Atropine 1 mg/10 ml preload syringe		
1	0	Benzocaine spray 20% with straws		
2	2	Dextrose 50% 50 ml preload syringe		
4	4	Dextrose 25% 10 ml preload syringe		
2	0	Diazepam (Valium) 10 mg/2 ml preload syringe		
1	0	Verapamil 5mg/2cc vial		
2	0	Diphenhydramine (Benadryl) 50 mg/1 ml preload syringe		
1	0	Dopamine (Intropin) 400 mg/ 250 ml D5W premix IV bag		
6	6	Epinephrine 1:10,000 1 mg/10 ml preload syringe		
6	6	Epinephrine 1:1,000 1 mg/1 ml ampule		
2	2	Furosemide (Lasix) 40 mg/ 4 ml preload syringe		
1	1	Glucagon 1 mg powder/1 ml diluent		
2	2	Lidocaine (Xylocaine) 100 mg/5 ml preload syringe		
1	0	Lidocaine (Xylocaine) 1 gm/250 ml D5W premix IV bag		
2	0	Midazolam (Versed) 10 mg/10 ml vial (or 20 mg equivalent)		
2	0	Morphine Sulfate 10 mg/2 ml preload syringe		
5	0	Naloxone (Narcan) 2 mg/2 ml preload syringe		
1 bottle	1 bottle	Nitroglycerine tabs 0.4 mg (1/150 gr) for sublingual usage		

**ST. FRANCIS/IDPH
AMBULANCE INVENTORY**

AMBULANCE NUMBER _____

<u>DRUG BOX</u> (front line)	<u>BACK-UP</u> (in ambulance)	<u>DRUG, PREPARATION</u>	<u>PRESENT</u>	<u>NEED</u>
2	2	0.9 Normal Saline 10 ml vial for injection		
2	0	0.9 Normal Saline 3 ml plastic container for inhalation therapy		
1	0	D5W 100cc bag		

CCT Additional Drugs

<u>DRUG BOX</u> (front line)	<u>BACK-UP</u> (in ambulance)	<u>DRUG, PREPARATION</u>	<u>PRESENT</u>	<u>NEED</u>
1		Acetaminophen 120 ml suspension		
2		Calcium Chloride 10% 10 ml (100mg/ml) preload syringe		
2		Calcium Gluconate 10% 10 ml vial		
2		Etomidate 40 mg (2mg/ml) preload syringe		
1		Ibuprofen 120 ml suspension		
2		Magnesium Sulfate 50% 10 ml (5gr/10ml) preload syringe		
6		Metoprolol 5 ml vial (5mg/5ml)		
2		Pancuronium 10mg/5ml vial Stable out of refrigeration for 6 months		
4		Racemic Epinephrine 2.25% 0.5 ml		
2		Succinylcholine 200mg/10ml vial (20mg/ml) Stable out of refrigeration for 3 months		
2		Zofran 4m/2ml vial (2mg/ml)		



Ambulance Inventory 2.3.4

IDPH CHECKOUT FOR AMBULANCE

MEDICAL SUPPLIES	QUANTITY
ADULT NRB	6
CHILD NRB	2
INFANT MASK	2
OXYGEN TUBING	6
ADULT NASAL CANULLA	4
CHILD NASAL CANNULA	3
INFANT NASAL CANNULA	1
SUCTION TUBING	2
SIZE 6-8 FRENCH	2
SIZE 10-12 FRENCH	2
SIZE 14-16 FRENCH	2
SIZE 18 FRENCH	2
SPARE OXYGEN TREE	1
CPR MASK	1
YANKUERS	6
PORTABLE SUCTION (Yellow Handle)	1
V-VAC REFILL CARTRIDGE	2
V-VAC TIP AND ADAPTER	1
ADULT BVM c MASK	1
CHILD BVM c MASK	1
INFANT BVM c MASK	1
KTD (or adult and peds traction spints)	1
ADULT BLOOD PRESSURE CUFF (calibrated gauge)	1



Advanced Life Support Basic Life Support
Support Critical Care Transport
Bariatric Transport Aeromedical Transport



Ambulance Inventory 2.3.4

THIGH CUFF (calibrated gauge)		1
CHILD BLOOD PRESSURE CUFF (calibrated gauge)		1
INFANT BLOOD PRESSURE CUFF (calibrated gauge)		1
STETHOSCOPE		2
PSYCH STRAP		2
LONG SPINE BOARD		1
BACKBOARD STRAPS		3
SHORT SPINE BOARD OR KED		1
STAIR CHAIR		1
OROPHARYNGEAL KIT (5 SIZES)		1
NASOPHARYNGEAL SIZES 12, 14, 16, 18, 20	1 OF EACH	
NASOPHARYNGEAL SIZES 22, 24, 26, 28, 30	1 OF EACH	
LUBRICATION		10
BANDAGE SHEARS		1
ACE BANDAGE 2 INCH		2
ACE BANDAGE 4 INCH		2
ACE BANDAGE 6 INCH		2
STERILE GLOVES SIZE 7		1
STERILE GLOVES SIZE 8		1
ADULT LONG EXTREMITY SPLINTS		2
ADULT MEDIUM EXTREMITY SPLINTS		2
ADULT SHORT EXTREMITY SPLINTS		2
PEDS LONG EXTREMITY SPLINTS		2
PEDS SHORT EXTREMITY SPLINTS		2
BABY NO NECK C-COLLAR		1



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 Support Critical Care Transport
 Bariatric Transport Aeromedical
 Transport**



Ambulance Inventory 2.3.4

PEDIATRIC C-COLLAR	1
ADJUSTABLE ADULT C-COLLAR	2
RESTRAINTS (2 ARM/ 2 LEG)	1
TRAUMA DRESSINGS	6
ALCOHOL SWABS	20
BETADINE SWABS	10
BANDAIDS	20
5 X 9 PADS	5
STERILE GAUZE 4x4	20
EYE PADS	6
Q TIPS	6
ADHERING ROLLER BANDAGES (VARIOUS SIZES)	10
VASELINE GAUZE	2
TRIANGULAR BANDAGES OR SLINGS	5
TAPE 1 INCH SILK	2
TAPE 1 INCH SURGICAL	2
TAPE 2 INCH SURGICAL	2
BURN SHEETS	2
STERILE WATER 1000 cc	2
DRINKING WATER 1000 cc	1
OB KIT	1
SILVER SWADDLER	1
BABY HAT	1
PEDIWHEEL OR BROSLOW TAPE (2005 OR NEWER)	1
COLD PACK	6



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 Support Critical Care Transport
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 Transport**



Ambulance Inventory 2.3.4

HOT PACK		4
EMESIS BASIN		2
URINAL		1
BED PAN		1
PPE KITS WITH FACE PROTECTION		3
PLASTIC BABY BOTTLE		1
FLASHLIGHT		2
WRECKING BAR		1
COT c 3 SET OF STRAPS		1
1 SET OF SHOULDER STRAPS FOR COT		1
PORTABLE O2 TANK (ALUMINUM/FASTENED)		2
PORTABLE REGULATOR		1
ON BOARD TANK (FASTENED)		1
ON BOARD REGULATOR		1
FLOW METER		2
FIRE EXTINGUISHERS		2
DISPOSABLE PILLOWS (OR PILLOWS AND CASES)		2
BLANKETS		2
SHEETS		2
TISSUES		1
BODY BAGS		2
HYDROGEN PEROXIDE		1
BOX OF GLOVES		1
TRIAGE TAGS	1 SET OF 50	
BIOHAZARD BAGS		5



