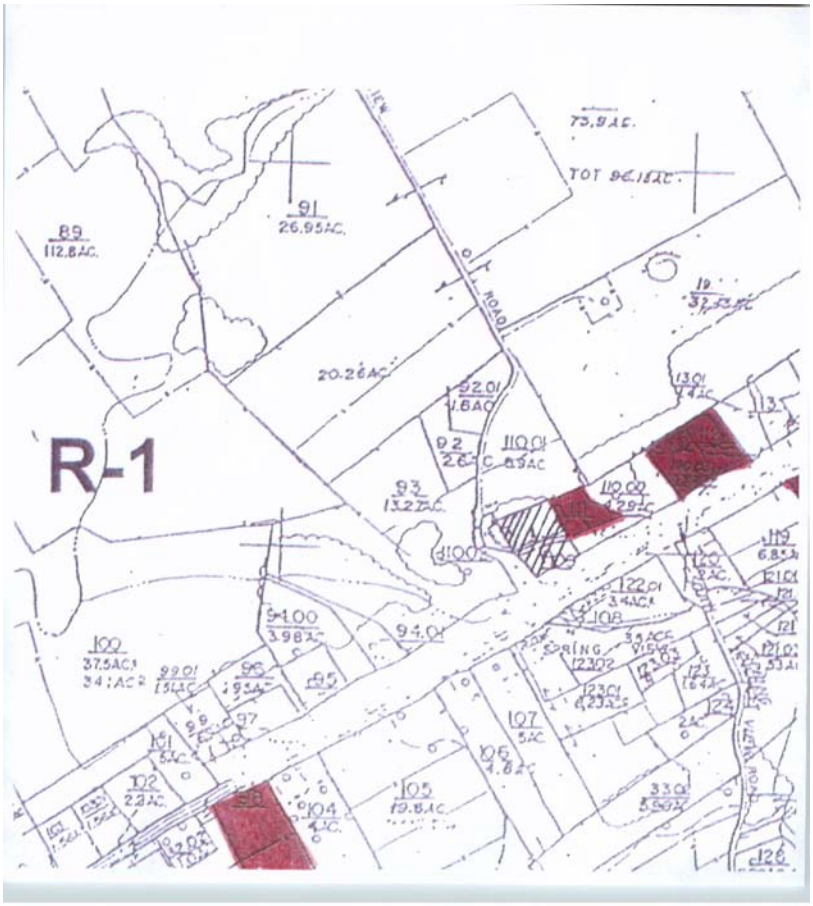
NOTICE OF PUBLIC HEARING. In accordance with Tennessee Code Annotated Sections 5-5-105 and 13-7-105, the Board of County Commissioners of Blount County, Tennessee, will convene and hold public hearing on May 12, 2015 at 6:00P.M., at the Blount County Courthouse Commission Meeting Room for the following proposed amendments to the Zoning Resolution of Blount County, Tennessee, being Resolution 00-06-010, and specifically the Zoning Map of Blount County, Tennessee.

A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY TENNESSEE, from R-1(Rural District 1) to RAC(Rural Arterial Commercial) for property located at 110 and 112 N. Spring View Road at the corner of US HWY 411 South and N. Spring View Road, the property is identified on tax map 089, parcel 109.00.



Copies of the Resolutions may be obtained at the offices of the Blount County Building Commissioner and Secretary to the County Commission, during regular office hours. Blount County does not discriminate based on race, color or national origin in federal or

RESOLUTION No. 15-05-005

Sponsored by Commissioners Andy Allen and Jeff Headrick

A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY TENNESSEE, from R-1(Rural District 1) to RAC(Rural Arterial Commercial) for property located at 110 and 112 N. Spring View Road at the corner of US HWY 411 South and N. Spring View Road, the property is identified on tax map 089, parcel 109.00.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this 21st day of May, 2015:

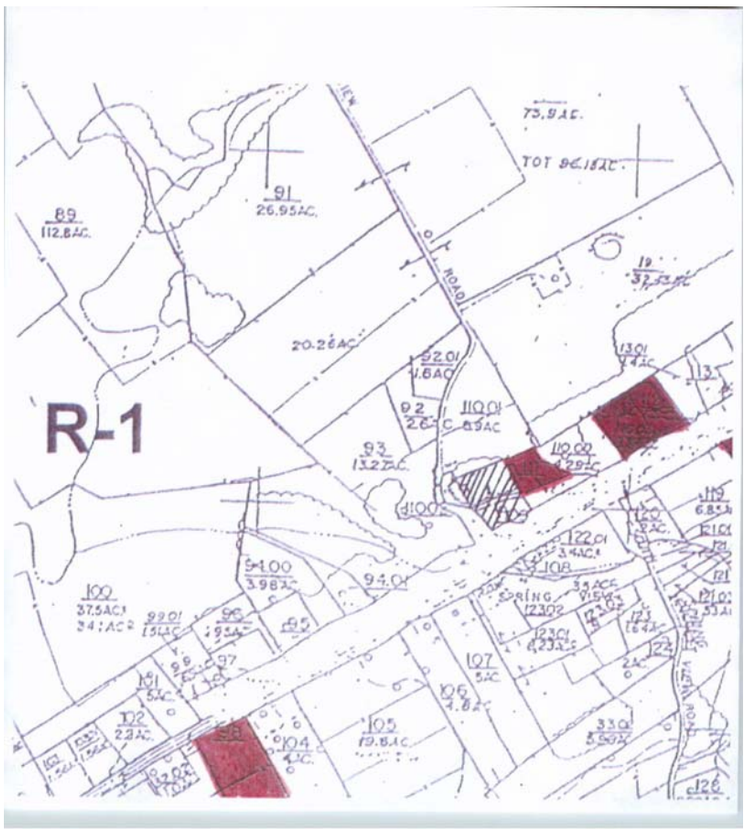
WHEREAS, the legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations, including a zoning map, in Tennessee Code Annotated Section 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations, including the Zoning Map of Blount County, Tennessee in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101, *ET SEQ*., OF THE TENNESSEE CODE ANNOTATED,** and

WHEREAS, it is desired to amend the Zoning Map of Blount County, Tennessee.

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, to adopt the following:

A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY TENNESSEE, from R-1(Rural District 1) to RAC (Rural Arterial Commercial) for property located at 110 and 112 N. Spring View Road at the corner of US HWY 411 South and N. Spring View Road, the property is identified on tax map 089, parcel 109.00, shown hatched below.



BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION

_____
Commission Chairman

Approved: _____

Vetoed: _____

_____
County Mayor

ATTEST

_____
County Clerk

_____
Date

Blount County Building Commissioner

Memo

To: Blount County Planning Commission

From: Building Commissioner

CC: Other planning commissioner members and staff

Date: 2/20/2015

Re: Rezoning Request at 110 and 112 N. Spring View Road.

Background:

Mr. Gary Douglas has recently purchased the property at 110 and 112 N. Spring View Road and has requested that it be rezoned to RAC-(rural arterial commercial) from R-1- (rural district one). This property is identified on tax map 089 and parcel 109.00.

The property is approximately 2.6 acres with direct frontage on Hwy 411 South at the intersecting corner with N. Spring View Road. The property is located outside of the urban growth boundary for the City of Maryville. The RAC zone is the applicable commercial zone for this property due to its location.

This property has had a commercial history and has been taxed commercially in the past. The property has a house and a 3,200 square feet garage located on it. The garage had an automobile repair business grandfathered on it and has been used for similar uses in the past. The applicant has a storage tank business that sales accessories for storage tanks and services them. He is also looking to lease out unused portions of buildings to other businesses. These will be reviewed in accordance to section 9.10 found below.

Section 9.10 RAC – Rural Arterial Commercial District. It is the purpose and intent of this district to regulate commercial and other development of low to medium density adjacent to major four or more lane arterial roads in the county, consistent with the overall purposes of this Resolution contained in Article 3, consistent with provisions in Public Chapter

1101 of 1998 (Tennessee Code Annotated Section 6-58-101, *et seq*), and consistent with plans adopted by Blount County. It is further the policy of the County Commission that the RAC district and this section should have applicability only to land adjacent to Highway 411 South outside the Maryville urban growth boundary, and to Highway 321 – East Lamar Alexander Parkway outside the Maryville urban growth to intersection with Foothills Parkway, and that amendments to the Zoning Map should extend no more than 500 feet away from the right-of-way lines of the above delineated highways. This section does not amend the Zoning Map, nor zone nor rezone any land to RAC, but only identifies limits to location for any land that may in the future be zoned RAC.

A. Permitted Uses: General retail sales and rental of goods and merchandise; Restaurants; bed and breakfast, office of a physician, dentist, or other similar medical professional; campgrounds; Golf driving ranges, miniature golf courses, and similar uses; Kennels and veterinarian services; Miscellaneous public and semi-public facilities including post offices; Commercial greenhouses; Churches, temples and similar places of worship with accessory structures, uses and cemeteries; Golf courses; Commercial cemeteries not associated with any on-site place of worship; any use permitted or listed as permissible as a special exception in Sections 9.2.A and 9.2.B.

B. Uses permitted as special exception: Motorcycle safety training facilities.

C. Uses permitted as special exception with specific limitations: None.

D. Uses Prohibited: In the RAC – Rural Arterial Commercial District: pain management clinics. All other uses are prohibited except those uses permitted or permitted as special exception specifically above.

E. Uses Requiring Site Plan Review: All uses and customary accessory structures, except one or two single family or manufactured home dwelling on a single lot, duplex dwelling on separate lot, and customary accessory structures to such excepted uses.

F. Minimum Lot Size and Density: For residential structures as required in Section 9.2.F. For all other uses: minimum lot size shall be one (1) acre, and maximum lot coverage of all buildings shall be no more twenty five (25) percent provided that both primary and duplicate area for septic field purposes are maintained unhindered by any structure, parking, drainage or other design element of the site which may impact septic functioning.

.

G. Setback Requirements: All uses shall comply with the following setback requirements, except as otherwise provided for in Articles 3 and 5 for lots of record and nonconforming situations.

1. Front Setback: the minimum depth of the front building setback shall be 60 feet from any road right-of-way or easement line.

2. Rear Setback: the minimum building setback from the rear property line shall be 20 feet for the principal structure, and five feet for any accessory structure, provided that the

rear setback shall be 40 feet for any non residential use with a rear property line abutting a residential use lot, or abutting a lot in the S, R-1 or R-2 zone.

3. Side Setback: For any commercial use under Permitted Uses abutting another commercial use or land zoned C-Commercial or I-Industrial or RAC-Rural Arterial Commercial, the minimum building setback from the side property line shall be ten (10) feet. For any commercial use under Permitted Uses abutting a residential lot or land zoned S, R-1 or R-2, the minimum building setback from the side property line shall be 20 feet. For any special exception, the minimum building setback from the side property line shall be 20 feet, or greater as may be required by the Board of Zoning Appeals. For any residential use the minimum building setback from the side property line shall be ten (10) feet.

H. Maximum Height of Structures: Unless otherwise explicitly allowed in other articles of this Resolution, all structures shall be no greater than 35 feet higher than the highest natural grade immediately adjacent to the structure.

I. Additional Site Plan Requirements: In addition to site plan requirements in Section 7.2, site plans for any commercial use permit under this Section shall be drawn by a qualified professional, and shall include front elevation of any proposed structure.

J. Additional design requirements: All site plans shall be accompanied by a stormwater drainage plan prepared by a qualified engineer, and shall address the need for detention, if necessary, and pollution control. All uses permitted under this Section shall provide a vegetative landscape buffer, to be determined by the Planning Commission during site plan review, between the use/buildings on the commercial site, and any parcel or lot zoned other than RAC or C. Such buffering shall apply to rear lot lines of the commercial site, and also to side lot lines behind the minimum front building setback lines, except where there is an immediately adjacent residential use that would require screening within the minimum front building setback line. *All uses permitted under this Section shall provide a front building elevation that meets the design requirements in Section 7.15-C-3.* All external lighting shall be directed away from or screened from land zoned other than RAC or C, and away from any public right-of-way. Where noise is determined to be a probable off-site impact of a proposed use, a noise mitigation barrier of solid structure or earth berm, in addition to vegetative buffer, shall be designed as part of the site plan and constructed.

K. Review on change of use.

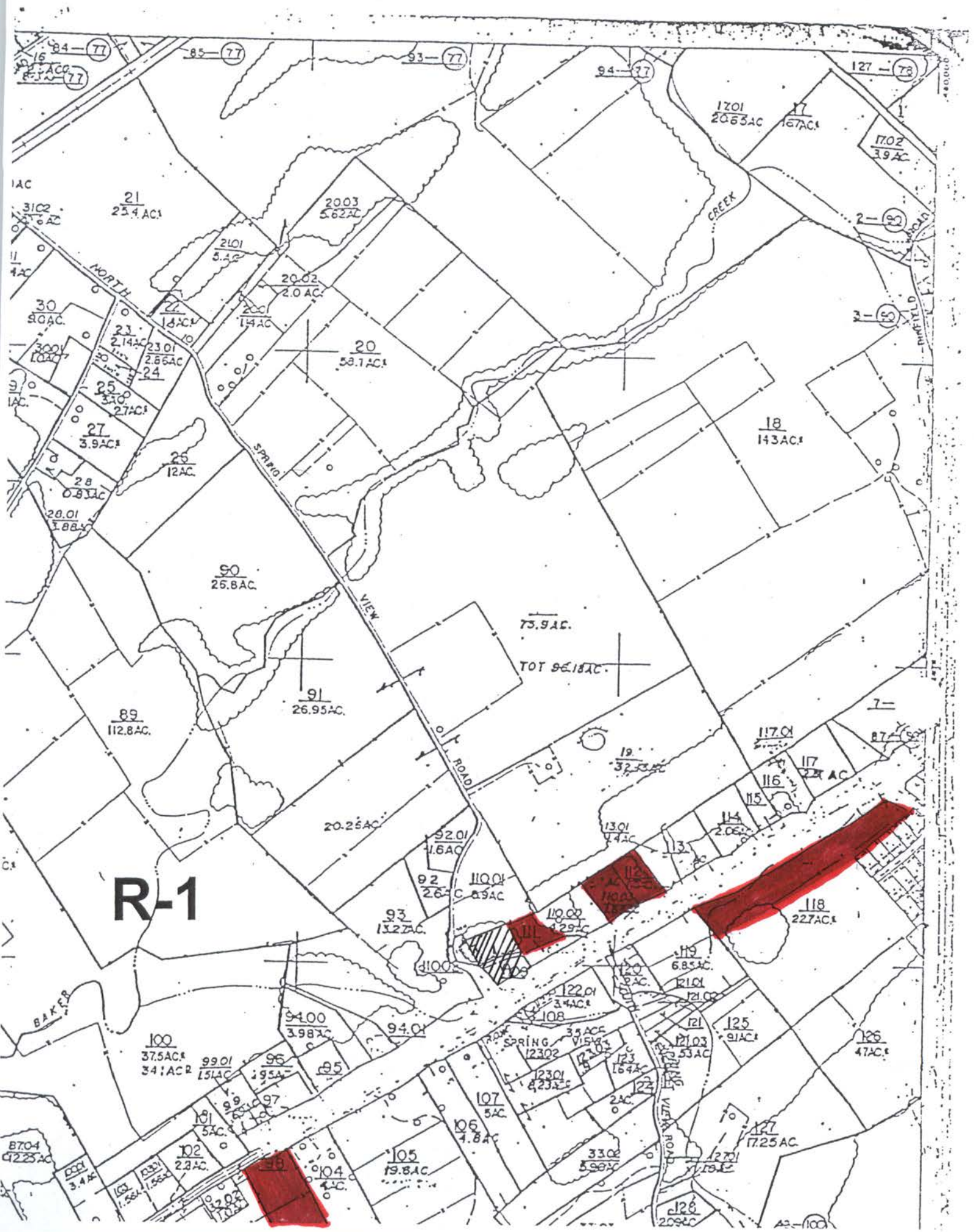
1. For any change of use to special exception use under provisions for change of use requiring Board of Zoning Appeals approval, the Board of Zoning Appeals shall have permit and review authority under provisions of these regulations.

2. For other change of use, excluding change to uses allowed in Section 9.2.A, a permit application for zoning compliance shall be submitted, to be reviewed by the Building Commissioner for conformity to requirements for the zone and any previously approved site plan. The Building Commissioner shall require information on the

application sufficient for determination of zoning compliance, and certification of zoning compliance in writing shall be considered as approval of the permit for change of use.

3. Notwithstanding subsection 2 above, upon determination by the Building Commissioner that a use will be of greater impact or will require new or changed site design elements upon change of use, the Building Commissioner shall require a new permit application and site plan to be reviewed by the Planning Commission as a new permit for that change of use.

4. All changes of use under this subsection shall require new permit application and charged fees as such.


R-1
SPRING VIEW ROAD
OLD ROAD
NORTH
BAKER
CREEK
SPRING VIEW
20
58.1 AC.
18
143 AC.
90
25.8 AC.
91
26.95 AC.
89
112.8 AC.
73.9 AC.
TOT 96.18 AC.
20.26 AC.
93
132 AC.
100
37.5 AC.
34 ACRE
118
22.7 AC.
112
125
91 AC.
126
47 AC.
127
17.25 AC.


130
203
N SPRINGVIEW RD
4437
122
110
112
115
U S HIGHWAY 411 S

State of Tennessee Comptroller of the Treasury

Real Estate Assessment Data

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County Number: 005 **County Name:** BLOUNT **Tax Year:** 2014

Property Owner and Mailing Address

Jan 1 Owner:
MYERS CURTIS E II & JOHN R
COX
2729 HWY 411 S
MARYVILLE, TN 37801

Current Owner:
USTANX LLC
435 WESTWOOD DR
MARYVILLE, TN 37803

Property Location

Address: N SPRINGVIEW RD 110

Map: 089 **Grp:** **Ctrl Map:** 089 **Parcel:** 109.00 **PI:** **S/I:** 000

Value Information

Reappraisal Year: 2010

Land Mkt Value:	$74,500
Improvement Value:	$141,100
Total Market Appraisal:	$215,600
Assessment %:	25
Assessment:	$53,900

General Information

Class:	00 - RESIDENTIAL		
City #:	000	**City:**	
SSD1:	000	**SSD2:**	000
District:	06	**Mkt Area:**	F01
# Bldgs:	1	**# Mobile Homes:**	0
Utilities - Water / Sewer:	03 - PUBLIC / INDIVIDUAL	**Utilities - Electricity:**	01 - PUBLIC
Utilities - Gas / Gas Type:	00 - NONE	**Zoning:**	

Subdivision Data

Subdivision:

Plat Bk: **Plat Pg:** **Block:** **Lot:**

Additional Description

Building Information

Building # 1

Improvement Type:	01 - SINGLE FAMILY	**Stories:**	1
Base Area Sq. Ft.:	1,500		
Foundation:	02 - CONTINUOUS FOOTING	**Floor System:**	04 - WOOD W/ SUB FLOOR

Exterior Wall:	11 - COMMON BRICK	**Structural Frame:**	00 - NONE
Roof Framing:	02 - GABLE/HIP	**Roof Cover/Deck:**	03 - COMPOSITION SHINGLE
Cabinet/Millwork:	03 - AVERAGE	**Floor Finish:**	11 - CARPET COMBINATION
Interior Finish:	07 - DRYWALL	**Paint/Decor:**	03 - AVERAGE
Heat and A/C:	07 - HEAT & COOLING SPLIT	**Plumbing Fixtures:**	6
Bath Tile:	00 - NONE	**Electrical:**	03 - AVERAGE
Shape:	01 - RECTANGULAR DESIGN	**Quality:**	01 - AVERAGE
Act Yr Built:	1969	**Condition:**	A - AVERAGE

Building Areas:

Area: BAS **Sq Ft:** 1,500
Area: BMF **Sq Ft:** 1,500
Area: CPF **Sq Ft:** 484
Area: OPF **Sq Ft:** 176
Area: UTU **Sq Ft:** 176

Extra Features

Bldg/Card#	Type	Description	Units
1	STOOP	8X12	96
1	GARAGE UNFINISHED DETACHED	22X24	528

Sale Information

Sale Date	Price	Book	Page	Vac/Imp	Type Instrument	Qualification
04/02/2014	$300,000	2385	147	IMPROVED	WD	P
02/27/2006	$300,000	2097	1738	IMPROVED	WD	P
03/31/2000	$145,900	639	69	IMPROVED	WD	A
05/24/1996	$110,000	586	734	IMPROVED	WD	A
08/23/1958	$0	217	197			

Land Information

Deed Acres: 2.60 **Calc Acres:** 0.00 **Total Land Units:** 2.60
Land Type: 04 - IMP SITE **Soil Class:** **Units:** 2.60

[redacted] [redacted] View GIS Map for this Parcel

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State of Tennessee Comptroller of the Treasury

Real Estate Assessment Data

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County Number: 005 **County Name: BLOUNT** **Tax Year: 2014**

Property Owner and Mailing Address

Jan 1 Owner:
MYERS CURTIS E II & JOHN R
COX
2729 HWY 411 S
MARYVILLE, TN 37801

Current Owner:
USTANX LLC
435 WESTWOOD DR
MARYVILLE, TN 37803

Property Location

Address: N SPRINGVIEW RD 112

Map: 089 **Grp:** **Ctrl Map:** 089 **Parcel:** 109.00 **PI:** **S/I:** 001

Value Information

Reappraisal Year: 2010

Land Mkt Value:	$0
Improvement Value:	$66,400
Total Market Appraisal:	$66,400
Assessment %:	40
Assessment:	$26,560

General Information

Class:	08 - COMMERCIAL		
City #:	000	**City:**	
SSD1:	000	**SSD2:**	000
District:	06	**Mkt Area:**	F01
# Bldgs:	1	**# Mobile Homes:**	0
Utilities - Water / Sewer:	03 - PUBLIC / INDIVIDUAL	**Utilities - Electricity:**	01 - PUBLIC
Utilities - Gas / Gas Type:	00 - NONE	**Zoning:**	

Subdivision Data

Subdivision:

Plat Bk: **Plat Pg:** **Block:** **Lot:**

Additional Description

TROY SHIELDS MOTOR SPORTS

Building Information

Building # 1

Improvement Type:	47 -	**Stories:**	1
Base Area Sq. Ft.:	3,200		
Foundation:	02 - CONTINUOUS FOOTING	**Floor System:**	01 - SLAB ON GRADE

Exterior Wall:	19 - PREFIN METAL CRIMPED	**Structural Frame:**	00 - NONE
Roof Framing:	06 - STEEL TRUSS/PURLINS	**Roof Cover/Deck:**	13 - PREFIN METAL CRIMPED
Cabinet/Millwork:	02 - BELOW AVERAGE	**Floor Finish:**	01 - CONCRETE FINISH
Interior Finish:	01 - UNFINISHED	**Paint/Decor:**	03 - AVERAGE
Heat and A/C:	0 -	**Plumbing Fixtures:**	0
Bath Tile:	00 - NONE	**Electrical:**	03 - AVERAGE
Shape:	01 - RECTANGULAR DESIGN	**Quality:**	01 - AVERAGE
Act Yr Built:	2002	**Condition:**	A - AVERAGE

Building Areas:

Area: 47 **Sq Ft:** 3,200
Area: CLG **Sq Ft:** 3,200

Extra Features

Sale Information

Sale Date	Price	Book	Page	Vac/Imp	Type Instrument	Qualification
04/02/2014	$300,000	2385	147	IMPROVED	WD	P
02/27/2006	$300,000	2097	1738	IMPROVED	WD	P

Land Information

Deed Acres: **Calc Acres:** **Total Land Units:**

[redacted] [redacted] View GIS Map for this Parcel

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DRAFT

BLOUNT COUNTY PLANNING COMMISSION
REGULAR SESSION
THURSDAY, MARCH 12, 2015
5:30 P.M.

The Blount County Planning Commission met in special called session on Thursday, March 12, 2015, at the Courthouse. Staff was represented by: John Lamb – Director of Planning, Doug Hancock – Senior Planner, and Administrative Assistant Marlene Hodge.

Commissioners Present: Andy Allen, Brad Bowers, Shawn Carter Sr., Ron French, Jeff Headrick, Tom Hodge, Jerry Roddy, Ed Stucky – Chairman, and Clifford Walker. Commissioners Absent: David Caldwell – Vice Chairman, Geneva Harrison, and Bruce McClellan.

The minutes for the January 22, 2015, regular monthly meeting were approved. (Minutes were given to members for review prior to the meeting.)

PUBLIC HEARINGS:

Public Hearing and Possible Action Rezoning request from Rural District 1 to Rural Arterial Commercial at 110 and 112 N. Spring View Road:

The owner, Gary Douglas, requested that the property located on Tax Map 089, Parcel 109.00 be rezoned from Rural District 1 (R-1(Zone) to Rural Arterial Commercial (RAC) Zone. The property is approximately 2.6 acres with direct frontage on Hwy 411 South at the intersecting corner of N. Spring View Road. Due to its location the RAC zone is the applicable commercial zone for this parcel.

The property has a house and a 3,200 square feet garage. The garage had an automobile repair business grandfathered on it and has been used for similar uses in the past. The owner has a storage tank business that services and sales accessories for storage tanks and is looking at leasing any unused portions of the buildings to other business.

No one spoke and the public hearing was closed.

Inquiry and concerns were made regarding commercial and residential taxes. Mr. Douglas spoke and verified that the property did have a commercial use within the past year or so by the previous owner. His intentions are to turn the house into an office space, use the garage for storage, and lease the remaining office and garage space to other businesses.

Commissioner Walker made a motion to send the rezoning request to the County Commission with a favorable recommendation, seconded by Commissioner Roddy. Roll call vote was taken:

Commissioner Allen - Yes
Commissioner Bowers - Yes
Commissioner Caldwell - Absent
Commissioner Carter - No
Commissioner French - No
Commissioner Harrison - Absent
Commissioner Headrick - Yes
Commissioner Hodge - Yes
Commissioner McClellan - Absent
Commissioner Roddy - Yes
Commissioner Stucky - Yes
Commissioner Walker - Yes

Motion to send the rezoning request to the County Commission with favorable recommendation was approved with 7 yes, 2 no, and 3 absent.

SITE PLAN:

1471 West Millers Cove Road – addition of pool and pool house:

This site plan is for the addition of a pool and pool house at Blackberry Farm. The property is identified on Tax Map 082, Parcel 067.02 and is in the Planned Rural Resort District.

The pool will serve the guests at Blackberry Farm and is required to have a site plan review. The site for the pool and pool house is across West Millers Cove Road on Joe Pye Lane. Site Plan indicates that all building setback requirements will be met by the pool house. Any required permits for a septic system must be obtained through the Blount County Environmental Health Department. Additional buffering and a grading permit will not be required.

Commissioner Bowers made a motion to approve the site plan for the addition of a pool and pool house at 1471 West Millers Cove Road; seconded by Commissioner Roddy. Motion received unanimous approval.

HEARINGS:

Preliminary and Final Plats – Minor Subdivisions:

Combination of lots in Fairway Vista Subdivision off Hunter Run Road in Laurel Valley by Fairway Vistas LLC: 4 lots off a private road:

The final plat for Fairway Vista subdivision was approved at the February 2010 meeting. At that time 16 lots were approved off of the extension of Hunter's Run Road subject to outstanding items to be completed. Staff verified all outstanding items and the final plat was signed in May 2010.

All of the lots in Fairway Vista are served by an on-site sewer system that is operated by Tennessee Wastewater Systems Incorporated (TWSI) which is a public utility approved by the Tennessee Regulatory Authority. While all of the lots are

state sponsored programs, pursuant to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 200d).

APPROVED:

Jerome Moon
Commission Chairman

Ed Mitchell
County Mayor

ATTEST:

Roy Crawford, Jr.
County Clerk

AGENDA
BOARD OF COMMISSIONERS AGENDA COMMITTEE MEETING
TUESDAY, MAY 12, 2015, 6:30 P.M.
Room 430, Blount County Courthouse

A. ROLL CALL.

B. SETTING OF AGENDA.

C. PUBLIC INPUT ON ITEMS ON THE AGENDA.

D. APPROVAL OF AGENDA COMMITTEE MINUTES:

1. April 7, 2015 meeting.

E. ITEMS FOR CONSENT CALENDAR:

1. Minutes:
   a. April 16, 2015 meeting.
   b. May 12, 2015 zoning public hearing.
2. Approval of Deputy Sheriff and Notary Public bonds and oaths.
3. Election of Notaries.
4. Appointments.

F. UNFINISHED BUSINESS:

1. A resolution to amend the zoning resolution of Blount County, Tennessee, Section 7.18 regulating campgrounds or RV Parks by clarifying or specifying the following: responsibility for required improvements for a deceleration lane; mandatory compliance with noise laws; application of non-conforming (grandfather) provisions of state statutes and zoning regulations; and limits of stay in a campground or RV park.
2. A resolution to amend the zoning resolution of Blount County, Tennessee, Section 7.18 regulating campgrounds or RV parks, specifying the following: setting ratio of camp worker campsites that may be allowed; setting setbacks from perimeter parcel lines; and setting defined density of campsites per gross acre.
3. A Resolution to amend the zoning resolution of Blount County, Tennessee, Section 9.1.C deleting allowance for commercial campground and recreational vehicle parks in the S-Suburbanizing District.

G. NEW BUSINESS:

1. Budget Transfers.
2. Budget Increases.
3. Other Budget Items.
4. A resolution authorizing submission of application for litter and trash collecting grant from the State of Tennessee Department of Transportation and authorizing acceptance of the grant. (Jerome Moon)
5. A resolution to implement the recommended classification and compensation system by Evergreen Solutions. (Mike Lewis)
6. Resolution authorizing an agreement between Blount County, Tennessee and BellSouth Telecommunications, LLC, A Georgia Corporation, D/B/A AT&T Tennessee, for the purpose of granting an easement for a parcel of land lying off of 111 Main Road, Maryville, Tennessee, Pursuant to Tennessee Code Annotated § 65-21-201 and § 5-7-101. (Jerome Moon)

7. A resolution to amend the zoning map of Blount County, Tennessee, from R-1 (Rural District 1) to RAC (Rural Arterial Commercial) for property located at 110 and 112 N. Springview Road at the corner of US HWY 411 South and N. Springview Road, the property is identified on tax map 089, parcel 109.00. (Andy Allen)
8. Setting of Public Hearing regarding a resolution to amend the zoning resolution of Blount County, Tennessee, by adding a new RAC2 - Rural Arterial Commercial District 2. (Ron French)
9. A resolution to award an agreement that extends beyond the end of the current fiscal year for emergency medical services for Blount County, TN. (Mike Caylor)
10. A resolution to approve interlocal cooperation agreement relative to the Fifth Judicial District Drug and Violent Crimes Task Force between Blount County, Tennessee; Maryville, Tennessee; and Alcoa, Tennessee. (Rick Carver)

H. ANNOUNCEMENTS AND STATEMENTS.

I. PUBLIC INPUT ON ITEMS NOT ON THE AGENDA.

J. ADJOURNMENT.

STATE OF TENNESSEE
COUNTY OF BLOUNT

BE IT REMEMBERED that a meeting of the Agenda Committee of the Blount County Board of Commissioners was held on Tuesday, April 7, 2015 at 6:30 pm at the courthouse in Maryville, Tennessee.

Roll call was taken by Rhonda Pitts, Deputy County Clerk:

Mike Akard - present	Mike Caylor - present	Mike Lewis - present
Andy Allen - present	Thomas Cole - present	Kenneth Melton - present
Archie Archer - present	Dodd Crowe - present	Karen Miller - present
Brad Bowers - present	Jamie Daly - present	Tona Monroe - present
Shawn Carter - present	Gary Farmer - present	Jerome Moon - present
Rick Carver - present	Ron French - present	Steve Samples - present
Grady Caskey - present	Jeff Headrick - present	Tom Stinnett - present

There were 21 present and 0 absent. Chairman Samples declared a quorum to exist. The following proceedings were held to-wit:

IN RE: SETTING OF AGENDA.

Chairman Samples stated the request for a special called meeting of Blount County Commission to hold a teleconference with the Jail Study Consultant would be removed from the agenda, based on the letter received from the counsel, unless there was objection. Commissioner Monroe objected.

Commissioner French made a motion to set the agenda. Commissioner Carter seconded the motion.

Commissioner Moon made a request to add to the Consent Calendar of the April meeting the approval of the minutes March 19, 2015, and the minutes of April 7, 2015, three Zoning Public Hearings.

Commissioner Caskey made a request to remove from the agenda the "Resolution to Require Proposed Changes to Payroll Policy and/or Benefits of Employees of all Departments of Blount County Government, and Blount County Schools, be approved by the Human Resources/Insurance Committee, and/or Submitted to the Board of Commissioners for their Consent Prior to Implementation of any Proposed Changes."

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed and the agenda set.

IN RE: MINUTES OF MARCH 3, 2015 MEETING.

Commissioner Carver made a motion to approve the minutes. Commissioner Crowe seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: CONSENT CALENDAR:
MINUTES OF MARCH 19, 2015 COUNTY COMMISSION MEETING
MINUTES OF APRIL 7, 2015, 5:45 PM ZONING PUBLIC HEARING
MINUTES OF APRIL 7, 2015, 6:00 PM ZONING PUBLIC HEARING

MINUTES OF APRIL 7, 2015, 6:15 PM ZONING PUBLIC HEARING
APPROVAL OF DEPUTY SHERIFF AND NOTARY PUBLIC BONDS AND OATHS
ELECTION OF NOTARIES
APPOINTMENTS:
AD HOC COMMITTEE TO STUDY THE FEASIBILITY OF RECYCLING IN BLOUNT COUNTY,
PLANNING COMMISSION (REAPPOINTMENT) – GENEVA W. HARRISON,
SHERIFF'S MERIT BOARD (REAPPOINTMENTS) – GARY HALL AND CECIL "BUSTER" SAFFLES,
BLOUNT COUNTY LIBRARY BOARD OF TRUSTEES – DR. CATHY HAMMON,
PARKS AND RECREATION COMMISSION (REAPPOINTMENT) – NELSON RUSSELL.

Commissioner Moon made a motion to send the items to the consent calendar of the April County Commission meeting. Commissioner Carver seconded the motion.

Commissioner Farmer nominated *Grady Caskey* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Moon seconded the nomination.

Commissioner Caskey nominated *Brad Bowers* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Caylor seconded the nomination.

Commissioner Stinnett nominated *Tona Monroe* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Carter seconded the nomination.

Commissioner Moon made a motion for nominations to cease. Commissioner Carter seconded the motion. A voice vote was taken with Chairman Samples declaring the motion passed and nominations ceased for appointments of County Commissioners.

Commissioner Monroe nominated *Brad Ansley* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Moon seconded the nomination.

Commissioner Caskey nominated *Charlene DeSha* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Bowers seconded the nomination.

Commissioner Bowers nominated *Dennis Silverberg* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Farmer seconded the nomination.

Commissioner French nominated *Judy Clabough* for the Ad hoc Committee to Study the Feasibility of Recycling in Blount County. Commissioner Carter seconded the nomination.

Chairman Samples declared the nominations for citizen appointments closed.

A vote was taken on the motion to forward the seven nominees to the April Commission meeting:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - abstain	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - abstain	

There were 19 voting yes, 0 voting no, 2 abstaining, and 0 absent. Chairman Samples declared the motion to have passed and the nominees move forward to the April Commission meeting.

A vote was taken on the motion to forward the consent calendar to the April Commission meeting:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed and the consent calendar would be moved forward to the April Commission meeting.

IN RE: REQUEST FOR A SPECIAL CALLED MEETING OF BLOUNT COUNTY COMMISSION TO HOLD A TELECONFERENCE WITH THE JAIL STUDY CONSULTANT.

Commissioner Monroe made a motion to move the request forward to the April Commission meeting. Commissioner Archer seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - no	French - no	Moon - abstain
Allen - no	Caylor - no	Headrick - no	Samples - no
Archer - yes	Cole - yes	Lewis - no	Stinnett - yes
Bowers - no	Crowe - no	Melton - no	
Carter - yes	Daly - yes	Miller - yes	
Carver - no	Farmer - no	Monroe - yes	

There were 8 voting yes, 12 voting no, 1 abstaining, and 0 absent. Chairman Samples declared the motion to have failed.

IN RE: RESOLUTION TO AMEND CENTRAL CAFETERIA FUND - $20,000.00.

Commissioner Moon made a motion to send the resolution to the agenda of the April County Commission meeting. Commissioner Farmer seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: RESOLUTION TO AMEND GENERAL COUNTY FUND - $9,753.50.

Commissioner Moon made a motion to send the resolution to the agenda of the April County Commission meeting. Commissioner Lewis seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: RESOLUTION TO AMEND GENERAL COUNTY FUND - $26,206.00.

Commissioner Moon made a motion to send the resolution to the agenda of the April County Commission meeting. Commissioner Headrick seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: RESOLUTION TO AMEND GENERAL COUNTY FUND - $1,500.00.

Commissioner Melton made a motion to send the resolution to the agenda of the April County Commission meeting. Commissioner Akard seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: GRANT APPLICATIONS:
2015-16 BCSO ALCOHOL SATURATION PATROLS/ROADSIDE SOBRIETY CHECKPOINTS
2015-16 BCSO HIGH VISIBILITY CAMPAIGN
2015-16 MOTORCYCLE/MOTORIST SAFETY – THE DRAGON
2015-16 BCSO NETWORK COORDINATOR
2015-16 BCSO NIGHTTIME SEATBELT DEMO PROGRAM.

Commissioner Moon made a motion to send the grant applications to the agenda of the April County Commission meeting. Commissioner French seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - no	

There were 20 voting yes, 1 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: DEBT SERVICE FUND UPDATE, PENNY CALCULATION MEMO, STATE COMPTROLLER BUDGET MEMO – INFORMATION ONLY.

Chairman Samples stated with no objections the Debt Service Fund Update, Penny Calculation Memo, and State Comptroller Budget Memo would be sent to the April Commission meeting for information only.

IN RE: A RESOLUTION TO AMEND THE ZONING RESOLUTION OF BLOUNT COUNTY, TENNESSEE, SECTION 7.18 REGULATING CAMPGROUNDS OR RV PARKS BY CLARIFYING OR SPECIFYING THE FOLLOWING: RESPONSIBILITY FOR REQUIRED IMPROVEMENTS FOR A DECELERATION LANE; MANDATORY COMPLIANCE WITH NOISE LAWS; APPLICATION OF NON-CONFORMING (GRANDFATHER) PROVISIONS OF STATE STATUTES AND ZONING REGULATIONS; AND LIMITS OF STAY IN A CAMPGROUND OR RV PARK and
A RESOLUTION TO AMEND THE ZONING RESOLUTION OF BLOUNT COUNTY, TENNESSEE, SECTION 7.18 REGULATING CAMPGROUNDS OR RV PARKS, SPECIFYING THE FOLLOWING; SETTING RATIO OF CAMP WORKER CAMPSITES THAT MAY BE ALLOWED; SETTING SETBACKS FROM PERIMETER PARCEL LINES; AND SETTING DEFINED DENSITY OF CAMPSITES PER GROSS ACRE and
A RESOLUTION TO AMEND THE ZONING RESOLUTION OF BLOUNT COUNTY, TENNESSEE, SECTION 9.1.C DELETING ALLOWANCE FOR COMMERCIAL CAMPGROUND AND RECREATIONAL VEHICLE PARKS IN THE S-SUBURBANIZING DISTRICT.

Commissioner Caskey made a motion to send the resolution to amend the zoning resolution of Blount County, Tennessee, Section 7.18 regulating campground or RV Parks by clarifying or specifying the following: responsibility for required improvements for a deceleration lane; mandatory compliance

with noise laws; application of non-conforming (grandfather) provisions of state statutes and zoning regulations; and limits of stay in a campground or RV park to the agenda of the April County Commission meeting. Commissioner Stinnett seconded the motion.

Commissioner Moon made a motion to postpone the resolutions until the May Agenda Committee meeting. Commissioner Caylor seconded the motion.

A vote was taken on the motion to postpone:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to postpone to have passed.

IN RE: SETTING OF PUBLIC HEARING - REQUEST TO REZONE PROPERTY LOCATED AT 110 AND 112 N. SPRINGVIEW ROAD FROM R-1 (RURAL DISTRICT ONE) TO RAC – (RURAL ARTERIAL COMMERCIAL) PROPERTY IDENTIFIED ON TAX MAP 089, PARCEL 109.00.

Commissioner Moon made a motion to send the item to set the public hearing for May 12, 2015, 6:00 p.m., to the agenda of the April County Commission meeting. Commissioner Bowers seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe – yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: A RESOLUTION BY THE BLOUNT COUNTY COMMISSION PURSUANT TO TENNESSEE CODE ANNOTATED SECTION 54-10-216 TO CLOSE AND VACATE A SECTION OF THE ROAD BED AND RIGHT-OF-WAY OF HOBERT HAYES ROAD, A COUNTY MAINTAINED ROAD IN BLOUNT COUNTY, TENNESSEE.

Commissioner Caskey made a motion to send the resolution to the agenda of the April County Commission meeting. Commissioner Headrick seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: A RESOLUTION ASKING FEDERAL LEGISLATORS TO STOP THE EXPANSION OF EPA REGULATIONS OVER WATER AND TO REPEAL STORMWATER REGULATIONS.

Commissioner Monroe made a motion to send the resolution to the agenda of the April County Commission meeting. Commissioner Akard seconded the motion. Chairman Samples stated there were 2 typographical errors in the resolution that need correction (the word “state” needs an “s” in the last line of the 3rd paragraph and the word ”to” before the word “repeal” had been omitted in the 2nd line of the 4th paragraph) and without objection, the typo changes would be made.

A vote was taken on the motion:

Akard - yes	Allen - yes	Archer - yes	Bowers - yes

Carter - yes	Crowe - abstain	Lewis - no	Samples - yes
Carver - no	Daly - yes	Melton - no	Stinnett - yes
Caskey - yes	Farmer - no	Miller - yes	
Caylor - no	French - yes	Monroe - yes	
Cole - yes	Headrick - no	Moon - abstain	

There were 13 voting yes, 6 voting no, 2 abstaining, and 0 absent. Chairman Samples declared the motion to have passed.

IN RE: ADJOURNMENT.

Chairman Samples declared the meeting to be adjourned.

STATE OF TENNESSEE
COUNTY OF BLOUNT

BE IT REMEMBERED that a meeting of the Blount County Board of Commissioners was held on Thursday, April 16, 2015 at 7:00 pm at the courthouse in Maryville, Tennessee. Roll call was taken by Roy Crawford, Jr., County Clerk:

Mike Akard - present	Mike Caylor - present	Mike Lewis - present
Andy Allen - present	Thomas Cole - present	Kenneth Melton - present
Archie Archer - present	Dodd Crowe - present	Karen Miller - present
Brad Bowers - present	Jamie Daly - present	Tona Monroe - present
Shawn Carter - present	Gary Farmer - present	Jerome Moon - present
Rick Carver - present	Ron French - present	Steve Samples - present
Grady Caskey - present	Jeff Headrick - present	Tom Stinnett - present

There were 21 present and 0 absent. Chairman Moon declared a quorum to exist. The following proceedings were held to-wit:

IN RE: SETTING OF AGENDA.

Commissioner Headrick made a motion to set the agenda. Commissioner Carver seconded the motion.

Commissioner Monroe requested that the appointments for the Ad Hoc Committee to Study the Feasibility of Recycling in Blount County the appointment for the Planning Commission be dealt with separately.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the motion to have passed.

IN RE: CONSENT CALENDAR:
MINUTES OF MARCH 19, 2015 MEETING
MINUTES OF APRIL 7, 2015 5:45 PM ZONING PUBLIC HEARING
MINUTES OF APRIL 7, 2015, 6:00 PM ZONING PUBLIC HEARING
MINUTES OF APRIL 7, 2015, 6:15 PM ZONING PUBLIC HEARING
APPROVAL OF DEPUTY SHERIFF AND NOTARY PUBLIC BONDS AND OATHS
ELECTION OF NOTARIES
APPOINTMENTS TO SHERIFF'S MERIT BOARD (REAPPOINTMENTS) – *GARY HALL, CECIL "BUSTER" SAFFLES*
APPOINTMENT TO BLOUNT COUNTY LIBRARY BOARD OF TRUSTEES – DR. CATHY HAMMON
***APPOINTMENT TO PARKS AND RECREATION COMMISSION (REAPPOINTMENT) – NELSON RUSSELL*.**

Commissioner Lewis made a motion to approve the consent calendar. Commissioner Carter seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - no	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 20 voting yes, 1 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the consent calendar to be adopted.

IN RE: APPOINTMENTS TO AD HOC COMMITTEE TO STUDY THE FEASIBILITY OF RECYCLING IN BLOUNT COUNTY – GRADY CASKEY, BRAD BOWERS, TONA MONROE, BRAD ANSLEY, CHARLENE DESHA, DENNIS SILVERBERG, JUDY CLABOUGH.

Commissioner Samples made a motion to approve the appointments. Commissioner Carver seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - abstain	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - abstain	Crowe - yes	Melton - yes	
Carter - no	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - abstain	

There were 17 voting yes, 1 voting no, 3 abstaining, and 0 absent. Chairman Moon declared the appointments to be approved.

IN RE: APPOINTMENT TO PLANNING COMMISSION (REAPPOINTMENT) – GENEVA W. HARRISON.

Commissioner Melton made a motion to adopt the appointment. Commissioner Lewis seconded the motion.

A vote was taken on the motion:

Akard - no	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - no	Lewis - yes	Stinnett - abstain
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - no	Miller - no	
Carver - yes	Farmer - yes	Monroe - no	

There were 15 voting yes, 5 voting no, 1 abstaining, and 0 absent. Chairman Moon declared the appointment to be approved.

IN RE: A RESOLUTION ESTABLISHING A WATER QUALITY BUFFER AND RELATED REGULATION OF STREAMS, RIVERS, WETLANDS, PONDS, AND LAKES, IN BLOUNT COUNTY.

Commissioner Caskey made a motion to adopt the resolution. Commissioner Carter seconded the motion.

Commissioner Cole made a motion to amend the resolution to change p*age 5 (under Section 2 APPLICABILITY) in the 3rd and 4th lines at the top of the page. Strike out the word "unincorporated" and insert the words "outside of the City/Town limits". Commissioner Daly seconded the motion.*

A vote was taken on the motion to amend:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - no	Headrick - no	Samples - no
Archer - yes	Cole - yes	Lewis - yes	Stinnett - no
Bowers - yes	Crowe - yes	Melton - no	
Carter - no	Daly - yes	Miller - yes	
Carver - no	Farmer - yes	Monroe - yes	

There were 14 voting yes, 7 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the amendment to be approved.

Commissioner Cole made a motion to amend the resolution to change page 6 (under Section 4 STANDARDS FOR BUFFER VEGETATION) Substitute Section 4 a. with: The vegetative targets for a stream, river, spring, or wetland buffer shall include native trees, shrubs and herbaceous vegetation. Vegetated, preferably native, water quality buffers protect water bodies by providing structural integrity and canopy cover, as well as storm water infiltration. Commissioner Monroe seconded the motion.

A vote was taken on the motion to amend:

Akard - yes	Bowers - yes	Caskey - yes	Crowe - yes
Allen - yes	Carter - yes	Caylor - yes	Daly - yes
Archer - yes	Carver - yes	Cole - yes	Farmer - no

French - yes	Melton - no	Moon - yes
Headrick - yes	Miller - yes	Samples - yes
Lewis - yes	Monroe - yes	Stinnett - yes

There were 19 voting yes, 2 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the amendment to be approved.

Commissioner Cole made a motion to amend the resolution to change Page 7 (under Section 5 ACTIVITIES WITHIN THE WATER QUALITY BUFFER) In Section 5.a.5. Strike out the words "if used primarily" and INSERT the words "and not used". Commissioner Carter seconded the motion.

Commissioner Cole and Carter withdrew their motion to amend.

Commissioner Cole made a motion to amend the resolution to change page 9 (under Section 6 PROTECTION OF WATER QUALITY BUFFER) In the 4th paragraph under Section 6 beginning at the 4th line - Strike out the last sentence which begins with the words "If the property owner….", and strike out all of Section 6.a. and Section 6.b. Commissioner Monroe seconded the motion.

A vote was taken on the motion to amend:

Akard - yes	Caskey - no	French - yes	Moon - yes
Allen - yes	Caylor - no	Headrick - no	Samples - yes
Archer - yes	Cole - yes	Lewis - no	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - no	
Carter - no	Daly - yes	Miller - yes	
Carver - no	Farmer - yes	Monroe - yes	

There were 14 voting yes, 7 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the amendment to be approved.

Commissioner Monroe made a motion to amend the resolution to insert the word knowingly between the words shall and be in item D-2. Commissioner Miller seconded the motion.

A vote was taken on the motion to amend:

Akard - yes	Caskey - no	French - no	Moon - abstain
Allen - no	Caylor - no	Headrick - no	Samples - yes
Archer - yes	Cole - yes	Lewis - no	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - no	
Carter - yes	Daly - yes	Miller - yes	
Carver - no	Farmer - no	Monroe - yes	

There were 11 voting yes, 9 voting no, 1 abstaining, and 0 absent. Chairman Moon declared the amendment to be approved.

Commissioner Allen made a motion to amend the resolution to change Page 7 (under Section 5 ACTIVITIES WITHIN THE WATER QUALITY BUFFER) In Section 5.a.5. Strike out the words "if used primarily" and insert the words "and not used for recreational purposes". Commissioner Caskey seconded the motion.

A vote was taken on the motion to amend:

Akard - yes	Caskey - yes	French - yes	Moon - abstain
Allen - yes	Caylor - no	Headrick - yes	Samples - no
Archer - yes	Cole - yes	Lewis - no	Stinnett - no
Bowers - yes	Crowe - yes	Melton - abstain	
Carter - yes	Daly - no	Miller - yes	
Carver - no	Farmer - no	Monroe - yes	

There were 12 voting yes, 7 voting no, 2 abstaining, and 0 absent. Chairman Moon declared the amendment to be approved.

Commissioner Monroe made a motion to amend the resolution to strike section 4 item D-3 and D-4. Commissioner Akard seconded the motion.

A vote was taken on the motion to amend:

Akard - yes	Caskey - no	French - no	Moon - no
Allen - no	Caylor - no	Headrick - no	Samples - yes
Archer - yes	Cole - yes	Lewis - no	Stinnett - no
Bowers - yes	Crowe - yes	Melton - no	
Carter - no	Daly - yes	Miller - yes	
Carver - no	Farmer - no	Monroe - yes	

There were 9 voting yes, 12 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the motion to amend to have failed.

Commissioner Farmer called for the previous question. Commissioner Carver seconded the motion.

A vote was taken on the motion for the previous question:

Akard - no	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - no	Cole - no	Lewis - yes	Stinnett - yes
Bowers - no	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - no	
Carver - yes	Farmer - yes	Monroe - no	

There were 15 voting yes, 6 voting no, 0 abstaining, and 0 absent. Chairman Moon declared that the motion for the previous question carried.

A vote was taken on the motion as amended:

Akard - no	Caskey - yes	French - no	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - abstain
Archer - no	Cole - no	Lewis - yes	Stinnett - yes
Bowers - no	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - no	
Carver - yes	Farmer - yes	Monroe - no	

There were 13 voting yes, 7 voting no, 1 abstaining, and 0 absent. Chairman Moon declared the resolution as amended to be adopted.

IN RE: RESOLUTION TO AMEND CENTRAL CAFETERIA FUND BUDGET - $20,000.00 and
RESOLUTION TO AMEND GENERAL COUNTY FUND BUDGET - $9,753.50 and
RESOLUTION TO AMEND GENERAL COUNTY FUND BUDGET - $26,206.00 and
RESOLUTION TO AMEND GENERAL COUNTY FUND BUDGET - $1,500.00.

Commissioner Samples made a motion to adopt the resolutions. Commissioner Lewis seconded the motion.

Commissioner Monroe made a motion to divide the question. Commissioner Miller seconded the motion.

A vote was taken on the motion to divide the question:

Akard - yes	Caskey - no	French - no	Moon - no
Allen - yes	Caylor - no	Headrick - no	Samples - no
Archer - yes	Cole - yes	Lewis - no	Stinnett - no
Bowers - no	Crowe - no	Melton - yes	
Carter - no	Daly - yes	Miller - yes	
Carver - no	Farmer - no	Monroe - yes	

There were 8 voting yes, 13 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the motion to have failed.

A vote was taken on the original motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - no	
Carver - yes	Farmer - yes	Monroe - no	

There were 19 voting yes, 2 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the resolutions to be adopted.

IN RE: 2015-16 BCSO ALCOHOL SATURATION PATROLS/ROADSIDE SOBRIETY CHECKPOINTS GRANT APPLICATION and
2015-16 BCSO HIGH VISIBILITY CAMPAIGN GRANT APPLICATION and
2015-16 MOTORCYCLE/MOTORIST SAFETY – THE DRAGON GRANT APPLICATION and
2015-16- BCSO NETWORK COORDINATOR GRANT APPLICATION and
2015-16 BCSO NIGHTTIME SEATBELT DEMO PROGRAM GRANT APPLICATION.

Commissioner French made a motion to adopt the grant applications. Commissioner Caylor seconded the motion.

A vote was taken on the motion:

Akard - no	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - no	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - no	
Carver - yes	Farmer - yes	Monroe - no	

There were 17 voting yes, 4 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the applications to be approved.

IN RE: SETTING OF PUBLIC HEARING FOR MAY 12, 2015, ROOM 430, BLOUNT COUNTY COURTHOUSE, 6:00P.M. FOR A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY, TENNESSEE, FROM R-1(RURAL DISTRICT ONE) TO RAC (RURAL ARTERIAL COMMERCIAL) FOR PROPERTY LOCATED AT 110 AND112 N. SPRING VIEW ROAD, AT THE CORNER OF US HWY 411 SOUTH AND N. SPRING VIEW ROAD, THE PROPERTY IS IDENTIFIED ON TAX MAP 089, PARCEL 109.00.

Commissioner Bowers made a motion to set the public hearing. Commissioner French seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the public hearing to be set.

IN RE: A RESOLUTION BY THE BLOUNT COUNTY COMMISSION PURSUANT TO TENNESSEE CODE ANNOTATED SECTION 54-10-216 TO CLOSE AND VACATE A SECTION OF THE ROAD BED AND RIGHT-OF-WAY OF HOBERT HAYES ROAD, A COUNTY MAINTAINED ROAD IN BLOUNT COUNTY, TENNESSEE.

Commissioner Bowers made a motion to adopt the resolution. Commissioner Allen seconded the motion.

A vote was taken on the motion:

Akard - yes	Caskey - yes	French - yes	Moon - yes
Allen - yes	Caylor - yes	Headrick - yes	Samples - yes
Archer - yes	Cole - yes	Lewis - yes	Stinnett - yes
Bowers - yes	Crowe - yes	Melton - yes	
Carter - yes	Daly - yes	Miller - yes	
Carver - yes	Farmer - yes	Monroe - yes	

There were 21 voting yes, 0 voting no, 0 abstaining, and 0 absent. Chairman Moon declared the resolution to be adopted.

IN RE: A RESOLUTION ASKING FEDERAL LEGISLATORS TO STOP THE EXPANSION OF EPA REGULATIONS OVERWATER AND TO REPEAL STORMWATER REGULATIONS.

Commissioner Monroe made a motion to adopt the resolution. Commissioner Carter seconded the motion.

A vote was taken on the motion:

Akard - yes	Carver - no	Daly - yes	Melton - no
Allen - no	Caskey - yes	Farmer - no	Miller - yes
Archer - yes	Caylor - no	French - yes	Monroe - yes
Bowers - yes	Cole - yes	Headrick - no	Moon - abstain
Carter - yes	Crowe - yes	Lewis - no	Samples - no

Stinnett - no

There were 11 voting yes, 9 voting no, 1 abstaining, and 0 absent. Chairman Moon declared the resolution to be adopted.

IN RE: ADJOURNMENT.

Chairman Moon declared the meeting to be adjourned.

RESOLUTION No. 15-04-003

Sponsored by Commissioners Brad Bowers and Ron French

A Resolution to amend the Zoning Resolution of Blount County, Tennessee Section 7.18 regulating campgrounds or RV parks by clarifying or specifying the following: responsibility for required improvements for a deceleration lane; mandatory compliance with noise laws; application of non-conforming (grandfather) provisions of state statutes and zoning regulations; and limits of stay in a campground or RV park.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this 21st day of May, 2015:

WHEREAS, the Legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations in Tennessee Code Annotated Sections 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101*, et seq*., OF THE TENNESSEE CODE ANNOTATED**, and

WHEREAS, it is desirable to clarify the following in relation to regulations of campgrounds and RV parks: responsibility for required improvements for a deceleration lane in relation to a campground or RV park; mandatory compliance with noise laws; application of non-conforming (grandfather) provisions of state statutes and zoning regulations; and limits of stay in a campground or RV park.

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, **to adopt the following:**

1. That Section 7.18.5.B.4 be amended to read as follows:

   A deceleration lane may be required to entrance of the campground if recommended by the Blount County Highway Department or the Tennessee Department of Transportation (TDOT). When a deceleration lane is proposed to be located off a state right-of-way, the deceleration lane is subject to review and approval by the Tennessee Department of Transportation. When a deceleration lane is proposed to be located off a county maintained right-of-way, the deceleration lane is subject to review and approval by the Blount County Highway Department. *Any required improvements for a deceleration lane will be the responsibility of the developer.*

2. That Section 7.18.5.J be amended to read as follows:

Lighting and Noise. All campgrounds shall be designed to meet the current outdoor lighting standards found in section 7.15-D. All campgrounds *shall* conduct business in accordance to any existing noise laws within the county.

3. That preamble of Section 7.18 be amended to read as follows:

The purpose of this section is to provide opportunities for quality designed commercial campgrounds and recreational vehicle parks that are properly located in the community in relation to concentration of tourism activities, and where street access and capacity and other infrastructure are favorable for such development. In order to create a desirable recreational environment and protect the public health, safety, and welfare, site plans are required for all new commercial campgrounds and recreational vehicle parks. *The provisions of this section do not apply to pre-existing non-conforming campgrounds and recreation vehicle parks under provisions for non-conforming uses in state statutes, and under provisions for non-conforming (grandfathered) uses in other sections of this Zoning Resolution.* A commercial campground and recreational vehicle park shall meet the following regulations:

4. That Section 7.18.2.B main paragraph be deleted, with the following wording placed therein:

Any occupant within the campground or RV Park, including RV sites, tent sites and cabins, shall not remain for more than sixty (60) days in any three-hundred-sixty-five (365) day period, except:

BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

Think Quality - Think Future

Blount County Planning Department
327 Court Street
Maryville, TN 37804-5906
Tel (865) 273-5750 - FAX (865) 273-5759
e-mail - planning@blounttn.org
on-line - www.blounttn.org/planning/

MEMO

TO: Members of the Blount County Commission

FROM: John Lamb

DATE: January 30, 2015

SUBJECT: Recommendation of consolidated amendments to the newly adopted campground and RV parks zoning regulations.

The Blount County Planning Commission recommended six specific amendments to the newly adopted campground and RV parks zoning regulations at its December meeting. These were forwarded to the County Commission Agenda Committee at their January meeting. The Agenda Committee opted to refer the six specific amendments back to the Planning Commission for revision with recommendation to consolidate the various amendments. The Planning Commission considered consolidation of the amendments based on three factors: 1) minor amendments to clarify language; 2) amendments to set new or more specific standards (including two additional amendments); and 3) amendment of a related separate section of the zoning regulations. The Planning Commission considered two additional amendments to set new or more specific standards, for a total of eight (8) recommended amendments inclusive of the first six. The Planning Commission recommended the amendments at their January meeting.

Attached are the three sets of recommended amendments in resolution formats. This item is for setting of public hearing. Public hearing will require 15 days notice in the newspaper. Given lead time in placement of legal notice, the date of the April 7 Agenda Committee is reasonably the earliest date for public hearing.

NOTICE OF PUBLIC HEARING. In accordance with Tennessee Code Annotated Section 13-7-105, the Board of County Commissioners of Blount County, Tennessee, will convene and hold public hearing on April 7, 2015 at 5:45 P.M., at the Blount County Courthouse Commission Meeting Room for the following proposed amendment to the Zoning Resolution of Blount County, Tennessee, being Resolution 00-06-010.

A Resolution to amend the Zoning Resolution of Blount County, Tennessee Section 7.18 regulating campgrounds or RV parks by clarifying or specifying the following: responsibility for required improvements for a deceleration lane; mandatory compliance with noise laws; application of non-conforming (grandfather) provisions of state statutes and zoning regulations; and limits of stay in a campground or RV park.

In summary: any needed deceleration lane improvements will be responsibility of developer; campgrounds shall be compliant with any noise regulations; existing campgrounds will be subject to state and regulatory non-conforming (grandfather) provisions; and any occupant within the campground or RV Park, including RV sites, tent sites and cabins, shall not remain for more than sixty (60) days in any three-hundred-sixty-five (365) day period.

Copy of the proposed resolution is available at the County Commission offices in the Blount County Courthouse.

APPROVED:
Jerome Moon
Commission Chairman

ATTEST:
Roy Crawford, Jr.
County Clerk

Ed Mitchell
County Mayor

Non-Conforming or Grandfathered provisions in state statutes and our zoning regulations

State Statutes (TCA):

TCA 13-7-208 (b) (1) In the event that a zoning change occurs in any land area where such land area was not previously covered by any zoning restrictions of any governmental agency of this state or its political subdivisions, or where such land area is covered by zoning restrictions of a governmental agency of this state or its political subdivisions, and such zoning restrictions differ from zoning restrictions imposed after the zoning change, then any industrial, commercial or business establishment in operation, permitted to operate under zoning regulations or exceptions thereto prior to the zoning change shall be allowed to continue in operation and be permitted; provided, that no change in the use of the land is undertaken by such industry or business.

Blount County zoning regulations:

Article 5. NON-CONFORMING USES AND STRUCTURES.

Section 5.1. Continuation of Non-Conforming Uses and Structures. All uses and structures in existence at the effective date of this Resolution, which are not in conformity with regulations and provisions contained in this Resolution shall be allowed to continue in operation and/or existence as prior to effective date of this Resolution.

Pending amendment to campground regulations Section 7.18:

3. That preamble of Section 7.18 be amended to read as follows:

The purpose of this section is to provide opportunities for quality designed commercial campgrounds and recreational vehicle parks that are properly located in the community in relation to concentration of tourism activities, and where street access and capacity and other infrastructure are favorable for such development. In order to create a desirable recreational environment and protect the public health, safety, and welfare, site plans are required for all new commercial campgrounds and recreational vehicle parks. *The provisions of this section do not apply to pre-existing non-conforming campgrounds and recreation vehicle parks under provisions for non-conforming uses in state statutes, and under provisions for non-conforming (grandfathered) uses in other sections of this Zoning Resolution.* A commercial campground and recreational vehicle park shall meet the following regulations: *(end of amendment)*

RESOLUTION No. 15-04-004

Sponsored by Commissioners Brad Bowers and Ron French

A Resolution to amend the Zoning Resolution of Blount County, Tennessee Section 7.18 regulating campgrounds or RV parks, specifying the following: setting ratio of camp worker campsites that may be allowed; setting setbacks from perimeter parcel lines; and setting defined density of campsites per gross acre.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this 21st day of May, 2015:

WHEREAS, the Legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations in Tennessee Code Annotated Sections 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101*, et seq*., OF THE TENNESSEE CODE ANNOTATED**, and

WHEREAS, it is desirable to set a defined ratio of camp worker campsites allowed in campground and RV park developments.

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, **to adopt the following:**

1. That Section 7.18.2.C be amended to read as follows:

   Camp Workers: Each commercial campground or recreational vehicle park may have campsites available for camp workers directly employed by the campground. *Campsites or housing for camp worker shall be limited to no more than one unit per 25 campsites or fraction thereof within the campground.*

2. That Section 7.18.5 be amended by addition of a new subsection L as follows:

   L. The setback of any campground or RV park shall be 60 feet on frontage of any public road. For other perimeter boundaries, setbacks shall be those applicable to commercial uses, except that setback shall be 40 feet along boundary lines adjacent to property in existing residential use. There shall be no design element within these setbacks except for development entry drive, entry

and directional signs, business sign, septic tank and field lines, perimeter fencing, and buffering.

3. That Section 7.18.5.A be amended to read as follows:

   A. Density. The maximum number of campsites shall be controlled through this section and environmental health department approval. In no instance shall density of campsites of any type (RV sites, tent sites, camper sites, cabin sites, etc. combined) be greater than 18 sites per gross acre of development.

BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

NOTICE OF PUBLIC HEARING. In accordance with Tennessee Code Annotated Section 13-7-105, the Board of County Commissioners of Blount County, Tennessee, will convene and hold public hearing on April 7, 2015 at 6:00 P.M., at the Blount County Courthouse Commission Meeting Room for the following proposed amendment to the Zoning Resolution of Blount County, Tennessee, being Resolution 00-06-010.

A Resolution to amend the Zoning Resolution of Blount County, Tennessee Section 7.18 regulating campgrounds or RV parks, specifying the following: setting ratio of camp worker campsites that may be allowed; setting setbacks from perimeter parcel lines; and setting defined density of campsites per gross acre.

In summary: campsites or housing for camp worker shall be limited to no more than one unit per 25 campsites or fraction thereof within the campground; The setback of any campground or RV park shall be 60 feet on frontage of any public road. For other perimeter boundaries, setbacks shall be those applicable to commercial uses, except that setback shall be 40 feet along boundary lines adjacent to property in existing residential use. There shall be no design element within these setbacks except for development entry drive, entry and directional signs, business sign, septic tank and field lines, perimeter fencing, and buffering; and in no instance shall density of campsites of any type (RV sites, tent sites, camper sites, cabin sites, etc. combined) be greater than 18 sites per gross acre of development.

Copy of the proposed resolution is available at the County Commission offices in the Blount County Courthouse.

APPROVED:
Jerome Moon_____
Commission Chairman

ATTEST:
Roy Crawford, Jr._____
County Clerk

Ed Mitchell_____
County Mayor

RESOLUTION No. 15-04-005

Sponsored by Commissioners Brad Bowers and Ron French

A Resolution to amend the Zoning Resolution of Blount County, Tennessee Section 9.1.C deleting allowance for commercial campground and recreational vehicle parks in the S-Suburbanizing District

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this 21st day of May, 2015:

WHEREAS, the Legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations in Tennessee Code Annotated Sections 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101*, et seq*., OF THE TENNESSEE CODE ANNOTATED**, and

WHEREAS, commercial campgrounds and RV parks are not deemed a desirable alternative in the S-Suburbanizing district,

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, **to adopt the following:**

That Section 9.1.C for the S-Suburbanizing District be amended by *deletion* of the phrase "*commercial campgrounds and recreational vehicle parks (see also section 7.18)*".

BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

NOTICE OF PUBLIC HEARING. In accordance with Tennessee Code Annotated Section 13-7-105, the Board of County Commissioners of Blount County, Tennessee, will convene and hold public hearing on April 7, 2015 at 6:15 P.M., at the Blount County Courthouse Commission Meeting Room for the following proposed amendment to the Zoning Resolution of Blount County, Tennessee, being Resolution 00-06-010.

A Resolution to amend the Zoning Resolution of Blount County, Tennessee Section 9.1.C deleting allowance for commercial campground and recreational vehicle parks in the S-Suburbanizing District

That Section 9.1.C for the S-Suburbanizing District be amended by deletion of the phrase "commercial campgrounds and recreational vehicle parks (see also section 7.18)".

Copy of the proposed resolution is available at the County Commission offices in the Blount County Courthouse.

APPROVED:
Jerome Moon_____
Commission Chairman

ATTEST:
Roy Crawford, Jr._____
County Clerk

Ed Mitchell_____
County Mayor

Budget Increases/Decreases

Commission Action Needed

Fund	Amount	Budget Committee	Vote
101 Gen. Cty. Fund – Juvenile Court	$9,000	Recommended	5 - Yes
131 Highway Fund	$83.375.62	Recommended	5 - Yes
141 Gen. School Fund	$259,048	Recommended	5 - Yes
151 Debt Service Fund	$28,985,652.92	Recommended	5 - Yes

RESOLUTION NO. 15-05-002

Sponsored by: Commissioners Jerome Moon/Mike Lewis

RESOLUTION TO AMEND GENERAL FUND BUDGET

WHEREAS, Blount County would like to amend the General Fund Budget to appropriate funds for supplemental funding to the Youth Services Officers (YSOs) in Juvenile Court; and

WHEREAS, it is deemed to be in the best interest of Blount County to amend the General Fund budget as requested.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Blount County, Tennessee assembled in regular session this 21st day of May, 2015 that the General Fund Budget shall be amended as follows:

Revenue:

101-0-489900	Use of Fund Balance	$9000.00

Appropriation:

101-53500-500112	Youth Services Officers Salaries	$7560.00
101-53500-500204	Retirement	$859.00
101-53500-500212	Medicare	$110.00
101-53500-500206	Life	$2.00
101-53500-500201	FICA	$469.00
	TOTAL	$9000.00

Duly authorized and approved this 21st day of May, 2015.

CERTIFICATION OF ACTION: ATTEST:

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

Blount County Government
Budget Amendment Request
FY 14-15

Type of Amendment:
Transfer ☐
Increase/Decrease ☑

Department: Juvenile Court
Account: 101-53500

	Account Number	Description	Amount
TO	101-53500-500112	Youth Services Officers	7,560.00
Used with transfers	101-53500-500204	Retirement	859.00
	101-53500-500206	Life	2.00
	101-53500-500201	FICA	469.00
(or)	101-53500-500212	Medicare	110.00
APPROPRIATION			
Used with inc/dec			
		Total	9,000.00

	Account Number	Description	Amount
FROM	101-4-489900	Use of Fund Balance	9,000.00
Used with transfers			
(or)			
EST REVENUE			
Used with inc/dec			
		Total	9,000.00

Explanation: To ensure Juvenile Court receives the YSO supplemental funds grant from TN. Dept. of Children's Services

Signature of Official/Department Head/Date 05/05/2015

Signature of County Mayor/Date

*All requests are due to Financial Analyst's Office by noon on the Tuesday before the Budget Committee Meeting.

KENLYN FOSTER
JUDGE, GENERAL SESSIONS COURT, DIVISION II
JUVENILE COURT
BLOUNT COUNTY, TENNESSEE

335 Court Street
Maryville, Tennessee 37804
kfoster@blounttn.org

PHONE: 865-273-5952
FAX: 865-273-5965

May 4, 2015

TO: THE BLOUNT COUNTY BUDGET COMMITTEE

The Blount County Juvenile Court is the recipient of a grant funded by The Department of Children's Services, in the amount of $9000 per year. The grant title is JJ SUPPLEMENTAL COURT FUNDS. The purpose of the grant is to supplement Youth Service Officer's salaries. (Blount County Youth Service Officers are well below average in the pay range of surrounding counties.) The goal of the funding is for Youth Service Officers to help prevent delinquent children from going into state's custody.

Upon taking office, I discovered that the County has been receiving these funds, but these funds were not being dispersed to supplement the Youth Service Officer's salaries. Our Youth Services Officers are essential to our court. They work hard to offer significant, positive services and strive to achieve better outcomes for delinquent juveniles. I am asking that you please authorize a transfer of the grant funds from the general fund to the Youth Service Officer's salary line item in the Juvenile Court budget.

Enclosed please find a copy of the JJ SUPPLEMENTAL COURT FUNDS Grant Invoice. I deeply appreciate your consideration of this request.

Sincerely,

Kenlyn Foster
Juvenile Judge

STATE OF TENNESSEE DEPARTMENT OF CHILDREN SERVICES
LINE-ITEM REIMBURSEMENT GRANT INVOICE

Name and Address of Grantee:
Blount Co. Juvenile Court
321 Court St.
Maryville, TN 37804

Grant Contract Type: JJ Supplemental Court Funds
Grant Contract #:
Contact Person: Amanda May / Cynthia Dunlap
Telephone: 273-5945

Invoice #:
Inv End Date: December 31, 2014
Grant Period: July 1, 2014 - June 30, 2015
Inv. Period: July 1-Dec 31, 2014

	Expense Line-Item Category	Total Budget	Total DCS Contract Budget	Total Actual Expenditures Year to Date	Total Actual Expenditures This Month	Agency Match	Amount Due from State	Comments
1,2	Salaries, Benefits & Taxes	9,000.00	9,000.00	4,500.00	4,500.00		4,500.00	
4,15	Professional Fees/Grant & Award							
5,6,7,8,9,10	Supplies, Telephone, Postage & Shipping, Occupancy, Equipment Rental & Maintenance, Printing & Publications							
11,12	Travel/Conferences & Meetings							
13	Interest							
14	Insurance							
16	Assistance to Individuals							
17	Depreciation							
18	Other Non-Personnel							
20	Capital Purchase							
22	Indirect Cost							
24	In-Kind Expense							
25	**Grand Total**	9,000.00	9,000.00	4,500.00	4,500.00		4,500.00	

I hereby certify, to the best of my knowledge, the accuracy of the information provided in this invoice. The amounts billed have not been previously requested and are in accordance with the contract terms and conditions.

Cynthia Dunlap 4/9/15
Grantee Authorized Signature Date

Cynthia Dunlap 273-5945
Print Name / Title Phone #

Court director

DCS OFFICE USE ONLY
Contract ID
PO Vendor
Receipt Voucher

DCS Authorized Signature Date

Print Name / Title Phone #

RESOLUTION NO. 15-05-009

Sponsored by: Commissioners Mike Lewis /Jerome Moon

RESOLUTION TO AMEND HIGHWAY FUND BUDGET

WHEREAS, Blount County would like to amend the Highway Fund Budget to appropriate funds for a 4th Quarter Housekeeping Entry to Reduce Use of Fund Balance; and

WHEREAS, it is deemed to be in the best interest of Blount County to amend the Highway Fund budget as requested.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Blount County, Tennessee assembled in regular session this 21st day of May, 2015 that the Highway Fund Budget shall be amended as follows:

Revenue:

131-0-489900-0	Use of Fund Balance	$83,375.62

Appropriation:

131-0-479900-0	Other Direct Federal Revenue	$-9000.00
131-0-497000-0	Insurance Recovery	$1543.14
131-0-433500-0	Copy Fees	$26.75
131-0-441700-0	Miscellaneous Refunds	$70.41
131-0-469900-0	Other State Revenues	$90,585.32
131-0-445600-0	Damages Recovered from Individuals	$150.00
	TOTAL	$83,375.62

Duly authorized and approved this 21st day of May, 2015.

CERTIFICATION OF ACTION: ATTEST:

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

Blount County Government
Budget Amendment Request
FY 14-15

Type of Amendment:
Transfer ☐
Increase/Decrease ☑

Department: hwy
Account: 131-revenues

	Account Number	Description	Amount
TO			
Used with transfers			
	131-0-479900-0	other dir fed rev	-9,000.00
(or)	131-0-497000-0	ins recovery	1,543.14
	131-0-433500-0	copy fees	26.75
	131-0-441700-0	misc rev	70.41
APPROPRIATION	131-0-445600-0	damages recovered	150.00
Used with inc/dec	131-0-469900-0	other state rev	90,585.32
		Total	83,375.62

	Account Number	Description	Amount
FROM	131-0-489900-0	other	83,375.62
Used with transfers			
(or)			
EST REVENUE			
Used with inc/dec			
		Total	83,375.62

Explanation: 4th qtr adj--housekeeping entry to reduce the use of fund balance

Bill Dunlap 4/24/15
Signature of Official/Department Head/Date

Signature of County Mayor/Date

*All requests are due to Financial Analyst's Office by noon on the Tuesday before the Budget Committee Meeting.

RESOLUTION NO. 15-05-010

Sponsored by: Commissioners Jerome Moon/Mike Lewis

RESOLUTION TO AMEND GENERAL SCHOOL FUND BUDGET

WHEREAS, Blount County would like to amend the General School Fund Budget to appropriate for a Surcharge for School Department's share of underfunded Worker's Comp Insurance Fund and,

WHEREAS, it is deemed to be in the best interest of Blount County to amend the General School Fund budget as requested.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Blount County, Tennessee assembled in regular session this 21st day of May, 2015 that the General Fund Budget shall be amended as follows:

Revenue:

141-0-489900-0	Use of Fund Balance	$259,048.00

Appropriation:

141-72310-500513-0	Worker's Compensation Insurance	$259,048.00

Duly authorized and approved this 21st day of May, 2015.

CERTIFICATION OF ACTION: ATTEST:

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

Blount County Government
Budget Amendment Request
FY 14-15

Type of Amendment:
Transfer ☐
Increase/Decrease ☑

Department: GPSF
Account: 141-72310

	Account Number	Description	Amount
TO			
Used with transfers	141-72310-513	Workers Comp Insurance	259,048.00
(or)			
APPROPRIATION			
Used with inc/dec			
		Total	259,048.00

	Account Number	Description	Amount
FROM			
Used with transfers	141-000000-489900	Use of Fund Balance	259,048.00
(or)			
EST REVENUE			
Used with inc/dec			
		Total	259,048.00

Explanation: Surcharge for School Departments' share of underfunded workers comp insurance fund.

Troy Logan 4-22-15
Signature of Official/Department Head/Date

Signature of County Mayor/Date

*All requests are due to Financial Analyst's Office by noon on the Tuesday before the Budget Committee Meeting.

"Approved By The Board Of Education" 5-7-15

Troy Logan

From: Ashley Spangler [aspangler@blounttn.org]
Sent: Friday, January 30, 2015 5:16 PM
To: Troy Logan
Subject: FY 15-16 Budget Request
Attachments: expn_req_141-71100.xls; expn_req_141-71200.xls; expn_req_141-71300.xls; expn_req_141-71600.xls; expn_req_141-71900.xls; expn_req_141-72110.xls; expn_req_141-72120.xls; expn_req_141-72130.xls; expn_req_141-72210.xls; expn_req_141-72220.xls; expn_req_141-72230.xls; expn_req_141-72260.xls; expn_req_141-72290.xls; expn_req_141-72310.xls; expn_req_141-72320.xls; expn_req_141-72410.xls; expn_req_141-72510.xls; expn_req_141-72610.xls; expn_req_141-72620.xls; expn_req_141-72710.xls; expn_req_141-72810.xls; expn_req_141-73400.xls; expn_req_141-76100.xls; expn_req_141-82330.xls; expn_req_142-71100-11501.xls; expn_req_142-71100-71501.xls; expn_req_142-71100-91501.xls; expn_req_142-71200-31401.xls; expn_req_142-71200-31501.xls; expn_req_142-71200-31502.xls; expn_req_142-71200-31503.xls; expn_req_142-71200-41401.xls; expn_req_142-71200-41501.xls; expn_req_142-71300-61501.xls; expn_req_142-71300-81501.xls; expn_req_142-72130-11501.xls; expn_req_142-72130-61501.xls; expn_req_142-72130-71501.xls; expn_req_142-72210-11501.xls; expn_req_142-72210-11503.xls; expn_req_142-72210-51404.xls; expn_req_142-72210-51502.xls; expn_req_142-72210-71501.xls; expn_req_142-72210-91501.xls; expn_req_142-72220-31401.xls; expn_req_142-72220-31501.xls; expn_req_142-72220-31502.xls; expn_req_142-72220-31503.xls; expn_req_142-72220-41501.xls; expn_req_142-72230-61501.xls; expn_req_142-72710-31501.xls; expn_req_142-99100-11501.xls; expn_req_142-99100-71501.xls; expn_req_142-99100-91501.xls; expn_req_143-73100.xls; expn_req_146-73300.xls; revn_rq_141.xls; revn_rq_142.xls; revn_rq_143.xls; revn_rq_146.xls; Budget Manual.pdf; Budget Process Calendar.pdf

Good afternoon,

Attached are your expense and revenue request spreadsheets for FY 2015-16.

I have also attached the budget manual with the current rates for the year & the most recent calendar. Workers' compensation is being charged differently this year than in previous years. The risk management department has calculated a total of **$442,182** for Schools (Decreased $51,008 from the current year). We previously calculated workers' compensation based on salaries in each department and it was budgeted in each account, but we have now taken that calculation out and it is up to you whether you pay it all from one account or split it up between all your accounts how you choose. Please call me if you're not sure on this & I can explain more. There will also be a workers' compensation surcharge this year in order to balance the WC account of **$259,048** for the Schools – any questions on this one please call Don Stallions.

Please return all budget requests to me by **Friday, February 13th** at **12 PM.**

If you have any questions, please do not hesitate to contact me.

Thanks!

Ashley Spangler
Financial Analyst
Blount County Government
341 Court Street
Maryville, TN 37803
Phone: 865.273.5717

Tax / Benefit	Line #	Specific Guidelines				Rate
Workers Comp	513	FOR ALL FUNDS/EMPLOYEES		15-16	14-15	
		General County (Excluding Sheriff's Dept.)		$155/Employee		
		Public Library		$2,500		
		Sheriff's Dept.		$383,093		
		Highway Dept.		$117,193		
		Schools		$442,182	493,189	(51,007)
		Surcharge Rate:				
		General County	101-51900-500513	$249,240		
		Highway	131-61000-500513	$68,656		
		Schools	141-72310-500513	$259,048		
General Liability Insurance	506	FOR ALL FUNDS				
		General Fund	101-51900-500506	$514,712		
		Library	115-56500-500506	$27,000		
		Highway Dept.	131-61000-500506	$99,199		
		G.P. Schools	141-72310-500506	$544,383	408,000	136,383

			14-15		15-16
WC	141	=	377,000	76%	353,600
WC	143	=	85,500	17	66,500
WC	146	=	8,000	2	—
WC	142	=	22,689	5	22,100
			493,189	100%	442,200

RESOLUTION NO. 15-05-011

Sponsored by: Commissioners Jerome Moon/Mike Lewis

RESOLUTION TO AMEND DEBT SERVICE FUND BUDGET

WHEREAS, Blount County would like to amend the Debt Service Fund Budget to appropriate funds to Account for the Expenses and Revenues associated with 2015A and 2015B and,

WHEREAS, it is deemed to be in the best interest of Blount County to amend the Debt Service Fund budget as requested.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Blount County, Tennessee assembled in regular session this 21st day of May, 2015 that the Debt Service Fund Budget shall be amended as follows:

Revenue:

151-0-489900-0	Use of Fund Balance	$1,394,499.97
151-0-491000-0	Bond Proceeds	$26,905,000.00
151-0-494100-0	Refunding Bonds	$686,152.95
	TOTAL	$28,985,652.92

Appropriation:

151-82210-500603-0	Interest on Bonds	$1,682,516.11
151-99300-500699-0	Other Debt Service	$20,233,051.77
151-82310-500605-0	Other Debt Underwriter Discount	$182,646.57
151-82310-500606-0	Other Debt Issuance Charges	$82,405.00
151-82310-500599-0	Other Charges	$2200.00
151-82310-500699-0	Other Debt Service	$6,802,833.47
	TOTAL	$28,985,652.92

Duly authorized and approved this 21st day of May, 2015.

CERTIFICATION OF ACTION: ATTEST:

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

Blount County Government
Budget Amendment Request
FY 14-15

Type of Amendment:
Transfer ☐
Increase/Decrease ☑

Department: Accounting
Account: Debt Service

	Account Number	Description	Amount
TO			
Used with transfers			
	151-82210-500603-0	Interest on Bonds	1,682,516.11
(or)	151-99300-500699-0	Other Debt Service	20,233,051.77
	151-82310-500605-0	Other Debt Underwriter Discount	182,646.57
	151-82310-500606-0	Other Debt Issuance Charges	82,405.00
APPROPRIATION	151-82310-500599-0	Other Charges	2,200.00
Used with inc/dec	151-82310-500699-0	Other Debt Service	6,802,833.47
		Total	28,985,652.92

	Account Number	Description	Amount
FROM			
Used with transfers			
(or)			
	151-0-489900-0	Other-Use of Fund Balance	1,394,499.97
EST REVENUE	151-0-491000-0	Bond Proceeds	26,905,000.00
Used with Inc/dec	151-0-494100-0	Refunding Bonds	686,152.95
		Total	28,985,652.92

Explanation: To account for the expenses and revenues associated with the 2015AB refinancing

5/7/15

Signature of Official/Department Head/Date

Signature of County Mayor/Date

*All requests are due to Financial Analyst's Office by noon on the Tuesday before the Budget Committee Meeting.

Blount County Government

Memo

To: Budget Committee

From: Randy Vineyard

Date: 5.11.15

Re: Debt Service Budget Amendment

The County recently took upon the task of refinancing its E-3-B piece of debt. The 6 month process to refinance was ultimately completed in March 2015 and the E-3-B became two fixed rate pieces of debt, 2015A and 2015B. The attached Budget Amendment will properly account, per the Auditors, for the various transactions associated with refinancing.

In effect, we are grossing up expense and revenues to reflect the accounting for both the taxable, Swap Termination, and non-taxable transactions.

Thank you.

Other Budget Items

Commission Action Needed

Item	Budget Committee	Vote
Grant Application – BCSO Litter Grant	Recommended	5 – Yes
Grant Resolution – BCSO Litter Grant	Recommended	5 – Yes
Tax Rate in Excess of Certified Tax Rate Resolution	Recommended	
Wheel Tax Resolution	Recommended	4 –Yes 1- No

Blount County Government

Memo

To: Blount County Commission

From: Randy Vineyard, Finance Director

Re: Agenda Meeting Items

There are two items recommended for action from the Agenda Committee at this May 12, 2015 meeting. First, there is a "Tax Rate in Excess of the Certified Tax Rate" Resolution that needs to be acted upon. This simply states that Blount County "intends" to set a tax rate in excess of the certified tax rate, which is preliminarily 2.1177. There is also a "Wheel Tax" Resolution to be acted upon. If this tax is approved by Commission, then the proposed/recommended property tax rate can be reduced by up to $0.22, depending on the effective date of the wheel tax.

Two items in your packet that are "For Information Only" purposes, include a "Tax Rate" Resolution, which includes the contingency for the wheel tax detailed above, and an "Appropriation" Resolution, by account, by fund. These items are to be considered/voted on by Commission **at the June meeting**.

There are two additional dates of importance. One is the Budget Publication date (for the newspaper), which is May 22nd. The other is the Public Hearing date, which is June 8th.

The detail, by line item, for the proposed budget, will be posted to our website by end of day, Friday, May 15th.

The School's Budget has been administratively adjusted to fit the recommended Education tax rate. Once the Commission adopts the budget and the Board acts, the adjustments will be allocated to the appropriate line items.