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 Support Critical Care Transport
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 Transport



Ambulance Inventory 2.3.4

PEDIMATE OR CHILD CAR SEAT	1
PEDIATRIC DOSAGE CHART	1
PEDIATRIC TRAUMA SCORE	1
POSTED POISON CONTROL NUMBER	1
FUNCTIONAL MERCI RADIO	1
MERCI CHANNELS POSTED	1
AMBULANCE SYSTEM RUN REPORTS	10
PCS FORMS	10
BILLING SHEETS	10

****PLEASE MAKE SURE ALL EQUIPMENT IS CLEAN**

****PLEASE MAKE ALL EQUIPMENT SECURE**

12 Lead Capability 2.3.5

All of Superior Ambulances Zoll' monitors have the capability of reading and transmitting 12 Leads



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Support Critical Care Transport
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Transport



Supply Replacement 2.3.6

In the event that Superior takes over patient care and/or transports the patient, Superior will restock supplies, equipment and/or medications administered by the Fire Department. We will then restock our equipment at the receiving hospital.



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



About our Service

2.4



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Contractual Experience 2.4.1

Superior offers a wide range of ambulance service:

- We provide transports to and from hospitals such as Swedish American.
- We provide Firefighter Paramedics to towns such as Elmhurst..
- We provide the medical staff and equipment to events such as the Chicago Marathon.
- Superior also transports critically ill/injured patients to Centers of Excellence/trauma Centers both by Critical Care Ground Transport and Helicopter

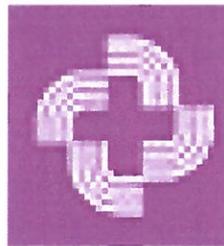


Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Contractual Experience 2.4.1

Superior has provided exceptional service to hospital systems for over 50 years.

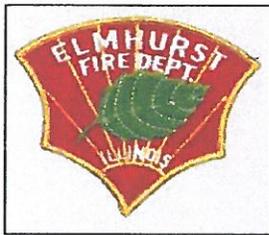


Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Contractual Experience 2.4.1

Superior has provided paramedics, paramedic firefighters, rescue diver paramedics, ambulances and equipment for over 35 years.

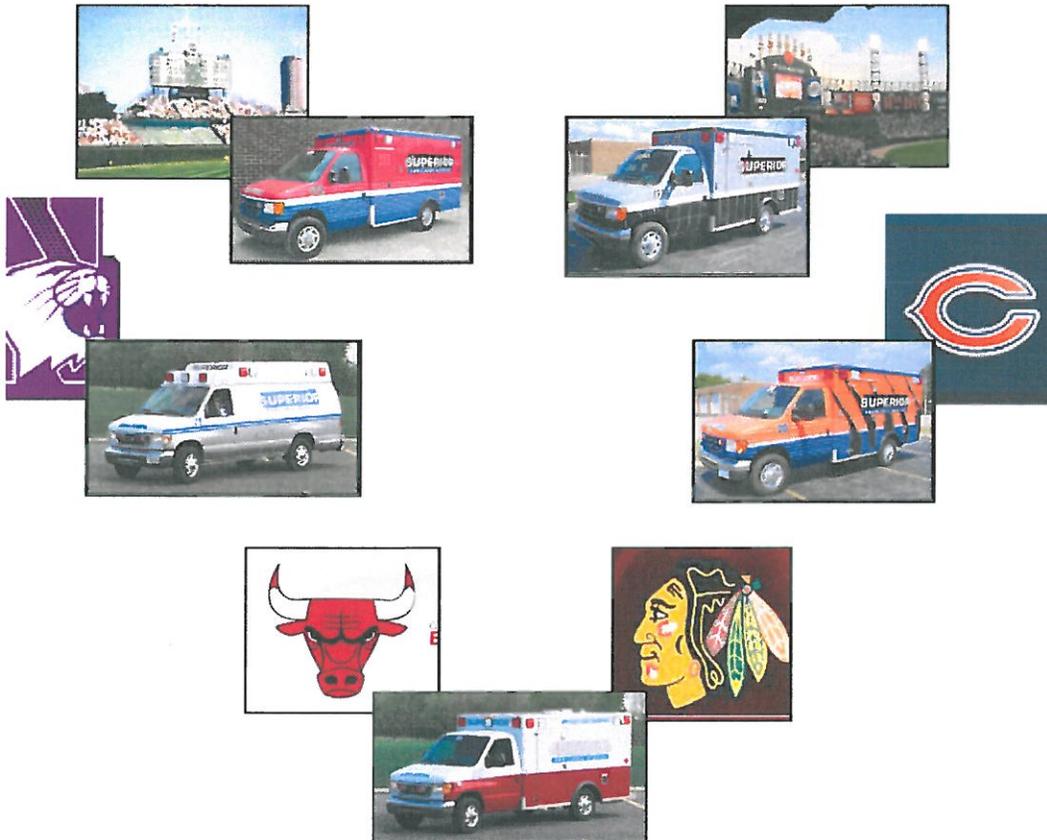


Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Contractual Experience 2.4.1

Superior offers a wide range of ambulance service



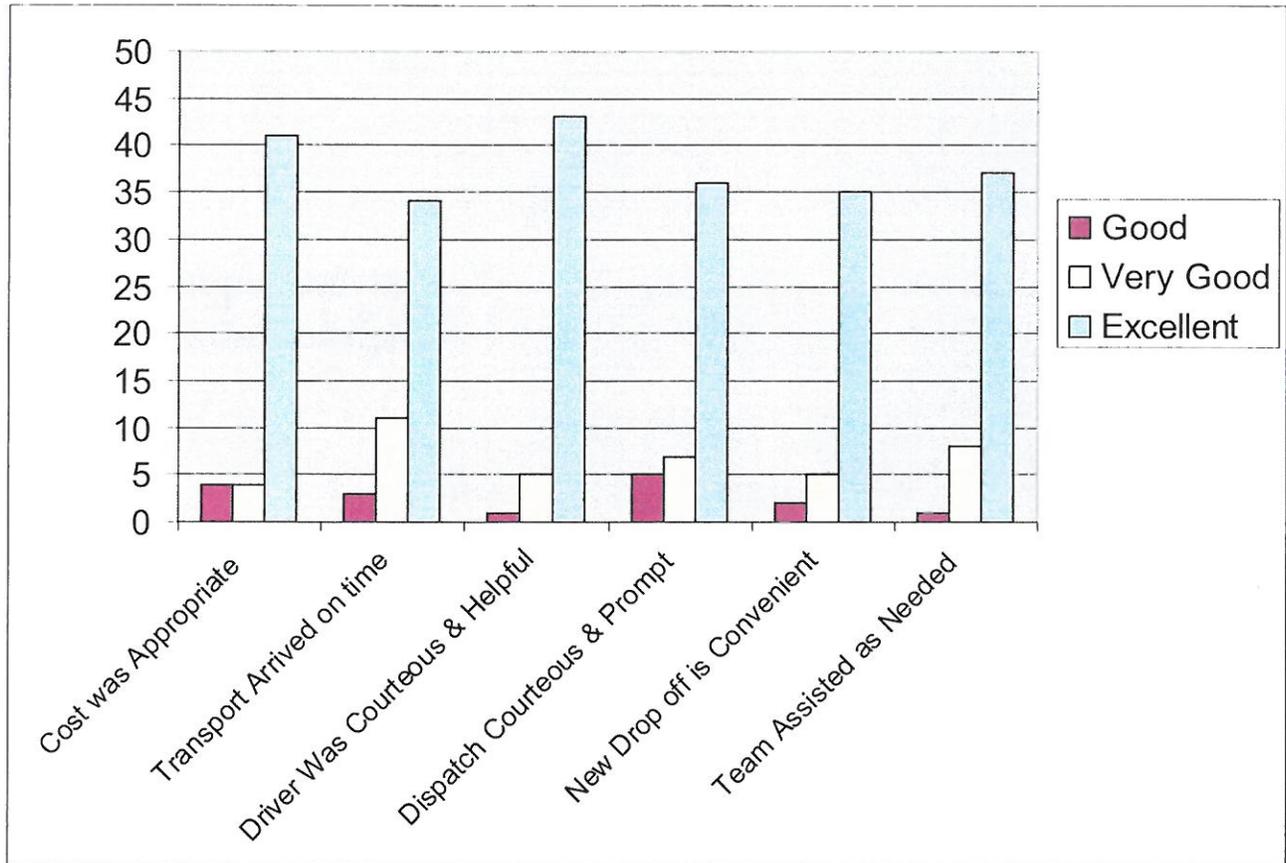
Superior Ambulance provides Emergency Medical Services to over 500 events every year; including The Chicago marathon, Northwestern Football, Wrigley Field, US Cellular Field, the Chicago Bears, McCormick Place and 3 Day breast cancer walks.



Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Customer Survey Results 2.4.2



Superior prides itself on our customer service, Recently we were evaluated by Press Ganey at Northwestern and achieved an Excellent rating, the highest of all the departments in the hospital.



Advanced Life Support Basic Life Support
Critical Care Transport
Bariatric Transport Aeromedical Transport



Quality Assurance 2.4.3

Superior has a QI program that is tailored to meet the specific needs of an EMS systems and/or contracts. Superior can report back on multiple indicators and highly specific information. Provided is an example of a report generated for our Rush University Pediatric ICU transport program.

Please refer to Appendix D



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Quality Assurance 2.4.4

As previously stated in 2.1.4 Superior can offer multiple proven successful service models based the client's needs. These include but are not limited to;

- Providing ambulances and /or personnel based in firehouses
- Dedicated Superior ambulances to the City of Rockford that post in agreed upon locations
- Responding to emergency calls using available resources from our fleet

Contingency Plan 2.4.5

In the event of a MCI or an overflow of emergency transports Superior can use either extra resources from our fleet or Mutual Aid depending on the client's protocols.

Staffing 2.4.6

Superior staffs all ALS ambulances with 2 paramedics. With system approval, and the client's financial restrictions, an EMT-B/EMT-P crew is an option.



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Support Critical Care Transport
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Transport



Billing 2.4.7

Billing practices can be tailored to meet the needs and expectations of the client.

Please refer to Appendix E for the standard billing flow chart

Arrest Data 2.4.8

Routine monitoring of this data element can be instituted to fulfill client expectations .



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Bariatric Patients 2.4.9

Superior utilizes power cots rated to 500 pounds. In the event a patient requires higher rated equipment we have bariatric ambulances in our fleet

- A specially designed ambulance for accommodating patients up to 1,600 pounds
- Uses a wider stretcher and a winch system for improved patient and crew safety
- Maintains patient dignity

Stand By rates 2.4.10

Superior does offer stand by coverage which can be written into any contract at a negotiated rate.

Patient Care Reporting 2.4.11

Superior ambulances in the Swedish American EMS System utilize Life Quest by Image Trend.



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Communications 2.5



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Transport



Dispatch Programs 2.5.1

- Superior Ambulance utilizes Dispatch Pro. This program allows the dispatcher to more accurately plan for , monitor and react to dynamic events in your operations, through the easy creation of accurate deployment plans and intelligent vehicle routing.
- Dispatch Pro assists with closest vehicle selection by allowing candidate rankings to respect routing through street network
- Dispatch Pro (VSSM) provides a geographic view of call demand, through the application of varying shades of color to indicate call density so dispatch will know where the next call is likely to occur from previous years of history
- It assists in reducing response time without increasing staffing or vehicles in the field
- It assists in reducing redundant staffing by properly allocating vehicles and crew across a service area for optimized response
- Aids in maintaining contractual response-time compliance
- Assists dispatchers in positioning vehicles and crews in the field



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Support Critical Care Transport
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Transport



Dispatch Programs 2.5.2 and 2.5.3

Superior Ambulance Service, Inc. utilizes state-of-the-art technology in the Dispatch Center. All dispatchers and call takers go through rigorous training to meet the high standards held for our employees. In addition to training, all Dispatch Center employees are continuously monitored for customer service effectiveness as part of an on-going Quality Improvement process.

- Superior Ambulance Service, Inc. dispatch centers operate 24 hours a day, 7 days a week
- Superior operates two dispatch centers in Illinois, one in Indiana and one in Michigan. The centers are networked and each center has the ability to dispatch the entire fleet in an emergency or if technology becomes disrupted.
- All dispatchers are Emergency Medical Dispatch Certified
- All vehicles are equipped with GPS tracking devices
- All incoming calls are recorded for quality assurance



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Conflict resolution 2.5.4-2.5.6

Superior Ambulance will provide a contract manager to act as a liaison between the City management structure and Superior. This mutually agreed upon management position will be responsible for all scheduling, inventory, personnel and customer service issues.

All internal investigations (if needed) will begin with this management person and the chain of command will be followed. All Superior management, including the President and CEO carry a Blackberry and are available by cell phone and email 24 hours a day.



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Appendix A



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport

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

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

PRODUCER LOCKTON COMPANIES,LLC-K CHICAGO 525 W. Monroe, Suite 600 CHICAGO IL 60661 (312) 669-6900	CONTACT NAME:	FAX (A/C, No):
	PHONE (A/C, No, Ext):	
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A:	
INSURED 1313673 Superior Air Ground Ambulance Services, Inc. 395 West Lake Street Elmhurst, IL 60126	INSURER B:	American Zurich Insurance Company 40142
	INSURER C:	Beazley Insurance Company, Inc. 37540
	INSURER D:	Zurich American Insurance Company 16535
	INSURER E:	Ironshore Specialty Insurance Co 25445
	INSURER F:	

COVERAGES CB CERTIFICATE NUMBER: 10797210 REVISION NUMBER: XXXXXXXX
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADCL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> SIR Program GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	N	N	Self Insured Retention	3/1/2011	3/1/2012	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ XXXXXXXX MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ XXXXXXXX GENERAL AGGREGATE \$ XXXXXXXX PRODUCTS - COMP/OP AGG \$ XXXXXXXX
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	N	N	BAP930780909	3/1/2011	3/1/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED RETENTION \$	N	N	180/C111390	3/1/2011	3/1/2012	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
B D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC930780709 WC930781609	3/1/2011 3/1/2011	3/1/2012 3/1/2012	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A E	Professional Liability Excess Liability			Self Insured Rctntion 000949100	3/1/2011 3/1/2011	3/1/2012 3/1/2012	\$1,000,000 *Included in the \$10,000,000 coverage limit listed above

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

CERTIFICATE HOLDER

CANCELLATION

10797210
For Informational Purposes

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE





Appendix B



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport

April 6, 2011

To Whom It May Concern,

Superior Ambulance Company has one critical care rig within the Edward Hospital EMS System. Superior and all of the paramedics associated with the company, who are participants in our Edward Hospital EMS System, continue to remain in good standing. Please contact me if you have any questions.