The Health Fund shortfall will be placed in the General County Fund in its entirety for ease of reporting until the HR/Insurance Committee takes action on that item. When that takes place, the dollars will be apportioned appropriately to the correct line items, within the correct funds (ex. Gen. County, Schools, Library, Highway).

Note: At last night's Budget Committee Meeting (5/11/15) we overstated the Appropriations by the $7m needed to balance General County. Total Appropriations recommended are $51.46m. All numbers tie to spreadsheets used during the workshops.

RESOLUTION TO LEVY A TAX RATE
IN EXCESS OF THE CERTIFIED TAX RATE
REVISED

Resolution No. 15-05-012

Resolution Sponsors: Commissioners Jerome Moon/Mike Lewis

WHEREAS, *Tennessee Code Annotated*, Section 67-5-1701(a), requires that, in the event of a general reappraisal in a county, the county legislative body shall determine and certify a tax rate which will provide the same ad valorem revenue for that jurisdiction as was levied during the previous year; and

WHEREAS, *Tennessee Code Annotated*, Section 67-5-1701(b), authorizes the State Board of Equalization to establish policies providing a procedure or formula for calculating the certified tax rate and Blount County followed that procedure after reappraisal in 2015; and,

WHEREAS, *Tennessee Code Annotated*, Section 67-5-1702, authorizes a county legislative body to exceed the certified tax rate set according to *Tennessee Code Annotated*, Section 67-5-1701, by resolution after advertising its intent to exceed the certified tax rate in a newspaper of general circulation in the county (with an affidavit of publication sent within thirty days after publication to the State Board of Equalization) and public hearing; and

WHEREAS, Blount County Property Assessor's Office has provided a preliminary certified tax rate of 2.1177, Blount County desires to levy a tax rate in excess of the certified tax rate;

NOW, THEREFORE, BE IT RESOLVED, by the Blount County Legislative Body, meeting in regular session on this the 21st day of May, 2015, that:

Section 1. It is hereby intended, for Blount County to implement a tax rate, in excess of the certified tax rate;

Section 2. This Resolution shall take effect from and after its passage, the public welfare requiring it. This resolution shall be spread upon the minutes of the county legislative body.

Adopted this 21st day of May, 2015.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Commission Chairman County Clerk

Approved: ___

Vetoed: _____ _____ _____

County Mayor Date

RESOLUTION TO LEVY A COUNTY-WIDE MOTOR VEHICLE TAX

RESOLUTION NO.15-05-013

RESOLUTION SPONSORS: Commissioners Ken Melton/Mike Lewis

WHEREAS, Tennessee Code Annotated, Section 5-8-102, authorizes counties to levy a motor vehicle privilege tax as a condition precedent to the operation of a motor vehicle within a county; and,

WHEREAS, the need for new revenue sources is great in Blount County;

NOW, THEREFORE BE IT RESOLVED, by the Blount County legislative body that;

SECTION 1. For the privilege of using the public roads and highways, in Blount County, Tennessee, there is levied upon motor-driven vehicles, and upon the privilege of the operation thereof, except motor-driven bicycles and scooters, farm tractors, self-propelled farm machines not usually used for operation upon public highways or roads, and motor-driven vehicles owned by any governmental agency or governmental instrumentality and except for other exemptions provided by general law, a special privilege tax for the benefit of such county, which tax shall be in the amount of Fifty dollars ($50 .00) for each such motor-driven vehicle and Twenty-five dollars ($25.00) for each motorcycle, the owner of which resides within said county.

This tax applies to, is a levy upon, and shall be paid on each motor-driven vehicle and motorcycle, the owner of which resides within said county.

SECTION 2. The tax herein levied shall be paid to and collected by the County Clerk of Blount County, who is authorized by Tennessee Code Annotated, Section 67-4-103, to collect such privilege taxes. The County Clerk shall collect this tax at the same time he or she collects the state privilege tax levied upon the operation of a motor-driven vehicle over the public highways of this state. The County Clerk shall deduct a fee of five percent (5%) as authorized in Tennessee Code Annotated, Section 8-21-701(55), from the amount of taxes collected and paid over to the County Trustee.

SECTION 3. Payment of the privilege tax imposed hereunder shall be evidenced by a receipt, issued in duplicate by the County Clerk, the original of which shall be kept by the owner of the motor-driven vehicle. No separate decal shall be required to evidence payment of the privilege tax imposed hereunder.

SECTION 4. The privilege tax or wheel tax herein levied, when paid together with full, complete, and explicit performance of and compliance with all provisions of this Resolution, by the owner, shall entitle the owner of the motor-driven vehicle for which said tax was paid and on, to operate or allow to be operated such vehicle over the streets, roads, and highways of the county for a period of one year which will run concurrently with the period established for the state registration fees by Tennessee Code Annotated, Section 55-4-104.

SECTION 5. The proceeds of the motor vehicle privilege tax herein levied shall be placed in the county Debt Service Fund and shall be used to manage Debt.

SECTION 6. If any provision of this resolution or the application thereof to any person or circumstance is held invalid, such invalidity shall not affect other provisions or applications of this resolution which can be given effect without the invalid provision or application, and to that end the provisions of this resolution are declared to be severable.

SECTION 7. This resolution shall have no effect unless it is approved by a two-thirds (2/3) vote of the county legislative body of Blount County at two (2) consecutive regularly scheduled meetings.

SECTION 8. For the purpose of approving or rejecting the provisions of this act, it shall be effective upon being approved by a two-thirds (2/3) vote of the county legislative body of Blount County at two (2) consecutive, regularly scheduled meetings. For the purpose of collection of the tax herein levied, such collection shall begin on the first day of July, 2015.

SECTION 9. In the event that the Commission passes such wheel tax, the property tax rate would be reduced, by a comparable amount, up to $.22, dependent upon implementation date of the wheel tax. However, all property tax rates are required to be final no later than the first Monday in October.

Passed 1st reading at the regular May 21st, 2015, meeting of the Blount County legislative body.

Passed 2nd reading at the regular June 18th, 2015, meeting of the Blount County legislative body.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Commission Chairman County Clerk

Approved: ___

Vetoed: _____ _____ _____

County Mayor Date

TN Wheel Tax Stats

- 60 Counties Impose Wheel Tax
- Rates range from $10 - $90
- 35 out of the 60 Counties have rates $40 or higher
- Can be levied on any motor vehicle taxable by the state
- May tax different rates for different vehicles BUT must provide a rational basis for doing so
  - ex. classification of vehicle
- Must have same term, collection method, proration, and grace period as the state registration fee

*Source - CTAS

County Motor Vehicle Tax Rates
FY 2014

1 Anderson	N/A
2 Bedford	N/A
3 Benton	N/A
4 Bledsoe	N/A
5 Blount	N/A
6 Bradley	N/A
7 Campbell	$45.00
8 Cannon	$50.25
9 Carroll	$55.00
10 Carter	N/A
11 Cheatham	$51.00
12 Chester	$65.35
13 Claiborne	$25.00
14 Clay	$25.00
15 Cocke	N/A
16 Coffee	N/A
17 Crockett	$73.50
18 Cumberland	N/A
19 Davidson	$55.00
20 Decatur	$50.00
21 DeKalb	N/A
22 Dickson	$60.00
23 Dyer	$60.15
24 Fayette	$71.00
25 Fentress	$25.00
26 Franklin	N/A
27 Gibson	$35.75
28 Giles	N/A
29 Grainger	N/A
30 Greene	$20.00
31 Grundy	N/A
32 Hamblen	$27.00
33 Hamilton	N/A
34 Hancock	$20.00
35 Hardeman	$80.00
36 Hardin	$47.00
37 Hawkins	$27.00
38 Haywood	$90.00
39 Henderson	$60.00
40 Henry	$15.50
41 Hickman	$50.50
42 Houston	$45.50
43 Humphreys	N/A
44 Jackson	$41.00
45 Jefferson	$25.00
46 Johnson	$40.00
47 Knox	$36.00
48 Lake	$75.00/$37.50
49 Lauderdale	$65.00
50 Lawrence	$25.00
51 Lewis	$20.00
52 Lincoln	$75.00
53 Loudon	N/A
54 Macon	$65.00/$45.00
55 Madison	N/A
56 Marion	N/A
57 Marshall	$50.00
58 Maury	$25.00
59 McMinn	N/A
60 McNairy	$20.00
61 Meigs	N/A
62 Monroe	$25.00
63 Montgomery	$30.50
64 Moore	N/A
65 Morgan	N/A
66 Obion	$40.00
67 Overton	$30.50
68 Perry	N/A
69 Pickett	$10.00
70 Polk	N/A
71 Putnam	N/A
72 Rhea	N/A
73 Roane	N/A
74 Robertson	$85.25
75 Rutherford	$52.50
76 Scott	$30.00
77 Sequatchie	N/A
78 Sevier	N/A
79 Shelby	$50.00
80 Smith	$65.00
81 Stewart	$35.00
82 Sullivan	N/A
83 Sumner	$51.00
84 Tipton	$61.00
85 Trousdale	$40.00
86 Unicoi	N/A
87 Union	$30.00
88 Van Buren	N/A
89 Warren	$30.00
90 Washington	N/A
91 Wayne	$41.25
92 Weakley	$40.00
93 White	$42.00
94 Williamson	$25.75
95 Wilson	$25.00

Note: counties with two rates show are vehicles and motorcycles.

Source: http://tn.gov/revenue/vehicle/countyclerks.shtml

County Technical Assistance Service

Published on *e-Li* (https://ctas-eli.ctas.tennessee.edu)

County Motor Vehicle Privilege Tax (Wheel Tax)

County Motor Vehicle Privilege Tax (Wheel Tax)

Tennessee Code Annotated
Reference Number: CTAS-1634

Reference Number: CTAS-1634

Authority. T.C.A. § 5-8-102.

Description. Counties may levy a privilege tax on motor vehicles, commonly called a wheel tax. The tax may be levied by one of the following methods: (1) by passage of a resolution by a two-thirds vote of the county legislative body at two consecutive regular county legislative body meetings; (2) by passage of a resolution by the county legislative body by a regular majority with approval and referendum provided for in the resolution; and (3) by private act. Notwithstanding a population classification exception, the two-thirds majority resolution method is subject to a referendum if a petition signed by a number of registered voters equal to 10 percent of the number of voters in the last gubernatorial election is filed with the county election commission within 30 days of passage. T.C.A. § 5-8-102(b)(1).

Distribution. Distribution of these tax revenues may be for any county purpose specified in the private act or resolution levying the tax.

As of the date of this publication, 60 counties impose the county motor vehicle tax with rates ranging from $10.00 to $90.00, as shown in County Motor Vehicle Tax Rates FY 2014. Thirty-five of these counties have rates of $40.00 or greater.

Motor Vehicle Registrations 2013 provides the number of motor vehicle registrations in each county and may be used to estimate potential revenues generated from the imposition or increase in the motor vehicle registration tax. These data include, however, vehicles exempt by statute from taxation and should be adjusted accordingly.

Source URL: https://ctas-eli.ctas.tennessee.edu/reference/county-motor-vehicle-privilege-tax-wheel-tax

Motor Vehicle Registrations
2013

1	Anderson	92,099
2	Bedford	52,537
3	Benton	19,285
4	Bledsoe	15,322
5	Blount	183,609
6	Bradley	99,157
7	Campbell	36,980
8	Cannon	14,737
9	Carroll	26,637
10	Carter	56,711
11	Cheatham	47,211
12	Chester	14,683
13	Claiborne	34,380
14	Clay	8,512
15	Cocke	38,554
16	Coffee	59,373
17	Crockett	13,647
18	Cumberland	64,384
19	Davidson	630,278
20	Decatur	12,737
21	DeKalb	21,395
22	Dickson	48,703
23	Dyer	32,564
24	Fayette	40,068
25	Fentress	20,009
26	Franklin	43,035
27	Gibson	44,697
28	Giles	32,866
29	Grainger	28,071
30	Greene	96,799
31	Grundy	16,187
32	Hamblen	61,007
33	Hamilton	587,359
34	Hancock	6,740
35	Hardeman	22,489
36	Hardin	27,220
37	Hawkins	56,042
38	Haywood	15,202
39	Henderson	26,467
40	Henry	34,334
41	Hickman	22,873
42	Houston	8,437
43	Humphreys	22,723
44	Jackson	11,446
45	Jefferson	72,379
46	Johnson	18,549
47	Knox	424,934
48	Lake	4,153
49	Lauderdale	20,892
50	Lawrence	42,502
51	Lewis	12,055
52	Lincoln	34,485
53	Loudon	63,132
54	Macon	23,298
55	Madison	92,986
56	Marion	34,716
57	Marshall	31,914
58	Maury	84,444
59	McMinn	55,598
60	McNairy	27,627
61	Meigs	14,299
62	Monroe	45,242
63	Montgomery	170,423
64	Moore	7,389
65	Morgan	20,353
66	Obion	31,151
67	Overton	22,137
68	Perry	9,587
69	Pickett	6,473
70	Polk	18,722
71	Putnam	78,640
72	Rhea	34,027
73	Roane	54,023
74	Robertson	67,116
75	Rutherford	232,938
76	Scott	21,790
77	Sequatchie	20,573
78	Sevier	99,614
79	Shelby	730,136
80	Smith	20,127
81	Stewart	13,765
82	Sullivan	167,884
83	Sumner	146,328
84	Tipton	57,448
85	Trousdale	8,978
86	Unicoi	20,077
87	Union	18,245
88	Van Buren	5,967
89	Warren	39,508
90	Washington	124,528
91	Wayne	16,077
92	Weakley	29,634
93	White	29,327
94	Williamson	178,514
95	Wilson	117,275
	Statewide	6,569,545

Source: Tennessee Department of Safety, Motor Vehicle Division

STATE OF TENNESSEE
OFFICE OF THE
ATTORNEY GENERAL
PO BOX 20207
NASHVILLE, TENNESSEE 37202

February 22, 2012

Opinion No. 12-18

County Wheel Taxes

QUESTIONS

1. May a county levying a wheel tax under Tenn. Code Ann. § 5-8-102(b) choose the vehicles upon which to levy the tax from among those vehicles taxable by the State, or must the county levy the wheel tax on all vehicles taxable by the State?

2. May a county levying a wheel tax under Tenn. Code Ann. § 5-8-102(b) levy the tax at different rates for different vehicles, or must the rate be uniform for all vehicles to which the tax applies?

3. May a county levying a wheel tax under Tenn. Code Ann. § 5-8-102(b) create exemptions to the tax in addition to the exemption set out in Tenn. Code Ann. § 5-8-102(d)(1) for disabled veterans?

OPINIONS

1. Pursuant to Tenn. Code Ann. § 5-8-102(b), the General Assembly has authorized counties to levy the wheel tax "on ***any*** motor vehicle taxable by the state," thereby permitting counties to choose which motor vehicles set forth in Tenn. Code Ann. §§ 55-4-111 and -112 will bear the tax.

2. Because the General Assembly has accorded to counties discretion as to which motor vehicles to tax and has not set tax rates, counties levying a wheel tax under Tenn. Code Ann. § 5-8-102(b) may levy the tax at different rates for different vehicles, as long as there is a rational basis to distinguish among them.

3. Because the General Assembly has accorded to counties discretion as to which motor vehicles to tax, counties levying a wheel tax under Tenn. Code Ann. § 5-8-102(b) may create additional exemptions from the tax, as long as there is a rational basis for those exemptions.

ANALYSIS

1. Pursuant to Tenn. Code Ann § 5-8-102, the General Assembly has authorized each county to levy "a motor vehicle privilege tax as a condition precedent to the operation of a

motor vehicle within the county." Tenn. Code Ann. § 5-8-102(b). This tax is known as the wheel tax, and it "may be levied on any motor vehicle taxable by the state." *Id.* The vehicles that are "taxable by the state" are set forth in Tenn. Code Ann. §§ 55-4-101 to -135. Pursuant to those statutes, the State requires the registration of motor vehicles operated on "the streets or highways of this state," Tenn. Code Ann. § 55-4-101(a)(1), and "[t]he registration and fees . . . constitute a privilege tax" on such operation. Tenn. Code Ann. § 55-4-101(a)(2). The motor vehicles that are subject to the state's registration fee and, thus, a county's wheel tax include motorcycles, passenger motor vehicles, trailers, mobile homes, private buses, and motor vehicles operating for hire. Tenn. Code Ann. §§ 55-4-111 and -112. The amounts of the registration fees differ based upon the motor vehicle's classification. *Id.* For example, the fee is $11.75 for a motorcycle, $18.75 for a passenger motor vehicle, and $200 for a private bus. Tenn. Code Ann. § 55-4-111(a)(1).

Counties may levy the wheel tax "on ***any*** motor vehicle taxable by the state." Tenn. Code Ann. § 5-8-102(b) (emphasis added). The term "any" grants counties the authority to designate which motor vehicles listed in Tenn. Code Ann. §§ 55-4-111 and -112 will bear the wheel tax. *See Leggett v. Duke Energy Corp.*, 308 S.W.3d 843, 851 (Tenn. 2010) (courts will apply the plain meaning of a statute when the statutory language is clear and unambiguous); *Bryant v. Baptist Health System Home Care of East Tennessee*, 213 S.W.3d 743, 748 (Tenn. 2006) (courts should avoid applying to a statute a forced or subtle construction that extends the statute's meaning). If the General Assembly had intended to require counties to levy the wheel tax on all motor vehicles taxable by the State, then it would have used the word "all" instead of "any."

2. Tenn. Code Ann. § 5-8-102 does not specify the amount of the wheel tax to be levied by counties. As discussed in previous opinions issued by this Office, the General Assembly has not limited the amount of the wheel tax or required that it be equal to the amount of the state registration fee. Op. Tenn. Atty. Gen. No. 97-109 (August 6, 1997); Op. Tenn. Atty. Gen. No. 96-098 (July 31, 1996). However, even though the General Assembly has not limited the ability of counties to levy the tax at different rates, counties doing so must comply with Article XI, Section 8, of the Tennessee Constitution and the Fourteenth Amendment of the United States Constitution, which require that there be a rational basis for any rate differences. *See* Op. Tenn. Atty. Gen. No. 00-106 (June 9, 2000). As noted above, the state registration fee differs based on the classification of the vehicle.

3. In authorizing the wheel tax, the General Assembly included restrictions on the ability of counties to levy the tax. For example, the tax must have the same term, collection method, proration, and grace period as the state registration fee. Specifically,

> [i]n each county that has levied or may hereafter levy a motor vehicle privilege tax under either this chapter or by private act, the duration or term for which the privilege is issued, method of collection, proration of the amount chargeable for a period of either more or less than a calendar year interval, and the grace period allowable shall be the same as that provided for in § 55-4-

> 104 for payment of state motor vehicle registration fees for all such vehicles described in that section.

Tenn. Code Ann. § 5-8-102(d)(2). The General Assembly also exempted disabled veterans, former prisoners-of-war, and company vehicles of certain manufacturers from the wheel tax through the following provisions:

> (1) Any disabled veteran . . . or any former prisoner-of-war . . . is exempt from the motor vehicle privilege tax imposed by this section or by private act . . . .
>
> ***
>
> (4) Any OEM headquarters company[1] may make application to the commissioner of revenue to be exempt from the motor vehicle privilege tax imposed by this section or by private act; provided, however, that the exemption granted under this subdivision (d)(4) shall apply only with respect to OEM headquarters company vehicles.[2]

Tenn. Code Ann. § 5-8-102(d)(1) and (4). Subdivisions (d)(1) and (d)(4) merely exempt the persons and entities listed therein, and can in no way be read as a limitation on the ability of counties to exempt additional persons or entities from the wheel tax. If the General Assembly had intended such a limitation, it could have so stated or included language similar to that of subdivision (d)(2) requiring the counties to have the same exemptions as those stated in subdivisions (d)(1) and (d)(4) and no more. *See Harmon v. University of Tennessee,* 353 S.W. 3d 734, 738-39 (Tenn. 2011) (quoting *Carver v. Citizen Utils. Co.,* 954 S.W. 2d 34, 35 (Tenn. 1997)) (stating that "omissions are significant when statutes are express in certain categories but not others"). As with any rate differences, counties must have a rational basis for any exemptions.

ROBERT E. COOPER, JR.
Attorney General and Reporter

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[1] "OEM headquarters company" is defined as "an original equipment manufacturer that is engaged in the business of manufacturing motor vehicles and qualifies to receive the credit provided in § 67-6-224, or any affiliate thereof." Tenn. Code Ann. § 55-1-126(1) (Supp. 2011).

[2] "OEM headquarters company vehicle" is defined as "any motor vehicle subject to registration in accordance with this title that is owned by an OEM headquarters company . . . and . . . motor vehicles provided by the OEM headquarters company for use by eligible employees and their eligible family members in accordance with policies established by the OEM headquarters company and approved by the commissioner." Tenn. Code Ann. § 55-1-126(2) (Supp. 2011).

WILLIAM E. YOUNG
Solicitor General

NICHOLAS G. BARCA
Assistant Attorney General

Requested by:

The Honorable Kelly T. Keisling
State Representative
108 War Memorial Building
Nashville, Tennessee 37243

Knox County Wheel Tax

- $36.00 – all motorized vehicles and cycles
  - Doesn't apply to trailers
  - Exemptions:
    - Registered owner/s 65 or older and combined annual income less than $15,870.00
    - Registered owner/s certified as totally disabled and combined less than above
    - Registered owner/s active duty
    - Registered owner has 100% permanent disability from service-connected cause or is a former POW
    - School bus under contract with Board of Education

WHEEL TAX LIABILITIES

The average number of vehicles for each of the four hypothetical households was estimated using statewide PUMA data (2005) for all married couple families living in owner-occupied housing. The average number of vehicles figures are: 2.08 for a household with income $20,000-$29,000, 2.23 for a household with income $30,000-$39,000, 2.39 for a household with income $40,000-$49,999, and 2.48 for a household with income $50,000-$69,000.

RESOLUTION FIXING THE TAX LEVY IN BLOUNT COUNTY, TENNESSEE FOR THE YEAR BEGINNING JULY 1, 2015
REVISED

Resolution No.

Resolution Sponsors: Commissioners Mike Lewis/Jerome Moon

SECTION 1. BE IT RESOLVED by the Board of County Commissioners of Blount County, Tennessee, assembled in special session on this 18th day of June, 2015, that the combined property tax rate for Blount County, Tennessee for the year beginning July 1, 2015, shall be $2.15 on each $100 of taxable property, which is to provide revenue for each of the following funds and otherwise conform to the following levies:

Fund	**Rate**
General County	$1.07
General Purpose Schools	$1.07
Debt Service	$0.48
Total	**$2.62**

SECTION 2. BE IT FURTHER RESOLVED it is further ordered that all business and occupations that are taxable privileges by the State of Tennessee, as provided by existing State Law or laws, be, and the same are hereby declared taxable privileges for County purposes at the same rate and amounts provided by Statutes of the State for State purposes.

SECTION 3. BE IT FURTHER RESOLVED there is also imposed on the sale of beer at wholesale a tax equal to thirty-five dollars and sixty cents ($35.60) per barrel of thirty-one liquid gallons of beer sold as provided by Chapter 189 of the Public Acts of 2013, approved April 23, 2013, effective July 1, 2013. The tax upon barrels containing more or less than thirty-one gallons shall be taxed at a proportionate rate.

SECTION 4. BE IT FURTHER RESOLVED in accordance with the Chapter 63 Private Act of 2012 there is levied a privilege tax of five percent (5%) on the occupancy of any rooms, lodgings, or accommodations furnished to transients by any hotel, inn, tourist court, tourist cabin, campground, motel or any place in which rooms, lodgings or accommodations are furnished transients for a consideration in Blount County.

SECTION 5. BE IT FURTHER RESOLVED that the Trustee may accept property taxes at any time after July 10th as prescribed in Tennessee Code Annotated in Section 67-1-702.

SECTION 6. BE IT FURTHER RESOLVED that it is the desire of the Budget Committee for the Commission to adopt a wheel tax of $50 per motorized vehicle and $25 per motorcycle, to fund Debt Service. In the event that the Commission passes such wheel tax, the property tax rate would be reduced, by a comparable amount, up to $.22, dependent upon implementation date of the wheel tax. However, all property tax rates are required to be final no later than the first Monday in October.

SECTION 7. BE IT FURTHER RESOLVED that this resolution take effect from and after its passage, the public welfare requiring it. This resolution shall be spread upon the minutes of the Board of County Commissioners.

Duly passed and approved on this 18th day of June, 2015.

Certification of Action

_____
Commission Chairman

Attest

_____
County Clerk

Approved: _____
Vetoed: _____

_____
County Mayor

_____
Date

A RESOLUTION MAKING APPROPRIATIONS FOR THE VARIOUS FUNDS, DEPARTMENTS, INSTITUTIONS, OFFICES, AND AGENCIES OF BLOUNT COUNTY, TENNESSEE FOR THE YEAR BEGINNING JULY 1, 2015 AND ENDING JUNE 30, 2016

Resolution No.

Resolution Sponsors: Commissioners

Section 1. Be it resolved by the Board of County Commissioners of Blount County, Tennessee, assembled in special session on the 18th day of June, 2015, that the amounts hereafter set out are hereby appropriated for the purpose of meeting the expenses of the various funds, departments, institutions, offices, and agencies of Blount County, Tennessee, for the capital outlay, and for meeting the payment of principal and interest on the County's debt maturing during the year beginning July 1,

General Fund	Proposed
County Commission	$ 189,170
Board of Equalization	2,989
Beer Board	550
Budget Committee	400
County Mayor	227,667
Personnel	183,241
Election Commission	609,415
Register of Deeds	586,775
Development	633,857
Planning	220,515
County Building Maintenance	1,402,166
Other General Administration	5,410,177
Preservation of Records	106,155
Risk Management	161,868
Accounting and Budgeting	737,736
Purchasing	382,445
Property Assessor	862,313
Reappraisal	327,691
County Trustee	479,965
County Clerk	1,082,754
Data Processing	796,260
Circuit Court Judge	111,205
Circuit Court Clerk	2,100,176
Drug Court	341,960
General Sessions Judge	1,019,179
Juvenile Court	473,519
Public Defender	55,205
Judicial Commissioners	235,516
Other Administration of Justice	529,418
Probation	624,482
Victim Assistance	80,000
Sheriff's Department	11,218,249
Sex Offender Registry	6,000
Jail	8,425,051
Workhouse	13,452
Juvenile Services	1,658,574
Commissary	-

Fire Prevention		23,250
Civil Defense		144,828
Other Emergency Management		324,793
Local Health Center		565,738
Animal Control		407,727
Other Local Welfare		98,668
Parks and Recreation		691,433
Agriculture Extension Service		163,496
Soil Conservation		129,376
Industrial Development		1,276,379
Veteran Services		177,248
Contributions to Other Agencies		133,760
Litter & Trash Grant		87,025
Transfers Out - Library & QSCB		1,625,395
Chancery Court - Clerk and Master		470,137
Indigent Billing		1,455,000
General Administration Projects		37,000
Public Safety Projects		1,003,273
Civil Defense - EMPG Carryover Grant		123,401
Animal Shelter Grant - SMACF		180,400
Local Health Center-DGA grant		1,047,047
Total General Fund	**$**	**51,461,469**
Total Courthouse & Jail Maintenance	**$**	**179,970**
Total Law Library	**$**	**8,502**
Public Library		
County Buildings	$	191,337
Libraries		1,910,507
Other Social Cultural-Recreation		122,408
General Administration Projects		33,500
Total Public Library	**$**	**2,257,752**
Total Drug Control Fund	**$**	**256,649**
Highway/Public Works Fund		
Administration	$	609,000
Highway and Bridge Maintenance		4,080,400
Operation and Maintenance of Equipment		878,000
Other Charges - Engineering Dept.		-
Total Highway/Public Works Fund	**$**	**5,567,400**
General Purpose School Fund		
Regular Education	$	44,212,900
Special Education		8,540,600
Vocational Education		3,522,000
Adult Education		230,500
Other-Retiree Insurance		1,319,000
Attendance		126,350
Health Services-Clinic Personnel		840,350

Other Student Support-Guidance		1,962,700
Vocational Education		88,300
Adult Program		130,900
Other Programs		53,000
Board of Education		1,929,600
Director of Schools		621,200
Office of the Principal		5,942,800
Fiscal Services		154,000
Operation of Plant		7,717,025
Maintenance of Plant		1,824,600
Transportation		3,988,100
Central and Other		1,398,575
Early Childhood Education		686,600
Schools-Capital Outlay		-
Debt Contribution		310,900
Total General Purpose School Fund	**$**	**85,600,000**
Federal School Projects Fund		
Regular Instruction Program	$	2,626,032
Special Education Program		2,317,640
Vocational Education Program		268,834
Other Student Support		161,656
Transportation		203,500
Transfers		-
Total Federal School Projects Fund	**$**	**5,577,662**
Total Central Cafeteria Fund	**$**	**5,862,000**
Total Extended Day Care Program Fund	**$**	**1,630,000**
General Debt Service Fund		
General Government Principal	$	8,498,713
Education Principal		235,399
General Government Interest		8,132,896
Education Interest		75,404
General Government Other		890,100
Total General Debt Service Fund	**$**	**17,832,512**
Highway Capital Projects	**$**	**600,000**
Total Budget FY 15-16	**$**	**176,833,916**

Section 2. Be it further resolved that the budget for the School Federal Projects Fund shall be the budget approved for separate projects within the fund by the Tennessee

Section 3. Be it further resolved that there are also hereby appropriated certain portions of the commissions and fees for collecting taxes and licenses and for administering other funds which the Trustee, County Clerk, Circuit Court Clerk, Clerk and Master, Register, and the Sheriff and their officially-authorized deputies and assistants may severally be entitled to receive under State laws heretofore or hereafter enacted, expenditures out of commissions, and/or fees collected by the Trustee, County Clerk, Circuit Court Clerk, Clerk and Master, Register, and the Sheriff may be made for such purposes and in such amounts as may be authorized by existing laws or by valid order of any court having power to make such appropriations. Any excess commissions and/or fees collected over and above the expenditures duly and conclusively

Section 4, Be it further resolved that if any fee officials, as enumerated in Section 8-22-102, T.C.A., operate under provisions of Section 8-22-104, T.C.A., provisions of the preceding paragraph shall not apply to those particular officials.

Section 5. Be it further resolved, that any amendment to the budget shall be approved as provided in Section 5-9-407, T.C.A.

One copy of each amendment shall be filed with the County Clerk, one copy with the Chairman of the Budget Committee, and one copy with each divisional or departmental head concerned. The reason(s) for each transfer shall be clearly stated; however, this section shall in no case whatsoever be construed as authorizing transfer from one fund to another, but shall apply solely to transfers within a certain fund.

Section 6. Be it further resolved that any appropriations made by this resolution which cover the same purpose for which a specific appropriation is made by statute is made in lieu of but not in addition to said statutory appropriation. The salary, wages, or remuneration of each officer, employee, or agent of the County shall not be in excess of the amounts authorized by existing law or as set forth in the estimate of expenditures which accompanies this resolution. Provided, however, that appropriations for such salaries, wages, or other remuneration hereby authorized shall in no case be construed as permitting expenditures for an office, agency, institution, division or department of the County in excess of the appropriation made herein for such office, agency, institution, division or department of the County. Such appropriation shall constitute the limit to the expenditures of any office, agency, institution, division or department for the year ending June 30, 2016. The aggregate

Section 7. Be it further resolved that the County Mayor and County Clerk are hereby authorized to borrow money on revenue anticipation notes, provided such notes are first approved by the Director of Local Finance, to pay for the expenses herein authorized until the taxes and other revenue for the year 2015-16 have been collected. The proceeds of loans for each individual fund shall not exceed 60% of the appropriations of each individual fund and shall be used only to pay the expenses and other requirements of the fund for which the loan is made.

The loan shall be paid out of revenue from the fund for which money is borrowed. The notes evidencing the loans authorized under this section shall be issued under the applicable sections of Title 9, Chapter 21, Tennessee Code Annotated. Said notes shall be signed by the County Mayor and countersigned by the County Clerk and

Section 8. Be it further resolved that the delinquent County property taxes for the year 2015 and prior years and the interest and penalty hereon collected during the year ending June 30, 2016 shall be apportioned to the various County funds according to the subdivision of the tax levy for the year 2016. The Clerk and Master and the Trustee are hereby authorized and directed to make such apportionment accordingly.

Section 9. Be it further resolved, that all unencumbered balances of appropriations remaining at the end of the year shall lapse, and be of no further effect at the end of

Section 10. Be it further resolved, that any resolution or part of a resolution which has heretofore been passed by the Board of County Commissioners which is in conflict with any provision in this resolution be and the same is hereby repealed.

Section 11. Be it further resolved, that this resolution shall take effect from and after its passage and its provisions shall be in force from and after July 1, 2015. This resolution shall be spread upon the minutes of the Board of County Commissioners.

Section 12. Be it further resolved that the interest earned on funds held temporarily idle for the Blount County Library and Library fines collected be designated toward the Blount County Library Capital uses.

Section 13. Be it further resolved, that the property tax discounts as authorized by T.C.A. 67-5-1804 (a) for early payment for real property payments shall be 2% of the ad valorem real property taxes currently due if such taxes are paid within thirty (30) days and 1% if paid after more than thirty (30) but less than sixty (60) under the

Section 14. Be it further resolved, the Blount County Commission is committed to long-term solutions for the County's needs including the orderly and systematic financing and acquisition of public improvements. To achieve that goal, the Commission recognizes the value of a long-term capital plan and reaffirms its commitment to the 3-5 year capital improvements concept to address those issues.

Section 15. Be it further resolved, Interest Earnings would be credited to the General, Library, Highway, General Schools, Worker's Compensation, Employee Health and Employee Dental Funds, and Metro Narcotics based on the average month-end balances per the Trustee's Report, and the interest rate earned by the Trustee for all funds. Interest Earnings not credited as above will be credited to the Debt Service

Section 16. Be it further resolved that included in this budget is a supplement for the sheriff as approved in prior years for the workhouse and the juvenile detention center equal to 10% of his base salary, each.

Section 17. Be it further resolved that included in this budget is a supplement for the circuit court clerk as approved in prior years for the serving of more than one court, equal to 10% of his base salary, as authorized by T.C.A. 8-24-102 (2).

Section 18. Be it further resolved, that amounts approved and hereby appropriated for County Official salaries exceed the minimum required by state statute and are hereby approved above that minimum.

Section 19. Be it further resolved, that excess amounts over and above those originally adopted as estimated cable franchise fee revenues for the Highway Department will be recorded in the General Fund.

Passed this 18th day of June, 2015.

Certification of Action

Attest

Commission Chairman

County Clerk

Approved: _____

Vetoed: _____

County Mayor

Date

RESOLUTION NO. 15-05-007

SPONSORED BY COMMISSIONERS MIKE LEWIS AND JEROME MOON

A RESOLUTION AUTHORIZING SUBMISSION OF APPLICATION FOR LITTER AND TRASH COLLECTING GRANT FROM THE STATE OF TENNESSEE, DEPARTMENT OF TRANSPORTATION AND AUTHORIZING ACCEPTANCE OF THE GRANT

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this day, May 21, 2015.

WHEREAS, Blount County intends to apply for the aforementioned grant from the Tennessee Department of Transportation; and

WHEREAS, the contract for the grant will impose certain legal obligations upon Blount County,

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Blount County Tennessee:

1. That, Edward Mitchell, County Mayor, is hereby authorized to apply on behalf of Blount County for a litter and trash collecting grant from the Tennessee Department of Transportation: and

2. That should said application be approved by the Tennessee Department of Transportation, that Edward Mitchell, County Mayor, is hereby authorized to execute contracts or other necessary documents which may be required to signify acceptance of the litter and trash collecting grant by Blount County.

BE IT FURTHER RESOLVED THAT THIS RESOLUTION TAKE EFFECT FROM AND AFTER PASSAGE, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Chairman **Roy Crawford, Jr.**
Blount County Commission **County Clerk**

Approved: _____
Vetoed: _____

_____ _____

County Mayor **Date**

Blount County, Tennessee
Grant (Contract) Worksheet

(adopted February 21, 2013)

Please provide the information below for any Grant being applied for or recently awarded.

Once completed, return the worksheet via e-mail to the Grant Accountant at accounting@blounttn.org.

Requesting Department:	Sheriff's Office
Contact Person's Name, email, phone # (person applying for grant):	Jarrod Millsaps, jmillsaps@bcso.com, 865-273-5132
Financial Reporting Person's information (if different than contact):	Vicky McMurray, mcmurrayv@gmail.com, 865-216-6060
Project/Program Director's Name, email, phone #	
Name of Granting Agency:	TN Department of Transportation
Grant Name:	Litter Grant
Is a grant application required?	YES X NO
Is this a one-time grant?	YES ____ NO __X__ If no, is the grant recurring? _____
Grant Funds Requested:	$ 62,400.00
Are County Funds Required (Match)? If so when approved, a budget amendment for match will need to be included with this form	No
Total Amount of Grant:	$ 62,400
Brief Description for Use of Grant Funds: (Equipment, Gear, Personnel, etc.)	Litter Grant funding pays a portion of the Sheriff's Office expenses for the litter crew cleaning the roadside. Also helps fund the educational services provided by Keep Blount Beautiful.
If the grant is in the application processes, what is the submission deadline?	30-Jun-15
Worksheet reviewed by - Grant Accountant and/or Finance Director:	
Date of Commission approval:	

Please provide the remaining information once the Grant is approved.

Grant CFDA# (Catalog of Federal Domestic Assistance):	
Date of Grant Award:	
Grant Period: (such as: Oct 1 - Sept 30)	
Expiration Date of Grant, as established by the Granting Agency:	
Anticipated Closing Date of Grant Project:	
How will we receive the Grant Funds? (direct deposit, check, other)	
How often will the Grant Funds be sent? (monthly, quarterly, one payment, other)	

****** Attach Budget Amendment(s) to this form when grant approved ******

WORK PROGRAM FOR BLOUNT COUNTY
TENNESSSEE DEPARTMENT OF TRANSPORTATION LITTER GRANT
2015-2016

The Blount County Litter Grant Program for 2014-2015 will add a new goal of issuing citations to ongoing efforts of education and litter abatement. The grant is funded through the Tennessee Department of Transportation from a statewide tax on bottlers. Keep Blount Beautiful, an affiliate of Keep America Beautiful, and the Blount County Sheriff's Office will work together to meet and exceed requirements for the program.

Citations: Citing litterers is an concern facing the Blount County Sheriff's Office. This year, the Sheriff's Office will encourage officers to cite those who are breaking the law by littering. KAB representative, Charlene DeSha, will work closely with deputies with information regarding litter laws.

Removal of litter : The Blount County Sheriff's Office will supply a deputy and a crew of 3 or 4 inmates to remove litter from roadsides. The crew also will work to remove illegal dumpsites. The inmates are transported in a truck with trailer by a Blount County deputy. The Sheriff's Office provides gasoline, tires and maintenance for the vehicle. Other items provided are reflective vests, gloves, shovels, ropes, garbage bags, signage and emergency lighting. A cell phone for the guard is made available through the BCSO. Travelers will be alerted that inmates are working in the area with signs and lights. Lunch and water are also provided by BCSO as well as a first-aid kit.

Safety for the crew is foremost. The crew will not pick up on roads without shoulders. The crew will not pick up in extreme cold, rain, or heat. Blount County has participated in the Litter Grant program for more than thirty years with no serious accidents.

Litter is transported to the Blount County Landfill and charged to the Blount County Sheriff's Office. Litter Grants funds help to offset these fees.

Recycling: The Litter Crew will separate aluminum cans as they work roadsides. These items will be taken to a recycling center off Hwy. 321 with the proceeds deposited in the County's General Fund.

Blount County is one of only two counties without a convenience center. A recycling center located off Hwy. 321 is open to county residents for recycling. Household garbage is not accepted. Recent changes in city-owned recycling centers prevent county residents drop-offs. Discussion with County officials regarding the possibility of a convenience center in the eastern side of the County is now underway.

Education: Keep Blount Beautiful, an affiliate of the Keep America Beautiful organization, will work toward educational goals The partnership with the Sheriff's Office will continue to provide the required educational element of the Grant. KBB will provide a monthly report to TDOT of educational activities in the County. These include school programs, outdoor adventures clean-ups, and speaking opportunities for clubs, churches and classrooms. KBB is also a participant in the Great America Cleanup.

Adopt-A- Highway Program: The Adopt-A-Highway Program will continue to be managed through the Keep Blount Beautiful office. This change provides an easier method for participants to obtain needed supplies for pickups for their adopted section of roadway.

Environmental Issues: An Environmental Court is envisioned for Blount County. KBB Board Members lead this campaign by speaking with members of the community about the need. Budget constraints continue to be problematic for the issue.

Reporting: The Litter Grant will reimburse BCSO for a portion of the costs of the litter crew. A monthly request will be prepared and submitted to TDOT for reimbursement. An ongoing statistical report is updated with each reimbursement request. This information is a summary of litter crew activity including roads cleaned, poundage of litter removed, and days worked. These statistics are used during budget planning as well as newspaper articles that recognize the program.

The partnership of the Blount County Sheriff's Office, Keep Blount Beautiful and TDOT has continued for twenty years. The campaign to eliminate trash through education and litter removal is continuing with the funding from the Tennessee Department of Transportation's Litter Grant Program.

Submitted by Beverly Collins
Date: May 7, 2014

RESOLUTION NO. 15-05-004

SPONSORED BY: Commissioner Mike Lewis; Commissioner Gary Farmer; Commissioner Grady Caskey

A RESOLUTION TO IMPLEMENT THE RECOMMENDED CLASSIFICATION AND COMPENSATION SYSTEM BY EVERGREEN SOLUTIONS

WHEREAS, the Blount County Human Resources/Insurance Committee met on April 21, 2015; and approved a recommendation, to forward to the Blount County Commission, the recommended classification and compensation system from Evergreen Solutions.

WHEREAS, the final report from Evergreen Solutions will include, but not be limited to

I. Job Classifications
II. Pay Grades
III. Pay Ranges
IV. Performance Evaluation Forms
V. Job Descriptions
VI. Appeals Process

WHEREAS, the Blount County Human Resources Director will administer the plan and make any and all adjustments to the plan with accordance to the plan philosophy and structure once approved and implemented.

NOW, THEREFORE BE IT RESOLVED by the Board of County Commissioners of Blount County, Tennessee, assembled in regular session this 21st day of May, 2015, that the recommendation of the Blount County Human Resources/Insurance Committee to implement the recommendation of Evergreen Solutions for the classification and compensation system is hereby approved.

BE IT FURTHER RESOLVED THAT THIS RESOLUTION TAKE EFFECT FROM AND AFTER ITS PASSAGE, THE PUBLIC WELFARE REQUIRING IT; AND THAT ANY PRIOR RESOLUTION TO THE CONTRARY IS HEREBY DECLARED VOID.

CERTIFICATION OF ACTION

_____
Chairman

Approved: _____

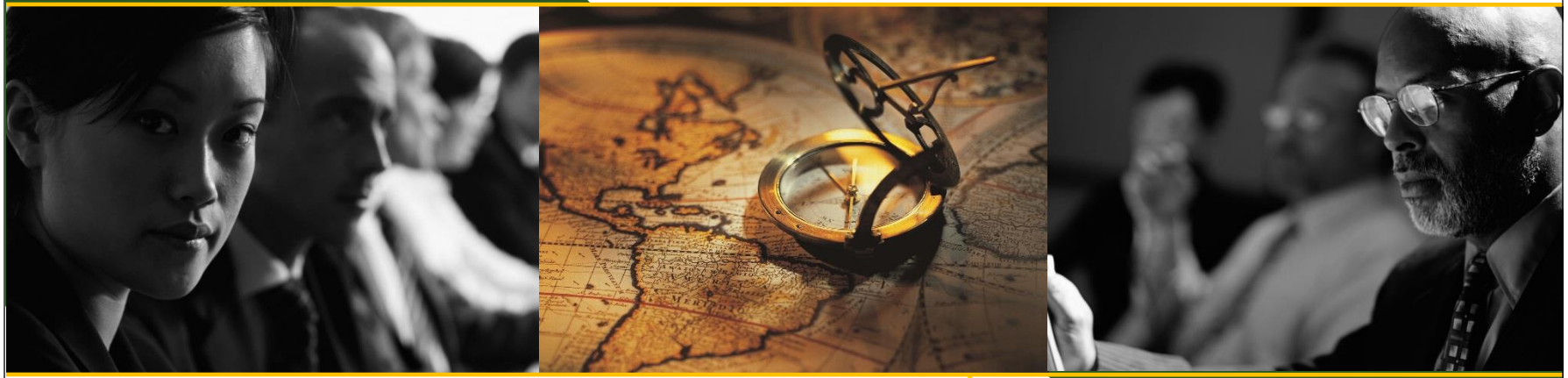
Vetoed: _____

ATTEST

_____
County Clerk

_____ _____
County Mayor Date

Employee Classification and Compensation Study
Blount County, TN



Presentation of Results

Evergreen Solutions, LLC

31 March 2015

Agenda

- Study Process
- Outreach Summary
- Classification Review Results
- Compensation Review Results
- Recommendations/Next Steps
- Questions

Evergreen Solutions, LLC

Study Process

- ✓ Conducted employee outreach and reviewed findings with the County's project team.
- ✓ Reviewed current conditions of County's system.
- ✓ Analyzed **internal equity** by reviewing Job Assessment Tools (JAT) and developed a point factor score for each classification.
- ✓ Analyzed **external equity**/market competitiveness of County's current compensation system.
- ✓ Utilized internal and external equity results to develop a compensation structure.

Evergreen Solutions, LLC

Study Process (cont.)

- ✓ Prepared options for implementation of proposed compensation structure.
- ✓ Estimated salary costs for each implementation option.
- ✓ Revising job descriptions utilizing existing descriptions and input from employees' JATs.

Evergreen Solutions, LLC

Outreach Summary

- Employees viewed the County as a stable place to work and appreciated the opportunity to make a positive impact on their community.
- Many employees expressed frustration about not receiving raises in recent years.
- Several employees believed their duties have increased over time while their compensation remained the same.
- With stagnating wages, the rising cost of benefits has had a more significant impact on employees take home pay.

Evergreen Solutions, LLC

Classification

Classification title change recommendations:

- County started with 276 classifications
- Recommending a reduction to 203 classifications
- 181 recommended classification title changes
- 9 new recommended titles created

Evergreen Solutions, LLC

Classification (cont.)

Examples of Recommended Title Changes:

Current Class Title	Proposed Class Title
Accounting AR Clerk Tax Relief	Tax & Rebate Specialist
Accounting Bookkeeper I	Accounting Clerk
Accounting Bookkeeper III	Accounting Clerk
Accounting Clerk	Accounts Payable Clerk, Senior
IT Manager	IT Director
IT Technician	Computer Forensics Specialist
Jail Clerk	Data Clerk
Jail Records	Jail Records Clerk
Juvenile Court Security	Court Officer
Juvenile Courtroom Assistant PT	Courtroom Assistant
Juvenile Deputy Clerk II	Juvenile Deputy Clerk
Juvenile Deputy Clerk III	Juvenile Deputy Clerk, Senior
Juvenile Office Administrator	Office Manager
Juvenile Office Manager	Office Coordinator
Passport Agent	Counter Clerk
Passport Agent Supervisor	County Clerk Supervisor
Patrol K9	Deputy Sheriff

Compensation

Collected salary range data from 17 of the 26 market peers for 49 benchmarked classifications:

Peer Data-Collected
City of Alcoa
City of Chattanooga
City of Gatlinburg
City of Johnson City
City of Knoxville
City of Maryville
City of Oak Ridge
City of Pigeon Forge
Knox County
State of Tennessee
Alcoa City Schools
Maryville City Schools
Knox County Schools
University of Tennessee
Blount Memorial Hospital
Oak Ridge National Laboratory
Private Entity

Peer Data-NOT Collected
City of Sevierville
Anderson County
Bradley County
Hawkins County
Sullivan County
Washington County
Wilson County
Blount County Schools
Young-Williams Animal Center

Evergreen Solutions, LLC

Compensation (cont.)

Salary Survey Results:

Classification	Survey Minimum 60th Percentile	Survey Midpoint 60th Percentile	Survey Maximum 60th Percentile	Survey Avg Range	# Resp
Accounting Manager	$ 51,127.03	$ 61,982.92	$ 79,475.47	60.0%	8
Accounts Payable Clerk	$ 29,473.50	$ 40,508.58	$ 50,023.15	56.0%	16
Administrative Assistant	$ 30,856.39	$ 38,880.25	$ 46,660.02	52.4%	17
Animal Control	$ 28,458.58	$ 38,587.94	$ 48,474.66	63.6%	5
Assistant Manager AP	$ 38,700.16	$ 48,503.40	$ 58,271.34	70.5%	5
Benefits Coordinator	$ 36,867.46	$ 49,212.06	$ 59,037.46	54.0%	11
Building Codes Inspector	$ 40,314.97	$ 52,798.58	$ 64,480.87	57.3%	8
Captain Drug Task Force	$ 57,650.41	$ 70,297.37	$ 84,572.45	47.2%	7
Chief Deputy	$ 52,839.36	$ 67,919.03	$ 83,608.03	56.6%	4
Circuit Court Deputy Clerk II	$ 32,764.44	$ 41,154.05	$ 49,543.67	53.5%	5
Circulation Aide PT	$ 24,703.95	$ 30,638.59	$ 35,548.31	44.5%	6
Contract Administrator	$ 45,991.29	$ 58,052.76	$ 70,114.24	54.7%	5
Corrections Adult	$ 29,238.84	$ 36,805.14	$ 44,371.45	56.2%	4
Corrections Juvenile	$ 29,238.84	$ 36,805.14	$ 44,371.45	56.2%	4
Counter Clerk	$ 26,347.43	$ 33,829.32	$ 40,496.42	50.9%	8
Courtroom Assistant I PT	$ 25,239.88	$ 31,463.02	$ 37,686.17	49.7%	4
Crime Scene Tech	$ 30,979.20	$ 42,090.54	$ 47,731.06	56.4%	6
Custodian	$ 21,329.85	$ 26,067.02	$ 30,722.04	47.0%	14
Deputy	$ 29,114.58	$ 38,495.53	$ 43,623.85	50.4%	4
Detective	$ 38,522.38	$ 50,086.48	$ 60,226.79	55.9%	6

Compensation (cont.)

Salary Survey Results:

Classification	Survey Minimum 60th Percentile	Survey Midpoint 60th Percentile	Survey Maximum 60th Percentile	Survey Avg Range	# Resp
Developmental Services Director	$ 70,685.57	$ 85,355.62	$ 106,006.58	65.2%	7
EMA Director	$ 58,096.78	$ 72,310.13	$ 86,523.48	33.3%	3
Environmental Health Director	$ 50,180.22	$ 64,980.51	$ 79,780.80	55.8%	4
Finance Director	$ 91,678.64	$ 100,431.78	$ 139,178.89	63.0%	14
General Services Director	$ 70,677.05	$ 89,709.67	$ 108,742.30	53.4%	3
General Sessions Deputy Clerk I	$ 31,941.48	$ 39,900.25	$ 47,859.03	52.9%	4
GIS Supervisor	$ 47,804.11	$ 57,304.18	$ 67,434.06	38.7%	5
HR Director	$ 68,476.20	$ 81,680.01	$ 104,126.62	50.5%	11
Hwy Safety	$ 46,559.88	$ 59,039.48	$ 71,519.07	53.7%	4
IT Manager	$ 56,934.32	$ 71,843.74	$ 89,171.53	55.1%	13
Library Director	$ 73,005.10	$ 92,380.08	$ 111,755.06	52.1%	5
LPN PT	$ 29,242.38	$ 36,894.35	$ 45,404.60	48.5%	5
Maintenance Supervisor	$ 39,553.72	$ 49,392.12	$ 58,220.54	48.0%	9
Mapping Clerk	$ 34,140.12	$ 43,816.90	$ 53,493.68	55.0%	7
Network Administrator	$ 48,895.63	$ 61,114.98	$ 76,539.74	53.8%	10
Patrolman	$ 33,717.11	$ 42,493.36	$ 50,992.24	50.5%	11
Payroll Manager	$ 42,588.90	$ 68,322.05	$ 83,830.93	55.9%	6

Evergreen Solutions, LLC

Compensation (cont.)

Salary Survey Results:

Classification	Survey Minimum 60th Percentile	Survey Midpoint 60th Percentile	Survey Maximum 60th Percentile	Survey Avg Range	# Resp
Planner	$ 46,342.81	$ 57,922.03	$ 69,501.25	57.5%	7
Probation Officer	$ 35,929.79	$ 45,957.71	$ 55,985.64	58.2%	3
Program Director	$ 50,487.42	$ 67,305.78	$ 80,935.28	57.9%	4
Public Information Officer	$ 52,504.77	$ 64,660.79	$ 72,536.74	27.8%	6
Purchasing Agent	$ 42,885.84	$ 51,676.26	$ 62,007.46	47.0%	6
Records Clerk	$ 26,325.89	$ 33,635.59	$ 40,945.28	48.8%	8
Reference Librarian	$ 41,345.06	$ 51,024.16	$ 61,596.00	49.1%	7
Risk Manager	$ 55,394.07	$ 69,242.59	$ 83,091.11	60.8%	6
School Resource Officer	$ 34,979.36	$ 42,669.66	$ 49,225.52	34.1%	9
Senior Office Administrator (Chief Deputy)	$ 49,598.18	$ 61,696.33	$ 73,794.47	52.6%	4
SGT Patrolman	$ 40,794.82	$ 52,932.00	$ 64,249.76	54.7%	11
Transport Officer	$ 27,764.66	$ 34,513.47	$ 41,317.34	50.9%	3
Overall Average				52.6%	7.0

Evergreen Solutions, LLC

Compensation (cont.)

Recommended Pay Plan:

Grade	Minimum	Midpoint	Maximum	Range Spread
101	$ 21,100.00	$ 26,903.00	$ 32,705.00	55.0%
102	$ 22,894.00	$ 29,190.00	$ 35,486.00	55.0%
103	$ 24,840.00	$ 31,671.00	$ 38,502.00	55.0%
104	$ 26,951.00	$ 34,363.00	$ 41,774.00	55.0%
105	$ 29,242.00	$ 37,284.00	$ 45,325.00	55.0%
106	$ 31,728.00	$ 40,453.00	$ 49,178.00	55.0%
107	$ 34,425.00	$ 43,892.00	$ 53,359.00	55.0%
108	$ 37,351.00	$ 47,623.00	$ 57,894.00	55.0%
109	$ 40,526.00	$ 51,671.00	$ 62,815.00	55.0%
110	$ 43,971.00	$ 56,063.00	$ 68,155.00	55.0%
111	$ 47,709.00	$ 60,829.00	$ 73,949.00	55.0%
112	$ 51,764.00	$ 65,999.00	$ 80,234.00	55.0%
113	$ 55,129.00	$ 73,046.00	$ 90,963.00	65.0%
114	$ 58,712.00	$ 77,794.00	$ 96,875.00	65.0%
115	$ 62,528.00	$ 82,850.00	$ 103,171.00	65.0%
116	$ 66,592.00	$ 88,235.00	$ 109,877.00	65.0%
117	$ 70,920.00	$ 93,969.00	$ 117,018.00	65.0%
118	$ 75,530.00	$ 100,078.00	$ 124,625.00	65.0%
119	$ 80,439.00	$ 106,582.00	$ 132,724.00	65.0%
120	$ 85,668.00	$ 113,510.00	$ 141,352.00	65.0%

Evergreen Solutions, LLC

Implementation Options

Placing Employees' Salaries in the New Structure:

Option 1 - Bring to New Minimums:

- Each employee's salary is increased to the minimum of her or his proposed classification's pay grade minimum if necessary.
- If her or his salary is already within the proposed pay grade, no adjustment is made.
- **Total estimated, annualized salary (only) cost is : $983,922.**
- Adjustments required for 308 employees.

Evergreen Solutions, LLC

Implementation Options

Placing Employees' Salaries in the New Structure:

Option 2 - Move To Midpoint:

- Employees' salaries brought to new minimum of proposed range if needed.
- Employees with less than one year of tenure, receive salary adjustments to new minimums only.
- Employees with salaries below 80% of the midpoint (Compa-Ratio) would be brought to 80% of the midpoint; between 80% and 86% brought to 86% of the midpoint; between 86% and 91% to 91% of the midpoint; between 91% and 95% percent to 95% of the midpoint; between 95% and 97% to 97% of the midpoint; between 97% and 98.5% to 98.5% of the midpoint; and between 98.5% and 100%, to the midpoint.
- Employees with salaries at or above the midpoint, do not receive salary adjustments.
- **Total estimated, annualized salary (only) cost is $1,617,780** (includes option 1 cost).
- Adjustments required for 501 employees.

Evergreen Solutions, LLC

Recommendations

- Implement the proposed classification and compensation structure.
- Choose an implementation option and communicate results of study to employees.
- Continue to review the pay plan and adjust as necessary to remain competitive with market peers.
- Conduct a comprehensive classification and compensation study every three to five years.

Evergreen Solutions, LLC

The End

QUESTIONS?

Thank You!

Evergreen Solutions, LLC
2878 Remington Green Circle
Tallahassee, Florida 32308
850.383.0111
www.ConsultEvergreen.com

Evergreen Solutions, LLC

Human Resources/Insurance Committee Meeting Minutes
Tuesday April 21, 2015 – 5:00 P.M.
County Commission Room

Committee Members Present:

Phyllis Crisp	Ed Mitchell	David Murrell	Gary Farmer
Grady Caskey	James Berrong	Bill Dunlap	Mike Lewis

Committee Members Absent:

Tom Stinnett	Mike Caylor

Others Present:

Jenny Morgan	Jodie King

Minutes

1.) Roll Call

2.) Public input on items on the agenda-none

3.) Approval of February 3, 2015 minutes (regular scheduled meeting)
Approval of March 31, 2015 minutes (special called meeting) – Sherriff Berrong made the motion to approve both the prior minutes together. Motion seconded by Register of Deeds Phyllis Crisp. All the members were in favor, **motion approved**.

4.) Discussion and action on handbook policy updates. HR Director Jenny Morgan stated to the committee we reviewed these items at the last meeting and determined we should have the attorney review these policies. A letter from the attorney is enclosed. He believes the changes are appropriate and can be implemented as recommended.

a) Pay Periods – Classification and Compensation section, page 8 of the Employee Handbook
This update is to reflect the decision to move to bi-weekly pay periods so that the handbook will match the payroll schedule.

b) Sick Leave Accrual – Leave Policies section, page 22 of the Employee Handbook
During the Kronos Product Design Workshop, it was discovered through discussion with the Kronos team, that there are other options on how we can allocate sick days to our employees. Recommendation is to change the allocation day from the 31st day of employment to the 1st of the month following the 31st day of employment and thereafter employees will receive sick days on the 1st of each month. Decision will allow for more accurate tracking and cleaner accounting.

c) Benefits Eligibility – Employee Benefits section, page 31 of the Employee Handbook
During the Kronos Product Design Workshop, we began to discuss how we currently administer our benefits plans. We learned that we may have opportunity for improvement in this area. We currently allow new hires to begin coverage on the 31st day of employment. Ex. Hired on 3/31/15 – coverage will begin on 4/30/15, but the employee will pay for coverage from 4/16-4/30.

Moving coverage effective the 1st of the month after the 31st day will allow the employee to only pay for coverage they have and will be cleaner on the accounting side.

For the benefits termination effective dates – Recommendation is to move to terminate coverage at the end of a pay period rather than the last day worked. This also will allow for the employee to have coverage for the pay periods worked. Ex. An employee terminates on 4/6/15, we will pay for coverage through the 15th but coverage will end on 4/6/15. With the recommendation, coverage will terminate at the end of the biweekly pay period in which the employee last worked.

Mayor Mitchell made the motion to approve all the handbook policies and was second by Highway Superintendent Dunlap. A roll call vote was taken:

Ed Mitchell- yes	James Berrong-yes	Mike Caylor-absent
Phyllis Crisp-yes	David Murrell-yes	Tom Stinnett-absent
Gary Farmer-yes	Bill Dunlap-yes	Grady Caskey-yes
Mike Lewis-yes		

8 yes, 2 absent, Motion passed.

5.) **Discussion and action on Evergreen Solutions Resolution.** HR Director Jenny Morgan spoke about the information Evergreen presented during the March 31, 2015 Human Resources/Insurance Committee Meeting. HR Director Jenny Morgan asked if there were any further questions based on their information before we discuss/vote on the resolution and asked for the Committee to adopt this resolution to provide the County with the necessary structures/foundation to implement the recommendations from Evergreen less the financial recommendation that will be undertaken by the Budget committee. Some of the non-financial pieces of the recommendation are a classification system (to ensure we are paying our employees correctly in regards to OT – exempt vs. non-exempt), job descriptions (to ensure we have the correct detail on what our employees do), performance reviews (to evaluate our employees job performance to ensure they are performing at an expected level).

Sherriff Berrong made the motion to adopt the resolution to be forwarded to full Commission for approval. Motion was seconded by Mayor Mitchell. A roll call vote was taken:

Ed Mitchell- yes	James Berrong-yes	Mike Caylor-absent
Phyllis Crisp-yes	David Murrell-yes	Tom Stinnett-absent
Gary Farmer-yes	Bill Dunlap-abstained	Grady Caskey-yes
Mike Lewis-yes		

7 yes, 2 absent, 1 abstain, motion passed.

6.) **Discussion and possible action on the current status of the Health Fund.** A preliminary draft of an actuarial report from CBIZ was presented at the meeting. Cole Harris from CBIZ discussed the report with the committee which disclosed that funding sources did not cover plan expenses in excess of 1.4 million dollars for the year 2014. In addition the report projected a recurring shortfall of approximately $255,000 per month for the remainder of 2015. Mr. Harris reported that CBIZ would be presenting funding/plan alternatives to the Committee in the next 60 days and that it would be unlikely that changes to the plan would be possible until January of 2016.

7.) **Discussion and possible action on future meeting schedule changes.** Chairman Lewis stated in light of the items the committee has oversight that he would like the committee to consider moving to monthly meetings. Motion was made by Highway Superintendent Dunlap and seconded by Commissioner Caskey to move to monthly meetings. Committee member David Murrell requested to include to a monthly report at the meeting showing the status of the health care fund activity including, but not limited to, the monthly revenues and expenses of the Health Fund and related fund balance. A voice call vote was taken and all was in favor and motion passed unanimously.

8.) Public input on items not on the agenda- none

9.) Chairman Lewis declared without objection the meeting would be adjourned. No objection and meeting adjourned at 5:55 pm.

RESOLUTION No.15-05-003

Sponsored by Commissioners Jerome Moon, Steve Samples, and Mike Caylor

RESOLUTION AUTHORIZING AN AGREEMENT BETWEEN BLOUNT COUNTY, TENNESSEE AND BELLSOUTH TELECOMMUNICATIONS, LLC, A GEORGIA CORPORATION, D/B/A AT&T TENNESSEE, FOR THE PURPOSE OF GRANTING AN EASEMENT FOR A PARCEL OF LAND LYING OFF OF 111 MAIN ROAD, MARYVILLE, TENNESSEE, PURSUANT TO TENNESSEE CODE ANNOTATED § 65-21- 201 AND § 5- 7- 101.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled May 21, 2015:

WHEREAS, Blount County is the owner of certain real property lying off of 111 Main Road, Maryville, Tennessee, and described in Deed Book 172, page 597, Blount County, Tennessee Records, and is shown in Attachment "A", which is incorporated herein; and

WHEREAS, BellSouth Telecommunications, LLC, a Georgia corporation, d/b/a AT&T Tennessee, has offered consideration of $2,500.00 for a grant for an easement at the above named property location; and

WHEREAS, pursuant to Tennessee Code Annotated § 5- 7- 101 and § 65-21- 201 the Board of Commissioners of Blount County deems that this agreement is in the best interest of the citizens of Blount County.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE:

1 That the agreement between Blount County, Tennessee, and BellSouth Telecommunications, LLC, d/b/a AT&T Tennessee, to grant the easement shown in Exhibit 1 (pages E.1-E.5), is hereby approved; and

2. That Blount County Mayor Ed Mitchell is authorized to sign and execute the agreement for the granting of e a s e m e n t in Exhibit 1 (pages E.1-E.5).

BE IT FURTHER RESOLVED THAT THIS RESOLUTION TAKE EFFECT FROM AND AFTER PASSAGE, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION **ATTEST**

_____ _____

Commission Chairman County Clerk

Approved: ____

Vetoed: _____

_____ _____

County Mayor Date

CRAIG L. GARRETT

ATTORNEY AT LAW, PLLC

CRAIG L. GARRETT
J. SCOTT STUART

607 SMITHVIEW DRIVE
MARYVILLE, TENNESSEE 37803
PHONE: 865-984-8200
FAX: 865-981-2833
E-MAIL: MAIL@CGARRETTLAW.COM

M E M O R A N D U M

TO: JEROME MOON, CHAIRMAN OF BLOUNT COUNTY COMMISSION

FROM: CRAIG L. GARRETT, BLOUNT COUNTY ATTORNEY

DATE: MAY 7, 2015

RE: RESOLUTION NO. 15-05-003

I have reviewed the proposed resolution you forwarded to me, along with the relative Code sections cited in the resolution. It is my opinion that the resolution is in order and the County is within its right to enter into this right-of-way easement with the utility company. As you and I have discussed, T.C.A. §65-21-201 gives the utility company the right to acquire a right-of-way for the purpose of expanding their service.

If you need any further information, feel free to contact me.

STATE OF TENNESSEE
COUNTY OF **Blount**

8416-C-TN
(07-2011)

Preparer's name and address:

Dickie Dailey
UC Synergetic
3286A Northpark Blvd.
Alcoa, Tn, 37701

Grantee's Address:
BellSouth Telecommunications, LLC, d/b/a AT&T Tennessee

9733 Parkside Dr.
Knoxville, Tn. 37701

EASEMENT

For and in consideration of **two thousand five hundred** dollars ($ **2,500.00**) and other good and valuable consideration, the adequacy and receipt of which is hereby acknowledged, the undersigned owner(s) of the premises described below, (hereinafter referred to as "Grantor"), do(es) hereby grant to **BellSouth Telecommunications, LLC, a Georgia corporation, d/b/a AT&T Tennessee,** and its parent and its and its parent's direct and indirect affiliates, subsidiaries, agents, attorneys, employees, officers, directors, servants, insurance carriers, licensees, successors, and assigns (hereinafter referred to as "Grantee"), an easement to construct, operate, maintain, add, and/or remove such systems of communications (including broadcast), facilities, standby generators and associated fuel supply systems as a means of providing uninterrupted service during commercial power outages, and related items as the Grantee may from time to time deem necessary in the conduct of its business upon, over, and under a portion of the lands described in Deed Book **172**, page **597**, **Blount** County, Tennessee Records, and, to the fullest extent the Grantor has the power to grant, upon, over, along, and under the roads, streets, or highways adjoining or through said property. The said easement is more particularly described as follows:

All that tract or parcel of land lying in **Blount** County, State of Tennessee, consisting of a (☐ strip) (☒ parcel) of land **lying off of Main Road as shown in Attachment "A" which is incorporated herein.**

The following rights are also granted: the right consistent with law to allow any other person, firm, or corporation to attach wires or lay cable or conduit or other appurtenances upon, over, and under said easement for communications (including broadcast) or electric power transmission or distribution; ingress to and egress from said easement at all times; the right, but not the obligation, to clear the easement and keep it cleared of all trees, undergrowth, or other obstructions; the right, but not the obligation, to trim and cut and keep trimmed and cut all dead, weak, leaning, or dangerous trees or limbs outside the easement which might interfere with or fall upon the lines or systems of communication or power transmission or distribution; the right to relocate said facilities, systems of communications, or related services on said lands to conform to any future highway relocation, widening, or improvements, the right to test and maintain generators and associated equipment; and the right to allow any other person, firm, or corporation to provide for fuel/energy distribution to equipment placed on the site.

To have and to hold the above granted easement unto BellSouth Telecommunications, LLC, d/b/a AT&T Tennessee, and its parent and its and its parent's direct and indirect affiliates, subsidiaries, agents, attorneys, employees, officers, directors, servants, insurance carriers, licensees, successors, and assigns forever and in perpetuity.

Grantor warrants that Grantor is the true owner of record of the above described land on which the aforesaid easement is granted.

SPECIAL STIPULATIONS OR COMMENTS:

The following special stipulations shall control in the event of conflict with any of the foregoing easement:

In witness whereof, the undersigned has/have caused this instrument to be executed on the _____ day of _____, 2015.

Signed, sealed and delivered in the presence of:

Blount County
Name of Corporation

(Address)
341 Court St.
Maryville, Tn. 37804

Witness
(Print Name)

Witness
(Print Name)

By:

Title: Blount County Mayor

Attest:

State of Tennessee, County of Blount

Before me, Notary Public of the State and County mentioned, personally appeared Ed Mitchell with whom I am personally acquainted (or proved to me on the basis of satisfactory evidence), and who, upon oath acknowledged himself to be Mayor of the Blount County, the within named bargainor, a corporation, and that he/she as such Officer executed the foregoing instrument for the purpose therein contained, by signing the name of the corporation by himself as Ed Mitchell.

Witness my hand and seal, this _____ day of _____, 2015.

Notary Public
(Print Name)

My Commission Expires: _____

TO BE COMPLETED BY GRANTEE

District	FRC	Wire Center/NXX	Authority
TKE	5C	Maryville / 965982	CFAS # A002HGC
Drawing	Area Number	Plat Number	RWID
	81365	DI 0610	TN009E770184
Parcel ID	Approval		Title
001.00			OSP Plan. & Eng. Design

SYMBOL LEGEND

- IRON PIN FOUND
- IRON PIN SET
- WATER METER
- WATER VALVE
- FIRE HYDRANT
- GAS VALVE
- MANHOLE
- UTILITY POLE
- LIGHT POLE
- CABLE TV
- ELECTRIC BOX
- TELEPHONE BOX
- FENCE LINE
- SANITARY SEWER
- STORM SEWER
- OVER-HEAD UTILITIES
- WATER LINE

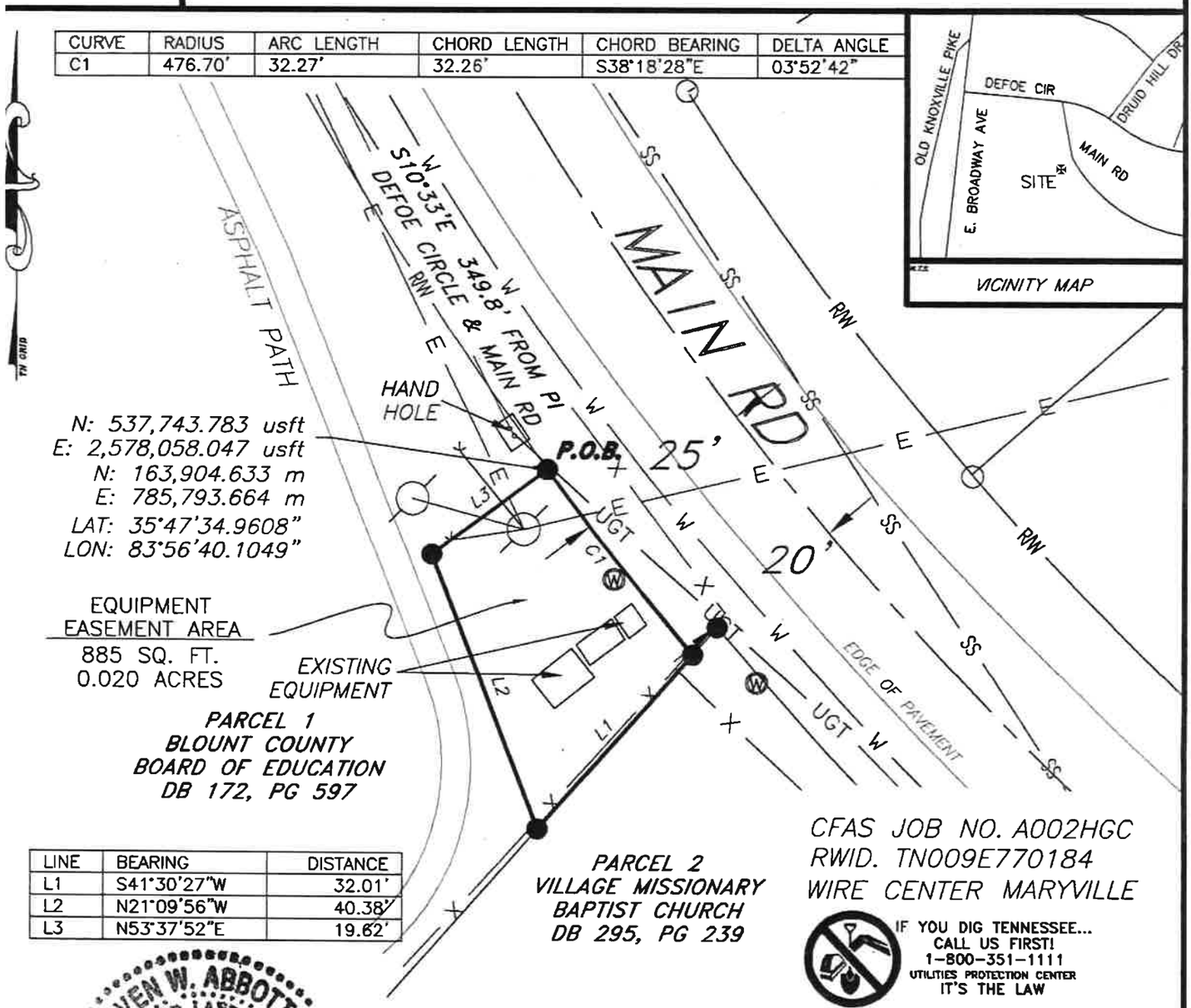
ATTACHMENT "A"

SITUATED in the Ninth(9th) Civil District of Blount County, Tennessee and within the City of Maryville, Tennessee and being more particularly bounded and described as follows:

BEGINNING at an iron rod set in the western right-of-way of Main Road, said point lies S 10°33' E a distance of 349.8' from the centerline intersection of Defoe Circle and Main Road; Thence, with a curve turning to the left with an arc length of 32.27', with a radius of 476.70', with a chord bearing of S 38°18'28" E, with a chord length of 32.26' to an iron rod set in the line of Village Missionary Baptist Church(DB 295, PG 239); Thence, with line of aforementioned S 41°30'27" W a distance of 32.01' to an iron rod set; Thence, N 21°09'56" W a distance of 40.38' to an iron rod set; Thence, N 53°37'52" E a distance of 19.62' to the POINT OF BEGINNING, having an area of 885 square feet or 0.020 acres. According to the survey by Abbott Land Surveying, Steven W. Abbott Jr, RLS 2029. Bearing File Number 200715 dated January 8th, 2015.

BEING a portion of the same proptery conveyed to Blount County, Tennessee as shown in Warranty Deed Book 172, Page 597 dated June 10th, 1952 as shown on file in the Register's office of Blount County, Tennessee

CURVE	RADIUS	ARC LENGTH	CHORD LENGTH	CHORD BEARING	DELTA ANGLE
C1	476.70'	32.27'	32.26'	S38°18'28"E	03°52'42"



LINE	BEARING	DISTANCE
L1	S41°30'27"W	32.01'
L2	N21°09'56"W	40.38'
L3	N53°37'52"E	19.62'

CFAS JOB NO. A002HGC
RWID. TN009E770184
WIRE CENTER MARYVILLE

IF YOU DIG TENNESSEE...
CALL US FIRST!
1-800-351-1111
UTILITIES PROTECTION CENTER
IT'S THE LAW

STEVEN W. ABBOTT JR. REGISTERED LAND SURVEYOR XVI AGRICULTURE COMMERCE TENNESSEE NO. 2029

NOTES:

1. NO TITLE REPORT WAS FURNISHED TO THIS SURVEYOR AND OTHER EASEMENTS AND/OR EXCEPTIONS NOT APPARENT IN THE FIELD MAY OR MAY NOT EXIST AND MAY BE REVEALED BY A TITLE SEARCH BY A TITLE ATTORNEY.
2. SIGNIFICANT OBSERVABLE EVIDENCE OF UTILITIES IS SHOWN, OTHER UTILITIES MAY EXIST AND MAY NOT BE SHOWN. NO GUARANTEE IS EXPRESSED OR IMPLIED AS TO THE LOCATION OF ANY UTILITIES WHICH ARE NOT VISIBLE FROM THE SURFACE.
3. NO CERTIFICATION IS MADE REGARDING ZONING CONFORMANCE.
4. THIS IS TO CERTIFY THAT FEMA MAP 47009C037C SHOWS THAT PROPERTY IS NOT IN A SPECIAL FLOOD HAZARD AREA. ZONE X EFFECTIVE DATE SEPTEMBER 9th, 2007.

I HEREBY CERTIFY THAT THIS IS A CATEGORY I SURVEY CONTAINING LESS THAT ONE ACRE AND THAT THE ALLOWABLE ERROR DOES NOT EXCEED 1/10 OF A FOOT OF POSITION ACCURACY AT ANY CORNER.

FILE# 200715 EASEMENT FOR Copyright ©2015

at&t

BLOUNT COUNTY

CLT. MAP 037-F, GROUP "G", PARCEL(S) 001.00

COUNTY: BLOUNT	DATE: 01/08/15
DISTRICT: 9th	SCALE: 1" = 20'
CITY: MARYVILLE	DEED REF: DB 172, PG 597
BLOCK:	PLAT REF: 158B
WARD:	DRAWN BY: SWA

ABBOTT LAND SURVEYING LLC
1109 E Woodshire Drive Knoxville, Tennessee 37922
OFFICE:(865) 671-1149 FAX:(865) 671-1148
EMAIL: survmap@tds.net

BellSouth Telecommunications, Inc.
d/b/a AT&T Tennessee

Form W-9-6/95

Form For Obtaining Information to be Reported on IRS Form 1099-S, Proceeds From Real Estate Transactions
(Substitute Form W-9)
This Form to be completed each time for each Easement, Servitude and Anticipated Damage transaction, even those that are not considered reportable.

To Property Owner: You are required by law to provide BellSouth Telecommunications, Inc. with your correct taxpayer identification number. If you do not provide BellSouth Telecommunications, Inc. with your correct taxpayer identification number, you may be subject to civil or criminal penalties imposed by law.

Name: Blount County

Mailing Address: 341 Court St.
Maryville, Tn. 37804

Taxpayer Identification Number (*): _____ (*) SSN, if individual or sole proprietor FEIN, if other form of business
(Mandatory Field-For all transactions)

Is Property owned by a business? No ☐ Yes ☑ - If Yes, what is your type of business? Corporation ☐ Partnership ☐ Other ☐

Is Property owned by an Individual/Sole Proprietor? ☑ No ☐ Yes

Under penalties of perjury, I certify that the number shown on this statement is my correct taxpayer identification number.

Signed: _____ (Property Owner Signature)

Information about the Transferred Property:

Street Address: 111 Main Rd.

City, State, Zip Code: Maryville, Tn. 37804

Closing Date: / /2015

1. Gross Proceeds -Easement or Servitude: $_____ (EXTC 451)(Reportable)
   (Attach written documentation supporting the amount)
2. Crop Damages when an Easement or Servitude is acquired: $_____ (EXTC 451)(Reportable-Line 1 must be completed)
   (Attach written documentation supporting the amount)
3. Other Anticipated Damages and Crop Damages when NO Easement or Servitude is acquired: $2,500.00 (EXTC 768)(Non Reportable)
   (Attach written documentation supporting the amount)

(To be completed by the Voucher Office)

Is this a reportable transaction? YES ☐ NO ☐

Note:

If the gross proceeds are equal to or more than $600 and the transferor is an individual/sole proprietor or a partnership, please check "YES". Otherwise, check "NO"

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Blount County

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
341 Court St.

Requester's name and address (optional)

6 City, state, and ZIP code
Maryville, Tn. 37804

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
☐☐☐ - ☐☐ - ☐☐☐☐

or

Employer identification number
☐☐ - ☐☐☐☐☐☐☐

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** | **Date ▶**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

RESOLUTION No. 15-05-005

Sponsored by Commissioners Andy Allen and Jeff Headrick

A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY TENNESSEE, from R-1(Rural District 1) to RAC(Rural Arterial Commercial) for property located at 110 and 112 N. Spring View Road at the corner of US HWY 411 South and N. Spring View Road, the property is identified on tax map 089, parcel 109.00.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this 21st day of May, 2015:

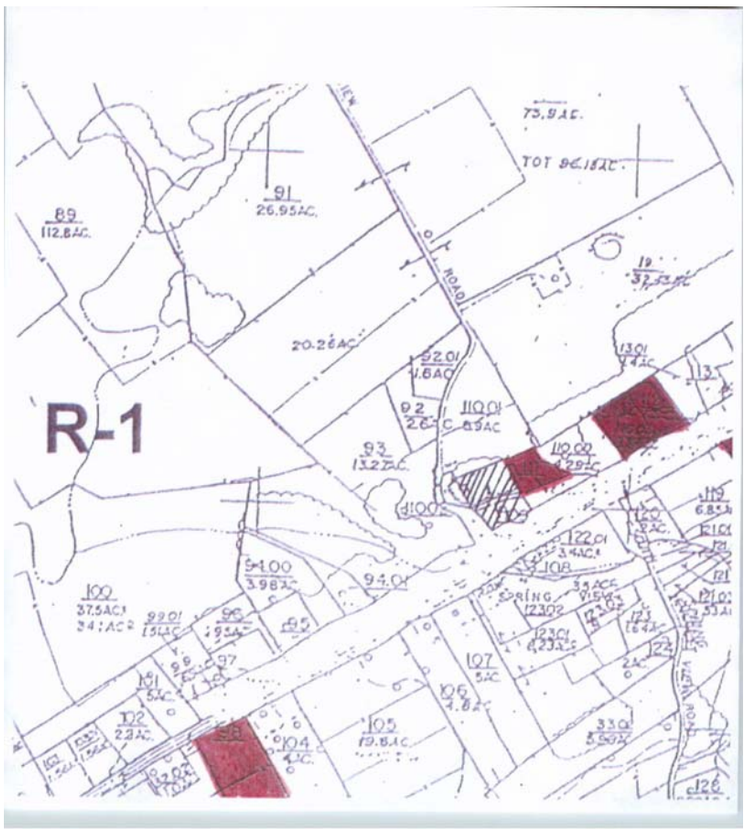
WHEREAS, the legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations, including a zoning map, in Tennessee Code Annotated Section 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations, including the Zoning Map of Blount County, Tennessee in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101, *ET SEQ*., OF THE TENNESSEE CODE ANNOTATED,** and

WHEREAS, it is desired to amend the Zoning Map of Blount County, Tennessee.

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, to adopt the following:

A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY TENNESSEE, from R-1(Rural District 1) to RAC (Rural Arterial Commercial) for property located at 110 and 112 N. Spring View Road at the corner of US HWY 411 South and N. Spring View Road, the property is identified on tax map 089, parcel 109.00, shown hatched below.



BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

CERTIFICATION OF ACTION

_____
Commission Chairman

Approved: _____

Vetoed: _____

_____
County Mayor

ATTEST

_____
County Clerk

_____
Date

Blount County Building Commissioner

Memo

To: Blount County Planning Commission

From: Building Commissioner

CC: Other planning commissioner members and staff

Date: 2/20/2015

Re: Rezoning Request at 110 and 112 N. Spring View Road.

Background:

Mr. Gary Douglas has recently purchased the property at 110 and 112 N. Spring View Road and has requested that it be rezoned to RAC-(rural arterial commercial) from R-1- (rural district one). This property is identified on tax map 089 and parcel 109.00.

The property is approximately 2.6 acres with direct frontage on Hwy 411 South at the intersecting corner with N. Spring View Road. The property is located outside of the urban growth boundary for the City of Maryville. The RAC zone is the applicable commercial zone for this property due to its location.

This property has had a commercial history and has been taxed commercially in the past. The property has a house and a 3,200 square feet garage located on it. The garage had an automobile repair business grandfathered on it and has been used for similar uses in the past. The applicant has a storage tank business that sales accessories for storage tanks and services them. He is also looking to lease out unused portions of buildings to other businesses. These will be reviewed in accordance to section 9.10 found below.

Section 9.10 RAC – Rural Arterial Commercial District. It is the purpose and intent of this district to regulate commercial and other development of low to medium density adjacent to major four or more lane arterial roads in the county, consistent with the overall purposes of this Resolution contained in Article 3, consistent with provisions in Public Chapter

1101 of 1998 (Tennessee Code Annotated Section 6-58-101, *et seq*), and consistent with plans adopted by Blount County. It is further the policy of the County Commission that the RAC district and this section should have applicability only to land adjacent to Highway 411 South outside the Maryville urban growth boundary, and to Highway 321 – East Lamar Alexander Parkway outside the Maryville urban growth to intersection with Foothills Parkway, and that amendments to the Zoning Map should extend no more than 500 feet away from the right-of-way lines of the above delineated highways. This section does not amend the Zoning Map, nor zone nor rezone any land to RAC, but only identifies limits to location for any land that may in the future be zoned RAC.

A. Permitted Uses: General retail sales and rental of goods and merchandise; Restaurants; bed and breakfast, office of a physician, dentist, or other similar medical professional; campgrounds; Golf driving ranges, miniature golf courses, and similar uses; Kennels and veterinarian services; Miscellaneous public and semi-public facilities including post offices; Commercial greenhouses; Churches, temples and similar places of worship with accessory structures, uses and cemeteries; Golf courses; Commercial cemeteries not associated with any on-site place of worship; any use permitted or listed as permissible as a special exception in Sections 9.2.A and 9.2.B.

B. Uses permitted as special exception: Motorcycle safety training facilities.

C. Uses permitted as special exception with specific limitations: None.

D. Uses Prohibited: In the RAC – Rural Arterial Commercial District: pain management clinics. All other uses are prohibited except those uses permitted or permitted as special exception specifically above.

E. Uses Requiring Site Plan Review: All uses and customary accessory structures, except one or two single family or manufactured home dwelling on a single lot, duplex dwelling on separate lot, and customary accessory structures to such excepted uses.

F. Minimum Lot Size and Density: For residential structures as required in Section 9.2.F. For all other uses: minimum lot size shall be one (1) acre, and maximum lot coverage of all buildings shall be no more twenty five (25) percent provided that both primary and duplicate area for septic field purposes are maintained unhindered by any structure, parking, drainage or other design element of the site which may impact septic functioning.

.

G. Setback Requirements: All uses shall comply with the following setback requirements, except as otherwise provided for in Articles 3 and 5 for lots of record and nonconforming situations.

1. Front Setback: the minimum depth of the front building setback shall be 60 feet from any road right-of-way or easement line.

2. Rear Setback: the minimum building setback from the rear property line shall be 20 feet for the principal structure, and five feet for any accessory structure, provided that the

rear setback shall be 40 feet for any non residential use with a rear property line abutting a residential use lot, or abutting a lot in the S, R-1 or R-2 zone.

3. Side Setback: For any commercial use under Permitted Uses abutting another commercial use or land zoned C-Commercial or I-Industrial or RAC-Rural Arterial Commercial, the minimum building setback from the side property line shall be ten (10) feet. For any commercial use under Permitted Uses abutting a residential lot or land zoned S, R-1 or R-2, the minimum building setback from the side property line shall be 20 feet. For any special exception, the minimum building setback from the side property line shall be 20 feet, or greater as may be required by the Board of Zoning Appeals. For any residential use the minimum building setback from the side property line shall be ten (10) feet.

H. Maximum Height of Structures: Unless otherwise explicitly allowed in other articles of this Resolution, all structures shall be no greater than 35 feet higher than the highest natural grade immediately adjacent to the structure.

I. Additional Site Plan Requirements: In addition to site plan requirements in Section 7.2, site plans for any commercial use permit under this Section shall be drawn by a qualified professional, and shall include front elevation of any proposed structure.

J. Additional design requirements: All site plans shall be accompanied by a stormwater drainage plan prepared by a qualified engineer, and shall address the need for detention, if necessary, and pollution control. All uses permitted under this Section shall provide a vegetative landscape buffer, to be determined by the Planning Commission during site plan review, between the use/buildings on the commercial site, and any parcel or lot zoned other than RAC or C. Such buffering shall apply to rear lot lines of the commercial site, and also to side lot lines behind the minimum front building setback lines, except where there is an immediately adjacent residential use that would require screening within the minimum front building setback line. *All uses permitted under this Section shall provide a front building elevation that meets the design requirements in Section 7.15-C-3.* All external lighting shall be directed away from or screened from land zoned other than RAC or C, and away from any public right-of-way. Where noise is determined to be a probable off-site impact of a proposed use, a noise mitigation barrier of solid structure or earth berm, in addition to vegetative buffer, shall be designed as part of the site plan and constructed.

K. Review on change of use.

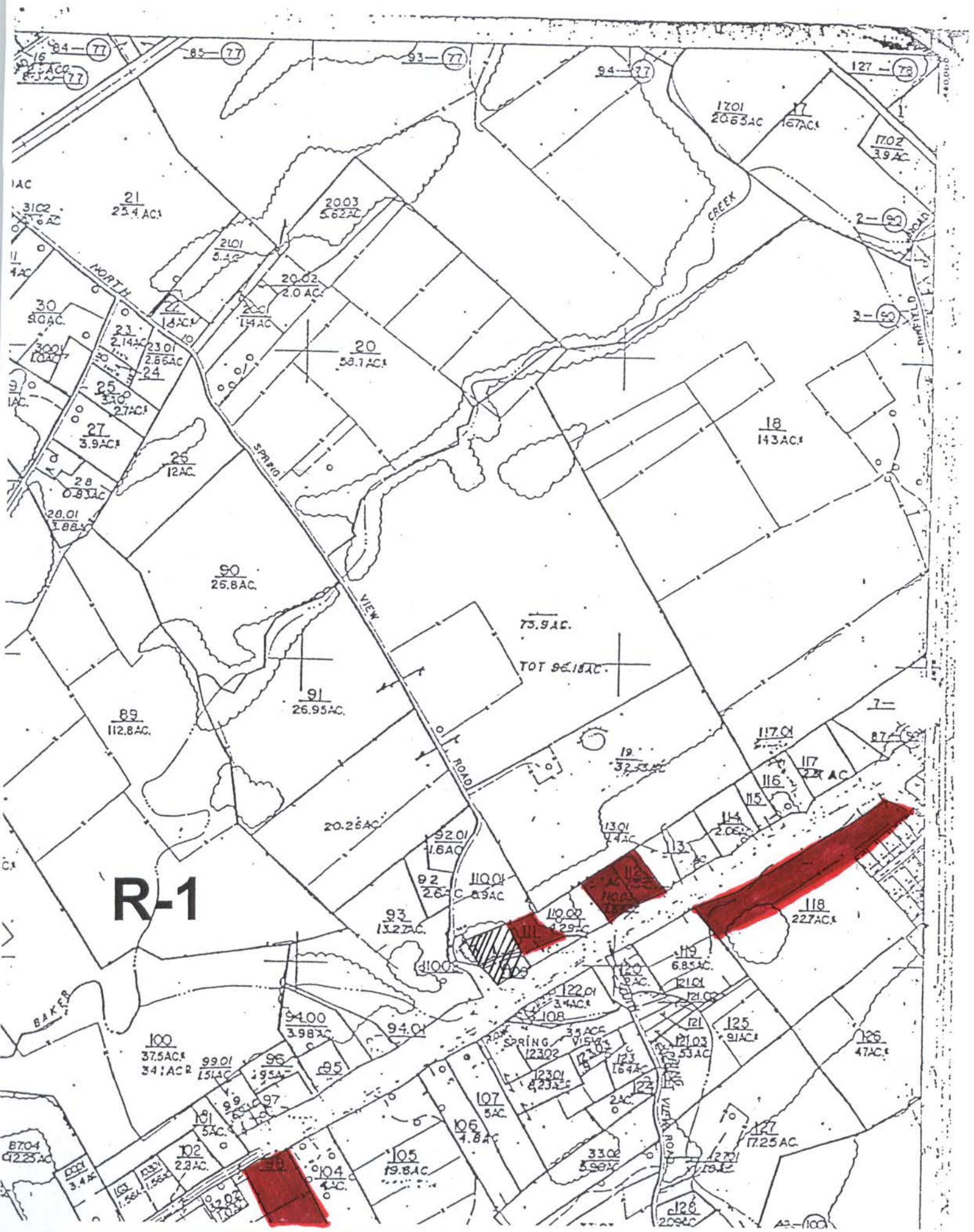
1. For any change of use to special exception use under provisions for change of use requiring Board of Zoning Appeals approval, the Board of Zoning Appeals shall have permit and review authority under provisions of these regulations.

2. For other change of use, excluding change to uses allowed in Section 9.2.A, a permit application for zoning compliance shall be submitted, to be reviewed by the Building Commissioner for conformity to requirements for the zone and any previously approved site plan. The Building Commissioner shall require information on the

application sufficient for determination of zoning compliance, and certification of zoning compliance in writing shall be considered as approval of the permit for change of use.

3. Notwithstanding subsection 2 above, upon determination by the Building Commissioner that a use will be of greater impact or will require new or changed site design elements upon change of use, the Building Commissioner shall require a new permit application and site plan to be reviewed by the Planning Commission as a new permit for that change of use.

4. All changes of use under this subsection shall require new permit application and charged fees as such.


R-1
SPRING VIEW ROAD
OLD ROAD
NORTH
BAKER
CREEK
SPRING VIEW
20
58.1 AC.
18
143 AC.
90
25.8 AC.
91
26.95 AC.
89
112.8 AC.
73.9 AC.
TOT 96.18 AC.
20.26 AC.
93
132 AC.
100
37.5 AC.
34 ACRE
118
22.7 AC.
112
125
91 AC.
126
47 AC.
127
17.25 AC.


130
203
N SPRINGVIEW RD
4437
122
110
112
115
U S HIGHWAY 411 S

State of Tennessee Comptroller of the Treasury

Real Estate Assessment Data

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County Number: 005 **County Name:** BLOUNT **Tax Year:** 2014

Property Owner and Mailing Address

Jan 1 Owner:
MYERS CURTIS E II & JOHN R
COX
2729 HWY 411 S
MARYVILLE, TN 37801

Current Owner:
USTANX LLC
435 WESTWOOD DR
MARYVILLE, TN 37803

Property Location

Address: N SPRINGVIEW RD 110

Map: 089 **Grp:** **Ctrl Map:** 089 **Parcel:** 109.00 **PI:** **S/I:** 000

Value Information

Reappraisal Year: 2010

Land Mkt Value:	$74,500
Improvement Value:	$141,100
Total Market Appraisal:	$215,600
Assessment %:	25
Assessment:	$53,900

General Information

Class:	00 - RESIDENTIAL		
City #:	000	**City:**	
SSD1:	000	**SSD2:**	000
District:	06	**Mkt Area:**	F01
# Bldgs:	1	**# Mobile Homes:**	0
Utilities - Water / Sewer:	03 - PUBLIC / INDIVIDUAL	**Utilities - Electricity:**	01 - PUBLIC
Utilities - Gas / Gas Type:	00 - NONE	**Zoning:**	

Subdivision Data

Subdivision:

Plat Bk: **Plat Pg:** **Block:** **Lot:**

Additional Description

Building Information

Building # 1

Improvement Type:	01 - SINGLE FAMILY	**Stories:**	1
Base Area Sq. Ft.:	1,500		
Foundation:	02 - CONTINUOUS FOOTING	**Floor System:**	04 - WOOD W/ SUB FLOOR

Exterior Wall:	11 - COMMON BRICK	**Structural Frame:**	00 - NONE
Roof Framing:	02 - GABLE/HIP	**Roof Cover/Deck:**	03 - COMPOSITION SHINGLE
Cabinet/Millwork:	03 - AVERAGE	**Floor Finish:**	11 - CARPET COMBINATION
Interior Finish:	07 - DRYWALL	**Paint/Decor:**	03 - AVERAGE
Heat and A/C:	07 - HEAT & COOLING SPLIT	**Plumbing Fixtures:**	6
Bath Tile:	00 - NONE	**Electrical:**	03 - AVERAGE
Shape:	01 - RECTANGULAR DESIGN	**Quality:**	01 - AVERAGE
Act Yr Built:	1969	**Condition:**	A - AVERAGE

Building Areas:

Area: BAS **Sq Ft:** 1,500
Area: BMF **Sq Ft:** 1,500
Area: CPF **Sq Ft:** 484
Area: OPF **Sq Ft:** 176
Area: UTU **Sq Ft:** 176

Extra Features

Bldg/Card#	Type	Description	Units
1	STOOP	8X12	96
1	GARAGE UNFINISHED DETACHED	22X24	528

Sale Information

Sale Date	Price	Book	Page	Vac/Imp	Type Instrument	Qualification
04/02/2014	$300,000	2385	147	IMPROVED	WD	P
02/27/2006	$300,000	2097	1738	IMPROVED	WD	P
03/31/2000	$145,900	639	69	IMPROVED	WD	A
05/24/1996	$110,000	586	734	IMPROVED	WD	A
08/23/1958	$0	217	197			

Land Information

Deed Acres: 2.60 **Calc Acres:** 0.00 **Total Land Units:** 2.60
Land Type: 04 - IMP SITE **Soil Class:** **Units:** 2.60

[redacted] [redacted] View GIS Map for this Parcel

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State of Tennessee Comptroller of the Treasury

Real Estate Assessment Data

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County Number: 005 **County Name: BLOUNT** **Tax Year: 2014**

Property Owner and Mailing Address

Jan 1 Owner:
MYERS CURTIS E II & JOHN R
COX
2729 HWY 411 S
MARYVILLE, TN 37801

Current Owner:
USTANX LLC
435 WESTWOOD DR
MARYVILLE, TN 37803

Property Location

Address: N SPRINGVIEW RD 112

Map: 089 **Grp:** **Ctrl Map:** 089 **Parcel:** 109.00 **PI:** **S/I:** 001

Value Information

Reappraisal Year: 2010

Land Mkt Value:	$0
Improvement Value:	$66,400
Total Market Appraisal:	$66,400
Assessment %:	40
Assessment:	$26,560

General Information

Class:	08 - COMMERCIAL		
City #:	000	**City:**	
SSD1:	000	**SSD2:**	000
District:	06	**Mkt Area:**	F01
# Bldgs:	1	**# Mobile Homes:**	0
Utilities - Water / Sewer:	03 - PUBLIC / INDIVIDUAL	**Utilities - Electricity:**	01 - PUBLIC
Utilities - Gas / Gas Type:	00 - NONE	**Zoning:**	

Subdivision Data

Subdivision:

Plat Bk: **Plat Pg:** **Block:** **Lot:**

Additional Description

TROY SHIELDS MOTOR SPORTS

Building Information

Building # 1

Improvement Type:	47 -	**Stories:**	1
Base Area Sq. Ft.:	3,200		
Foundation:	02 - CONTINUOUS FOOTING	**Floor System:**	01 - SLAB ON GRADE

Exterior Wall:	19 - PREFIN METAL CRIMPED	**Structural Frame:**	00 - NONE
Roof Framing:	06 - STEEL TRUSS/PURLINS	**Roof Cover/Deck:**	13 - PREFIN METAL CRIMPED
Cabinet/Millwork:	02 - BELOW AVERAGE	**Floor Finish:**	01 - CONCRETE FINISH
Interior Finish:	01 - UNFINISHED	**Paint/Decor:**	03 - AVERAGE
Heat and A/C:	0 -	**Plumbing Fixtures:**	0
Bath Tile:	00 - NONE	**Electrical:**	03 - AVERAGE
Shape:	01 - RECTANGULAR DESIGN	**Quality:**	01 - AVERAGE
Act Yr Built:	2002	**Condition:**	A - AVERAGE

Building Areas:

Area: 47 **Sq Ft:** 3,200
Area: CLG **Sq Ft:** 3,200

Extra Features

Sale Information

Sale Date	Price	Book	Page	Vac/Imp	Type Instrument	Qualification
04/02/2014	$300,000	2385	147	IMPROVED	WD	P
02/27/2006	$300,000	2097	1738	IMPROVED	WD	P

Land Information

Deed Acres: **Calc Acres:** **Total Land Units:**

[redacted] [redacted] View GIS Map for this Parcel

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DRAFT

BLOUNT COUNTY PLANNING COMMISSION
REGULAR SESSION
THURSDAY, MARCH 12, 2015
5:30 P.M.

The Blount County Planning Commission met in special called session on Thursday, March 12, 2015, at the Courthouse. Staff was represented by: John Lamb – Director of Planning, Doug Hancock – Senior Planner, and Administrative Assistant Marlene Hodge.

Commissioners Present: Andy Allen, Brad Bowers, Shawn Carter Sr., Ron French, Jeff Headrick, Tom Hodge, Jerry Roddy, Ed Stucky – Chairman, and Clifford Walker. Commissioners Absent: David Caldwell – Vice Chairman, Geneva Harrison, and Bruce McClellan.

The minutes for the January 22, 2015, regular monthly meeting were approved. (Minutes were given to members for review prior to the meeting.)

PUBLIC HEARINGS:

Public Hearing and Possible Action Rezoning request from Rural District 1 to Rural Arterial Commercial at 110 and 112 N. Spring View Road:

The owner, Gary Douglas, requested that the property located on Tax Map 089, Parcel 109.00 be rezoned from Rural District 1 (R-1(Zone) to Rural Arterial Commercial (RAC) Zone. The property is approximately 2.6 acres with direct frontage on Hwy 411 South at the intersecting corner of N. Spring View Road. Due to its location the RAC zone is the applicable commercial zone for this parcel.

The property has a house and a 3,200 square feet garage. The garage had an automobile repair business grandfathered on it and has been used for similar uses in the past. The owner has a storage tank business that services and sales accessories for storage tanks and is looking at leasing any unused portions of the buildings to other business.

No one spoke and the public hearing was closed.

Inquiry and concerns were made regarding commercial and residential taxes. Mr. Douglas spoke and verified that the property did have a commercial use within the past year or so by the previous owner. His intentions are to turn the house into an office space, use the garage for storage, and lease the remaining office and garage space to other businesses.

Commissioner Walker made a motion to send the rezoning request to the County Commission with a favorable recommendation, seconded by Commissioner Roddy. Roll call vote was taken:

Commissioner Allen - Yes
Commissioner Bowers - Yes
Commissioner Caldwell - Absent
Commissioner Carter - No
Commissioner French - No
Commissioner Harrison - Absent
Commissioner Headrick - Yes
Commissioner Hodge - Yes
Commissioner McClellan - Absent
Commissioner Roddy - Yes
Commissioner Stucky - Yes
Commissioner Walker - Yes

Motion to send the rezoning request to the County Commission with favorable recommendation was approved with 7 yes, 2 no, and 3 absent.

SITE PLAN:

1471 West Millers Cove Road – addition of pool and pool house:

This site plan is for the addition of a pool and pool house at Blackberry Farm. The property is identified on Tax Map 082, Parcel 067.02 and is in the Planned Rural Resort District.

The pool will serve the guests at Blackberry Farm and is required to have a site plan review. The site for the pool and pool house is across West Millers Cove Road on Joe Pye Lane. Site Plan indicates that all building setback requirements will be met by the pool house. Any required permits for a septic system must be obtained through the Blount County Environmental Health Department. Additional buffering and a grading permit will not be required.

Commissioner Bowers made a motion to approve the site plan for the addition of a pool and pool house at 1471 West Millers Cove Road; seconded by Commissioner Roddy. Motion received unanimous approval.

HEARINGS:

Preliminary and Final Plats – Minor Subdivisions:

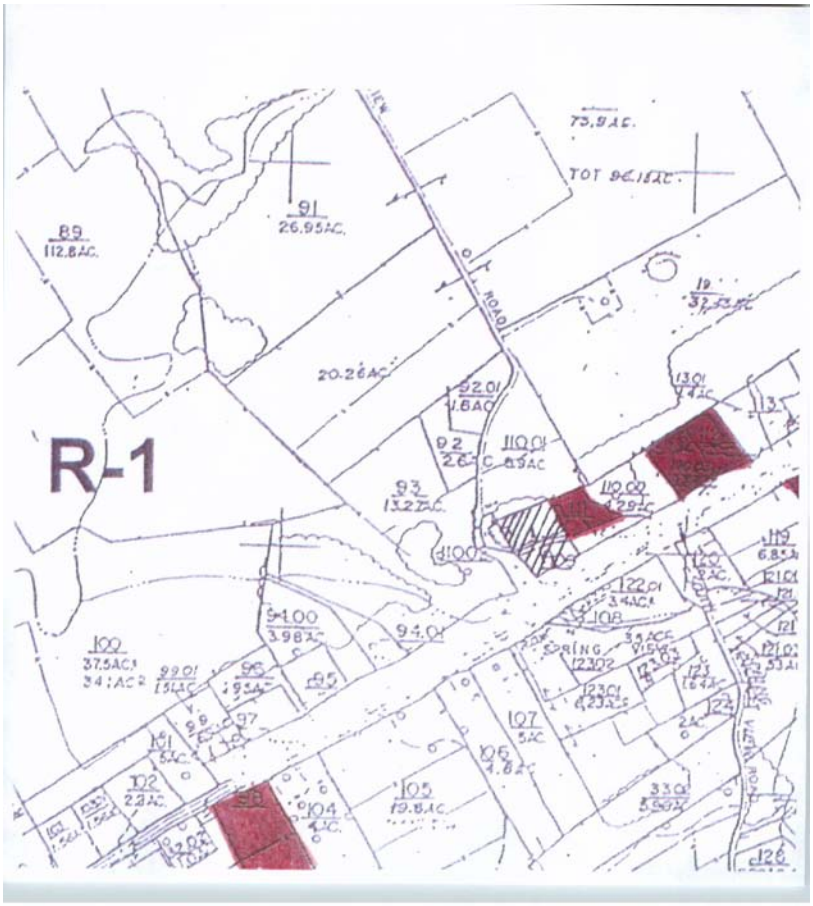
Combination of lots in Fairway Vista Subdivision off Hunter Run Road in Laurel Valley by Fairway Vistas LLC: 4 lots off a private road:

The final plat for Fairway Vista subdivision was approved at the February 2010 meeting. At that time 16 lots were approved off of the extension of Hunter's Run Road subject to outstanding items to be completed. Staff verified all outstanding items and the final plat was signed in May 2010.

All of the lots in Fairway Vista are served by an on-site sewer system that is operated by Tennessee Wastewater Systems Incorporated (TWSI) which is a public utility approved by the Tennessee Regulatory Authority. While all of the lots are

NOTICE OF PUBLIC HEARING. In accordance with Tennessee Code Annotated Sections 5-5-105 and 13-7-105, the Board of County Commissioners of Blount County, Tennessee, will convene and hold public hearing on May 12, 2015 at 6:00P.M., at the Blount County Courthouse Commission Meeting Room for the following proposed amendments to the Zoning Resolution of Blount County, Tennessee, being Resolution 00-06-010, and specifically the Zoning Map of Blount County, Tennessee.

A RESOLUTION TO AMEND THE ZONING MAP OF BLOUNT COUNTY TENNESSEE, from R-1(Rural District 1) to RAC(Rural Arterial Commercial) for property located at 110 and 112 N. Spring View Road at the corner of US HWY 411 South and N. Spring View Road, the property is identified on tax map 089, parcel 109.00.



Copies of the Resolutions may be obtained at the offices of the Blount County Building Commissioner and Secretary to the County Commission, during regular office hours. Blount County does not discriminate based on race, color or national origin in federal or

state sponsored programs, pursuant to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 200d).

APPROVED:

Jerome Moon
Commission Chairman

Ed Mitchell
County Mayor

ATTEST:

Roy Crawford, Jr.
County Clerk

Think Quality - Think Future

Blount County Planning Department
327 Court Street
Maryville, TN 37804-5906
Tel (865) 273-5750 - FAX (865) 273-5759
e-mail - planning@blounttn.org
on-line - www.blounttn.org/planning/

MEMO

TO: Members of the Blount County Commission

FROM: John Lamb

DATE: April 29, 2015

SUBJECT: Planning Commission recommendation on revised proposed zoning amendment to establish a new RAC2 (Rural Arterial Commercial 2) zone.

The County Commission Agenda Committee considered a previously recommended version of a zoning amendment to establish a new RAC2 (Rural Arterial 2) zone on March 3, 2015, and voted to refer the proposal back to the Planning Commission. The Planning Commission considered the referral at its March 26 meeting, and instructed staff to prepare possible changes in the original text for consideration at the April 23 meeting (see staff memo attached). The original text was used to make recommended revisions (highlighted in yellow). The proceedings of the Planning Commission may be viewed on-line at either YouTube https://www.youtube.com/watch?v=yFeWILGd6Z8 starting at 46:30, or the County website video archives by choosing Planning and April 23, 2015 at http://www.blounttn.org/commission/default.asp?inc=~../varchive/cbrowse.asp . The proceedings included a public input session as requested by the County Commission. Attached is preliminary staff report of the proceedings as draft minutes. See also additional documentation attached regarding public input.

The vote was nine for recommendation and three against recommendation of the new amended resolution. Voting for recommendation were Commissioners Allen, Bowers, Carter, French, Headrick, Harrison, Hodge, Stucky, and Walker. Voting against recommendation were Commissioners Caldwell, McClellan, and

Roddy. The resolution text follows, with changes highlighted, as recommended by the Planning Commission at its April 23, 2015 regular meeting.

RESOLUTION No. _____

Sponsored by Commissioners Carter and French.

A Resolution to amend the Zoning Resolution of Blount County, Tennessee by adding a new RAC2-Rural Arterial Commercial District 2.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this _____, 2015:

WHEREAS, the Legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations in Tennessee Code Annotated Sections 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101*, et seq*., OF THE TENNESSEE CODE ANNOTATED**, and

WHEREAS, it is desirable to allow integration of appropriately scaled and limited commercial uses in the rural areas of the county along defined two-lane arterial roads,

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, **to adopt the following:**

1. That Article 8 Establishment of Districts be amended to list a new Rural Arterial Commercial District 2 to read as follows:

RAC2 Rural Arterial Commercial District 2 for low to medium density commercial development

2. That the Zoning Resolution of Blount County, Tennessee be amended by adding a new Section 9.12 RAC2-Rural Arterial Commercial District 2 to read as follows:

Section 9.12 RAC2 – Rural Arterial Commercial District 2. It is the purpose and intent of this district to regulate commercial and other development of low to medium density adjacent to rural arterial roads in the county not covered by the

RAC zone in Section 9.10, consistent with the overall purposes of this Resolution contained in Article 3, consistent with provisions in Public Chapter 1101 of 1998 (Tennessee Code Annotated Section 6-58-101, et seq), and consistent with plans adopted by Blount County.

It is further the policy of the County Commission that the RAC2 district and this section shall have applicability only to land adjacent to specific arterial roads, as identified on the Major Road Plan and deemed appropriate for limited commercial development, being specifically the following:

Hwy 411 North (Sevierville Road) from Maryville UGB to eastern county line with Sevier County; and

Hwy 129 (Calderwood Highway) from intersection with Hwy 411 South, excluding Maryville Urban Growth Boundary, to intersection with Tallassee Road.

It is further the policy of the County Commission that amendments to the Zoning Map shall extend no more than 300 feet perpendicular away from the right-of-way lines of the above delineated highways, only on that side of specified intersecting road, and no more than 300 feet laterally from intersections of specific public roads along the above delineated highways, the intersecting roads having characteristic of already having established commercial development. The specific intersecting roads shall be limited to the following:

Along Hwy 411 North (Sevierville Road) from Maryville UGB to eastern county line with Sevier County, the following intersecting roads,

Hinkle Road and Keener Road intersections;
Doc Norton Road intersection;
Temple Road intersection; and

Along Hwy 129 (Calderwood Highway) from intersection with Hwy 411 South, excluding Maryville Urban Growth Boundary, to intersection with Tallassee Road, the following intersecting roads;

Mt. Carmel Lane intersection;
Brickmill Road and Six Mile Road intersections;

Tallassee Road intersections.

This section does not amend the Zoning Map, nor zone nor rezone any land to RAC2, but only identifies limits to location for any land that may in the future be zoned RAC2.

A. Permitted Uses.

For residential uses, the following: Any use permitted in the R-1-Rural District 1subject to the requirements of that District.

For office type uses, the following: Professional and office type uses with limited commercial and retail operations; Offices for businesses providing services.

For service type uses, the following: Banks; Barber and beauty shops; Computer and electronic device repair; Family day care home; Child day care center.

For retail trade type uses, the following: Convenience stores (including gasoline stations); Grocery stores; Drug stores; Meat and fruit markets; Restaurants; Bakery stores; Florists and garden supply stores; Cloth shops and sundries; Hardware stores; Ice cream parlors.

Auto oriented uses, the following: Gasoline service stations, filling stations.

Utility facilities necessary for the provision of public services; Public utility structure or use (excluding equipment and material storage yards).

For other uses, the following: Agriculturally-oriented commercial uses; Customary home occupations; Cemeteries; A single dwelling unit as quarters for a watchman, caretaker or custodian on the premises of a commercial use.

B. Uses permitted as special exception: None.

C. Uses permitted as special exception with specific limitations: None.

D. Uses Prohibited: In the RAC2 – Rural Arterial Commercial District 2: all uses are prohibited except those uses permitted or permitted as special exception specifically above.

E. Uses Requiring Site Plan Review: All uses and customary accessory structures, except one or two single family or manufactured home dwelling on a single lot, duplex dwelling on separate lot, and customary accessory structures to such excepted uses.

F. Minimum Lot Size and Density: For residential structures as required in Section 9.2.F. For all other uses: minimum lot size for any new division of land shall be one (1) acre, and maximum lot coverage of all buildings shall be no more than twenty-five (25) percent provided that both primary and duplicate area for septic field purposes are maintained unhindered by any structure, parking, drainage or other design element of the site which may impact septic functioning. Notwithstanding the above, the total area of all buildings shall not exceed 10,000 square feet for any one lot or parcel.

G. Setback Requirements: All uses shall comply with the following setback requirements, except as otherwise provided for in Articles 3 and 5 for lots of record and nonconforming situations.

1. Front Setback: the minimum depth of the front building setback shall be 40 feet from any road right-of-way or road easement line.

2. Rear Setback: the minimum building setback from the rear property line shall be 20 feet for the principal structure, and five feet for any accessory structure, provided that the rear setback shall be 40 feet for any non residential use or accessory structure with a rear property line abutting a residential use lot, or abutting a lot in the S, R-1 or R-2 zone.

3. Side Setback: the minimum building setback from the side property line shall be ten feet, provided that the side setback shall be 20 feet for any non residential use with a side property line abutting a residential use lot, or abutting a lot in the S, R-1 or R-2 zone.

H. Maximum Height of Structures: Unless otherwise explicitly allowed in other articles of this Resolution, all structures shall be no greater than 35 feet higher than the highest natural grade immediately adjacent to the structure.

I. Additional Site Plan Requirements: In addition to site plan requirements in Sections 7.2 and 7.15, site plans for any commercial use permit under this Section shall be drawn by a qualified professional, and shall include front, side and rear elevations of any proposed structure.

J. Additional design requirements: All site plans shall be accompanied by a stormwater drainage plan prepared by a qualified engineer, and shall address the need for detention, if necessary, and pollution control.

All uses permitted under this Section shall provide a vegetative landscape buffer, to be determined by the Planning Commission during site plan review, between the use/buildings on the commercial site, and any parcel or lot zoned other than RAC, RAC2 or C. Such buffering shall apply to rear lot lines of the commercial site, and also to side lot lines behind the minimum front building setback lines, except where there is an immediately adjacent residential use that would require screening within the minimum front building setback line.

All uses permitted under this Section shall have a front building elevation, along all fronting roads, constructed of at least 50 percent nonmetal building materials and shall meet all other requirements of Section 7.15.

All external lighting shall be directed away from or screened from land zoned other than RAC, RAC2 or C, and away from any public right-of-way, and shall conform to requirements in Section 7.15.D.

Where noise is determined to be a probable off-site impact of a proposed use, a noise mitigation barrier of solid structure or earth berm, in addition to vegetative buffer, shall be designed as part of the site plan and constructed.

A deceleration and/or turn lane may be required at entrance of the commercial development if recommended by the Blount County Highway Department or the Tennessee Department of Transportation (TDOT). When a deceleration and/or turn lane is proposed to be located off a state right-of-way, the deceleration and/or turn lane is subject to review and approval by the Tennessee Department

of Transportation. When a deceleration and/or turn lane is proposed to be located off a county maintained right-of-way, the deceleration and/or turn lane is subject to review and approval by the Blount County Highway Department. *Any required improvements for a deceleration and/or turn lane will be the responsibility of the developer.*

K. Review on change of use.

1. For any change of use to special exception use under provisions for change of use requiring Board of Zoning Appeals approval, the Board of Zoning Appeals shall have permit and review authority under provisions of these regulations.

2. For other change of use, excluding change to uses allowed in Section 9.2.A, a permit application for zoning compliance shall be submitted, to be reviewed by the Building Commissioner for conformity to requirements for the zone and any previously approved site plan. The Building Commissioner shall require information on the application sufficient for determination of zoning compliance, and certification of zoning compliance in writing shall be considered as approval of the permit for change of use.

3. Notwithstanding subsection 2 above, upon determination by the Building Commissioner that a use will be of greater impact or will require new or changed site design elements upon change of use, the Building Commissioner shall require a new permit application and site plan to be reviewed by the Planning Commission as a new permit for that change of use.

4. All changes of use under this subsection shall require new permit application and charged fees as such.

BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

ATTACHMENTS (five items attached in separate files)

1. Preliminary staff report of April 23, 2015 Planning Commission RAC 2 proceedings.

2. Staff memo of April 14, 2015 to the Planning Commission

3. Item submitted for the April 23 public input session.

4. Staff summary of comments from past deliberations and public input.

5. List of video links of past proceedings concerning RAC2 zone.

Draft staff report on public input and consideration of referred new RAC 2 zone from April 23, 2015 regular meeting of the Planning Commission.

Public Input Session on proposed Rural Arterial Commercial 2 zone.

Kenneth Anderson, resident at Green Road off of Sevierville Road. Moved to location to live in country. Concern that a new Dollar General Store is interested in locating just across Sevierville Road from his house, and the impact that would have on his residence. He requested that Temple Road be crossed off the list of intersections allowing the RAC 2 zone.

Doug Gamble, resident at Sevierville Road. Moved to location to live in country. Concern with traffic and traffic speed along Sevierville Road, which is narrow and curvy. Opposed to seven intersections identified along Sevierville road in the ten miles between the Maryville Urban Growth Boundary at Little River and Sevier County Line. Would prefer to have no commercial zone along Sevierville Road, but if considered, the number of intersections need to be reduced to two. Noted that Tennessee Department of Transportation has no plans to improve Sevierville Road.

There being no others present that wished to speak, Chairman Stucky closed the input session. Mr. Lamb noted that part of the public input was included as a document in the agenda packet.

Consideration of referral back from County Commission Agenda Committee of previously recommended new Rural Arterial Commercial 2 (RAC 2) zone.

Staff memo with suggestions for revision of previous recommended amendment creating a new RAC 2 zone was distributed in the agenda packet and on-line. The Planning Commission considered the suggestions in sequence with votes on items by subject or staff memo page number.

Commissioner French recommended for Highway 411 North (Sevierville Road) that the intersections be limited to those that already have commercial use or development, identifying Hinkle/Kenner Road intersection, Doc Norton Road intersection, and Temple Road intersection.

Commissioner Roddy noted that he got many contacts against the proposal for rural arterial commercial, and none for. Commissioner Caldwell noted that his contacts ran 2 to 1 in favor of rural arterial commercial. Commissioner Walker stated that he had gotten contacts for and against, and noted that Commissioner French's recommendation addressed the main concern with number of applicable intersections.

Commissioner McClellan stated that he was going to oppose any change to add commercial until the infrastructure is improved to handle it.

Commissioner French stated that his preference for extent of zone would be just corner lots, but would consider up to 300 feet laterally from intersections, with 300 feet perpendicular.

Calderwood Highway intersections were next considered. Mount Carmel Lane intersection, Brickmill/Sixmile Road intersections, and Tallassee Road intersection were identified as consistent with the principle of limiting intersections to those already having commercial development.

Commissioner French made a motion to identity Hwy 411 North (Sevierville Road) as suggested in staff memo, and Hwy 129 (Calderwood Highway) as suggested in staff memo, as applicable rural arterial roads, with specific intersections being Hinkle/Keener Roads, Doc Norton Road and Temple Road along Hwy 411 North, and Mt. Carmel Lane, Brickmill/Sixmile Roads, and Tallassee Road. The motion was seconded by Commissioner Walker. The vote was nine for and three against. Voting for were Commissioners Allen, Bowers, Carter, French, Harrison, Headrick, Hodge, Stucky, and Walker. Voting against were Commissioners Caldwell, McClellan, and Roddy. The motion carried.

Commissioner Allen suggested accepting the motion, along with other suggested changes on pages 1, 2, 3, and 4. Staff suggested striking criteria of collector status roads and keeping criteria of established commercial development. Commissioner Allen made a motion to accept suggested changes on pages 1, 2, 3, and 4, with revisions suggested by staff and amendment to road intersections. The motion was seconded by Commissioner Walker, with request to add the intersection of West Millers Cove Road. Commissioner Hodge stated that West Millers Cove could be addressed at a later date.

Commissioner French made a motion to amend the motion to show 300 feet laterally from intersections and 300 feet perpendicular. This was seconded by Commissioner Allen. The vote was eight for and four against. Voting for were Commissioners Allen, Bowers, Carter, French, Harrison, Headrick, Hodge, and Stucky. Voting against were Commissioners Caldwell, McClellan, Roddy, and Walker. The motion to amend the motion carried.

The Chairman called for a vote on the amended original motion covering pages 1, 2, 3, and 4. The vote was nine for and three against. Voting for were Commissioners Allen, Bowers, Carter, French, Harrison, Headrick, Hodge, Stucky, and Walker. Voting against were Commissioners Caldwell, McClellan, and Roddy. The motion carried.

The Commission considered suggested changes on page 5 of the staff memo. Commissioner Allen made a motion to accept suggested changes on page 5 of the staff memo. This was seconded by Commissioner French. The vote was ten for and two against. Voting for were Commissioners Allen, Bowers, Caldwell, Carter, French, Harrison, Headrick, Hodge, Stucky, and Walker. Voting against were Commissioners McClellan and Roddy. The motion carried.

The Commission considered suggested changes on pages 6, 7 and 8 of the staff memo. Mr. Lamb noted that there may be some constraints to adopting a full set of design review guidlines and a design review board. Commissioner French asked if staff could follow-up with the Attorney for the County Mayor on the legality of adopting design review guidelines and a design review board. Commissioner Allen stated that the place for that discussion was in context of the whole of the zoning resolution and not just for the RAC 2 zone. Commissioner Allen made a motion to accept suggested changes on pages 6, 7, and 8 of the staff memo. This was seconded by Commissioner Headrick. The vote was ten for and two against. Voting for were Commissioners Allen, Bowers, Caldwell, Carter, French, Harrison, Headrick,

Hodge, Stucky, and Walker. Voting against were Commissioners McClellan and Roddy. The motion carried.

Commissioner French made a motion to recommend the amended proposed resolution for a new RAC 2 zone. This was seconded by Commissioner Allen. The vote was nine for and three against. Voting for were Commissioners Allen, Bowers, Carter, French, Harrison, Headrick, Hodge, Stucky, and Walker. Voting against were Commissioners Caldwell, McClellan, and Roddy. The motion carried.

Think Quality - Think Future

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MEMO

TO: Members of the Blount County Planning Commission

FROM: John Lamb

DATE: April 14, 2015

SUBJECT: Suggested changes regarding proposed zoning amendment to establish a new RAC2 (Rural Arterial Commercial 2) zone.

The Blount County Planning Commission at regular meeting of December 22, 2014 recommended amendment of the zoning regulations to establish a new RAC2 (Rural Arterial Commercial 2) zone. The January 6, 2015 County Commission Agenda Committee voted to recommend setting of public hearing, and the January 15, 2015 County Commission voted to set public hearing for February 10. The County Commission held public hearing on the proposal on February 10, 2015. The County Commission Agenda Committee on February 10 voted to forward the item to the full Commission for action at the February 19 regular meeting. The February 19 regular meeting was cancelled due to weather. The County Commission Agenda Committee considered the item again on March 3, 2015 and voted to refer the proposal back to the Planning Commission.

The Planning Commission considered the referral at its March 26 regular meeting, and instructed staff to prepare possible changes in the original text for consideration at the April 23 regular meeting. The original text was used by staff to insert suggested changes (highlighted in yellow) and to identify areas that may need further discussion or clarification (highlighted in blue). See immediately following resolution text with staff suggestions, followed by explanatory notes at the end of the resolution text.

RESOLUTION No. _____

Sponsored by Commissioners _____and _____.

A Resolution to amend the Zoning Resolution of Blount County, Tennessee by adding a new RAC2-Rural Arterial Commercial District 2.

BE IT RESOLVED, by the Board of Commissioners of Blount County, Tennessee, in session assembled this _____, 2015:

WHEREAS, the Legislature of the State of Tennessee has enabled Blount County to adopt and amend zoning regulations in Tennessee Code Annotated Sections 13-7-101, *et seq*., and

WHEREAS, the Board of Commissioners of Blount County, Tennessee adopted zoning regulations in Resolution 00-06-010 **A RESOLUTION ADOPTING ZONING IN BLOUNT COUNTY PURSUANT TO SECTIONS 13-7-101*, et seq*., OF THE TENNESSEE CODE ANNOTATED**, and

WHEREAS, it is desirable to allow integration of appropriately scaled and limited commercial uses in the rural areas of the county along defined two-lane arterial roads,

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF BLOUNT COUNTY, TENNESSEE, **to adopt the following:**

1. That Article 8 Establishment of Districts be amended to list a new Rural Arterial Commercial District 2 to read as follows:

RAC2 Rural Arterial Commercial District 2 for low to medium density commercial development

2. That the Zoning Resolution of Blount County, Tennessee be amended by adding a new Section 9.12 RAC2-Rural Arterial Commercial District 2 to read as follows:

Section 9.12 RAC2 – Rural Arterial Commercial District 2. It is the purpose and intent of this district to regulate commercial and other development of low to medium density adjacent to rural arterial roads in the county not covered by the RAC zone in Section 9.10, consistent with the overall purposes of this Resolution contained in Article 3, consistent with provisions in Public Chapter 1101 of 1998 (Tennessee Code Annotated Section 6-58-101, et seq), and consistent with plans adopted by Blount County.

It is further the policy of the County Commission that the RAC2 district and this section shall have applicability only to land adjacent to specific arterial roads, ~~generally with two-lane cross-section,~~ as identified on the Major Road Plan and deemed appropriate for limited commercial development, being specifically the following:

Hwy 411 North (Sevierville Road) from Maryville UGB to eastern county line with Sevier County; and

Hwy 129 (Calderwood Highway) from intersection with Hwy 411 South, excluding Maryville Urban Growth Boundary, ~~to southern county line with North Carolina~~ to intersection with Tallassee Road.

~~Hwy 72 (small segment) in south west of county at county line with Monroe County;~~

~~Hwy 321 from intersection with Foothills Parkway (Walland) to Townsend city limits; and~~

~~Hwy 321 (Wears Valley Road) from Townsend city limits to county line with Sevier County.~~

It is further the policy of the County Commission that amendments to the Zoning Map shall extend no more than 350 feet perpendicular away from the right-of-way lines of the above delineated highways, only on that side of specified intersecting road, and no more than 500 feet laterally from intersections of ~~any~~ specific public roads along the above delineated highways, the intersecting roads having characteristic of either being collector status roads as identified on the Major Road Plan, or other roads that already have established commercial development. The specific intersecting roads shall be limited to the following:

Along Hwy 411 North (Sevierville Road) from Maryville UGB to eastern county line with Sevier County, the following intersecting roads,

Hinkle Road and Keener Road intersections;
Burnet Station Road intersection;
Prospect Road intersection;

Doc Norton Road intersection;
Temple Road intersection;
Wildwood Road intersection;
River Ford Road intersection; and

Along Hwy 129 (Calderwood Highway) from intersection with Hwy 411 South, excluding Maryville Urban Growth Boundary, to intersection with Tallassee Road, the following intersecting roads;

Old Niles Ferry Road intersections;
Huffstetler Road intersection;
Mt. Carmel Lane intersection;
Brickmill Road and Six Mile Road intersections;
Tallassee Road intersections.

This section does not amend the Zoning Map, nor zone nor rezone any land to RAC2, but only identifies limits to location for any land that may in the future be zoned RAC2.

A. Permitted Uses.

For residential uses, the following: Any use permitted in the R-1-Rural District 1subject to the requirements of that District.

For office type uses, the following: Professional and office type uses with limited commercial and retail operations; Offices for businesses providing services.

For service type uses, the following: Banks; Barber and beauty shops; Computer and electronic device repair; Family day care home; Child day care center.

For retail trade type uses, the following: Convenience stores (including gasoline stations); Grocery stores; Drug stores; Meat and fruit markets; Restaurants; Bakery stores; Florists and garden supply stores; Cloth shops and sundries; Hardware stores; Ice cream parlors.

Auto oriented uses, the following: Gasoline service stations, filling stations.

~~For institutional and government uses, the following: Churches and other places of worship; Government buildings and meeting rooms; Schools, private and public; Religious, educational, charitable, philanthropic, civic, or professional club except where a principal activity thereof is a service customarily carried on as a business.~~

Utility facilities necessary for the provision of public services; Public utility structure or use (excluding equipment and material storage yards).

For other uses, the following: Agriculturally-oriented commercial ~~or light industrial~~ uses; Customary home occupations; Cemeteries; A single dwelling unit as quarters for a watchman, caretaker or custodian on the premises of a commercial use.

B. Uses permitted as special exception: None.

C. Uses permitted as special exception with specific limitations: None.

D. Uses Prohibited: In the RAC2 – Rural Arterial Commercial District 2: all uses are prohibited except those uses permitted or permitted as special exception specifically above.

E. Uses Requiring Site Plan Review: All uses and customary accessory structures, except one or two single family or manufactured home dwelling on a single lot, duplex dwelling on separate lot, and customary accessory structures to such excepted uses.

F. Minimum Lot Size and Density: For residential structures as required in Section 9.2.F. For all other uses: minimum lot size for any new division of land shall be one (1) acre, and maximum lot coverage of all buildings shall be no more than ~~forty (40) percent~~ twenty-five (25) percent provided that both primary and duplicate area for septic field purposes are maintained unhindered by any structure, parking, drainage or other design element of the site which may impact septic functioning. Notwithstanding the above, the total area of all buildings shall not exceed 10,000 square feet for any one lot or parcel.

G. Setback Requirements: All uses shall comply with the following setback requirements, except as otherwise provided for in Articles 3 and 5 for lots of record and nonconforming situations.

1. Front Setback: the minimum depth of the front building setback shall be 40 feet from any road right-of-way or road easement line.

2. Rear Setback: the minimum building setback from the rear property line shall be 20 feet for the principal structure, and five feet for any accessory structure, provided that the rear setback shall be 40 feet for any non residential use or accessory structure with a rear property line abutting a residential use lot, or abutting a lot in the S, R-1 or R-2 zone.

3. Side Setback: the minimum building setback from the side property line shall be ten feet, provided that the side setback shall be 20 feet for any non residential use with a side property line abutting a residential use lot, or abutting a lot in the S, R-1 or R-2 zone.

H. Maximum Height of Structures: Unless otherwise explicitly allowed in other articles of this Resolution, all structures shall be no greater than 35 feet higher than the highest natural grade immediately adjacent to the structure.

I. Additional Site Plan Requirements: In addition to site plan requirements in Sections 7.2 and 7.15, site plans for any commercial use permit under this Section shall be drawn by a qualified professional, and shall include front, side and rear elevations of any proposed structure.

J. Additional design requirements: All site plans shall be accompanied by a stormwater drainage plan prepared by a qualified engineer, and shall address the need for detention, if necessary, and pollution control.

All uses permitted under this Section shall provide a vegetative landscape buffer, to be determined by the Planning Commission during site plan review, between the use/buildings on the commercial site, and any parcel or lot zoned other than RAC, RAC2 or C. Such buffering shall apply to rear lot lines of the commercial site, and also to side lot lines behind the minimum front building setback lines, except where there is an immediately adjacent residential use that would require screening within the minimum front building setback line.

All uses permitted under this Section shall have a front building elevation, along all fronting roads, constructed of at least 50 percent nonmetal building materials and shall meet all other requirements of Section 7.15.

All external lighting shall be directed away from or screened from land zoned other than RAC, RAC2 or C, and away from any public right-of-way, and shall conform to requirements in Section 7.15.D.

Where noise is determined to be a probable off-site impact of a proposed use, a noise mitigation barrier of solid structure or earth berm, in addition to vegetative buffer, shall be designed as part of the site plan and constructed.

A deceleration and/or turn lane may be required at entrance of the commercial development if recommended by the Blount County Highway Department or the Tennessee Department of Transportation (TDOT). When a deceleration and/or turn lane is proposed to be located off a state right-of-way, the deceleration and/or turn lane is subject to review and approval by the Tennessee Department of Transportation. When a deceleration and/or turn lane is proposed to be located off a county maintained right-of-way, the deceleration and/or turn lane is subject to review and approval by the Blount County Highway Department. *Any required improvements for a deceleration and/or turn lane will be the responsibility of the developer.*

K. Review on change of use.

1. For any change of use to special exception use under provisions for change of use requiring Board of Zoning Appeals approval, the Board of Zoning Appeals shall have permit and review authority under provisions of these regulations.

2. For other change of use, excluding change to uses allowed in Section 9.2.A, a permit application for zoning compliance shall be submitted, to be reviewed by the Building Commissioner for conformity to requirements for the zone and any previously approved site plan. The Building Commissioner shall require information on the application sufficient for determination of zoning

compliance, and certification of zoning compliance in writing shall be considered as approval of the permit for change of use.

3. Notwithstanding subsection 2 above, upon determination by the Building Commissioner that a use will be of greater impact or will require new or changed site design elements upon change of use, the Building Commissioner shall require a new permit application and site plan to be reviewed by the Planning Commission as a new permit for that change of use.

4. All changes of use under this subsection shall require new permit application and charged fees as such.

BE IT FURTHER RESOLVED THAT THIS RESOLUTION SHALL BE IN FORCE AND BECOME EFFECTIVE UPON ITS ADOPTION, THE PUBLIC WELFARE REQUIRING IT.

EXPLANATORY NOTES ON SUGGESTED CHANGES AND POSSIBLE AREAS FOR FURTHER DISCUSSION AND CLARIFICATION

Purpose and policy text – most of the objections to the original text seemed to focus on the purpose and policies section immediately before the lettered sub-sections.

The changes to the second paragraph strikes reference to two lane cross section since this seemed to cause some confusion in terminology. To compensate, the reference is to "specific" roads, all of which are two-lane arterials. The other added wording is for clarification of policy.

The list of applicable two-lane arterials was reduced to just two, Hwy 411 North (Sevierville Road) and Hwy 129 (Calderwood Highway). Discussions in the Planning Commission and the County Commission seemed to indicate that the other segments were not deemed appropriate for limited commercial development. The designation of Hwy 129 was further clarified as being that section not adjacent to the Maryville Urban Growth Boundary (being urban and not rural), and with end point at Tallassee Road.

The blue highlighted portions of the paragraph following relate to the dimensions of consideration for any rezoning to RAC2, 350 feet perpendicular from the arterial roads and 500 feet laterally from intersecting roads. Some have expressed concern with allowing commercial development, and possible commercial driveway cuts, as far as 500 feet from the defining public road intersection. This number is open for change if the Planning Commission desires.

The reason for inclusion of 500 feet was to give a broader capability for establishing a cluster around a designated intersecting road. From a traffic standpoint, the more driveway cuts along an arterial road, the greater the potential for turning conflicts. However, consideration should be given to the fact that the Subdivision Regulations allow divisions along minor arterials (such as Sevierville Road and Calderwood Hwy) with a minimum of 150 feet of frontage, unless alternate access is provided (such as a frontage drive linking several lots). Thus, the Subdivision Regulations already allow multiple driveway and subdivision road cuts at approximately 150 foot intervals. The 500 foot dimension could be reduced to 450 feet without damage to the principles involved for allowing

multiple lots (up to three 150 foot frontages along an arterial road either side of a selected public road intersection) in a commercial cluster.

The choice of 350 feet of depth was in consideration of a related minimum of one acre lots. This number could be reduced to 300 feet without damage to the principles involved in a minimum of one acre (43,560 square feet) for minimum lot size on new division of commercial land with 150 feet of frontage.

The addition of the phrase "only on that side of specified intersecting roads" was added in consideration of discussion in the County Commission and to clarify the difference between cross road intersections (four way) and "T" intersections (three way on one side only) situations. This should be interpreted to allow the four corners of a cross road intersection (four way) to potentially develop into commercial use, and only the two corners either side of a "T" intersection (thus not extending across the arterial to land across from the "T" intersection).

Much of the discussion in the Planning Commission and the County Commission revolved around the need to limit applicable intersections. The addition of wording on characteristics of intersections follows that discussion, limiting the intersections to collector status roads as defined on the Major Road Plan, and to those intersections of other roads that already have some commercial development. This in effect defines the cluster concept of policy, and is consistent with plans adopted by the Planning Commission. In addition, the specific intersections of public roads are identified.

Sub-section A – Permitted Uses – Institutional and Government Uses. Deletion of institutional and governmental uses is based on some confusion about applicability of floor area limits to churches in the RAC2 zone, which could extend to other institutional uses traditionally having greater than 10,000 square foot floor area. In addition, the surrounding R-1 zone already allows for these uses. One possible drawback would be the limitation on establishment of an institutional or governmental use, such as a church, on land that had previously been rezoned to RAC2. However, this could be overcome by down-zoning again to R-1 for the specified alternate use.

Sub-section A – Permitted Uses – Other Uses. Deletion of "light industrial" in reference to agriculturally oriented uses is based on some confusion on how broad the term "light industrial" may be. In addition, the inclusion of industrial or manufacturing uses was part of the central controversy in previous consideration to delete all special exceptions with limitations from the R-1 zone, and industrial

and manufacturing uses were not included in the RAC zone. The last phrase in the section is added for clarification.

Sub-section F – Minimum Lot Size and Density. Second to identification of road intersections, discussions in the Planning Commission and County Commission have focused on the appropriate intensity of commercial development in rural areas.

The addition of the phrase "for any new division of land" is to clarify the minimum lot size. This is also in recognition that there may be lots of record that are less than one acre and still within the limits of possible rezoning to RAC2. Historically, the Subdivision Regulations have allowed as small as 20,000 square foot lots. At present along minor arterial roads (such as Sevierville Road and Calderwood Hwy) the minimum lot size for new divisions is now 30,000 square feet.

The possibilities of existing lots less than one acre being rezoned RAC2 raises a related issue of appropriate intensity for the smaller lots. The maximum 40 percent building coverage was a carry-over from the RAC zone, and may not be appropriate for the RAC2 zone. Change to a maximum 25 percent building coverage is in recognition of a more appropriate building to lot size ratio for smaller lots, and to the maximum overall of 10,000 square feet of total building area for an indicative minimum one acre lot. As examples, for an existing 20,000 square foot lot the maximum building area would be 5,000 square feet, and for a 30,000 square foot lot the maximum building area would be 7,500 square feet. To reach the maximum overall building area of 10,000 square feet would require at minimum a 40,000 square foot lot, which is close to the one acre (43,560 square feet) minimum lot size for new division.

Sub-section I - Additional Site Plan Requirements. The addition of "side and rear" for required elevations is in recognition and clarification of requirements in Section 7.15 (see below) that "The front, side and rear elevation of any building shall be provided as part of site plan submission for review and approval." Also, in recognition of the requirement that "The front (facing highway or road) and side wall planes of buildings shall be staggered by occasional changes in surface planes or changes of materials or architectural features to avoid monolithic "box" appearance."

Sub-section J – Additional Design Requirements. Third to identification of road intersections and appropriate intensity of development in rural areas, discussions in the Planning Commission and County Commission have focused on desirable design requirements for commercial buildings. The blue highlighted portions

refer to aspects of design that have been subject of discussions. The Planning Commission considered possibility of amending present regulations contained in Section 7.15 of the zoning regulations, and seemed to come to conclusion that they were sufficient. Section 7.15 is reproduced at the end this memo for reference. Lighting in rural areas was a recurring concern, and is addressed specifically in Section 7.15.D (see at end of this memo). Noise was also a recurring concern. The Planning Commission in the past considered specific noise regulations, but came to no consensus. The wording of the present proposal allows for some discretion in mitigating probable noise in the site plan approval process. Staff has no specific recommendations. Reference existing Section 7.15 at end of this memo.

Sub-section J – Additional Design Requirements. Traffic on existing two-lane arterial roads was an oft expressed concern, including concern with safe turning movements into and out of commercial developments. In recognition of this, the yellow highlighted section adapts wording from campground regulations, another use that generated much concern about traffic.

RFERENCE for existing design requirements for commercial and industrial developments.

Section 7.15. Design Requirements for Commercial and Industrial Developments.

A. Any commercial or industrial use permit requiring a site plan provided in Section 7.2 shall also require conformity with this section. The site plans required in this section shall conform to requirements of Section 7.2 and other requirements specified in this Section. All elements of use, including associated accessory elements such as garbage disposal areas, heating and air units exterior to buildings, and loading docks, shall be shown on the site plan. Site plan submittal shall contain required plans for stormwater management under this section, other applicable sections in the zoning regulations, and other County and State grading and stormwater permit regulations. The site plan shall contain specific design of parking areas required in this section and other sections in the zoning regulations.

B. Site plans and site plan elements shall be prepared by qualified professionals. Qualified professionals shall be licensed as one or a combination of architect, landscape architect and/or engineer.

C. To mitigate the impact of building appearance along scenic highways and other existing roads within the county exterior to a commercial development, the following design requirements shall apply.

1. The front, side and rear elevation of any building shall be provided as part of site plan submission for review and approval.

2. The front (facing highway or road) and side wall planes of buildings shall be staggered by occasional changes in surface planes or changes of materials or architectural features to avoid monolithic "box" appearance. Walls and roof visible to public roads shall have changes of wall and roof planes with at least a three (3) foot projection or recess no less than every thirty (30) feet horizontally. In addition, any of the following elements shall be integrated in walls visible to public roads at no less than thirty (30) feet spacing, both horizontally and vertically: porches; awnings; stairwells; doors; windows; chimney; changes in construction materials. Excessive repetition of only one or two architectural features above is prohibited.

Elements that are not acceptable as a means to comply with the requirement above include, but are not limited to: gutter downspouts; garage doors; retaining walls; changes in paint color, color bands or small (less than two (2) square feet) accent materials using flat tile; narrow trim; common hallways parallel to outside walls not including stairwells; window and door frames; shutters; structural or decorative columns; and narrow extensions (less than three feet wide) of fire walls.

3. Exterior walls visible from public roads may not be comprised of aluminum or flat-faced concrete block. Exterior glass shall compose a minimum or five (5) percent of the façade of the building, unless the building is an open-air structure such as a produce market.

4. All accessory garbage and disposal facilities (dumpsters, etc.) and accessory heating and air facilities shall be screened with materials compatible in appearance to the principal structure. Loading docks shall be placed away from fronting roads, and shall be screened if visible from residential uses.

D. Outdoor Lighting Standards. In both rural and urban settings, proper design of commercial lighting is important in order to address impacts on surrounding properties and the character of the community. A complete lighting plan shall be part of site plan documents, and the site plan approval body (Planning Commission or Board of Zoning Appeals) may set appropriate conditions for spill light mitigation during site plan review and approval. The following apply particularly to new commercial developments, and shall also be applied to substantial additions or expansions to existing developments. All lighting structures in existence prior to adoption of these regulations are exempt from further regulations, provided that replacement of structures shall meet all of these regulations.

1. Maximum spill light (light trespass) at perimeter of a commercial property shall be subject to the following performance standards and requirements:

For locations in the Urban Growth Boundary of Maryville and Alcoa as defined in the 1101 Growth Plan, maximum spill light shall be no greater than 0.8 footcandles.

For locations in the Rural Areas as defined in the 1101 Growth Plan, maximum spill light shall be no greater than 0.4 footcandles.

2. Lighting Plan. A qualified professional, either electrical engineer, certified lighting contractor, or electrical contractor qualified in lighting plans and installation, shall prepare and certify a lighting plan conforming to requirements in these regulations. All lighting plans shall follow standards for footcandle output as established by the Illuminating Engineering Society of North America (IESNA). A light "point by point" footcandle diagram shall be shown on the site plan with a 10x10 foot maximum grid. The diagram shall cover at least ten feet on either side of property lines that border residential zones or uses.

The qualified professional who prepares the lighting plan shall inspect the installation of all lighting equipment, and conduct a performance verification to measure spill light illuminance levels of all lighting after lighting installation, to include night-time field measurements of spill light at a vertical height of 6 feet from ground level at points spaced no greater than fifty feet apart along the perimeter of the commercial property, and at points along the perimeter closest to lighting fixtures. Where lighting installation does not meet required performance standards, the qualified professional shall coordinate adjustment of the lighting installation to meet such standards and again conduct performance verification measurements specified above.

Upon completion of installation, inspection of installation, and performance verification measurements (with any necessary adjustments), the qualified professional shall submit a drawing showing the final measured spill light illumination levels specified at points along the perimeter identified above, with professional stamp and signed certification letter that lighting installation and performance meets all applicable standards and the approved site plan. For phased installation of lighting, new measurements for all lighting, drawing, and certification shall be required for each phase as specified above.

3. All lighting structures of greater than 1000 lumens shall be full cut-off type, mounted facing to the ground with no upward angle, to minimize unnecessary scattering of light. All lighting structures shall be designed and placed so as to minimize light spill and glare to surrounding residential properties.

4. The site plan for lighting shall include all lighting pole locations and luminaire mounting heights, all security and safety lighting structures, and projected spill light illuminance and glare of all lighting combined at commercial property perimeter, meeting standards above. Means for minimizing and mitigating glare shall be part of the lighting plan submitted for site plan review and approval. No light shall be mounted at height greater than 20 feet.

5. Tall shrubs and trees may be considered as screens to reduce glare and spill light.

6. External lighting of the face of signs or walls of structures shall be placed above the sign or wall and shielded. Sign or wall lighting shall not reflect or glare beyond the face of the sign or wall.

7. Uplighting is prohibited except in cases where the fixture is shielded from the sky by a roof overhang or similar structural shield, and where the fixture does not cause light to extend beyond the structural shield. Exempt from this is lighting of governmental flags only, provided that the combined lighting is no more than 1300 lumens, and provided that the fixtures shall be shielded such that the lamp(s) is not visible outside a 15 foot radius.

8. Flashing or intermittent lights, lights of changing degree of intensity, or moving lights shall not be permitted, provided that holiday lights are exempt, and provided that necessary emergency and tower lighting is exempt, and provided that lighting cut-off or dimming at close of business is exempt and encouraged, and provided that sensor activated security lighting is exempt and encouraged.

9. Luminaires that have a maximum output of 260 lumens per fixture, regardless of number of bulbs, (equal to one 20 watt incandescent light), may be left unshielded provided that the fixture has an opaque top to keep light from shining directly up. Luminaires that have a maximum output of 1,000 lumens per fixture, regardless of number of bulbs, (equal to one 60 watt incandescent light) may be partially shielded, provided the bulb is not visible, and the fixture has an opaque top to keep light from shining directly up.

10. Canopy lights – all lighting shall be recessed to full cut-off standard and recessed sufficiently so as to ensure that no light source is visible from or causes glare on public rights-of-way or adjacent property.

11. All non-essential exterior commercial lighting is to be turned off after business hours and when not needed. Lights with timer installed are encouraged. Sensor activated lights are encouraged to replace lighting that is desired for security purposes.

12. Sports lighting – sports field lighting fixtures shall be mounted no higher than 90 feet, provided that such sports field light fixtures shall be a distance 40 feet or height of pole whichever is greater from any adjacent residential or residentially zoned property boundary, and provided that no outside sporting event shall start after 10:00 p.m. or extend beyond 11:00 p.m. with all field lights out by 11:30 p.m., and provided that sports fields shall provide tall vegetative or other acceptable buffering from adjacent properties in order to reduce and mitigate glare.

13. Temporary lighting such as that used at construction sites or other uses of a temporary nature are exempt, provided that the temporary lighting shall be aimed so as to minimize glare and light trespass to adjacent properties, turned off after 11:00 p.m. (except for necessary security lighting), and turned off after completion of project.

14. Definitions

Bulb - the source of electric light. This is to be distinguished from the whole assembly (See Luminaire).

Fully Shielded - outdoor light fixtures shielded or constructed so that no light rays are emitted by the installed fixtures at angles above the horizontal plane. This means that the shield is not flush or parallel with the light source or bulb. This is referred to in this document as a full cut-off-fixture.

Fixture -- The assembly that holds the lamp (bulb) in a lighting system. It includes the elements designed to give light output control, such as a reflector (mirror) or refractor (lens), the ballast, housing, and the attachment parts.

Flood Light - a lamp that produces up to 1800 lumens and is designed to "flood" a well defined area with light. Generally, flood lights produce from 1000 to 1800 lumens.

Full Cut-Off (fco) -- a light fixture which cuts off all upward transmission of light, and as installed, that are designed or shielded in such a manner that all light rays emitted by the fixture, either directly from the lamp or indirectly from the fixture, are projected below a horizontal plane running through the lowest point on the fixture where light is emitted as defined by the IENSA..

Footcandle - illuminance produced on a surface one foot from a uniform point source of one candela. Measured by a light meter.

Glare -- The sensation produced by luminance within the visual field that is sufficiently greater than the luminance to which the eyes are adapted to cause annoyance, discomfort, or loss in visual performance and visibility.

IESNA - the Illuminating Engineering Society of North America (IESNA), the professional society of lighting engineers, including those from manufacturing companies, and others professionally involved in lighting.

Illuminance - the quantity of light, or luminous flux, arriving at a surface divided by the area of the illuminated surface, measured in lux or foot candles.

Lamp - the source of electric light: the bulb and its housing. This is to be distinguished from the whole assembly (See Luminaire).

Light trespass - light emitted by a lighting installation that falls outside the boundaries of the property on which the installation is sited (also called spill light)

Lumen -- a unit of light measurement, measure of brightness of the illumination exiting a bulb; the light output of a lamp with a uniform luminous intensity of one candela. One footcandle is one lumen per square foot.

Luminance - the physical quantity corresponding to the brightness of a surface (e.g. a lamp, luminaries, sky, or reflecting material) in a specified direction. It is the luminous intensity of an area of the surface divided by that area.

Luminaire - a complete lighting unit consisting of a lamp or lamps together with the parts designed to distribute the light, to position and protect the lamps and to connect the lamps to the power supply.

Outdoor Lighting and Light Fixtures - outdoor artificial illuminating devices, outdoor fixtures, lamps and other devices, permanent or portable, used for illumination or advertisement. Fixtures that are installed indoors that are intended to light something outside are considered outdoor lighting. Such devices shall include, but are not limited to search, spot, or flood lights for:

1) buildings and structures, including canopies and overhangs
2) recreational areas
3) parking lot lighting
4) landscape lighting
5) billboards and signs
6) display and service areas

Recessed - means that a fixture is built into a structure or portion of a structure such that the fixture is fully cutoff and no part of the lamp extends or protrudes beyond the underside or any portion of the structure.

Spill light - light emitted by a lighting installation that falls outside the boundaries of the property on which the installation is sited (also called light trespass).

Uplighting - lighting that is directed in such a manner as to shine light rays above the horizontal plane.

April 14, 2015

To: John Lamb, Director
Blount Co. Planning Department

From: Kathleen Skinner
Doug Gamble
John Templeton
Ingrid Haun
Ron Hamby

Re: Suggested modifications and additions to proposed RAC2 zone

Intersections: Limit to intersections with either major collector status roads **or** roads where commercial currently exists.

From the Little River to Sevier County, Sevierville Road is about ten miles long. That relatively short distance does not need, and cannot safely accommodate, five or seven commercial developments. Two or three developments, strategically spaced, will meet any reasonable need. On Sevierville Road there should be no more than three intersections eligible for commercial.

RAC2 zones could be established either at intersections where

there has been commercial activity within the past five years, OR

at intersections with major collector roads.

Since on Sevierville Road these are not the same intersections, choosing both options would involve five or six intersections on that road. This is too many.

Configuration of lots: Corner lots only. Access only from collector road: no direct access from arterial road. Maximum road frontage 250 ft. from intersection.

Traffic safety: Safety considerations should be named in the regulations (e.g., sightline, traffic volume, consideration of type and size of trucks required to service the commercial development, and existence and stability of shoulders). If a turn lane is required, developer must provide. Corner lots and access only on collector roads will ensure greater traffic safety.

Size of building: Maximum 7,500 sq. ft. will accommodate a wide variety of enterprises without being physically obtrusive.

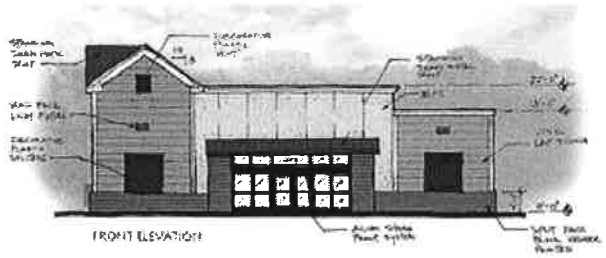
Parking and Landscaping. See Town of Louisville regulations: *Parking lots and surrounding areas should be designed to present a positive appearance to residents, customers and travelers. Parking areas shall relate to the context of the building and site. Ideally, parking lots will be placed at the side or rear of the property. Parking areas shall be broken into a series of small modules separated by landscaped islands consisting of trees, low shrubs and large planters. Parking lots adjacent to residential areas shall be planted with a minimum 8' wide buffer of trees and greenery in order to maintain the homeowners' quiet enjoyment of their property. Curbing or an alternative storm water management edge shall be installed along the perimeter of the landscaped areas. Parking lots must be designed to control and direct storm water runoff. Parking and driving area depths with a continuous paved area greater than 130 feet adjacent to public roads are prohibited. Landscaped strips at least 8 feet wide, to include trees and/or shrubs may be constructed along the distance where this 130 foot line is proposed if additional parking is needed. This requirement does not apply to the depth of main entrance drives.*

Landscaping plans will be required of all applicants for development. Type, current and mature size, number and spacing of all plants must be illustrated. Plant materials should include a variety of seasonal colors, form and textures that contrast or complement each other with a mixture of evergreen and deciduous trees, shrubs, ground covers and low maintenance perennials. Continuous expanses of uniform landscape treatment along an entire street front should be avoided.

Additional design requirements: Measures to mitigate visual impact on surrounding properties and to preserve the rural character of the area must be a priority. Require building design to fit in with community character. See attached examples of Dollar General designs. Signs to be low, unobtrusive, and not internally lit.

See Town of Louisville regulations*: Walls and roofs visible to public roads shall have changes of wall and roof planes with at least a two-foot projection or recess no less than every 50 feet, both horizontally and vertically. Excessive repetition of only one or two architectural features is prohibited. Muted colors such as those found in nature are preferred.*
Loading docks shall not face arterial roads. If this is impossible due to a corner lot or other conditions, loading docks must be screened using landscaping, walls, fences or other architectural features. Trailers, elevated tanks, storage tanks, or other similar structures shall be screened from adjacent residential uses and from public roads with landscaping, walls or fences. Such ancillary buildings and equipment shall also meet building setbacks.
Fences that are visible from residential uses or are visible from public roads shall not be constructed of unfinished concrete block, chain link, metal wire or mesh typically associated with livestock pens and shall not have a continuous plane of more than 100 feet. Reveals or projections (at least two foots deep and two feet wide), wall offsets of at least three feet, or evergreen trees (at least eight feet tall at planting) shall be used at least every 100 feet on the outside of the fence.

Thank you for your consideration.



Proposed store to get 'community' visual design

The look of the proposed Dollar General store in Palenville combines a rural hamlet aesthetic with a 21st century storefront, the result of applicant Primax Properties working with the community group Palenville the Hamlet to meet the needs of both parties. Courtesy Primax Properties

Posted: Tuesday, February 3, 2015 12:30 am

By Jim Planck Columbia-Greene Media

PALENVILLE — Plans for a Dollar General store in Palenville are close to wrapping up, with the project's site plan review now at the public hearing stage, and changes having been made to accommodate both the community and town planners...

Izzo said the hearing will be Tuesday, Feb. 10 at 7 p.m. at Catskill Town Hall on Main Street, and said the applicant has addressed several items of concern that surfaced during the project's review – specifically community aesthetics, lighting and signage.

"They have pretty much completed all the plans that we need," said Izzo, "so after the public hearing, we have to decide if the site plan review is completed." He said he believes that while the planning board has about 60 days to make that determination, he expects it will be far shorter, barring any unforeseen complications.

Project engineer Lawrence Marshall, of Mercurio-Norton-Tarolli-Marshall, in the Ulster County community of Pine Bush, said Friday that the changes have all been approved and put forth by the applicant, Primax Properties, of Charlotte, N.C., which leases its sites to Dollar General.

One of the community concerns that had surfaced was the building's appearance, so the request was made to try to make it fit in more with the rest of Palenville's rural hamlet look.

Marshall said that to help that concept along, one of Palenville's residents supplied a sketch to Primax, to give them an idea of what they were seeking. "It was off of that," Marshall said, that Primax developed the current look, adding that it is unique to all other Dollar General stores.

"Primax is responsible for the development of the design," Marshall said. "They want to work with communities, and worked closely with (the community group) Palenville the Hamlet on this."

"This is a one-of-a-kind building," he said, "that has been developed for Palenville."

"I have done 14 of these," he added, "and I have never seen one like this."

"It's truly unique for Palenville," Marshall said."It kind of melds Palenville's aesthetic with Dollar General's needs."

A second concern had been the store's street-side sign, which is often a pole-mounted unit, but can sometimes sit on the ground, in a monument style.

Marshall said that the latter will be used, with appropriate landscaping.

"We've done similar signs," he said, adding that it will be "relatively small." Another concern had been lighting on the property, and Marshall said that, too, has been addressed. "All the lighting on it will be fully shielded and dark-sky compliant," he said. "It will direct the light downward, and not outward, so that we're not impacting neighbors."...

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That work would ostensibly begin with demolition and removal of the two on-site structures – the former Diamante's Restaurant and a private residence...



Exterior Finishes

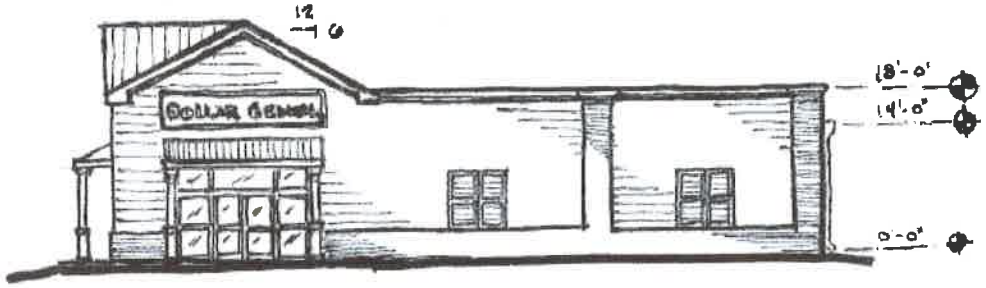
1. Gutters: Bronze
2. Down Spouts: Bronze
3. HVAC : Light Tan
4. Hardiplank Siding: Light Tan
5. Stone Veneer: Tan by Local Supplier
6. Decorative Wood: Dark Gray
7. Metal Door: Dark Bronze
8. Metal Siding: Light Tan/Gray
9. Metal Trim/Coping: Bronze
10. DG Sign
11. Storefront System: Dark Bronze
12. Standing Seam Roof: Galvalume
13. Lighting Fixture: Dark Bronze
14. Painted Exterior Ductwork: Light Tan
15. Panels: Dark Bronze



FRONT ELEVATION

Exterior Finishes

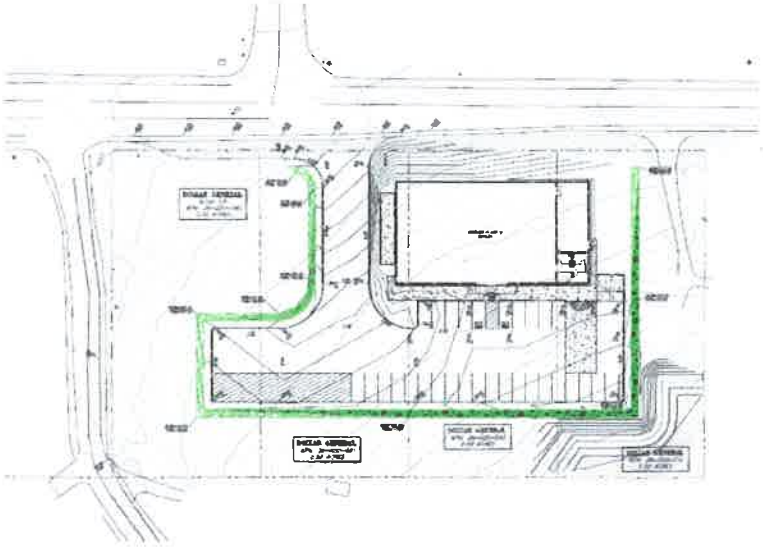
Storefront Look



FRONT ELEVATION








DOLLAR GENERAL
CIGARETTES


DOLLAR GENERAL
DOLLAR GENERAL


DOLLAR GENERAL
DOLLAR GENERAL


DOLLAR GENERAL

New Dollar General store renderings unveiled

By Katie Kocijanski

Columbia-Greene Media | Posted: Tuesday, March 31, 2015 12:00 am

GERMANTOWN — The next phase of the proposed Dollar General before the Germantown Planning Board has been unveiled.

Five new building renderings of the Route 9G building have been posted on the Germantown website for the public to view.

The renderings were provided from Larry Marshall of the Pine Bush, Orange County based engineering and land surveying firm Mercurio-Norton-Tarolli-Marshall.



Dollar General

The proposed site of Dollar General on the right side of Route 9G right across the street from Stewart's Shops.

The five designs show different versions of the building. Each rendering shows a two-story building, consistent with Germantown zoning law.

Two story structures showing siding, brick and stone, and timber as building materials are shown. In addition, two designs depict different versions of siding.

One shows the siding of the building with a raised cornice, a projection at the top of a wall or the top course or molding of a wall. The other shows siding with a raised corner.

Marshall originally spoke to it at their Jan. 28 meeting on behalf of Primax Properties LLC of Charlotte, North Carolina and the Dollar General Corporation, based in Goodlettsville, Tennessee.

A preliminary site plan showed a 9,100-square foot retail store on a little over six acres on the west side of Route 9G. Dimensions show the building would be a 70-foot by 130-foot building.

At the meeting, the engineer said Primax Properties would be the owner of the land and Dollar General would lease the space if the project was accepted.

"After a general discussion with the board at our last meeting, they asked for a rendering that would comply with the town's zoning laws," Marshall said. "Primax reviewed their own files and provided renderings of buildings that they believe comply with the strict zoning requirements."

In the guidelines listed on the town's website, Marshall said the law is "very specific about aesthetics and architectural elements for the commercial development in the town."

For example, in the section entitled Additional Development Standards, the purpose of the section is "to ensure that new nonresidential development within the Town of Germantown reflects and protects the architecture and character of the town's hamlets and rural landscapes."

It is recommended in the subsection General Building Design Standards that new developments, additions and alternations should be "compatible" with the existing architecture of the hamlets and "general rural community character."

The law goes on to recommend the following for color of a building: "Building colors should emphasize earth tones and colors common to traditional/natural building materials."

Some residents have not been receptive to the project. Dan Farrell said the town doesn't need the store, it would take away from the homy feeling of the town.

"It would take away from the small businesses we already have here, it would bring in the wrong sort of aura for Germantown," Emily Choinsky said. "We have plenty of businesses on Main Street already."

On a more positive note, Bard students Kellan Rhode and Max Wortman both believe the store could bring it more jobs to the town. Rhode said it would be "weird to see the building on Main Street."

Marshall said he is not sure if the project will be back before the planning board at their April 30 meeting.

To view the new renderings of the proposed Dollar General project visit the home page Germantown website www.germantownny.org

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To reach reporter Katie Kocijanski, call 518-828-1616, ext. 2495, or email kkocijanski@registerstar.com.

Issues and comments gleaned regarding proposed RAC 2 zone – collated by John Lamb 3/16/2015.

The following comes from several sources, including public input at Planning Commission and County Commission meetings, County Commission public hearing, discussions within the Planning Commission and County Commission at open meetings, discussions with individual Planning Commissioners and County Commissioners, and discussions with individual citizens. Some of the statements below are a combination or summary of like items from several sources.

Allowing more commercial in rural areas would be to detriment of rural character and scenic beauty.

Commercial properties often are unkempt and generate litter.

Rural commercial will be in areas without garbage service.

Extending commercial and other development could lead to destruction of animal habitat.

Allowing more commercial in rural areas would result in unattractive and impactful development – including large metal buildings.

Scenic beauty and rural character are a plus in drawing economic development to the county.

Appropriate land use regulations enhance overall value of land.

There needs to be a balance between property rights, needs of the community, and health, safety and welfare.

How many commercial retail stores do you need?

Those living in rural areas live there by choice, and by choice do not mind driving distance to shop.

Convenience is not necessary.

Some do not want commercial in rural areas.

Convenience stores often sell products like cigarettes and processed food that are not healthy.

Present small retail commercial stores in the rural area could be competed out of business by expanded commercial uses.

Replacement of old “mom and pop” stores does not need a large 10,000 square foot building.

Standards to limit strip commercial all along rural roads needs to be established.

Uses need to be limited to light commercial and service uses, and not heavy commercial and manufacturing uses.

Present RAC2 proposal needs further research, hearings, and citizen input.

Present RAC2 proposal is not consistent with adopted plans of the county.

Present RAC2 proposal extends sprawl, and is inconsistent with Hunter Interests growth study.

Present RAC2 proposal tries to go around what was original zoning adopted in 2000.

Adopted zoning trumps advisory plans and there is no inherent conflict with plans.

After long planning process, what has changed to call for changes in present zoning structure?

Any new commercial zoning needs to address fundamental issues of property rights (both of proponents and surrounding residents), taxes, traffic, light pollution, and sprawl.

Access onto roads needs to be limited and controlled in order to protect the flow of traffic on major roads.

There are too many intersections of arterial roads where development may establish. Need to reduce number of intersections.

The 500 feet either side of intersection that may allow commercial driveway cuts at distance from intersections is not desirable.

There is growing traffic already on Calderwood Highway and Sevierville Road, and there is already a traffic problem that may be worsened with further commercial development.

Providing more commercial in rural areas can reduce the demand and traffic for longer distance travel, and reduce overall traffic on major roads.

Existing infrastructure in rural areas is deficient to support more commercial development.

Who would pay for any needed infrastructure improvements to accommodate new commercial traffic on rural roads.

There needs to be full disclosure and transparency of decision making.

Who initiated the request?

Who wants commercial growth, why is it needed, what in particular is being considered, where is it proposed to go?

Who are winners and losers?

County is not responsible to pick winners and losers or insure profitability.

Concern with impact on expansion of any churches in areas zoned commercial.

Allowing agriculture oriented manufacturing may be misconstrued to allow manufacturing in general.

We need to provide opportunities for commercial use to allow generation of taxes within the county.

Any regulations should avoid “spot zoning”.

In looking at alternatives, the alternative of not allowing more commercial in rural areas should also be considered.

Need list of pros and cons of any alternatives considered – what will result and happen in the future.

Decisions should be guided by vision of what county should be, and not on what the immediate demand is.

The county will grow, and we need to be proactive in structuring land use to account for not only the present situation but also future growth, and commercial use should be part of the mix of growth.

The County Commission took commercial development out for a reason, limiting the wide range of commercial uses allowed previously, and we should consider the reasons for that exclusion and limitation in present deliberations.

We now have a situation with strict limits, and we may need to consider loosening such limits to allow a more balanced pattern of commercial growth in the county, similar to accommodating the older pattern of neighborhood stores in the rural areas.

We need to stay away from the river (Little River).

Video of Planning Commission and County Commission discussions on commercial zoning in rural areas and RAC2 zone proposal.

Planning Commission – October 24, 2013 – start at 29:16 minutes at https://www.youtube.com/watch?v=ogfsSTQhPs0 (26 minutes duration)

Planning Commission – November 26, 2013 – start at 33:50 minutes at https://www.youtube.com/watch?v=WsJ-fklC_h0 (67 minutes duration)

Planning Commission – December 17, 2013 – start at 11:50 minutes at https://www.youtube.com/watch?v=11e_BOgCUkM (2 minutes duration)

Planning Commission workshop – January 14, 2014 – full video at https://www.youtube.com/watch?v=VOublIM-_TI (52 minutes duration)

Planning Commission – January 23, 2014 – start at 19:55 minutes at https://www.youtube.com/watch?v=Fuei-EZU1-M (48 minutes duration)

Planning Commission – February 27, 2014 – start at 23:48 minutes at https://www.youtube.com/watch?v=T_eOIZkUTHY (36 minutes duration)

Planning Commission – March 27, 2014 – start at 23:15 minutes at https://www.youtube.com/watch?v=JgIpf58Jfmo (4 minutes duration)

Planning Commission – April 24, 2014 – start at 34:00 minutes at https://www.youtube.com/watch?v=VmpMuagMC40 (campground regulations)

Planning Commission – May 22, 2014 – start at 1:14:04 minutes at https://www.youtube.com/watch?v=udaKXfeSmqA (campground regulation)

Planning Commission in June cancelled due to lack of quorum – rescheduled to July 10

Planning Commission – July 10, 2014 – called meeting – no discussion of long range items or RAC2

Planning Commission – July 24, 2014 – start at 27:35 minutes at - https://www.youtube.com/watch?v=VessdwICf_I (4 minutes duration)

Planning Commission – August 28, 2014 – no discussions on RAC2

Planning Commission – September 25, 2014 – start at 39:25 minutes at https://www.youtube.com/watch?v=yVwAn2s4qGY (20 minutes duration)

Planning Commission – October 23, 2014 – start at 35:40 minutes at https://www.youtube.com/watch?v=iVBUfccHwhQ (37 minutes duration)

Planning Commission – November 24, 2014 – start at 15:58 minutes at https://www.youtube.com/watch?v=AhFxr5-uQo0 (49 minutes duration)

Planning Commission – December 22, 2014 – start at 10:19 minutes at https://www.youtube.com/watch?v=kqk3xHC0L-E (25 minutes duration – this included recommendation of the RAC2 amendment to the County Commission)

Agenda Committee – January 6, 2015 – start at 1:05:15 minutes at https://www.youtube.com/watch?v=o9UuT_3dnPE (1 minute duration) recommend setting of public hearing

County Commission – January 15, 2015 – start at 1:25:26 minutes at https://www.youtube.com/watch?v=obEyz1omMcU (1 minute duration) setting public hearing for February 10 at 6:00 PM

NOTE: The February 10 Public Hearing was not held due to weather related cancellation.

Agenda Committee -

RESOLUTION NO. 15-05-006

Sponsored By Commissioners: Mike Caylor and Jeff Headrick

A RESOLUTION TO AWARD AN AGREEMENT THAT EXTENDS BEYOND THE END OF THE CURRENT FISCAL YEAR FOR EMERGENCY MEDICAL SERVICES FOR BLOUNT COUNTY, TN.

WHEREAS, the Board of County Commissioners of Blount County, Tennessee has adopted the provisions of Tennessee Code Annotated §5-14-101 et. seq., known as the County Purchasing Law of 1957; and

WHEREAS, Tennessee Code Annotated §5-14-108(m) (1) states that the County Purchasing Agent is authorized to purchase and contract to purchase materials, supplies, equipment and contractual services on a fiscal year basis, but no commitment shall be made which extends beyond the end of the current fiscal year for which appropriations have been made by the county legislative body, except such commitments as are authorized by resolution of the county legislative body; and

WHEREAS, Blount County Purchasing issued a Request for Proposal for these services, and

WHEREAS, the agreement negotiated between Blount County and Rural/Metro of Tennessee, L.P. has been approved as to form by the County attorney, and

WHEREAS, the initial contract term is two (2) years, effective July 01, 2015,

NOW THEREFORE, BE IT RESOLVED, by the Board of County Commissioners of Blount County, Tennessee, meeting in regular session assembled this 21th day of May, 2015, that an Ambulance Service Agreement with Rural/Metro of Tennessee, L.P., Blount County Contract No. 2014-2323, attached hereto, be duly authorized and approved for Blount County, Tennessee.