Sincerely,



Shannon K. Morris RN BSN MHA
Manager of EMS and Trauma Services
Edward Hospital
801 S. Washington St.
Naperville, IL 60540



Appendix C



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport

Potential Operational Overview

In looking at the current information provided in the RFI, combined with a site review and mathematical modeling using an approximated 0% peak risk coverage model (extremely low probability of running out of ambulances under normal conditions), the following system design options are available:

Hybrid High Performance Coverage Model:

Using a peak-load staffing model that varies the number of ambulances by hour of day and day of week based on covering combined 9-1-1 and non-emergency service demand peaks at 0% risk for no coverage gaps, combined with a hybrid static station and street corner temporal demand based geo-spatial coverage approach, it is highly probable that Superior Ambulance could provide the City of Rockford, IL an all ALS service for a ZERO (\$0) dollar tax subsidy.

Superior will meet all response time expectations for:

- Life-threatening emergencies (Clawson Acuties: Charlie, Delta and Echo)
- Non life-threatening emergencies (Clawson Acuties: Bravo)
- Urgent Cold Response (Clawson Acuties: Alpha, Omega)

This model would include a fee for service approach where medical insurance and citizens (without insurance) would be billed for services rendered.

The model would include an all ALS service (one Paramedic – one EMT) approach were all vehicles would be capable of handling both 9-1-1 calls and non-emergency calls originating within the Rockford regional service area. Excess revenues from non-emergency services would be used to offset readiness costs of the 9-1-1 system.

Coverage would include a minimum of 5 ALS Ambulances during off-peak periods and as many as 12 ALS ambulances during peak periods.

Ambulances would be deployed using a combination of stations and street corner posting locations to provide coverage for the city. When requests for service come in, the Ambulances will be dynamically redeployed to match life-threatening service demands in order to provide highly reliable response times.

The model would also employ the use of prioritized dispatching and Emergency Medical Dispatch, using the International Association of Emergency Dispatch (IAED) EMD program. This program provides a framework for prioritizing 9-1-1 calls for service needs while also providing a mechanism for Dispatch Life Support (DLS) where pre-arrival instructions can be provided to callers in order to initiate treatments like hemorrhage control and CPR, while responders are en route.

The system MAY (more data would be needed) also be able to provide excess revenues to help off-set the costs of fire-based first responder services if they are so desired in the model.

Other options like reducing the response times, increasing minimal coverage, tiering the model to ALS/BLS, going to a dual Medic – Medic ALS model and/or eliminating street corner posting of Ambulances will drive the cost of the model up and would suppress the ability of the model to operate without a subsidy.



Appendix D



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport



Superior Air-Ground Ambulance Service, Inc.
Rush Transfer Center
CQI review November 2010 – March 15, 2011

Introduction

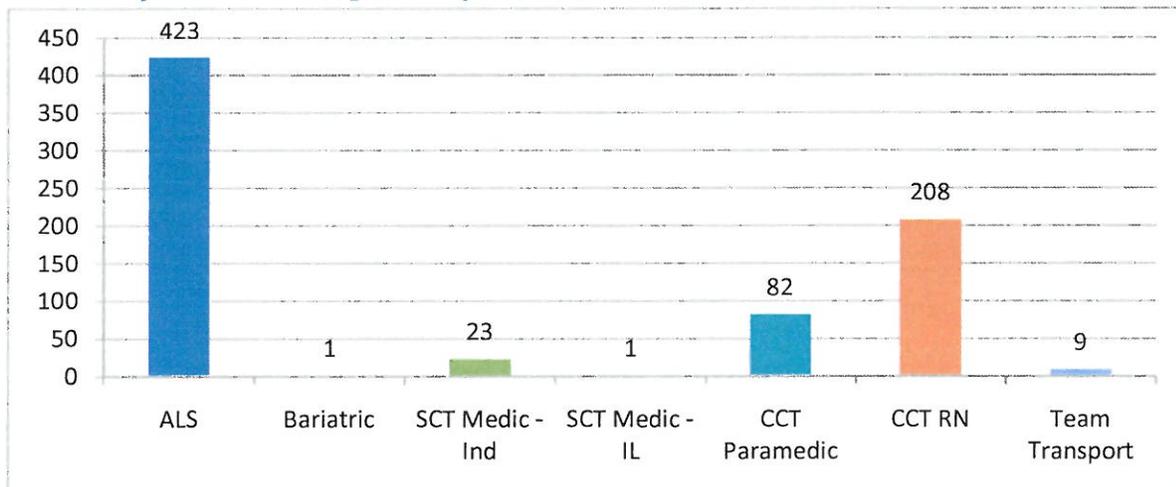
From the inception date, November 2010 to March 15, 2011 Superior Air – Ground Ambulance, Inc. has transported 747 ALS level and above transports for the RUMC Transfer Center. RUMC transfer committee has requested an in-depth audit of the transports for the following indicators:

- What percentage of the transports required patient care interventions?
- What percentage of the transports required telemetry for medical direction?
- What percentage of the transports were the paramedics delayed at the sending facility awaiting patient stabilization?
- What percentage of the patients arrived at RUMC in the same condition?
- What percentage of the patients arrived at RUMC in a better condition?

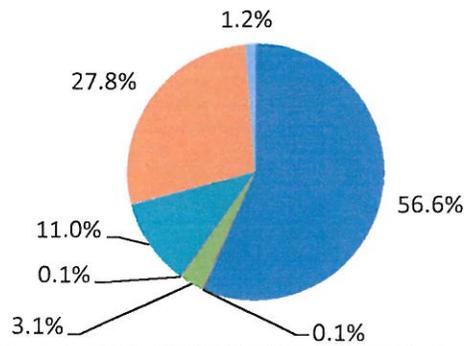
In addition, the transports were reviewed for the following:

- What was the care level provided?
- What percentage of the patients arrived at RUMC in a worse condition?
- What was the overall nature of the call?