BE IT FURTHER RESOLVED that this resolution take effect from and after its passage, and that any part of any prior resolution to the contrary is hereby declared null and void, the public welfare requiring it.

Approved as to form:

Craig L. Garrett
Attorney for Blount County, TN

CERTIFICATION OF ACTION

ATTEST

Commission Chairman

County Clerk

Approve: _____
Vetoed: _____

County Mayor

Date

AMBULANCE SERVICE AGREEMENT

By and Between

BLOUNT COUNTY, TENNESSEE

and

Rural/Metro of Tennessee, L.P.

AMBULANCE SERVICE AGREEMENT

This Agreement for Ambulance Service made this _____ day of _____, 2015, between Rural/Metro of Tennesse, L.P., a Delaware limited partnership, also known as Rural/Metro ("**Contractor**") with its principal place of business at 10140 Gallows Point Drive, Knoxville, TN 37931, and Blount County, a county government providing health services within the geographic and political boundaries of Blount County, Tennessee ("**County**").

RECITALS

1. On January 30, 2015, the County released its Request for Proposal (RFP) to provide emergency medical ambulance services in Blount County, Tennessee.

2. On _____, 2015, the County awarded the Ambulance Service Agreement to the Contractor.

3. Pursuant to the RFP, the Contractor and the County now desire to enter into this Ambulance Service Agreement.

THEREFORE, in consideration of the mutual promises and covenants of each other contained in this Agreement, and other good and valuable consideration, receipt of which is hereby acknowledged, the parties do COVENANT AND AGREE AS FOLLOWS:

ARTICLE 1. THE AGREEMENT

SECTION 101. PURPOSE

The purpose of this Agreement is to define the obligations and responsibilities of the parties hereto, with respect to the provision of ambulance services in the County.

SECTION 102. COOPERATION

The parties shall cooperate and use all reasonable efforts, pursuant to the terms of this Agreement, to facilitate the terms of this Agreement. Accordingly, the parties further agree in good faith to mutually undertake resolution of disputes, if any, in an equitable and timely manner so as to limit the need for costly, time-consuming, adversarial proceedings to resolve such disputes.

SECTION 103. DOCUMENTS

The following documents are made part of this Agreement and are incorporated herein by reference:

A. Blount County Government Request for Proposal 2014-2323 for Emergency Medical Services and associated Addenda.

B. Contractor's response to Request for Proposal 2014-2323 for Emergency Medical Services dated and associated Addenda.

C. Successful Proposer's Performance Bond.

In the event there are inconsistent or conflicting provisions among this Agreement and the foregoing Documents, the following descending order of precedence shall prevail:

1) Ambulance Service Agreement;
2) Blount County Government Request for Proposal # 2014-2323 for Emergency Medical Services and associated Addenda;
3) Contractor's response to Request for Proposal # 2014-2323 for Emergency Medical Services and associated Addenda; and
4) Successful proposer's Performance Bond.

This Agreement, together with the foregoing Documents, constitutes the entire Ambulance Service Agreement between the parties with respect to the provision of ambulance services, shall supersede any prior agreement, contract or memorandum of understanding between the parties regarding such services and the parties agree that the terms and conditions of this Agreement, including the foregoing Documents, shall govern exclusively the obligations to the parties. Whenever the word "Agreement" is used within this document, it refers to the entire Ambulance Service Agreement and all modifications and addendums.

ARTICLE 2. DEFINITIONS

SECTION 201. WORDS AND TERMS

Advanced Emergency Medical Technician (AEMT). Means a person who has successfully completed an "AEMT" training course, has qualified by examinations to perform pre-hospital emergency patient care, and is to provide basic and limited advanced emergency medical care under medical directions, pre-hospital and during transportation for critical emergent and non-emergent patients, who access the EMS system.

ALS First Responder. Any vehicle not normally used for purposes of patient transport, and which must meet the following requirements: 1) be staffed with a minimum of an EMT/AEMT and paramedic; and 2) equipped with the required communications, Automatic Vehicle Locator and ALS equipment that will meet or exceed state equipment regulations.

Advanced Life Support (ALS). Means the treatment of life-threatening medical emergencies by authorized emergency medical technician-paramedics under medical control, pursuant to the laws of the County or State, or the provision of such treatment by other qualified and licensed medical or nursing personnel.

Agreement Date. The last date on which a party signs and executes the Agreement.

Ambulance. Any vehicle permitted by the Department and the County which is equipped to provide advanced or basic life support, which is designed, constructed, maintained, equipped, or operated for, and is used for or intended to be used for the transportation of patients.

Applicable Law. Any law, statute, rule, regulation, requirement, decision, opinion, judgment, or order of any federal, state, or local governmental entity, including courts, which is or may become applicable to the Agreement, operations, the Contractor, or the County.

Arrival at Incident Location. Means the time an ALS ambulance crew notififes the E-911 Center that the ambulance has arrived at its parking position at the scene of an incident (the entrance to a specific apartment building, not merely the entrance to the apartment complex in general; or an actual accident scene—not merely an approach location within sight of the accident scene).

In situations when the ambulance has responded to a location other than the scene (e.g. staging areas for hazardous material, violent crimes incidents, or non-secured scenes), arrival "at the incident location" shall be the time the ambulance arrives at the designated staging location. If an ambulance unit fails to report that it has arrived at the incident location prior to the crew departing the unit, the response time clock shall not be stopped until the time of the next communication between the ambulance and the E-911 system.

Basic Life Support (BLS) First Responder. Any vehicle not normally used for purposes of patient transport, and which must meet the following requirements: 1) be staffed with a minimum of an EMR and a EMT/AEMT; and 2) be equipped with the required communications, and BLS equipment that will meet or exceed state equipment regulations.

Basic Life Support (BLS). Means the treatment of life-threatening medical emergencies by an emergency medical technician or other qualified and licensed medical and nursing personnel qualified through the use of such techniques as patient assessment basic cardiopulmonary resuscitation, splinting, obstetrical assistance, bandaging, administration of oxygen, application of pneumatic anti-shock trousers, and other techniques described in the Basic/Advanced Emergency Medical Technician curriculum or otherwise approved by the County, pursuant to the law of the State.

Blount County Emergency Communications District (BCECD). The E-911 system which receives all requests for emergency medical services, fire service, and law enforcement.

CAD. Computer aided dispatch.

Change in Applicable Law. Change in applicable law shall include any of the following events or conditions:

a. The adoption, promulgation, issuance, modification or change in an administrative or judicial interpretation, on or after the agreement date, of applicable law, including any federal, state or local law, regulation, rule, requirement, ruling or ordinance, unless such law, regulation, rule, requirement, or ruling was on or prior to the agreement date duly adopted, promulgated, issued or otherwise officially modified or changed in interpretation, in each case in final form, to become effective without any further action by any federal, state or local governmental body, administrative agency, or governmental official having jurisdiction; or

b. The order or judgment of any federal, state or local court, the administrative agency or governmental officer or body, on or after the agreement date which is or becomes applicable to the Agreement, operations, the Contractor or the County, to the extent such order or judgment is not the result of willful or negligent action or lack of reasonable diligence of the Contractor or of the County, whichever is asserting the occurrence of a change in applicable law; provided that the contesting in good faith or the failure in good faith to contest any such order or judgment shall not constitute or be construed as such a willful or negligent action or lack of reasonable diligence; or,

c. The denial of an application for or renewal of, delay in the review, issuance or renewal of, or suspension, termination, interruption, imposition of a new condition or modification of a previous condition in connection with the issuance, renewal or failure to issuance or renewal, on or after the agreement date, of any governmental permit, license, consent, certificate of need, authorization or approval, which is or becomes applicable to the Agreement, operations, the Contractor or the County, which shall include without limitation the imposition of standards or limitations which impose requirements more stringent than those previously applicable to the Agreement, operations, the Contractor or the County, to the extent that such denial, delay, suspension, termination, interruption, imposition, modification or failure is not the result of a material breach of the Agreement, willful or negligent action or lack of reasonable diligence of the Contractor or of the County, whichever is asserting the occurrence of a change in applicable law; provided that the contesting in good faith or failure in good faith to contest any such denial, delay, suspension, termination, interruption, imposition or failure shall not be construed as such a willful or negligent action or lack of reasonable diligence.

Contractor. Means Rural Metro of Tennessee, L.P., including the Contractor's successors and assigns.

County. Blount County, Tennessee, a geographic and political subdivision of the State of Tennessee.

Dedicated Special Events Coverage. Means the posting of an ALS ambulance at a location of a scheduled special event within Blount County. A unit so assigned shall not depart the scene of the event for any reason except to transport a patient in need of immediate transport from the event location to a medical facility, in which case another unit shall be immediately dispatched to resume dedicated coverage of the special event.

Demised Persons. Any person who is determined to be deceased by an employee of the Contractor, the Medical Examiner for the County, or other qualified medical personnel.

Department. Orders, judgments, rulings, rules and regulations issued or promulgated in final form which apply to the Agreement, operations, the Contractor or the County, which may be issued during the term of the Agreement by the Tennessee Department of Health, Office of Emergency Medical Services Division.

Direct Damages. Compensation for actual, tangible expenses, "out of pocket" payments, and other direct losses, excluding attorney's fees, which have been directly sustained or incurred by a party because of a material breach of the Agreement by the other party. Direct damages shall be offset by any insurance recoveries attributable to such losses, but shall not be offset by other collateral sources of indemnification in favor of the aggrieved party. For purposes of the Agreement, the term "direct damages" shall also be deemed to include, where sought on account of a party's material breach, equitable relief, including actions for specific performance, restraining orders and injunctions.

E-911 System. Blount County's Emergency Communications District which receives all requests for emergency medical services, fire service, and law enforcement.

EMR. Means Emergency Medical Responder.

EMS. Means Emergency Medical Services.

EMS Coordinator. Shall be the Blount County Director of General Services.

EMT. Means Emergency Medical Technician.

Emergency Request. A request for emergency services received at E-911 or a request for emergency services transferred from the E-911 System to the Contractor.

Emergency Services. The delivery of emergency medical services, including without limitation the response to calls for emergency medical assistance, the rendering of such levels of medical services as are required by applicable law, including emergency medical treatment rendered by employees of the Contractor who are trained as EMT/AEMT'S and paramedics.

Emergency Transport. Is the transport of a patient in an ALS ambulance resulting from (1) a response to an emergency request, or (2) a response to a non-emergency request which results in a need for emergency services.

Force Majeure. Any change in applicable law or any other act, failure or refusal to act, or an event, occurrence or condition, or any combination of the foregoing, which causes performance of the Agreement to be impossible or economically unreasonable; such act, failure or refusal to act, event, occurrence or condition may include an act of God, or terrorism.

However, force majeure shall not include an act, failure or refusal to act, event, occurrence or condition which, either in whole or in part:

a. Is the result of a labor strike, stoppage, slowdown or other labor related problem caused by employees either of the Contractor or an affiliate; or
b. Is the result of a change in the federal revenue income tax laws; or
c. Is or was reasonably within the control of, reasonably could have been permitted by, or was caused by the negligence, misfeasance or malfeasance of the party claiming force majeure.

Material Breach of the Agreement. A material failure or refusal by either party to perform its respective duties and obligations required by the Agreement and applicable law, which causes substantial harm to the non-breaching party.

Medical Director. Medical Director means an individual working in the ER of Blount Memorial Hospital who has an active, unencumbered license to engage in the practice of medicine pursuant to Title 63, Chapter 6, or Chapter 9, and who provides medical advice, direction, oversight and authorization to emergency medical services personnel at a licensed ambulance service, and/or emergency medical services educational institution, including, but not limited to, quality assurance.

Modification. A written amendment to the Agreement, executed by the Contractor and the County.

Non-Emergency Transports. Requested medical transports of patient(s), or unscheduled transports, not meeting the definition of emergency transport of patient(s).

Paramedic. A person who is certified by the State to perform basic and advanced life support procedures, pursuant to the provisions of Department Regulations.

Party. The Contractor or the County.

Patient. An individual who is ill, sick, injured, wounded, or otherwise incapacitated, and is in need of, or is at risk of needing, medical attention or care on scene and/or during transport to or from a health care facility.

Performance Damages. Means any damages stemming from any breach of this Agreement by the Contractor, other than Response Damages.

Request for Proposal (RFP). The document issued by the County requesting detailed proposals to provide the services described in the RFP and the Agreement.

Response. Means the act of responding to an emergency or a non-emergency request, which begins with the dispatching of an ambulance and, (1) in the case of a request resulting in a patient being transported, ends with the ambulance's arrival at the incident location, or (2) in the case of a request which does not result in a patient transported, ends with cancellation of the ambulance responding to the request.

Response Time. That period of time when the Contractor is notified of a pending emergency request, until arrival at the incident location.

State. Means the State of Tennessee.

Unit Hour. Means a fully equipped and staffed ALS ambulance on a response or waiting for a response for one hour.

SECTION 202. TERMS GENERALLY

The terms "include", "includes", or "including", as used in this Agreement, shall be deemed to be followed by the phrase, "without limitation". When words or terms are used in the Agreement, they are to be interpreted or construed, first, as expressly defined in the Agreement; and secondly, if not expressly defined, according to any generally accepted technical meaning in the emergency medical services industry; and thirdly, if there is no generally accepted technical meaning, according to their common and customary usage.

SECTION 203. MODIFICATION

The Agreement may be amended only by a modification. The County and the Contractor expressly agree that any oral communication, later course of conduct, or other attempt to change the Agreement other than by a modification shall not be binding or enforceable. For this purpose, the Agreement shall be considered to be within the Tennessee Statute of Frauds, TCA 29-2-101(5), because the Agreement cannot and shall not be fully performed within the space of one (1) year from the Agreement date.

ARTICLE 3. TERM AND END-TERM PROVISIONS

SECTION 301. TERM OF AGREEMENT

This Agreement shall commence at 00:00:01 hours on July 1, 2015 and shall terminate at 24:00 hours on June 30, 2017.

SECTION 302. RENEWAL OPTION

a. The Agreement may be renewed for up to five (5) additional one (1) year terms upon written agreement of the parties. Request for the Agreement renewal must be made by the Contractor to the County in written form by January 01 of the renewal year.

This option shall be exercised only if the Contractor is successful in completing the performance review as outlined in Subsection b and if all terms and conditions remain the same. The Blount County Purchasing Agent must approve any renewal.

b. Upon receipt of the Contractor's request for a one (1) year extension in accordance with Subsection a above, the County shall conduct an evaluation and assessment of the Contractor's performance during the previous contract year.

The County will evaluate the Contractor using two sets of performance based criteria. The determination of whether the Contractor has satisfied the performance review is solely within the judgment of the Blount County Purchasing Agent.

Level I criteria will be minimum standards to be met by the Contractor during each contract year and are generally described as follows:

1. The Contractor has consistently achieved response time compliance based on the standards set forth in Section 406.

2. The Contractor's overall performance has resulted in a minimum number of performance damages being assessed as set forth in Section 705.

3. The Contractor consistently and timely delivers to the County all reports and documentation required by this Agreement with a minimum of inaccurate, deficient or missing documentation.

4. The Contractor consistently demonstrates clinical performance standards which comply with all County / State rules and regulations.

5. The Contractor consistently maintains and projects to the general public a professional image.

Level II criteria identify performance by the Contractor in excess of the minimum standards and are generally described as follows:

1. The Contractor consistently exceeds the minimum response time requirements set forth in Section 406.

2. The Contractor can effectively demonstrate that the overall EMS System has realized improvements in quality of patient service and clinical excellence in each of the prior contract years.

3. The Contractor exceeds the minimum contractual requirements regarding community service and education.

4. The Contractor has received recognition through community service awards or other honors which signify superior commitment to the community.

5. The Contractor's recent audit by the County or the Department is ranked superior with a zero or minimum number of deficiencies.

SECTION 303. EXPIRATION OF TERM

If the Contractor fails to exercise the renewal option as set forth in Section 302(a) above, or fails to earn an extension in accordance with Section 302(b), the term of this Agreement shall automatically terminate on the expiration date at 24:00 hours June 30, 2017.

SECTION 304. LAME DUCK PROVISIONS

Should the Contractor not succeed itself at the end of the term of this Agreement, the County shall depend upon the Contractor to continue to provide all services required under this Agreement until the successor contractor assumes service responsibilities for a period not to exceed 180 days. Under these circumstances, the Contractor will, for the remaining term of this Agreement, serve as a "lame duck" contractor. To ensure continued performance fully consistent with the requirements of this Agreement throughout any such lame duck period, the following shall apply:

a. The Contractor shall make no changes in methods of operation, which could reasonably be considered to be aimed at cutting the Contractor's service below that required by this Agreement in order to maximize profits during such lame duck period.

b. The Contractor shall continue all operations and support services at the same level of effort and performance that were in effect prior to the award of the subsequent contract to the successor contractor, including, but not limited to, compliance with the provisions related to the qualifications of key personnel.

c. The Contractor shall not penalize or bring personal hardship to bear upon any of its employees who may apply for work on a contingent basis with a competing bidder, and shall allow without penalty its employees to sign contingent employment agreements with competing bidders at the employees' discretion. The Contractor may, however, prohibit its employees from assisting competing bidders in preparing their bid proposals by revealing the Contractor's trade secrets or other information about the Contractor's business practices or field operations.

ARTICLE 4. DUTIES AND RESPONSIBILITIES OF CONTRACTOR

SECTION 401. GENERAL DUTY

a. Beginning on July 1, 2015 at 00:00:01 hours and continuing for the term of the Agreement, the Contractor shall provide and pay for all administration, insurance, professional expertise, labor, materials, vehicles, and equipment necessary to respond to all emergency and non-emergency calls referred to the Contractor by the Blount County Emergency Communications District (BCECD). In responding to emergency requests, the Contractor shall satisfy the response time requirements set forth in Section 406.

b. The Contractor is to have personnel located within the BCECD in order to facilitate all emergency and non-emergency calls and the deployment of ambulances on or before October 1, 2015. The Contractor is to be responsible for all associated expenses of having onsite operations within the BCECD.

c. The Contractor shall enter into an agreement with BCECD concerning terms for leasing facility space at a fair market and commercially reasonable value and dispatch protocols.

d. The Contractor shall apply for, secure, and renew all licenses, permits, certificates or similar government approvals which are or may be required by applicable law and Department's Rules and Regulations for conducting services described herein.

e. The Contractor shall accept assignment of Medicare benefits as payment and shall not bill Medicare beneficiaries for any additional amount except as permitted by the Medicare Guidelines for the acceptance of assignment.

f. The Agreement shall make available to all persons within the County, on a subscription fee basis, emergency services (as defined herein) to be provided by the Contractor pursuant to this Agreement. A household shall be defined as all individuals living in the home.

g. The Contractor shall provide a standby ALS ambulance for standby upon request of the EMS Coordinator when: 1) there is reason to believe a life threatening public emergency presently exists in the County (to include Fire and Law Enforcement scenes, when requested), and 2) dedicated city and county sponsored special events (not to exceed a total of 500 unit hours per year).

h. Subject to the Contractor's reasonable policies and procedures regarding same, the Contractor shall permit paramedic and emergency medical technician trainees to accompany ambulances in their regular and ordinary responses for the purpose of assisting such trainees in completing the curriculum and experiences necessary for completion of training programs approved by the State. The Contractor's policies and procedures may address, among other things, the requirement of written waiver and indemnity agreements, dress codes, conduct codes and the like.

i. The Contractor shall comply with all Blount County Emergency Plans, or successor plans adopted and approved by the EMS Coordinator, or the Blount County Emergency Management Agency whenever the provisions or such plan or plans are in effect. The Contractor further agrees to participate in at least two (2) community disaster drills per calendar year, as directed by the EMS Coordinator, or the Blount County Emergency Management Agency.

j. The Contractor may not offer incentives, by way of additional salaries or wages, or compensated leave of absence, to employees based upon the number of procedures performed or based upon mileage for the provision of ambulance transportation.

SECTION 402. TRANSPORT

a. The Contractor shall provide emergency services from the scene to the appropriate health facility or other location for all persons in the county, regardless of ability to pay.

b. The Contractor will transport demised persons to appropriate health facilities for identification and examination upon request by the Blount County Medical Examiner or designee at no cost to the County. When possible, a non-ALS unit shall be used for transport.

c. The Contractor will make available its financial hardship and assistance programs pursuant to its internal policies as amended from time to time for indigent citizens.

d. The Contractor shall transport an individual from Blount Memorial Hospital to an appropriate mental health facility for the Blount County Sheriff's Office, as directed by a Blount Memorial Hospital physician, at the price set forth in the Contractor's RFP Response.

e. The Contractor will bill for transports in accordance with the rate schedule set forth in the Contractor's response to Blount County Request for Proposal 2014-2323.

SECTION 403. COMMUNICATIONS EQUIPMENT

a. The Contractor shall, at its sole expense, install in all units, radios capable of communicating with all emergency response agencies serving Blount County.

b. The Contractor shall provide, at its sole expense, all paramedics and EMTs with handheld portable radios capable of communicating with all emergency response agencies serving Blount County.

c. The Contractor shall provide to Blount County, at its sole expense, all system status software, notification devices used to alert level status, and other equipment that may be needed to monitor responses.

SECTION 404. NOTIFICATION

a. The Contractor shall notify the EMS Coordinator throughout the contract term as follows:

1. The Coordinator shall be notified immediately, via electronic communication or verbally, whenever the following occurs:

    a. Response time exceptions greater than 10 minutes; and
    b. Any single incident or accident requiring the response of three (3) or more ambulances; and
    c. Mass casualty incidents; and
    d. Any vehicle accidents involving a Contractor's vehicle; and
    e. Ambulance levels of three or less specific to the number of available ambulances.

2. The Coordinator shall be notified daily, via electronic communications, of the Contractor's daily compliance report.

SECTION 405. AVAILABLE AMBULANCES

a. The Contractor shall dedicate sixteen (16) ambulances licensed in Blount County, TN operations. One (1) of these ambulances shall be 4-wheel drive. The Contractor shall dedicate two (2) additional 4-wheel drive vehicles for use in Blount County, TN operations.

b. The Contractor shall, at all times under this Agreement, make available not less than three ambulances for emergency response.

c. The Contractor will maintain a Mutual Aid Agreement with another licensed ambulance service in Blount/Loudon/Knox area to assist them in emergency responses when the system drops to level three, subject to third parties' willingness to enter into such agreements All responses will be logged and reported to the EMS Coordinator.

d. If the Contractor has no ambulances available for an emergency request (level 0) and/or fails to meet the response time provided herein, damages as set forth in Section 705(a) will be assessed against the Contractor.

SECTION 406. RESPONSE TIME

a. As used herein, the term emergency request shall include any response by the Contractor on an emergency request as called into the Blount County Emergency Communications District, including responses (1) resulting in transportation of patients, (2) resulting in no services being rendered or patients being transported, and 3) the emergency request is cancelled after the lapse of the contracted response time (10 minutes). In each thirty (30) day period, (beginning on the first day of each month) and commencing on the first day of operations, not less than ninety percent (90%) of the Contractor's responses to emergency requests shall be performed in 10 minutes or less subject to the terms of Section 704.

b. If, in each thirty (30) day period, the Contractor fails to respond to Priority One or Priority Two emergency requests within the applicable performance requirement, as set forth above, it shall pay response damages set forth in Sections 703 and 704.

c. Response time exemptions. The Contractor shall maintain projections for reserve staffing capacity for increase production should there be a temporary system overload. However, it is understood that on occasion unusual factors beyond the Contractor control affect the achievement of the required response time standards. For purposes of determining the Contractor's compliance with the response time standards as set forth herein, and for calculating damages in Sections 703 and 704, every request for ambulance service shall be counted except as follows:

1. Requests which are cancelled prior to the Contractor's arrival at the incident location, but before the contracted response time has expired (10 minutes).
2. During a period of severe weather conditions, such that response time compliance is either impossible or could be achieved only at a greater risk to EMS personnel or the public than would result from a delayed response.
3. Requests during a disaster, locally or in a neighboring jurisdiction, which has requested assistance from the County.
4. Transport of an individual from Blount Memorial Hospital to the appropriate mental health facility for the Blount County Sheriff's Office.
5. Transports requests that are downgraded by any 1st Responder.
6. Priority 3 requests.
7. Multi-unit responses wherein the first unit shall be measured for response time requirements, but additional units shall be dispatched from the closest locations but shall not be subject to the response times set forth herein.
8. Due to the difficult terrain and coverage, the response time for an emergency request within the geography of the National Park Service shall be exempt with the exception of the Foothills Parkway other than the area from Tab Cat Bridge Mile Marker 11 on US Hwy 129 to Mile Marker 1 at the North Carolina State Line which shall also be exempt.
9. The response time for an emergency request may also be excluded when the EMS Coordinator determines there is other good cause for an exception. The grounds for the exception must have been a substantial factor in producing the particular response time, and the Contractor must have made a good faith effort to comply with the appropriate standard. Such grounds include, but are not limited to, the transmission of erroneous, incomplete or inaccurate information from the BCECD. The Contractor may appeal an exception determination made by the EMS Coordinator to the EMS Board.

SECTION 407. AMBULANCE SPECIFICATIONS

a. All ambulances used for emergency patient transportation shall be a minimum of Type III ambulance, not more than five (5) years old from the date of sale as a new vehicle, and shall not have been used more than 300,000 miles. All ambulances used for the non-emergency transportation of patients shall be not more than seven (7) years old from the date of sale as a new vehicle, and shall not have been used more than 350,000 miles.

b. Contractor shall provide a 4-wheel drive vehicle for use in inclement weather and backcountry use. This vehicle shall be enclosed and of sufficient length to transport a patient flat on a spine board. This vehicle shall be in a constant state of readiness. The vehicle shall not be more than five (5) years old from the date of sale as a new vehicle and shall not have been used more than 150,000 miles.

c. All maintenance and repair records and inventory records shall be available for inspection by the EMS Coordinator.

d. All ambulances shall conform to the State Rules and Regulations.

e. Equipment shall be available to allow ambulances to travel in inclement weather conditions, including snow or ice. The Contractor shall adhere to the inclement weather policy of the Blount County Emergency Management Agency.

f. Each ambulance shall permanently display the name or other suitable corporate identification or logo on the outside of the vehicle along with that vehicle's identification number.

g. Any ambulance used by the Contractor for transporting of patients shall conform to all standards as promulgated and defined by the State and all rules and regulations promulgated and set forth by the County.

h. All ALS ambulances shall be equipped with necessary equipment to transmit EKG's to all Blount and Knox County hospital emergency rooms.

SECTION 408. PERSONNEL

a. The Parties understand that the EMS System requires professional and courteous conduct at all times from Contractor's field personnel, communications personnel, middle management, and top executives. The Contractor shall employ highly trained paramedics, EMTs, AEMT's and support staff to provide patient care and to operate Contractor's vehicles and equipment. Each EMT/AEMT and paramedic shall be physically capable of performing the tasks assigned by the Contractor, shall be clean in dress and person, and shall display their name and certification on a photo identification badge in an appropriate manner visible to the patient.

1. Each Paramedic (EMTP or CCEMTP) will obtain and maintain certification or licensing as follows: (a) Class D with an F endorsement Tennessee drivers license, (b) Tennessee Paramedic license from the Division of Emergency Medical Service, (c) American Heart Association or Red Cross CPR (1 and 2 person, FBAO infant, child, and adult conscious and unconscious, plus AED), (d) Advanced Cardiac Life Support (ACLS), (e) Pre-hospital Pediatric Life Support, Emergency Pediatric Care (EPC) or Pediatric Advanced Life Support (PALS), and (f) Pre-hospital Trauma Life Support (PHTLS) or the advanced level of International Trauma Life Support (ITLS),

2. Each EMT/AEMT will obtain and maintain certification or licensing as follows: (a) Class D with an F endorsement Tennessee driver's license, (b) Tennessee EMT/AEMT license from the Division of Emergency Medical Service, (c) American Heart Association or Red Cross CPR (1 and 2 person, FBAO infant, child, and adult conscious and unconscious, plus AED.

3. Communications personnel shall be certified as Basic Telecommunicator and Emergency Medical Dispatchers (EMD) by the standards set forth in the Association of Public Safety Communication Officials (APCO).

b. The Contractor shall utilize reasonable work schedules, shift assignments, and provide working conditions that assists in attracting and retaining highly qualified personnel. The Contractor shall utilize management practices which ensure that field personnel working extended shifts, part-time jobs, voluntary overtime, or mandatory overtime are not exhausted to an extent which might impair judgment or motor skills.

c. The Contractor shall offer to its employees a compensation and benefits package designed to attract and retain highly qualified field personnel and communications center personnel.

SECTION 409. FIRST RESPONDERS

The Contractor shall cooperate and coordinate its activities and services with First Responders for the purpose of ensuring quality patient care. The Contractor will maintain all records per State's requirements.

SECTION 410. PRODUCT AVAILABILITY

The Contractor shall have available a minimum of two (2) each auto Chest Compression Systems for use in rural areas of Blount County on or before October 1, 2015. These shall be Lucas 2 brand or equivalent.

To the extent on the Effective Date of this Agreement, Contractor has provided any LIFEPAK devices to First Responders within the County, Contractor shall continue such partnerships throughout the Term of this Agreement.

SECTION 411. EMS BOARD

The Contractor shall participate in established meetings with an EMS Board consisting of City and County First Responders, City and County officials, and Blount Memorial Hospital officials.

SECTION 412. COMMUNITY COMMUNICATION.

The Contractor shall participate in established meetings with City and County officials and members of the community. The Contractor shall have a staff member available within the Contractor's operations in the County who shall be available during reasonable business hours to address community concerns and address community members.

ARTICLE 5. COUNTY'S DUTIES AND RESPONSIBLITIES

SECTION 501. GENERAL DUTIES

The County shall monitor the response time performance pursuant to the requirements of and upon the intervals set forth in Section 406.

ARTICLE 6. INSURANCE AND INDEMNIFICATION

SECTION 601. MINIMUM INSURANCE REQUIREMENTS

a. On or before July 1, 2015, the Contractor shall obtain and provide certain insurance coverage by insurers duly licensed and authorized to operate in the State of Tennessee. The Contractor shall provide the insurance coverage as outlined in the Insurance Checklist included in the RFP.

b. The Contractor shall have Blount County Government and Blount County Board of Education named as additional insured per the insurance policy.

c. Complete copies of the Contractor's required insurance policy shall be delivered to or otherwise made available for inspection by the County within ten (10) days after being received by the Contractor. The Contractor shall maintain required insurance in full force and effect for the term of the agreement.

SECTION 602. INDEMNIFICATION

a. The Contractor shall indemnify, defend, save and hold harmless Blount County, its officers, agents, representatives, and employees and Blount County Emergency Communications District, its officers, agents, representatives, and employees from any and all suits, claims, demands, liabilities, penalties, expenses, judgments, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by the Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of the Contractor, its subcontractors, suppliers, agents, or employees.

b. It is not the intention of the parties that the Contractor shall indemnify the County against the County's own negligence or the negligence of the County's employees, officers, volunteers or agents. If any County employee, officer, volunteer or agent damages any of the Contractor's property, the County will be responsible for repair or replacement of the property. If a Contractor's employee, officer or agent damages any County property, the Contractor will be responsible for repair or replacement of the property.

ARTICLE 7. PAYMENT AND OTHER FINANCIAL PROVISIONS

SECTION 701. PAYMENT

a. The County shall submit claims for response time damages on a monthly basis pursuant to Section 703, 704 and 705.

PD = Performance Damages pursuant to Section 705, or breach of contract damages other than Response Damages.

RD = Response Damages pursuant to Sections 703 and 704.

b. The County shall have the right at anytime to inspect the records and books and all tax returns and other necessary records and documents of Contractor to ascertain the correct financial status of the Contractor and to determine if the amounts paid hereunder are commensurate with services rendered and the requirements of this Agreement.

SECTION 702. Reserved

SECTION 703. RESPONSE TIME DAMAGES

In each thirty (30) day period (beginning on the first day of each month, and commencing on the first day of operations), not less than ninety percent (90%) of the Contractor's responses to emergency requests shall be performed in 10 minutes or less as set forth in Section 406.

Failure of the Contractor to meet response time requirements will result in a penalty levied against the contractor. Since there is no subsidy from the County, a penalty letter will be sent to the Contractor and must be paid within 15 days of the date of the penalty letter. If the penalty is not paid within 15 days, the payment will double with further actions taken.

Response Time Damages	
Percentage of responses to emergency requests which satisfy response requirements	Damages per 30-day period (Damages are cumulative)
90% or greater	$ 0.00
89.0% to 89.9%	$1,000.00 per one (1) percent
88.0% to 88.9%	$2,000.00 per one (1) percent
87.0% to 87.9%	$3,000.00 per one (1) percent
86.0% to 86.9%	$4,000.00 per one (1) percent
85.9% or below	$5,000.00 per one (1) percent

SECTION 704. RESPONSE TIME DAMAGES – ALS/BLS FIRST RESPONDER

a. The Contractor may use an ALS or BLS First Responder for meeting the response time requirements set forth in Section 406.

b. If the Contractor utilizes an ALS or BLS First Responder for time response compliance as required by Section 406, the ALS ambulance emergency transport unit must arrive at the incident location within fifteen (15) minutes of the emergency request. Failure of the ALS ambulance to arrive at the incident location within fifteen (15) minutes will result in a response time damage assessment based on the following:

ALS First Responder damages shall be rounded up to the next whole number. Example, 15:01 would be rounded to 16:00 minutes.

Response Time Damages – ALS/BLS First Responder	
ALS Ambulance Arrival	Damages per incident (Damages are cumulative)
15:01 to 18:01	$250 per minute
19:01 to 29:01	$500 per minute
30:01 plus each subsequent minute	$1000 per minute

c. The Contractor will be financially responsible for response time damages if an ALS or BLS First Responder does not meet the response time requirements.

SECTION 705. SPECIFIC PERFORMANCE DAMAGES

a. Ambulance availability. The Contractor's failure to provide available ambulances as required in Section 405 will result in performance damages to be assessed per emergency request as follows:

Performance Damages	
Ambulance Availability Level	Damages (cumulative)
Level 0	$5,000
Level 0	Additional $1,000 per emergency call while at level 0

b. Priority 3 Non-emergency requests received through the BCECD. For every non-emergency request for which the ambulance response time exceeds forty-five (45) minutes from the Contractor's notification till arrival at the incident location, a penalty of two hundred and fifty ($250) will be assessed per incident.

ARTICLE 8. COUNTY'S RIGHT TO TERMINATE AGREEMENT

SECTION 801. TERMINATION FOR CAUSE

a. The County may, subject to the Agreement, terminate the Agreement because of any one or more of the following material breaches of the Agreement:

1. The Contractor has failed to satisfy the response time requirements for a period of three (3) consecutive months.

2. The Contractor has committed any other material breach of the Agreement.

3. The Contractor has intentionally falsified any information it is required to provide under the Agreement.

4. The written admission by the Contractor that it is bankrupt, or the filing by the Contractor of a voluntary petition as such under the Federal Bankruptcy Act, or the consent by the Contractor to the appointment by a court of a receiver or trustee for all or a substantial portion of its property or business, or the making by the Contractor of any arrangement with or for the benefit of its creditors involving an assignment to a trustee, receiver or similar fiduciary regardless of how designated, of all or a substantial portion of Contractor's property or business.

b. If the County has grounds for termination of the Agreement as provided by Section 801 due to a material breach and elects to terminate the Agreement, the County shall give written notice to the Contractor of the basis for the claim within thirty (30) days after the County's actual discovery of the first act, omission, occurrence or event giving rise to the claim. If, within sixty (60) days following the delivery of the written notice to the Contractor, the Contractor acts reasonably to remedy the claimed material breach, the County shall not be permitted to terminate this Agreement on account of that claimed material breach. If, within sixty (60) days following the delivery of the written notice to the Contractor, the Contractor does not remedy the claimed material breach, but does submit a written plan and schedule to the County for remediation of the claimed material breach, and that plan is approved by written notice from the County to the Contractor (which approval will not be unreasonably withheld), the County shall not be permitted to terminate the Agreement on account of the claimed material breach; provided, however, that if the Contractor fails to perform in accordance with the approved written remedial plan, the County shall be entitled to subsequently assert such failure by the Contractor as an additional material breach. If, within sixty (60) days following delivery of the written notice, the Contractor fails or refuses to act reasonably to remedy the County's claimed material breach and fails or refuses to submit a written plan and schedule for remediation of the material breach and obtain approval of that plan by the County, then the County may, by written notice to the Contractor, terminate this Agreement. Nothing contained in this Agreement is meant to operate as or constitute a waiver or release of the Contactor's rights to dispute the existence of the basis of any termination or to protest any termination decision by the County. The County reserves the right during the process set out in this paragraph to negotiate with and contract with a new provider for the services set out in this Agreement.

SECTION 802. AFTER TERMINATION FOR CAUSE

After termination of the Agreement for cause, the County may exercise any one or more of the following remedies:

1. Take possession of the Contractor's ambulances, equipment and /or supplies pursuant to a lease agreement by which the County would pay the Contractor a sum total of ten dollars ($10.00) for the use of all of Contractor's ambulances, equipment and /or supplies used in performing Contractor's contractual obligation for a period of not less than one hundred eighty (180) days, and operate ambulance services as would otherwise be operated by the Contractor; the County would be responsible for maintenance and insurance of Contractor's ambulances, equipment and/or supplies during this period;

2. Negotiate a contract with another contractor to provide the services required under this Agreement;

3. Assess against the Contractor the County's performance damages which have accrued prior to termination, termination damages which consist of the County's direct damages, and assert any other rights and remedies specifically provided for by the Agreement against the Contractor.

SECTION 803. COUNTY'S RIGHTS - CUMULATIVE; SURVIVAL

The County's rights and remedies as provided in this Agreement are cumulative, except as otherwise expressly provided by the Agreement, and shall survive the termination of the Agreement.

SECTION 804. END OF CONTRACT

Contractor acknowledges that Blount County shall initiate a study on the feasibility of a County-owned ambulance service. When this action is taken and if the County decides that a County-owned service is the most advantageous method of providing services to the citizens of Blount County, the County shall depend on the Contractor to continue provision of all services required under this Contract until the County is prepared to provide its own service for a period not to exceed 180 days. During that period, the current Contractor shall continue operations at the same level of effort and performance as were in effect prior to the decision.

ARTICLE 9. CONTRACTOR'S RIGHT TO TERMINATE AGREEMENT

SECTION 901. TERMINATION FOR CAUSE

a. The Contractor may, subject to the Agreement, terminate the Agreement upon the occurrence of any one or more of the following acts, omissions, events or conditions:

1. Any material breach of the Agreement by the County.

b. If the Contractor believes that it has grounds for termination of the Agreement and elects to terminate the Agreement, the Contractor shall give written notice to the County of the basis for the claim within thirty (30) days following the Contractor's actual discovery of the first act, omission, occurrence or event giving rise to the claim.

If, within sixty (60) days following delivery of written notice, the County acts reasonably to remedy the Contractor's claimed grounds for termination, the Contractor shall not be permitted to terminate the agreement.

If the Contractor's claimed grounds for termination are not remedied by the County within the sixty (60) day period, the Contractor may, by written notice to the County, terminate the Agreement. Nothing herein shall restrict or impair the Contractor's right to claim damages or losses on account of a material breach by the County which is subsequently cured.

SECTION 902. AFTER TERMINATION FOR CAUSE

After termination of the Agreement by the Contractor under Section 901, the Contractor may assert any claims for costs, losses and damages which may be permitted by law incurred in enforcing its rights and remedies relating to this Agreement.

SECTION 903. CONTRACTOR'S RIGHTS - CUMULATIVE; SURVIVAL

The Contractor's rights and remedies as provided in this Agreement are cumulative, except as otherwise expressly provided by the Agreement, and shall survive the termination of the Agreement.

ARTICLE 10. OPERATIONAL CHANGES

SECTION 1001. COUNTY INITIATED CHANGES

a. The County, without invalidating the Agreement, may at any time order the Contractor to perform changes in operations, including additions to or deletions from the Contractor's obligations, subject to the following terms and procedure:

1. The County shall submit to the Contractor a written request, describing the County's proposed change in operations and requesting the Contractor to submit a proposal for performing the requested change;

2. The Contractor, within twenty (20) days after receiving the County's request, shall prepare and submit to the County, on such forms and with such detailed information as the County may require, a written proposal which shall include the following information:

   a. A statement as to whether the Contractor is ready, willing and able to perform the requested change in operations;
   b. What changes, if any, in the response time requirements will, in the Contractor's opinion, be required for performing the County's requested change;
   c. The effect, if any, of the requested change upon the Contractor's operations under this Agreement; and
   d. Such additional detailed information as the County may reasonably require.

3. The County may, after receipt of the Contractor's proposal, follow any one or more of the following courses of action:

   a. The County may elect to abandon the proposed change in operations;
   b. The County may negotiate with or seek additional information from the Contractor;
   c. The County may revise and resubmit the request to the Contractor according to the above procedure;
   d. The County and the Contractor may voluntarily execute the proposal for a requested change in operations, which will then constitute a modification to the Agreement;

b. The Contractor shall, upon receipt of a change in operations from the County, promptly proceed to perform or cause the change as authorized and directed and shall complete the implementation of the change in operations within a reasonable time, to be determined by mutual agreement of the Contractor and the County; provided, however, that the Contractor shall not be required to proceed to perform or cause the change in the work:

1. If the Contractor has notified the County, and has in good faith determined that the change will adversely affect the Contractor's ability to satisfy all response time requirements of the Agreement.

SECTION 1002. CONTRACTOR INITIATED CHANGES

The Contractor may propose and submit to the County a proposed operational change in the County's basic obligations or the performance requirements subject to the following terms and procedure:

1. The Contractor shall prepare and submit to the County a written proposal for a requested change on such forms and with such detailed information as the County may require, including, but not limited to, the following:

   a. A detailed description of the requested change in operations;
   b. What changes, if any, in the Agreement or the performance requirements are requested by the Contractor;
   c. The effect, if any, of the requested change upon the Contractor's operations; and
   d. Such additional detailed information as the County may require.

2. The County, within twenty (20) days after receipt of the Contractor's request for a proposed change order, shall follow any one or more of the following courses of action:

   a. The County may fail or refuse to respond (within the twenty (20) day time period) to the request for proposed change, in which case the Contractor's request shall be deemed to be denied, and the Contractor shall proceed with performance under the Agreement;
   b. The County may negotiate with or request additional information from the Contractor concerning the request, in which event the County shall have no duty to act upon the request for the proposed change order until such information, in writing, is received from the Contractor; or
   c. The County and the Contractor may voluntarily execute the proposal for the requested change in operations, which will then constitute a modification to the Agreement.

ARTICLE 11. MISCELLANEOUS

SECTION 1101. DISPUTE RESOLUTION FORUM

Any dispute arising under the Agreement which is not resolved informally by the County and the Contractor, or under the terms of the Agreement, shall be prosecuted further, if at all, only in the Circuit or Chancery Courts located in Blount County, Tennessee.

SECTION 1102. SEVERABILITY

If any term or provision of the Agreement, or the application thereof to any party or circumstance, shall be invalid or unenforceable to any extent, the remainder of the Agreement, and the application of such term or provision to parties and circumstances other than those as to whom or to which it is held invalid or unenforceable, shall not be affected thereby; and each term or provision of the Agreement shall be valid and enforceable to the fullest extent permitted by law.

SECTION 1103. THIRD PARTY BENEFICIARIES

This Agreement is solely for the benefit of the Contractor and the County and is not intended to confer any right or benefit on any other party whatsoever. No third party shall have any right or claim whatsoever based on this Agreement.

SECTION 1104. ASSIGNMENT

The County may, after written notice to the Contractor, assign all or part of its rights and benefits and delegate its obligations under the Agreement to any successor form of government with authority to act as the local government for the current geographic and political boundaries of the

County. The Contractor shall not assign any rights nor delegate any obligations required by this Agreement to any party, except with the express written approval of the County.

SECTION 1105. NON-WAIVER

No payment, acceptance of payment or other act or failure to act by the County or the Contractor shall be considered to be an acceptance of default or defective performance, nor a waiver under the Agreement or the law, unless such acceptance or waiver is expressed in a written notice.

SECTION 1106. NON-DISCRIMINATION IN EMPLOYMENT

Contractor will not discriminate against any applicant for employment because of age, race, color, religion, sex or national origin. Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to age, race, color, religion, sex or national origin. Such action shall include, but not be limited to, recruiting and related advertising, layoff or termination, upgrading, demotion, transfer, rates of pay and compensation, and selection for training, including apprenticeship. Contractor will post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

SECTION 1107. ENTIRE AND COMPLETE AGREEMENT

This Agreement, as amended, and Documents A-C as listed in Section 103 of this Agreement, constitute the entire and complete agreement of the parties with respect to the services to be provided hereunder. This Agreement, unless provided herein to the contrary, may be modified only by written agreement duly executed by the parties with the same formality as this Agreement.

SECTION 1108. GOVERNING LAW

The Agreement shall be interpreted, construed and governed according to the laws of the State of Tennessee and Blount County.

SECTION 1109. NOTICES

All notices, consents and agreements required or permitted by this Agreement shall be written, and as applicable, shall be transmitted by registered or certified mail, with notice to be given upon receipt, and shall be addressed as follows:

County: Blount County Government
Attn: Purchasing Agent
385 Court St.
Maryville, Tennessee 37804

Contractor: Rural Metro of Tennessee, L.P.
c/o Rural/Metro Corporation
8465 N. Pima Road
Scottsdale, AZ 85258
Attn: Legal Department

With a copy to Rural/Metro of Tennessee, L.P.
10140 Gallows Point Drive
Knoxville, TN 37931

SECTION 1110. FAIR MARKET VALUE

This Agreement has been negotiated at arms length and in good faith by the parties. Nothing contained in this Agreement, including any compensation paid or payable, is intended or shall be construed: (i) to require, influence or otherwise induce or solicit either party regarding referrals of business or patients, or the recommending the ordering of any items or services of any kind whatsoever to the other party or any of its affiliates, or to any other person, or otherwise generate business between the parties to be reimbursed in whole or in part by any Federal Health Care Program, or (ii) to interfere with a patient's right to choose his or her own health care provider.

SECTION 1111. COMPLIANCE WITH ANTI-KICKBACK STATUTE

Each party shall comply with the Federal Health Care Programs' Anti-Kickback Statute (42 U.S.C. § 1320a-7b) and any applicable regulations promulgated thereunder. The parties further recognize that this Agreement shall be subject to the amendments of the Anti-Kickback Statute or any of its applicable regulations. In the event any applicable provisions of the Anti-Kickback Statute or its regulations invalidate, or are otherwise inconsistent with the terms of this Agreement, or would cause one or both of the parties to be in violation of the law, the parties shall exercise their best efforts to accommodate the terms and intent of this Agreement to the greatest extent possible consistent with the requirements of the Statute and its applicable regulations.

SECTION 1112. COMPLIANCE WITH APPLICABLE LAW

Both parties agree to be in full compliance with all Applicable Law and shall immediately notify the non-breaching party in the event it has failed to comply with this Section. In such an event, the non-breaching party may immediately terminate this Agreement.

SECTION 1113. INDEPENDENT CONTRACTOR

Contractor is an independent contractor and nothing in this Agreement shall be construed as creating an employment relationship, agency, partnership, or joint venture between the parties. Each party shall control and direct the methods by which it performs its responsibilities hereunder. Except as provided herein, neither party is authorized to act on behalf of the other in any other matter whatsoever. In the event of medical necessity, County personnel may be requested to assist Contractor in the continued medical care medically necessary for the care of the patient by accompanying the patient during Contractor transportation. Under no circumstances shall County's employee be considered an employee of Contractor.

SECTION 1114. PUBLICITY PROVISION

Neither party shall use any trademarks, service marks, visual product representations, trade names, logos or other commercial or product designations of the other party, or disclose such without said party's express prior written consent. In particular, neither party shall identify or make reference to the other party in any advertising or other promotional modality regardless of its form without explicit prior written consent from said party.

The Agreement has been executed on behalf of the County and the Contractor on the last date appearing below:

Blount County, Tennessee:

By: _____

Title: Blount County Purchasing Agent

Date: _____

Rural Metro

By: _____

Title: Mark Lashley, Division President

Date: _____

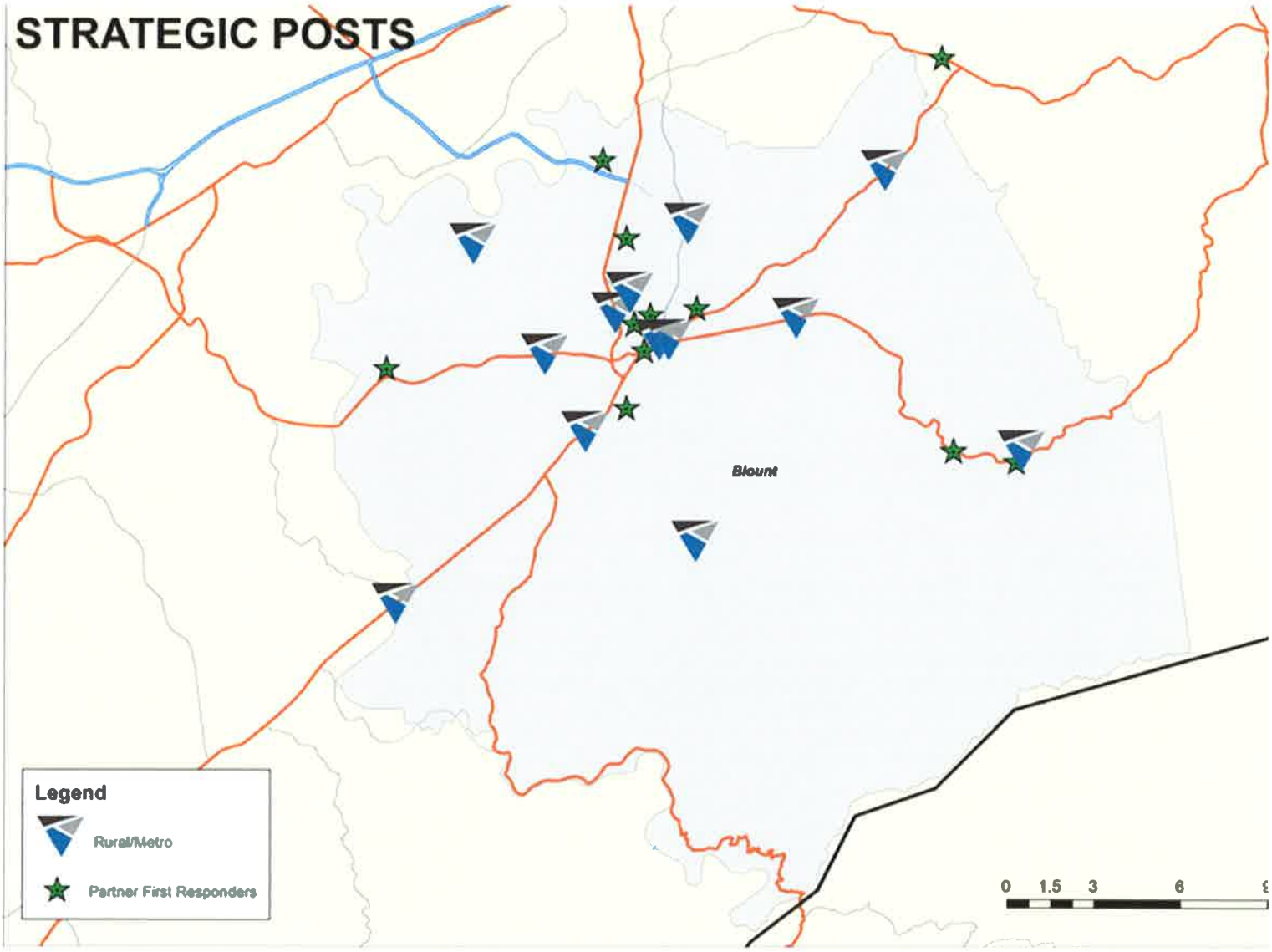
Approved as to Form and Correctness:

_____
Attorney for Blount County Government

_____
Date

Contract Number: 2014-2323

Addendum A
Contractor's Initial Posting Map and Locations



Blount Co Ambulance postings

***Post 1/ Station 13** 521 S Washington St Maryville TN 37803
(35.756385 , -83.964016)
Post 2 Bypass @ Louisville Rd Alcoa TN 37701
(35.772549 , -83.988601)
Post 3 E Lamar Alexander Parkway @ Tuckalechee Pike
(35.758553, -83.877998)
Post 4 411 S @ Fairview Rd Maryville TN 37801
(35.715966 , -84.016174)
Post 5 Old Knoxville Hwy @ Sam Houston Rd
(35.811684, -83.937253)
***Post 6** E Lamar Alexander Parkway @ Webb Rd Townsend TN
(35.679040 , -83.750700)
Post Central/Main Headquarters 296 E Howe St Alcoa TN 37701
(35.781557 , -83.978161)
***Post 7** Sevierville Rd @ Keeble Rd
(35.825148, -83.811754)
Post 8 Montvale Rd @ Jericho Rd
(35.655361, -83.957396)
***Post 9 Louisville Station** 3623 Louisville Rd, Louisville, TN 37777
(35.815545, -84.068429)
***Post 10 Greenback Station** Hwy 411S @ Hwy 95
(35.643463 , -84.145538)
Post 11 Blount Memorial Hospital 907 E Lamar Alexander Parkway
(35.755882, -83.958077)
Post 12 W Lamar Alexander Parkway @ Old Glory Rd
(35.756412, -84.034921)

*Postings with sleeping quarters for 24hr crews and/or future sleeping quarters.

REQUEST FOR PROPOSAL

BLOUNT COUNTY PURCHASING DEPARTMENT
385 COURT STREET
MARYVILLE, TENNESSEE 37804-5906

Proposals are being accepted for Emergency Medical Services for Blount County, TN, as stated herein.

Proposals shall be sealed and submitted to:

Blount County Purchasing Department
Blount County Courthouse, Room 319
385 Court Street
Maryville, TN 37804-5906

Public Opening of the proposals will be held at the above address on March 03, 2015 at 1:30 p.m. local time. The company name of the respondents will be the only information read aloud.

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Page 26 Conflict of Interest Statement
Page 27 Insurance Checklist
Page 28 Title VI *(voluntary disclosure)*
Page 29 Form W-9 *(to be submitted upon request)*
Ambulance Service Agreement (22 pages)

DATE ISSUED:	**January 30, 2015**
RFP No:	**2014-2323**
RFP TITLE:	**Emergency Medical Services for Blount County, TN**
RFP DEADLINE DATE & TIME:	**March 03, 2015 at 1:30 p.m. local time**
RFP CONTACT:	**Teresa Johnson, Purchasing Agent, tjohnson@blounttn.org**
CONTACT PHONE:	**(865) 273-5740**

Section 1. Standard Terms and Conditions of the RFP

1.1 Award

The right is reserved, as the interest of the County may require, to reject any and all proposals and to waive any minor informalities or technicalities in proposals received. The County reserves the right to award this proposal on an all-or-none basis. The County also reserves the right to not award this proposal. The contract award, if made, shall be to the most responsive, responsible proposer that presents the service that is in the best interest of the County. (*Responsive Bidder* is defined as a bidder that has submitted a proposal that conforms in all material respects to the Request for Proposal (RFP). *Responsible Bidder* is defined as a bidder that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.) Disputes arising from the award of this RFP must be submitted in writing to the Blount County Purchasing Agent and received no later than five (5) calendar days from contract award date.

1.2 Addenda

No modifications to the Invitation shall be binding upon the County unless made in writing by an authorized representative of the Blount County Purchasing Department. Addenda, if issued, are posted on the County's website: www.blounttn.org/purchase.aspx. Prior to submitting a proposal, it is the responsibility of the vendor to ascertain that they have received all addenda issued and submitted a proposal accordingly. No addenda will be issued later than 48 hours prior to proposal submittal deadline, excluding weekends and legal holidays.

1.3 Assignment

The Contractor may not sub-lease, sell, convey, assign, or otherwise transfer its interest in the contract without the official approval of the County.

1.4 Compliance with Applicable Laws

The vendor shall comply with all laws relating to the manufacture, sale, and purchases of items or services by County Governments insofar as they pertain to the purchase made under this contract.

1.5 Declarative Statements

Any statement or words (e.g.: must, shall, will, etc.) are declarative statements and the vendor must comply with the condition. Failure to comply with any such condition may result in the proposal being non-responsive and disqualified.

1.6 Federal Tax and State Sales Tax

Purchases by the County are not subject to any state sales or federal excise taxes. Exemption certificates shall be furnished by the County upon the Contractor's request.

1.7 Late Proposals

It is the responsibility of the vendor to deliver their proposal or proposal modification on or before the deadline date and time. Modifications cannot be made to the proposal after the deadline. The time of record will be the date/time stamp of the Blount County Purchasing Department. Late proposals will not be considered or returned.

1.8 Modification or Withdrawal of Proposals

Proposals may be modified or withdrawn by signed written notice to Blount County Purchasing or in person by an authorized vendor representative provided the modification or withdrawal is received prior to the proposal deadline. A vendor representative making a modification in person shall have proper identification and shall initial the change. The vendor representative shall sign a receipt for the withdrawal of a proposal. A telegraphic notice with an authorized signature would be acceptable for proposal modification or withdrawal. It is the vendor's responsibility to confirm receipt of the modification or withdrawal. The telegraphic communications shall not reveal the proposal price but shall provide the addition, subtraction or other modifications so that the final prices or terms will not be known by the County until the sealed proposal is opened.

1.9 Non-Collusion

The requirements of State and Federal Antitrust Law, as well as the terms and conditions of this RFP, require that all decisions made as to matters concerning this proposal be made on an individual firm basis. By signing this proposal, the vendor certifies that no company employees, agents, or representatives colluded in any respect with any other person or firm as to the terms and conditions of the company's proposal. Any concerted activity with respect to this proposal will be reported to the Antitrust Division of the Office of the Attorney General, State of Tennessee.

1.10 Notification to County

If no proposal is to be submitted in response to this RFP, it is not necessary to return the Request; however, notice should be given to the County if the recipient wishes to remain on the County's vendor list for future solicitations.

1.11 Performance Bonds

The successful bidder will furnish a Performance Bond made payable to Blount County Trustee in the form of a bond, certified check, cash or bank draft of one million dollars ($1,000,000.00). This bond, in part or all, is to be forfeited to the County in the event that the terms of the Contract are not met in total by the successful proposer.

1.12 Possession of Weapons

All vendors and their employees and their agents are prohibited from possessing any weapons on Blount County property without prior written consent from the County. In the case of a vendor whose contract requires possession of firearms or other weapons to successfully complete their contract, vendor must provide personnel who are bonded to bear said weaponry.

1.13 Preparation of Proposals

(A) Proposers are expected to examine all RFP documents. Failure to do so will be at the bidder's risk.

(B) Proposers shall furnish all information required by the Invitation. The proposer shall sign the Invitation; erasures or other changes shall be initialed by the person signing the offer.

(C) Unit price shall include freight unless otherwise specified in the Invitation. In case of discrepancy between any unit price and an extended price, the unit price shall govern.

(D) Alternate bids for supplies or services other than those specified will not be considered unless authorized by the Invitation.

(E) Blount County will not be responsible for any costs incurred by the proposer in the preparation of their proposal.

(F) Proposers are cautioned to check their proposal for possible error. Errors discovered after public opening cannot be corrected and the proposer will be required to honor their pricing or be subject to disqualification for award.

1.14 Proposal Acceptance

Proposal prices quoted shall be held firm and subject to acceptance by the County for a period of one hundred and twenty (120) calendar days from the proposal deadline, unless vendor indicates otherwise in their proposal. If awarded the RFP within the time frame specified, vendor agrees to furnish all supplies/services described or specified at the prices and delivery time quoted.

1.15 Proposal Bid Deposits

The RFP submittal must include a bid deposit in the form of a bond, certified check, company or personal check, cash or bank draft in the amount of twenty-five thousand ($25,000) made payable to the Blount County Trustee, for the measure of the liquidated damages which the County will sustain and the proceeds thereof will become property of the County if for any reason the vendor:

(A) Withdraws his proposal after the opening of the proposals and prior to the time a formal written agreement, evidencing the contract, has been signed and delivered to the County, whether or not the vendor at the time of such withdrawal has been designated as a successful bidder or

(B) Upon receipt of letter of intent, fails to properly sign and deliver to the County within seven (7) business days a Performance Bond, if required.

The vendor further agrees that the County will have the right to retain the bid deposit for a period of one hundred and twenty (120) days from the date of the opening of the proposals. The vendor does further agree the amount of the bid deposit stated herein to be firm for the above named period. At the expiration of said time, or earlier at the option of the County, said bid deposit will be returned to the vendor unless it has become the property of the County as liquidated damages for one of the reasons stipulated.

1.16 Public Information

The County will be free to use all information in the vendor's proposal for the County's purposes. Vendor proposals shall remain confidential until the County's evaluation is complete. The vendor understands that any material supplied to the County may be subject to public disclosure under the Tennessee Open Records Act, T.C.A. § 10-7-501 et seq.

1.17 Qualifications of Vendors

The County may make such investigations as are deemed necessary to determine the ability of the vendor to perform the work and the vendor shall furnish all such information and data for this purpose as the County may request. The County reserves the right to reject any proposal if the evidence submitted by or investigation of such vendor fails to satisfy the County that such vendor is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.

1.18 Restrictive or Ambiguous Specifications

It is the responsibility of the prospective bidder to notify Blount County Purchasing prior to the proposal deadline if there is a question as to the RFP specifications being formulated in a manner that would unnecessarily restrict competition. This requirement shall also apply to specifications that are in error or ambiguous.

1.19 Submissions of Proposals

(A) Proposals shall be enclosed in a sealed envelope/box/container and submitted to the Blount County Purchasing Department, 385 Court Street, Maryville, Tennessee 37804-5906. Include the name and address of the vendor on the face of the envelope/box/container along with the proposal number and title.

(B) Blount County does not accept proposals by facsimile or any electronic transmission. See Clause 1.8 under Section 1. Standard Terms and Conditions of the Request for Proposal regarding proposal modifications or withdrawal.

(C) Samples of items, if required, will be requested by the County and must be submitted within the agreed upon time frame. Samples shall be provided at no expense to the County unless otherwise specified by the County. If not consumed by testing, samples will be returned at vendor's request and expense unless otherwise specified in the Invitation.

2.11 Independent Contractor

Contractor shall acknowledge that it and its employees serve as independent contractors and that Blount County shall not be responsible for any payment, insurance, or incurred liability.

2.12 Limitations of Liability

In no event shall Blount County be liable for any indirect, incidental, consequential, special, or exemplary damages or lost profits, even if Blount County has been advised of the possibility of such damages.

2.13 Notice and Service Thereof

Any notice to any contractor from the County relative to any part of this contract will be in writing and considered delivered and the service thereof complied when said notice is posted with said contractor or his authorized representative.

2.14 Patents

The seller guarantees that the articles described herein and the sale or use of them will not infringe upon any U.S. or foreign patent. The seller covenants that he will, at his own expense, defend every suit which may be brought against the County, or those selling or using the County's product (provided seller is promptly notified of such suit and all papers therein are delivered to the seller) for any alleged infringement of any patent by reason of the sale or use of such articles and seller agrees that he will pay all costs, damages and profits recovered in any such suit.

2.15 Provisions Required by Law Deemed Inserted

Each and every provision of law and clause required by law to be inserted in this contract will be deemed to be inserted herein and the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the contract will forthwith be physically amended to make such assertion or correction.

2.16 Registration

Prior to award of a contract, bidders shall be required to register with Blount County under Vendor Registry on the Purchasing Dept. website at www.blounttn.org/purchase.aspx.

2.17 Remedies

Blount County shall have all rights and remedies afforded under the U.C.C. and Tennessee law in contract and in tort, including but not limited to, rejection of goods, rescission, right offset-off, refund, incidental, consequential and compensatory damages and reasonable attorney's fees.

2.18 Right to Inspect

Blount County reserves the right to make periodic inspections of the manner and means the service is performed or the goods are supplied.

2.19 Severability

If any provision of this Contract is declared illegal, void, or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.

2.20 Terms and Conditions

Any language contained on any invoice or other document furnished by the seller at any time and the acceptance by the County of any goods/services to be furnished hereunder accompanied by any such document shall not be construed as an acceptance by the County of any terms or conditions contained in such document which are inconsistent with the terms and conditions set forth in this Invitation. Any different or additional terms contained in the seller's acceptance are hereby objected to.

2.21 Termination of Contract

The County reserves the right to terminate the contract at any time if any of the provisions of the contract are violated by the contractor, in the sole judgment and discretion of the Purchasing Agent. In the event of such termination, the Contractor shall be liable for any excess cost incurred by the County. If the contract is so terminated the County may purchase, upon such terms and in such manner as the County Purchasing Agent may deem appropriate, supplies or services similar to those so terminated and the Contractor will be liable for excess cost occasioned thereby. In the event the contract is terminated by the County for due cause, the vendor may be barred from bidding on County contracts for a period of 24 months.

The contract may be cancelled without cause by either party with the giving of written notice of no less than 90 calendar days. From this notice to the termination date, the Contractor shall fulfill any service requirements and shall be compensated for such.

SECTION 3. SPECIAL TERMS AND CONDITIONS

3.1 **INTENT:** It is the intent of this Request for Proposal (RFP) to receive proposals to provide Emergency and Non-Emergency care and transport with Advanced Life Support (ALS) Ambulance Service for Blount County, TN.

a) Blount County is seeking the highest quality, most reliable ALS ambulance services available. Proposals not meeting this intent will be considered unresponsive.

b) The successful Contractor shall be responsible for providing Blount County Emergency Communications District (BCECD) ambulances for response to emergency and non-emergency requests, throughout Blount County, as well as additional associated support services.

c) The successful Contractor shall be responsible for providing transfer of an individual from Blount Memorial Hospital to the most appropriate mental health facility for the Blount County Sheriff's Office as deemed necessary and directed by a Blount Memorial Hospital physician. These transfers are most commonly to Peninsula Hospital, Louisville, TN or Moccasin Bend Mental Health Institute, Chattanooga, TN.

d) In this procurement, Blount County desires clinical excellence, superb response time performance, cost containment, professional and courteous image. Under this contract, the relationship between Blount County and the Contractor should always be one of cooperation and not conflict.

e) The services shall include, but not be limited to, the management and operation of all ambulances, including ALS, BLS (Basic Life Support), and Critical Care additionally; the service shall include medical supply purchasing, management and operation of the medical supply warehouse, all fleet maintenance, and public education.

f) The successful ambulance Contractor shall be responsible for supplying vehicles, equipment and supplies. All vehicles and equipment shall be fully operational when placed in service for response to public needs.

g) Successful proposals will include maintaining, at minimum, the current standards in compliance with:

- Tennessee Code Annotated, Section 68-140-201 *et seq.*
- Rules of The Tennessee Department of Health, Chapter 1200-12-1, *et seq.*

h) Overview of Blount County and the EMS System:

- Blount County encompasses 584 square miles and a population of approximately 123,000.
- The combined total number of students in the Blount County, Maryville, and Alcoa School Systems is approximately 18,000.
- There is one (1) major medical hospital, Blount Memorial Hospital.
- The current EMS contract is an exclusive E-911 emergency service contract with fully staffed and equipped ALS ambulances.
- The EMS System received an average of 9,570 calls per year from 2011-2014.
- There are approximately 400 mental health transfers for the Blount County Sheriff's Office per year.

i) Successful proposals will include maintaining, at minimum, the standards for personnel, equipment and supplies currently provided to Blount County.

- Each Paramedic (EMT-P) will obtain and maintain certification or licensing as follows: (1) Class D with an F endorsement Tennessee drivers license , (2) Tennessee Paramedic license from the Division of Emergency Medical Service, (3) American Heart Association or Red Cross CPR (1 and 2 person, FBAO infant, child, and adult conscious and unconscious, plus AED), (4) Advanced Cardiac Life Support (ACLS), (5) Pre-hospital Pediatric Life Support or Pediatric Advanced Life Support (PALS), and (6) Pre-hospital Trauma Life Support (PHTLS) or the advanced level of International Trauma Life Support (ITLS).
- Each EMT/AEMT will obtain and maintain certification or licensing as follows: (1) Class D with an F endorsement Tennessee driver's license, (2) Tennessee EMT/AEMT license from the Division of Emergency Medical Service, (3) American Heart Association or Red Cross CPR (1 and 2 person, FBAO infant, child, and adult conscious and unconscious, plus AED).
- Communications personnel shall be certified as Basic Telecommunicator and Emergency Medical Dispatchers (EMD) by the standards set forth in the Association of Public Safety Communication Officials (APCO).
- ALS and BLS Ambulance Equipment as set forth by the Tennessee Department of Health, EMS.

j) Successful proposer shall be required to make lease payments to Blount County Emergency Communication District (BCECD) for the ambulance dispatch. These payments will be made on an annual basis over the initial term of the contract and any subsequent renewals.

3.2 AWARD:

a) The award will be made to the most responsive, responsible proposal, based upon the evaluation of the Blount County Purchasing Department and subsequent approval of the agreement by the Blount County Commission.

b) The proposal must meet all specified requirements and will be evaluated using the criteria detailed herein.

c) Blount County shall contract with a single entity for the provision of this RFP as specified herein.

d) Blount County reserves the right to reject any and all proposals if it is deemed in the best interest of Blount County.

3.3 CERTIFICATE OF INSURANCE: The provider will be required to provide a certificate of insurance, in accordance with the insurance requirements contained in the enclosed insurance checklist, prior to execution of the contract or commencement of any work under this contract. This certificate must be kept updated throughout the term of the agreement.

3.4 COMPENSATION: Blount County shall not compensate the Contractor for professional services required within the terms and conditions of the agreement with the possible exception of mental health transfers as noted in 3.1c. If fees are associated with the transfer of an individual to the appropriate mental health facility for the Blount County Sheriff's Office, they shall be so noted in the proposal.

3.5 COST OF PROPOSAL PREPARATION: Blount County accepts no responsibility for any expenses incurred in the proposal preparation and/or presentation.

3.6 DEFINITIONS:

a) The terms "proposer", "organization", "vendor", "provider", "bidder" and "Contractor" shall all refer to the service provider.
b) The term "County" shall refer to Blount County, Tennessee, a geographic and political subdivision of the State of Tennessee.
c) The terms "Ambulance Service Agreement", "agreement" and "contract" shall refer to the Ambulance Service Agreement attached hereto, which the successful proposer will be expected to execute in substantially the same form and content.

3.7 DISPATCHING OF CALLS: Blount County intends for all calls placed to E-911 to be dispatched utilizing Emergency Medical Dispatch protocols. Contractor will be required to identify calls as emergency and non-emergency and dispatched accordingly. Not all calls to E-911 are emergency calls and shall be identified as such.

3.8 **END OF CONTRACT:** Contractor acknowledges that Blount County shall initiate a study on the feasibility of a County-owned ambulance service. When this action is taken and if the County decides that a County-owned service is the most advantageous method of providing services to the citizens of Blount County, the County shall depend on the Contractor to continue provision of all services required under this contract until the County is prepared to provide its own service. During that period, the current Contractor shall continue operations at the same level of effort and performance as were in effect prior to the decision.

Contractor shall be prohibited from making any changes in Contractor's methods of operation which could reasonably be considered to be aimed at cutting costs to maximize profits during the final stages of the contract. Failure to comply with this section shall result in forfeiture of Contractor's performance bond.

3.9 **EXCEPTIONS:** Contractor is advised that if it wishes to take exception to any of the terms contained in this RFP or the attached agreement it must identify the term and the exception in its response to the RFP. Failure to do so may lead the County to declare any such term non-negotiable. Contractor's desire to take exception to a non-negotiable term will not necessarily disqualify it from consideration.

3.10 **INNOVATIVE APPROACHES TO SERVICE DELIVERY:** Blount County encourages and will take under consideration, the proposing of alternate service delivery methods including, but not limited to, the incorporation of local area ALS and BLS first responder groups.

Understanding that these groups play a vital role in the delivery of services to Blount County citizens, proposers shall submit information to incorporate each agency.

Any proposed service delivery system which does not incorporate current ALS and BLS first responders will be required to provide independent documentation/analysis that the proposed system will meet County and state regulations and community standard of care.

3.11 **INTERPRETATIONS/CLARIFICATIONS:** No oral interpretations will be made to any Proposers as to the meaning of specifications or any other contract documents. Every request for such an interpretation must be in writing and shall be received by Teresa Johnson, Blount County Purchasing Department, by 4:30 p.m. February 10, 2015. All such interpretations/clarifications will be answered in written format and shall become part of the contract documents.

3.12 **NO CONTACT POLICY:** **All** communications relating to this RFP must be directed to the County's contact person, Teresa Johnson, Blount County Purchasing Agent. **All other communications between a vendor and County staff, and public officials concerning this RFP are prohibited.** Failure to comply with this section may result in the County disqualifying the vendor's offer.

The following provisions are intended to ensure a fair and equitable review process so that there is no actual or potential situation where one RFP proposer secures or attempts to secure an unfair advantage over another RFP proposer or creates a situation where there is an appearance of impropriety in contacts between the RFP proposer or proposer's agent or proposer's Contractor or proposer's consultant and County officials.

These restrictions extend to letters, phone calls, emails or any contact that results in the direct or indirect discussion of the RFP to be submitted. Violation of this provision by proposer or proposer's agent may lead to disqualification from consideration.

An exception to the restrictions on communication with County employees includes contacts by the proposer with Blount County staff when such contacts do not pertain to this specific proposal. An example would include private (non-business) contacts with the County by the proposer or proposer's employees acting in their personal capacity. If a representative of the proposer has a question about any potential contact as described above, the Purchasing Agent will be notified in order to make a determination as to whether any contact is allowed in accordance with the RFP.

3.13 OPTION OF RENEWAL: The contract may be renewed for up to three (3) additional one (1) year terms upon written agreement of the parties. This option shall be exercised only if the Contractor is successful in completing the performance review outlined below and in the agreement; all terms and conditions remain the same and approval is granted by the Blount County Purchasing Agent.

3.14 PERFORMANCE BOND: The successful proposer must supply a Performance Bond in the amount of one million dollars ($1,000,000.00). Blount County reserves the right to reduce bonding requirements during the term of the agreement. This is required prior to the execution of the contract. Upon receipt of the Performance Bond, the Proposal Bid Bond will be returned. The Proposal Bid Bond is subject to be forfeited if the successful proposer fails to execute the written contract and furnish the required Performance Bond or to satisfy any other conditions present, within a reasonable time as determined by the County.

3.15 PERFORMANCE CONTRACT:

a) The most important aspect of this procurement is the fact that this procurement will result in the award of a ***performance contract***. This procurement requires 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.

   A Contractor who fails to perform must and shall be promptly replaced, because human lives, and not merely inconvenience or money, are at stake.

- Ambulance response times must meet the response time requirements set forth in the Ambulance Services Agreement attached hereto.

- Every ambulance unit must at all times be equipped and staffed to operate at the ALS level, on all emergency and non-emergency calls received from the Blount County Emergency Communications District (BCECD).

- Clinical performance must be consistent with approved medical standards and protocols.

- The conduct of personnel must be professional and courteous at all times.

- There must be an unrelenting effort to detect and correct performance deficiencies and to continuously upgrade the performance and reliability of the entire EMS system.

- Clinical and response time performance must be extremely reliable, with equipment failure and human error held to an absolute minimum through constant attention to performance, protocol, procedure, performance auditing, and prompt and definitive corrective action.

b) This is not a level-of-effort contract. In accepting a proposer's offer, Blount County neither accepts nor rejects the proposer's level-of-effort estimates; rather, the County accepts the proposer's promise to employ whatever level of effort is necessary to achieve the clinical, response time, and other performance results required by the terms of the Ambulance Services Agreement.

3.16 **PERFORMANCE REVIEW:** At the end of the initial term of the agreement, Blount County shall conduct a review of the performance of the Contractor utilizing criteria the County determines to be relevant. This will not be limited to mere compliance with the terms of this agreement. Additionally, the Contractor should exceed the minimum requirements of the agreement.

3.17 **PROPOSAL BID BOND:** All proposals shall be accompanied by a bid bond in the amount of twenty-five thousand dollars ($25,000.00) in the form of a certified or cashier's check made payable to Blount County Trustee.

The bid bond will be returned to any unsuccessful proposer by Blount County within ten (10) business days **after** the award of the contract unless, upon investigation of credentials and proposals it is determined that the proposer has misrepresented itself or provided false or inaccurate information in the Request for Proposal response. The successful proposer's bond will be returned upon the signing of the contract. No interest shall be paid on these bonds.

3.18 **RATE INCREASES:** Rate increases to the consumer will only be allowed following a review of the Blount County Purchasing Agent. Rates must remain firm for the initial two (2) year agreement term. Contractor will then be able to request rate increases prior to agreement renewal. Rate increases will only be granted by the Blount County Purchasing Agent and will take effect on July 01 of the renewal year. The same applies for any rates, if applicable, for transfer of an individual from Blount Memorial Hospital to the appropriate mental health facility for the Blount County Sheriff's Office.

3.19 **RIGHTS OF BLOUNT COUNTY IN REQUEST FOR PROPOSAL PROCESS:** In addition to all other rights of Blount County under Tennessee law, the County specifically reserves the following:

a) Blount County reserves the right to rank firms and negotiate with the highest ranking firm.

b) Negotiation with an individual proposer does not require negotiation with others.

c) Blount County reserves the right to select the proposal that it believes will serve the best interest of Blount County.

d) Blount County reserves the right to reject any or all proposals.

e) Blount County reserves the right to cancel the entire Request for Proposal.

f) Blount County reserves the right to remedy or waive technical or immaterial errors in the Request for Proposal or in proposals submitted.

g) Blount County reserves the right to make selection of the proposer to perform the services required on the basis of the original proposals without negotiation.

3.20 **SERVICES CONTRACT:** The successful proposer shall be required to execute an Ambulance Service Agreement in substantially the form and content attached hereto prior to commencement of any work under this contract.

3.21 **SUBSIDY:** Blount County does not intend to pay, nor receive, any direct or indirect financial subsidies to the Contractor or County during any contract term.

3.22 **TERM:** The contract shall commence 00:00:01 AM, July 1, 2015 through 24:00 hours June 30, 2017. Upon the mutual agreement of the Contractor and Blount County, the contract may be extended for three (3) additional one (1) year terms. This may result in a total of five (5) years.

3.23 TIME LINE OF CRITICAL EVENTS:

January 30, 2015

Release of the Request for Proposal.

February 05, 2015

a) A **mandatory** pre-proposal conference will be held at **10:00 a.m.** at the **Blount County Courthouse. Please report to the Purchasing Department, Room 319, 385 Court Street, Maryville, TN 37804.**

b) Proposals will only be accepted from companies that attended the mandatory pre-proposal conference.

c) The purpose of the pre-proposal conference is to discuss the process to be conducted.

February 10, 2015

Final date and time for clarifications and questions. All such requests shall be submitted in writing and the person submitting the request will be responsible for its prompt delivery. All requests shall be submitted by 4:30 p.m. local time, to Teresa Johnson at tjohnson@blounttn.org

Any interpretation of this proposal, if made, will be made only by addendum form. A copy of such addendum shall be forwarded to each proposer attending the pre-proposal conference. After this date and time, no further questions, requests for approved equals, and clarifications will be addressed.

February 17, 2015

Addendum (if required) to Request for Proposal to be released.

March 03, 2015

a) Sealed Proposals submitted by 1:30 P.M., local time.

b) Any proposals submitted after the specified time and date of opening will not be considered. Proposers shall hold their submittal firm and subject to acceptance by Blount County for a period of one hundred-twenty (120) calendar days from the date of the proposal closing, unless otherwise indicated in their proposal.

c) Proposals shall be submitted with one (1) marked original and eight (8) exact copies. Also requested is an exact copy, in pdf format, on compact disc or flash drive.

d) Proposals shall be submitted in a sealed envelope/box/container. The envelope/box/container and each proposal shall be labeled to indicate the RFP number, name and address of the proposer and title of the proposal.

e) All proposals shall be signed in ink by the authorized principals of the proposer. The original should be signed in blue ink.

NOTE: Blount County Government reserves the right to adjust this schedule, as it deems necessary, at its sole discretion.

3.24 **USE OWN EXPERTISE AND JUDGEMENT:** Each proposer is specifically advised to use its own best expertise and professional judgment in deciding upon the methods to be employed to achieve and maintain the high performance required under this contract. By "methods", Blount County means compensation programs, shift schedules, personnel policies, supervisory structures, fluid vehicle deployment techniques, and other internal matters which, taken together, comprise each proposer's own strategies and tactics for providing the required level of service. Blount County hopes to promote innovation, efficiency, and superior levels of high performance.

SECTION 4. PROPOSAL REVIEW PROCESS

4.1 After initial review and discussion of all proposals, each member of the internal EMS Procurement Advisory Team will score submitted proposals using the guidelines outlined herein.

4.2 The internal EMS Procurement Advisory Team will seek to achieve consensus on the appropriate score for each section of each proposal. A team member may revise their initial score after discussion and debate of the team, at their individual discretion.

4.3 The points awarded by each team member shall be totaled for each proposal by section.

4.4 The overall score shall be totaled for each proposal.

4.5 The EMS Advisory Team shall then forward the top ranked proposal to the Blount County Purchasing Agent. In accordance with the "County Purchasing Law of 1957", the Blount County Purchasing Agent will then determine the best proposal for Blount County, using the Advisory Team's ranking as a guideline, and

negotiate an agreement with the successful proposal. The agreement shall be forwarded to the Blount County Commission for possible approval.

SECTION 5. SCORING GUIDELINES

5.1 OVERVIEW

The Scoring of proposals is based upon on the following criteria:

- Appropriateness of the proposed services or practices to the requirements; and
- The expected effectiveness of the proposed methods; and
- Degree to which the approach embodies quality management practices; and
- Reliable information and data; and
- Evidence of innovation and/or significant and effective adaptations of approaches used in other EMS performance based operations.

5.2 EVALUATION CRITERIA

a. Administration / Leadership (50 points)

This section examines the proposer's leadership system and key personnel's personal leadership. It examines how senior leaders and key personnel address values, performance expectations, a focus on customers and other stakeholders, learning, and innovation.

Key Personnel. Proposer shall submit with this section of its proposal the resumes of key personnel whose duties in Contractor's Blount County Operations shall relate directly to fulfillment of Contractor's obligations. "Key" positions shall include those jobs incorporating responsibility for the following (on-site) management functions: general manager or CEO, manager of communications center, manager of fleet operations, manager of training, manager of quality assurance, clinical manager, and manager of public relations.

If proposer anticipates initial use of an implementation management team which is different in makeup from the permanent management team, then proposer shall describe the anticipated schedule of personnel assignments associated with such implementation plan.

In your response, address the following areas:

- Identification of the individuals in managerial and supervisory positions and their tenure with the proposer.

- Managerial and supervisory staff education, training and experience as related to emergency medical services.
- Duties and responsibilities to be performed by managerial and supervisory staff in compliance with the contract.
- Describe the commitment of key personnel.
- Describe the organization's leadership system and how key personnel guide the organization in setting directions and in developing and sustaining effective leadership throughout the organization.
- Describe the organization's leadership and how it would operate. Include how it addresses values, performance expectations, a focus on customers and other stakeholders, learning, and innovation.
- Describe how key personnel participate in and use the results of performance reviews.

b. Strategic Planning (50 points)

This section examines how the organization sets strategic directions, and how it develops the critical strategies and action plans to support the directions. Also examined are how plans are deployed and how performance is tracked.

Summarize the organization's strategy and action plans, how they are deployed and how performance is tracked. Include key performance requirements and measures, and an outline of related human resource plans. Estimate how the organization's performance projects into the future relative to key benchmarks.

In your response, address the following areas:

- Provide a summary of the action plans and related human resource plans derived from the organization's overall strategy.
- Briefly explain how critical action plan requirements, including human resource plans, key processes, performance measures and/or indicators, and resources are aligned and deployed.
- Describe how performance relative to plans is tracked. Note any important differences between short- and longer-term plans and the reasons for the differences.
- Provide a two (2) to five (5) year projection of key measures and/or indicators of performance based on the likely changes resulting from the organization's action plans. Include appropriate comparisons with key benchmarks. Briefly explain the comparisons, including any estimates or assumptions made in projecting benchmark data.

c. Customer and Market Focus (50 points)

This section examines how the organization determines requirements, expectations, and preferences of customers and markets. Also examined is how the organization builds relationships with customers and determines their satisfaction.

In replying to this section remember that "customers" are internal and external. Address this section in terms of patients and patient outcomes, their families, the public, other public safety professionals and health care professionals.

- Provide a brief description of how the organization learns from its former, current, and potential customers and markets, to support the organization's service delivery.
- Provide a number of examples of customer and market knowledge that could be applied to improve the delivery of service or customer satisfaction.
- Describe how key information from former and current customers and markets, including complaint information, could be used to improve service or satisfaction.
- Describe how the organization's approach to listening to and learning from customers is evaluated, improved, and kept current with changing needs and strategies.
- Describe how the organization provides access and information to enable customers to seek assistance, to conduct business, and to voice complaints.
- Describe how the organization, its key personnel, and its employees support and strengthen the local communities.

d. Information and Analysis (200 points)

Blount County is committed to a comprehensive model of quality management that while patient centered, encompasses all vital functions within the system to include clinical improvement also.

The clinical indicators measured by all system participants will be developed through collaborative efforts of all first responder agencies, the Contractor, the Contractor's Medical Director, and the County. Statistical analysis and reports will be monitored and should be submitted monthly or when requested by the County.

This section examines the selection, management, and effectiveness of the use of information and data to support key organization processes and action plans, and the organization's performance management system.

In your response, address the following areas:

- Describe the organization's selection, management, and use of information and data needed to support key organization processes and action plans, and to improve organization performance. This should include involving senior leadership participation in the oversight process.
- Describe the main types of information and data, financial and non-financial, and how each type relates to key organization processes and action plans.
- Describe how the information and data are deployed to all users to support the effective management and evaluation of key organization processes.
- Describe how performance data from all parts of the organization are integrated and analyzed to assess overall organization performance in key areas. Describe how the principal financial and non-financial measures are integrated and analyzed to determine:
    - Clinical performance
    - Operational performance
- Document the following:

  That the Contractor will designate a Quality Manager to oversee the quality management program.

  That the Contractor will submit comprehensive key performance indicator reports to the County, when requested.

  That the Contractor will actively participate in projects designed to improve the quality of EMS in Blount County.

  How the Contractor's Medical Director incorporates local physician involvement, interaction, credentialing, tasks and disciplinary involvement and/or responsibilities.

  CAAS Accreditation, although not required to be considered for award of this RFP, is strongly desired by Blount County. The County would anticipate the successful Contractor complete the accreditation process within six (6) months after the execution of the resulting agreement.

e. Process Management / Fleet Maintenance (100 points)

This section examines the key aspects of process management, including customer-focused design, product and service delivery, support, and supplier and partnering processes involving all work units. The category examines how key processes are designed, implemented, managed, and improved to achieve better performance.

In your response, address the following areas:

- State the minimum number of vehicles intended to be available for response under this contract, the type, specifications, and manufacturer, and such other information as may assist the EMS Procurement Advisory Team in assessing the quality of vehicles proposed.
- State the ALS and BLS equipment to be utilized on all ambulances proposed.
- Describe the policies regarding fleet size and standardization to which the proposer would be committed, if awarded this contract.
- Describe the fleet maintenance program to be employed. Specifically address how any instance which would render an ambulance unable to respond to or transport a patient would be tracked, improved and minimized.
- Describe the overall program of equipment maintenance and medical supply warehousing to be employed by the proposer if awarded this contract.
- Describe the maintenance-related and medical supply inventory record keeping system to be employed by the proposer if awarded this contract.
- Describe the medical supply and equipment distribution system to be employed by the proposer to serve all first responder services and the proposer's units.

f. Human Resources (100 points)

This section examines how the organization enables employees to develop and utilize their full potential, aligned with the organization's objectives. Also examined are the organization's efforts to build and maintain a work environment and work climate conducive to performance excellence, full participation, and personal and organizational growth.

In your response, address the following areas:

- Describe the initial and ongoing personnel recruitment, screening, and orientation program to be utilized by Contractor throughout the term of this contract.

- Describe the existing procedures and guidelines for Continuing Medical Education program(s) and describe any additional training that would be provided or offered to the Proposer's personnel.
- Describe compensation & benefits that will be offered to paramedics and EMTs, and if applicable, dispatch personnel. Include minimum and maximum ranges of compensation using years of experience as a basis for personnel types and the benefits offered.
- Describe the proposed shift assignments, the use of mandatory overtime, worker's rights, promotion policies, and other job factors, which directly affect job satisfaction, performance, attitude on the job, and rates of employee retention.
- Describe how all employees contribute to achieving the organization's performance and learning objectives, through the organization's work design, and compensation and recognition approaches.
- Describe how the organization's education and training support the accomplishment of key organization action plans and address organization needs, including building knowledge, skills, and capabilities, and contributing to improved employee performance and development.
- Describe how the organization maintains a work environment and work climate that supports the well being, satisfaction, and motivation of employees.

g. Communications (100 points)

This section examines how the organization facilitates the communications process both from an internal and external prospective. Currently, the Blount County Emergency Communications District (BCECD) receives the initial call and transfers the call to the appropriate agency. The agency then dispatches accordingly.

In your response, address the following areas:

- Discuss how the proposer will implement a single point dispatching system which would include deployment of first responders and ancillary services.
- Describe in detail how the proposer plans for interaction with the current BCECD.
- Describe in detail the automated dispatching aids proposed for installation by the Contractor in the BCECD, if applicable.
- Describe in detail any technologies or proposed methods that will be utilized by the proposer, if awarded the contract, such as Automated

Vehicle Location (AVL), with in-vehicle mapping and navigation, voiceless dispatching, and driver performance monitors.

h. Business Results / Past Performance (200 points)

This section examines the organization's proposed performance for Blount County in key business areas, i.e. operational performance, customer satisfaction, financial and marketplace performance, and human resource management.

In your response, address the following areas and propose the programs to be used in Blount County:

- Summarize current levels and trends in key measures and/or indicators of customer satisfaction and dissatisfaction, including satisfaction relative to competitors. Address different customer groups and market segments, as appropriate. Please list whom you consider to be customers. How does your organization propose to monitor customer satisfaction? What customer service data will you collect? What methods will be used for collection? How will the data be used to improve customer satisfaction?
- Summarize the organization's current and/or proposed key financial and marketplace performance results.
- List three (3) current ALS contracts (transport or other) and service areas, served within the last five (5) years with population of 100,000 to 200,000. Include the name, address and phone number of the contract manager or local regulator. If the service is no longer provided, explain why.
- Document your organization's current estimated net worth and the form of the net worth (liquid and non-liquid assets). Provide the most recent audited annual financial statements for the proposer and affiliated organizations.
- Document the estimated amount of working capital that will be committed to the startup of the contract if awarded. State the source of those funds and attach any endorsement documents if the capital is borrowed.
- Document the amount of funding that will be dedicated to "Reserve for Contingencies", and the full costing allocations for Risk Management, Insurance, Legal and Human Resource functions for the startup of this contract, if awarded.
- Document the method of financing all startup and operational costs including but not limited to the initial ambulance fleet and equipment required to begin operations, if the contract is awarded.
- Proposer shall disclose any and all funding, including in-kind funding/support and cost allocations from existing services that will

support the provision of ambulance services within Blount County. This includes any funding from existing contracts.

- Detail any and all federal, state, or local government regulatory investigations, findings, actions, or complaints and their respective resolutions for the proposer's organization and affiliated organizations and key employees within the last ten (10) years.
- Detail any litigation in which the proposer is involved or which is pending.
- Summarize your organization's current and/or proposed operational performance objectives that contribute to the achievement of key organization performance goals - customer satisfaction, product and service quality, operational effectiveness, and financial/marketplace performance.
- Document any national, state or local quality management awards received by your organization or key personnel. Describe any efforts that your organization will make to apply for such awards in managing the Ambulance Services Agreement, if awarded the contract.
- Document any national, state or local EMS or ambulance industry awards received by your organization or key personnel. Describe any efforts that your organization will make to apply for such awards in managing the Ambulance Services Agreement, if awarded the contract.
- Document any programs, divisions, or operations that are accredited within your organization. Describe any efforts that your organization will make to apply for such accreditation in managing the Ambulance Services Agreement, if awarded the contract.
- Please describe any related proposed services which may or may not be considered by Blount County for inclusion in the Ambulance Service Agreement.

SECTION 6. PROPOSAL FORMAT

To facilitate the EMS Advisory Team's review process, the following guidelines shall be adhered to for submittal of proposal with requested information:

6.1 PROPOSER INFORMATION

Company name, address, contact person, telephone number, fax number, email address, proposer's Blount County business license number (if applicable), State of Tennessee License (if applicable), Acknowledgement of Addenda (if applicable).

6.2 PROPOSER AND/OR COMPANY HISTORY

Years in business, nature of business, location(s) of business, location of headquarters, number of employees, nature of business plan (in relation to continued growth). An audited financial statement for the preceding three (3) years.

6.3 A SIGNED STATEMENT AUTHORIZING SUBMISSION OF THE PROPOSAL

6.4 AN INTRODUCTION TO THE PROPOSAL

This is a brief overview.

6.5 DETAILS OF PROPOSED ARRANGEMENT FOR AN EXCLUSIVE PROVIDER CONTRACT

Contractor will be exclusively responsible for providing all emergency transports dispatched through the Blount County Emergency Communications District (BCECD).

In each section of the proposals, the Proposer shall address the requested information and precisely describe how it will be utilized to provide high performance on all ALS Ambulance Services in Blount County. The descriptions will include, but not be limited to, references to the following areas:

- Administration/Leadership
- Strategic Planning
- Customer and Market Focus
- Information and Analysis
- Process Management/Fleet Maintenance
- Human Resources
- Communications
- Business Results/Past Performance
- Clinical Services: Detailed overview of all services to be provided.
- Operations
- Quality Management
- Risk Management
- Training

6.6 RATES and CHARGES

a. Proposer shall identify fees to consumers for ambulance services.

Description	Base Charge	Mileage (if applicable)
Advanced Life Support Emergency Service		
Advanced Life Support Non-Emergency Service		
Basic Life Support Emergency Service		
Basic Life Support Non-Emergency Service		
Critical Care Transport		

- Proposer shall provide a detailed list of all items/services included in your base charge.
- Proposer shall provide a detailed list of additional patient charges (add-ons) that may be provided during a transport.
- Proposer shall indicate whether or not there would be any additional fees for those responses that **DO NOT** result in transport and what those fees are.

b. Proposer shall identify any associated fees, if applicable, to Blount County for the transfer of an individual from Blount Memorial Hospital to the appropriate mental health facility for the Blount County Sheriff's Office as deemed necessary and directed by a Blount Memorial Hospital physician.

c. Proposer shall provide details, including cost, of any subscription program offered to consumers.

BACKGROUND CHECK COMPLIANCE FORM

BLOUNT COUNTY GOVERNMENT

PURCHASING DEPARTMENT
385 COURT STREET
MARYVILLE, TN 37804-5906
(865) 273-5740 Phone
(865) 273-5746 Fax

RFP NUMBER: 2014-2323	**CONTRACT NUMBER:**

BACKGROUND CHECKS: **Contractors** shall comply with Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413 and amended in Public Chapter 1080, which requires all contractors to facilitate a criminal history records check conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation for each employee prior to permitting the employee to have contact with students or enter school grounds when students are present.

Any person, corporation or other entity or any employee of any person, corporation or entity who enters into or renews a contract with a local board of education or child care program on or after September 1, 2007, must:

(1) Provide a fingerprint sample
(2) Submit to a criminal history records check to be conducted by the Tennessee Bureau of Investigations and the Federal Bureau of Investigations.

Company or Individuals (Name)	Address
City, State, Zip Code	Telephone Number ( )
Contractor License Number (If Applicable)	

I agree to abide by Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413 and amended in Public Chapter 1080, and certify that I am authorized to sign. The undersigned further agrees if this bid or contract is accepted, to furnish any and all of the Background Check Information on himself and all of his employees as required by law, at the request of Blount County Government. I hereby agree to release all criminal history and other required information to Blount County Government, the Tennessee Bureau of Investigation and the Federal Bureau of Investigation in accordance with Tennessee law and I further certify that all information supplied by me regarding this inquiry is true and accurate. I agree to release and hold harmless the above-mentioned governmental entities for the use of this information related to the purposes mandated under Tennessee law. I further certify that I have obtained acceptable criminal history information on all current employees and will obtain said information on future employees associated with the performance of the work defined in this bid or contract, pursuant to Tennessee Code Annotated Section 49-5-413 and that neither I nor any employee of mine is prohibited from direct contact with school children for the reasons enumerated in Tennessee Code Annotated Section 49-5-413.

Signature: _____ **Title:** _____

Printed Name: _____ **Date:** _____
(Please Print Clearly) *(Month, Day, Year)*

INTERNAL OFFICE USE ONLY

NOTES: _____

_____

_____

Conflict of Interest Statement

A. It shall be unlawful for any officer, committee member, director, or other person whose duty it is to vote for, let out, overlook, or in any manner superintend any work or any contract in which any municipal corporation, county, state, development district, utility district, human resource agency, or other political subdivision created by statute shall or may be interested, to be directly interested in any such contract. "Directly interested" shall be as defined by Tennessee Code Annotated § 12-4-101 and any subsequent amendment thereto.

B. It shall be unlawful for any officer, committee member, director, or other person whose duty it is to vote for, let out, overlook, or in any manner superintend any work or any contract in which any municipal corporation, county, state, development district, utility district, human resource agency, or other political subdivision created by statute shall or may be interested, to be indirectly interested in any such contract unless the officer publicly acknowledges such officer's interest. "Indirectly interested" shall be as defined by Tennessee Code Annotated § 12-4-101 and any subsequent amendment thereto.

C. Violation of this statement with the knowledge, express or implied, of the person or corporation contracting with or making a sale to the County shall render the contract voidable.

D. Any member of a local governing body of a county or a municipality who is also an employee of such county or municipality and whose employment predates the member's initial election or appointment to the governing body of the county or municipality may vote on matters in which the member has a conflict of interest if the member informs the governing body immediately prior to the vote as follows: "Because I am an employee of (name of governmental unit), I have a conflict of interest in the proposal about to be voted. However, I declare that my argument and my vote answer only to my conscience and to my obligation to my constituents and the citizens this body represents."

E. In the event a member of a local governing body of a county or municipality has a conflict of interest in a matter to be voted upon by the body, such member may abstain for cause by announcing such to the presiding officer.

F. The vote of any member of a local governing body having a conflict of interest who does not inform the governing body of such conflict shall be void if challenged in a timely manner. As used in this statement, "timely manner" shall mean during the same meeting at which the vote was cast and prior to the transaction of any further business by the body.

BLOUNT COUNTY PURCHASING DEPARTMENT
INSURANCE CHECKLIST

Vendor understands and agrees to confirm to these insurance requirements if given notice of intent to award this contract. The successful vendor shall obtain and keep in force for the term of the project, workman's compensation, comprehensive general liability insurance and bodily injury and property damage insurance sufficient to hold the County harmless in the event of accident or injury to Proposer or any employee or subcontractor of Proposer.

		Coverage Required:	**Minimum Limits Required:**
☑	1.	Workers' Compensation & Employer's Liability	Statutory Limits $100,000 per occurrence, $100,000 disease, $1,000,000 annual aggregate
☑	2.	Commercial General Liability to include Contractual Liability, XCU, Personal Injury Perils, Products Liability and Completed Operations Liability.	$1,000,000 per occurrence, $3,000,000 annual aggregate
☑	3.	Business Auto Liability, Personal Injury. (Symbol 1)	$2,000,000 combined single limits
☑	4.	Professional Liability	$1,000,000 per occurrence $3,000,000 annual aggregate
☑	5.	Excess Employers' Liability Coverage.	$10,000,000 excess of above coverage
☐	6.	Builder's Risk -	☐ Installation Floater.
☑	7.	Vendor's insurance policy shall be endorsed to show ***"Blount County Government" and "Blount County Board of Education"*** **named as additional insured** on all required liability insurance. The above shall be named as loss payee on all types of required property insurance and for which any political subdivision of Blount County has an insurable interest.	
☑	8.	Cancellation clause on any insurance certificates MUST be amended to read, *"Should any of the above described policies be cancelled before the expiration date thereof, the issuing insurer will mail 30 days written notice to the certificate holder."*	

Any deviation from the above requirements shall be disclosed to the Blount County Purchasing Agent. Coverages specified above shall be written on an "occurrence" coverage form suitable to Blount County Government. Complete certified copies of insurance policies shall be provided upon request. Insurer's A.M. Best Rating Guide shall be A IX or better.

Certificate Holder shall be:

Blount County Risk Management
c/o Blount County Purchasing
385 Court St.
Maryville, TN 37804-5906

Title VI

For Title VI Compliance, the County of Blount requests voluntary disclosure of the following information, related to the owner/operator of the company:

Company Name: _____

Address: _____

Phone Number: (___) _____ Fax Number: (___)_____

_____ _____

Authorized Signature Date

Business Ownership (Check One or More)		Ownership Ethnicity (Check Only One)
☐ **D** Disabled (Minority Owned)	☐ **N** Non-Minority Owned	☐ **C** Caucasian
☐ **G** Government Owned	☐ **F** Female (Minority Owned)	☐ **B** Black/African American
☐ **E** Race/Ethnic Background (Minority Owned)	☐ **M** Male (Minority Owned)	☐ **H** Hispanic
	☐ **P** Non-Profit Organization	☐ **A** Asian
		☐ **I** American Indian or Alaskan Native
		☐ **N** Native Hawaiian or other Pacific Islander
		☐ **O** Other(Specify)

RFP No. (if applicable): **2014-2323**

RFP Title: **Emergency Medical Services for Blount County, TN**

Date of RFP Deadline: **March 03, 2015 at 1:30 p.m. local time**

The County of Blount complies with Title VI of the Civil Rights Acts of 1964, as codified in 42 U.S.C. 2000D, which states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

The County of Blount does not discriminate on the basis of disability in the admission or access to, or treatment of employment in, its program or activities and is in compliance with ADA (American with Disabilities Act of 1990) 42 U.S.C. 12101.

Form **W-9**
(Rev. August 2013)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See **Specific Instructions** on page 2.

Name (as shown on your income tax return)

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:
☐ Individual/sole proprietor ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____

☐ Other (see instructions) ▶

Exemptions (see instructions):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____

Address (number, street, and apt. or suite no.)

City, state, and ZIP code

Requester's name and address (optional)
Blount County Purchasing Department
385 Court Street
Maryville, TN 37804-5906

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
___ - ___ - ____

Employer identification number
__ - _____

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person** ▶ | **Date** ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at *www.irs.gov/w9*. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

RFP 2014-2323, Emergency Medical Services for Blount County, TN
Addendum No. 1
February 20, 2015

This addendum is issued to address the following questions to the referenced RFP:

1. Section 5.2 "Evaluation Criteria" (pages 15-22) describes 8 headings/topics (a. through h.) providing guidance for submission and the associated points for each. In the following section 6.5 "Details of Proposed Arrangement for an Exclusive Provider Contract" (page 23) these headings/topics are repeated with 5 additional headings/topics; Clinical Services, Operations, Quality Management, Risk Management and Training. These additional 5 do not have any guidance or associated points listed like the previous headings.

Are these 5 additional headings/topics going to be scored, and if so what point values are associated with each?

Answer: These will not be scored separately.

1.a. If these additional 5 heading/topics are not going to be scored separately, should we assume you wish proposers to address the topics within the originally listed topics/headings?

Answer: Proposers shall address each heading of Section 6.5, including any pertinent information to demonstrate that the company can provide a high level of service to Blount County.

1.b. And if they are not scored can we assume the maximum total points for this RFP is 850 points as described below?
a) Administration/Leadership 50

b) Strategic Planning 50

c) Customer and Market Focus 50

d) Information and Analysis 200

e) Process Management/Fleet Management 100

f) Human Resources 100

g) Communications 100

h) Business Results/Past Performance 200

TOTAL 850

Answer: Yes.

1.c. For clarification and for consistency of the responses could you provide to all proposers a mandatory table of contents with associated scoring for each section?

Answer: Proposers shall submit their proposal as addressed in Section 6 of the RFP, at a minimum. The proposal shall be evaluated on its merits using the scoring guidelines noted in Section 5 of the RFP.

2. The Agreement, Section 704 (page 17) states, "The Contractor may use an ALS or BLS First Responder for meeting the response time requirements set forth in Section 406." Can the Contractor use a third party first responder (fire department) to "stop the clock" in meeting the response time standards?

Answer: Yes.

3. Will the County provide response data in a specified geo-file showing location and time-of-day, day-of-week for all 911 EMS calls for the previous year?

Answer: This information is not available.

4. In addition to the annual response, will the County also provide the transport numbers for the 911 EMS calls in the County?

Answer: In 2014, the current contractor responded to 12,612 calls and 10,942 patients were transported.

5. What response time criteria is the current provider operating under and are they compliant? Will the County please provide any response time reports submitted for the previous year and any fines/damages levied against the current contractor?

Answer: The current provider is not operating under any response time criteria.

6. Given the complexity of the RFP and the expected sophistication of the responses, will the County consider an extension of 30 days to the submission deadline to allow all providers the time to prepare the best possible responses to this RFP?

Answer: The submission deadline for this RFP has been extended to Friday, March 06, 2015, no later than 1:30 p.m. EST.

7. Page 18 - CAAS Accreditation: Can the timeline expectations for CAAS accreditation be adjusted? Understanding that the review timeline from the Commission is often 6-8 months, which does not include the time of application preparation.

Answer: It is the County's opinion that this process should have been started at the time of proposal submittal. The County may, at its discretion, be flexible in the timeline of the accreditation process completion.

8. Pages 44-46: Are the performance penalties negotiable or can providers produce an alternate proposal in regards to the performance damages?

Answer: Although terms and conditions of the agreement are negotiable, it is the desire of Blount County to enter into an agreement with an emergency services provider that significantly meets the terms and conditions of the proposed agreement included with the RFP.

9. The proposed response time standards for the RFP are very specific and failure to comply with this response time standard results in very large fines and potential default of the contract. In order to properly develop a Time of Day/Day of Week Demand Analysis and do a Geographic Distribution Study we need to have detailed data on the current call demand in the County. These activities are necessary in order to be able to create and evaluate staff schedules and unit deployment plans that would meet the County's proposed response time standards. Can the County provide detailed call data in an electronic format for the last twelve months with the data fields specified in the attached spreadsheet?

CAD Data Request

Field	Comments
Incident #	An alpha/numeric identifier of the incident
Incident Address	number and street name
Incident City	
Incident Zip Code	
Incident Latitude	
Incident Longitude	
Response Priority	Please include a list of response priorities and their definitions (e.g., lights and sirens response or not), also response time requirements for each priority.
MPDS (Medical Priority Dispatch System) Code	If used and available
Response Zone	If used and available
Received Date/Time	Date/time called received in dispatch
Dispatch Date/Time	Date/time unit assigned to call
Enroute Date/Time	Date/time unit is enroute to call
OnScene Date/Time	Date/time call arrives at scene
Transporting Date/Time	Date/time unit starts transport to hospital
AtHospital Date/Time	Date/time unit arrives at destination hospital
Available Date/Time	Date/time unit is available to system
Cancelled Date/Time	Date/time unit cancelled (when appropriate)
Receiving Facility	Name of receiving hospital
Transport Priority	If available

Answer: This information is not available. There are no response time standards in the RFP; terms and conditions of the agreement are negotiable.

10. During the Pre Proposal Conference it was stated by the County the Response Time Criteria and other specifications were very flexible and vendors were encouraged to be creative and propose what they believe is the best service, but in the RFP (Example Section 1.1 Award, Section 1.13 Preparation of Proposals & Section 3.2 Award) it is stated vendors must comply with specifications of the RFP, can you please clarify?

Answer: Proposers shall address the requirements of the RFP at a minimum; however, proposers may include any and all information describing how they can provide service to Blount County. Blount County is seeking creative solutions to the provision of Emergency Medical Services and award shall be made that is deemed to be in the best interest of Blount County.

11. Is the proposed contract resulting from this RFP going to be exclusive for Emergency Medical Transportation Services in Blount County?

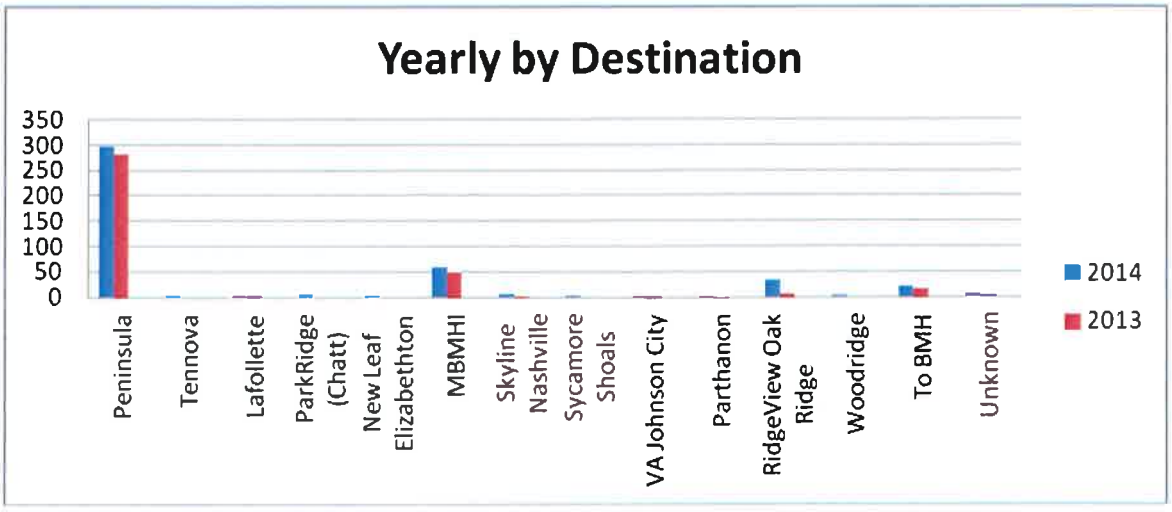
Answer: This contract will be exclusive for dispatching of all emergency and non-emergency calls made to E-911. The contractor will be responsible for dispatching all calls from BCECD.

12. Is the proposed contract resulting from this RFP going to be exclusive for Non- Emergency Medical Transportation Services in Blount County.

Answer: See answer to Question 11.

13. Section 3: Special Terms & Conditions, 3.1 Intent Letter C.
Can the County supply Time of Day/Day of Week data in an electronic format for all mental health transfers for the County Sheriff's Office for the last twelve months?

Answer: The specific time of day/day of week is not tracked. Blount County can advise that 200 of the 437 transports in 2014 occurred during the hours of 4:00 p.m. and midnight. June is the highest month of occurrence with 52. There were 437 mental health transports in 2014: 295 to Peninsula Hospital; 58 to Moccasin Bend Mental Health Institute; and the other transports were to the facilities as outlined below.



13.a. Is the contractor expected to transport psychiatric patients that are physically restrained (handcuffs, etc.)?

Answer: Yes.

Answer: Yes.

13.b. Can this transportation occur in a non-ambulance vehicle?

Answer: Yes.

14. Section 6.2 Proposer and/or Company History
Can the County please specify the exact type of financial statements and type of audit required?

Answer: Your company's annual financial statement that has been audited by an independent CPA or auditing firm.

15. Section 3 Special Terms and Conditions 3.1 Intent Letter I.
Will the County allow CPR certification from ASHI (American Safety and Health Institute)?

Answer: No. The certification should be from the American Heart Association or Red Cross.

16. Article 4 Duties and Responsibilities of Contractor, Section 402 Letter B
Can the County provide an approximate number of Medical Examiner transport per year?

Answer: There were 13 Medical Examiner transports in 2014.

17. Article 4 Duties and Responsibilities of Contractor, Section 403 Letter A
Can the County provide the various frequencies that are used by all response agencies serving Blount County (900mhz, 800mhz, UHF, VHF, etc.)?

Answer: The County cannot provide these frequencies.

18. Article 4 Duties and Responsibilities of Contractor, Section 403 Letter B
Does this requirement infer that all off-duty staff must be provided portable radios or is this requirement for on-duty staff?

Answer: This was intended for off-duty staff only.

18.a. Does this requirement infer that each employee will carry multiple portable radios to communicate with all agencies (900mhz, 800mhz, UHF, VHF, etc.)?

Answer: The County is interested in the solution to the requirement as determined by each Contractor.

19. SUBJECT: IFT EXCLUSIVITY ▪ RFP PAGE: 7
The current EMS contract is an exclusive E-911 emergency service contract with fully staffed and equipped ALS ambulances. Is the same true for IFT-Priority Ambulance? Is the IFT considered in the exclusivity for this new contract? If not, is the County willing to consider exclusivity?

Answer: No to all the above.

20. SUBJECT: CURRENT FEE SCHDULE ▪ RFP PAGE: *NOT APPLICABLE*
Can the County provide a copy of the current published Blount County fee schedule?

Answer: **2013 base rates:**

ALS 2	**978.22**
ALS-E	**767.60**
ALS-NE	**662.79**
BLS-E	**633.39**
BLS-NE	**289.33**
Mileage	**11.44**

21. SUBJECT: 2014 LEVEL-OF-SERVICE BREAKDOWN ▪ RFP PAGE: 6, 24
Can the County provide a level-of-service mis breakdown for 2014 transports (e.g. ALS-E, ALS Non-E, BLS-E, BLS Non-E, CCT)?

Answer: See answer to Question 4.

22. SUBJECT: EMERGENCY PAYOR MIX DATA ▪ RFP PAGE: *NOT APPLICABLE*
Can the County supply primary payer mix data for 2014 Emergency Transports?

Answer: This information is not available.

23. SUBJECT: MENTAL HEALTH TRANSPORT VOLUME ▪ RFP PAGE: 6
Can the County provide a *separate* breakdown of 2014 individual volume for Mental Health transports going to Peninsula Hospital and the Moccasin Bend Institute (one breakdown for each facility)?

Answer: See answer to Question 13.

24. SUBJECT: SHERIFF'S OFFICE MENTAL HEALTH TRANSPORTS ▪ RFP PAGE: 7
Are Mental Health transports requested by the Sheriff's Office included in the 9,750 average calls quoted on Page 7?

Answer: No. See answer to Question 13 for the number of mental health transports.

25. SUBJECT: BCECD LEASE PAYMENTS ▪ RFP PAGE: 7 ▪ SAMPLE SERVICE AGREEMENT PAGE: 10
Can the County provide how much they receive annually as lease payments for Blount County Emergency Communication District (BCECD)?

Answer: $0. The current contractor does not dispatch from the Blount County Emergency Communications District (BCECD).

26. SUBJECT: DISPATCH EQUIPMENT AND SOFTWARE ▪ RFP PAGE: 20
Is the awarded provider required to supply any dispatch-related equipment and/or software?

Answer: Yes; equipment and software. The awarded Contractor will have to negotiate a contract with the Blount County Emergency Communications District (BCECD).

27. SUBJECT: NO-CHARGE OR DISCOUNTED TRANSPORTS ▪ SAMPLE SERVICE AGREEMENT PAGE: 10
Can the County provide the number 2014 transports related to County schools, the County Jail, indigents, or County employees that resulted in a no-charge or discounted charge?

Answer: This information is not available.

28. SUBJECT: SPECIAL EVENT COVERAGE ▪ SAMPLE SERVICE AGREEMENT PAGE: 5
Can the County provide the total special event coverages from your current provider in 2014?

Answer: 35.

29. 705.b Non-emergency requests received through the BCECD. For every non-emergency request for which the ambulance response time exceeds forty-five (45) minutes from the Contractor's notification till arrival at the incident location, a penalty of two hundred and fifty ($250) will be assessed per incident.
Please define non-emergency request as it pertains to this section.

Answer: See the definitions section of the proposed agreement.

30. Can the county provide the number of "dry" or "no transports" run rate for calls dispatched?

Answer: See answer to Question 4.

Rural/Metro's Emergency Medical Services Proposal for:

Blount County, Tennessee

Request for Proposal: 2014-2323

RURAL/METRO
People taking care of people...Together we can do anything!

296 E. Howe Street| Alcoa, Tennessee 37701 | 800-352-2309 | www.ruralmetrosouth.com

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6.1 Proposer Information

Company Name: Rural/Metro of Tennessee, L.P.

Address: 296 E. Howe Street
Alcoa, Tennessee 37701

Contact Person: Erin Downey, Regional Director

Telephone Number: 865-805-1542

Fax Number: 865-982-8341

Email Address: Erin.Downey@rmetro.com

Blount County Business License Number: 0471988

State of Tennessee EMS License Number: No. 9933

Acknowledgement of Addenda:

Rural/Metro acknowledges receipt of Addendum:

1. Addendum No. 1 - February 20, 2015

Please see Appendix 6 for copies of Rural/Metro Licenses

6.2 Proposer and/or Company History

Blount County History

Rural/Metro Corporation of Tennessee, a Tennessee corporation ("Rural/Metro") is a subsidiary and affiliate of Rural/Metro Corporation, a Delaware limited partnership, has proudly served the Blount County community since 1985. 70% of our full-time and part-time employees are residents of Blount County this includes many members of our East Tennessee leadership team. Our Blount County administrative and fleet building is located at 296 E. Howe Street in Alcoa, Tennessee. The Blount County operations are led by our General Manager, Jonathan Rodgers, a lifetime resident of Blount County. After serving 12 years with Rural/Metro as a critical care paramedic, Mr. Rodgers advanced into the General Manager role in March 2014. His dedicated team works diligently every day to provide the most superior care to Blount County citizens.

Blount County currently operates 10 dedicated ambulances and runs a twenty-four hour dispatch center providing Emergency Medical Dispatch (EMD) to all medical requests for service. In addition, we are proud to dispatch for the Blount County Rescue Squad. Rural/Metro is enthusiastic for the opportunity to further incorporate dispatch responsibilities in to the Blount County Emergency Communications District upon award of this contract.

The dedication to Blount County extends to volunteer and community service work throughout the community. Our leadership team is involved with several committees, boards, and commits to countless volunteer hours. An example of the volunteer work by our employees includes membership on the Blount County Rescue Squad, numerous county standby events and health fairs, work with the Red Cross, Blount County Chamber of Commerce, United Way, Habitat for Humanity, March of Dimes, CASA of the TN Heartland, and many others.

Rural/Metro's Blount County leadership is dedicated to contributing time and resources to the Local Emergency Planning Committee (LEPC), local disaster drills, stroke and STEMI committees at Blount Memorial Hospital, as well as county and regional disaster preparedness activities. Our bench strength throughout East Tennessee includes 700 employees, over 100 fleet vehicles, and a robust support structure that is unmatched by any ambulance service in the state of Tennessee.

In 2014, Rural/Metro Knox County received the EMS Region II service of the year award. In 1996, Rural/Metro received the Governor's Quality Award, becoming the only ambulance service in the State of Tennessee to achieve this honor. In 2014, Rural/Metro completed the rigorous qualification process and received re-accreditation from the Commission on Accreditation of Ambulances Services (CAAS) which we have held since 1997. CAAS accreditation signifies the gold standard in ambulance service operations, validating that Rural/Metro meets or exceeds benchmarks of excellence in fleet maintenance, staffing, clinical care, communications, education, human resources, and public relations.

Rural/Metro is the only nationally accredited ambulance service provider in East Tennessee.

Our East Tennessee headquarters, located in west Knox County, provides unparalleled support for Blount County with a wealth of disaster response capabilities and EMS experts who have made Rural/Metro of East Tennessee their career choice. We are thoroughly vested throughout the region, where our highly trained and experienced local employees form the foundation of Rural/Metro's service excellence. We offer a 52,000-square-foot operation center with training rooms to instruct EMTs and paramedics on the latest EMS protocols and technology; an ambulance fleet maintenance facility; conference rooms and a 125-seat auditorium open to community use.

Rural/Metro Corporate History

Rural/Metro is a leading provider of emergency and non-emergency medical transportation, and safety-related services in communities throughout the United States.

Established in 1948, Rural/Metro has cultivated 67 years of unparalleled clinical excellence, superior customer service, and robust continuous improvement processes. Our seamlessly integrated partnerships with local government entities, community resources, and healthcare facilities allow us to create solutions that drive efficiencies towards improving the quality and integrity of our customers' systems.

Our core mission is to provide exemplary community health services that encompass long-term stability, innovation, and flexibility. Our corporate headquarters are located at 8465 North Pima Road in Scottsdale Arizona, 85258; the phone number is 800-352-2309. At this location we house an unprecedented support team for all operations across the country. The corporate headquarters serves to support the local functions and offers an unmatched wealth of resources for Blount County, Tennessee.

The economies of scale that come from being the nation's leading ambulance service make us the optimal economic choice for our customers. Rural/Metro's certified paramedics and emergency medical technicians arrive on the scene with the skills and expertise to rapidly administer care, coordinate with emergency medical responders, communicate with emergency department physicians, and transport patients to the most appropriate facilities.

Rural/Metro is committed to investing in industry-leading infrastructure and technology that support our state-of-the-art medical transportation services throughout the country. Rigorous, high-performance service standards set the bar for continuing advancement, while at the same time solidifying the quality and value of our services. In this proposal you will hear about the innovations we have dedicated to Blount County, technological advances in progress, and future demands we anticipate to meet evolving healthcare demands.

Today, Rural/Metro is a national leader and innovator in medical transportation services. As a private company we operate in 21 states with more than 1,600 ambulances and employ over 10,000 field providers, managers and support staff nationwide. Approximately 700 communities throughout the

country depend on Rural/Metro's high-quality patient care and excellent emergency and non-emergency medical transportation.

In summary, Rural/Metro is proud of our 30-year partnership with Blount County. We firmly believe that the residents of Blount have benefitted from our strong partnership and collaboration with the county. We look forward to serving the community for many years to come.

6.3 Signed statement

This proposal represents a firm offer from Rural/Metro of Tennessee, L.P. The undersigned company representatives have full authority to contractually bind Rural/Metro of Tennessee, L.P. to the elements of the proposal and the final contract negotiated with Blount County.

Contact person for the proposal will be Erin Downey, Regional Director, 296 E. Howe Street, Alcoa, Tennessee 37701. (865) 805-1542 or erin.downey@rmetro.com

_____

Mark Lashley
East Division President

6.4 Introduction to Proposal

Rural/Metro – the only choice for pre-hospital healthcare solutions

Throughout this proposal, Blount County will find that Rural/Metro offers superior system enhancements, which are currently in progress of being implemented. Furthermore, Rural/Metro has identified crucial clinical improvements in technology, devices, and personnel which will take Blount County in to the progressive future of healthcare.

For 30 years, our objective in Blount County has been to integrate with the community, developing lasting relationships, providing exceptional patient care, and anticipating future needs. We do not view ourselves as just a contracted ambulance provider, but as a public safety partner and a steward for quality healthcare. Rural/Metro assumes responsibility for the health and well-being of our community. As you read this proposal you will understand why Rural/Metro has been Blount County's choice for the community's medical transportation provider and why we believe we are the right choice for the future.

System Enhancements

Rural/Metro has implemented, is in the process of implementing, and has proposed several enhancements to the current pre-hospital healthcare system.

These Blount County system enhancements include:

- Enhanced response through a dynamic deployment plan to meet or exceed the 10 minute response criteria throughout Blount County
- Integrated healthcare with Blount County emergency medical responders, proposing an enhancement to current levels of service through Rural/Metro funded equipment and training
- Cutting-edge communications software to be implemented in the Blount County Communications Center with a Cad-to-Cad interface, response time transparency, and real-time reporting
- Mobile healthcare solutions with dedicated personnel to reduce hospital readmissions, address system abuse, and appropriately triage the healthcare needs of Blount County citizens with a paramedic dedicated to preventative solutions
- Mental health transportation solutions for Blount County Sheriff's department

Service Delivery Opportunities

Rural/Metro respects the initiative of Blount County to review and conduct their own due diligence on administering a countywide ambulance system. Rural/Metro will cooperate and assist with this feasibility study and guarantees transparency during this important initiative. Rural/Metro will assist Blount County with any subsequent planning or transition.

Clinical Performance

Rural/Metro is dedicated to exceptional clinical care and has initiated current clinical improvements already in progress:

- Advanced protocols, providing progressive care to include Heparin administration, Labatelol administration pre-hospital, and CPAP devices on every ambulance
- Addition of PhysioControl LIFEPAK 15 monitor/defibrillators
- Upgrading first response agencies to BLS or ALS level care
- Provide PhysioControl Lucas 2 chest compression system to outlying fire departments to supplement manpower
- Placing automated external defibrillators (AED'S) in county buildings with high traffic or high demand areas with associated training
- Critical care licensed paramedics on every shift
- Community-wide CPR training, with bystander information collection and post-event feedback
- Becoming a PulsePoint[1] community in 2016, a greater than $30,000 investment

Technological Advancements

Rural/Metro has funded significant technological hardware and software that is to be incorporated into our services during the summer of 2015. In addition, Rural/Metro estimates and has secured capital funding of $125,000 to move in to the BCECD building promptly upon contract award.

The technology Rural/Metro has already invested in includes:

- A custom built CAD by Intergraph
- A CAD-to-CAD interface for seamless communication and exchange of information with BCECD
- FirstWatch online compliance utility software
- FirstWatch biosurveillance technology
- OPTIMA technology for predictive deployment solutions

Rural/Metro is confident that Blount County will not find a comparable provider of clinical and operational excellence.

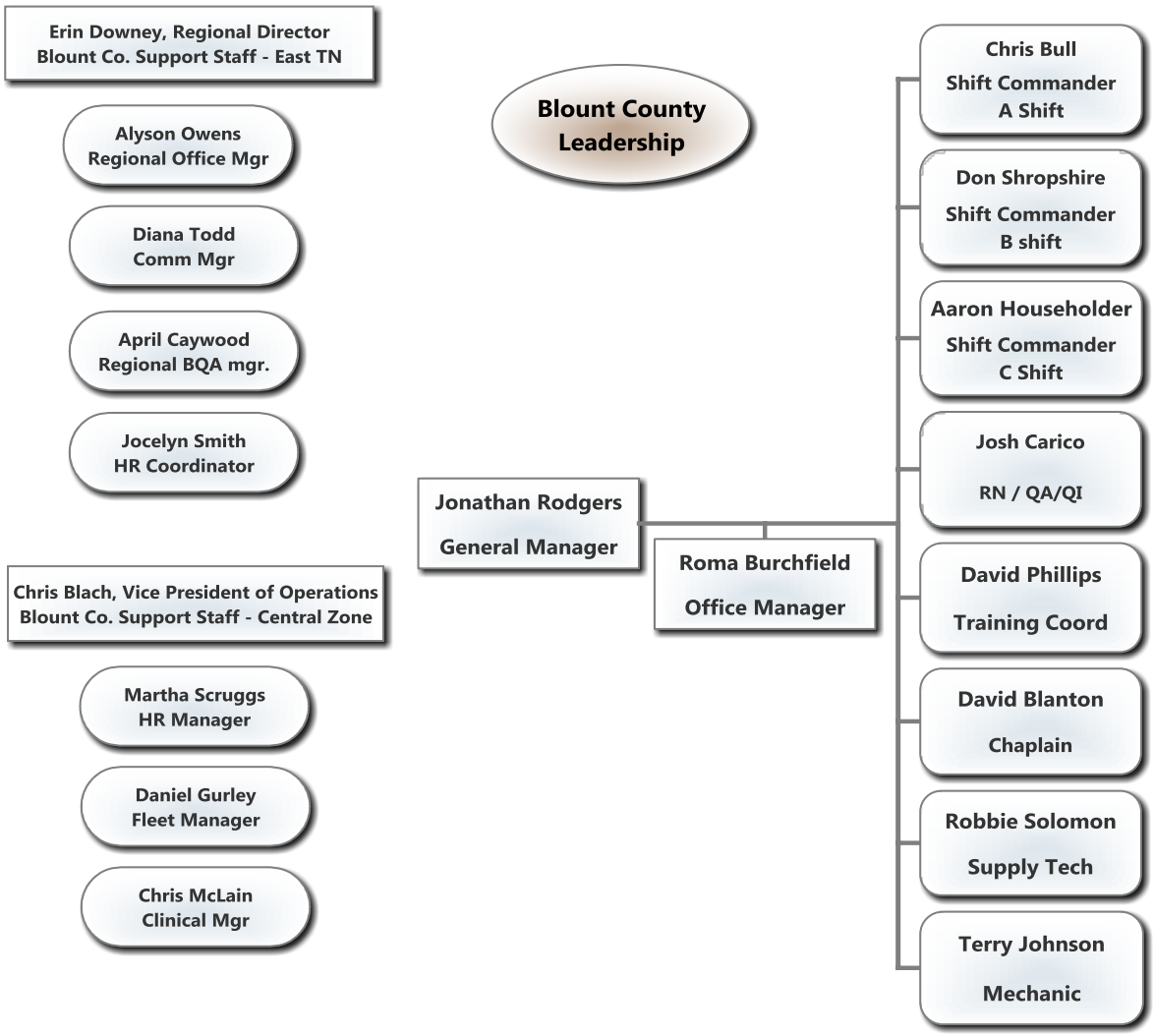
[1] http://www.pulsepoint.org/

6.5 Details of Proposed Arrangement

A. Administration/Leadership

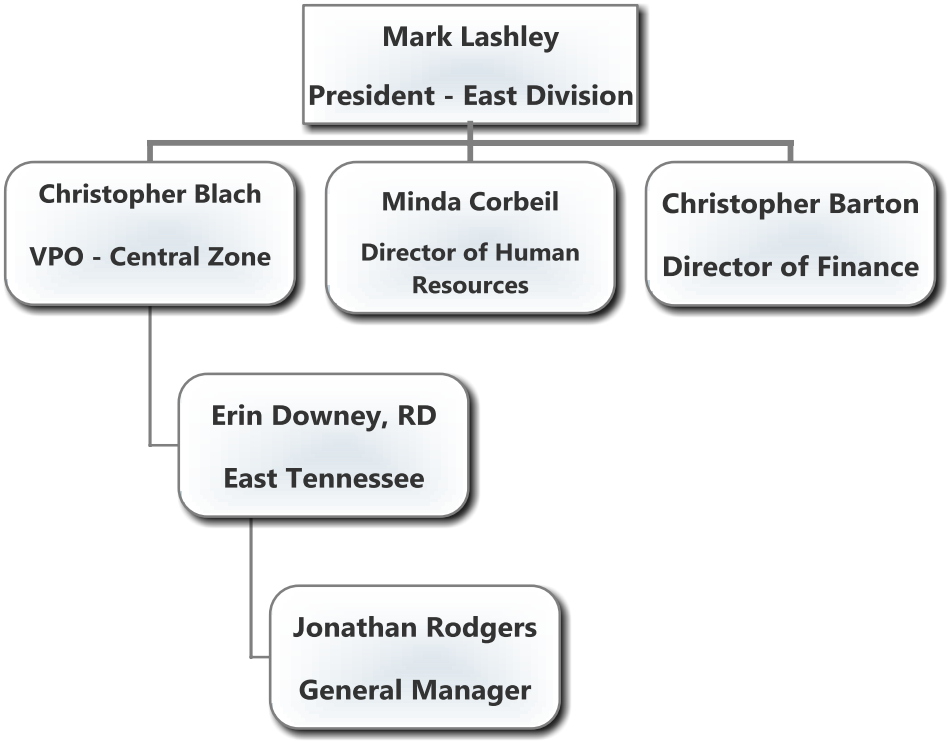
Key Personnel

Rural/Metro's local leadership team presents Blount County with high-quality leaders that focus on the community through strong relationships among all health care partners. Our leadership understands it takes a system-wide team effort to meet the needs of the community. The highly qualified Blount County leadership team will be responsible for ensuring Rural/Metro Blount County's strategic direction, ongoing clinical and operational performance, and community responsiveness. The organizational chart below identifies the Blount County leadership team and support staff.



In addition to the local, regional, and zone support team, Blount County has direct support from Mark Lashley, Rural/Metro's East Division President. Mr. Lashley and his team are involved with Blount County operations, discussions, and decisions on a weekly, often daily basis. He is committed to the success of Blount County and is readily available to respond to any inquiries from Blount County leaders, allied agencies, or healthcare leaders.

You will notice that the organizational structure is relatively flat, which allows Mr. Lashley to be directly involved in operational level needs and available to respond quickly to requests. This allows for executive level decisions to be made quickly, thus enabling us to operate with the innovation and speed of a smaller company, but having the capital and organizational resources of a large corporation.



Identification of the individuals in managerial and supervisory positions and their tenure with the proposer.

Please see Appendix 9 for personnel resumes. Biographies are provided below.

Biographies of Local Leadership

Jonathan Rodgers, General Manager/Blount County Resident
12 years and 3 months with Rural/Metro

Jonathan Rodgers a lifelong Blount County resident. In 2000, he was hired at U.T. Medical Center as an Emergency Room Technician while attending Roane State Community College for EMT Basic courses. After receiving the IV certification, Jonathan became an EMT-IV for the State of Tennessee and a nationally registered EMT Basic.

His began his career with Rural/Metro in Blount County in November 2002. Jonathan's passion for helping others inspired him to attend a paramedic program, which he completed in July 2004 as a nationally registered paramedic. Jonathan continued his education and earned his Bachelor of Arts in Sociology from the University of Tennessee.

After being promoted to Shift Commander at Rural/Metro, he entered into a critical care program hosted by Roane State Community College and the University of Maryland in Baltimore County (UMBC) and as a result earned a Critical Care Paramedic License for the State of Tennessee. In July of 2014, he was promoted to General Manager of Blount County.

Jonathan serves on the Board of Directors for the Blount County Rescue Squad and Secret Safe for Newborns of Tennessee. He is also involved with the Safe Blount Kids program and the East Tennessee Stroke Alliance through Blount Memorial Hospital. In addition, Jonathan is a member of both the Child Fatality Review Board for the State of Tennessee and the Blount Memorial Hospital's STEMI, Stroke, and Trauma Committee.

Christopher Bull, Shift Commander
10 years 8 months with Rural/Metro

Chris attended East Tennessee State University where he studied Criminal Justice and Symphonic Band for two years. Chris went on to volunteer as a firefighter for Wears Valley Volunteer Fire Department for six years, where he had his first experience in emergency services. He has spent several years as a restaurant manager, bringing almost 10 years of managerial experience with him. Chris has served at Rural/Metro for 10 years as EMT and then as EMT-P. Chris is currently Shift Commander at Rural/Metro Blount County where he has served in that capacity for eight years. Prior to his current position, he led the training team where he coordinated the New Employee Orientation Program (NEOP) for 4 years.

Donald Shropshire, Shift Commander/Blount County Resident
19 years 8 months with Rural/Metro

Donald C Shropshire II began his journey in EMS over 20 years ago. Don moved to East Tennessee in the early 1990s and began his career in EMS in 1993 with Oak Ridge Medical Transport, which was later acquired by Rural/Metro. It was there that he became a paramedic and later a Shift Captain. Don then transferred to work in rural 9-1-1 services in several counties including: Morgan, Anderson, and Roane before joining Rural/Metro in Knox County where he was named employee of the month in November 2012 for his quick recognition that a bystander was having a cardiac event. During the last two years, Don has increased his education with the completion of extrication class, pre-nursing classes, and acquiring a critical care certification. He also developed and implemented a progressive CQI program while serving in Roane County.

Aaron Householder, Shift Commander/Blount County Resident
11 years 8 months with Rural/Metro

Aaron Householder received his EMT license in May of 2003 and joined Rural/Metro as an EMT in Blount County in June of the same year. He was also a volunteer at the Maryville Fire Department from 2001-2005. Aaron graduated from Roane State University's paramedic program in August of 2008, receiving his paramedic license. After a year and half of working as a paramedic, he was accepted to the Critical Care program at Roane State and currently serves as the Shift Commander on C shift.

Justin Aycocke, Dispatch Supervisor/Blount County Resident
11 Months (previously 6 years) with Rural/Metro

Justin Aycocke is the Lead Dispatcher for Rural/Metro Blount County. He previously worked for Rural/Metro from March 2002 through March 2008. During that time, Justin worked as a dispatcher, EMT-IV, and was then promoted as the Dispatch Supervisor in 2006. At the beginning of 2008, Justin left the industry to pursue other career opportunities.

In March of 2014, he returned to Rural/Metro as a dispatcher and was promoted to Lead Dispatcher in September. Justin is committed to helping the citizens of Blount County and continues to build relationships with the community.

Josh Carico – RN/AEMT -Blount County /QI/Blount County Resident
2 years 10 months with Rural/Metro

Josh Carico attended East Tennessee State University (ETSU) in Johnson City, Tennessee from 2008-2012 where he majored in Chemistry. During that time, he began working for Rural/Metro, in 2009, at the aluminum plant in Alcoa between semesters. Josh also worked for Mountain States Health Alliance in the Tri-Cities area of Tennessee as a phlebotomist.
After graduating from ETSU, Josh transferred to Rural/Metro in Knoxville, Tennessee where he participated in their first EMT academy classes, obtaining his license and started working on an ambulance. Josh then attended the University of Tennessee in Knoxville from 2013-2014, and

completed their accelerated nursing program, obtaining his BSN in 12 months. In September 2014, he started working in the Critical Care Unit at Parkwest Medical Center in Knoxville as an RN.

David Blanton, Chaplain/Blount County Resident
14 years 9 months with Rural/Metro

Throughout the years, David Blanton has served on the church staff and has been involved in the EMS field through the local ambulance service. He has worked as a volunteer emergency medical responder, part time EMT-P, and assisted with BTLS and PALS courses. He also served as a dispatcher for an aeromedical service and as a Chaplain.

Currently, David is a full-time paramedic with Rural/Metro in Blount County and part-time in Knox County. He is also the Blount County Operation representative on the Region II Disaster Response Team. David is the Rural/Metro Blount County Chaplain.

David Phillips, Training Coordinator, Q/A, Q/I, NEOP Coordinator
9 years 9 months with Rural/Metro

David Phillips began his career in 2003 in the volunteer fire service. He obtained his Emergency Medical Responder license and continued to attend an EMT program. David was then hired as an EMT-IV at Rural/Metro and has spent the last 10 years dedicated to Rural/Metro after attending paramedic school and critical care classes. He has achieved instructor status in CPR, ACLS, and PALS. David has provided instruction to many of the paramedics, nurses, and doctors in Blount County.

David has an Associates of Applied Science from Roane State Community College and is presently pursuing a second Associates degree from Roane State. He has been the training coordinator for Blount County since 2013 and has recently achieved an endorsement towards his Critical Care Paramedics license that allows him to teach at the college level as a paramedic instructor.

For the last few years, David has been actively involved with Blount Memorial Hospital with their STEMI, Stroke, and Trauma teams assisting to improve quality patient care for Blount County. He has also joined the East Tennessee Stroke Alliance as one of only four paramedics to represent EMS stroke care for a 22 county area.

Roma Burchfield, Office Manager/Blount County Resident
3 years 2 months with Rural/Metro

Roma Burchfield is a lifelong resident of Blount County. Roma began employment at the University of Tennessee Medical Center in the Dean of Medicine's Office where she was a principal secretary for 5 years. She then moved onto the State of Tennessee Board of Paroles where she was a Secretary for parole officers for 3.5 years. In 1996, Roma began working for

the Maryville City Police Department as a parking enforcement officer before being promoted to Police Services Assistant, where she maintained employment for 15 years.

Roma has acquired a variety of business and computer training required for her employment. Roma began part-time employment with Rural/Metro in November of 2007 as a dispatcher. She became a full-time employee and promoted to a lead dispatcher in 2011; her responsibilities included supervising all full-time and part-time dispatchers, as well as overseeing billing functions.

In March of 2014, Roma was promoted to Office Manager/Communications Manager assisting the General Manager with daily operations, scheduling and payroll, billing issues, special projects, provide clerical support for shift commanders, and assisting the lead dispatcher as needed.

Jason Begue, MD, FACEP, Blount County Medical Director
6 months with Rural/Metro

Jason Begue is a Regional Medical Director and multi-site Emergency Department Medical Director with extensive experience in improving emergency department quality and hospital goal alignment, as evidenced by markedly improved metrics, decreased patient walkouts, increased patient satisfaction scores, and increased volume.

His major accomplishments include managing the start-up of 8 new contract sites to include: staffing, scheduling, EMR implementation, and billing. He is the Medical Director for 4 emergency departments and manages the implementation of new EMR sites.

Daniel Gurley, Fleet Manager
4 years with Rural/Metro

Dan Gurley is responsible for oversight of all fleet maintenance, incidental repairs, the rigorous preventative maintenance schedule, and ensuring the supreme mechanical integrity of Rural/Metro's emergency fleet.

Dan joined Rural/Metro in 2011 as a fleet technician. In 2012, he was promoted to the position of Fleet Manager. Prior to serving as Rural/Metro's fleet manager, Dan was the co-owner and shop manager of a classic car refurbishment company. He also worked as a consultant with Ford Motorsports who under Dan's tutelage set 4 world records.

Dan has 30 years of experience in diesel mechanical repairs, specializing in emergency vehicle repair and maintenance. He holds multiple industry certifications, including certification from the National Institute for Automotive Service Excellence (A.S.E.) and is a certified Emergency Vehicle Technician.

Biographies for Regional and Corporate Support

Regional and Corporate leadership offer decades of clinical, operational, and financial expertise with emergency medical service entities and Fortune 500 companies. The regional and corporate team will function to support local, on-site leadership. Having national resources and vast experience, the local team will be equipped to exceed Blount County expectations with a robust capital support structure.

Erin Downey, Regional Director of Operations
6 months with Rural/Metro

Erin Downey is the Regional Director for Rural/Metro's East Tennessee operation providing strategic direction for five East Tennessee counties working towards creating unique solutions for each community. As a paramedic and EMT for over 22 years, she is driven by her desire to serve the caregivers within her operations while constantly looking toward innovative and sophisticated clinical solutions for healthcare delivery.

Erin has led several large and small 9-1-1 systems across the country and repeatedly exceeded performance requirements while building exceptional public/private EMS partnerships. During her 17-year tenure with American Medical Response, she ameliorated poor operational performance in Arlington, Texas and ultimately retained the Arlington EMS System contract, a demanding, yet highly effective partnership with the Arlington Fire Department. In addition, she was successful in AMR's market entry into Tennessee in 2011 and new contract wins in Georgia as the Georgia/Tennessee General Manager. Prior to that, she served in various roles to include Operations Manager, Business Development Director, and assisted with south region mergers and acquisitions.

Erin holds a Bachelor of Science from the Colorado Technical University and obtained her MBA from the University of Tennessee. She attained her Lean Six Sigma Green Belt certification in 2014 and holds a Tennessee paramedic license.

Chris McLain, Clinical Manager/Blount County Resident
21 years with Rural/Metro

Chris is responsible for the overall clinical management and professional development training for Blount County and manages the annual training schedule for the local operations. He is actively involved with the local Region II Ambulance Director's Association where he coordinates and promotes training for regional emergency response agencies. Chris is also a Region II Ambulance Director Representative on the State of Tennessee EMS training board. Chris is also an EMS subject matter expert for several of the local hospitals regarding Accreditation/Certification for Chest Pain/STEMI, Stroke, and Trauma programs.

Prior to serving as the Clinical Manager for Rural/Metro, Chris started his career as a firefighter/paramedic for two local municipalities and as a volunteer for a local rescue agency. He then began a successful 22-year career with the Air Force treating patients in a Medical Aid Station, as well as overseeing the Emergency Medical Technical Program for over 3,500 Air

National Guard Medics. In October 2011, he retired as a Senior Master Sergeant and began working for Rural/Metro full time as a professional development / training officer. He holds instructor credentials in all AHA disciplines; he is the community training center manager for all Rural/Metro of Tennessee American Heart Association (AHA) disciplines, as well as instructor credentials in Pre-Hospital Trauma Life Support and Emergency Pediatric Care. He maintains his State of Tennessee License as an EMT/Paramedic Instructor Coordinator and Critical Care Paramedic. He continues to support ties with the local community by supporting local fire departments, as well as local and federal law enforcement agencies.

Chris is a Critical Care EMT-P, Instructor Coordinator who earned an A.S. in Allied Health Sciences and A.S. in Aircrew Life Support from the Community College of the Air Force as well as a Bachelor of Science in Organizational Management from Tusculum College.

Chris Blach, Vice President of Operations
10 years with Rural/Metro

In his role as the Vice President of Operations, Chris Blach oversees the overall operational and financial performance of Rural/Metro's Southeast Operations. Prior to taking the position as VPO, Mr. Blach worked in Florida operation for 10 years serving as the Regional Director for the last five years. During his tenure he doubled the size of the operation, secured Sumter County 9-1-1 through a competitive bid, which is an operation very similar to Blount County in geographic make-up, as well as system demand.

Other business renewed or secured includes the City of Orlando 9-1-1 (which includes Orlando International Airport), City of Winter Garden 9-1-1, City of Ocoee 9-1-1, Town of Eatonville 9-11, Universal Studios Theme Park, and Orlando Health (8 hospitals). Mr. Blach's Florida operation was first in the state to become CAAS certified in 1996 and was renewed twice under his leadership. He also assisted in building the framework for Community Paramedicine Program in partnership with Orlando Health.

Prior to joining Rural/Metro, Chris served for 10 years as the Director of Operations for American Medical Response Northeast. In this role, he was responsible for all financial and operational oversight for Southeastern Massachusetts and the State of Rhode Island. The operation serviced more than nine primary 9-1-1 contracts, over 10 major hospitals, and 100 skilled nursing facilities with 450 employees and 1200 ambulances.

Chris completed the Paramedic Program with Northeastern University in 1989. He has received Official Citations from the Massachusetts Senate and House of Representatives for contributions to the EMS field. He received Orange County Administrator of the Year in 2013 and completed the FBI Citizens Academy through FBI HQ Tampa.

Mark Lashley, East Division President
2 years 6 months with Rural/Metro

Mark Lashley joined Rural/Metro Corporation as Senior Vice President of Operations in August 2012 after two decades in operational and financial leadership positions. In August 2014, Mr. Lashley was promoted to Division President for Rural/Metro's EMS operations for the Eastern half of the United States. In December 2014, Mr. Lashley took on the responsibility of overseeing the Operational Strategy Team for Rural/Metro, with a focus on innovating labor management for the EMS business. Prior to Rural/Metro, Mr. Lashley held numerous leadership positions with ARAMARK, a worldwide leader in providing food services, facilities management, uniforms, and career apparel to healthcare institutions, universities, school districts, stadiums, and arenas. Most recently Mr. Lashley was the Regional Vice President for ARAMARK's healthcare business of the company, leading the food, environmental, and plant operations services to hospital clients in seven states, the District of Columbia, and the Virgin Islands. Prior to that role, Mr. Lashley held the role of Vice President of Operations for both the ARAMARK Healthcare and ARAMARK Correctional Services Divisions. Prior to ARAMARK Correctional Services, Mr. Lashley held the position of Vice President of Finance for Correctional Medical Services, the nation's largest provider of outsourced healthcare services for the incarcerated. Mr. Lashley has a career that includes significant experience and success in operational leadership, financial leadership, proposal development, project management, operational turnarounds, business startups, change management, and team development. Mr. Lashley holds a Bachelor of Science degree in accounting from Missouri State University.

Managerial and supervisory staff education, training, and experience as related to emergency medical services.

The Rural/Metro management team has multiple years of combined medical and emergency medical experience and extends that wealth of knowledge towards providing innovative solutions and streamlining services to ensure we continually bring value to our customers. Rural/Metro has brought some of the most experienced industry leaders to East Tennessee; leaders that specialize in collaborating with counties to bring market specific solutions.

The leadership team is held to a higher standard to foster collaboration, leverage best practices, and support consistency in our operations. Rural/Metro provides a variety of classes, resources, and materials to assist management in regards to improving their skills in team building, motivation, creative problem solving, and situational leadership.

Rural/Metro's managerial and supervisory staff receives specialized training in the National Incident Management System (NIMS). Minimum levels of training and certification for all employees include ICS 100, 200, and 700. Supervisory personnel must also complete ICS 800. Management and any supervisory personnel who may be placed in a position of responsibility within the ICS structure of a large incident are also required to complete ICS 300 and 400. Rural/Metro is also committed to participating in disaster response exercises with regional public safety agencies.

Rural/Metro Blount County sends 3 to 4 paramedics through critical care school each year. Funding the cost of school and allowing time-off to attend classes.

Duties and responsibilities to be performed by managerial and supervisory staff in compliance with the contract.

In Appendix 10, you will find the job descriptions for each team member listed in the organizational structure. Our employees consistently go above and beyond the normal job description in order to meet the common objective of providing superior pre-hospital care.

Describe the commitment of key personnel

The leadership in Blount County offers a total of 90.8 years of dedicated service to Rural/Metro's Blount County. We are proud of that dedication and commitment and will continue to mentor more leaders to propel Blount County into the future of pre-hospital healthcare.

Rural/Metro has established high standards of integrity for all leadership personnel throughout the company. Many of our leaders have deep roots throughout the community, as well as industry experts that offer a unique approach to innovation and clinical progression. Leaders in the organization are committed to the employees, clinical excellence, business initiatives, and success in Blount County.

Rural/Metro's leadership positions its dedication to the care of the community before its own needs. The local team has proven their commitment to Blount County and will ensure consistent, quality care.

Describe the organization's leadership system and how key personnel guide the organization in setting directions and in developing and sustaining effective leadership throughout the organization.

Rural/Metro's executive leadership team creates and implements innovative strategies that are aligned with the mission and core values of the company. We take great pride in being a strong national corporation with even stronger local commitments. The depth of organization gives the local operations a vast pool of resources and experience when dealing with the complexities of modern emergency medical services.



Rural/Metro's logo is an inverted triangle that situates the CEO and executive leadership at the bottom, while the patients and communities are represented at the top. As the foundation of the company, the CEO and executive leadership create innovative strategies that will deliver streamlined services and solutions which elevate the level of efficient, quality care given to our communities.

Executive leadership is brought together every quarter to discuss best practices and provide tools and resources needed to exceed expectations. In addition, a monthly Executive Committee meeting is held to evaluate the company's success in achieving its established goals. The committee is comprised of corporate executives, directors, zone vice presidents, regional directors, and general managers. The company's performance, business developments, competitive updates, and division updates are reviewed and evaluated by the committee. They are tasked with communication, data-sharing, and ensuring that the messages are disseminated throughout the company.

To ensure an open forum of communication across the company, monthly town hall meetings are scheduled to discuss market performance, initiatives, provide industry and company updates, discuss concerns, answer employee questions, and obtain feedback towards improving internal operations.

Jonathan attends, with other general managers, weekly meeting to report on operational and financial performance. He is able to collaborate with other East Tennessee managers. In addition he was directly involved in producing the 2015 Blount County budget and proposing necessary additions and changes in his organization. He meets regularly with his leadership team to share and discuss goals and achievements.

Describe the organization's leadership system and how it would operate. Include how it addresses values, performance expectations, a focus on customers and other stakeholders, learning, and innovation.

The organizational charts provided in this section identify how Blount County will operate focusing on the needs of the local community; in addition, the regional support structure provides another level of value ensuring an exceptional ambulance delivery model throughout Blount County while providing innovative solutions. The leadership team at Rural/Metro is dedicated to making certain Blount County ambulance services exceed customer expectations and will work with Blount County if they choose to develop a county-based service, as we feel our expertise will offer unmatched value in developing the ideal model for Blount County citizens.

As a team, with Blount County public safety and government leaders, Rural/Metro will focus on adapting, evolving, and promoting the best options for the citizens of Blount County to include technological innovation, clinical superiority, and operational excellence.

Describe how key personnel participate in and use the results of performance reviews.

Rural/Metro's personnel participate in an annual performance appraisal process that measures their performance in the following key areas:

- Overall job performance
- Completion of approved goals
- Contribution to the department's mission
- Interpreting organizational policies and procedures
- Problem solving
- Attendance and punctuality

In addition, we expect our local and regional leaders to meet additional objectives:

- Organizational interpersonal relations
- Civic/community involvement
- Planning process for future

The leadership team at Rural/Metro is dedicated to making certain Blount County ambulance services exceed customer expectations and will work with Blount County if they choose to develop a county-based service, as we feel our expertise will offer unmatched value in developing the ideal model for Blount County citizens.

Annual performance reviews are a vital component of successful employee development. During the course of their annual performance appraisal, 4 – 6 goals for the following calendar year will be determined and established with input from both management and personnel. Performance reviews are a means to reward exceptional performance and discuss opportunities for needed improvement. Rural/Metro also utilizes performance reviews to discuss goals the employee may have such as Critical Care School or leadership mentoring.

Performance reviews are conducted through an electronic, automated system. Evaluations are based on job description requirements and employees are ranked 1, 2, or 3 (1 = Does not meet expectations; 2 = Meets expectations; 3 = Exceeds expectations). Merit increases and bonus pay are based in part on the annual performance reviews.

B. Strategic Planning

Strategic Direction & Accountability

Rural/Metro creates a blueprint of operational service plans in a variety of ways. Locally, we will strategize on methods to improve Blount County operations, performance, ambulance service delivery, employee motivation, clinical care, and more. We will use recognized and proven strategies and best practices at a national, zone, and regional level to improve efficiencies and share exceptional performance methodologies with all operations across the country.

Rural/Metro maintains its own in-house strategy team that constantly analyzes opportunities to diversify business, improve service delivery, and influence overall community healthcare. This team is led by our Chief Strategy Officer, Sven Johnson. His organizational structure is included below:



The core focus of the strategy team is to consistently explore all aspects of the industry to ensure that we remain on the cutting edge of advancements in order to create innovative methodologies that drive clinical and service excellence. A few of these strategic initiatives include:

- IT enhancements
- Capital planning
- Cultivating strategic partnerships
- Readmission procedures
- Avoidable ER visit methods

Rural/Metro's corporate strategic planning process is a bottom-up process that begins with an executive committee meeting of nationwide organizational leadership. During this time, the executive leadership team reviews our annual performance and discusses the short and mid-term plans of the organization.

- The information gathered from the executive committee meetings is then shared at the zone level where the leadership of the zone reviews our corporate short and mid-term plans. The leadership team discusses the ways in which the local operations can contribute to our corporate plans.

- This information is then shared at the local level and plans are incorporated into our annual fiscal budgets which cover January through December. From September through November each year, we develop our operational budgets and submit them for final approval. Our budgets are returned in December and we are then able to implement our strategic plans for the upcoming fiscal year.

- We track our financial goals on a daily basis through the use of a trended flash report, as well as numerous daily and weekly dashboards. We track our monthly financial goals through monthly profit and loss statements that compare our monthly goals against our budget as well as our year-to-date goals against our budget. The local leadership is involved in understanding and driving financial results within Blount County.

Our Mission and Values

People taking care of people…Together we can do anything. Rural/Metro has updated its core mission to take a more practical approach and been simplified through the Care^3 philosophy. These are the core principles of each tier of the philosophy:

PatientCare

- Response Time
- Quality of care
- Trusting relationship

BusinessCare

- Transports
- Efficiency/cost
- Sharing of best practices

EmployeeCare

- Respect
- Personal/professional growth
- Engaged/empowered/enthused

Rural/Metro believes that a simplified mission is the key to keeping focused on the things that matter most. The aforementioned core values are threaded throughout our management philosophy, we approach every decision, every patient, and every employee with the care, integrity, and respect that our company was built upon.

Provide a summary of the action plans and related human resource plans derived from the organization's overall strategy.

Rural/Metro's overall strategy in regards to action plans and related human resource plans go back to the company's core values, which are essentially fabric of who and what we are. Developing action strategies and the required human resources needed to facilitate these plans take in to account these

core values include team, quality, integrity and responsiveness. Ultimately, Rural/Metro is committed to the communities, patients and customers we serve. The commitment Rural/Metro has made to the residents of Blount County can be seen through the clinical excellence and standardized best practices, cutting-edge technology and the expert customer care that the residents of Blount County deserve and know they will receive from the Rural/Metro team.

One of the hiring plans specific to Blount County includes working closely with certain agencies, such as the Blount County Rescue Squad (BCRS), to recruit new hires after completion of their EMS training. This presents a unique opportunity for BCRS to offer a career plan for their volunteers. Rural/Metro Blount County appreciates this opportunity as it allows the company to hire people that are familiar with the area and emergency response practices and relationships with first response agencies.

When Rural/Metro was approached by Blount Memorial Hospital about STEMI (ST-segment elevation myocardial infarction) protocols, Rural/Metro was quick to put a plan in place and the human capital needed to institute the program. Today Rural/Metro is an active member on Blount Memorial Hospital's STEMI Board, Stroke Board and Trauma Board. Rural/Metro is committed to the needs of the local community and strategically prepared to dedicate the resources needed to meet the needs of Blount County now and in the future.

Below is a sample snapshot of an action plan we follow at Rural/Metro:

ivision	Zone	Initiative	Category	Opportunity	Owner	Savings Total (enter annual amount if savings are recurring)	Amount Included in 2014 Budget	2014 Savings Net To Budget	2015 Savings Net To Budget	201 Saving To Bu
East	Central	Cincinnati	Labor: Off-Ambulance	Consolidate dispatch center with Louisville (to be located in Louisville)	J. Lawrence	$60,000	$0	$0	$60,000	$60,0
East	Central	Cincinnati	Labor: On-Ambulance	N. KY - Fill 4 EMT open positions; reduce overtime used to fill the open shifts	D. Peck	$22,984	$0	$0	$22,984	$22,9
East	Central	Cincinnati	Labor: On-Ambulance	N. KY - Fill 2 paramedic open positions; reduce overtime used to fill the open shifts	D. Peck	$16,089	$0	$0	$16,089	$16,0
East	Central	Cincinnati	Labor: On-Ambulance	Cincy Ambulance - Fill 2 EMT open positions; reduce overtime used to fill the open shifts	D. Peck	$11,367	$0	$3,473	$11,367	$11,3
East	Central	Cincinnati	Other	Switch from annual uniform allowance to a wear-based exchange for on ambulance	J. Lawrence, D. Peck	$6,825	$0	$1,801	$6,825	$6,8
East	Central	Cincinnati	Fleet	Fuel Reduction: Implement idling policy to limit unnecessary truck idling time (also reflected in centralized savings initiative)	D. Peck	$6,416	$0	$1,089	$6,416	$6,4
East	Central	Cincinnati	Other	Reduce travel spend by 30% from budget	D. Peck	$4,914	$0	$4,914	$4,914	$4,9
East	Central	Cincinnati	Fleet	Cancel floor mat rental (all year in Cincy and all year except winter in Erlanger)	D. Peck	$2,027	$0	$607	$2,027	$2,0
East	Central	Cincinnati	Station Expense	Cut off Cintas for sanitization	D. Peck	$1,440	$0	$876	$1,440	$1,4
East	Central	Cincinnati	Other	Switch from a 6 yard to 4 yard dumpster (vendor is Republic Services)	D. Peck	$1,342	$0	$447	$1,342	$1,3

Briefly explain how critical action plan requirements, including human resource plans, key processes, performance measures and/or indicators, and resources are aligned and deployed.

As a company built on the core values of team, quality, integrity, and responsiveness, Rural/Metro is dedicated in working collaboratively with the Blount County citizens, elected officials, and health care system. Open and honest two-way communication is preferred and will better enable Rural/Metro to align and deploy its resources.

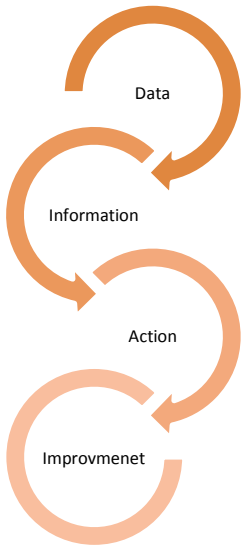
We firmly believe that staying deliberate about every action is the only way to continue to be the leader in EMS nationwide and in local operations. A sampling of our action plans include:

- How we spend and invest capital
- Robust hospital relationships
- Increased productivity
- Subscription Service improvements
- Cost efficiencies
- Team building

Key process improvement exercises such as a comprehensive SWOT analysis enables Rural/Metro to critically evaluate itself and better align resources so that it can build upon strengths, improve weaknesses, take advantage of opportunities, and address impending threats. As East Tennessee's only nationally accredited ambulance provider by the Commission on Accreditation of Ambulance Services (CAAS), Rural/Metro holds itself to a higher standard as evaluated in the ambulance industry. The performance measures set forth by the CAAS should not be taken lightly, as few companies work to achieve this recognition due to the responsibilities and ongoing rigors to maintain this accreditation. Rural/Metro has been dedicated to the residents of Blount County for the past 30 years and will continue to dedicate the necessary resources needed to provide excellent emergency services that is deserved and can be counted on.

Describe how performance relative to plans is tracked. Note any important differences between short- and longer-term plans and the reasons for the differences.

As a requirement by the Commission on Accreditation of Ambulance Services (CAAS), Rural/Metro holds itself to a higher performance standard than others in the industry. Aggressive performance measures are established with the mindset that there is more to prove, striving to meet new standards and excel above typical expectations. Rural/Metro tracks performance metrics on a daily basis to ensure the residents of Blount County are receiving the excellent service they deserve. If opportunities for improvement are evident, Rural/Metro aggressively dedicates all available resources into addressing the performance measure to ensure the highest caliber of service is provided.



Short-term plans are tactically implemented as a result of seasonality, medical director focus or new product implementation all without losing sight of long-term strategic initiatives. It is recognized that both short and long-term plans for improvement and quality service are important to the citizens of Blount County and Rural/Metro is dedicated to provide the quality, integrity and responsiveness needed to exceed in all performance expectations. Please see Section D, for more information on tracking and monitoring performance.

We use data to measure and understand current performance. We then take information to understand our gaps and opportunities. We then identify the action that needs to be taken to make informed decisions about implementation for improvement. We constantly continue this cycle as we continuously develop organizational goals.

Provide a two (2) to five (5) year projection of key measures and/or indicators of performance based on the likely changes resulting from the organization's action plans. Include appropriate comparisons with key benchmarks. Briefly explain the comparisons, including any estimates or assumptions made in projecting benchmark data.

Most importantly, in measuring performance for Blount County EMS, Rural/Metro proposes the implementation of an **EMS board** encompassing leaders from first response agencies, Rural/Metro, Blount Memorial Hospital and other local leaders. This group will drive measurements, improvements, benchmarks and follow up. The meeting should meet monthly with reports back to communities and the Blount County commission quarterly.



With the changing healthcare environment, it is important that Rural/Metro Blount County remains nimble and prepared to evolve in order to meet the necessary performance requirements. These requirements are not only changes to healthcare reimbursement and clinical enhancements but we are prepared to deliver healthcare differently. Rural/Metro Blount County has initiated conversations with Blount Memorial Hospital to discuss how to prevent readmissions. As a cooperative force, Rural/Metro Blount County can assist Blount Memorial Hospital in keeping patients healthier, assessing and responding to their needs post discharge. Please see section I, Clinical Services for more information on this program.

Several key performance metrics are and will continue to be monitored over the 2-5 year period of the contract upcoming contract. Measurements include Stroke and STEMI reporting to BMH - community paramedic initiatives, readmission reduction tracking, 9-1-1 abuse prevention, pulsepoint activity, bystander CPR, AED activity throughout the county, and many more.

Proposed key performance indicators include: response time performance, patient satisfaction, clinical outcomes, employee satisfaction, and financial strength as discussed in detail below.

Patient Satisfaction

A critical step to assuring patient satisfaction is implementing a system that measures performance. Rural/Metro's local management team will monitor monthly key performance indicators related to customer service. These measurements are to be reviewed internally at the monthly leadership meeting.

An example of conducting a patient survey would include a multi-question, one-page document sent to the patient's home with a return postage paid envelope. The inquiry would include questions about the service they received, the timeliness of the service, the compassion of the caregivers, or any other

factors we would look to measure. We might also conduct surveys on behalf of our service post hospital discharge and share the results with the hospital in order for Blount Memorial to understand potential patient satisfaction ratings during their survey.

Clinical Outcomes

Multiple Key Indicators are required to determine a threshold for clinical excellence. Human error has to be minimized to the point of extinction. This is very difficult to accomplish when performing advanced medical procedures on the roadside or a ditch. But, the expectation is still excellence. Rural/Metro is committed to finding the measures and methodology to best provide excellence in clinical care. Clinical outcomes will be discussed at the **EMS board** meeting every months, with targets for improved performance.

Employee Satisfaction

Without employees that perform at a superior level, no organization will be able to accomplish the requirements of the Blount County contract. Rural/Metro has developed and continues to develop a competent and satisfied work force. *Staffing is the key driver for response time compliance*. A baseline determination of employee turnover, customer rated workforce survey, employee satisfaction, risk analysis and clinical CME/skill determination will be performed. That baseline will improved each year starting with year one through a five year period.

Financial Strength

Evidence-based care is critical to managing the financial impacts to the health care system. Another key is to manage and control the costs wherever possible. Key indicators are listed in the table and will be monitored for financial analysis and decisions. The thresholds are indicated and will be modified as thresholds are met and maintained.

Community Betterment

As part of our Mobile healthcare initiative, we are continuously looking for ways to improve our community in Blount County. Throughout this document, you will read about proposed community betterment initiatives, such as: reduction of Blount Memorial readmissions, quarterly entire-community CPR, AED placement, Pulsepoint programs, reducing ER visits for frequent users, and more.

Every initiative we adopt will be measured for effectiveness and improvement. New strategies will be shared with the **EMS Board** throughout the term of our contract as community health improvement targets change, we will change with them.

C. Customer and Market Focus

Provide a brief description of how the organization learns from its former, current, and potential customers and markets, to support the organization's service delivery.

Section I, Clinical Services should be incorporated as part of Customer and Market Focus as Clinical performance is our primary market focus in Blount County.

Over the course of our 30-year partnership, Rural/Metro has met the evolving needs of Blount County and its residents and has often exceeded the County's expectations. We also provide non-emergency transport for Blount Memorial Hospital, area nursing homes, and other referral agencies in addition to the transports requested by the Blount County residents. The foundation of our success is based in our ability to learn and adapt to evolving service delivery demands specific to local needs.

Providing ambulance services to a rapidly growing community requires a strong team that can plan and adjust resources according to the varied needs of the community. From disaster intervention to inclement weather barriers, it is imperative that Rural/Metro swiftly and efficiently allocate and adjust the numbers of available vehicles and crew members in response to dynamic changes in demand. We have strong relationships with the various agencies in Blount County.

Rural/Metro is proud of our experienced and dedicated workforce; we feel strongly that our internal customers are exceptionally important. We strive to meet the needs of our employees through active feedback, town hall meetings, an open door policy and enhanced accountability for training and operational readiness. Helping our employees achieve new levels of success will ultimately provide Blount County the best emergency medical services provider possible.

Our Computer Aided Dispatch (CAD) and other demand analysis programs contain years of information relating to volume, day of week and time of day, and other data points specific to Blount County. Rural/Metro is able to schedule appropriate resources based on best practice methodology and trending of peaks and drops in utilization of ambulance service activity. In section D, page 37 we will show how this data in conjunction with new software will assist in ensuring that the ambulances are positioned appropriately to meet the call demand.

Listening to our market base has resulted in significant additions to our technology, equipment, and training programs. We continually monitor and update our deployment plan to make certain there is efficient coverage for all ambulance transportation needs. We conduct this exercise every six months and propose that the **EMS Board** recommended in Section D, page 34 will review in conjunction with our local leadership team.

Provide a number of customer and market knowledge examples that could be applied to improve the delivery of service or customer satisfaction.

With decades of experience as an ambulance service provider in Blount County, Rural/Metro possesses the depth of customer and market knowledge to deliver extraordinary service that consistently meets the unique needs of the community.

Specific examples of measures Rural/Metro has taken or are underway to use market and customer information to improve services include:

- We have placed two PhysioControl LIFEPAK 12 monitors on fire engines in Seymour, TN. This is a valuable resource to first response agencies.
- Rural/Metro has assisted and provided medical director oversight to Alcoa Fire Department for an upgrade from Emergency Medical Responder (EMR) licensure to BLS licensure.
- As part of this proposal to Blount County, we propose placing PhysioControl Lucas 2 Chest Compression devices throughout Blount County on strategically located apparatus due to potentially limited responders and the need for extra assistance in the case of a cardiac arrest.
- Automated External Defibrillators (AED's) placed throughout Blount County in buildings with high volume of citizen traffic.
- Rural/Metro will provide an ambulance specially built to transport bariatric patients or patients over 400 pounds. This will include a larger stretcher so the patient can be transported comfortably. In addition, the ambulance is equipped with ramps and a winch to ensure safety for providers and the patient.
- Rural/Metro believes that integration with Blount County E-9-1-1 communications center is critical to providing the most efficient response throughout the county. Starting in Section D, page 68 we have proposed how the integration in to the communications center will benefit the community.

These are a few examples of our ongoing commitment, current and proposed enhancements will benefit all citizens and visitors of Blount County.

Describe how key information from former and current customers and markets, including complaint information, could be used to improve service or satisfaction.

In an effort to provide quality and timely customer service and continually improve operations, Rural/Metro has a formal procedure for tracking customer inquiries, whether complaints, concerns or compliments, from initial customer contact to issue resolution.

Rural/Metro tracks all customer complaints in a database, looking for trends and areas for further training or improvement. This is done as part a regular course of business in Blount County and is required as part of the CAAS accreditation we currently hold. There are multiple ways a complaint can be brought to the attention of management and each is handled with an identical methodology.

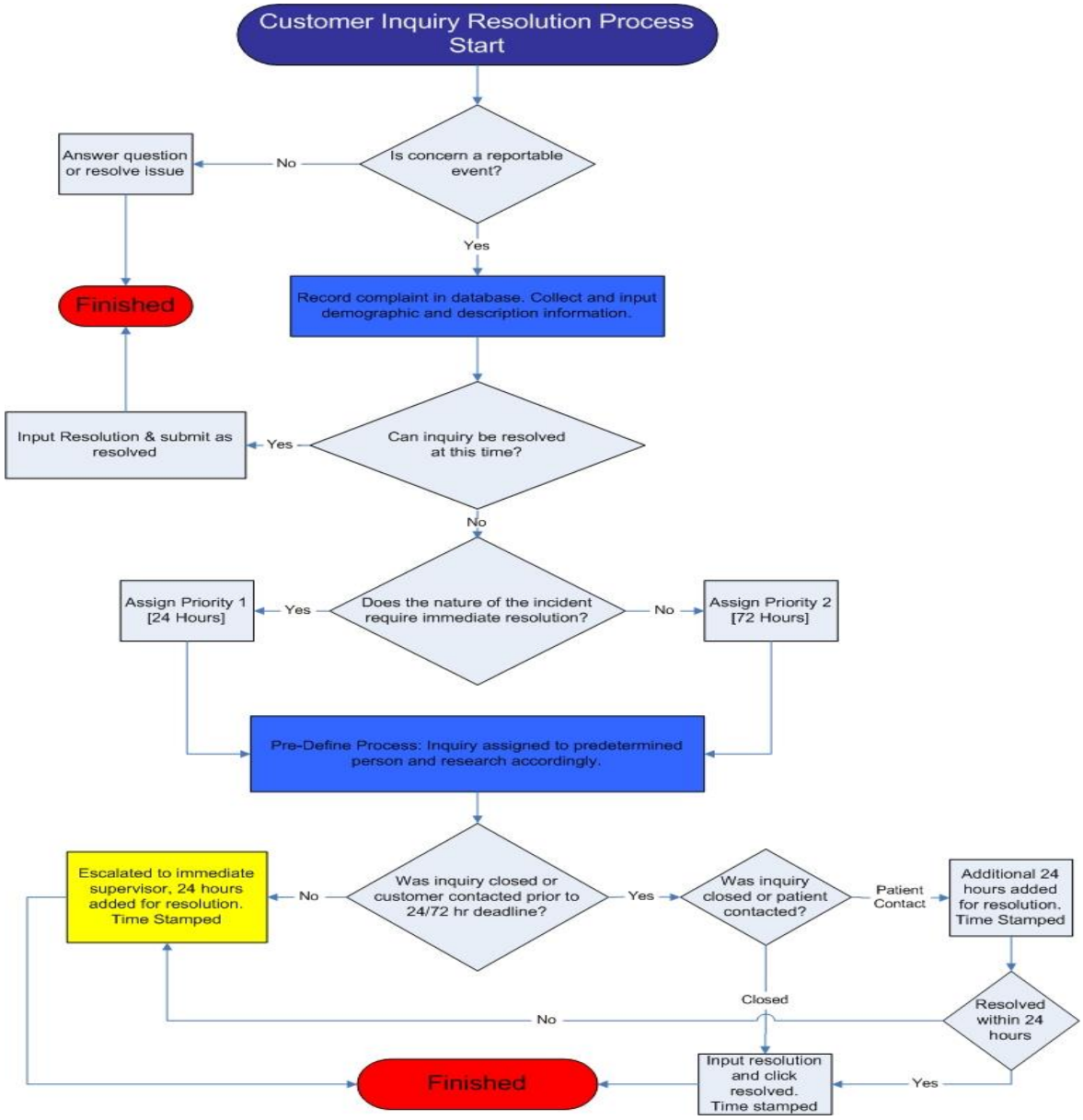
All customer inquiries, written or verbal, regarding Rural/Metro's service are recorded on a Customer Inquiry Report Form. Because inquiries enter the system through various channels—800 number, communications center, website, direct contact, etc.—the Rural/Metro employee who receives the inquiry, regardless of location or position, completes the form. It is then forwarded to the EMS Office Manager, who enters the inquiry into the Master Customer Inquiry Log and then delegates its resolution to the appropriate Rural/Metro department and employee.