Summary of All Transports by Level of Care

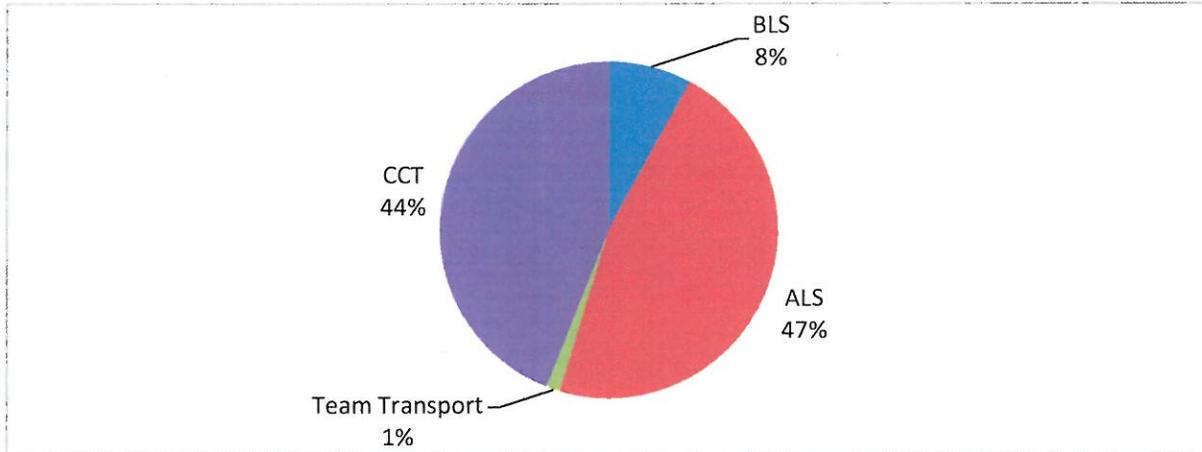


ALS and above Transfer Center Requests from 11/1/10 - 3/15/11



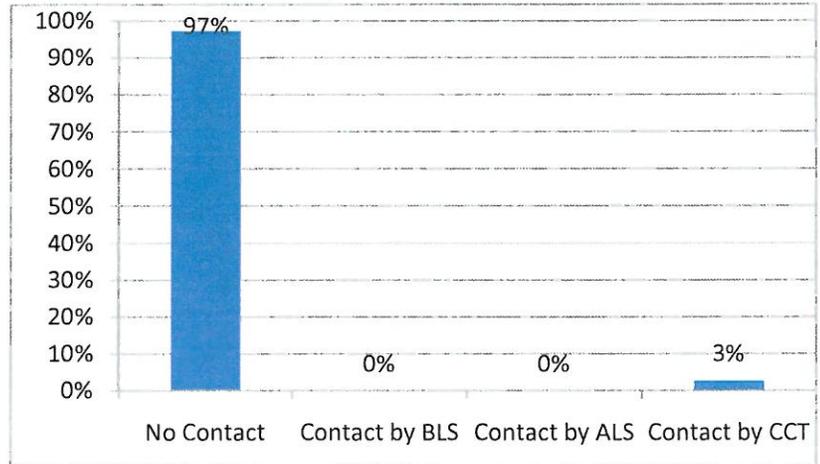
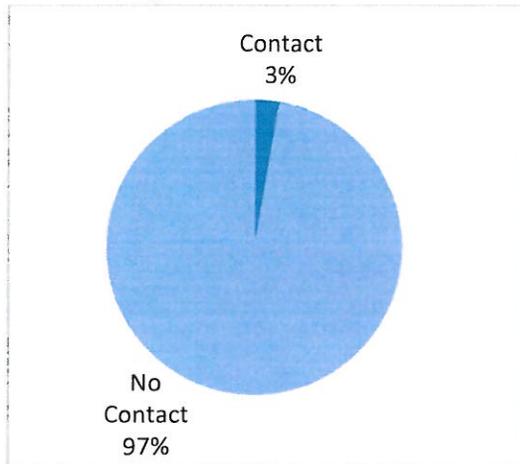
BLS transfers were not included in the data acquisition from RightCAD.

Random Transports Reviewed



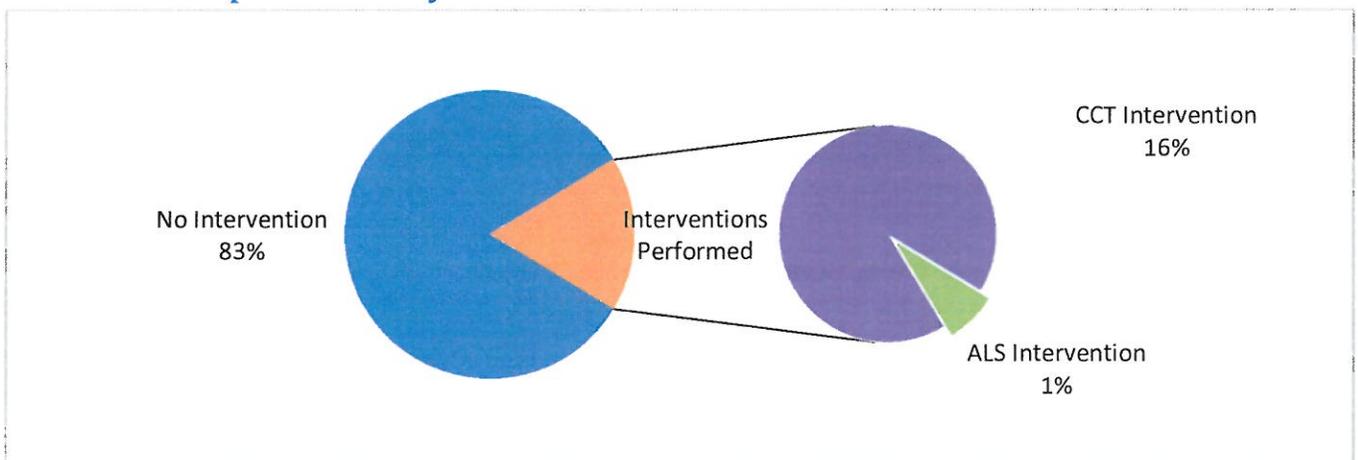
To accomplish this retrospective review, a sampling of 10% or 75 transports were reviewed. Using a random generator, tag numbers were chosen for in-depth analysis. Above is a representation of the percentage of transports sorted by care provided. Although only ALS and above calls were mined with the RightCAD system, 6 transports were determined to be transported at the BLS level. The transport type is governed by the care rendered to the patient during the transport. For example an IV line was capped instead of running IV fluids; this care level would be BLS.

Telemetry Contact



There was no telemetry contact for the sample of BLS and ALS transports. The Critical Care ambulances contact RUMC PICU attendings on 100% of transports. St. Francis Medical Control was also contacted on a patient that decompensated en route to RUMC. This patient initially was a DNR but then requested “everything be done”. During the transport RSI was required to secure the airway, Atropine give for bradycardia and Levophed initiated to control hypotension. Medical Direction was obtained from the attending physician in the St. Francis Emergency Department.

Interventions performed by Ambulance Personnel



As reflected above, the majority of the patient transports required no interventions during the transport. The remaining interventions were:

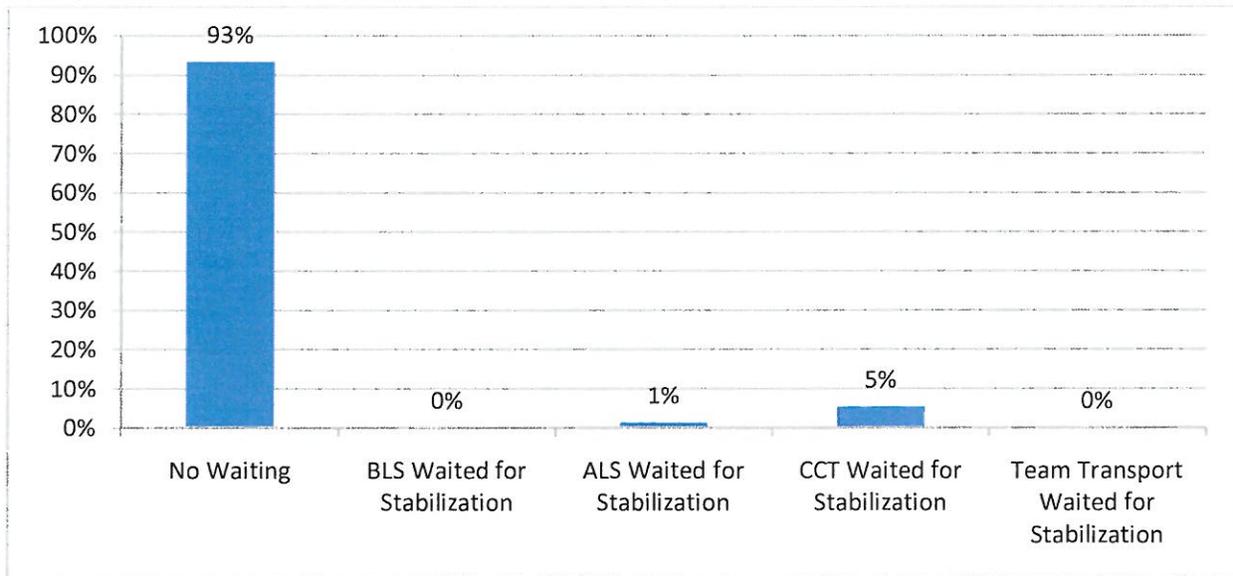
CCT

- Nicardipine titration within Protocol guidelines
- Initiation of Hydralazine within Protocol guidelines
- Diprovan titration to maintain sedation
- RSI
- Ventilator setting adjustment to maintain ETCO2
- Blood Sugar monitoring for patients on D10
- Treatment of nausea using Zofran per Protocol guidelines
- Opiates given for pain

ALS

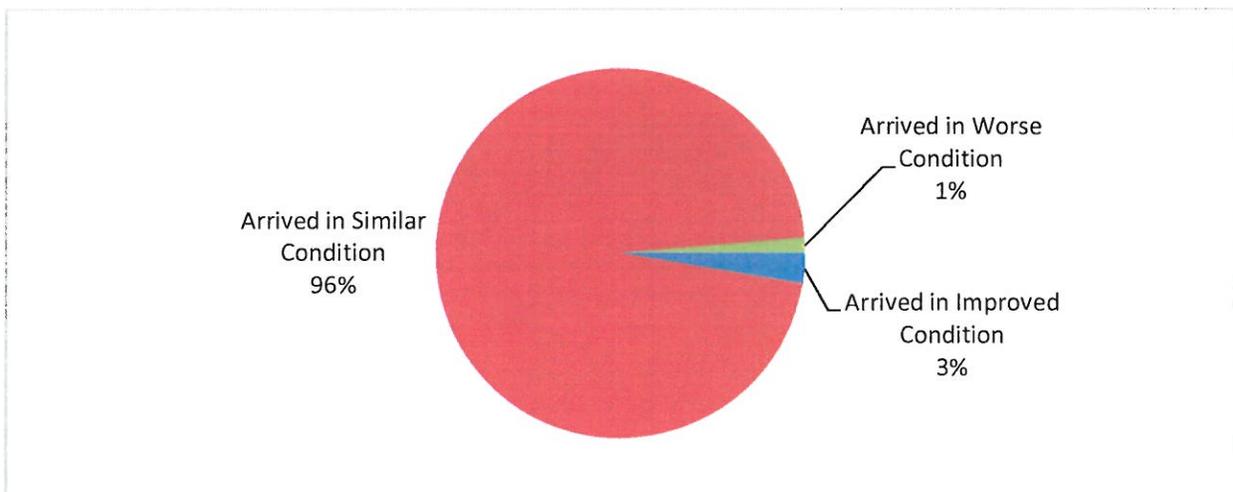
- Discontinued IV fluids due to infiltration

Delayed on scene for patient stabilization



From the documentation, the majority of the patients were transported without delay. The CCT patients were delayed for sedation and blood pressure control. There was one documented ALS patient delayed on scene, not for patient stabilization, but because the family wanted to pray before the transport.

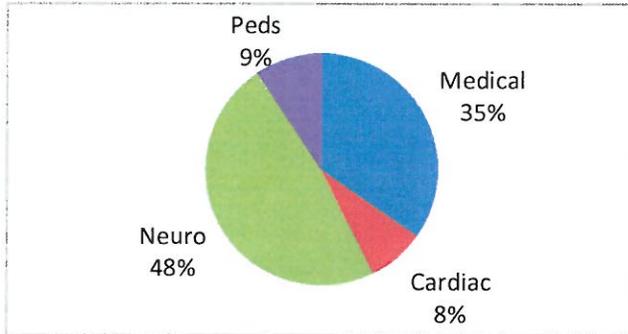
Patient Condition on Arrival at RUMC



As reflected in the graph, 96% of the patients arrived at RUMC in the same or similar condition. Most crews documented "no change in patient condition during transport". 3% of the patients were determined to arrive in an improved condition. Determination of an improved condition was based upon patient vital signs and comfort level from that recorded at the sending facility. One CCT patient (1%) was determined to decompensate during transport. This patient was on BiPAP, needed medication assisted intubation, initiation of Levophed for BP regulation and atropine dosing for bradycardia. This

patient was treated appropriately by protocols and medical control contact. RUMC alerted en route for the change in patient condition. **No patients have been diverted to other hospitals.**

Summary



In summary, the random review of 747 transports, spanning all transport levels and patient type, have been completed. The data was analyzed and all transports were completed successfully. The transport teams report limited delays at the sending facilities and very few occasions to request medical control input. The patient's are arriving at RUMC with appropriate interventions performed to maintain the

patients' condition. Critically ill patients transported by the Critical Care Team are receiving timely appropriate interventions. Even in the case of a patient requiring critical interventions, the patient was successfully transported to RUMC.