Once the customer inquiry is investigated and a potential resolution identified, the employee assigned will contact the customer by telephone and/or in writing. If the customer is satisfied with the resolution, it is documented on the Report form and filed with the EMS Office Manager. If the customer is not satisfied, the Rural/Metro employee will ascertain the customer's expectations and work with the appropriate supervisor to determine how to best resolve the concern.

If the customer inquiry signals an area for improvement, then the employee and appropriate supervisor will determine how to implement the improvement. If employee disciplinary action is necessary, appropriate actions are taken in accordance with company policies.

The EMS Office Manager and Customer Relations Manager evaluate entries each month and quarter to identify any trends, both positive and negative. Any negative trends should be accompanied by recommendations for improvement. The quarterly report is submitted to the EMS Operations Manager and the General Manager, East Tennessee Operations, who decide how to address trends, if applicable, and improve outcomes.

The following flowchart provided illustrates the customer inquiry resolution process:



Describe how the organization's approach to listening to and learning from customers is evaluated, improved, and kept current with changing needs and strategies.

Rural/Metro utilizes both mailed and web-based customer surveys to gauge the quality of care and services provided to our clients. The Customer Relations Manager selects customers at random from 9-1-1 and GT service areas to receive mailed surveys. Various referral sources, such as hospital social workers, and case managers are also contacted to complete surveys.

Customers may also access our website www.ruralmetro.com and complete the customer survey. Corporate Rural/Metro forwards activity to the Customer Relations Manager for review and incorporation into the overall score card for Customer satisfaction.

In addition to formal services, several other processes ensure service delivery satisfaction, including:

- Frequent contact with referral facilities by phone, email and site visits. Monthly reviews related to non-emergency response times and turnaround times or time-on-task studies are performed and allow a real-time picture of our timeliness;
- Phone calls or face-to-face comments related to quality of care or service delivery are routed to the EMS Office Manager and included in the Customer Inquiry process, as described previously; and
- Local RMCC (Regional Medical Control and Communications) along with EMS Subcommittee also provide information related to performance.

Describe how the organization provides access and information to enable customers to seek assistance, to conduct business, and to voice complaints.

Rural/Metro has several options available for the community and customers to interact with staff for information, billing questions, conflict resolution, or questions related to having an ambulance available for a special event, and other needs. Most of our calls from the community, aside from 9-1-1 and other ambulance transportation needs, come to our main contact number, which is easily found via the internet or local phone directories. The number is answered Monday through Friday during regular office hours by Roma Burchfield, our EMS Office Manager who also serves as our front office receptionist. After hours, there is an automated response with directory assist provided for leaving messages for either a specific employee or general voice mail.

Rural/Metro's local, regional, and zone leadership widely advertise their contact information and are accessible to customers to discuss concerns, complains or offer compliments anytime, day or night. Our customers have such a wide variety of numbers to call that they will not have a problem finding an appropriate person to talk to at a moment's notice.

Our communication phone number is available to the general public and utilized primarily to arrange non-emergency transports and serves as 24 hour a day, 7 day a week access to Rural/Metro. The number is also advertised via the internet or phone directory and is provided to health care facilities as the primary contact number for transport needs, initial intact information, concerns and compliments, and other communication requirements. Shift supervisors, managers, and other support staff can be reached by contacting the communications line. Management and supervisory staff have separate landline extensions and all are provided with a company smart phone with email capability. As discussed previously, based on the caller's needs, calls are directed to the appropriate Rural/Metro employee.

As a business, Rural/Metro uses social media as a public relations, marketing, and community information tool. Social media enables Rural/Metro to share what is happening in the company and the rest of the world and it allows us to hear directly from our customers, patients, employees, and others about what's important to them. This "conversation" is able to generate discussion about our company via social media and provides a non-traditional communication outlet with an extensive, worldwide

reach. The primary social media tools that Rural/Metro uses are Facebook, Twitter, and YouTube.

Our East Tennessee Division Office houses our subscription department for EMS subscribers, and will field concerns from customers that subscribe to our EMS service.

Under Scott Bartos' leadership, the company has implemented a practice of responding to employees and customers within 24 hours at every level throughout the organization. Our Executive Leaders have their email addresses and phone numbers posted on our corporate website and are available to resolve customer issues quickly.

All of these programs and processes demonstrate Rural/Metro's commitment and ability to respond effectively to both internal and external customer needs. Our goal is always to provide the best possible service to patients, their families, the public, public safety professionals and health care professionals, and we believe our track record in Blount County clearly reflects our success in meeting these objectives. We remain committed to enhancing our customer service program under a new contract.

Describe how the organization, its key personnel, and its employees support and strengthen the local communities.

All levels of leadership are available for customer inquiries

In support of Blount County and its citizens, Rural/Metro contributes to numerous community causes, organizations, and events. As a community partner, Rural/Metro offers prevention and education programs throughout Blount County. These community-based initiatives are accomplished through collaboration with other groups and organizations. Educational programs are tailored to address prevalent health issues in specific communities, and materials and presentations can be developed as necessary to reach our target audience.

Contributing EMS personnel to community based prevention activities in partnership with fellow health care agencies is a natural extension of Rural/Metro's commitment to Blount County's EMS system.

Some of examples of our commitment from local employees include:

- Jonathan Rodgers, Blount County General Manager is a member of the Board of Directors for the child fatality review board and Blount County rescue squad.
- Erin Downey, East TN Regional Director is a volunteer with CASA (Court Appointed Special Advocate) of the TN Heartland, she serves as an advocate for neglected and abused children in Blount County.[2]

[2] http://casatnh.org/

- Several Employees such as Adam Cook, AEMT (left) and Kevin Reilly, Paramedic (right) sacrifice their time to fill in as needed across Blount County. During the February 2015 winter storms and power outages, Rural/Metro employees worked at the Red Cross shelter. Red Cross needed volunteers and Rural/Metro quickly filled the void.



Rural/Metro is dedicated to healthcare throughout Blount County and attends several meetings in cooperation with Blount Memorial Hospital such as Stroke and STEMI review, Emergency Department meetings and more.

Rural/Metro is a proud member of the Blount Chamber and attends several Blount Partnership events to include: Martin Luther King, Jr. Celebration, 95th Chamber Anniversary Celebration, and Habitat for Humanity events among others. We submit monthly newsletters to county leaders discussing the events we attend and sponsor.

Countless hours are dedicated to providing unpaid standbys to keep the community safe. Some examples are the fall festival, MLK Block Party with Alcoa PD, Fireworks events across the county, Christmas parades, Townsend Old Timers Day, various school or church career and safety days. These are only a few examples of community involvement initiatives.

The R/M Difference

During the February 2015 snow storms Rural/Metro transported numerous patients, via 4-wheel drive vehicle, to dialysis appointments due to ETHRA and personal vehicle rides being unavailable. This was a community service at no cost to the citizens.

We are experienced at building positive relationships with local residents and identifying key stakeholders in business, education, and diverse non-profit organizations to help educate the community about emergency services. All community education programs will be developed in cooperation with Blount County officials.

D. Information and Analysis



Rural/Metro is committed to continuing to bring solutions for clinical quality improvement countywide. In this section we will propose a clinical enhancement committee, also known as the ***EMS board*** discussed earlier in this proposal. The group will look at system-wide data for the purpose of driving improvements. It is to be composed of members within first response agencies, members designated by Blount County government, hospital representatives and Rural/Metro's medical director. They will work cooperatively toward system wide clinical enhancements, as well as retrospective clinical reviews. This is a committee that will meet monthly and report on jointly recognized opportunities for innovation or improved patient outcomes.

In addition to regular committee meetings, Rural/Metro will provide the ambulance contract administrator, reports on educational activities that occur with internal and external providers. Quarterly reports will be provided to the local Medical Director on clinical skill performance as well as any other reports specifically requested by Blount County.

The ***EMS board***, not just R/M exclusively, will be involved in recommending clinical progress, opportunities for response improvement, identify educational opportunities. This is conducted as an entire pre-hospital team with representatives from every facet of the healthcare in Blount County.

Describe the organization's selection, management, and use of information and data needed to support key organization processes and action plans, and to improve organization performance. This should include involving senior leadership participation in the oversight process.
Customer awareness and interaction is critical in defining processes that offer our customers the best value. Blount County metrics are built specifically to meet the objectives of Blount County's healthcare environment. The Key Point Indicators (KPI's) developed will work to identify the needs of our citizens. Some examples of KPI's that will be measured for Blount County include:

- Enhanced medical protocol application by rural emergency medical responders
- Patient outcomes for cardiac arrest and respiratory illness
- Patient outcomes and treatments associated with trauma patients in Blount County
- Rapid Sequence Induction (RSI) rates and outcomes
- Employee recruitment and retention efforts

When opportunities are identified for improvement local Rural/Metro leadership will work with regional leadership to identify areas for improvement, the need for action plans will be developed with corporate support to constantly look at ongoing improvements. These will be presented quarterly to the ambulance contract administrator and approved, in advance, by the ***EMS board.***

Rural/Metro in Blount County is proud of the quality, reliability, and operational excellence we have offered for 30 years. We will continue to focus on delivering high-quality services that consistently

meets customer requirements and exceed your expectations. We will measure our performance against agreed upon key performance metrics, target goals, customer feedback, employee assessments, and industry standards.

Describe the main types of information and data, financial and non-financial, and how each type relates to key organization processes and action plans.

The following key information systems are a few of the data management tools that Rural/Metro uses on a corporate-wide basis. All of these systems are accessible to employees via the company's intranet.

Intergraph Computer Aided Dispatch (CAD)

In 2014, Rural/Metro initiated negotiations with Intergraph for a new, custom CAD for East Tennessee. This CAD will be in service in Blount County by summer 2015. The Intergraph CAD provides seamless reporting for all responses and Rural/Metro has already purchased an interface in order to receive information directly from Blount County's CAD.

The data provided from this CAD, in conjunction with the FirstWatch and OPTIMA software, Rural/Metro will have verifiable information for planning, ambulance deployment, crew chute, response and task times, in addition to other data points critical to enhancing EMS responses. This data will be shared and reviewed by the ***EMS Board*** on a monthly basis. For more information on the new Intergraph CAD, refer to Appendix 22.

NetScheduler Scheduling and Credential Management

Rural/Metro uses a custom-developed web application called NetScheduler to manage employee schedules and track continuing education hours, certifications, and licenses. The program includes controls that limit consecutive work hours, as well as provide a simple, yet effective method for ensuring employees remain current on required credentials. The program notifies the employee and training coordinator directly if a certification is going to expire and will not let them assign themselves on the schedule or clock-in for their shift, if a certification has expired.

RTA Fleet Management Software

The RTA system tracks vehicle preventive maintenance (PM) schedules and parts. RTA track required inspections, licensing information, and warranty expirations. It also enables our fleet managers to exchange information among operations and monitor for manufacturer recall notices. It assists us in understanding total cost by VIN number for repairs and maintenance. This system allows for the creation of automatic work orders associated with preventive maintenance and generates reports regarding our fleet's preventative maintenance data.

Web-Based ICIMS Talent Management Tool

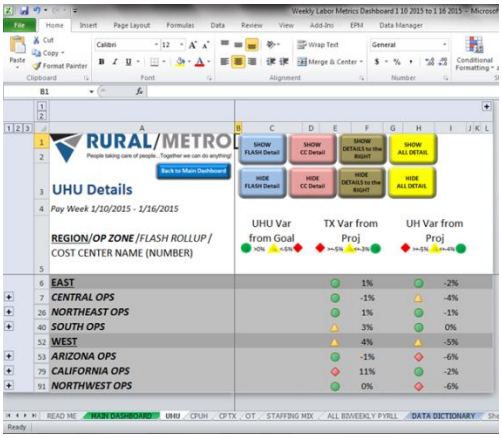
Rural/Metro's innovative Human Resources tool, ICIMS' Talent Platform allows for streamlined management of all recruitment and hiring processes. The software is customizable and interfaces with Rural/Metro's current Human Resources Information System (HRIS). Employment listings are posted on

internal and external boards where candidates can apply directly with Rural/Metro online. Candidates' information is uploaded into the ICIMS system and viewable to the hiring managers. Managers are then able to interface with potential employees regarding the next steps in the process. We are also able to conduct candidate searches based on specific job criteria.

Workday Human Resources Information System

The Workday, Human Capital Management Application is a smarter, more efficient way to handle all of your people-related activities. Workday Human Resource Management offers intuitive, self-service features to help you effectively organize, staff, and manage the full hire-to-retire lifecycle in one simple, easy-to-use system. You can find more about Workday at www.workday.com

Labor Dashboard Reports



Nationally, regionally, and locally our managers, directors, and executive leadership at Rural/Metro look at tools such as the labor dashboard report to identify performance metrics by location. These reports are reviewed weekly; local general managers are required to discuss performance as it related to productivity, ensuring adequate staffing is provided to meet the transport expectations. This allows our managers, like Mr. Rodgers, to drive change and efficiencies on a proactive basis.

This weekly data includes review of cost per unit hour, unit hour utilization, cost per transport, overtime, and payroll metrics. Dashboards also allow for all of our leaders to identify and share best practices in resource management.

Rural/Metro is happy to discuss these local numbers directly with Blount County leadership; however we consider this information highly proprietary and a key proponent towards driving excellence within our organization.

ARIBA

Using the Ariba Network Rural/Metro connects with our trading partners to buy smarter, sell faster, and manage our cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to make business commerce easier and more profitable. The following is an excerpt from the Ariba website, "Providing access to industry-leading technology, proven process expertise, and community-shared best practices, the Ariba Network liberates trading partners from slow and costly paper-based processes. Easier than ever before, you'll safely share compliance, risk, performance, and transaction information. Armed with greater visibility and intelligence, you'll align your business decisions and react to changing market conditions with utmost agility for greater competitive advantage."

Electronic Patient Care Records (ePCR)

The ZOll RescueNet ePCR system is utilized throughout Blount County ambulances in order to adequately capture patient care information from field documentation. This system tracks and monitors clinical care and include reports which offer Clinical Quality Management teams information about performance and protocol application. Rural/Metro is in the progress of improving our current ePCR system to Medusa/s Siren ePCR technology discussed below.

Getac Mobile Data Terminals (MDT's)

Our rugged windows based tablet will be deployed on every ambulance for real-time communication with the Intergraph CAD and all will serve as the hardware to complete ePCR documents.



Medusa Siren's ePCR Software and Tablet Technology

Rural/Metro is investing in a new ePCR charting software platform that it intends to roll out to our markets this year. This system will exceed all contract requirements and respectfully asks for the opportunity to present this solution to Blount County. The deployment of Medusa's Siren consolidated cloud based ePCR solution for Rural/Metro utilizes best practices while establishing national standards and processes for improved transport documentation and clinical reporting. The utilization of this tool emphasizes Rural/Metro's ability to lead the way in improving patient care by integrating with capable medical facilities to exchange patient data. Medusa Siren allows us to track both the clinical and operational KPIs regarding patient care and improved crew availability. Added capabilities will allow for hospitals to engage with the ePCR system to evaluate patients en route to the hospital to plan appropriate care upon arrival. All of our operations nationwide will be migrating to this platform for efficiencies and economies of scale. We feel this is a viable option as we can apply an interface so our agencies can seamlessly transfer data from program to program.

More information and Siren screen shots can be found on page 52 and 53.

Describe how the information and data are deployed to all users to support the effective management and evaluation of key organization processes.

Rural/Metro utilizes multiple delivery models for information distribution. One such model is submitting information located on the Netscheduler clock-in kiosk for data sharing. This would be viewed each time an employee clocks in or checks their schedule. This may be clinical information, modifications for environmental conditions (heat stress or extreme cold), or changes of policies or procedures. We also administer an internal digital paging system that performs response time alerts to responding ambulances. This is further enhanced with automated notifications in real time through CAD.

The paging system is used to send messages to pagers or smart phones and it will provide system levels and status of ambulances. Call locations, non-emergency information, and timing status of delays at hospitals, are a few examples of information that is communicated to the staff with this system. Additionally, the crews receive notifications that prompt them to expedite going in service. Rural/Metro Blount County will add the Blount County contract administrator to data bursts regarding exceptions, major incidents, along with any other pertinent information related to ambulance 9-1-1 operations.

For managers, data bursts are utilized by corporate IT to provide continual information for financial, compliance, patient demographic gathering, and performance measures compared to the budget or previous performance. These data bursts can be in the form of simple graphs or dashboard type displays.

Some additional methods of sharing information include:

- Response and financially analysis data is shared at all levels from Senior Management to Field Supervisors as pertinent to their job performance. In many cases the data is shared with the employees as a means to help educate them on improvements needed or achieved.

- Non-sensitive or HIPAA-compliant information is always delivered via encryption.

- Meetings to relay information with the employees or supervisors are frequently scheduled to ensure effective communication. Rural/Metro's management team strives to make regular contact with those they work with to clarify any questions, give direction, or to gather solutions.

Describe how performance data from all parts of the organization are integrated and analyzed to assess overall organization performance in key areas. Describe how the principal financial and non-financial measures are integrated and analyzed to determine:

- ***Clinical performance***
- ***Operational performance***

Rural/Metro's service model revolves around providing continuous engagement and designing innovative solutions to ensure that we establish internal and customer performance improvement processes. The analytical methods, data collection tools, and resources combine to provide creative problem solving and continuous improvement to assist our customers with achieving their growth and profitability objectives.

In the operations segment, we discuss how Rural/Metro effectively deploys ambulances to meet response times while overcoming certain obstacles presented as the part of any emergency response. Below are methods we utilized to determine appropriate deployment in Blount County.

At Rural/Metro, we have a dedicated team that focuses on deployment, examination of unit hour utilization, and lean Six Sigma solutions. The following is the labor planning and analysis team dedicated to assuring the most efficient EMS systems available.



The goal of the deployment analysis is to implement a multidimensional deployment strategy, driven by the demand patterns and designed to provide the best patient care through lower response times. The demand in the system is analyzed across multiple dimensions such as level of care, geographic area and by factors like day of week, time of the day. The deployment analysis is aided by industry specific computer software and is backed by processes and specialized models developed by Rural/Metro analytics teams in consultation with industry experts over last several years.

A detailed list of factors which we used to determine the number of ambulance resources to deploy for Blount County includes:

- Service area geography
- Time of Day/Day of Week Demand
- Task Time
- Number of Ambulances in fleet
- Response Time requirements
- Posting Locations
- Financial considerations

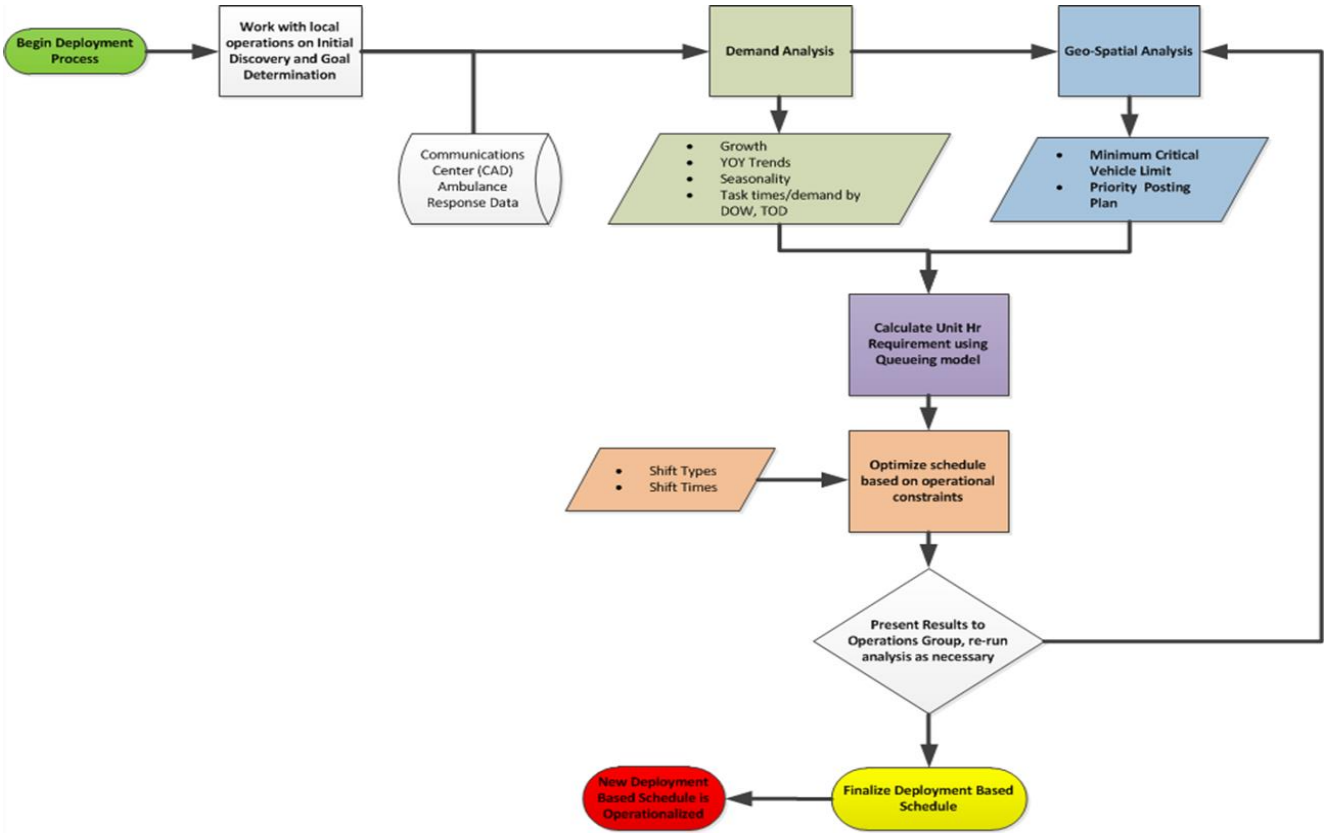
The result of the deployment analysis produces a demand based priority posting plan for various times of the day, an ambulance and ambulance personnel schedule and key reporting metrics for monitoring once the plan is operationalized.

The deployment analysis process for Blount County will be continuously improved upon based on the on-going performance analysis of operations, taking in to account population changes that may be permanent or seasonal.

The process has the following steps:

1. Discovery and understanding of system/operational requirements
2. Data gathering
3. Demand analysis
4. Geospatial analysis
5. Calculate unit hours required to meet parameters
6. Optimize schedule based on constraints and requirements
7. Examine results with operations group and rework as necessary
8. Finalize deployment-based schedule
9. Operationalize new deployment-based schedule

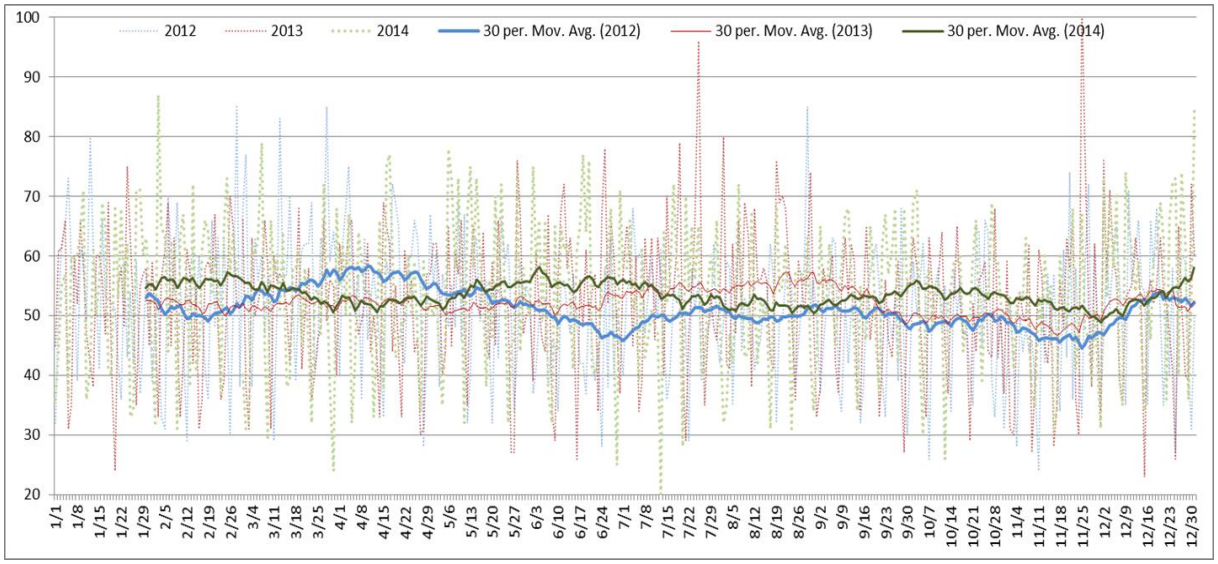
The figure below outlines the deployment analysis process:



Data

We gathered three years' worth of our own dispatch data to create optimal deployment for Blount County within the new response time criteria. The data depicts a 30-day rolling average.

As Figure 3 shows, we can anticipate, based on experience, that there are certain times of the year where average call volume is higher. Understanding this helps us to proactively plan and avoid reactive scheduling.



The data also illustrates that using the most recent 12 months (with some normalization and split into emergent and non-emergent segments) would provide us with accurately representative data points to use to develop a deployment plan responsive to the most stringent requirements of the RFP.

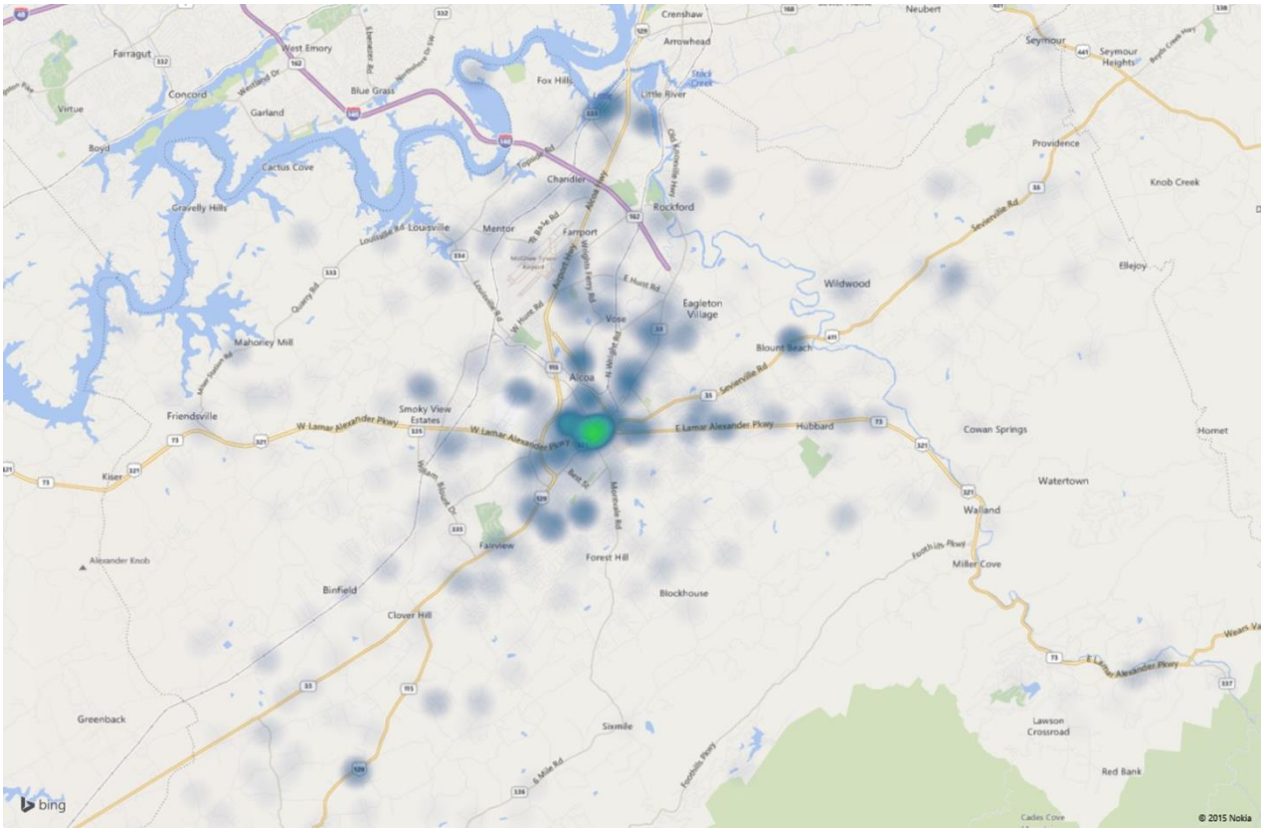
The data obtained is then used to determine:

- Task time (from the time the ambulance "dispatched" to the time it is clear and "available")
- Call types (e.g., emergent and non-emergent) & levels of service (e.g., ALS, BLS)
- Transports versus responses
- Hour and day (day of week) of response
- Average task time by hour of week
- Average demand by hour of week
- Does this change by call type/LOS
- % of transports vs. responses

All these parameters and data points are then used in the geospatial and demand analyses.

Geospatial Analysis

For the Geospatial component of our analysis, we looked at the distribution of the requests for service (demand) across the entire county for a sample 4-month time period. The figure below reflects shows how emergent and non-emergent calls were distributed geographically from January-April 2014.

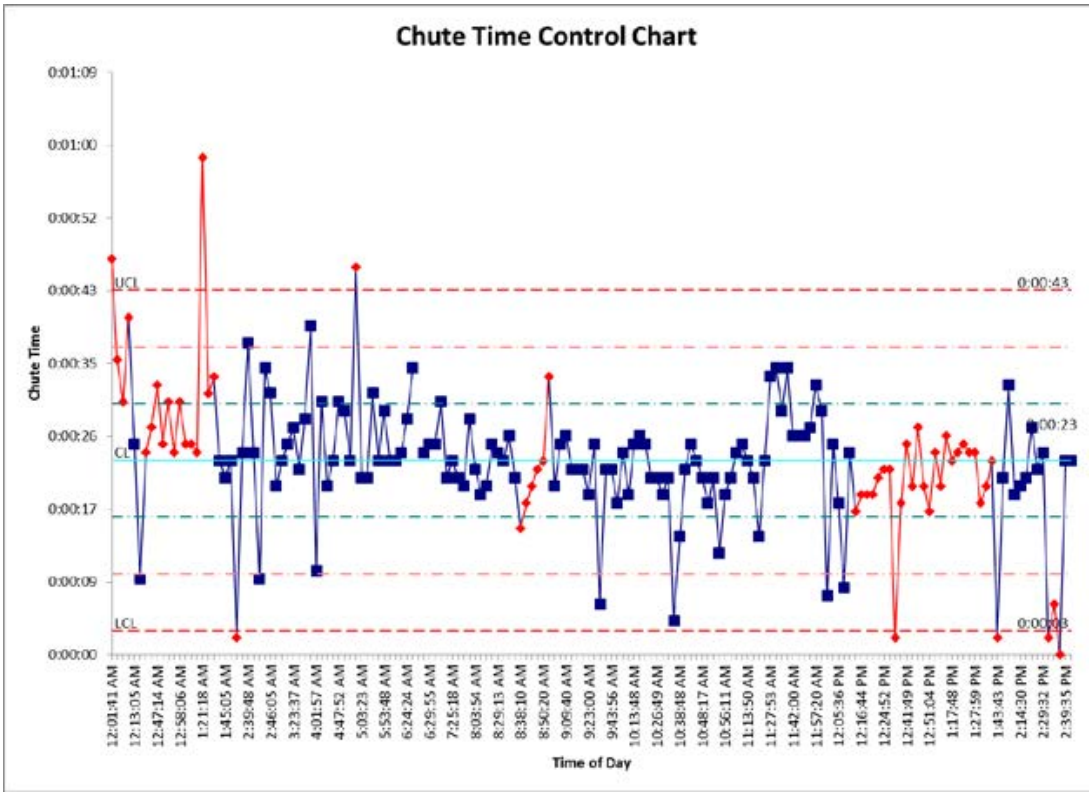


Rural/Metro applies the following statistical/diagnostic tools to analyze performance data:

Control Chart Analysis (Statistical Process Control)

Control charts are used to assess the stability of a particular process. The charts indicate whether an EMS provider's process is "in statistical control" (a stable system where only common cause variation exists) or "out of statistical control" (an unstable process where special cause variation exists). A control chart is a particularly useful quality management tool for evaluating response time sub-processes such as chute time.

Provided below is a sample statistical process chart for chute time:



The chart is an example of data that is reviewed daily, weekly, monthly and annually to impact change and direct results in the organization. The chute time chart is important, as are all of our reports, to ensure that ambulance crews are responding timely after a call has been dispatched. Seconds are critical and Rural/Metro will account for every second it takes for an ambulance to arrive at a patient after they call 9-1-1.

Document the following:

Verify that the Contractor will designate a Quality Manager to oversee the quality management program.

Rural/Metro has an extensive Quality Improvement and Quality Assurance program that is designed to quickly identify areas where we may not be meeting the needs of patients and customers. In Blount County, David Phillips serves as our Quality Manager and works directly with Jonathan Rodgers, General Manager and Christopher McLain, Clinical Manager on protocol development, and clinical reviews. Specific items are directed to the Medical Director for further review. These include:

- All calls involving Aeromedical Transport
- All calls involving use of CPAP
- All narcotic administration
- All calls involving a patient in Cardiac Arrest
- All calls requiring the use of a ventilator
- ST Elevation Myocardial Infarction (STEMI's)
- Cerebrovascular Accident (CVA) calls

If areas of concern are identified, proactive actions will be initiated to rectify any potential shortfalls. The Quality Improvement/Quality Assurance Program is led by the designated Medical Director, and has four main components:

- Dedicated Clinical Quality Staff, including a Clinical Manager
- Required daily review of Electronic Patient Care Records
- Quality Committee meetings to review opportunities and determine potential actions
- Additional training or corrective action for medical staff, depending on committee direction.

As an addition to Blount County quality management Rural/Metro proposes an ***EMS Board*** which will include various public safety leaders across the county, to meet monthly and discuss total patient care from first response to receiving hospital admission or discharge. This process will give all responding agencies a thorough understanding of how their actions resulted in patient outcomes.

That the Contractor will submit comprehensive key performance indicator reports to the County, when requested.

Rural/Metro agrees to provide comprehensive performance reports as requested by Blount County. We have a variety of business intelligent tools available for the presentation and distribution of enterprise reporting. As listed above, we have invested in several tools to provide real-time information to leaders and our Blount County contract administrator as well as post incident data for review and quality management.

Rural/Metro will use this information to provide resources for Blount County's feasibility study and will assist in the success of any desired ambulance delivery model.

The standardization of data from disparate sources assists in providing all-inclusive reporting for our

customers and creates a uniform means of communication across all business segments.

The available reporting types include:

- Canned/predefined reports – accessible through secure web-based portals (SAP Business Objects Enterprise or specific application portals). Reporting can be scheduled and provided daily, weekly, or monthly via email, share-drives, FTP. Reports can also be exported manually as needed. The reports come direct from our Intergraph CAD or FirstWatch Software.
- Ad-hoc reporting – available using SAP Business Objects Xcelsius tool. High-level dashboard reporting is available with key executive metric data from billing, operational, and financial systems updated daily and available online through the SharePoint portal. Executives receive updated metrics of transports, APC, revenue, collections, EBITDA, EPS, etc.
- Mobile reporting – available to executives including key executive metric data from billing, operational, and financial systems. Reports can be sent to iPads, iPhones, and email daily.

That the Contractor will actively participate in projects designed to improve the quality of EMS in Blount County.

Rural/Metro Blount County believes that our investment in to our first response agencies is extremely critical. We commit to ensure all Emergency Medical Agencies are at minimal Emergency Medical Responder (EMR) status and Strive for BLS and ALS Service as the emergency medical responders' desire.



We will hold community CPR Events for Bystanders that witness a Sudden Cardiac arrest for immediate Initiation of E-9-1-1 and CPR. In this initiative, we will implement a program that identifies the individual who assisted with CPR or AED via standard on-scene history questions and follow up with that citizen or bystander to recognize their efforts and provide documentation for the community on the impact citizens can have with CPR and AED training.

We will coordinate with Blount Memorial Hospital to do follow up care for discharges to help with readmissions to the hospital and over all care of our citizens.

Rural/Metro commits to PulsePoint Community in 2016. See more about PulsePoint at www.pulsepoint.org Pulsepoint will activate bystanders to CPR requests, it will also identify where all of the strategically placed AED's are located, that Rural/Metro will place throughout the community in county buildings. **Rural/Metro is committed to saving lives in Blount County.**

Rural/Metro Blount County protocols are some of the most progressive protocols in the state of Tennessee. We are proud of our progressive implementation of medications and methods that make a difference in the lives of Blount County citizens. This could not be done without strong medical direction and the support of Blount Memorial Hospital. The progressive protocols are necessary due to extended transport times in some rural areas of Blount County.

Some examples of Rural/Metro protocols exceeding state standards include:

- We are one of the few ambulance services who administer Heparin in the field for STEMI's
- We have the latest in 12 Lead Capability with LIFEPAK 12 & 15 monitors and will continue to transmit to the Hospital for Early STEMI team and cath lab activation.
- We have initiated a Labetalol Protocol in 2015 for CVA's for Field administration and Blount Memorial Hospital's Transfers, to help with Blood Pressure issues, so clots do not cause hemorrhage and can be dissolved with TPA for a better outcome for patients and minimize deficits for a normal life after CVA.
- We have implemented Nasal Versed for Pediatric Seizures for a quick and less invasive seizure control. Every unit has a CPAP Device for patients with Pneumonia or CHF for quick relief of Shortness of breath and to reduce the Fluid in the lungs along with medication therapy Lasix.
- Bougie's and Surgical Cric kits have been added for difficult airway issues and Facial Trauma.
- C.A.T's Combat Tourniquets to stop bleeding for arterial and amputations. We have Critical care Paramedics on every shift for interfacility Transport that require Blood, Multiple medication drips, and insulin drips and Vent patients.

Rural/Metro Blount County has applied to be the only American Heart Association (AHA) EMS entity with silver certification in the state of Tennessee. We are eligible because of our pre-hospital anticoagulation administration.

How the Contractor's Medical Director incorporates local physician involvement, interaction, credentialing, tasks and disciplinary involvement and/or responsibilities.

Dr. Jason Begue, Rural/Metro Blount County's medical Director, has assisted the Alcoa Fire Department become licensed as a BLS response agency. He is a full-time E.R. physician at Blount Memorial Hospital; he has interactions with every crew member that he encounters at the E.R. Dr. Begue attends in-service courses and teaches Difficult Airway Techniques and follows-up with the QA/QI process. If there is a patient care issue, he is involved in the disciplinary review of the involved employees. He then meets with the involved parties and reviews the patient care report to discuss the correct approach to a situation. Every new paramedic has Limited Standing order for a minimum of one year, which means they must contact medical control for medication administration to ensure the right treatment is being given for each situation until they become a seasoned medic. Dr. Begue is also the E.R. Director at Blount Memorial Hospital.

Dr. Begue reviews hundreds of transports each month to ensure the citizens of Blount County are provided the best care possible and educational opportunities identified to continue to strengthen the caregivers in Blount County. Dr. Begue is contacted immediately if any event occurs outside of protocol and Jonathan Rodgers will work directly with him on disciplinary activities that may need to occur as a result of the protocol deviation.

CAAS Accreditation, although not required to be considered for award of this RFP, is strongly desired by Blount County. The County would anticipate the successful Contractor complete the accreditation process within six (6) months after the execution of the resulting agreement.



Rural/Metro Blount County is a CAAS accredited organization.

Since 1997 Rural/Metro has been accredited by the Commission on Accreditation of Ambulance Services (CAAS). CAAS-accredited ambulance services must demonstrate compliance with the industry's most rigorous operational performance standards. Certification is voluntary and involves third-party review of local operations and clinical processes, policies, and documentation, as well as on-site inspection by an independent panel of industry experts. In essence, accreditation provides assurance that Rural/Metro meets the ambulance industry's highest clinical and operational standards.

Achieving accreditation is a comprehensive process which includes the following:

Reviewing agency and financial management	Budgeting and strategic planning
Relations with outside agencies	Mutual aid and disaster coordination
Community education and relations	Human resources and personnel management
Hiring	Credentialing
Training	Problem resolution
Performance evaluations	Clinical Standards
Quality Improvement	Safe operations and risk management
Vehicles, equipment, and facilities	Communications/dispatch

As an accredited agency, Rural/Metro has proven that we are a quality service provider as indicated by our written and documented procedures, systems, and reports. We also have dedicated Medical Director involvement in all matters that affect patient care, including: protocol development, vehicle equipment, educational programs, training, Quality Improvement (QI), and response-time standards. The accreditation process requires Rural/Metro to look closely at every aspect of our operation and to demonstrate through our policies and record keeping that we truly provide the quality that is expected by our partners and the industry.

Benefits of Accreditation

Our accreditation communicates to area residents and our partners the peace of mind that comes from the knowledge that their ambulance provider:

- Meets the highest national standards for the medical transportation industry -standards that often exceed those of local and state EMS regulatory bodies
- Delivers first-rate patient care through properly trained and credentialed personnel and meticulously stocked and maintained ambulances and equipment

- Provides detailed record-keeping and analysis that ensures that we continue to meet the Blount County's local emergency response plan
- Has in place extensive mutual-aid agreements, ensuring that we are always ready to take an active role in any disaster or large-scale incident
- Is committed to partnering with the community and local health care system to provide comprehensive prevention and safety education programs
- Last, but not least, guarantees consistent QI processes throughout all operational levels.
- Ultimately, CAAS accreditation is recognized as the gold standard in the prehospital community. It truly helps Rural/Metro operations determine what we are doing right, what our weaknesses may be, and how we can improve our operations and patient care



E. Process Management/Fleet Maintenance

State the minimum number of vehicles intended to be available for response under this contract, the type, specifications, and manufacturer, and any additional information that may assist the EMS Procurement Advisory Team in assessing the quality of vehicles proposed.

Rural/Metro proposes to provide 12 vehicles and will staff 9 ambulances during peak demand for 9-1-1 and non-emergency ambulances. Schedules and staffing models will vary with time of day, day of week and time of year. These schedules will fluctuate with seasonal changes, population changes, weather and other impacting factors. Full-time and part-time employees that are assigned to work in the Blount County system will continue to staff the dedicated ambulances. Our employees are familiar with the geography and service area. Rural/Metro strongly believes that the success of the EMS system rests on the positive interaction of all agencies involved. We are committed to a cooperative venture in which constructive feedback is welcomed and where solutions arise from a collaborative effort.

Fleet



Maintaining response ready vehicles and equipment is essential to our mission. Currently, Rural/Metro safely operates and maintains **more than 90 ambulances** throughout East Tennessee. All vehicles meet the requirements specified by the Tennessee Department of Public Health and Environment and the Department of Motor Vehicle's Rules and Regulations.

Rural/Metro utilizes an aggressive preventative maintenance and fleet replacement program, by replacing vehicles as necessary within their usable lifespan. Vehicles will continually meet or exceed the requirements by applicable agencies, in addition to any other State, Federal, and/or manufacturer requirements.

The entire fleet at Rural/Metro is equipped with state-of-the-art technology that ensures the most efficient delivery of service. Rural/Metro is committed to remaining on the forefront of the technology that drives our business, recognizing that these advancements often improve the safety, efficiency, and delivery of emergency medical services. From an electronic patient care record (ePCR) system that provides paramedics and EMTs with a rapid and accurate patient data tool efficient and updated communications devices, we continuously strive to identify and implement tools that enhance our service. Rural/Metro's investments in state-of-the-art medical equipment and GPS driven vehicle tracking systems enable us to summon the nearest available resources, as well as provide the most accurate ETA's in the business. Rural/Metro utilizes a fully capable technology model. This "smart ambulance" concept provides highly enhanced service to our patients and customers.

The series of schematics in Appendix 8 illustrate the components of the Braun Type III vehicles which we currently commit to Blount County and will continue to provide in order to ensure optimal safety in the patient compartment as well as for the driver and passenger.

State the ALS and BLS equipment to be utilized on all ambulances proposed.

Rural/Metro will continue to equip our ambulances with supplies and equipment that exceed standards set forth by Blount County. Rural/Metro's ambulance equipment and supplies will also meet or exceed the standards as set forth by the Department of Health Emergency Medical Services Division.

Rural/Metro currently provides safe, well-maintained durable equipment on each ambulance. Equipment is regularly inspected and replaced as needed. Disposable equipment and supplies are maintained daily to meet the standard as set by both national and local protocol.

Local corroboration with our partners contributes to the decision as to what supplies are maintained on the ambulance. This is done for responder familiarity and allows for continuity of patient care. Disposable supplies are removed upon expiration and replenished at appropriate levels. In the event a piece of equipment is backordered or delayed by the manufacturer it is communicated to our crews and to our partners. The equipment will be temporarily supplemented by a similar piece of equipment until the original item is available.

Below are examples some of the durable items each Rural/Metro vehicle in Blount County is equipped with state of the art equipment to include:

- PhysioControl LIFEPAK 15 Monitor/Defibrillator
- Stryker MX-Pro R3 ambulance stretchers
- Stryker Stair-PRO 9252 Stairchairs
- Scoop Stretchers
- Backboards
- Built-in ambulance Infant/Child seat
- In-ambulance and portable Suction
- ALS Adult Jump Kit
- Pediatric Jump Kit
- Mobile Data Terminals linked to Intergraph CAD
- Traction Splint



Crews are required to keep all durable medical equipment (DME) clean and properly maintained. Ambulance personnel who encounter a failure of their defibrillator/monitor or gurney must immediately notify the Shift Commander, who places the unit out of service until such equipment is exchanged.

Additional policies exist to address jump bags, airway bags, suction equipment, blood pressure

cuffs, and other durable medical equipment. Field team members perform daily equipment checks prior to the start of their shift.

Stryker has trained and certified the several company employees to provide preventive maintenance and minor repairs to our stretchers. We currently utilize both bariatric and standard Stryker gurneys; incorporating the new Stryker Power Gurneys was rejected by our field team members due to size and weight. Instead, we have placed Stryker Stair-PRO 6252 stair chairs on each ambulance for the safe movement of patients. These stair chairs will not only improve field team member's confidence and patient handling skills, but add a valuable comfort level to our patients.

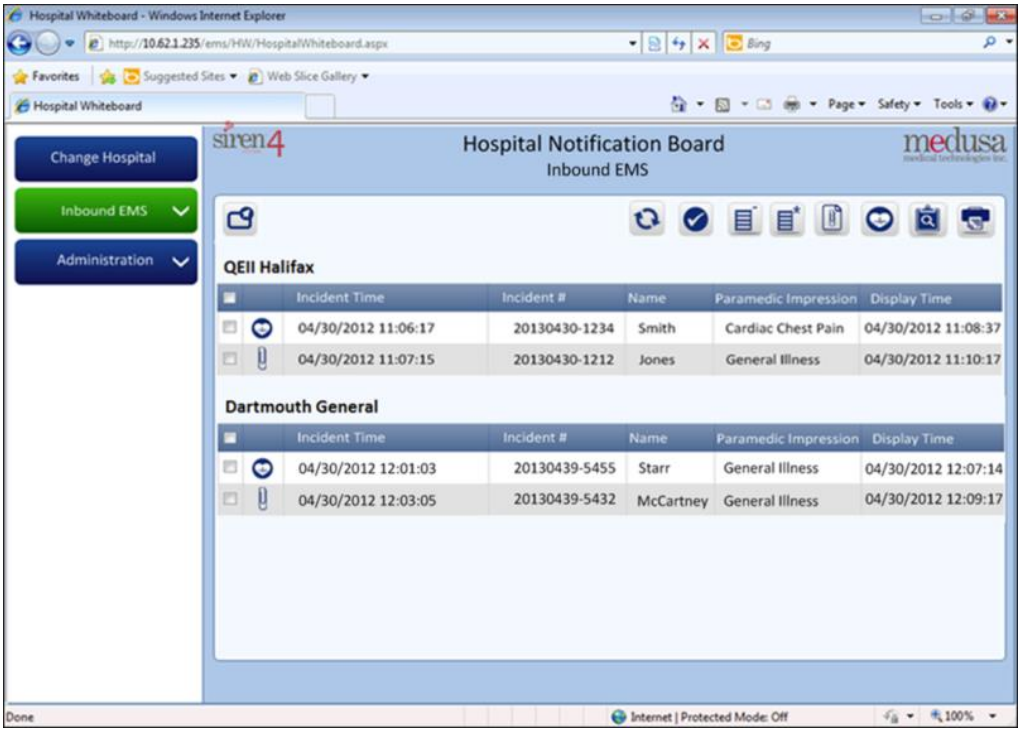
Injuries to patients or employees due to equipment malfunctions are taken very seriously and reported and documented the same day of the occurrence. When applicable, reports of durable medical equipment failure are made to the FDA. The item serial number is logged and tracked to ensure it is repaired prior to being reissued. Once an item is cleared, a label is applied stating it is available for use

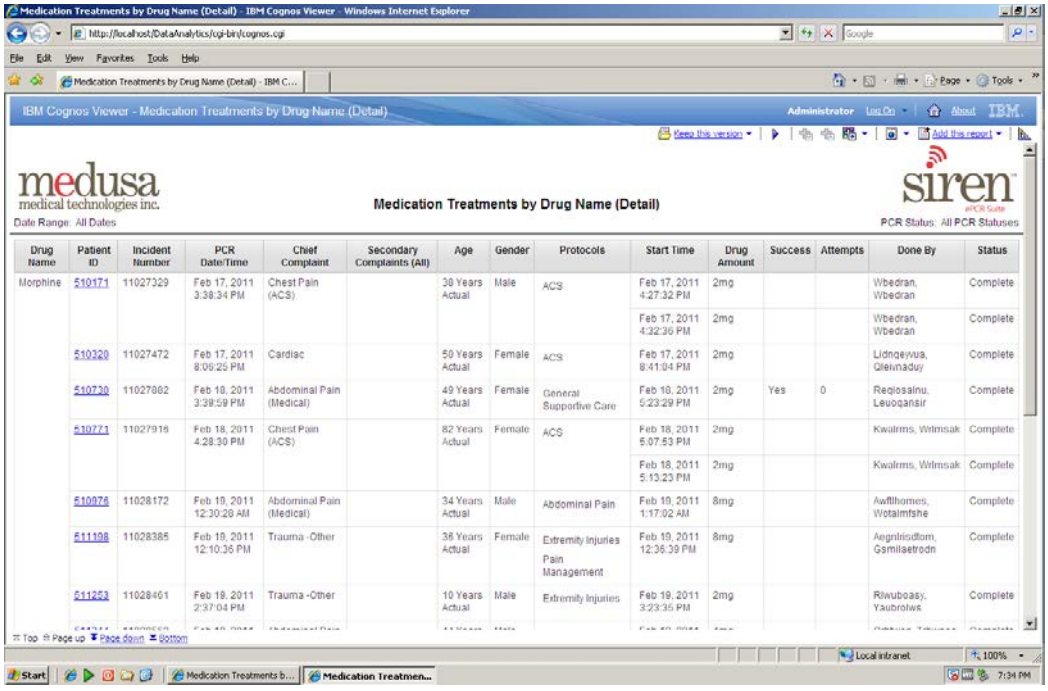
Medusa Siren's ePCR Software and Tablet Technology

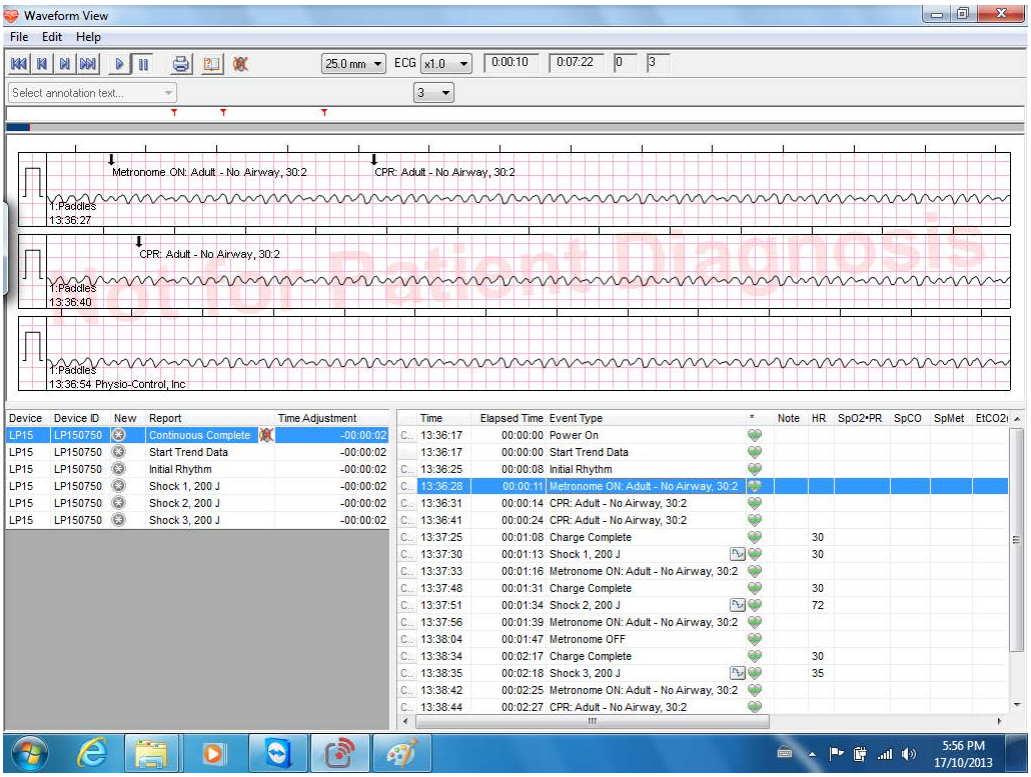
In our efforts to always employ the most cutting edge technology and software solutions, the pending roll-out of Medusa's Siren ePCR technology will far exceed any electronic patient care reporting system available. The deployment of Medusa's Siren consolidated cloud based ePCR solution for Rural/Metro utilizes best practices while establishing national standards and processes for improved transport documentation and clinical reporting.

The utilization of this tool cultivates Rural/Metro's ability to lead the way in improving patient care and by integrating with capable medical facilities to exchange patient data. Medusa Siren allows us to track both the clinical and operational KPIs regarding patient care and improved crew availability. Added capabilities will allow for hospitals to engage with the ePCR system to evaluate patients en route to the hospital to plan appropriate care upon arrival. All of our operations nationwide will be migrating to this platform for efficiencies and economies of scale. We feel this is a viable option as we can apply an interface so our agencies can seamlessly transfer data from program to program.

The following screenshots illustrate a few of the capabilities of Medusa Siren:


Hospital Whiteboard - Windows Internet Explorer
Change Hospital
Inbound EMS
Administration
siren4
Hospital Notification Board
Inbound EMS
medusa
QEII Halifax
Incident Time | Incident # | Name | Paramedic Impression | Display Time
04/30/2012 11:06:17 | 20130430-1234 | Smith | Cardiac Chest Pain | 04/30/2012 11:08:37
04/30/2012 11:07:15 | 20130430-1212 | Jones | General Illness | 04/30/2012 11:10:17
Dartmouth General
Incident Time | Incident # | Name | Paramedic Impression | Display Time
04/30/2012 12:01:03 | 20130439-5455 | Starr | General Illness | 04/30/2012 12:07:14
04/30/2012 12:03:05 | 20130439-5432 | McCartney | General Illness | 04/30/2012 12:09:17


Medication Treatments by Drug Name (Detail) - IBM Cognos Viewer - Windows Internet Explorer
IBM Cognos Viewer - Medication Treatments by Drug Name (Detail)
medusa
medical technologies inc.
Medication Treatments by Drug Name (Detail)
siren
Date Range: All Dates
PCR Status: All PCR Statuses
Drug Name | Patient ID | Incident Number | PCR Date/Time | Chief Complaint | Secondary Complaints (All) | Age | Gender | Protocols | Start Time | Drug Amount | Success | Attempts | Done By | Status
Morphine | 510171 | 11027329 | Feb 17, 2011 3:38:34 PM | Chest Pain (ACS) | | 30 Years Actual | Male | ACS | Feb 17, 2011 4:27:32 PM | 2mg | | | Wbedran, Wbedran | Complete
Feb 17, 2011 4:32:36 PM | 2mg | Wbedran, Wbedran | Complete
510320 | 11027472 | Feb 17, 2011 8:09:25 PM | Cardiac | | 50 Years Actual | Female | ACS | Feb 17, 2011 8:41:04 PM | 2mg | Lidngeyvua, Qleivnaduy | Complete
510730 | 11027862 | Feb 18, 2011 3:39:59 PM | Abdominal Pain (Medical) | | 49 Years Actual | Female | General Supportive Care | Feb 18, 2011 5:23:29 PM | 2mg | Yes | 0 | Reqiosalnu, Leuoqansir | Complete
510771 | 11027916 | Feb 18, 2011 4:28:30 PM | Chest Pain (ACS) | | 82 Years Actual | Female | ACS | Feb 18, 2011 5:07:53 PM | 2mg | Kwalrms, Wrimsak | Complete
Feb 18, 2011 5:13:23 PM | 2mg | Kwalrms, Wrimsak | Complete
510976 | 11028172 | Feb 19, 2011 12:30:28 AM | Abdominal Pain (Medical) | | 34 Years Actual | Male | Abdominal Pain | Feb 19, 2011 1:17:02 AM | 8mg | Awflthomes, Wotalmfshe | Complete
511108 | 11028385 | Feb 19, 2011 12:10:36 PM | Trauma -Other | | 36 Years Actual | Female | Extremity Injuries Pain Management | Feb 19, 2011 12:36:39 PM | 8mg | Aegnlnisdtom, Gsmilaetrodn | Complete
511253 | 11028461 | Feb 19, 2011 2:37:04 PM | Trauma -Other | | 10 Years Actual | Male | Extremity Injuries | Feb 19, 2011 3:23:35 PM | 2mg | Rlwuboasy, Yaubrolws | Complete


Waveform View
File Edit Help
Metronome ON: Adult - No Airway, 30:2
CPR: Adult - No Airway, 30:2
1:Paddles
13:36:27
CPR: Adult - No Airway, 30:2
1:Paddles
13:36:40
1:Paddles
13:36:54 Physio-Control, Inc
Not for Patient Diagnosis
Device Device ID New Report Time Adjustment
LP15 LP150750 Continuous Complete -00:00:02
LP15 LP150750 Start Trend Data -00:00:02
LP15 LP150750 Initial Rhythm -00:00:02
LP15 LP150750 Shock 1, 200 J -00:00:02
LP15 LP150750 Shock 2, 200 J -00:00:02
LP15 LP150750 Shock 3, 200 J -00:00:02
Time Elapsed Time Event Type Note HR SpO2•PR SpCO SpMet
13:36:17 00:00:00 Power On
13:36:17 00:00:00 Start Trend Data
13:36:25 00:00:08 Initial Rhythm
13:36:28 00:00:11 Metronome ON: Adult - No Airway, 30:2
13:36:31 00:00:14 CPR: Adult - No Airway, 30:2
13:36:41 00:00:24 CPR: Adult - No Airway, 30:2
13:37:25 00:01:08 Charge Complete 30
13:37:30 00:01:13 Shock 1, 200 J 30
13:37:33 00:01:16 Metronome ON: Adult - No Airway, 30:2
13:37:48 00:01:31 Charge Complete 30
13:37:51 00:01:34 Shock 2, 200 J 72
13:37:56 00:01:39 Metronome ON: Adult - No Airway, 30:2
13:38:04 00:01:47 Metronome OFF
13:38:34 00:02:17 Charge Complete 30
13:38:35 00:02:18 Shock 3, 200 J 35
13:38:42 00:02:25 Metronome ON: Adult - No Airway, 30:2
13:38:44 00:02:27 CPR: Adult - No Airway, 30:2
5:56 PM
17/10/2013


Siren Field User
Menu
Smith, J., U
13:57:01
>500
General
Anatomical
Extd Systems
.Normal
.Unremarkable on Exam
Abnormal Appearance
Abnormal Sensation
Abrasion(s)...
Additional Details...
Atrophy
Patient ID
Subjective
Initial Assess
Vitals
Lab Values
Objective
Assess/Plan
Transport
Care Plan
Review

The technology and equipment available for EMS programs continually evolves. Upgrading existing equipment on a regular basis is necessary, as it enhances our field team members' ability to diagnose and care for our patients. Rural/Metro is committed to staying current with these technological advances through regular upgrades of existing medical equipment.

We will fund identified upgrades by annually evaluating the lifespan of the durable equipment and its depreciation schedule. Each fiscal year, Rural/Metro budgets for predetermined upgrades or replacements so there is a consistent turnover of assets throughout the contract term. With this repetitive cycle of equipment replacement, we ensure all equipment remains in reliable working order and is as technologically advanced as possible.

Describe the policies regarding fleet size and standardization to which the proposer would be committed, if awarded this contract

Rural/Metro's demand analysis and planning capability is designed to help us meet peak load coverage requirements. We staff more ambulances on a daily basis than all of our competitors have in their entire local fleets combined. In addition to the staffed vehicles, we have management employees who are certified paramedics and EMTs, available to respond in times of extreme volume surge. Our size, resources, and flexibility add significant value to our operations in Blount County.

In Blount County, we currently provide 10 licensed ambulances, and will expand to 12 licensed ambulances in the fleet and more as needed based on call demand. We maintain an additional 80 ambulances throughout our operations in East Tennessee.

9 of the 12 ambulances will be committed as front line emergency response dedicated ambulances meeting or exceeding the specifications in the bid to include:

- All ambulances used for emergency patient transportation will be a minimum of Type III Ambulances
- Ambulances will not be more than five (5) years old from the date of sale as a new vehicle, and shall not have been used more than 300,000 miles.

The remaining 3 ambulances will be used for the non-emergency transportation of patients and will meet or exceed the specifications of the bid to include:

- All Non-emergency ambulances will not be not more than six (6) years old from the date of sale as a new vehicle
- Non-Emergency ambulances will not have been used more than 350,000 miles.

Rural/Metro exceeds the requirements of support vehicles and currently provides 2 four-wheel drive vehicles for use in inclement weather. These vehicles will be maintained according to the fleet maintenance specifications and the primary four wheel drive vehicle will not be older than five years old and will not exceed 150,000 miles. Rural/Metro's secondary four-wheel drive vehicle will be utilized as a back-up four-wheel drive response vehicle.

Equipment available to respond in inclement weather will be kept on site at our fleet operations center in Alcoa to include, but not limited to, snow tires, de-icer and tire studs.

Rural/Metro further commits to provide the following value added enhancements to our vehicles:

- Each ambulance will display the Rural/Metro logo, along with the last five of the VIN number in addition to the state placard as required by Tennessee EMS regulations.
- All vehicles will be equipped with modems to monitor location via GPS in Rural/Metro's Intergraph CAD and to transmit patient care reports as well as EKG information to receiving hospitals.



Rural/Metro has a massive disaster response support structure throughout our East Tennessee operations. This includes several disaster response vehicles dedicated to state responses and local area responses. In addition Blount County leadership sits on all regional disaster response boards, and actively participates.

Describe the fleet maintenance program to be employed. Specifically address how any instance which would render an ambulance unable to respond to or transport a patient would be tracked, improved, and minimized.

Rural/Metro has a local fleet services facility to provide scheduled preventative maintenance and timely incidental repair services. The facility is appropriately licensed and is staffed by ASE-certified mechanics who are experienced specifically in ambulance maintenance. In addition, Rural/Metro has a large fleet center in West Knoxville as well as a relationship with West Chevrolet in Alcoa to provide timely service on warranty work as well as more complicated fleet maintenance.

Rural/Metro utilizes COMDATA and RTA to track all vehicles in our fleet. Through our extensive experience providing millions of miles of ambulance transportation services in communities throughout the United States, we have established an efficient preventative maintenance program that is by far the most appropriate, cost efficient, quality focused method to manage a large fleet of emergency vehicles. In addition to the use of COMDATA and RTA, Rural/Metro's management, in coordination with our local fleet maintenance team, monitors all manufacturer and OEM manufacturer service bulletins, safety notices, and recalls. This system is designed to ensure that maintenance and safety notices receive immediate attention. The quality of our vehicle maintenance programs is evident in our performance and track record.

Field Level Maintenance

Vehicles and equipment that are well maintained improves the overall quality and delivery of pre-hospital medical care. Rural/Metro's all-inclusive fleet maintenance program involves both field personnel and fleet mechanics that work together to provide regular inspections, appropriate documentation, and preventative maintenance.

Field crews complete a daily vehicle inspection report for each ambulance prior to the start of each shift. The inspection includes:

- Tire pressure and condition
- Oil and fuel levels
- Electrical system condition
- Safety and medical equipment condition
- Overall vehicle condition and cleanliness

Crews log any concerns on a pre-trip inspection form, which is delivered to the maintenance shop for further attention. Any concern that might compromise crew or patient safety is addressed immediately through the use of a duty mechanic who is on call around the clock, or the vehicle is placed out of service until a thorough inspection is conducted and all concerns are addressed. Please see Appendix 15 for supply and field maintenance checklists.

Rural/Metro employees will maintain, store, and dispose of all bio-medical equipment and by products in accordance with the appropriate state and OHSA guidelines.

Describe the overall program of equipment maintenance and medical supply warehousing to be employed by the proposer of awarded this contract.

In Blount County, we have extensive warehousing capabilities in our Alcoa and Maryville stations. In addition, our 52,000 square foot building in west Knoxville supports Blount County with stock piles of additional equipment to include backboards, protective equipment specific to Ebola and other respiratory-borne threats. This location is less than 30 minutes from our Blount County operation in Alcoa and can rapidly respond any necessary resources.

Ambulances will be equipped and supplied in accordance with the established contractual requirements. Crews are required to keep all durable medical equipment (DME) clean and properly maintained. Ambulance personnel who encounter a failure of their defibrillator/monitor, gurney, ventilator or other durable equipment must immediately notify the Shift Commander who places the unit out of service until such equipment is exchanged. Additional policies exist to address jump bags, airway bags, suction equipment; blood pressure cuffs. Field personnel perform daily equipment checks prior to the start of their shift. Please see Appendix 15 for supply checklists.

The Fleet/Purchasing Manager ensures all DME undergoes manufacturer recommended preventive maintenance, maintaining records for the life of the equipment. Any equipment with a deficiency that compromises, or may reasonably compromise, its function is immediately removed from service. In addition, ambulances or equipment that has defects, including significant or cosmetic flaws, are removed from service without undue delay. Most DME repairs are covered under a service agreement with individual manufacturers.

All bio-medical equipment and byproducts are maintained, stored, and disposed of in accordance to industry and regulatory standards.

Injuries due to equipment malfunctions are reported and documented the same day. When applicable, reports of the DME failure are made to the FDA. The item serial number is logged and tracked to ensure it is repaired prior to being reissued. Once an item is cleared, a label is applied stating it is available for use.

Equipment Upgrades

The technology and equipment available for EMS programs continually evolves. Upgrading existing equipment on a regular basis is necessary, as it enhances our field employees' ability to assess and care for our patients. Rural/Metro is committed to staying current with these technological advances through regular upgrades of existing medical equipment. We fund identified upgrades by annually evaluating the lifespan of the durable equipment and its depreciation schedule. Each fiscal year, Rural/Metro budgets for predetermined upgrades or replacements so that there is a consistent turnover of assets throughout the contract term. With this repetitive cycle of equipment replacement, we ensure that all equipment remains in reliable working order and is as technologically advanced as possible.

Durable Medical Equipment

Every ambulance will be equipped with the required medical supplies, medications, bandages, splints, airway and suction equipment, oxygen, disposable goods, and other necessary supplies as required by the State of Tennessee and Blount County guidelines. Rural/Metro will also continue to be responsible for maintaining sufficient quantities of goods and supplies to adequately stock and restock vehicles without interruption of services. We currently stock a minimum two week supply of consumables to ensure adequate supplies in the event of a disaster, unexpected demand, or supply shortages.

Rural/Metro stores additional supplies and equipment at a secure facility to allow for the restocking of first line vehicles on a 24/7 basis. To keep the emergency medical responder units fully stocked and in service, Rural/Metro will continue to provide "one-for-one" on-scene replacement of supplies used in patient care.

Rural/Metro ambulances will carry medical equipment that is compatible with the fire department equipment, including Physio-Control LIFEPAK 15 monitor/defibrillators. The LIFEPAK 15 monitors SpO_2, carbon monoxide, and met heboglobin, and includes a metronome to guide CPR compressions and ventilations. It's powered by a lithium-ion battery and has a SunVue display screen, enabling crews to read the screen even in bright daylight. Data connectivity ensures the easy collection and transmission of patient information for both the patient's prehospital and hospital record.

Ambulances are equipped with a continuous positive airway pressure (CPAP) delivery system and an EZ IO (intraosseous) driver and two penetrating needle devices.

Describe the maintenance related and medical supply inventory record keeping system to be employed by the proposer if awarded this contract.

Rural/Metro utilizes a customized inventory program for tracking medical supplies and durable medical equipment. Consumable supplies are ordered as needed, once a week and on the minimum two-week supply of inventory in the warehouse to accommodate excessive demand in the system. Disposable supplies are tracked until they are placed into a bin to be issued. Durable medical equipment such as AEDs and pulse oximeters are tracked by serial number.

Describe the medical supply and equipment distribution system to be employed by the proposer to serve all emergency medical responder services and the proposer's units.

Support Services Technician

Rural/Metro Blount County employs a part-time support services technician (SST) who is solely responsible for the stocking and resupplying of the ambulances throughout Blount County. The SST is also responsible for tracking inventory and submitting weekly inventory requests through Rural/Metro's Ariba online ordering software. Par values are identified and increases to equipment par occurs with seasonality and during periods of high demand.

Emergency Medical Responder Resupply

Rural/Metro will continue to replace all applicable medication, medical supplies, disposable splinting materials, and other disposables used by emergency medical responder personnel in the delivery of patient care on a "one-for-one" basis on-scene and at no cost to the County or the emergency medical responder agency. Should patient care prevent the on-scene replacement, we will coordinate with the supply department to ensure replacement as soon as possible. This process for supply management is fully compliant with the Medicare guidelines. Rural/Metro has been proactive in supporting emergency medical responders in patient care needs and we will continue to work with the emergency medical responder to make certain supply processes remain efficient.

F. Human Resources

Describe the initial and ongoing personnel recruitment, screening, and orientation program to be utilized by Contractor throughout the term of this contract.

Providing the communities we serve with skilled, caring, and patient-focused professionals is at the core of our vision. Rural/Metro considers employees to be an investment, knowing that they are the first encounter our patients have with our organization. It is our expectation that our staff share the vision and values of Rural/Metro through the care of each patient they treat. We believe fully in each and every employee and because of that we do not subcontract. We have only full-time dedicated field staff assigned to each region.

For this reason, Rural/Metro utilizes detailed interview, screening, initial, and ongoing training processes to ensure that our employees are best equipped to meet the industry's highest standards. Rural/Metro does not subcontract; we utilize only dedicated on-staff providers.

Candidates are invited to participate in a multi-phase screening and orientation process. The first phase includes interpersonal interviews and for EMTs and paramedics, written and practical skills testing. Qualified candidates then progress to the second phase, which consists of an all-inclusive employment and background screening. The final phase includes a drug screen, and for field providers: a physical capabilities test and medical screening. Successful candidates are scheduled for new-hire orientation.

Orientation of Employees

All new employees attend a comprehensive New Employee Orientation Program (NEOP) program, which includes an explanation of pay and benefits, benefits enrollment, rules and regulations, as well as information regarding employment programs and opportunities. Orientation curriculums will be pre-approved by Blount County. The NEOP includes the following information and training topics:

- Customer service
- Medical Professionalism
- Working relationships with first response agencies
- EMS System Overview
- Scheduling, uniforms, and payroll
- Standard operating procedures and operations overview
- Compliance training
- Human resources
- Ambulance and equipment orientation
- Stretcher training with obstacle course
- Fit Responder
- TB testing
- HEPA mask fit test
- Scene Safety and Excited Delirium

- Advanced EKG for paramedics
- Paramedic Assist for EMTs
- Pharmacology Review
- Medical and Trauma knowledge review with dynamic scenarios
- Medicare, Medicaid, and HIPAA training
- Documentation
- Mapping
- OSHA
- Certified emergency vehicle operator training

The orientation program is designed to provide a clear understanding of the organization's core values, expectations, and commitment to excellence. The following bullets illustrate the myriad of topics that are discussed with newly hired employees:

- Patient care techniques and standards (field personnel)
- An overview of organizational structure and chain of command
- Policies and procedures
- Customer service orientation
- An overview of benefits, resources, and programs
- Exposure control policies and procedures
- New employee documentation
- An explanation of unit staffing and stations
- Documentation
- Vehicle system, inspections, and operations
- Internal communications
- Telecommunications systems and procedures
- Safe operating techniques and expectations

After completing orientation, the new hire begins a clearance program with a field training officer. To successfully clear the program, competency must be demonstrated in medical skills, mapping, regional protocols, and customer service.

Required Certifications

Rural/Metro maintains that each employee should be held to the highest standard, including stringent training requirements. All local, regional, state, and federal standards are followed and accompanied by Rural/Metro's own internal requirements. The following outlines the licenses, certifications, and training required for Rural/Metro EMTs, paramedics, and mental health transport staff:

Emergency Medical Technicians

- Current State Department of Health Provider Certification EMT
- Basic Life Support for Healthcare Providers (CPR) with AED
- National Incident Management System – ICS Levels 100, 200, 700 and
- OSHA – Mandated Workplace Safety Practices
- Coaching the Emergency Vehicle Operator (CEVO-3) Certification
- Valid State Driver's License – F Endorsement
- Rural/Metro Corporate Integrity training
- HIPAA

Paramedics

- Current Department of Health Provider Certification – Paramedic
- Pre Hospital Trauma Life Support (PHTLS) or International Trauma Life Support (ITLS)
- National Incident Management System – ICS Levels 100, 200, and 700
- OSHA – Mandated Workplace Safety Practices
- Coaching the Emergency Vehicle Operator (CEVO- 3) Certification
- Basic Life Support for Healthcare Providers (CPR)
- Advanced Cardiac Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Valid State Driver's License – F Endorsement
- Rural/Metro Corporate Integrity training
- HIPAA

Describe the existing procedures and guidelines for Continuing Medical Education program(s) and describe any additional training that would be provided or offered to the Proposer's personnel.

Rural/Metro employs a comprehensive education program that extends to all EMS stakeholders – from dispatch personnel to emergency medical responders, ambulance personnel and hospital staff. Our extensive training and education program, which is tailored to meet the specific needs of Blount County, includes new employee training, continuing education courses, and a Field Training Officer program for pre/post accreditation paramedics.

The training and education curriculum is offered through four distinct, but complementary channels: a traditional classroom setting, online education, in-service training, in addition to education through field training and continuous quality improvement processes.

EMT to Paramedic Field Training Program

Rural/Metro provides a Field Training Program for EMTs transitioning to the position of paramedic. New paramedics are provided time with a field trainer prior to working as a paramedic in the EMS system. Field trainers also mentor paramedics identified through the CQI process as needing specific skills or procedure training. Field Training Officers are paramedics licensed in the State of Tennessee.

EMT to paramedic training encompasses the following:

- Professionalism
- Standard operating procedures
- Communications
- Documentation
- Infection control
- Protocol knowledge
- Equipment
- Basic life support
- Advanced life support

Continuing Education

Rural/Metro provides at least 24 hours per year of continuing education for paramedics and 12 hours of continuing education for EMTs. The emergency medical responder agencies will be notified in advance of class schedules and all educational opportunities are posted on our local website.

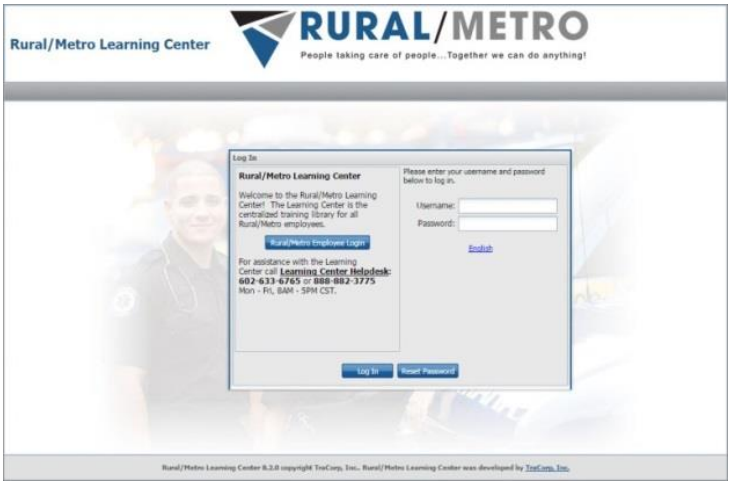
Continuing education courses include, but are not limited to:

- Advanced Cardiac Life Support (ACLS)
- ACLS Renewal Basic Life Support (BLS) for Healthcare Provider (HCP) Renewal
- Certified Emergency Vehicle Operator (CEVO)3
- CPR for the HCP Renewal
- CEVO Renewal
- Pediatric Advanced Life Support (PALS)
- Prehospital Trauma Life Support (PHTLS)

Rural/Metro offers a tuition reimbursement program for full-time employees who have completed a minimum of one year's continuous service. Reimbursement is available for pre-approved, successfully completed courses offered through an accredited academic educational institution or certified training program.

Online Education

The Rural/Metro Learning Center is a learning management system (LMS) that we use to create a centralized, online training library that provides learners with easy, 24/7 access to a wide variety of interactive online educational programs. Employees have a centralized portal to access their online assignments with the ability to self-monitor progress and print transcripts. The LMS provides for the administration, documentation, tracking, reporting, and delivery of electronic educational courses and training programs.



The Rural/Metro Learning Center supports all employees, interns, contractors, and temporary workers at every location nationwide and in other countries. Employees are automatically assigned training based on their job code and/or their location. Local sub-administrators have full control of their student population with the ability to create, upload, assign, and report on any type of digital content.

Rural/Metro Learning Center features include:

- Customizable online training materials that can be developed using a wide variety of formats
- Comprehensive training library includes, but is not limited to:
  - Federal/State Compliance Training
  - HIPAA (Privacy & Security)
  - Harassment Prevention
  - OSHA
  - State EMS initiatives
- Communication includes email announcements and ability to post news items enterprise-wide or for individual locations
- Online testing and surveys
- Certificates that are awarded automatically once the employee successfully completes a module
- Main administrators and local user group administrators can run detailed reports, on progress and completion
- Live call center support for employees who need help accessing their Learning Center account.
- Detailed tracking for every employee's progress
- Curriculum and certification management
- Detailed reporting

- Training record management

Rural/Metro is committed to maintaining a highly motivated, skilled, and prepared workforce. This training program, coupled with others, ensures that our employees acquire the knowledge and tools needed to provide quality service to our customers.

Describe compensation & benefits that will be offered to paramedics and EMTs, and if applicable, dispatch personnel. Include minimum and maximum ranges of compensation using years of experience as a basis for personnel types and the benefits offered.

Rural/Metro offers comprehensive and competitive benefit plans designed to enhance the livelihood of our employees and their families. Our commitment to employees is reflected in the competitive compensation and fringe benefit plan we offer. Annually, Rural/Metro conducts an analysis of salary comparisons on a national and local level, measuring the cost of living indices and salary differentials, to confirm our compensation is competitive.

We remain committed to working cooperatively with our labor partners to negotiate pertinent details to ensure employees are satisfied with their compensation, benefits package, and corporate policies.

Newly hired employees receive information regarding their benefit eligibility, options, costs, and enrollment procedures in a complete packet, which is distributed via mail upon employment with Rural/Metro. Benefit information, including summary plan descriptions, can be obtained on our website or by calling an 800 number.

Compensation and Benefits

- Health Insurance
- Dental and Vision Coverage
- Vacation and Sick Time
- Bereavement and Leave of Absence
- Employee Assistance Program
- 401k Savings Plan
- Basic and Supplemental Life Insurance
- Short/Long-Term Disability
- Annual Reviews and Merit Increases

Rural/Metro's current benefits structure assists our employees in achieving balance between the demands of work and their personal lives. In turn, we are able to position Rural/Metro "at market" in total compensation (i.e., base and benefits).

Rural/Metro Blount County wages are aggressive and competitive. Annual wage ranges are listed below, with subsequent increase form the maximum based on years of experience and specialized training.

	Annual Rates	
	Starting	Ceiling
AEMT	$33,280.00	$49,920.00
EMT- Paramedic	$43,264.00	$59,904.00
CC Paramedic	$46,592.00	$66,560.00
Support Svcs	$20,800.00	$27,040.00
Dispatch	$27,456.00	$36,608.00
Shift Commander	5% above current wages	

Describe the proposed shift assignments, the use of mandatory overtime, worker's rights, promotion policies, and other job factors, which directly affect job satisfaction, performance, attitude on the job, and rates of employee retention.

Rural/Metro is committed to creating an environment that promotes job satisfaction and prevents provider fatigue. We utilize a variety of shifts with times that vary from day, night and midnight shifts. Our advanced life support ALS 9-1-1 units work a rotating shift.

- For 12-hour shifts, they are on a 2-week rotation of days. They work every other weekend, being Friday, Saturday and Sunday and then every other Monday/Tuesday or Wednesday/Thursday. As a result, they work 7 of 14 days on a regular schedule, which includes built-in overtime.
- For 24-hours shifts the personnel work 24 hours on and 48 hours off, that rotation continues and is similar to the rotation worked by Alcoa and Maryville Fire departments.
- Blount County schedules as needed 8-hour and 10-hour shifts based on pre-scheduled call demand, weather or other mitigating factors that would increase call volume for shorter durations.

The ALS shifts are assigned by having our employees bid on the shift they would like to be scheduled. Open shifts are posted for 7 days so that interested employees may bid on that shift when it becomes vacant. Employees are required to submit a bid form indicating the shift on which they wish to place a bid. All bids are awarded based on seniority through a point system according to how long the employee has been employed full or part time.

In addition to the ALS operation, Rural/Metro has a competitive General Transport operation. New EMTs are placed on these trucks when they are first hired on to gain patient care experience and to familiarize themselves with the area and facility locations. These units transport patients to and from dialysis, when discharged from the hospital to home, or to a nursing home or rehab facility, and also to doctor's appointments. These shifts also have varying times and durations based on the needs of the market. Most of these shifts are Monday through Friday, but there are some on a rotating schedule for some of our dialysis patients and facility discharges on the weekends. These shift durations vary

anywhere from 8 to 14 hours long as these crews are typically busier than the stationed 9-1-1 ambulances.

Personnel retention

We believe it is critical to monitor retention and turnover information to understand trends and proactively work to retain employees. In order to understand why employees leave we conduct an exit interview to every employee that leaves the company, many of these interviews are in person, but all employees are sent an exit survey electronically.

Please refer to Appendix 12 for Rural/Metro's Policies and Procedures.

Describe how all employees contribute to achieving the organization's performance and learning objectives, through the organization's work design, and compensation and recognition approaches.

Rural/Metro has a teamwork approach and understands that each and every position is vital to accomplishing our patient care and customer service objectives. Employees have opportunities to contribute to performance and learning objectives through:

- Continuing education programs
- Course evaluations
- Local and corporate surveys
- Meetings
- Participation in key committees
- Performance evaluations/feedback

Describe how the organization's education and training support the accomplishment of key organization action plans and address organization needs, including building knowledge, skills, and capabilities, and contributing to improved employee performance and development.

Rural/Metro infuses the education and training programs with not only the core values of the company, but industry-specific knowledge that provides employees opportunities for individual growth in the necessary skill sets required to meet the diverse needs of our customers. Efficient training is essential for success and employees are required to complete a company orientation which focuses on the history, capabilities, values, and objectives of our company.

We require some of the most advanced training requirements in the state of Tennessee. In addition we have core AHA card classes scheduled throughout the year conducted in Blount County or in other Rural/Metro operations. In addition, we widely communicate monthly events and training opportunities offered by other agencies.

Rural/Metro Blount County and the associated ***EMS Board*** will offer trainings for all emergency medical responders throughout the county. These will be at least quarterly and will assist to meet the state training requirements for each department or entity.

Functional Training and Development

We believe employee training is a multi-faceted and continuous process of development. Rural/Metro provides a variety of classes, resources, and materials to assist its management improve skills in team building, motivation, creative problem-solving, and situational leadership. Current employees receive training and certification in areas critical to their development.

Describe how the organization maintains a work environment and work climate that supports the well-being, satisfaction, and motivation of employees.

Work conditions, growth opportunities, competitive compensation and benefits packages, shift schedule options and management attitude all affect employee job satisfaction, retention and, ultimately, patient care. Attracting qualified EMTs and promoting their job satisfaction and retention is, therefore, one of our top priorities. Rural/Metro strives to create a work environment conducive to employee wellbeing through the following practices:

- **Staff recognition**, such as the Rural/Metro Team of the Month. Chosen by our Regional Director Manager, the Team of the Month is recognized for service that goes above and beyond our already high standards.
- **Team-building events**, such as cookouts for the employees and their families, these usually take place in the fall and spring, and holiday events. In Blount County this happens regularly with team members cooking in the station.
- **Employee breakfasts**, where the management team comes in and cooks a country breakfast for crews coming off and going on shift.
- **EMS Week**, which honors the EMS field providers for their difficult and life-saving work. Employees receive t-shirts, thermos cups, and cookouts for all the shifts.
- **Generous vacation time,** Rural/Metro has a generous vacation bank for employees, quite frequently staff do not use all of their vacation by the end of the year but we encourage the use and planning of time-off throughout the year to ensure a balanced life.

The information covered in Risk Management is also critical to our Human Resource initiatives and daily operations. In our efforts to reduce waste, please include that section as part of this current section. Please refer to the information in page 93, covering company initiatives in risk management, risk prevention and communication to internal staff

G. Communications

Discuss how the proposer will implement a single point dispatching system which would include deployment of emergency medical responders and ancillary services.

Rural/Metro's management team agrees that it is in the best interest of Blount County to have a single point dispatch center. Rural/Metro is eager to relocate to the E-9-1-1 center and cohabitate with all Blount County public safety dispatchers. Rural/Metro has done a cost analysis and identified the move will cost approximately $125,000; we have already set aside the funds required to move in to the E-9-1-1 center.

Rural/Metro is in process of implementing a new CAD system and has conducted training and the build out of this CAD which started in 2013. This investment equated to approximately 3.5 million dollars across East Tennessee. It will be placed in service early Spring 2015. In addition, Rural/Metro has purchased an interface in order to communicate directly with Blount County's current CAD.



Rural/Metro currently dispatches the Blount County Rescue Squad (BCRS). Rural/Metro has developed a relationship with BCRS and wishes to continue to serve as their dispatch provider. Rural/Metro will offer 24/7 staffing with Emergency Medical Dispatch (EMD) personnel, utilizing the Association of Public Safety Communication Officials (APCO) Emergency Medical Dispatch Guidelines, will dispatch the appropriate vehicles to the request for assistance by 9-1-1 callers.

Rural/Metro will gladly assume other responsibilities within the BCECD to include dispatching other entities, providing EMD training to dispatchers in the center and assisting as needed.

Describe in detail how the proposer plans for interaction with the current BCECD.

Rural/Metro will build cohesive relationships with the Blount County Emergency Communications District. We are accustomed to and believe in the importance of ensuring all communications personnel are in the same center. We currently house in the Blount County E 9-1-1 center and have exceptional relationships with the Blount County personnel.

We remain committed to ensuring strong working relationships with BCECD and we propose an annual $30,000 fee to BCECD to house our EMD dispatchers in the communications center. In addition, we offer to continue to dispatch the Blount County Rescue squad and will offer EMD classes and EMD recertification to all BCECD personnel if they wish to include that in their certifications.

Describe in detail the automated dispatching aids proposed for installation by the Contractor in the BCECD, if applicable.

Rural/Metro will utilize the Intergraph CAD and AVL to monitor all vehicular movements. Rural/Metro understands that we are required to license emergency radio UHF Med frequencies. We will remain responsible for the cost and maintenance of all radio equipment, and will continue to communicate all vehicle movements for call received by the 9-1-1 Center. Rural/Metro will also continue to process requests for emergency medical care made directly to the agency using APCO EMD. In addition,

Rural/Metro owns VHF radio frequencies as required by the State of Tennessee Communication plan. Rural/Metro will provide portable800 trucking radios for crew members assigned during their shift.

The Intergraph/Computer Aided Dispatch (I/CAD) combines sophisticated call taking/dispatching functionality with interactive mapping using one interface, one operating system, one database, and one hardware platform. The I/CAD System has the distinction of being the first CAD system to offer integrated mapping to assist public safety operators in providing the most efficient and effective response to calls. When the operator performs an operation, such as address verification or a unit status change, the map display and dispatch form responses are completely synchronized. Call takers and dispatchers do not have to tolerate delays while the map display refreshes.

In addition to synchronizing mapping with forms-based dispatching, the I/CAD System incorporates enhanced features, including duplicate call tracking, location verification, and automatic data display from Enhanced 9-1-1 (E-9-1-1). These capabilities represent important county timesaving features that ensure that information transmitted to the field units is accurate and complete.

Other important features of the Intergraph CAD System include the following:

- Customizable screen forms and event types can be applied on an agency-by-agency basis; an individual operator can personalize the status and pending event monitor display (custom sort capability)
- Multiple deployment strategies, rosters, and lineups can be implemented, maintained, and applied
- Events can be transferred to other agencies.
- Calls for Service can be “stacked,” allowing operators to handle higher priority events first
- External database query capability (including automatic queries initiated through field events)
- Location histories, hazard information, notes, and other data can be maintained and recalled. Building floor plans can be retrieved and shown on the map
- Road closures or impedances are mapped, and units are automatically routed around them appropriately
- Fire hydrants; utility poles; and gas, water, and sewer line locations can be displayed
- Unverified addresses can be overridden, and a report of overridden addresses can be generated for map maintenance
- Calls can be scheduled for a specific unit, an appointed time, or both
- Units and events can be transferred between dispatchers
- Units can be recommended based on location and call type, and closest unit recommendation is based on the true street network, not an “as-the-crow-flies” algorithm

Integrated Mapping

The I/CAD map display functions as an integral part of the solution providing visual identification of each event location and visual confirmation of commonplace names, hazards, and road barriers. Incidents and agency vehicles are also visually represented using various icons and colors, and the map is continually updated as event and unit information is updated throughout the system.

Furthermore, the I/CAD map places no technical limitation on the amount of information that can be displayed. In addition to streets and highways, Intergraph's solution allows the map to display building footprints, HazMat flags (hazardous information), fire hydrants, power lines, rivers, lakes, railroad lines, and a variety of other types of data, such as aerial photography, as collected and stored in the map by the City. These intelligent maps are not just pictures on a screen, but they possess inherent intelligence, linking features to extensive database records for immediate data recall and allowing the operator to query the system by pointing and clicking on symbols on the maps. Using the street network, the system can route units to locations by the shortest time, shortest distance, fewest turns or intersections, and minimum risk involved. When a dispatcher has closed a street, the system can also route units around the closure.

Dispatchers can easily understand the real-time color display of streets, units, status, event markers, and stations on the map screen. Building floor plans can be retrieved and shown on the map; locations of fire hydrants; utility poles; and gas, water, and sewer lines can be displayed.

Dispatchers can zoom in on views, window certain areas, attach related graphic files to expand their informational base, turn different map layers on and off to control the amount of data shown, and query the database about map symbols. Rural/Metro may even choose to display multiple map views. The mapping component of the system is not a link to a GIS, rather its capability, speed, intelligence, and integration into I/CAD is purposefully designed as an integral part of the I/CAD System. Because these elements are fully integrated, the system requires a single database for both the geofile and map. Rural/Metro will not have to maintain separate databases.

The map display interacts with the information-entry dialog box so that all available information received for service calls is accessible and visible to the operator, assisting the decision-making process. Rural/Metro dispatchers can dispatch services more effectively, monitor units and events, and control the operations of all emergency service vehicles. Because visual information is so easily assimilated, operators can make decisions in routine and emergency situations quickly, accurately, and with confidence, knowing that they have the best information available.

With integrated automatic vehicle location (AVL) capabilities, the vehicles are tracked on the fully integrated map. This system operates on a dedicated Rural/Metro-owned and operated UHF radio frequency data system with

With integrated AVL capabilities, the vehicles are tracked on the fully integrated map

multiple repeater towers throughout the area. The system is specifically designed for coverage of the Blount County service area, and is far superior to commercially available wireless systems due to the high level of reliability and durability. In fact, the system has been in service since 1997 without a single system failure. Furthermore, with the implementation of mobile data units in the vehicle, the position and status of the vehicles can be updated on the map with colors that match units in the Unit/Event Status dialog box.

Since the introduction of Intergraph's map-based dispatch system in 1989, numerous other CAD vendors have included an "interface" to a map as part of their system. However, Intergraph has gone far beyond using the map as a graphic picture of an area; Intergraph provides an integrated and intelligent map that is part of the system and the user interface. Changing a unit's location or adding an event, for example, automatically updates everyone's map display to show the change. Many commands may be issued from the menu, the map, or the keyboard. The map is also a source for additional situation dependent information.

Mobile Data Computing System

The I/CAD System uses the I/Mobile Data Terminal (I/MDT) interface to both send and receive messages from the dispatch environment and to support a message switch functionality. By implementing a combination of the I/MDT interface with the Intergraph Mobile for Public Safety (MPS) application loaded to mobile data computers (MDCs), officers in the field can review and update event, unit, personnel, and equipment information maintained in the I/CAD System.

In addition to the message switch functionality associated with I/MDT, Intergraph embeds a message switch as part of the proposed external query interfaces. The I/Informer product provides a sophisticated integration with the I/CAD System and Mobile for Public Safety, allowing it to isolate the external systems integration at the application and protocol layers into the implementation of component objects developed per project requirements. Through this architecture, the system can achieve the following:

Provide forms and operations at the mobile workstation through Mobile for Public Safety for a subset of I/CAD operations. In Intergraph's experience, even with a mobile data implementation, there are situations where the dispatcher may need to perform actions on behalf of the EMS crew (for example, the crew is out of the vehicle or the mobile workstation is out of service); and isolate the interface integration layer to minimize the impact when installing new software versions.

In this way, Intergraph replaces the conventional message switch with a modular set of products, such as I/MDT and I/Informer. Each of these products shares information through a common set of message queues that provide the persistent "Store-and-Forward" aspect of message switches. The external

system integration protocol layer provides the protocol matching common to message switches with the opportunity to perform integration with application level programming.

Mobile for Public Safety

Used in conjunction with the I/Mobile Data Terminal (I/MDT) interface software, Mobile for Public Safety provides the graphical user interface (GUI) that supports communications between the mobile user, the I/CAD System, and other mobile data terminals (MDTs). To this end, the combination of I/MDT and Mobile for Public Safety extends the range of the I/CAD System, empowering remote personnel with client access to information maintained in the I/CAD Database and to a subset of I/CAD commands.

And, because the I/MDT and Mobile for Public Safety applications are specifically developed to work within the I/CAD environment and are designed to use the data structure of the I/CAD Database, the flow of data between the proposed mobile solution and the existing I/CAD System is seamless. Data collected within the mobile environment populates identified tables and adheres to the same rules governing data entry and as data entered via the I/Dispatcher application. This data model ensures consistency and integrity between the communications center and the mobile client system. In fact, from a data-modeling viewpoint the two systems are the same.

Operationally, Intergraph Mobile for Public Safety supports a subset of the functionality available in the communications center. The Mobile for Public Safety user interface and command set are tailored to the requirements of field personnel.

Please see Appendix 17, 22, 23 & 24 for more information and data spec sheets on communications software and equipment.

Describe in detail any technologies or proposed methods that will be utilized by the proposer, if awarded the contract, such as Automated Vehicle Location (AVL), with in-vehicle mapping and navigation, voiceless dispatching, and driver performance monitors.

FirstWatch Online Compliance Utility

To enhance response-time performance monitoring for the Blount County, Rural/Metro has implemented the FirstWatch Online Compliance Utility (OCU). This third-party, web-enabled collaboration tool simplifies contract compliance management and exception/exemption reporting. The FirstWatch OCU provides interactive queues with consistent views for both Blount County and Rural/Metro, and allows for simple on-line review of late runs based on established rules. Importantly, this tool provides system transparency via an independent third party.

The FirstWatch system provides late response analysis, supporting documentation and attachments, and flexibility for staff input. Rural/Metro simply updates records with supporting information and submits exception requests to Blount County. The County then has the ability to easily approve, deny or request additional information from Rural/Metro. This tool facilitates transparency by allowing for near real-time reviews of information, so users don't have to wait until the end of the month to perform compliance reporting. Late responses can be analyzed as events occur.

H. Business Results/Past Performance

Summarize current levels and trends in key measures and/or indicators of customer satisfaction and dissatisfaction, including satisfaction relative to competitors. Address different customer groups and market segments, as appropriate. Please list whom you consider to be customers. How does your organization propose to monitor customer satisfaction? What customer service data will you collect? What methods will be used for collection? How will the data be used to improve customer satisfaction?

Rural/Metro has a history of exceptional business results and past performance. We are the only ambulance service in Tennessee that has achieved the gold standard of certification from the Commission on Accreditation of Ambulance Services (CAAS) out of 210 providers in the state.

Summarize the organization's current and/or proposed key financial and marketplace performance results.

On December 31, 2013 (the "Emergence Date"), Rural/Metro Corporation, along with its subsidiaries (collectively, the "Company") emerged from Chapter 11 bankruptcy protection. As of the Emergence Date, the Company adopted fresh start accounting in accordance with FASB Accounting Standards Codification 852 *Reorganizations*. The adoption of fresh start accounting results in the Company becoming a new entity for financial reporting purposes. Accordingly, the Company's Consolidated Financial Statements on or after the Emergence Date will not be comparable to the Company's Consolidated Financial Statements prior to that date.

List three (3) current ALS contracts (transport or other) and service areas, served within the last five (5) years with population of 100,000 to 200,000. Include the name, address and phone number of the contract manager or local regulator. If the service is no longer provided, explain why. Updating information and charting it.

State	Market/ population	Contact	Length of Contract	Type
Tennessee	Blount County 124,000	327 Court Street Maryville, TN. 37804 865-273-5750	4 years	911 Municipal
Florida	Sumter County 101,620	Leland Greek Deputy Chief 7375 Powell Road Wildwood, FL. 352-689-4500	5 years	911 Municipal
Georgia	City of Sandy Springs 100,000	John McDonough City Manager 770-730-5600	5 years	911 Municipal
New York	City of Rochester 210,000	Fire Chief John Schrieber 30 Church Street Rochester, NY. 14614	4 years	911 Municipal
New York	Syracuse 144,000	Mayor Stephanie Miner City Hall, 233 East Washington St. Syracuse, NY 13202 315-448-8005	2 years	911 Municipal

Document your organization's current estimated net worth and the form of the net worth (liquid and non-liquid assets). Provide the most recent audited annual financial statements for the proposer and affiliated organizations.

Please review the consolidated 2013 financial statements located in Appendix 25 of the proposal. The consolidated audited financial statement for the year ending December 31, 2014 will be available by April 30, 2015.

Document the estimated amount of working capital that will be committed to the startup of the contract if awarded. State the source of those funds and attach any endorsement documents if the capital is borrowed.

As the current provider for the Blount County, we have personnel, ambulances, and equipment already in place, as well as established programs, policies, and procedures to ensure there is no interruption of service. The additional capital, based on our proposed enhancements, equates to 1.1 Million dollars of new investments, by Rural/Metro, into Blount County EMS operations.

Document the amount of funding that will be dedicated to "Reserve for Contingencies", and the full costing allocations for Risk Management, Insurance, Legal and Human Resource functions for the startup of this contract, if awarded.

Amounts required to maintain necessary Reserves for Contingencies will be funded through current operations, Rural/Metro's $110M Revolving Credit Facility or a broad range of insurance policies, as discussed below.

Rural/Metro Blount County 9-1-1 operations participates in the risk management services provided by Rural/Metro, which carries a broad range of insurance policies, including workers' compensation, general/auto liability, property, professional and other lines of coverage in order to minimize the risk of loss due to accident, injury, automobile and professional liability claims resulting from our operations, and to comply with certain legal and contractual requirements.

Rural/Metro retains certain levels of exposure in its general/auto liability and workers' compensation programs and purchases coverage from third-party insurers for exposure in excess of those levels. In addition to expensing premiums and other costs relating to excess coverage, Rural/Metro establishes reserves for claims, both reported and incurred but not reported, on a gross basis.

Document the method of financing all startup and operational costs including but not limited to the initial ambulance fleet and equipment required to begin operations,if the contract is awarded.

Rural/Metro has initiated significant capital investment in Blount County; we operate a fleet of 10 ambulances, with approximately 80 additional ambulances throughout East Tennessee in neighboring Rural/Metro markets. Our fleet size will increase to 12 with ready reserves available for rapid deployment. Our approximately 4 million dollar investment in CAD and supporting technology has already been capitalized therefore, as the current 9-1-1 provider in Blount County, Rural/Metro startup costs will include the clinical advancements such as PhysioControl Lucas Devices, PhysioControl LIFEPAK 15 EKG monitors.

Rural/Metro Blount County will not delay the implementation of these advancements, and will start operating them in March 2015.

Proposer shall disclose any and all funding, including in-kind funding/support and cost allocations from existing services that will support the provision of ambulance services within Blount County. This includes any funding from existing contracts.

In addition to fees from 9-1-1 emergency ambulance services Rural/Metro's Blount County operations currently receives revenues from non-emergency ambulance services, standby ambulance services, our ambulance subscription plan.

Detail any and all federal, state, or local government regulatory investigations, findings, actions, or complaints and their respective resolutions for the proposer's organization and affiliated organizations and key employees within the last ten (10) years.

In response to this matter, Rural/Metro's confidential information related to government regulatory investigations and findings from the past ten (10) years is located in Appendix 13.

Detail any litigation in which the proposer is involved or which is pending.

Rural/Metro is defending five (5) active litigation matters in the State of Tennessee. None of the matters arose in Blount County.

Summarize your organization's current and/or proposed operational performance objectives that contribute to the achievement of key organization performance goals - customer satisfaction, product and service quality, operational effectiveness, and financial/marketplace performance.

Organizational goals, their supporting objectives and the metrics for each are described in detail in "Strategic Planning". The table below summarizes those goals, objectives, and key metrics.

Performance Area	Goal	Objective
Operational Effectiveness	1)Maximum Use of Resources 2)Effective Unit Deployment	.25 or higher Unit-Hour Utilization On scene arrival within 10 minutes, 90% of the time
Clinical Quality (Product and Service Quality)	Delivery of fast, safe and effective prehospital care and patient transportation in full compliance with all applicable rules and requirements	% Overall EMS compliance % Arrive emergencies within 10 minutes % Arrive scheduled non-emergencies at time of request % Arrive unscheduled non-emergencies within 60 minutes % Cardiac arrest survival % STEMI patients going to correct facility % Stroke alerts called appropriately % Trauma alert patients arrive hospital within golden hour
Financial Strength (Financial/Marketplace Performance)	Optimal financial performance	Cost per unit hour Cost per capita Cost per transport % Change in annual cost per unit hour Response time compliance fines
Customer Service (Customer Satisfaction)	Exceed the expectations of our patients, customers and system partners	% 911 satisfaction (inquiry/complaints) % Non-emergency customer satisfaction survey data % Ambulance Contract/EMS Coordinator key contract requirements met

Document any national, state or local quality management awards received by your organization or key personnel. Describe any efforts that your organization will make to apply for such awards in managing the Ambulance Services Agreement, if awarded the contract.

Rural/Metro strongly believes in recognizing caregivers and the excellent work we do to improve patient outcomes, clinical care, organizational and employee performance. We apply for and submit information for awards across the region, state and the nation. Our awards do not only address clinical performance but also technological advancements and business performance recognition.

We guarantee that we will identify and nominate individuals throughout Blount County, for awards as they are offered. We have nominated and sent several employees to the American Ambulance Association Stars of Life Ceremony in Washington DC, where superior EMS providers are recognized by our legislators in a public forum.

The following information identifies awards received at a national, regional, and local level.

Quality Management Awards

Rural/Metro Corporation

- 2011 Best Business Dashboard, IBIS
- 2012 Copper Anvil Award of Merit, Public Relations Society of America

Rural/Metro of Tennessee

- 2014 Region II Service of the Year
- Tennessee Governor's Quality Award
- 2014 Commission on Accreditation of Ambulance Services (CAAS)
- 2012 Automotive Service Excellence Blue Seal Award
- American Ambulance Association Service Excellence Award

Document any national, state or local EMS or ambulance industry awards received by your organization or key personnel. Describe any efforts that your organization will make to apply for such awards in managing the Ambulance Services Agreement, if awarded the contract.

Rural/Metro of Tennessee

- Partner Spotlight Award, 2012
- Annual Tennessee Emergency Medical Services for Children Star of Life

Blount County Awards

- 2012 Jonathan Rodgers received Paramedic of the Year
- 2011 Certificate of Appreciation United Way Hamburger Luncheon

- 2011 Blount County/State of Tennessee Recognition for Exemplary Service
- 2009 Blount County Proclamation
- 2007 Blount County Heroes Award by Red Cross, received by Chris McLain, Clinical Manager

Document any programs, divisions, or operations that are accredited within your organization. Describe any efforts that your organization will make to apply for such accreditation in managing the Ambulance Services Agreement, if awarded the contract.

Rural/Metro Blount County is a CAAS accredited ambulances services operation.

Since 1997 Rural/Metro has been accredited by the Commission on Accreditation of Ambulance Services (CAAS). CAAS-accredited ambulance services must demonstrate compliance with the industry's most rigorous operational performance standards. Certification is voluntary and involves third-party review of local operations and clinical processes, policies, and documentation, as well as on-site inspection by an independent panel of industry experts. In essence, accreditation provides assurance that Rural/Metro meets the ambulance industry's highest clinical and operational standards. Rural/Metro's Eastern Tennessee operation is accredited by the Commission on the Accreditation of Ambulance Services (CAAS), the industry's leading accrediting body for ambulance services. CAAS accreditation provides third-party verification by industry experts that Rural/Metro not only meets but exceeds the industry's highest operational standards, including compliance with all regulations and laws.

Achieving accreditation is a comprehensive process which includes the following:

- Reviewing agency and financial management
- Budgeting and strategic planning
- Relations with outside agencies
- Mutual aid and disaster coordination
- Community education and relations
- Human resources and personnel management
- Hiring
- Credentialing
- Training
- Problem resolution
- Performance evaluations
- Clinical Standards
- Quality Improvement
- Safe operations and risk management
- Vehicles, equipment, and facilities
- Communications/dispatch

As an accredited agency, Rural/Metro has proven that we are a quality service provider as indicated by our written and documented procedures, systems, and reports. We also have dedicated Medical Director involvement in all matters that affect patient care, including: protocol development, vehicle equipment, educational programs, training, Quality Improvement (QI), and response-time standards. The accreditation process requires Rural/Metro to look closely at every aspect of our operation and to demonstrate through our policies and record keeping that we truly provide the quality that is expected by our partners and the industry.

Benefits of Accreditation
Our accreditation communicates to area residents and our partners the peace of mind that comes from the knowledge that their ambulance provider:

- Meets the highest national standards for the medical transportation industry -standards that often exceed those of local and state EMS regulatory bodies.
- Delivers first-rate patient care through properly trained and credentialed personnel and meticulously stocked and maintained ambulances and equipment.
- Provides detailed record-keeping and analysis that ensures that we continue to meet the Blount County's local emergency response plan.
- Has in place extensive mutual-aid agreements, ensuring that we are always ready to take an active role in any disaster or large-scale incident.
- Is committed to partnering with the community and local health care system to provide comprehensive prevention and safety education programs.
- Last, but not least, guarantees consistent QI processes throughout all operational levels.
- Ultimately, CAAS accreditation is recognized as the gold standard in the prehospital community. It truly helps Rural/Metro operations determine what we are doing right, what our weaknesses may be, and how we can improve our operations and patient care.

Please describe any related proposed services which may or may not be considered by Blount County for inclusion in the Ambulance Service Agreement.

Related Proposed Services

Rural/Metro proposes to continue providing the following related services:

Fire/Rescue Responses

Rural/Metro Blount County proposes to credential and provide equipment to our fire and rescue partners to respond as part of an inclusive Pre-Hospital Healthcare System. Responses will be Basic Life Support (BLS), Advanced Life Support (ALS) and Emergency Medical Responder (EMR). Rural/Metro will provide quarterly training for all response agencies, rotating throughout the county and will focus efforts on upgrading EMR responders that wish to be BLS and BLS responders that wish to be ALS.

As part of the pre-hospital healthcare system, Rural/Metro proposes to place PhysioControl Lucas 2

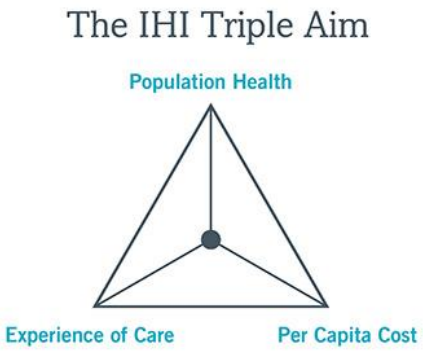
The R/M Difference

Devices in locations throughout the county to assist responders in providing adequate CPR during a Cardiac Arrest. In addition, Rural/Metro provides other resources currently such as PhysioControl LIFEPAK 12 monitors in Seymour Volunteer Fire Department.

Mobile Healthcare - Paramedic Response

The R/M Difference

Rural/Metro Blount County proposes a 40 hour per week community response that will serve to meet the changing healthcare environment. The Institute for Healthcare Improvement (IHI) recommends that healthcare providers pursue three dimensions simultaneously. These are referred to as the "Triple Aim"[3]



- Improving the patient experience of care (including quality and satisfaction);
- Improving the health of populations; and
- Reducing the per capita cost of health care

Rural/Metro in Blount County is committed to healthcare throughout our communities, which does not end when we transport to an emergency room. Our mobile community response will be a dedicated responder that will work to meet the following objectives:

- Reduce hospital readmission rates in conjunction with Blount Memorial Hospital
- Respond to frequent users of 9-1-1
- Work to educate citizens and communities about healthier choices, use of primary care physicians and medication administration.

General Transport Services

Rural/Metro will continue to provide non-emergency transportation by its General Transport units. We propose that these units also meet agreed upon response time criteria to be developed in conjunction with Blount Memorial Hospital and reported to Blount County's ambulance contract administrator. This assures our responsiveness to all health care entities and will improve throughput at Blount Memorial Hospital.

[3] http://www.ihi.org/Engage/Initiatives/TripleAim/pages/default.aspx

Mental Health Transport



Rural/Metro proposes to provide a solution to the mental health transports which consume significant time and resources from Blount County Sherriff's department. A specialized vehicle which is built to protect the driver and passenger will be staffed during agreed upon, high need, hours. The charges for the mental health transport unit are listed in section 6.6 Rates and Charges, page 102.

Disaster Response Capability



Rural/Metro will continue to maintain its capacity for disaster response to Blount County with additional Rural/Metro resources from existing East Tennessee ambulance operations in neighboring Knox County and beyond. Rural/Metro has 700 employees and a fleet of over 90 vehicles that will provide support and back-up to Blount County at a moment's notice. In addition, Rural/Metro is vast and can bring in numerous human and other resources in the event of a catastrophe in the area.

Special Event Coverage

Rural/Metro Blount County will continue to provide, at low or no cost, standbys for all high school football and playoff games. Rural/Metro attends and will continue to attend community events providing low or no cost standby services. The sample of the events that Rural/Metro proudly supports includes:

- Alcoa Easter Extravaganza
- Special Olympics, Heritage High School
- Heritage High School Mass Casualty Exercise
- Townsend Community Safety Day
- Fireworks standbys during 4th of July
- Family Health Fair – Everett Park
- City of Friendsville Fun Day
- Foothills Fall Festival
- Ellijoy Christmas Parade

Other events that we are proud to provide standby services include:

- Boys and Girls Club
- Smoky Mountain Speedway
- Tommy Hatcher Golf Tournament
- Midland Plaza Fall arts & Crafts Festival
- Maryville College

I. Clinical Services

Rural/Metro shares Blount County's goals for providing a reliable, clinically sophisticated system that achieves contemporary benchmarks of clinical excellence while minimizing the potential for equipment failure or human error. Our continuous quality improvement processes and process measures are designed to promote enhanced clinical outcomes ensure this occurs in a sustainable fashion.

Rural/Metro is excited to offer Blount County innovative solutions to rural response, improved patient outcomes, recording and reporting procedures as well as a unique, cutting-edge partnership with Blount Memorial Hospital and all our partners in healthcare.

Mobile Healthcare Community Response

- Response to citizens that frequently call 9-1-1 and need further support or guidance in utilizing non-urgent healthcare
- Readmission reduction program with Blount Memorial Hospital
- Education with communities on healthier lifestyles
- Follow-up appointments

LIFEPAK 15 - PhysioControl LIFEPAK® 15 monitors capable of:

- noninvasive and invasive monitoring
- waveform capnography
- 12 lead EKG capability
- defibrillation and transcutaneous pacing
- CPR Metronome that informs the rescuers when to ventilate the patient
- synchronized cardioversion
- monitor oxygen saturation
- CO2 output for intubation
- blood pressure monitoring
- Medical crews will transmit EKGs to receiving hospitals wirelessly which is performed now in Blount County with LIFEPAK 12 monitors, which will be redeployed to first response units.

Lucas 2 Chest Compression Device

- Performs 100 compressions per minute at a depth of 2"
- Minimal interruption to patient care
- Easy to apply and frees up EMT for other treatment

First Watch real time biosurveillance and Online Compliance Utility (OCU)

- Monitor and analyze dispatch calls for signs of an epidemic and alerts
- Third party contract compliance management

Stryker Stair Chair Model 6250

- Blount County Rural/Metro currently deploys these devices and will have them deployed on every ambulance in Blount County.
- Upon clinical review, our providers favor these devices to the Stryker Power Pro stretchers and our goal is to ensure our providers have the tools *they* need to meet the needs of the community.
- CPAP Generator, Circuit W/Mask Port O2-Vent
- King Vision Video Laryngoscope
- EZ-IO Intraosseous Infusion System

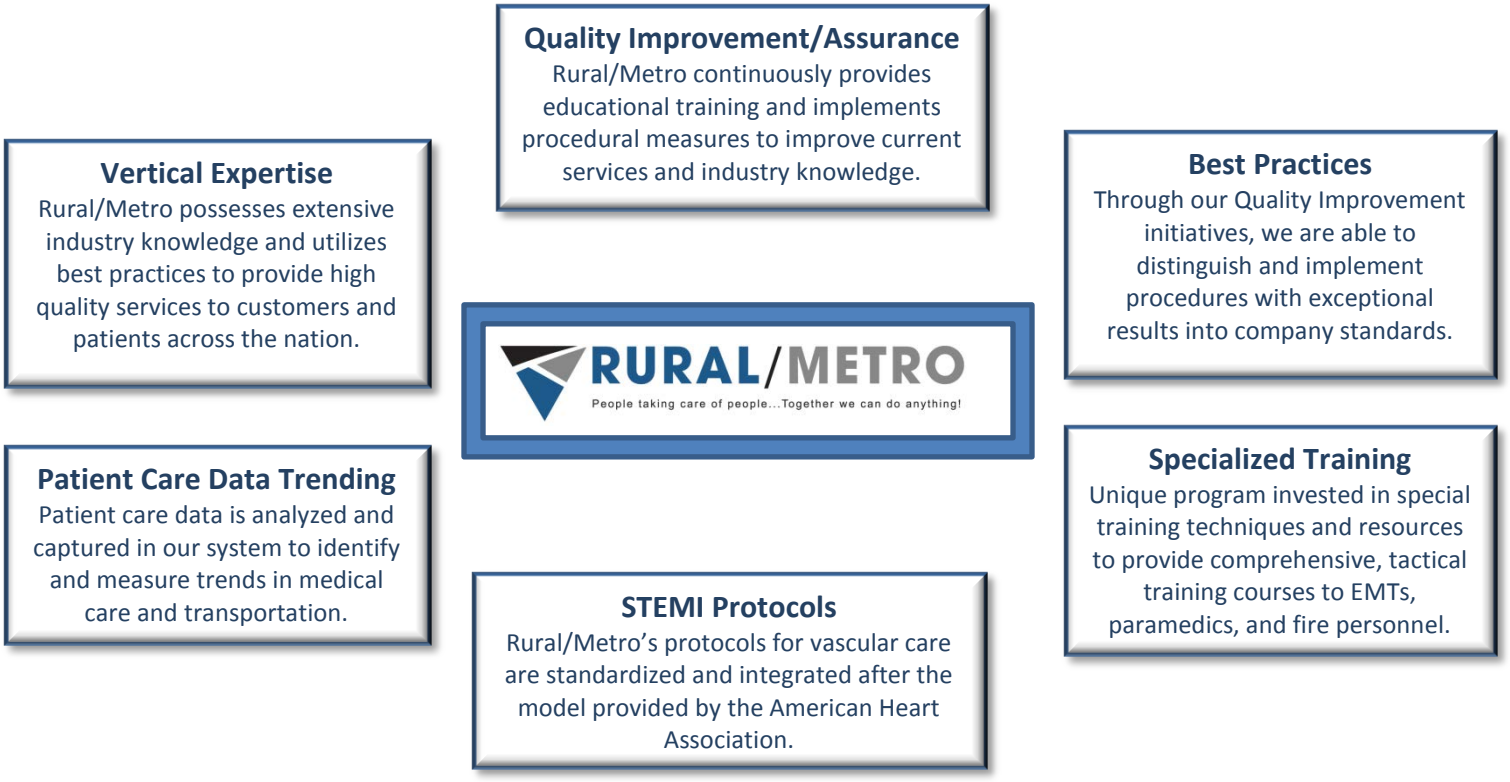
As discussed throughout this proposal Rural/Metro Blount County is committed to system wide quality enhancements. The following further outlines our Continuous Quality Improvement process which acts as the eyes and ears of the Medical Director, the General Manager and the Contract Administrator.

Essentially, this program communicates where we have been, where we are, where we need to go and how to get there. Our experienced Medical Director and designated Quality Manager are highly experienced at translating clinical quality review findings into priorities for improvement, decisions for resource allocation and opportunities for innovation. We achieve these goals by:

1. Integrating continuous quality improvement (CQI) activities into the operation to such an extent that those practices become an essential and seamless part of EMS routines;
2. Acknowledging that most performance deficiencies are related to a system problem or an educational need, and addressing those issues; and
3. Providing effective continuing education that's coordinated with and driven by the CQI process.

Quality patient care is a team effort, beginning with the initial call for assistance and ending with patient discharge from the hospital or emergency department. It includes professional, compassionate concern for patients as well as their families and significant others. Rural/Metro is dedicated to being part of this team effort and working cooperatively with the fire agencies and local hospitals to deliver the best possible care to all those attended in the County.

The following graphic depicts six key principles of our clinical excellence methodology:



This commitment is further supported with advanced technology to transmit data to receiving hospitals while patients are en route thereby streamlining the communication process. Rural/Metro is actively addressing the most urgent public health emergencies in America. We are dedicated to bringing the highest levels of prehospital clinical care to the communities we serve – making a measurable difference in improved patient outcomes.

Clinical Excellence is comprised of a variety of essential components that are necessary to achieve the high quality standards Rural/Metro has established. The combination of our continuous improvement initiatives, professional training programs for our employees, utilization of best practices, and patient care data trending allow for our program to be the most clinically advanced and emulated in the nation.

Mobile Healthcare - Paramedic Response

As discussed in the strategic section of this document, Rural/Metro in Blount County proposes a full-time community response that will serve to meet the changing healthcare environment.

Rural/Metro in Blount County is committed to healthcare throughout our communities, which does not end when we transport to an emergency room. Our mobile community response will be a dedicated responder that will work to meet the following objectives:

- Reduce hospital readmission rates in conjunction with Blount Memorial Hospital
- Respond to frequent users of 9-1-1
- Work to educate citizens and communities about healthier choices, use of primary care physicians and medication administration.

Please see more about this initiative in section H. Business Results/Past Performance

Continuing Quality Improvement (CQI) Program

Rural/Metro's Continuing Quality Improvement (CQI) Department, provides ongoing education by placing equal emphasis on correcting behavior and recognizing success, regardless of the protocol or procedure.

We strive to correct and improve quality issues and recognize quality care. Our Continuous Quality Improvement (CQI) philosophy is to ensure continuous clinical scrutiny and promote development initiatives in an effort to maintain or enhance the standard of care given to our patients. This is accomplished through the process of electronic Patient Care Record (ePCR) review, trending assessment and education. Procedures are in place in the event of documentation errors, protocol violations, improper skills procedure, and deviations in the standard of care as outlined by the State Department of Health Bureau of Emergency Services and Rural/Metro Corporation policy. A Clinical Action Plan (CAP) is created to minimize the risk of recurrence by providing documented remedial intervention.

STEMI Stroke Protocols

This is a reflection of increased quality in clinical care, closer monitoring of STEMI cases, and a growing collaboration with area cardiac cath labs.

The American Heart Association (AHA) standard for STEMI care is 90 minutes from the time a patient enters a hospital to the time a cath procedure is completed. The ability of Rural/Metro's paramedics to diagnose a STEMI on-site and transmit a 12-lead EKG (via fax or smartphone) to a cardiologist, allowing a cardiology team to mobilize and the patient to bypass the ER, has had a tremendous impact on outcomes. Rural/Metro's average time for STEMI patients, from 9-1-1-call to completion of the cardiac cath procedure is 78 minutes, far exceeding the AHA's national standard.

This STEMI Stroke protocols and additional ongoing education through the CQI Department has raised awareness and motivated crews to actively review these cases. In addition, each crew transporting a STEMI patient is permitted to remain at the cath lab for the procedure and review the case, offering an additional learning opportunity.

Best Practices in STEMI, SCA, and Stroke Care

As discussed previously with respect to research, Rural/Metro is at the forefront of an innovative pilot of national pre-hospital clinical standards for Sudden Cardiac Arrest (SCA), ST-Elevated Myocardial

Infarction (STEMI), and stroke. This first-of-its-kind program will track each of these three types of cases nationwide offering data to enhance training and ultimately improve patient outcomes. This new program raises the level of cooperation between hospital and pre-hospital providers utilizing proven, tested and consistently high-level clinical protocols that allow patients to be transitioned to emergency department teams with better chances for positive results.

EMS is a dynamic industry that requires agility and adaptation. Rural/Metro is constantly developing new systems, programs, and educational opportunities as well as investing in the necessary resources to raise the level of patient care. Dedicating resources to exclusively serve our hospital partners, establishing our own EMT Academy in order to recruit the very best to care for the residents of our communities and investing in specialty training and equipment are just a few of the other ways in which Rural/Metro strives to set a higher standard.

Patient Care Data Trending

Rural/Metro consistently analyzes patient care data and captures the information within our system. This allows our teams to strategically identify and measure trends in care. The information is then incorporated into educational training courses provided to the EMTs and paramedics ensuring that specialized, quality care will be provided to all of our patients.

Professional Training

Rural/Metro offers a comprehensive education and training program that incorporates the needs of all stakeholders—from dispatch personnel to the emergency medical responders to ambulance personnel and hospital staff. Tailored to meet specific requirements, our comprehensive training and education programs are integral to and driven by the Clinical Quality Improvement process. The Training Department ensures our providers are well trained and fully prepared to handle the wide variety of medical emergencies they encounter in the field. Beyond assuring clinical competence, our initial and ongoing continuing education programs prepare our employees to be members of a collaborative team, orienting staff to the EMS system and providing specific instruction regarding ambulance crews' role in the system and how to work seamlessly alongside our colleagues, as well as personnel from other agencies.

Our training and education curriculum is provided through four distinct but complementary channels: traditional classroom training, online education, in-service training, and one-on-one education through the field training and Continuous Quality Improvement processes. Ample in-house and 24/7 educational opportunities ensure that our field personnel receive the required continuing education to maintain their certifications and continually upgrade their skills.

There are certain "core quality principles" Rural/Metro's Clinical Quality Team follows to maintain an unparalleled clinical program in Blount County.

Principle 1: Establishing Goals, Standards & Policies

Establishing clear goals, standards, policies and protocols that comply with national, state, regional and local regulations proves key to success. These standards serve as guidelines to provide EMS accountability and transparency. Support from all involved agencies for quality practices is achieved through clearly communicated standards and protocols. Since consensus among the various agencies is essential to the development and enforcement of standards, the Rural/Metro Clinical Quality Team works with the County, hospitals and emergency medical responder agencies to implement all standards related to quality improvement. Following are the types of standards that are utilized, including a few examples:

- Patient Care Protocol Standards – Compatibility with existing agency protocols, protocol adherence
- Time Standards – Fractile response times, scene times
- Procedural Standards – Individual and collective success rates for establishing definitive airway control, IV access
- Equipment Standards – Compatibility and reliability of durable medical equipment
- Field Performance Standards – Cardiac Arrest data and success rates, STEMI, Stroke
- Educational Standards – Total and type of continuing education units per year that satisfy State of Tennessee requirements and fulfill any needs identified through the CQI process.

Principle 2: Benchmarking

Benchmarking is the practice of setting operating targets for a particular function by selecting the top performance levels. In a broader sense, benchmarking involves searching for new ideas and best practices for the improvement of processes, products and services. Rural/Metro believes that benchmarking would prove futile if it didn't involve Medical Director oversight and the service providers' involvement and commitment to the ideas.

Rural/Metro's CQI professionals provide the County with the data and reports needed to determine appropriate benchmarks for key drivers in the EMS service area.

Principle 3: Defining Success

There is little consensus in the literature as to what constitutes "quality" patient care. The most commonly accepted definition of quality care is an increased rate of survival from a life- threatening event. Other, broader patient health care results are also important and include a variety of changes in the patient's health status. Focusing on the "5Ds" helps Rural/Metro and its partners in the EMS system examine the results of the care they render:

- Death: Did the patient survive to hospital discharge?
- Disability: Did the patient's status improve due to care rendered?

- Discomfort: Did the patient's symptoms improve?
- Dissatisfaction: Was the patient satisfied with our service?
- Destitution: Was the treatment provided at a reasonable cost to the patient, the payer, and to society as a whole?

Performing 100% chart review on defined "little used skills," validates our training program, and our CQI process drives our training program. Rural/Metro's Clinical Quality Team continually searches for ways to apply these broad measures as a guide when defining more easily measurable objectives and performance indicators.

Principle 4: Measuring Results

Objectives are measurable statements that are consistent with the system's key drivers, benchmarks and standards. These objectives serve as performance indicators that yield patterns of performance and trigger quality improvement projects. The Rural/Metro Clinical Quality Team, under the guidance of Rural/Metro's Medical Director, defines basic performance indicators after the benchmarks and standards are determined. Performance indicators will evolve over time as Rural/Metro, the County and/or other stakeholders identify additional indicators.

Rural/Metro constantly evaluates system performance and the level of care delivered by gathering information from various components of the system. This data is tracked, trended, recorded and used to evaluate the system against the defined performance quality indicators and patient outcomes.

Rural/Metro's ZOLL RescueNet electronic patient care record (ePCR) system offers a unique opportunity to provide rapid feedback to field personnel and allows for easy tracking of specific issues. Patient Surveys along with other agency feedback are used to validate quality performance or indicate areas for correction or improvement.

Principle 5: Identifying Improvement Opportunities

The primary focus of Rural/Metro's CQI system is to ensure that field personnel provide the highest quality patient care. They need to be assured that the system in which they work is supportive of this goal. If desired, Rural/Metro will provide the emergency medical responder agencies with a unique opportunity to participate in inter-agency CQI performance evaluations. We will then use these evaluations to identify improvement opportunities and to plan continuing education programs that meet the needs of Blount County's EMS system.

We listen carefully when our system partners suggest clinical improvement opportunities. The Clinical Quality Team solicits and receives feedback from field staff, the fire agencies, the hospitals or other system stakeholders.

In addition, an expanded CQI team comprised of EMTs and paramedics, emergency medical responders, field supervisors and the Clinical Quality Team meets on a regular basis to identify new and/or modified products and services or production/delivery processes. For example, the team might identify the need for an improved piece of equipment, select and purchase brands to test in the field, test the equipment in the field, meet again in committee to discuss the findings, and then create a plan of action to deploy the equipment system-wide. Items deemed essential to patient care and safety receive priority, and we inform the County of any critical new technology or innovations prior to system-wide rollout.

Principle 6: Action Plans Involving All Stakeholders

When opportunities for improvement are identified through the CQI process, Rural/Metro uses a variety of methods to enhance the system. All action plans respond to needs for system improvement and education first. Rural/Metro's Clinical Quality Team identifies opportunities to employ an interagency approach to implementation of improvement plans. Cross-functional teams that include other stakeholders are used whenever appropriate to address issues related to service delivery or equipment.

The QI program is reviewed on an ongoing basis, but a formal review occurs monthly, with representatives from the County, the fire agencies, hospitals, and other system stakeholders invited to participate. All action plans will include a method for evaluating the plan's success.

J. Operations

Operating Authority

Rural/Metro is fully licensed and insured to provide ambulance services in the State of Tennessee and is an approved Medicaid/Medicare provider. Rural/Metro also holds a valid Narcotics License from the Board of Pharmacy and the Drug Enforcement Agency through our Medical Directors that ensures the ability of our paramedics to provide the highest level of analgesic care by administering the appropriate and necessary medications to patients.

Operating Plan

Rural/Metro will work with the Fire Department EMS Manager and administration team to refine the existing tactics and strategies in accessing, assessing, treating, moving, and appropriately discharging those in need of medical care in Blount County. The agreed upon services will continually be improved in order to enhance services and address the evolving challenges presented by a dynamic, growing system.

Standard Capabilities

Rural/Metro's core business is ambulance service and the delivery of high-quality care to patients and communities. We respond to all emergency and non-emergency transports with unmatched experience and efficiency.

Rural/Metro provides a wide spectrum of services, including:

- Advanced Life Support (ALS) ambulance service
    - Innovative medical protocols developed in conjunction with our in-house medical direction specific to the needs of the customers we serve
    - Ventilator capable ambulances
    - Experience in adult and pediatric critical care transports
    - Multi-trauma and burn patients
- Basic Life Support (BLS) ambulance service
- Bariatric services
- Ventilator certified paramedics

Competitive Differentiators

Rural/Metro's innovation is based in establishing collaborative EMS systems and value added solutions to develop close and cohesive relationships with our partners in public safety, public health, and health care. We view ourselves as a small, but critical piece of the larger continuum of patient care; one of our objectives is to search for opportunities to create efficiencies and innovations that others often miss.

Rural/Metro's initiatives add value, increase efficiencies, and deliver cost savings to our customers. We have the people, processes, and systems in place to meet the evolving needs of our customers and the strategic growth of our company.

Our initiatives include:

- A national clinical quality excellence program – quality improvements through standardizing protocols, utilizing best practices, and sharing data. This initiative targets three key clinical areas by tracking data points and current protocol standards:
    - STEMI
    - Stroke
    - Cardiac Arrest
- Staffing our ambulances with paramedics in addition to EMTs guarantees the appropriate level of care to all patients, provides staffing flexibility, and is extremely cost effective
- Electronic patient care data collection and reporting
    - Provides the tools for strong clinical continuous quality improvement
    - Improved patient care performance and satisfaction
    - Reduced risk for Rural/Metro and our customers
    - Fully integrated on the front-end with our computer aided dispatch systems and on the back-end with our customer service systems
- In-house instructors provide training for first aid, automated external defibrillator (AED), and cardiopulmonary resuscitation (CPR)

Clinical Excellence

Rural/Metro's customized services, quality practices, and people generate innate value for our customers that extend beyond the cost associated with doing business with us. The value Rural/Metro brings to a partnership strengthens our customer's organizational practices and increases the competitive positioning of their services, while reducing costly errors and the time associated with managing them. Our deep-rooted industry experience has shown that a service oriented provider with extensive value and expertise will provide greater quality over time by utilizing innovative transportation solutions and technology.

As a national leader in emergency medical transportation services, Rural/Metro's paramedics and EMTs, have a unique opportunity to influence optimal clinical outcomes before patients arrive at the hospital.

Our National Clinical Standards for STEMI, stroke, and cardiac arrest are strategically modeled after the highest standards recommended by the American Heart Association and are aligned with CMS Core Measures for vascular disease. We have standardized and integrated our protocols for vascular care with the support of more than 50 physician medical directors who share our commitment to improving patient outcomes. 100% of our emergency responders are trained to these standards, providing expert clinical care to nearly 10,000 patients each year with symptoms of STEMI, stroke, and cardiac arrest.

K. Quality Management

We strive to correct and improve quality issues and recognize quality care. Our Continuous Quality Improvement (CQI) philosophy is to ensure continuous clinical scrutiny and promote development initiatives in an effort to maintain or enhance the standard of care given to our patients. This is accomplished through the process of electronic Patient Care Record (ePCR) review, trending assessment and education. Procedures are in place in the event of documentation errors, protocol violations, improper skills procedure, and deviations in the standard of care as outlined by the State Department of Health Bureau of Emergency Services and Rural/Metro Corporation policy. A Clinical Action Plan (CAP) is created to minimize the risk of recurrence by providing documented remedial intervention.

Meeting Patient Needs and Satisfaction

Rural/Metro employs numerous methodologies for assessing and monitoring our effectiveness at meeting the needs and desires of patients and other customers.

A critical step to assuring patient satisfaction is implementing a system that measures performance. Our local management team monitors monthly key performance indicators related to customer service. Key performance indicators include:

- Response time performance
- Monthly community education hours
- Customer service survey responses
- Total customer service inquiries
- Other indicators

Our management team will immediately get to the root cause of any issues that indicate improvement is needed. The key performance indicators will be customized to meet your needs

In addition to promptly addressing any issues brought to our attention by our receiving hospitals via the Customer Inquiry Resolution Process, Rural/Metro uses an “External CQI Process” to address clinical issues. Our Training/CQI Supervisor and Business Development Representative will be in regular communication with the hospitals. The Regional Director will also meet on a monthly basis with key hospital clients to discuss on-time performance, clinical performance and any customer-service related issues.

Ensuring patient and stakeholder satisfaction is integral to our system-wide continuous quality improvement processes. Patient satisfaction reflects not only upon our performance, but our entire system. Our goal is to ensure that every patient who uses our service leaves the experience feeling that they or their loved ones were cared for in the best possible manner. Similarly, we work every day to ensure our interactions with key stakeholders are positive and productive.

L. Risk Management

In order to manage any type of business risk, Rural/Metro maintains a comprehensive corporate-wide risk management and loss control program to ensure our business stability. The elements of this program include, but are not limited to: prescreening of employees, extensive training programs, initial and ongoing continuous learning courses, unsystematic internal audits, significant event investigations, policy and procedures designed to prevent injury, avoid accidents, and reduce risk to individuals and the organization.

Prescreening of Employees

Hiring the right employee reduces training and turnover costs, promotes exceptional patient care, and reduces risk or losses to the organization. Rural/Metro prescreens all potential employees prior to extending an offer of employment. Candidates with felony or certain misdemeanor convictions, as well as those without the appropriate certifications/licensure, are eliminated during this screening process.

Prescreening includes:

- Background checks performed by the Risk Management Group includes:
  - Chain of Custody forms
  - Criminal background
  - Registered sex offender
  - Medicare fraud
- Drug Screening performed by Concentra and River Front
- State license/certification verification by Risk Management Group with physical inspection by Human Resources
- A full driving record
- MLREMS search for QI/QA issues

Any candidate who fails to pass any one of these screens is not considered for employment.

Event Investigations

Randomized and significant event investigations are integral to Rural/Metro's Risk Management and Loss Control Program, both on an individual and organization-wide level. In addition to evaluating/mitigating the individual event, findings often translate into training program enhancements or new policies/procedures designed to prevent recurrence. Investigations may be clinical or administrative in nature. Areas of investigation include, but are not limited to:

FDA Reportable Events, Equipment Failures & Accidents

Rural/Metro technicians troubleshoot any equipment that's returned to the Supply Department, ship broken equipment out for repair, work with manufacturers to ensure regularly scheduled maintenance is performed, and report all required FDA-reportable events.

Employee Health/Infection Control

Rural/Metro's Human Resource Manager oversees our Communicable Disease Exposure Program, which covers airborne, droplet and blood-borne pathogens. The HR Manager follows all local, State of Tennessee, National Fire Protection Agency (NFPA) and OSHA protocols and remains apprised of all local communicable disease issues that must be addressed to protect our workforce, Fire Department partners and patients. The HR Manager also investigates and provides appropriate follow up on employee injuries, including but not limited to: needle sticks, lifting injuries and communicable disease exposures, and collects and maintains records of employee immunizations and health screenings.

Work-Related Injuries/Exposures

All work-related injuries and infectious disease exposures are immediately reported to the on-duty supervisor and, subsequently, the Human Resources Department for thorough reporting and investigation. We work closely with an occupational injury and specialist and medical group to ensure the highest quality care for our employees. Our Workers Compensation Third Party Administrator, Gallagher Bassett, follows up and reviews each claim and treatment course, keeping Human Resources updated.

Rural/Metro's Human Resources Department follows a comprehensive reporting, treatment and follow-up structure for all work-related injuries and exposures. In addition, our Human Resources Manager follows up and reviews each claim and treatment course to proper handling from the medical providers.

Damage, Loss & Theft of Property (Non-Auto & Auto)

Employees who are involved in or discover any type of damage, loss or theft of property document the occurrence on an Accident Report Form. This form is used as a starting point to document, investigation and, when necessary, report a loss to Rural/Metro's insurance carrier. Completed forms are maintained in the employee's personnel file and in the corporate Claims/Risk Management department.

Employees who cause or discover any type of damage, loss or theft of a vehicle document the loss on a specific form. The employee and their supervisor also complete separate investigation report forms. When appropriate, losses are reported to our insurance carrier. In addition, we have an internal Accident Review Committee that considers the information provided on these forms in their investigation. Copies are maintained in the employee's personnel file and the Risk Manager's office. All auto accidents/incidents are recorded in a database used to maintain control of claims and to compile data for insurance and training enhancement purposes.

Disaster Preparedness

Rural/Metro has an internal multi-hazard disaster and multi-casualty response plan, which includes, but is not limited to, triggers for activation, notifications, communications, staffing, vehicles, equipment, and EMS surge supplies.

Rural/Metro will continue to cooperate with Blount County in rendering emergency assistance during a disaster. This could include a declared emergency, or in a multi-casualty response as identified in the multi-casualty or emergency/disaster response plan based upon the size and nature of an incident or disaster.

Rural/Metro team members are trained in the Incident Command System (ICS) and comply with all policies/procedures regarding ICS and multi-casualty, disaster, homeland security, fire and hazardous materials events.

Our current relationship with the service area emergency medical responders ensures seamless operations when crews are required to transition from routine operations to respond to unusual events. All field employees are required to have ICS 100, 200, and 700 training as well as yearly MCI START triage training.

In the event there is a disaster that could quickly tax the number of units on the street, Rural/Metro has the ability to call in additional units from other Rural/Metro operations.

These units can be utilized as support in a disaster to provide relief to fatigued crews. Our infrastructure allows for the ease of deployment and communication without any additional work.

Disaster Preparedness Highlights

- Established multi-hazard disaster and multi-casualty response plan
- Field personnel trained in ICS 100,200 and 700, as well as Blount County policies and MCI START triage
- Annual disaster preparedness training to coincide with MCI curriculum
- Designated Disaster Preparedness Specialist
- Committed to participation in all regional MCI/disaster,

All Rural/Metro ambulances are equipped with triage tags. Employees are trained regarding the proper use of the tags during a major medical or trauma related incident. In addition, all supervisor vehicles are equipped with MCI kits.

Rural/Metro will continue to participate in all required tabletop drills and large-scale exercises, as well as disaster planning and training programs. We realize the importance of ongoing training related to disaster and multi-casualty incidents. Rural/Metro is dedicated to providing the necessary resources, training, and equipment to the communities of Blount County to ensure readiness and optimal care is provided during such an event.

Suspected Civil Risk

Our corporate Risk manager investigates and tracks in a database all events that could result in a future claim or litigation. At the national level, Rural/Metro has a Corporate National Risk Management Group that provides the local operations with support on risk management issues. For instance, this group developed and EMS Ergonomics Program, including our Back Safety and Injury Prevention training.

Lifting Technique Training

Rural/Metro provides a comprehensive Back Safety and Injury Prevention program as part of its New Employee Orientation training and for all employees who return to work following an injury. This program addresses the six major risk factors responsible for the majority of EMS-related injuries: loading and unloading equipment, transferring patients to lifting or moving devices, transferring patients on stairs, operating stretchers on uneven terrain, moving or transferring equipment, and getting in and out of vehicles.

Hazard Reduction Training

We provide training and policies/procedures designed to reduce hazards to both patients and our employees. In addition to the driver and lifting technique training, examples of Rural/Metro's efforts to reduce hazard exposure include, but are not limited to:

- Gurney-use policies, including management of and equipment for bariatric patients;
- Incident Command System (ICS) training;
- Incident reporting policies and investigations;
- Personal Protective Equipment (PPE) equipment, standards and policies/procedures;
- Equipment and/or ambulance failure policies/procedures;
- Harassment and professionalism policies;
- Station and ambulance security policies;
- Controlled-substance policies/procedures;
- Drug-free workplace policies; and
- Chemical and biological materials training and decontamination policies.

All of these risk mitigation efforts, along with the overall efforts of continued new business and delivering exemplary services to our existing customers, ensures our long-term growth and success.

Regulatory Compliance and Litigation

All services furnished by Rural/Metro will at all times be rendered in full compliance with all applicable federal, state and local laws, ordinances, rules and regulations, including Health Insurance Portability and Accountability Act (HIPAA) and the American Recovery and Reinvestment Act (ARRA). Rural/Metro understands its sole responsibility to determine which, and be fully familiar with all laws, rules and regulations that apply to the services under the Agreement, and to maintain compliance with those applicable standards at all times. Rural/Metro is committed to operate in accordance with the provisions of any regulations or written guidelines established by the Medical Director.

In addition, Rural/Metro maintains an aggressive and comprehensive Corporate Compliance Program to ensure its ongoing compliance with federal, state, and local laws and regulations regarding medical transportation and billing. Rural/Metro's Corporate Compliance Program is based, in part, on complying with the guidance provided to the Ambulance Industry by the Office of the Inspector General (OIG) for an effective compliance program. Rural/Metro's Corporate Compliance Program was developed in response to these elements and includes the following:

- HIPAA Privacy and Security policy
- Code of Ethics and Business Conduct
- Compliance Training Requirements
- Reporting and Investigating Issues of Noncompliance
- Reimbursement and Billing Guidelines
- Responding to Government Audits and Investigations
- Records Retention and Destruction
- Ineligible Persons
- Compliance with the Federal Anti-Kickback Statute
- Federal Payor Coverage Criteria, Documentation and Billing Requirements
- Internal Federal Payor Audit
- Overpayments and Credit Balances
- Compliance Legal Review and Approval
- Arrangements Review
- Records Retention
- Operation-specific policies, procedures and medical protocols

As an integral part of its Corporate Compliance Program, Rural/Metro employs a dedicated Compliance Officer to ensure all of its operations remain compliant with applicable laws and regulations, and that associated policies and procedures are properly updated, disseminated and communicated to staff. Rural/Metro is committed to ensuring full compliance with all applicable regulations and laws throughout the term of the Agreement with Blount County.

M. Training

Training Programs

Rural/Metro's employees are highly trained emergency medical service providers in the industry. In addition to a two week New Employee Orientation Program that encompasses every aspect of our service and introduces new staff to the company's policies, procedures, and programs, Rural/Metro provides the industry's strongest, most comprehensive continuing education program.

Our extensive training and continuous education programs are designed to ensure patient safety, provider competence, and continue advanced skill enhancement. We provide annual CE courses for the EMTs, paramedics, and ALS emergency medical responders in our service areas. Voluntary and mandatory CE courses are offered monthly for all Rural/Metro employees. Customized training will also be provided to all personnel that will be staffed for the Event Ambulance Service operations.

Rural/Metro strives to provide a quality education to our workforce, while also creating a personal and rewarding experience for the EMTs and paramedics. Whenever possible, we try to customize programs to meet local needs based upon clinical quality findings, industry trends, and community issues.

Safety Training

Rural/Metro offers a comprehensive education and training program that incorporates the needs of all stakeholders—from dispatch personnel to the emergency medical responders to ambulance personnel and hospital staff. Tailored to meet specific requirements, our comprehensive training and education programs are integral to and driven by the Clinical Quality Improvement process. The Training Department ensures our providers are well trained and fully prepared to handle the wide variety of medical emergencies they encounter in the field. Beyond assuring clinical competence, our initial and ongoing continuing education programs prepare our employees to be members of a collaborative team, orienting staff to the county's EMS system and providing specific instruction regarding ambulance crews' role in the system and how to work seamlessly alongside our colleagues, as well as personnel from other agencies.

Our training and education curriculum is provided through four distinct but complementary channels: traditional classroom training, online education, in-service training, and one-on-one education through the field training and Continuous Quality Improvement processes. Ample in-house and 24/7 educational opportunities ensure that our field personnel receive the required continuing education to maintain their certifications and continually upgrade their skills. We currently provide a minimum of 30 hours of continuous education courses every month and an additional 30 hours each month for AHA ACLS, PAL, and BLS classes.

All employees attend a week-long New Employee Orientation Program (NEOP), which covers a wide spectrum of topics: medical protocols, equipment, HIPAA, mapping, OSHA/safety, documentation, and benefits.

Rural/Metro's comprehensive training programs assists in preparing field providers for the wide variety of medical calls they encounter on a daily basis.

Rural/Metro understands that training and educational requirements change from time to time for EMTs, Paramedics, and Communications professionals as new protocols and medical treatments are approved or revised. Rural/Metro agrees that the EMS Coordinator may require additional training or education for EMTs and Paramedics for the benefit of patients receiving care and will work cooperatively to identify targeted educational programs to benefit the entire EMS system. The cost of such training or education shall be the sole responsibility of Rural/Metro.

Continuing education goes hand-in-hand with clinical excellence and our commitment to quality patient care. Rural/Metro offers a vast variety of educational opportunities for current employees and the emergency medical responders we partner with in the contracted area free of charge.

On average, Rural/Metro's training department offers 70 hours of continuing education a month and more than 800 hours in the last year. Classes include protocol updates, ACLS/PALS, EZ-IO training, 12-lead interpretation, as well as protocol specific training based on the needs of the operation and the result of our monthly QI reviews. All training classes are posted online and open to all EMS professionals in this area.

Field Training and Continuing Education Programs

Rural/Metro will continue offering field training courses and continuing education programs for the Blount County system. Rural/Metro's Manager of Clinical Education Services and Field Training Officers will work together to create relevant educational topics and establish sequencing to incorporate into the existing training schedule. This team will evaluate feedback provided from the Medical Director, field personnel, clinical performance monitoring data, and hospitals, other receiving facilities, and staff inquiries to develop system enhancements.

Highly qualified professionals – including paramedics, nurses, physicians, other qualified health professionals and our Fire Department partners – provide course instruction. All continuing education courses offered will be pre-approved by the Medical Director and certified by the Department of Health for continuing education credit.

Rural/Metro has built and maintains positive relationships with local hospitals to provide continuing education courses for all levels of field personnel. Multi-discipline courses are taught by a combination of paramedics, nurses, and physicians

Driver Training and Monitoring

Operating an ambulance poses a risk for our employees, patients, the public, and the organization. Therefore, safe vehicle operation is one of Rural/Metro's highest priority safety initiatives. Our comprehensive driver training programs begins with a six hour, nationally recognized Certified Emergency Vehicle Operator 3 (CEVO 3) driving training course from Coaching Systems.

Required upon initial hire and mandatory for all employees who operate a company vehicle, this program teaches students defensive driving skills. Rather than waiting for a situation to occur, CEVO instructs employees to drive in a manner that avoids circumstances that cause accidents. Drivers learn navigation skills for moving through traffic safely and instructors challenge participants to develop solutions for varied circumstances. The course addresses a variety of topics, including: reversing the vehicle, parking with caution, ambulance hydroplaning, nighttime driving, hospital approach, patient drop off, tailgating, and mapping skills. Rural/Metro takes the CEVO training one step further by adding modules that focus on intersections, as the majority of accidents involving ambulances occur in or near roadway intersections. CEVO refresher course training is required on an annual basis.

In addition to CEVO, Rural/Metro's complete 16 hour driver education course integrates mapping training and cone/course skills assessments. The program also covers Rural/Metro's accident reporting and review process, as well as the DriveCam Event Recording System.

Upon completion of the Driver Training coursework and prior to operating an ambulance, new hires are placed into a Field Training Program that includes objectives on area familiarization. Candidates must successfully complete theses mapping objectives with a Field Training Officer prior to being released for duty. Rural/Metro requires all employees to attend annual refresher training to ensure continued competence, as well as reiterate our safety priorities and safe driving policies.

In-service Training Programs

Clinical excellence is the established standard for all Rural/Metro employees. Field clinicians and Communications Center personnel are equipped with the knowledge base, exceptional technical skills, and sound clinical decision-making skills required to deliver clinical excellence.

We are committed to the concept that pre-hospital care providers must actively participate in an ongoing educational process to maintain high standards of clinical excellence. Consequently, Rural/Metro provides for a rigorous and ambitious program of continuing education programs for all field staff, including: managers, Field Training Officers (FTOs) and supervisors.

Rural/Metro actively participates in joint in-service training in conjunction with Blount County. This is an extremely successful training approach to ensure all field providers are taught the same methodology and practice together as a team.

Rural/Metro and Blount County Leadership will participate monthly in a joint protocol and case review with the medical director's group. Case review discussions continue the growth and development of all field providers involved in clinical care. This meeting, which allows for team alignment when providing education and training to the field staff, is essential to the team atmosphere that is fostered between Rural/Metro and Blount County.

Health and Safety Programs

The health and safety of our employees is a cornerstone of the Rural/Metro organization. A safe and hazard-free work environment is paramount to the organization's ability to carry out its mission. Rural/Metro meets and/or exceeds all federal (OSHA), state and local standards, rules and regulations. In meeting the requirements, Rural/Metro provides, or makes available to its employees, Hepatitis B vaccinations, TB testing, training in the blood-borne and airborne pathogen exposure control plans, as well as a comprehensive health and safety program, that includes the following programs (a complete copy of Rural/Metro's Safety Manual is available upon request):

- Driver training and safety programs
- Fire safety and evacuation plans
- Injury and illness record keeping guidelines and posting requirements
- Patient lifting and moving safety program
- Hazard assessment plan
- Hazard communication plan
- Exposure control plan
- Exposure control policies
- Hazardous materials safety training
- TB exposure control plan
- Respirator Plan
- Drug-free workplace plan
- Incident reporting program

To further safety and health in the workplace, the company utilizes a Health and Safety Advisory Committee to study, evaluate and research current internal and industry-wide trends to further reduce workplace hazards and provide important information to our employees concerning health and safety issues at home and in the workplace.

Each employee injury, illness and vehicle collision is carefully reviewed to reduce both the frequency and severity of these incidents.

Handling of Biohazardous Waste

As an EMS provider, Rural/Metro has established policies and procedures for the proper handling and appropriate disposal of biohazardous waste from our vehicles and from care sites. These policies meet local, national, and OSHA requirements. Sharp containers, personal protective equipment, cleaning supplies, and other materials are provided as required to limit exposure to communicable disease and to promote staff and patient safety.

Our staff receives appropriate training and oversight regarding the proper handling of biohazardous waste. All equipment is thoroughly disinfected before being placed back into service. Copies of our policies related to the handling of biohazardous waste are available upon request.

6.6 Rates and Charges

Rural/Metro proposes the following retail rates as our usual and customary rates, which are set based upon experience in the market. Institutional and government payors, such as Medicare, pay ambulance providers far below these rates per the Centers for Medicare and Medicaid Services (CMS) rate schedules. Rural/Metro is required to accept the Medicare allowable payment for ambulance transport services meeting the Medicare reimbursement criteria. The Rate Schedule, below, provides a complete disclosure of all charges and fees associated with the delivery of ambulance services under this agreement. We will not deviate or alter the established fee schedule without prior written authorization from Blount County.

Rural/Metro is willing to maintain the current rates listed below for the two years of the contract. We share the County's goal of providing the most cost-effective emergency medical services possible, and look forward to further discussion on how we can mutually achieve this objective. We will only request a rate increase, as needed, and indicated by the contract.

Rural/Metro proposes to charge private entities $150.00 per hour for ALS ambulance standby services.

Rural/Metro Blount County proposes a simplified "bundle billing" methodology so that invoices to customers are simple and easy to read and understand. There will be no other itemized service charges for Blount County customers

Blount County Ambulance Base Rates

Description	Base Charge	Mileage
ALS 2	978.22	$11.44
ALS-E	767.60	$11.44
ALS-NE	662.79	$11.44
BLS-E	633.39	$11.44
BLS-NE	289.33	$11.44

Emergicare Subscription Program

Rural/Metro proposes and has in place, an Ambulance Membership Subscription Program since 1985. Our EmergiCare program will have a competitive annual fee of $75.00 per household.

Rural/Metro East TN currently has over 7,000 EMS subscribers with a majority of those subscribers in Blount County.

While Rural/Metro would like to honor subscription payments made to other ambulance suppliers, the health care regulatory environment will not allow for this practice. Federal enforcement agencies provide clear guidance that ambulance suppliers offering subscription type programs must strive to collect fees that in aggregate are equal or in excess of the cost sharing amounts that are waived for those residence actually using the ambulance services.

Ambulance providers such as Rural/Metro must conduct periodic testing of the soundness of these types of programs to ensure compliance with Federal expectations. Rural/Metro conducts periodic reviews of these programs and cannot consider another ambulance supplier subscription program fees in its annual testing and for this reason is unable to honor another company's subscription plan.

Customers can access billing representatives through an 800 number, which is printed on their statement, and local billing personnel are available as well. A link on Rural/Metro's website also provides email access to billing staff. For added customer convenience, the company also provides on-line bill pay access at www.ruralmetro.com/payonline.

Mental Health Transports



As discussed in section H, page 81, Rural/Metro Blount County is proposing a solution to the over 400 mental health transports in Blount County. The ambulance and sheriff resources are frequently utilized to transport mental Health patients to other locations in TN. Rural/Metro proposes to transport mental health patients, at the request of Blount County Sheriff's department, in a specially built vehicle to keep the driver and passenger safe during transport. This unique vehicle will be available during agreed upon hours prior to contract inception.

DESCRIPTION	BASE CHARGE	MILEAGE
Mental Health – Non-ambulance	$50.00	$2.00

Appendices

Attachments and additional documentation are located in the following order:

1. Proposal Bid Deposit Bond
2. Background Check Compliance Form
3. Title VI Compliance
4. Insurance Certification
5. W-9
6. Copies of required Licenses
7. CAAS Accreditation
8. Braun Type III Fleet Spec Sheets
9. Key Personnel Resumes
10. Key Position Job Descriptions
11. Rural/Metro Benefits Guide
12. Code of Conduct & HR policies
13. Government Investigations
14. Emergicare Form
15. Ambulance Supply and field maintenance checklist
16. APCO 9-1-1 information
17. Technological software brochures
18. Stryker Stair-PRO (Model 6252) Brochure
19. Stryker Stair-PRO (Model 6252) Spec Sheet
20. LIFEPAK 15 Monitor/Defibrillator Brochure
21. Lucas 2 Chest Compression System Brochure
22. Intergraph CAD brochures
23. FirstWatch Brochures
24. Medusa Siren Brochure
25. 2013 Audited Financials



RURAL/METRO CORPORATION
(a wholly-owned subsidiary of WP Rocket Holdings, Inc.)

CONSOLIDATED FINANCIAL STATEMENTS WITH
REPORT OF INDEPENDENT AUDITORS
FOR THE YEAR ENDED DECEMBER 31, 2013

KPMG LLP
Suite 800
60 East Rio Salado Parkway
Tempe, AZ 85281-9125

Independent Auditors' Report

The Board of Directors
Rural/Metro Corporation:

We have audited the accompanying consolidated financial statements of Rural/Metro Corporation (a wholly owned subsidiary of WP Rocket Holdings, Inc.) and its subsidiaries, which comprise the consolidated balance sheet as of December 31, 2013 (Successor), and the related consolidated statements of operations and comprehensive loss, changes in stockholder's deficit, and cash flows for the year ended December 31, 2013 (Predecessor), and the related notes to the consolidated financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with U.S. generally accepted accounting principles; this includes 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.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements 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 entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Rural/Metro Corporation and its subsidiaries as of December 31, 2013 (Successor), and the results of their operations and their cash flows for the year ended December 31, 2013 (Predecessor), in accordance with U.S. generally accepted accounting principles.

Emphasis of Matter

As discussed in note 2 to the consolidated financial statements, the Company filed for reorganization under Chapter 11 of the United States Bankruptcy Code on August 4, 2013. The Company's plan of reorganization became effective, and the Company emerged from bankruptcy protection on December 31, 2013. In connection with its emergence from bankruptcy, the Successor adopted fresh-start reporting as of December 31, 2013, as further described in note 2 to the consolidated financial statements. As a result, the consolidated financial statements of the Successor are presented on a different basis than those of the Predecessor and, therefore, are not comparable in all respects.

KPMG LLP

Phoenix, Arizona
May 12, 2014

KPMG LLP is a Delaware limited liability partnership, the U.S. member firm of KPMG International Cooperative ("KPMG International"), a Swiss entity.

RURAL/METRO CORPORATION
(a wholly-owned subsidiary of WP Rocket Holdings, Inc.)

CONSOLIDATED BALANCE SHEET
(in thousands, except share data)

	Successor December 31, 2013
ASSETS	
Current assets:	
Cash and cash equivalents	$ 48,195
Restricted cash	14,959
Accounts receivable, net	91,230
Inventories	7,801
Deferred tax assets, net	26,150
Prepaid expenses and other current assets	14,542
Total current assets	**202,877**
Property and equipment	66,872
Goodwill	155,512
Intangible assets	217,923
Deposits	43,785
Other assets	5,913
Total assets	**$ 692,882**
LIABILITES AND STOCKHOLDER'S EQUITY	
Accounts payable	$ 35,692
Accrued and other current liabilities	35,405
Deferred revenue	20,159
Current portion of long-term debt	754
Total current liabilities	**92,010**
Long-term debt, net of current portion	381,307
Deferred tax liabilities, net	101,450
Other liabilities	31,972
Total liabilities	**606,739**
Commitments and contingencies (Note 16)	
Stockholder's equity:	
Common stock, $0.01 par value, 900 shares authorized, 100 shares issued and outstanding	-
Preferred stock, $0.01 par value, 100 shares authorized, zero shares issued and outstanding	-
Additional paid-in capital	86,143
Total stockholder's equity	**86,143**
Total liabilities and stockholder's equity	**$ 692,882**

See accompanying notes to consolidated financial statements.

RURAL/METRO CORPORATION
(a wholly-owned subsidiary of WP Rocket Holdings, Inc.)

CONSOLIDATED STATEMENT OF OPERATIONS AND COMPREHENSIVE LOSS
(in thousands)

	Predecessor Year Ended December 31, 2013
Net revenue	$ 652,634
Operating expenses:	
Payroll and employee benefits	421,812
Depreciation and amortization	38,068
Other operating expenses	197,434
General/auto liability insurance expense	10,887
Impairment of property and equipment, goodwill and intangible assets	397,079
Gain on sale of assets and property and equipment	(1,998)
Total operating expenses	1,063,282
Operating loss	(410,648)
Reorganization items, net	294,370
Interest expense	(53,931)
Interest income	208
Loss from continuing operations before income taxes	(170,001)
Income tax expense	(34,431)
Loss from continuing operations	(204,432)
Loss from discontinued operations, net of income taxes	(150)
Net loss	(204,582)
Other comprehensive income, net of tax:	
Defined benefit pension plan:	
Net gain	3,698
Total other comprehensive income, net of tax	3,698
Comprehensive loss	**$ (200,884)**

See accompanying notes to consolidated financial statements.

RURAL/METRO CORPORATION
(a wholly-owned subsidiary of WP Rocket Holdings, Inc.)
CONSOLIDATED STATEMENT OF CHANGES IN STOCKHOLDER'S DEFICIT
(in thousands, except share amounts)

	Common Stock Number of Shares	Common Stock	Preferred Stock Number of Shares	Preferred Stock	Additional Paid-in Capital	Accumulated Deficit	Accumulated Other Comprehensive (Loss) Income	Total
Balance at December 31, 2012 (Predecessor)	**100**	**$ -**	**-**	**$ -**	**$ 243,466**	**$ (80,808)**	**$ (1,576)**	**$ 161,082**
Capital distribution to Parent	-	-	-	-	(197)	-	-	(197)
Share-based compensation expense	-	-	-	-	101	-	-	101
Net loss	-	-	-	-	-	(204,582)	-	(204,582)
Other comprehensive income, net of tax								
Defined benefit pension plan:								
Net gain	-	-	-	-	-	-	3,698	3,698
Effect of revaluation of Predecessor assets and liabilities	-	-	-	-	(164,471)	-	-	(164,471)
Elimination of Predecessor equity	-	-	-	-	(283,268)	285,390	(2,122)	-
Proceeds from Rights Offering of Reorganized Parent	-	-	-	-	135,000	-	-	135,000
Adjustment of goodwill to the excess of reorganization value over the fair value of Company assets	-	-	-	-	155,512	-	-	155,512
Balance at December 31, 2013 (Successor)	**100**	**$ -**	**-**	**$ -**	**$ 86,143**	**$ -**	**$ -**	**$ 86,143**

See accompanying notes to consolidated financial statements.

RURAL/METRO CORPORATION
(a wholly-owned subsidiary of WP Rocket Holdings, Inc.)

CONSOLIDATED STATEMENT OF CASH FLOWS

(in thousands)

	Predecessor Year Ended December 31, 2013
Cash flows from operating activities:	
Net loss	$ (204,582)
Adjustments to reconcile net loss to net cash used in operating activities:	
Depreciation and amortization	38,068
Accretion of debt	1,643
Amortization of debt issuance costs	5,957
Accretion of interest on debt	248
Deferred income taxes	35,508
Share-based compensation expense	101
Gain on sale of assets and property and equipment	(1,969)
Impairment of property and equipment, goodwill and intangible assets	397,079
Non-cash debt-related reorganization items, net	(282,357)
Other non-cash adjustments	7
Change in assets and liabilities:	
Accounts receivable	7,886
Inventories	355
Prepaid expenses and other current assets	(7,068)
Deposits	(170)
Other assets	3,908
Accounts payable	11,272
Accrued and other current liabilities	(29,104)
Deferred revenue	(384)
Other liabilities	(8,948)
Net cash used in operating activities	**(32,550)**
Cash flows from investing activities:	
Purchase of property and equipment	(24,453)
Cash paid for acquisitions	(67)
Proceeds from the sale/disposal of property and equipment	5,673
Increase in restricted cash	(14,959)
Net cash used in investing activities	**(33,806)**
Cash flows from financing activities:	
Borrowings on revolving credit facility	54,000
Payments on revolving credit facility	(28,804)
Borrowings on DIP Financing	75,000
Payments on DIP Financing	(75,238)
Payments on Term loan	(42,828)
Payments on capital leases	(695)
Debt issuance costs	(6,340)
Proceeds received from Rights Offering of Reorganized Parent	135,000
Capital distribution to Parent	(197)
Net cash provided by financing activities	**109,898**
Increase in cash and cash equivalents	43,542
Cash and cash equivalents, beginning of period	4,653
Cash and cash equivalents, end of period	**$ 48,195**
Supplemental disclosure of non-cash investing and financing activities:	
Property and equipment funded by liabilities	$ 209
Capital lease assets funded by liabilities	3,613
Supplemental cash flow information:	
Cash paid for interest	$ 42,342
Cash paid for income taxes, net of refunds	467

See accompanying notes to consolidated financial statements.

1. ORGANIZATION AND BASIS OF PRESENTATION

Nature of Business and Operations

Rural/Metro Corporation, a Delaware corporation, along with its subsidiaries (collectively, the "Company" or "Rural/Metro") is a leading provider of both emergency and non-emergency ambulance services. These services are provided under contracts with governmental entities, hospitals, nursing homes and other healthcare facilities and organizations. The Company also provides fire protection and related services on a subscription fee basis to residential and commercial property owners and under long-term contracts with fire districts, industrial sites and airports. These services consist primarily of fire suppression, fire prevention and first responder medical care.

Since June 30, 2011, the Company has been a wholly-owned subsidiary of WP Rocket Holdings, Inc., a Delaware corporation ("Parent"), an affiliate of Warburg Pincus LLC ("Warburg") formed by Warburg in order to acquire the Company.

On August 4, 2013, the Company, Parent and substantially all of the Company's subsidiaries filed voluntary petitions for reorganization under Chapter 11 of the United States Bankruptcy Code, in the United States Bankruptcy Court for the District of Delaware (the "Bankruptcy Court"). The reorganization cases have been jointly administered under the caption "In re Rural/Metro Corporation et al., Case No. 13-11952 (KJC)". On December 17, 2013, the Bankruptcy Court confirmed the Company's Plan of Reorganization. On December 31, 2013, the Company formally emerged from Chapter 11, upon which Warburg no longer has any ownership interests in Parent or the Company. See Note 2 for further details regarding the Bankruptcy events and the post-emergence structure of the Company.

Principles of Consolidation

The accompanying consolidated financial statements include the accounts of the Company and its wholly-owned subsidiaries. All significant intercompany accounts and transactions have been eliminated.

Change in Fiscal Year

Upon its emergence from Chapter 11 on December 31, 2013, the Company changed its fiscal year end date from June 30 to December 31. As used herein, the term "Predecessor" refers to the Company prior to its emergence from bankruptcy, while "Successor" refers to the Company subsequent to its emergence from bankruptcy.

2. FILING FOR CHAPTER 11 BANKRUPTCY REORGANIZATION AND SUBSEQUENT EMERGENCE

On August 4, 2013 (the "Petition Date"), the Company, Parent and substantially all of the Company's subsidiaries (collectively, the "Debtors," and subsequent to the emergence from bankruptcy protection, the "Reorganized Debtors") filed voluntary petitions for reorganization under Chapter 11 of the United States Bankruptcy Code (the "Bankruptcy Code"), in the United States Bankruptcy Court for the District of Delaware (the "Bankruptcy Court"). The reorganization cases have been jointly administered under the caption "In re Rural/Metro Corporation et al., Case No. 13-11952 (KJC)."

As of the Petition Date, the Debtors began operating as "debtors-in-possession" under the jurisdiction of the Bankruptcy Court and in accordance with the applicable provisions of the Bankruptcy Code. In general, as debtors-in-possession, the Debtors are authorized under the Bankruptcy Code to continue to operate as an ongoing business, but may not engage in transactions outside the ordinary course of business without the prior approval of the Bankruptcy Court. The Bankruptcy Code enabled the Company to continue to operate its business without interruption, and on August 6, 2013 the Bankruptcy Court approved various motions that facilitated the Company's continuation of normal operations. The Bankruptcy Court's orders authorized the Company, among other things, in its discretion to continue to: (1) pay employee wages, including third-party temporary labor; (2) pay critical trade vendors for pre-petition debts; (3) pay sales taxes and regulatory fees; (4) maintain bank accounts and cash management systems; (5) continue insurance policies; and (6) obtain

post-petition secured financing. The Bankruptcy Court also issued an interim order prohibiting utility companies from discontinuing service.

Concurrently with the filing for reorganization under Chapter 11, the Company and Parent reached an agreement-in-principal on a comprehensive financial restructuring plan intended to strengthen the Company's balance sheet and reduce future interest expense by reducing its funded indebtedness by approximately 50 percent via a conversion of certain debt to equity. The Company reached the agreement-in-principal on the terms of the prearranged financial restructuring plan with the majority of its senior lenders and greater than two-thirds of its bondholders. The Company also received a commitment for $75 million in debtor-in-possession financing ("DIP Financing") from certain of the Company's secured lenders. The DIP financing, combined with cash generated by the Company's ongoing operations, was intended to provide the Company with sufficient liquidity to meet its operational and restructuring needs during the Chapter 11 process. On August 6, 2013, the Bankruptcy Court granted interim approval for the Company to utilize up to $40 million of the DIP Financing, and on September 10, 2013, the Bankruptcy Court granted final approval for the Company to utilize the remaining $35 million of the DIP Financing. The Predecessor Company's bondholders committed to invest $135 million of additional new Reorganized Parent equity upon the successful completion of the Chapter 11 financial restructuring, pursuant to a commitment agreement dated October 31, 2013.

Magnitude of Potential Claims

On August 26, 2013, the Bankruptcy Court entered an order that established October 23, 2013 at 5:00 p.m. (Eastern Time) as the deadline to file proofs of claim against any Debtor, and established January 31, 2014 at 5:00 p.m. (Eastern Time) as the deadline for governmental units, as defined in section 101(27) of the Bankruptcy Code, to file proofs of claim against any Debtor.

As of April 22, 2014, approximately 3,600 claims have been filed with the Bankruptcy Court against the Debtors. There is the potential for amended claims to be filed in the future, including claims amended to assign values to claims originally filed with no designated value. The Company has identified, and expects to continue reconciling, claims that it believes should be disallowed by the Bankruptcy Court because they are duplicative, are without merit, are overstated or for other reasons. As of April 11, 2014, the Bankruptcy Court has disallowed a majority of these claims. As of April 22, 2014, the remaining unsecured claim balances total $16.2 million of allowed claims and $203.8 million of disputed and unreconciled claims. The Company expects to continue to file objections in the future. Because the process of analyzing and objecting to claims is ongoing, the amount of disallowed claims is expected to materially increase in the future.

Differences between amounts scheduled by the Debtors and claims by creditors will be investigated and resolved in connection with the claims resolution process. In light of the expected number of creditor claims, the claims resolution process may take considerable time to complete. Accordingly, the ultimate number and amount of allowed claims is not presently known, nor can the ultimate recovery with respect to allowed claims be presently ascertained. Pursuant to the Plan of Reorganization, the minimum amount of funds that will be utilized to pay allowed claims is $4.0 million, and the maximum is $5.0 million, for those claims that do not elect to receive common stock of Reorganized Parent in lieu of cash.

Plan of Reorganization and Equity Instruments of Reorganized Parent

On September 15, 2013, the Debtors filed the *Joint Chapter 11 Plan of Reorganization for Rural/Metro Corporation and Its Affiliated Debtors* (the "Plan of Reorganization") and the *Disclosure Statement with Respect to Joint Chapter 11 Plan of Reorganization for Rural/Metro Corporation and Its Affiliated Debtors* (the "Disclosure Statement") with the Bankruptcy Court. Each of these documents were amended on October 31, 2013.

On November 5, 2013, the Bankruptcy Court approved the Disclosure Statement.

On December 2, 2013, the Debtors filed the Plan Supplement, and on December 13, 2013 and December 16, 2013, the Debtors filed amendments to the Plan Supplement.

The restructuring transactions contemplated in the Plan of Reorganization substantially reduce debt obligations by (i) providing for a $50.0 million payment of the pre-petition Credit Facility and (ii) converting claims arising under the $200.0 million Senior Notes and the $108.0 million Senior Notes (the "Noteholder Claims") and any unsecured claim against the Debtors other than a Noteholder Claim (the "Other Unsecured Claims") into 100% of the common stock of WP Rocket

Holdings Inc. upon emergence ("Reorganized Parent"). The extent to which the Other Unsecured Claims will be converted into common stock of Reorganized Parent is limited to the extent the Other Unsecured Claims elect to receive common stock of Reorganized Parent in lieu of cash.