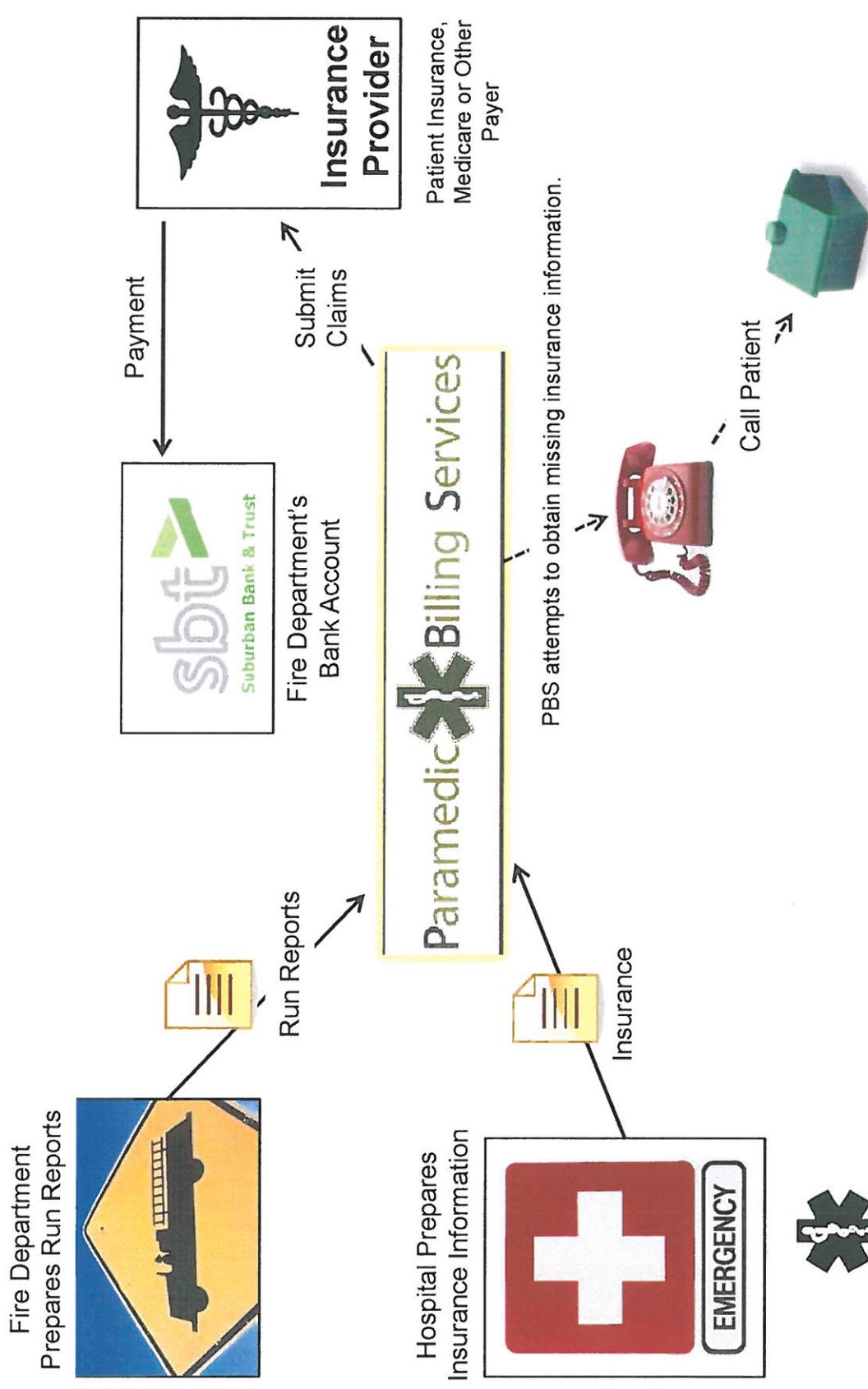


Appendix E

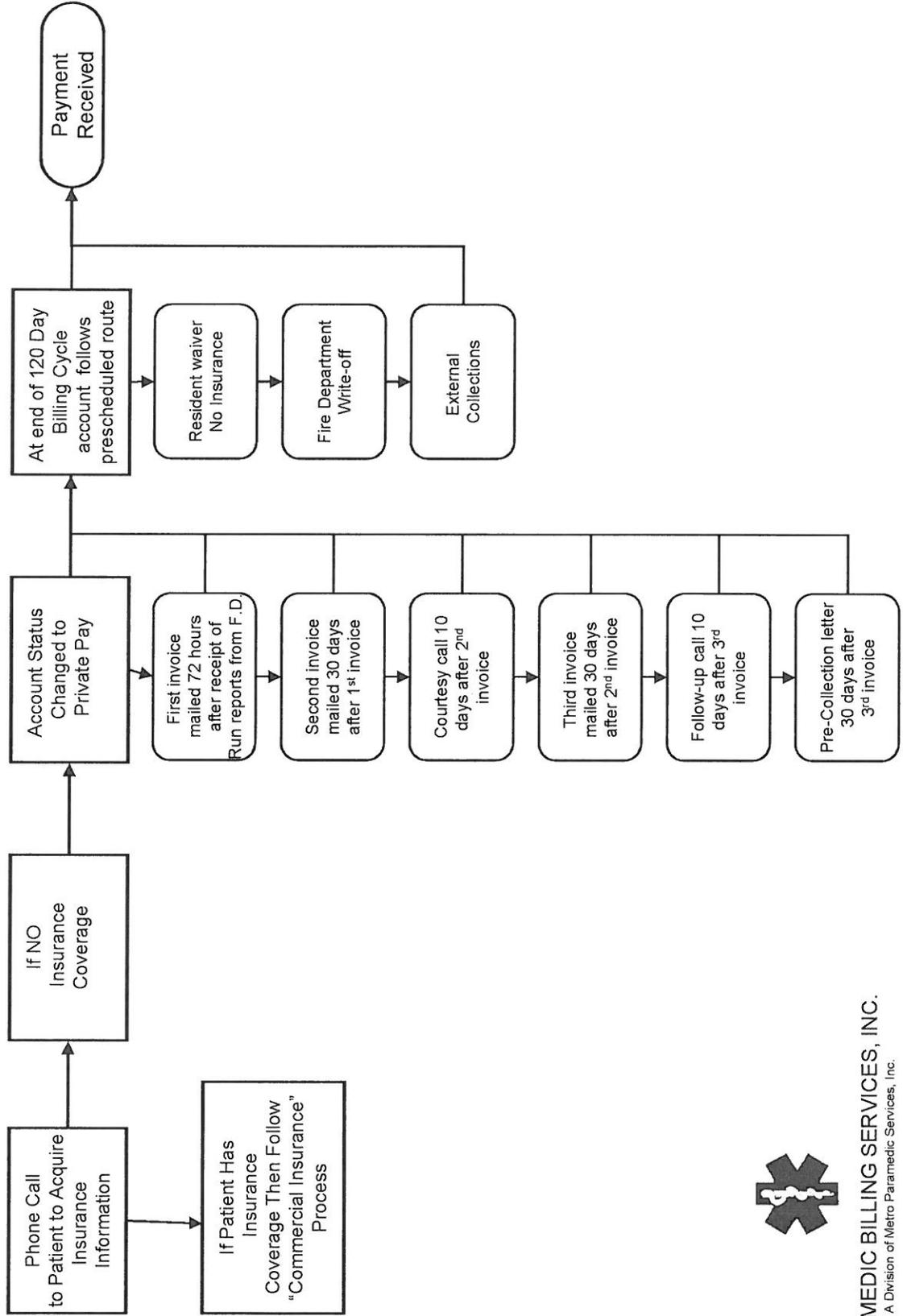


Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport

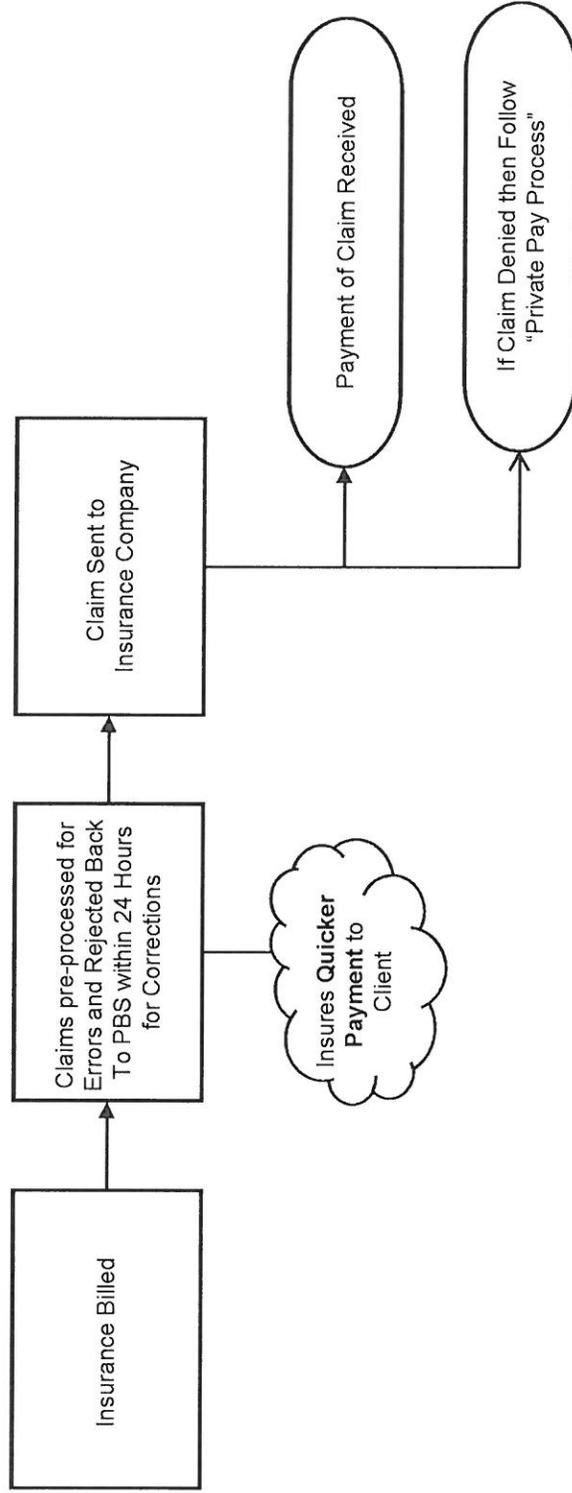
Post - Transport Billing Process Overview



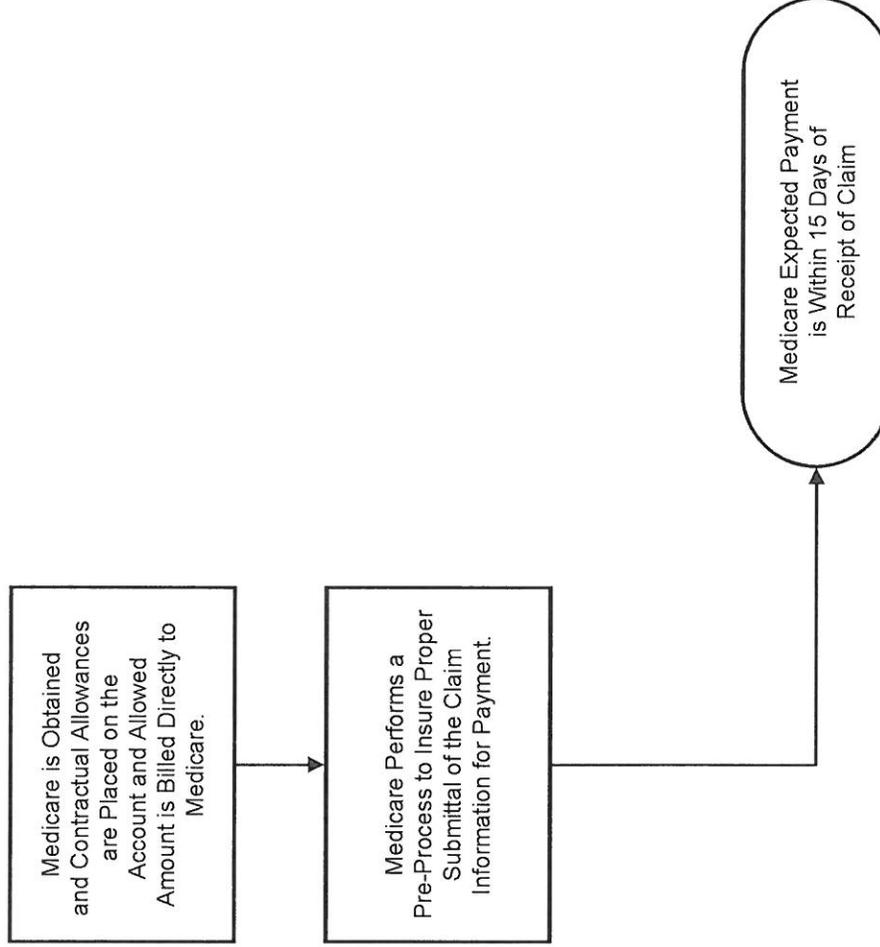
Private Pay Recommended Process



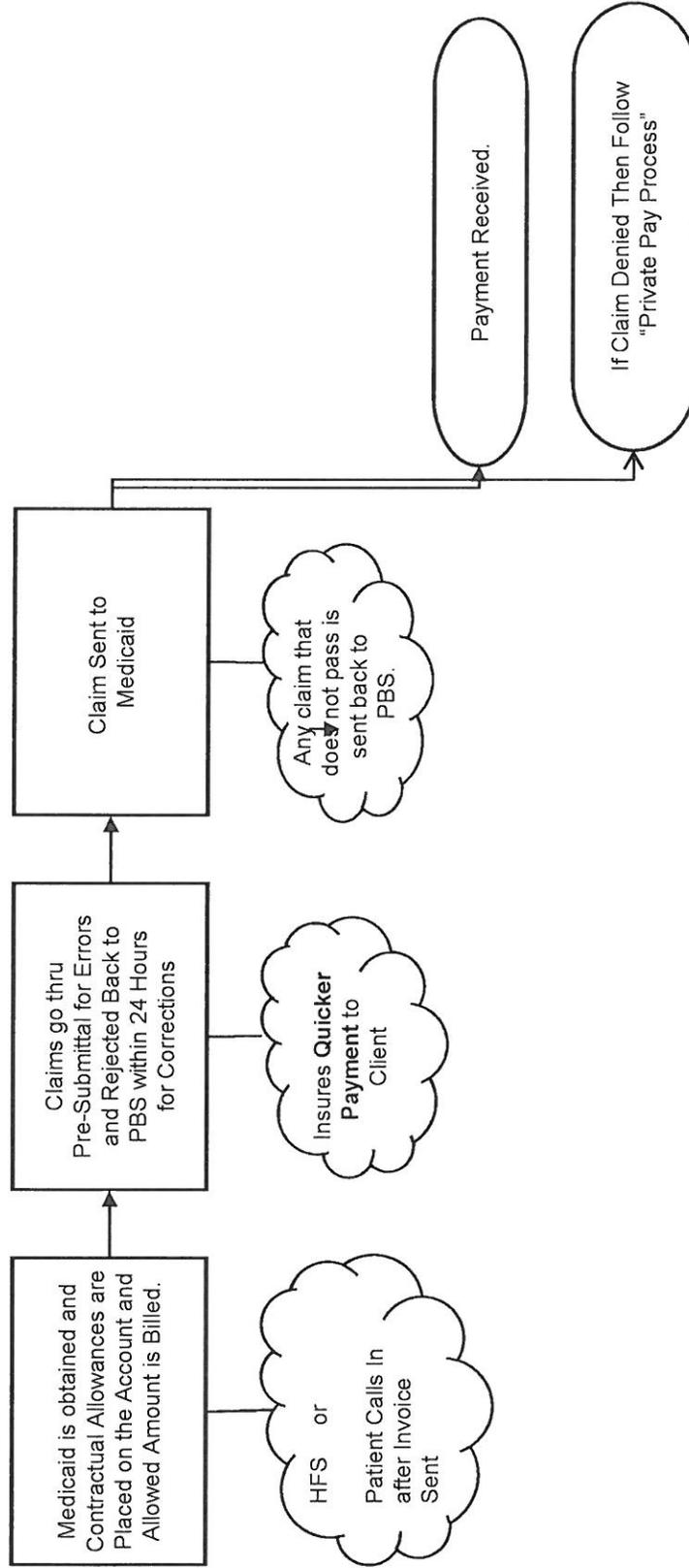
Commercial Insurance



Medicare



Medicaid





Thank You



Advanced Life Support Basic Life
Support Critical Care Transport
Bariatric Transport Aeromedical
Transport