The common stock of Reorganized Parent is subject to dilution by: (A) options to purchase the common stock of Reorganized Parent that may be issued to the Reorganized Debtors' post-emergence directors, officers and employees subsequent to emergence and (B) the shares of common stock of Reorganized Parent issued pursuant to the $135.0 million rights offering to be offered to the holders of Noteholder Claims (the "Rights Offering"), including any shares of common stock of Reorganized Parent issued pursuant to the Rights Offering Backup Commitment Agreement.

Reorganized Parent's pre-petition equity holders' interests were cancelled upon emergence, and all of Reorganized Parent's common stock is owned by the holders of Noteholder Claims (including those participating in the Rights Offering) and the holders of the Other Unsecured Claims (to the extent such holders of Other Unsecured Claims elect to receive common stock of Reorganized Parent in lieu of cash). Creditors holding other secured claims will receive cash, their collateral, or retain their liens, as applicable, in satisfaction of their claims.

The existing board of directors of the Debtors were deemed to have resigned on and as of the date of emergence, and were replaced by new board members as specified in the Plan of Reorganization.

The Plan of Reorganization was primarily funded by the Rights Offering. Each holder of a Noteholder Claim received Subscription Rights to subscribe for its Pro Rata Share of the Rights Offering Stock (representing common stock of Reorganized Parent (which shall comprise 70% of the fully diluted common stock of Reorganized Parent) and preferred stock of Reorganized Parent) for an aggregate purchase price equal to the applicable Subscription Payment Amount. In accordance with the Rights Offering Backstop Commitment Agreement, the Rights Offering Backstop Investors will purchase all Remaining Rights Offering Stock.

On December 17, 2013, the Bankruptcy Court confirmed the Company's Plan of Reorganization, as amended.

The Rights Offering provided $135.0 million in capital to the Reorganized Debtors, which was used to pay the outstanding amounts under the $75.0 million DIP Financing as of the date of emergence, fund other payments required under the Plan of Reorganization, including the $50.0 million payment on the pre-petition Credit Facility upon emergence, and for ordinary course operations and general corporate purposes of the Reorganized Debtors upon emergence. In addition, the Reorganized Debtors' post-emergence operations will be supported by a $41.2 million Exit Letter of Credit Facility.

The preferred stock of Reorganized Parent provides for the issuance of up to 500,000,000 shares of 15% Senior Redeemable Preferred Stock (the "Senior Preferred Stock"). The liquidation preference of the Senior Preferred Stock is $1.00 per share (the "Liquidation Preference"). 136,450,000 shares of Senior Preferred Stock were issued upon the implementation of the Plan of Reorganization on December 31, 2013 as part of the Rights Offering.

The Holders of the outstanding shares of Senior Preferred Stock are entitled to receive, when, as and if declared by Reorganized Parent's Board of Directors, cumulative preferential dividends on each share of Senior Preferred Stock at a rate per annum equal to 15% of the Liquidation Preference of the Senior Preferred Stock, accruing and payable quarterly, in arrears. All dividends will be cumulative from the date of issuance, shall accumulate to the extent they are not paid on a dividend payment date for the quarterly period to which they relate and shall accumulate on a daily basis whether or not dividends are declared by Reorganized Parent's Board of Directors. Dividends on the Senior Preferred Stock, when, as and if declared by Reorganized Parent's Board of Directors, shall be paid in additional fully-paid and non-assessable shares of Senior Preferred Stock ("Paid In-Kind Dividends"). The issuance of any such Paid In-Kind Dividend shall constitute full payment of such dividend.

The Senior Preferred Stock contains two redemption features. A Conditional Mandatory Redemption shall occur no sooner than March 31, 2021, if the Company's EBITDA, as defined in the Certificate of Designations of the Senior Preferred Stock, for any 12-month period ending December 31, beginning in 2020, exceeds $100.0 million. The redemption price per share would be paid in cash in an amount equal to 100% of the Liquidation Preference, plus an amount in cash equal to all accrued and unpaid dividends per share. If any shares of outstanding Senior Preferred Stock are not redeemed on March 31, 2021, then the Maturity Mandatory Redemption Price with respect to such shares shall increase by 1% per

annum for the 180-day period following March 31, 2021 (unless extended) and by 2% per annum thereafter, until the Senior Preferred Stock is redeemed in full. Separately, an Optional Redemption feature allows for Reorganized Parent, at its option, from time to time, redeem some or all of the outstanding Senior Preferred Stock at a redemption price per share in cash equal to 100% of the Liquidation Preference, plus an amount in cash equal to all accrued and unpaid dividends per share.

Reporting Requirements

In connection with the Chapter 11 cases, regardless of the Emergence Date having occurred, the Company is required to continue to file quarterly operating reports with the Bankruptcy Court until the Chapter 11 Cases have closed. Such reports have been and will be prepared according to requirements of federal bankruptcy law and related rules. While these reports accurately provide then-current information required under the Bankruptcy Code, they are nonetheless unaudited, are prepared in a different format from that used in the Company's consolidated financial statements, and certain of this financial information may be prepared on an unconsolidated basis. Therefore, the Company believes that the substance and format of these reports do not allow for a meaningful comparison to the Company's consolidated financial statements.

Emergence, Reorganization and Fresh Start Accounting

On December 31, 2013 (the "Emergence Date"), the Company emerged from Chapter 11 bankruptcy protection. As of the Emergence Date, the Company adopted fresh start accounting in accordance with FASB Accounting Standards Codification ("ASC") 852 *Reorganizations*. The adoption of fresh start accounting results in the Company becoming a new entity for financial reporting purposes. Accordingly, the Company's Consolidated Financial Statements on or after the Emergence Date will not be comparable to the Company's Consolidated Financial Statements prior to that date. Fresh start accounting requires resetting the historical net book values of assets and liabilities of the Company as of the Emergence Date to their fair values by allocating the Company's reorganization value to its assets and liabilities pursuant to accounting guidance related to ASC 805 *Business Combinations* and ASC 852-10. Reorganization value is the fair value of the entity before considering liabilities and approximates the amount a willing buyer would pay for the assets of the entity immediately after the reorganization. The excess reorganization value over the fair value of the tangible and identifiable intangible assets is recorded as goodwill on the Company's Consolidated Balance Sheet as of the Emergence Date.

The Company's reorganization value is principally based upon expected future cash flows of the business, discounted at rates reflecting perceived business and financial risks. The discounted cash flow analysis was based on the Company's projected financial information which includes a variety of estimates and assumptions. While the Company considers such estimates and assumptions reasonable, they are inherently subject to uncertainties and a variety of significant business, economic and competitive risks, many of which are beyond the Company's control and may not materialize.

The discounted cash flow analysis was based upon projections and internal forecasts and assumptions. The discounted cash flow analysis is the sum of (i) the present value of the projected unlevered cash flows; and (ii) the present value of a terminal value, which represents the estimate of value attributable to periods beyond the projected cash flows. All cash flows were discounted using a weighted average cost of capital percentage of 9.4%. To calculate the terminal value, a perpetuity growth rate approach was used. Other significant assumptions include future capital expenditures, future effective tax rates, and changes in working capital requirements.

As part of the bankruptcy process, the Company engaged an independent financial advisor to assist in the determination of the Company's reorganized enterprise value. The independent financial advisor estimated the Company's reorganized enterprise value to be $376.9 million, which is within the range approved by the Bankruptcy Court. The Company's net debt was then subtracted to determine the Successor equity value of $86.1 million, which is also within the range approved by the Bankruptcy Court. In addition, cash, deposits, and non-interest bearing liabilities were added to the Company's reorganized enterprise value to determine the Company's reorganization value of $692.9 million.

Reorganization items represent expense or income amounts that have been recognized as a direct result of the Chapter 11 cases and are presented separately in the Company's Consolidated Statements of Operations and Comprehensive Loss. Such items consist of the following (in thousands):

	Predecessor Year Ended December 31, 2013
Cancellation of $200 million Senior Notes	$ 200,000
Cancellation of $108 million Senior Notes	108,000
Cancellation of unsecured liabilities subject to compromise, net of amount expected to be paid	30,516
Cancellation of interest payable related to $200 million Senior Notes	11,250
Cancellation of interest payable related to $108 million Senior Notes	6,045
Write-off of unamortized discount related to $108 million Senior Notes	(12,108)
Write-off of unamortized debt issuance costs related to $200 million Senior Notes	(3,426)
Write-off of unamortized debt issuance costs related to $108 million Senior Notes	(1,630)
Write-off of unamortized discount related to pre-petition Term Loan	(2,059)
Write-off of unamortized debt issuance costs related to pre-petition Credit Facility	(6,420)
Professional fees	(29,005)
Lease agreement terminations	(3,617)
Other	(3,176)
Total reorganization items, net	**$ 294,370**

The following balance sheet illustrates the impact of the implementation of the Plan of Reorganization and the application of fresh start accounting, resulting in the opening balance sheet of the Successor (in thousands):

	As of December 31, 2013			
	Predecessor	Reorganization Adjustments (a)	Fresh Start Adjustments (b)	Successor
ASSETS				
Current assets:				
Cash and cash equivalents	$ 58,819	$ (10,624) (c)	$ -	$ 48,195
Restricted cash	900	14,059 (d)	-	14,959
Accounts receivable, net	91,230	-	-	91,230
Inventories	7,801	-	-	7,801
Deferred income taxes, net	28,465	(2,338) (e)	23 (n)	26,150
Prepaid expenses and other current assets	13,931	94	517 (o)	14,542
Total current assets	**201,146**	**1,191**	**540**	**202,877**
Property and equipment, net	67,081	-	(209) (p)	66,872
Goodwill	166,740	-	(11,228) (q)	155,512
Intangibles assets, net	214,479	-	3,444 (r)	217,923
Deposits	3,633	40,152 (f)	-	43,785
Deferred income taxes, net	22,993	(22,993) (e)	-	-
Other assets	13,625	(8,742) (g)	1,030 (o)	5,913
Total assets	**$ 689,697**	**$ 9,608**	**$ (6,423)**	**$ 692,882**
LIABILITES AND STOCKHOLDER'S (DEFICIT) EQUITY				
Accounts payable	$ 35,692	$ -	$ -	$ 35,692
Accrued and other current liabilities	37,624	(2,796) (h)	577 (s)	35,405
Deferred revenue	20,159	-	-	20,159
Current portion of long-term debt	73,792	(73,038) (i)	-	754
Total current liabilities	**167,267**	**(75,834)**	**577**	**92,010**
Long-term debt, net of current portion	389,052	(7,745) (j)	-	381,307
Deferred income taxes, net	-	102,596 (e)	(1,146) (n)	101,450
Other liabilities	28,867	-	3,105 (t)	31,972
Total long-term liabilities	**417,919**	**94,851**	**1,959**	**514,729**
Liabilities subject to compromise	346,644	**(346,644)** (k)	**-**	**-**
Total liabilities	**931,830**	**(327,627)**	**2,536**	**606,739**
Stockholder's (deficit) equity:				
Common stock	-	-	-	-
Preferred stock	-	-	-	-
Additional paid-in capital - Predecessor	243,370	-	(243,370) (u)	-
Additional paid-in capital - Successor	-	135,000 (l)	(48,857) (v)	86,143
Accumulated other comprehensive income	2,111	11	(2,122) (w)	-
Accumulated deficit	(487,614)	202,224 (m)	285,390 (x)	-
Total stockholder's (deficit) equity	**(242,133)**	**337,235**	**(8,959)**	**86,143**
Total liabilities and stockholder's (deficit) equity	**$ 689,697**	**$ 9,608**	**$ (6,423)**	**$ 692,882**

(a) Represents amounts recorded for the implementation of the Plan of Reorganization on the Emergence Date. This includes the settlement of liabilities subject to compromise, the receipt of cash upon the issuance of new equity instruments, paydowns of existing debt and accrued interest, establishment of new debt, payments of debt issuance costs and the designation of restricted cash to satisfy allowed claims and outstanding professional fees.

(b) Represents the adjustments of assets and liabilities to fair value or other measurement with adoption of fresh start accounting.

(c) Records the following cash activity (in thousands):

Proceeds received from Rights Offering of Reorganized Parent	$ 135,000
Repayment of DIP Financing, including accreted interest	(73,038)
Partial repayment of pre-petition Credit Facility	(50,000)
Payment of accrued interest on DIP Financing and the pre-petition Credit Facility	(2,796)
Payment of debt issuance and other costs	(2,834)
Deposit returned for collaterized Letters of Credit	2,103
Designation of restricted cash for the payment of professional fees related to bankruptcy	(14,059)
Designation of restricted cash to satisfy allowed claims	(5,000)
	$ (10,624)

(d) Records the designation of $14.1 million of restricted cash for the payment of professional fees related to the bankruptcy.

(e) Records the impact on net deferred income tax assets and liabilities related to the net gain recorded as a result of the implementation of the Plan of Reorganization.

(f) Records the $42.3 million capitalization of the Backstop Loan for collateralized letters of credit, net of the return of $2.1 million of cash deposits held by Credit Suisse AG.

(g) Records the write-off of $11.5 million of unamortized debt issuance costs related to pre-petition debt, partially offset by the payment of $2.7 million of debt issuance costs related to new and converted debt.

(h) Records the payment of outstanding interest payable on the DIP Financing and the pre-petition Credit Facility.

(i) Records the payoff of the DIP Financing, including $0.2 million of accreted interest.

(j) Records the $50.0 million payment on the pre-petition Credit Facility, partially offset by the establishment of the $42.3 million Backstop Loan for collateralized letters of credit.

(k) Records the cancellation of liabilities subject to compromise. The $346.6 million net gain recognized as a result of the cancellation of liabilities subject to compromise was comprised of the following (in thousands):

Cancellation of $200 million Senior Notes	$ (200,000)
Cancellation of $108 million Senior Notes	(108,000)
Write-off unamortized discount on $108 million Senior Notes	12,108
Write-off unamortized discount on pre-petition Term Loan	2,059
Cancellation of other unsecured liabilities	(35,516)
Cancellation of interest payable on $200 million Senior Notes and $108 million Senior Notes	(17,295)
	$ (346,644)

(l) Records the proceeds received from the Rights Offering of Reorganized Parent.

(m) The amount recorded as a net gain as a result of the implementation of the Plan of Reorganization was as follows (in thousands):

Cancellation of $200 million Senior Notes	$ (200,000)
Cancellation of $108 million Senior Notes	(108,000)
Write-off unamortized discount on $108 million Senior Notes	12,108
Write-off unamortized discount on pre-petition Term Loan	2,059
Cancellation of other unsecured liabilities	(35,516)
Cancellation of interest payable on $200 million Senior Notes and $108 million Senior Notes	(17,295)
Designation of restricted cash to satisfy allowed claims	5,000
Write-off of unamortized debt issuance costs related to $200 million Senior Notes	3,426
Write-off of unamortized debt issuance costs related to $108 million Senior Notes	1,630
Write-off of unamortized debt issuance costs related to pre-petition Credit Facility	6,420
Income tax impact of above items	127,944
	$ (202,224)

(n) Represents the tax effect of certain fresh start accounting adjustments to financial reporting values which resulted in a corresponding adjustment to deferred tax assets and liabilities.
(o) Records the fair value of favorable lease agreements.
(p) Records the adjustment of property and equipment to fair value.
(q) Records the $166.7 million elimination of predecessor goodwill, partially offset by the $155.5 million adjustment of goodwill to the excess of reorganization value over the fair value of the Company's assets, determined as follows (in millions):

Reorganization value	$ 692.9
Current assets	(202.9)
Property and equipment	(66.9)
Intangible assets	(217.9)
Other long-term assets	(49.7)
Equals: Goodwill	$ 155.5

(r) Records the net impact of the $214.5 million elimination of predecessor intangible assets and the $217.9 million establishment of successor intangible assets, at fair value.
(s) Records the $0.1 million elimination of the short-term portion of predecessor deferred rent, offset by the establishment of the $0.7 million short-term portion of successor unfavorable lease liabilities.
(t) Records the $1.1 million elimination of the long-term portion of predecessor deferred rent, offset by the establishment of the $4.2 million long-term portion of successor unfavorable lease liabilities.
(u) Records the elimination of predecessor additional paid-in capital.

(v) Records the following activity (in thousands):

Establishment of favorable lease assets	$ 1,547
Adjustment of property and equipment to fair value	(209)
Elimination of predecessor goodwill	(166,740)
Elimination of predecessor intangible assets	(214,479)
Establishment of successor intangible assets at fair value	217,923
Elimination of deferred rent	1,241
Establishment of unfavorable lease liabilities	(4,923)
Adjustment of deferred taxes	1,169
Elimination of predecessor additional paid-in capital	243,370
Elimination of predecessor accumulated other comprehensive income	2,122
Elimination of predecessor accumulated deficit	(285,390)
Adjustment of goodwill to the excess of reorganization value over the fair value of Company assets	155,512
	$ (48,857)

(w) Records the elimination of predecessor accumulated other comprehensive income.

(x) Records the elimination of predecessor accumulated deficit.

3. SIGNIFICANT ACCOUNTING POLICIES

Cash and Cash Equivalents

The Company considers all highly liquid financial instruments with original maturities of three months or less when purchased to be cash equivalents. If there is no legally enforceable right of offset against cash balances and a form of overdraft protection does not exist, outstanding checks are classified as accounts payable within the Consolidated Balance Sheet and the change in the related balances is reflected in operating activities on the Consolidated Statement of Cash Flows. There were no overdraft balances at December 31, 2013 (Successor).

Accounts Receivable, net

Accounts receivable represent amounts due from customers and are recorded at the time that the Company's services are provided. Accounts receivable balances are recorded net of both estimated contractual allowances applicable to Medicare, Medicaid and other third-party payers and estimates for uncompensated care, which relates primarily to receivables recorded for self-pay customers. Estimates for allowances are based on payer reimbursement schedules, collections history and other relevant information. As these allowances are estimates, and because they are subject to the long collection periods inherent in the healthcare service industry, they can be subject to change in subsequent periods as new information is obtained. Accounts receivable are written-off against the contractual allowance when payment is received, and are written-off against the uncompensated care allowance when it is determined that it is probable that the receivable will not be collected. A summary of the components of the Company's net accounts receivable as of December 31, 2013 (Successor) is as follows (in thousands):

	December 31, 2013 (Successor)					
	Accounts receivable, gross	Allowance for contractual discounts	Allowance for uncompensated care	Other allowances	Total allowances	Accounts receivable, net
Ambulance services accounts receivable	$ 489,507	$ (211,957)	$ (204,022)	$ -	$ (415,979)	$ 73,528
All other accounts receivable	19,736	(482)	(464)	(1,088)	(2,034)	17,702
Total accounts receivable	**$ 509,243**	**$ (212,439)**	**$ (204,486)**	**$ (1,088)**	**$ (418,013)**	**$ 91,230**

In connection with the application of fresh start accounting, accounts receivable reflect their estimated fair value on the Emergence Date.

Inventories

Inventories, which consist of medical and fleet supplies, are stated at the lower of cost or market value. Cost is determined on a first in, first-out basis. In connection with the application of fresh start accounting, inventories reflect their estimated fair value on the Emergence Date.

Property and Equipment

Prior to the Emergence Date, property and equipment were carried at cost less accumulated depreciation. Depreciation was recognized over the estimated useful lives using the straight-line method. In connection with the Company's adoption of fresh start accounting as of the Emergence Date, property and equipment were revalued to their fair value, generally their appraised value after considering economic obsolescence, and new useful lives were established. Accumulated depreciation was reset to zero. The appraisals assigned remaining useful lives to each asset ranging from one to 20 years, with approximately 91% of the assets being assigned remaining useful lives ranging from two to 6.5 years.

Equipment and vehicles are depreciated over three to twelve years and buildings are depreciated over ten to thirty years. Leasehold improvements are capitalized and depreciated using the straight-line method over the shorter of the contractual lease terms or the estimated useful lives. Maintenance and repairs that do not improve or extend the useful life of assets are expensed as incurred. The cost and accumulated depreciation applicable to assets retired are removed from the accounts and the gain or loss, if any, is recognized in income as realized.

Goodwill and Intangible Assets with Indefinite Lives

As part of fresh start accounting, the Company recorded goodwill, which represents the excess of the Company's reorganization value over the fair value of the Company's assets at the Emergence Date. Intangible assets with indefinite lives primarily consist of certificates of need and certain trade names acquired.

The Company tests for impairment at least annually. Additional impairment tests may be performed between annual tests if circumstances indicate that a potential impairment exists. The Company performs its annual goodwill two-step impairment test as of the end of its fiscal year. In the first step, the fair value of each reporting unit is compared to the carrying value of its net assets including goodwill. The fair value of a reporting unit is determined by a market approach based on each reporting unit's estimated discount rate and long-term growth rate or by (or in combination with) an income approach based on discounted estimated future cash flows from each reporting unit. If the fair value of the reporting unit exceeds the carrying value of the net assets of the reporting unit, goodwill is not impaired and no further testing is required. If the carrying value of the net assets of the reporting unit exceeds the fair value of the reporting unit, then a second step must be performed in order to determine the implied fair value of the goodwill and to compare it to the carrying value of goodwill. If the carrying value of goodwill exceeds its implied fair value, then an impairment loss equal to the difference is recorded. The determination of fair value requires the Company to make significant judgments and estimates about future events. The estimated fair value of our reporting units could change if there were future changes in our capital structure, cost of debt, interest rates, capital expenditure levels or our ability to perform at levels that were forecasted. Due to the inherent uncertainty involved in making these estimates, actual results could differ materially from the estimates. The Company evaluated the significant assumptions used to estimate the fair value of each reporting unit, both individually and in the aggregate, and concluded they are reasonable. The Company has determined that there are four reporting units for purposes of the impairment test.

During 2013 (Predecessor), the Company experienced a reduction in the estimated collectability of its accounts receivable, which materially changed the estimated revenue forecast, leading to lower estimated future cash flows. As a result, the Company re-evaluated its liquidity position relative to its outstanding obligations. These factors were the triggering events that resulted in the Company's decline in value of tangible and intangible assets, including goodwill.

The Company's evaluation of its goodwill during 2013 (Predecessor) indicated potential impairment of the goodwill in each of the Company's four reporting units. As a result, the Company estimated the fair value of the goodwill in those reporting units compared to carrying amounts, and recorded an impairment charge of $260.1 million to impair goodwill. Of this amount, $64.2 million was recorded in the South operating region, which represented all of the goodwill in that operating region, $43.8 million was recorded in the West operating region, which represented all of the goodwill in that operating region, $86.4 million was recorded in the East operating region and $65.7 million was recorded in the Southwest operating region.

The Company's evaluation of its intangible assets with indefinite lives during 2013 (Predecessor) indicated potential impairment of the indefinite-lived trade name assets in the Company's South, West and Southwest operating regions. As a result, the Company estimated the fair value of the intangible assets with indefinite lives in those reporting units compared to carrying amounts, and recorded an impairment charge of $36.4 million to impair intangible assets with indefinite lives. Of this amount, $7.9 million was recorded in the South operating region, $19.1 million was recorded in the West operating region and $9.4 million was recorded in the Southwest operating region.

Annual evaluations of goodwill and intangible assets with indefinite lives were not conducted as of December 31, 2013, as goodwill was adjusted to equal the excess of reorganization value over the fair value of the Company's assets as of the Emergence Date, and intangible assets and related accumulated amortization of the Predecessor Company were eliminated as of the Emergence Date, with intangible assets of the Successor Company being identified and valued at their fair value as part of fresh start accounting as of December 31, 2013.

Impairment of Intangible and Other Long-Lived Assets

The Company reviews its long-lived assets for impairment whenever events or changes in circumstances indicate that the related carrying amounts may not be recoverable, by comparing the carrying amount of such assets to the undiscounted future cash flows expected to result from the use and eventual disposition of the asset or asset group. The Company has determined that there are six asset groups for purposes of the impairment test. In cases where the

undiscounted estimated future cash flows are less than the related carrying amount, an impairment loss is recognized for an amount by which the carrying amount exceeds the fair value. The fair value is based on quoted market prices or, in instances where quoted market prices are not available, the present value of estimated future cash flows using a discount rate commensurate with the risks involved.

During 2013 (Predecessor), the Company experienced a reduction in the estimated collectability of its accounts receivable, which materially changed the estimated revenue forecast, leading to lower estimated future cash flows. As a result, the Company re-evaluated its liquidity position relative to its outstanding obligations. These factors were the triggering events that resulted in the Company's decline in value of tangible and intangible assets, including goodwill.

The Company's evaluation of its intangible assets during 2013 (Predecessor) indicated potential impairment of intangible assets in the Company's West and South operating regions. The Company recorded an impairment charge of $82.1 million to impair intangible assets, with $44.3 million recorded in the West operating region and $37.8 million recorded in the South operating region. The $44.3 million impairment charge recorded in the West operating region consisted of $30.1 million for ambulance customer relationships, $13.9 million for non-compete agreements and $0.3 million for service area contracts. The $37.8 million impairment charge recorded in the South operating region consisted of $37.4 million for ambulance customer relationships and $0.4 million for service area contracts.

The Company also assessed the recoverability of its property and equipment based upon an analysis of the carrying value of the Company's property and equipment and projected future cash flows of each of the six asset groups. Based on this assessment, the Company recorded an impairment charge of approximately $18.5 million during 2013 (Predecessor). Of this amount, $10.2 million was recorded in the West operating region, $7.2 million was recorded in the South operating region, and $1.1 million was recorded in the Pacific and Bowers operating region.

An annual evaluation of intangible assets was not conducted as of December 31, 2013 as intangible assets and related accumulated amortization of the Predecessor Company were eliminated as of the Emergence Date, with intangible assets of the Successor Company being identified and valued at their fair value as part of fresh start accounting as of December 31, 2013.

Deposits

Included in Deposits in the Company's Consolidated Balance Sheet as of December 31, 2013 (Successor) is $42.3 million of cash collateral for letters of credit related to the Exit Letter of Credit Facility that became effective upon the Company's December 31, 2013 emergence from Chapter 11 bankruptcy protection. The amount represents 102.5% of the $41.2 million of value of total letters of credit included in the Exit Letter of Credit Facility, which was collateralized by the Backstop Loan (see Note 12).

Net Revenue

Ambulance services revenue is recognized when services are provided and is recorded net of estimated contractual allowances applicable to Medicare, Medicaid and other third-party payers and net of estimates for uncompensated care. Such allowances applicable to continuing operations are reflected as reductions to revenue in the accompanying Consolidated Statement of Operations.

Revenue generated under fire protection service contracts is recognized over the life of the contract. Subscription fees, which are generally received in advance, are deferred and recognized on a straight-line basis over the term of the subscription agreement, which is generally one year.

Other revenue primarily consists of dispatch, fleet, billing, training and home health care service fees, which are recognized when the services are provided.

Components of the Company's total net revenue applicable to continuing operations recognized during 2013 (Predecessor) are summarized below (in thousands):

	Predecessor Year Ended December 31, 2013
EMS revenue:	
Gross ambulance services revenue	$ 1,796,111
Allowance for contractual discounts	(956,307)
Allowance for uncompensated care	(289,126)
Net ambulance services revenue	550,678
Other EMS revenue	24,605
Total net EMS revenue	575,283
Fire revenue	72,381
Other revenue:	
Gross other revenue	9,545
Allowance for contractual discounts	(1,922)
Allowance for uncompensated care	(2,653)
Net other revenue	4,970
Total net revenue	**$ 652,634**
Total allowances for contractual discounts	$ (958,229)
Total allowances for uncompensated care	(291,779)
Total allowances	**$ (1,250,008)**

Share-based Compensation

Share-based compensation expense is based on the grant-date fair value of the share-based award and the estimated number of awards that are expected to vest. Expense is recognized over the period during which an employee is required to provide service in exchange for the award, which is usually the vesting period.

Advertising Expense

Costs associated with advertising are generally expensed as incurred and are included in other operating expenses in the Consolidated Statement of Operations. Advertising expense during 2013 (Predecessor) was $0.2 million.

Income Taxes

Income taxes are accounted for using the asset and liability method. Under this method, deferred income tax assets and liabilities are recognized for the expected future tax consequences attributable to temporary differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases. Deferred tax assets are also recognized for net operating loss, capital loss and tax credit carryforwards. Deferred income tax assets and liabilities are measured using enacted tax rates expected to apply to taxable income in the years in which the related temporary differences are expected to be recovered or settled. The effect on deferred tax assets and liabilities of a change in tax rates is recognized in income in the period that includes the enactment date. A valuation allowance is provided for those deferred tax assets for which it is more likely than not that the realization of the related benefits will not be achieved.

The Company measures and records tax contingency accruals in accordance with accounting principles generally accepted in the United States ("GAAP") which prescribes a threshold for the financial statement recognition and measurement of a tax position taken or expected to be taken in a return. Only positions meeting the "more likely than not" recognition threshold may be recognized or continue to be recognized.

Derivatives and Hedging

The Company may utilize derivative financial instruments to reduce its exposure to certain market risks, such as interest rate risk and fuel price risk. All derivative instruments are recognized on the Company's Consolidated Balance Sheet at fair value in prepaid expenses and other current assets and in other assets.

Gains or losses on derivative instruments are recognized in current earnings since the derivative instruments were not designated as hedges in accordance with ASC 815. The amount of loss recognized in earnings as interest expense was approximately $14,000 during 2013 (Predecessor).

Use of Estimates

The preparation of financial statements in accordance with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses recognized during the reporting period. Significant estimates have been made by management in connection with the measurement of contractual allowances applicable to Medicare, Medicaid and other third-party payers, the estimate for uncompensated care, the valuation allowance for deferred tax assets, workers' compensation and general liability self-insured claim reserves, fair values of reporting units for purposes of goodwill impairment testing and fresh start accounting and future cash flows associated with long-lived assets. Actual results could differ from these estimates.

Recent Accounting Pronouncements

In June 2011, the Financial Accounting Standards Board ("FASB") issued ASU No. 2011-05, *Presentation of Comprehensive Income* ("ASU 2011-05"). ASU 2011-05 requires entities to present net income and other comprehensive income in either a single continuous statement or in two separate, but consecutive, statements. The Company elected to early adopt this ASU and has presented net income (loss) and other comprehensive income (loss) in a single continuous statement. The adoption of ASU 2011-05 did not have a material impact on the Company's financial position or results of operations, but did require a change in the presentation of its financial statements.

In February 2013, the FASB issued ASU No. 2013-02, *Reporting of Amounts Reclassified Out of Accumulated Other Comprehensive Income* ("ASU 2013-02"). ASU 2013-02 requires an entity to report the effect of significant reclassifications out of accumulated other comprehensive income on the respective line items in net income if the amount being reclassified is required under GAAP to be reclassified in its entirety to net income. For other amounts that are not required under GAAP to be reclassified in their entirety to net income in the same reporting period, an entity is required to cross-reference other disclosures required under GAAP that provide additional detail about those amounts. This would be the case when a portion of the amount reclassified out of accumulated other comprehensive income is reclassified to a balance sheet account (for example, inventory) instead of directly to income or expense in the same reporting period. This ASU is effective for reporting periods beginning after December 15, 2013 and early adoption is permitted, which the Company elected. The adoption of this ASU did not have an impact on the Company's financial position or results of operations.

In February 2013, the FASB issued ASU No. 2013-03, *Clarifying the Scope and Applicability of a Particular Disclosure to Nonpublic Entities* ("ASU 2013-03"). ASU 2013-03 updates ASU 2011-04, *Amendments to Achieve Common Fair Value Measurement and Disclosure Requirements in U.S. GAAP and IFRS*, to clarify that all nonpublic entities are exempt from being required to disclose the fair value hierarchy (i.e. Level 1, Level 2 or Level 3) for fair value measurements of financial assets and liabilities that are disclosed in the footnotes to the financial statements but are not reported at fair value in the statement of financial position. This ASU was effective immediately upon issuance, and it did not have an impact on the Company's financial position or results of operations.

In July 2013, the FASB issued ASU No. 2013-11, *Income Taxes (Topic 740): Presentation of an Unrecognized Tax Benefit When a Net Operating Loss Carryforward, a Similar Tax Loss, or a Tax Credit Carryforward Exists* ("ASU No. 2013-11"). ASU 2013-11 requires an unrecognized tax benefit related to a net operating loss carryforward, a similar tax loss or a tax credit carryforward to be presented as a reduction to a deferred tax asset, unless the tax benefit is not available at the reporting date to settle any additional income taxes under the tax law of the applicable tax jurisdiction. This ASU is effective for reporting periods beginning after December 15, 2013 and early adoption permitted. The adoption of this ASU is not expected to have a material effect on the Company's financial position or results of operations.

4. CHANGES TO THE COMPANY'S CONTRACT WITH SANTA CLARA COUNTY

On December 10, 2013, the Board of Supervisors of Santa Clara County in Northern California approved recommended changes to the contractual relationship Santa Clara County has with the Company and the Advanced Life Support (ALS)/911 ambulance services contract (as previously amended) that has been effective since July 1, 2011. Included in these changes are retroactive and prospective modifications impacting the Company's net revenues and expenses related to the Company's operations in Santa Clara County.

Santa Clara County agreed to retroactively compensate the Company for transports provided by the Company related to correctional facilities, beginning July 1, 2011. The cumulative billing value of these transports, for the period July 1, 2011 through December 31, 2013, was approximately $1.6 million. This amount was recognized as net revenue by the Company during the year ending December 31, 2013 (Predecessor). Santa Clara County also agreed to compensate the Company going forward for correctional facility transports in normal course, beginning January 1, 2014.

Santa Clara County also agreed to waive certain fees it charged the Company for the period April 2013 through August 4, 2013. The cumulative amount of these waived fees, which were originally accrued for and expensed by the Company during the April 2013 through July 2013 period, was approximately $2.6 million. The $2.6 million of waived fees was recognized as a reduction of operating expenses by the Company during the year ended December 31, 2013 (Predecessor).

In addition to the changes to the Company's contract with Santa Clara County described above, on December 4, 2013 the Company executed a new Collective Bargaining agreement with the union that supports the Santa Clara operating area. This agreement adjusted pay and other items for union workers. The contract is effective retroactively to July 1, 2013 and extends to June 30, 2015. The amount of retroactive pay for the period July 1, 2013 through December 4, 2013 that the union employees are entitled to based on the new agreement is approximately $0.3 million in aggregate, and was paid to the union employees in December 2013. This $0.3 million of retroactive compensation was recognized in operating expenses by the Company during the year ended December 31, 2013 (Predecessor).

5. FAIR VALUE MEASUREMENTS

Fair value measurements are classified under the following hierarchy:

- Level 1: Observable inputs such as quoted prices for identical assets or liabilities in active markets.
- Level 2: Observable inputs other than quoted prices substantiated by market data and observable, either directly or indirectly for the asset or liability. This includes quoted prices for similar assets or liabilities in active markets.
- Level 3: Unobservable inputs that are supported by little or no market activity and that are significant to the fair value of the assets and liabilities.

In connection with the Company's adoption of fresh start accounting as of the Emergence Date, all assets and liabilities were remeasured at fair value as of December 31, 2013 (Successor).

6. PROPERTY AND EQUIPMENT

Property and equipment consists of the following (in thousands):

	Successor As of December 31, 2013
Equipment	$ 19,306
Vehicles	33,375
Land and buildings	4,096
Leasehold improvements	1,843
Assets not yet placed in service	8,252
	66,872
Less: Accumulated depreciation	-
Total net property and equipment	**$ 66,872**

Depreciation expense from continuing operations was $21.5 million during 2013 (Predecessor).

During 2013 (Predecessor), the Company assessed the recoverability of its property and equipment based upon an analysis of the carrying value of the Company's property and equipment and undiscounted estimated future cash flows of the Company by asset group. Based on this assessment, the Company recorded an impairment charge of approximately $18.5 million. As part of this impairment charge, the Company reduced the gross book value of the assets and eliminated the accumulated depreciation of the assets to a zero balance such that the reduction in the net book value of the assets equals the amount of the impairment charge.

In connection with the Company's adoption of fresh start accounting as of the Emergence Date, property and equipment were revalued to their fair value, generally their appraised value after considering economic obsolescence, and new useful lives were established. Accumulated depreciation was reset to zero. The amount of the adjustment to revalue the Company's property and equipment to fair value was to decrease the carrying value by approximately $0.2 million.

7. GOODWILL

The following table presents changes in the carrying amount of goodwill during 2013 (Predecessor) (in thousands):

	Predecessor Year Ended December 31, 2013
Beginning Balance	$ 426,675
Impairment recognized	(260,080)
Adjustments related to acquisitions that occurred prior to 2013	104
Acquisition during 2013	41
Elimination of Predecessor goodwill	(166,740)
Adjustment of goodwill to the excess of reorganization value over the fair value of Company assets	155,512
Goodwill (Successor)	**$ 155,512**

As described in Note 3, the Company's evaluation of its goodwill during 2013 (Predecessor) indicated potential impairment of the goodwill in each of the Company's four reporting units. As a result, the Company estimated the fair value of those reporting units compared to carrying amounts, and recorded an impairment charge of $260.1 million to goodwill.

In connection with the Company's adoption of fresh start accounting as of the Emergence Date, Predecessor goodwill was eliminated, and Successor goodwill was adjusted to equal the excess of reorganization value over the fair value of the Company's assets as of December 31, 2013 (Successor).

8. INTANGIBLE ASSETS

The changes in the net carrying amount of intangible assets during 2013 (Predecessor) are as follows (in thousands):

	Predecessor Year Ended December 31, 2013
Balance at beginning of period	$ 349,501
Impairment recognized	(118,477)
Amortization	(16,538)
Other	(7)
Elimination of Predecessor intangible assets	(214,479)
Fair value of identified intangible assets as of Emergence Date	217,923
Balance at end of period (Successor)	**$ 217,923**

As described in Note 3, the Company's evaluation of its intangible assets during fiscal 2013 indicated potential impairment of intangible assets in the Company's West and South operating regions. The Company recorded an impairment charge of $118.5 million to impair intangible assets, consisting of $67.5 million of impairment related to ambulance customer relationships, $36.4 million related to trade names, $13.9 million related to non-compete agreements and $0.7 million for service area contracts.

In connection with the Company's adoption of fresh start accounting on the Emergence Date, intangible assets and related accumulated amortization of the Predecessor Company were eliminated. Intangible assets of the Successor Company were identified and valued at their fair value. The fair value is based on quoted market prices or in instances where quoted market prices are not available, the present value of estimated future cash flows using a discount rate commensurate with the risks involved.

The Company's intangible assets as of December 31, 2013 (Successor) are as follows (in thousands):

	Successor			
	Weighted Average Life (Years)	As of December 31, 2013 Gross Carrying Amount	Accumulated Amortization	Net Carrying Amount
Long-lived intangible assets:				
Ambulance customer relationships	10.0	$ 101,500	$ -	$ 101,500
Other customer relationships	10.0	24,000	-	24,000
Non-compete agreements	6.0	2,300	-	2,300
Total long-lived intangible assets		127,800	-	127,800
Indefinite-lived intangible assets:				
Certificates of need	-	20,623	-	20,623
Trade names and trademarks	-	69,500	-	69,500
Total indefinite-lived intangible assets		90,123	-	90,123
Total		**$ 217,923**	**$ -**	**$ 217,923**

No amortization of Successor intangible assets has been recognized as of December 31, 2013 as the Emergence Date was at the end of the Company's 2013 reporting period.

The following table shows the expected amortization of long-lived intangible assets for each of the years ending December 31 (in thousands):

2014	$	12,933
2015		12,933
2016		12,933
2017		12,933
2018		12,933
Thereafter		63,135
	$	**127,800**

9. ACCRUED AND OTHER CURRENT LIABILITIES

Accrued and other current liabilities consist of the following (in thousands):

	Successor	
	As of December 31, 2013	
Accrued payroll and taxes	$	8,720
Accrued employee benefits, including accrued vacation		9,913
Workers' compensation related liabilities (see Note 11)		8,914
Accrued interest		92
General/auto liability related liabilities (see Note 11)		4,423
Contingencies (see Note 16)		781
Unfavorable lease liabilities		680
Other		1,882
Total accrued and other current liabilities	**$**	**35,405**

10. OTHER LIABILITIES

Other long-term liabilities consist of the following (in thousands):

	Successor	
	As of December 31, 2013	
General/auto liability related liabilities (see Note 11)	$	8,060
Workers' compensation related liabilities (see Note 11)		15,348
Net pension liability (see Note 15)		3,624
Unfavorable lease liabilities		4,242
Other		698
Total other long-term liabilities	**$**	**31,972**

11. GENERAL/AUTO LIABILITY AND WORKERS' COMPENSATION INSURANCE PROGRAMS

The Company carries various insurance policies, including workers' compensation, general/auto liability, property, professional and other lines of coverage in order to minimize the risk of loss due to accident, injury, automobile and professional liability claims resulting from our operations, and to comply with certain legal and contractual requirements.

The Company retains certain levels of exposure in its general/auto liability and workers' compensation programs and purchases coverage from third-party insurers for exposures in excess of those levels. In addition to expensing premiums and other costs relating to excess coverage, the Company establishes reserves for claims, both reported and incurred but not reported, on a gross basis. A receivable is recognized for amounts expected to be recovered from insurers in excess of the retention limits. The Company regularly evaluates the financial capacity of its insurers to assess the recoverability of the receivable.

The Company engages third-party administrators ("TPAs") to manage general/auto liability and workers' compensation claims. The TPAs estimate a loss reserve at the time a claim is reported and then monitor the development of the claim over time to confirm that such estimates continue to be appropriate. Management periodically reviews its insurance claim reserves and engages its independent actuary semi-annually, or in interim periods if events or changes in circumstances indicate additional evaluation is necessary, to assist with estimating its claim reserves based on loss reserve estimates. The Company adjusts its claim reserves with an associated increase or decrease to expense as new information on the underlying claims is obtained.

Additionally, the Company's general/auto liability and workers' compensation insurers require the Company to post collateral to support future expected claim payments. The Company has provided letters of credit as collateral to support retention limits. These letters of credit, issued under the Company's Backstop Loan as discussed in Note 12, included $10.6 million for general/auto liability and $24.2 million for workers' compensation at December 31, 2013 (Successor).

General/Auto Liability

A summary of activity in the Company's general/auto liability claim reserves and related receivable from insurers is as follows (in thousands):

	Predecessor		
	Gross Claim Reserves	Receivables From Insurers	Net General/ Auto Related Liabilities
Balance at December 31, 2012	$ 23,801	$ 3,827	$ 19,974
Provision charged to general/auto liability insurance	9,250	-	9,250
Claim payments	(2,642)	-	(2,642)
Actuarial adjustment	(7,487)	30	(7,517)
Increase in estimated recoverable claims	8,491	8,491	-
Settlements received	(11,770)	(11,770)	-
Reclassification to liabilities subject to compromise	(7,160)	-	(7,160)
Balance at December 31, 2013 (Successor)	**$ 12,483**	**$ 578**	**$ 11,905**

The classification of general/auto liability related amounts in the Consolidated Balance Sheet as of December 31, 2013 (Successor) is as follows (in thousands):

	Successor
	As of December 31, 2013
Receivables from insurers included in prepaid expenses and other current assets	$ 121
Receivables from insurers included in other assets	457
Total general/auto liability related assets	**578**
Claims reserves included in accrued and other current liabilities	4,423
Claims reserves included in other long-term liabilities	8,060
Total general/auto liability related liabilities	**12,483**
Net general/auto liability related liabilities	**$ 11,905**

As of December 31, 2013 (Successor), the Company had liabilities and corresponding receivables of $0.6 million related to specific claims.

Workers' Compensation

A summary of activity in the Company's workers' compensation claim related reserves, deposits and premium asset/liabilities is as follows (in thousands):

	Predecessor		
	Gross Claims Reserves and Premium Liabilities	Receivables From Insurers and Deposits	Net Workers' Compensation Related Liabilities
Balance at December 31, 2012	$ 23,912	$ 3,212	$ 20,700
Provision charged to payroll and employee benefits	11,144	-	11,144
Claim payments	(8,361)	-	(8,361)
Actuarial adjustment	(2,433)	(1,190)	(1,243)
Balance at December 31, 2013 (Successor)	**$ 24,262**	**$ 2,022**	**$ 22,240**

The classification of workers' compensation related amounts in the Consolidated Balance Sheet as of June 30, 2013 is as follows (in thousands):

	Successor
	As of December 31, 2013
Insurance deposits included in prepaid expenses and other	$ 395
Insurance deposits included in other assets	867
Receivables from insurers included in other assets	760
Total workers' compensation related assets	**2,022**
Claims reserves and premium liabilities included in accrued and other current liabilities	8,914
Claims reserves included in other long-term liabilities	15,348
Total workers' compensation related liabilities	**24,262**
Net workers' compensation related liabilities	**$ 22,240**

As of December 31, 2013 (Successor), the Company had liabilities and offsetting receivables of $0.8 million related to specific claims.

The Company has maintained a per-occurrence self-insured retention for the policy periods since May 2005. The Company's aggregate retention limit for those periods is unlimited. For policy years prior to May 2002, policies also

included a per-occurrence retention with no annual aggregate limit. For the policy periods May 2002 through May 2005, the Company purchased a first dollar coverage program with a retrospectively rated endorsement whereby the related premiums are subject to adjustment at certain intervals based on subsequent review of actual losses incurred as well as payroll amounts.

12. LONG-TERM DEBT

The following is a comparative summary of the Company's outstanding long-term debt as of December 31, 2012 (Predecessor) and December 31, 2013 (Successor) (in thousands):

	Predecessor	Successor
	As of December 31, 2012	As of December 31, 2013
Predecessor Credit Facility:		
Term Loan due June 2018, net of unamortized discount of $2,530 as of December 31, 2012	$ 317,595	$ -
Revolving Credit Facility	34,000	-
Successor Credit Facility:		
Existing Term Loan due June 2018	-	277,305
Converted Term Loan due June 2016	-	59,197
Backstop Term Loan due June 2018	-	42,256
$200.0 million 10.125% Senior Notes due July 2019	200,000	-
$108.0 million 10.125% Senior Notes due July 2019, net of unamortized discount of $13,280 as of December 31, 2012	94,720	-
Capital leases	385	3,303
Long-term debt	646,700	382,061
Less: Current maturities	(3,113)	(754)
Long-term debt, net of current maturities	**$ 643,587**	**$ 381,307**

Pre-Petition (Predecessor) Credit Facility

As part of the acquisition of the Company by Parent on June 30, 2011 (see Note 1), the Company entered into a credit agreement, which included a seven-year $325.0 million term loan (the "Term Loan") and a five-year $100.0 million revolving credit facility (the "Revolver") with a $65.0 million letter of credit sub-line (collectively the "Predecessor Credit Facility"). The Revolver was amended on December 20, 2011 to increase the available amount from $100.0 million to $110.0 million.

Term Loan

The $325.0 million Term Loan, due June 2018, bore interest at LIBOR plus an applicable margin of 4.25% subject to a LIBOR floor of 1.50% or at the Company's option, the Alternate Base Rate (ABR) as defined in the credit agreement plus 3.25% subject to an ABR floor of 2.50%. In the case of the LIBOR option, the Company contracted for periods that may be equal to one, two, three or six months from the date of initial borrowing and interest was payable on the last day of each contract period, subject to a maximum payment term of three months. Interest was payable at the end of each quarter for the ABR option.

The Term Loan, which was collateralized by assets of the Company, required quarterly principal payments of 0.25% of the original principal balance, beginning September 30, 2011 through the maturity date. The Term Loan also required principal payments, as defined in the credit agreement, of: (1) 50% of fiscal year-end excess cash flow, which may decrease to 25% or 0% based on the total leverage ratio; (2) 100% of the net cash proceeds of all non-ordinary course asset sales or dispositions of property, subject to the Company's right to reinvest or commit to reinvest 100% of such net proceeds in assets to be used in the business or to make certain other permitted investments within 12 months (as long as such reinvestment is completed within 180 days) in lieu of making such payment; and (3) 100% of the net cash proceeds of any

incurrence of debt, other than proceeds from debt permitted under the Credit Facility. The Term Loan could be prepaid at any time at the option of the Company.

On December 31, 2013 (Predecessor), prior to the implementation of the Plan of Reorganization, principal outstanding on the Term Loan was $318.5 million, and the unamortized original issue discount was $2.1 million. As part of the implementation of the Plan of Reorganization on December 31, 2013, a partial paydown of $41.2 million was made on the Term Loan from the $135.0 million of proceeds received by the Company as part of the issuance of new equity instruments of the post-emergence Company. The remaining $277.3 million of principal outstanding after the partial paydown was converted into the Existing Term Loan as part of the Emergence (Successor) Credit Facility. The $2.1 million of unamortized original issuance discount as of December 31, 2013 (Predecessor) was written off and charged to Reorganization items in the Company's Consolidated Statement of Operations.

Debt issuance costs of $6.6 million related to the Term Loan were being amortized to interest expense over the term of the loan. The amount of unamortized debt issuance costs related to the Term Loan was $4.2 million at December 31, 2013 (Predecessor) prior to the implementation of the Plan of Reorganization. The $4.2 million of unamortized debt issuance costs as of December 31, 2013 (Predecessor) were written off and charged to Reorganization items in the Company's Consolidated Statement of Operations.

During 2013 (Predecessor) the effective interest rate of the Term Loan, inclusive of the accretion of the original issuance discount and the amortization of debt issuance costs, was 6.19%.

Revolver

The $110.0 million Revolver, which was scheduled to mature in June 2016, included a letter of credit sub-line that allowed $65.0 million of the facility to be utilized to issue letters of credit. Letters of credit issued under the facility reduced the borrowing capacity on the total facility dollar for dollar. When the Company requested a borrowing under the Revolver, the Company had to select whether the borrowing would be a Eurodollar loan or an ABR loan. Eurodollar loans bore interest at LIBOR plus an applicable margin of 4.25% subject to a LIBOR floor of 1.50%. ABR loans bore interest at the ABR as defined in the credit agreement plus an applicable margin of 3.25% subject to an ABR floor of 2.50%. In the case of a Eurodollar loan, the Company could request an initial interest period of one, two, three, or six months from the date of initial borrowing. Interest on Eurodollar loans was payable on the last day of each contract period, subject to a maximum payment term of three months. Interest was payable at the end of each quarter for an ABR loan. On either type of loan, interest accrued to the date of repayment was due with that repayment.

The Company was required to pay a quarterly commitment fee to the Revolver lenders equal to 0.50% on the undrawn revolving commitment. Additionally, the Company was required to pay an administrative fee of $125,000 per year in quarterly installments with the first installment due on the closing date.

On December 31, 2013 (Predecessor), prior to the implementation of the Plan of Reorganization, $68.0 million was outstanding on the Revolver. As part of the implementation of the Plan of Reorganization on December 31, 2013, a partial paydown of $8.8 million was made on the Revolver from the $135.0 million of proceeds received by the Company as part of the issuance of new equity instruments of the post-emergence Company. The remaining $59.2 million amount outstanding after the partial paydown was converted into the Converted Term Loan as part of the Emergence (Successor) Credit Facility.

Debt issuance costs of $4.4 million related to the Revolver were being amortized to interest expense over the term of the facility. The amount of unamortized debt issuance costs related to the Revolver was $2.2 million at December 31, 2013 (Predecessor) prior to the implementation of the Plan of Reorganization. The $2.2 million of unamortized debt issuance costs as of December 31, 2013 (Predecessor) were written off and charged to Reorganization items in the Company's Consolidated Statement of Operations.

Letters of credit totaling $39.2 million were issued under the letter of credit sub-line as of December 31, 2013 (Predecessor) prior to the implementation of the Plan of Reorganization. Amounts related to outstanding letters of credit issued under the letter of credit sub-line to the Revolver bore a participation fee of 4.25% and a fronting fee of 0.125%, payable quarterly. These letters of credit primarily supported the Company's future expected insurance claim payments or deductible arrangements. As part of the implementation of the Plan of Reorganization on December 31, 2013, the letters

of credit were converted into the Exit Letter of Credit Facility collateralized by the Backstop Loan, as part of the Emergence (Successor) Credit Facility.

Emergence (Successor) Credit Facility

As part of the implementation of the Plan of Reorganization upon the Company's emergence from Chapter 11 on December 31, 2013 (see Note 2), the Company entered into a credit agreement with Credit Suisse AG, as Administrative Agent, which included an Existing Term Loan due June 2018 (the "Existing Term Loan"), a Converted Term Loan due June 2016 (the "Converted Term Loan"), and an Exit Letter of Credit Facility supported by a Backstop Loan due June 2018 (the "Backstop Loan"). As part of the implementation of the Plan of Reorganization on December 31, 2013, the remaining portion of the Term Loan was converted into the Existing Term Loan, the remaining portion of the Revolver was converted into the Converted Term Loan, and the letters of credit that were part of the pre-petition (Predecessor) Credit Facility were converted into the Exit Letter of Credit Facility collateralized by the Backstop Loan. The Existing Term Loan and the Converted Term Loan are collateralized by substantially all of the assets of the Company, while the Backstop Loan is collateralized by the funds held on deposit that support the letters of credit.

Existing Term Loan

As part of the implementation of the Plan of Reorganization on December 31, 2013, the $277.3 million remaining portion of the Term Loan was converted into the Existing Term Loan. The Company can elect for the Existing Term Loan to be specified as either a Eurocurrency loan or an ABR loan. Eurocurrency loans bear interest at Adjusted LIBOR, as defined in the credit agreement, plus an applicable margin of 7.50%, provided that, prior to the second anniversary of the Effective Date, 6.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an Adjusted LIBOR floor of 1.50%. ABR loans bear interest at the ABR as defined in the credit agreement plus an applicable margin of 6.50%, provided that, prior to the second anniversary of the Effective Date, 5.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an ABR floor of 2.50%. In the case of a Eurocurrency loan, the Company may request an initial interest period of one, two, three, or six months from the date of initial borrowing. Interest on Eurocurrency loans is payable on the last day of each contract period, subject to a maximum payment term of three months. Interest is payable at the end of each quarter for an ABR loan. On either type of loan, interest accrued to the date of repayment is due with that repayment. Upon the Emergence Date, the Company elected that the Existing Term Loan be specified as a Eurocurrency loan.

On December 31, 2015, the Company is required to repay approximately $20.6 million of principal on the Existing Term Loan. The Company has the right to prepay unpaid principal, in whole or in part, at any time prior to the maturity date without premium or penalty. If a voluntary payment is made prior to December 31, 2015, the payment will reduce the amount required to be paid on December 31, 2015 by the amount of the voluntary payment. The Company may be required to make prepayments upon the occurrence of certain events as specified in the credit agreement. The remaining unpaid principal is required to be repaid on the maturity date of June 30, 2018.

Debt issuance costs of $1.4 million related to the Existing Term Loan will be amortized to interest expense over the term of the loan.

Converted Term Loan

As part of the implementation of the Plan of Reorganization on December 31, 2013, the $59.2 million remaining portion of the Revolver was converted into the Converted Term Loan. The Company can elect for the Existing Term Loan to be specified as either a Eurocurrency loan or an ABR loan. Eurocurrency loans bear interest at Adjusted LIBOR, as defined in the credit agreement, plus an applicable margin of 7.50%, provided that, prior to the second anniversary of the Effective Date, 6.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an Adjusted LIBOR floor of 1.50%. ABR loans bear interest at the ABR as defined in the credit agreement plus an applicable margin of 6.50%, provided that, prior to the second anniversary of the Effective Date, 5.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an ABR floor of 2.50%. In the case of a Eurocurrency loan, the Company may request an initial interest period of one, two, three, or six months from the date of initial borrowing. Interest on Eurocurrency loans is payable on the last day of each contract period, subject to a maximum payment term of three months. Interest is payable at the end of each quarter for an ABR loan. On either type of loan, interest accrued to the date of repayment is due with that repayment. Upon the Emergence Date, the Company elected that the Converted Term Loan be specified as a Eurocurrency loan.

On December 31, 2015, the Company is required to repay approximately $4.4 million of principal on the Converted Term Loan. The Company has the right to prepay unpaid principal, in whole or in part, at any time prior to the maturity date without premium or penalty. If a voluntary payment is made prior to December 31, 2015, the payment will reduce the amount required to be paid on December 31, 2015 by the amount of the voluntary payment. The Company may be required to make prepayments upon the occurrence of certain events as specified in the credit agreement. The remaining unpaid principal is required to be repaid on the maturity date of June 30, 2016.

Debt issuance costs of $0.3 million related to the Converted Term Loan will being amortized to interest expense over the term of the loan.

Backstop Term Loan

Letters of credit totaling $39.2 million were issued under the letter of credit sub-line of the Revolver as of December 31, 2013 (Predecessor) prior to the implementation of the Plan of Reorganization. Also prior to the implementation of the Plan of Reorganization on December 31, 2013, the Company had $2.0 million of letters of credit issued that were directly collateralized by the Company by $2.1 million of cash deposits held by Credit Suisse AG. As part of the implementation of the Plan of Reorganization on December 31, 2013, the issued letters of credit under the letter of credit subline of the Revolver was converted into the Exit Letter of Credit Facility supported by the Backstop Loan, as part of the Emergence (Successor) Credit Facility, and the $2.1 million of cash deposits that collateralized the $2.0 million of issued letters of credit were refunded to the Company by Credit Suisse AG. As part of the implementation of the Plan of Reorganization on December 31, 2013, the $39.2 million of issued letters of credit under the letter of credit subline of the Revolver was converted into the Exit Letter of Credit Facility and the $2.0 million of letters of credit previously collateralized by the Company was added to the Exit Letter of Credit Facility. The $41.2 million of total letters of credit included in the Exit Letter of Credit Facility was collateralized by the Backstop Loan, in an amount that was 102.5% of the value of the letters of credit, or $42.3 million. The $42.3 million of collateral for the letters of credit is included in Deposits in the Company's Consolidated Balance Sheet as of December 31, 2013 (Successor).

The Company can elect for the Existing Term Loan to be specified as either a Eurocurrency loan or an ABR loan. Eurocurrency loans bear interest at Adjusted LIBOR, as defined in the credit agreement, plus an applicable margin of 7.50%, provided that, prior to the second anniversary of the Effective Date, 6.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an Adjusted LIBOR floor of 1.50%. ABR loans bear interest at the ABR as defined in the credit agreement plus an applicable margin of 6.50%, provided that, prior to the second anniversary of the Effective Date, 5.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an ABR floor of 2.50%. In the case of a Eurocurrency loan, the Company may request an initial interest period of one, two, three, or six months from the date of initial borrowing. Interest on Eurocurrency loans is payable on the last day of each contract period, subject to a maximum payment term of three months. Interest is payable at the end of each quarter for an ABR loan. On either type of loan, interest accrued to the date of repayment is due with that repayment. Upon the Emergence Date, the Company elected that the Converted Term Loan be specified as a Eurocurrency loan.

The Company has the right to prepay unpaid principal, in whole or in part, at any time prior to the maturity date without premium or penalty. The Company may be required to make prepayments upon the occurrence of certain events as specified in the credit agreement. The remaining unpaid principal is required to be repaid on the maturity date of June 30, 2018.

Debt issuance costs of $1.1 million related to the Backstop Term Loan will be amortized to interest expense over the term of the loan.

$200.0 million Senior Notes

On June 30, 2011, the Company issued $200.0 million 10.125% Senior Notes that were scheduled to mature on July 15, 2019. Interest on the $200.0 million Senior Notes was payable semi-annually on January 15 and July 15, beginning January 15, 2012.

The $200.0 million Senior Notes were senior unsecured obligations and ranked equally and ratably with all existing senior indebtedness. The $200.0 million Senior Notes were effectively subordinated to all existing secured indebtedness, including obligations under the Credit Facility, to the extent of the value of the assets securing such debt. The $200.0

million Senior Notes were unconditionally guaranteed jointly and severally on a senior unsecured basis by each of the Company's subsidiaries that guaranteed the Credit Facility. The guarantees ranked equally in right of payment with all of the guarantors' existing indebtedness and were effectively subordinated to their existing secured indebtedness to the extent of the value of the assets securing that indebtedness.

Upon the Debtors' filing for bankruptcy on August 4, 2013, the Company ceased accruing for interest payable related to the $200.0 million Senior Notes as the $200.0 million Senior Notes were reclassified to liabilities subject to compromise. The Company also ceased amortizing the remaining unamortized debt issuance costs related to the $200.0 million Senior Notes.

As part of the implementation of the Plan of Reorganization on December 31, 2013, claims arising under the $200.0 million Senior Notes were converted into common stock of WP Rocket Holdings Inc. upon the Company's emergence from Chapter 11. The cancellation of the $200.0 million Senior Notes that resulted from the implementation of the Plan of Reorganization on December 31, 2013 was recognized within Reorganization items in the Company's Consolidated Statement of Operations. Cancellation of interest payable of $11.3 million related to the $200.0 million Senior Notes was also recognized within Reorganization items in the Company's Consolidated Statement of Operations.

Debt issuance costs of $4.6 million related to the $200.0 million Senior Notes were being amortized to interest expense over the term of the facility resulting in an effective interest rate of 10.41% during 2013 (Predecessor). The amount of unamortized debt issuance costs related to the $200.0 million Senior Notes was $3.4 million at December 31, 2013 (Predecessor) prior to the implementation of the Plan of Reorganization. The $3.4 million of unamortized debt issuance costs as of December 31, 2013 (Predecessor) were written off and charged to Reorganization items in the Company's Consolidated Statement of Operations.

$108.0 million Senior Discount Notes

On February 3, 2012, the Company issued $108.0 million 10.125% Senior Discount Notes due 2019 ("$108.0 million Senior Notes"). The proceeds, net of the original issue discount, from the issuance of the notes were $92.9 million. The $108.0 million Senior Notes bore interest at a stated rate of 10.125% per annum and was scheduled to mature on July 15, 2019. Interest on the notes was payable semi-annually in arrears on January 15 and July 15 of each year.

The $108.0 million Senior Notes were senior unsecured obligations and ranked equally and ratably with all existing senior indebtedness. The notes were effectively subordinated to all of the Company's existing secured indebtedness, including obligations under its senior secured credit facilities, to the extent of the value of the assets securing such debt. The $108.0 million Senior Notes were unconditionally guaranteed jointly and severally on a senior unsecured basis by each of our subsidiaries that guaranteed the Company's Credit Facility. The guarantees ranked equally in right of payment with all of the subsidiary guarantors' existing indebtedness and were effectively subordinated to their existing secured indebtedness to the extent of the value of the assets securing that indebtedness. To the extent lenders under the senior secured credit facilities released any subsidiary guarantor from the Company's obligations; such subsidiary guarantor would also be released from its obligations under the notes. The $108.0 million Senior Notes were structurally subordinated to all obligations of any of the Company's subsidiaries that do not guarantee the notes.

Upon the Debtors' filing for bankruptcy on August 4, 2013, the Company ceased accruing for interest payable related to the $108.0 million Senior Notes as the $108.0 million Senior Notes were reclassified to liabilities subject to compromise. The Company also ceased amortizing the remaining unamortized original issuance discount and unamortized debt issuance costs related to the $108.0 million Senior Notes.

As part of the implementation of the Plan of Reorganization on December 31, 2013, claims arising under the $108.0 million Senior Notes were converted into common stock of WP Rocket Holdings Inc. upon the Company's emergence from Chapter 11. The cancellation of the $108.0 million Senior Notes that resulted from the implementation of the Plan of Reorganization on December 31, 2013 was recognized within Reorganization items in the Company's Consolidated Statement of Operations. Cancellation of interest payable of $6.0 million related to the $108.0 million Senior Notes was also recognized within Reorganization items in the Company's Consolidated Statement of Operations.

On December 31, 2013 (Predecessor), prior to the implementation of the Plan of Reorganization, the unamortized original issue discount was $12.1 million. The $12.1 million of unamortized original issuance discount as of December 31,

2013 (Predecessor) was written off and charged to Reorganization items in the Company's Consolidated Statement of Operations.

Debt issuance costs of $2.0 million related to the $108.0 million Senior Notes were being amortized to interest expense over the term of the facility resulting in an effective interest rate of 12.22% during 2013 (Predecessor). The amount of unamortized debt issuance costs related to the Term Loan was $1.6 million at December 31, 2013 (Predecessor) prior to the implementation of the Plan of Reorganization. The $1.6 million of unamortized debt issuance costs as of December 31, 2013 (Predecessor) were written off and charged to Reorganization items in the Company's Consolidated Statement of Operations.

DIP Financing

On August 4, 2013, the Company entered into a senior secured super priority debtor in possession credit agreement (the "DIP Financing"), with an effective date of August 7, 2013. The DIP Financing provided a term loan facility of $75.0 million in the aggregate which was intended to provide the Company with sufficient liquidity to meet its operational and restructuring needs during the Chapter 11 process. On August 6, 2013, the Bankruptcy Court granted interim approval for the Company to utilize up to $40 million of the DIP Financing, and on September 10, 2013, the Bankruptcy Court granted final approval for the Company to utilize the remaining $35 million of the DIP Financing.

Upon the effective date of the DIP Financing, the Company could elect that the DIP Financing be specified as a Eurocurrency loan or an ABR loan. Eurocurrency loans bear interest at LIBOR plus an applicable margin of 9.50%. 8.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to a LIBOR floor of 1.50%. ABR loans bear interest at the ABR as defined in the credit agreement plus an applicable margin of 8.50%. 7.50% shall be paid in cash and 1.00% shall be Paid-in-Kind, subject to an ABR floor of 2.50%. In the case of a Eurocurrency loan, the Company may request an initial interest period of one, two, three, or six months from the date of initial borrowing. Interest is payable at the end of each month for a Eurocurrency loan and for an ABR loan. The DIP Financing was an ABR loan as of the effective date of the DIP Financing, and subsequently converted to a Eurocurrency loan.

The DIP Financing was scheduled to mature the earliest of March 31, 2014 or the effective date of any Chapter 11 plan of the Debtors, or other specified events. On December 31, 2014, the Company emerged from Chapter 11 bankruptcy protection, and as part of the implementation of the Plan of Reorganization, all outstanding principal and interest was paid on December 31, 2013.

Debt issuance costs of $3.6 million related to the DIP Financing were amortized to interest expense over the term of the facility through December 31, 2013, resulting in an effective interest rate of 26.7% during 2013 (Predecessor).

Debt Maturities

Aggregate annual maturities of long-term debt as of December 31, 2013 (Successor) for each of the years ending December 31 are as follows (in thousands):

2014	$ 754
2015	25,740
2016	55,364
2017	242
2018	299,114
Thereafter	847
	$ 382,061

Debt Covenants

Predecessor Debt Covenants

The Predecessor Credit Facility, the $200.0 million Senior Notes and the $108.0 million Senior Notes included various financial and non-financial covenants applicable to the Company as well as quarterly and annual financial reporting obligations. These covenants, among other things, restricted the Company's ability to incur additional indebtedness; create

liens; engage in mergers or consolidations; sell or transfer assets; engage in certain sale and leaseback transactions; pay dividends and distributions or repurchase capital stock; make investments, loans or advances; prepay certain subordinated indebtedness; make certain acquisitions; engage in certain transactions with affiliates; amend material agreements governing certain subordinated indebtedness; and change its fiscal year.

On May 10, 2013, the Company entered into an amendment to its Senior Secured Credit Agreement among the Company, Credit Suisse AG, as Administrative Agent and certain lenders constituting the Required Revolving Lenders (as defined in the credit agreement) that amended (i) the financial covenant levels applicable to revolving loans such that the first lien leverage ratio for the quarter(s) ending (a) June 30, 2013, shall be no greater than 5.0:1.0; (b) September 30, 2013, shall be no greater than 5.5:1.0; (c) December 31, 2013 and March 31, 2014, 5.75:1.0; (d) June 30, 2014 and September 30, 2014, 5.25:1.0; (e) December 31, 2014, 5.0:1.0; (f) March 31, 2015, 4.75:1.0; and (g) June 30, 2015 and thereafter, 4.50:1.0; and (ii) the method for calculating Consolidated EBITDA as it applies to such financial covenant, adding-back until the year ending June 30, 2013 the amount of any write-downs that reduced Consolidated Net Income in such period in respect of any adjustment made to any estimate of any reserve for accounts receivable. The amendment also waived any defaults that may have occurred during the quarter ending March 31, 2013 in respect of the financial covenant. As consideration for the Amendment the Company agreed to pay to each Lender a fee at the rate of 0.25% per year on (i) the amount of outstanding revolving loans and (ii) the aggregate amount of letter of credit exposure, in each case only if the total leverage ratio if less than 4.75:1.0.

When any amounts were drawn on the Revolver, the Credit Facility required the Company not to exceed a maximum first lien secured debt leverage ratio, which was calculated based on the results of the Company for four consecutive fiscal quarters.

The Company's actual calculated first lien leverage ratio for the quarter ending June 30, 2013 was 4.16, which was in compliance with the maximum allowed per the Company's Senior Secured Credit Agreement, as amended. As a result of the Company filing for Chapter 11 Bankruptcy protection on August 4, 2013, the first lien leverage ratio for the quarter ending September 30, 2013 was not calculated.

Successor Debt Covenants

The Successor Credit Facility includes various financial and non-financial covenants applicable to the Company as well as quarterly and annual financial reporting obligations. These covenants, among other things, restrict the Company's ability to incur additional indebtedness; create liens; engage in mergers or consolidations; sell or transfer assets; engage in certain sale and leaseback transactions; pay dividends and distributions or repurchase capital stock; make investments, loans or advances; make certain acquisitions; engage in certain transactions with affiliates; and change its fiscal year other than the change to a December 31 fiscal year made upon emergence from Chapter 11 bankruptcy.

Beginning with the quarter ended June 30, 2015, the Company will be subject to maximum Total Leverage Ratio of the following:

Period	Maximum Total Leverage Ratio
Fiscal quarter ended June 30, 2015	8.90 : 1.00
Fiscal quarter ended September 30, 2015	8.80 : 1.00
Fiscal quarter ended December 31, 2015	8.10 : 1.00
Fiscal quarter ended March 31, 2016	8.00 : 1.00
Fiscal quarter ended June 30, 2016	7.80 : 1.00
Fiscal quarter ended September 30, 2016	7.60 : 1.00
Fiscal quarter ended December 31, 2016	7.50 : 1.00
Fiscal quarter ended March 31, 2017	7.20 : 1.00
Fiscal quarter ended June 30, 2017	7.10 : 1.00
Fiscal quarter ended September 30, 2017	7.00 : 1.00
Fiscal quarter ended December 31, 2017	6.80 : 1.00
Fiscal quarter ended March 31, 2018	6.50 : 1.00
Fiscal quarter ended June 30, 2018	6.40 : 1.00

Total Leverage Ratio, as defined in the credit agreement, is the ratio of Consolidated Debt as of the test date to Consolidated EBITDA for the most recently ended Test Period. The Test Period is the period of four consecutive quarters through the test date.

In addition, commencing with the calendar year ended December 31, 2015 and each calendar year thereafter, the Company will shall not make annual Capital Expenditures, as defined in the credit agreement, in an amount exceeding the Permitted Capital Expenditure amount, as defined in the credit agreement.

DIP Financing Debt Covenants

The DIP Financing included various financial and non-financial covenants applicable to the Company as well as quarterly and annual financial reporting obligations. These covenants, among other things, restricted the Company's ability to incur additional indebtedness; create liens; engage in mergers or consolidations; sell or transfer assets; engage in certain sale and leaseback transactions; pay dividends and distributions or repurchase capital stock; make investments, loans or advances; prepay pre-petition indebtedness; make certain acquisitions; engage in certain transactions with affiliates; amend material agreements governing certain indebtedness; and change its fiscal year.

The Company was required to achieve cumulative adjusted consolidated EBITDA, as defined in the credit agreement, as of the end of every month beginning August 2013 while the DIP Financing was still in place. The Company was in compliance with all of the financial and non-financial covenants under the DIP Financing during 2013 (Predecessor).

13. INCOME TAXES

The Company operates solely within the United States. The following table shows the components of the income tax provision from operations (in thousands):

	Predecessor Year Ended December 31, 2013
Current income tax benefit	$ 426
Deferred income tax (provision)	(34,768)
Total income tax (provision)	**(34,342)**
Continuing operations (provision)	(34,431)
Discontinued operations benefit	89
Total income tax (provision)	**$ (34,342)**

The following table shows the components of the income tax provision applicable to continuing operations (in thousands):

	Predecessor Year Ended December 31, 2013
Current:	
Federal	$ -
State	418
Total	**418**
Deferred:	
Federal	(41,236)
State	6,387
Total	**(34,849)**
Total income tax (provision) attributable to continuing operations	**$ (34,431)**

The income tax provision differs from the amount computed by applying the statutory U.S. federal income tax rate of 35% to loss from continuing operations before income taxes as follows (in thousands):

	Predecessor Year Ended December 31, 2013
Federal income tax benefit at statutory rate	$ 59,500
State taxes, net of federal tax benefit	(1,191)
Change in valuation allowance	5,561
Disallowed interest on Senior Discount Notes	(706)
Goodwill impairment	(89,635)
Non-deductible bankruptcy expenses	(9,070)
Penalties	(1,008)
Adjustment to beginning deferred tax balances	2,303
Other, net	(185)
Total income tax (provision) attributable to continuing operations	**$ (34,431)**

The following table summarizes the components of the Company's deferred tax assets and liabilities (in thousands):

	Successor As of December 31, 2013
Deferred tax assets:	
Net operating loss carryforwards	$ 88,129
Tax credit carryforward	2,880
Insurance claim reserves	14,560
Estimate for uncompensated care	20,438
Compensation and benefits	4,010
Other	4,408
Deferred tax assets	**134,425**
Deferred tax liabilities:	
Attribute reduction	(124,093)
Accelerated depreciation and amortization	(81,400)
Tax accounting method change	(3,876)
Deferred tax liabilities	**(209,369)**
Net deferred tax liabilities before valuation allowance	(74,944)
Less: valuation allowance	(356)
Net deferred tax liability	**$ (75,300)**

The restructuring transactions in the Plan of Reorganization substantially reduced debt obligations by (i) providing for a $50.0 million payment of the pre-petition Credit Facility and (ii) converting claims arising under the $200.0 million Senior Notes and the $108.0 million Senior Notes (the "Noteholder Claims") and any unsecured claim against the Debtors other than a Noteholder Claim into 100% of the common stock of WP Rocket Holdings Inc. upon emergence ("Reorganized Parent").

Pursuant to various provisions contained in Internal Revenue Code ("IRC") Section 108(e), these transactions resulted in Cancellation of Debt (COD) income for income tax purposes of approximately $319 million. IRC Section 108(a)(1)(A) provides that COD income is excluded from gross income when the discharge occurs in a Chapter 11 case under the jurisdiction of the bankruptcy court. However, pursuant to IRC Section 108(b)(1), if COD income is excluded due to the application of the bankruptcy exception, the amount of excluded COD income must generally be applied to reduce

certain tax attributes of the debtor. In general, such attributes would normally be reduced in the following order: (1) net operating losses (current and carry forward); (2) general business tax credits; (3) minimum tax credits; (4) capital loss carryovers; (5) tax basis of the taxpayer's assets; (6) passive activity losses and credit carryovers; and (7) foreign tax credit carryovers. Under IRC Section 108(b)(4)(a), the tax attribute reduction generally occurs after determining the taxpayer's income tax liability for the year of the debt discharge. Currently, the Company anticipates its tax attributes will be reduced in connection with the exclusion of the COD income. A deferred tax liability of approximately $124 million was recorded at December 31, 2013 (Successor) in anticipation of this tax attribute reduction in 2014.

In connection with the Company's emergence from the Chapter 11 bankruptcy proceedings, it experienced an "ownership change" as defined in Section 382 of the Internal Revenue Code on December 31, 2013. Section 382 of the Internal Revenue Code contains rules that limit the ability of a company that undergoes an "ownership change" to utilize its net operating loss carryforwards and certain tax credits. The Company may be able to retain a portion of its U.S. federal and state net operating loss and tax credit carry forwards in connection with the ownership change. However, Internal Revenue Code, or the IRC, Sections 382 and 383 provide an annual limitation with respect to the ability of a corporation to utilize its tax attributes against future U.S. taxable income in the event of a change in ownership. In the Company's situation, the limitation under the IRC will generally be based on the value of the Company's equity (for purposes of the applicable tax rules) on or immediately following the time of emergence. As a result, the Company's future U.S. taxable income may not be fully offset by any remaining tax attributes if such income exceeds the Company's annual limitation, and the Company may incur a tax liability with respect to such income. In addition, subsequent changes in ownership for purposes of the IRC could further diminish the Company's ability to utilize tax attributes. An annual limitation related to the December 31, 2013 ownership change has not been calculated because the Company has not determined that there will be any tax attributes remaining subsequent to the required tax attribute reduction under IRC Section 108(b)(1) referenced above.

The June 30, 2011 merger transaction with WP Rocket Holdings, Inc. was also considered an ownership change for Section 382 purposes. The Company's pre-change NOL's are realizable subject to an annual limit based on the value of that transaction. The Company's annual limitation is $9.4 million with a potential increase of the limitation to $25 million for any built-in gains recognized during the five-year period ending June 30, 2016.

As of December 31, 2013, the Company had estimated gross net operating loss ("NOL") carryforwards for federal income tax purposes of approximately $215 million, which expire in 2021-2033, and state NOL carryforwards of approximately $307 million, which expire in 2014-2033. The Company had Federal Minimum Tax credit carryforwards of $1.7 million. These credits can be carried forward indefinitely, but they may only be used to the extent that regular tax exceeds the federal alternative minimum tax in any given year. The Company also had Federal General Business Credit carryforwards of $1.2 million, which expire in 2023-2033. These NOL and credit carryforwards will be subject to the tax attribute reduction rules due to the excluded COD income of $319 million as discussed above.

Management regularly assesses the recoverability of the Company's deferred tax assets and records a valuation allowance for any such assets where recoverability is determined to be unlikely. The Company's evaluation of its valuation allowance against certain state deferred tax assets resulted in a valuation allowance at December 31, 2013 of $0.4 million. The Company determined that realization of these deferred tax assets is not more likely than not based on past results and projected future results. The Company has not recorded a valuation allowance for the remaining net operating losses and tax credits due to the anticipated application of the tax attribute reduction in 2014. Valuation allowance adjustments resulted in a net tax benefit of $5.6 million during 2013 (Predecessor).

A summary of activity in the Company's valuation allowance for deferred tax assets during 2013 (Predecessor) is as follows (in thousands):

	Predecessor Year Ended December 31, 2013
Balance at beginning of period	$ 5,917
Change in related deferred tax assets	-
Valuation allowance established	-
Valuation allowance released	(5,561)
Balance at end of period	**$ 356**

As of December 31, 2013 (Successor), the Company had unrecognized tax benefits related to uncertain tax positions totaling approximately $22.6 million.

As of December 31, 2013 (Successor), approximately $22.5 million of the total unrecognized tax benefits is presented on the balance sheet as a reduction of deferred tax assets related to net operating losses. The remaining amount of unrecognized tax benefits of approximately $0.1 million is included in other long-term liabilities on the balance sheet.

A reconciliation of the beginning and ending amount of unrecognized tax benefits is as follows (in thousands):

	Successor Year Ended December 31, 2013
Unrecognized tax benefits balance at beginning of year	$ 30,025
Additions for tax positions taken in current periods	-
Additions for tax positions taken in prior periods	48
Reductions for tax positions taken in prior periods	(6,996)
Reductions for settlements with tax authorities	-
Reductions for lapses of statute of limitations	(493)
Unrecognized tax benefits balance at end of year	**$ 22,584**

The Company recognizes potential accrued interest and penalties related to unrecognized tax benefits as a component of income tax expense. Accrued interest and penalties as of December 31, 2013 (Successor) were approximately $0.03 million. A reduction in the amount of interest and penalties of approximately $0.15 million was recorded in 2013 (Predecessor). To the extent interest and penalties are not assessed with respect to uncertain tax positions, amounts accrued will be reduced and reflected as a reduction of the overall income tax provision.

The Company and its subsidiaries have significant operations in the following taxing jurisdictions: U.S. federal, Arizona, California, Florida, Indiana, New York, Ohio and Tennessee. The Company has NOLs in various years for federal purposes and for many states. The statute of limitations for a particular tax year for examination by the Internal Revenue Service is generally three years subsequent to the filing of the associated tax return. As a result, the 2009 through 2012 tax years remain open and subject to examination by the Internal Revenue Service. However, the Internal Revenue Service can adjust NOL carryovers up to three years subsequent to the last year in which the loss carryover is finally used. Accordingly, the losses generated or utilized in the closed tax years may be subject to adjustment. The statute of limitations is generally three to four years for many of the states where the Company operates. As a result, the 2008 through 2012 tax years generally remain open and subject to examination by the state taxing authorities. The Company does not currently have any active income tax examinations in any tax jurisdictions.

14. SHARE-BASED COMPENSATION

Effective August 12, 2011, Parent adopted the Management Stock Option Plan (the "2011 Plan"), which provided for the granting of options to acquire common stock of the Parent. At the time of adoption, the maximum number of

shares of common stock issuable under the 2011 Plan was 2.7 million. As of December 31, 2013 (Predecessor), 109,091 options were exercisable and 750,000 options were outstanding under the 2011 Plan. These 750,000 outstanding options were held in aggregate by six employees.

Each option in the 2011 Plan contains two vesting conditions: 1) 'time-based' and 2) 'performance-based.' With respect to the 'time-based' vesting condition, five elevenths ($5/11^{ths}$) of each option granted vests and becomes exercisable with respect to 20% of the option on each of the first three years of the grant date, and then 5% per quarter, in the following two years, and is subject to the participant's continued employment through the applicable vesting date. With respect to the 'performance-based' vesting condition, six elevenths ($6/11^{ths}$) of each option granted vests and becomes exercisable only upon a specified event (such as, but not limited to, a qualified public offering or a change in control) and when the Parent achieves a minimum return on investment as specified in the 2011 Plan. The two conditions were assessed at the grant date to determine the amount of share-based compensation to recognize based on each condition using an independent valuation model. The Company did not meet the performance-based criteria for 2013.

As part of the implementation of the Plan of Reorganization on December 31, 2013 (Successor), all outstanding stock options were cancelled and the 2011 Plan was terminated.

The following table summarizes stock option activity in the 2011 Plan during 2013:

	Number of Shares	Weighted Average Exercise Price	Weighted Average Remaining Contractual Term
Options outstanding at December 31, 2012	2,225,000	$ 10.00	
Granted	-	-	
Forfeited	(1,475,000)	10.00	
Expired	-	-	
Exercised	-	-	
Options outstanding at December 31, 2013 (Predecessor)	750,000	$ 10.00	3.06 years
Effect of implementation of Plan of Reorganization:			
Cancellation of options	(750,000)		
Options outstanding at December 31, 2013 (Successor)	-		

Share-based compensation expense recognized during 2013 (Predecessor) was $0.1 million. The share-based compensation expense was recorded as payroll and employee benefits expense in the Consolidated Statement of Operations.

15. EMPLOYEE BENEFIT PLANS

401(k) Plan

The Company has a defined contribution plan ("401(k) Plan") covering eligible employees. The 401(k) Plan allows employees to contribute a portion of their compensation on a pre-tax or post-tax basis in accordance with plan and statutory rules. The Company matches a percentage of the employee's contributions according to the 401(k) Plan rules. Contributions for non-union employees are made at the Company's discretion. The match may be made subject to the 401(k) Plan terms. The Company may also make discretionary profit sharing contributions subject to the 401(k) Plan terms. Matching contributions of $3.2 million were made for the 401(k) Plan during 2013 (Predecessor). The contributions expense was recorded as payroll and employee benefits expense in the Consolidated Statement of Operations. The Company's matching contribution liability was $2.3 million as of December 31, 2013 (Successor). The Company did not contribute discretionary profit sharing during 2013 (Predecessor).

Defined Benefit Pension Plan

The Company provides a defined benefit pension plan (the "Pension Plan") covering eligible employees of one of its 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.

The Company's general funding policy is to make annual contributions to the Pension Plan as required by the Employee Retirement Income Security Act ("ERISA"). The Company did not make any contributions during 2013 (Predecessor).

The following table shows a reconciliation of changes in the Pension Plan's benefit obligation and plan assets for 2013 (Predecessor) (in thousands):

	Predecessor Year Ended December 31, 2013
Change in benefit obligation:	
Benefit obligation at beginning of period	$ 21,906
Service cost	2,226
Interest cost	933
Plan participants' contributions	-
Benefits paid	(51)
Actuarial gain	(4,801)
Benefit obligation at end of period (Successor)	**20,213**
Change in plan assets:	
Fair value of plan assets at beginning of period	14,355
Actual return on plan assets	2,285
Employer contributions	-
Benefits paid	(51)
Plan participants' contributions	-
Fair value of plan assets at end of period (Successor)	**16,589**
Funded status at end of period (Successor)	**$ (3,624)**

Amounts recognized in the Consolidated Balance Sheet totaling $3.6 million as of December 31, 2013 (Successor) were classified as noncurrent liabilities.

Prior to the Company's emergence from Chapter 11 bankruptcy protection, the amount in accumulated other comprehensive income before income taxes that had not been recognized as net periodic benefit cost as of December 31, 2013 (Predecessor) consisted of $3.5 million in accumulated net actuarial gains. As part of fresh start accounting,

accumulated other comprehensive income is eliminated. Accordingly, as of December 31, 2013 (Successor), accumulated other comprehensive income is $0.

The accumulated benefit obligation for the Pension Plan was $14.5 million as of December 31, 2013 (Successor).

The components of net periodic benefit cost and other amounts recognized as comprehensive (income) loss are as follows (in thousands):

	Predecessor Year Ended December 31, 2013
Net periodic benefit cost	
Service cost	$ 2,226
Interest cost	933
Expected return on plan assets	(1,072)
Net periodic benefit cost (a)	**$ 2,087**
Other changes in plan assets and benefit obligations recognized as other comprehensive income	
Net gain	$ (6,011)
Net gain recognized during the period	21
Total recognized in other comprehensive income (b)	$ (5,990)
Total recognized as net periodic benefit cost and other comprehensive income	**$ (3,903)**

(a) Net periodic benefit cost does not include the $21,000 of net gain recognized through other comprehensive income.
(b) In the Consolidated Statement of Changes in Stockholders' Deficit, the adjustment to accumulated other comprehensive gain in 2013 (Predecessor) was net of an income tax provision of $2.3 million related to the net gain.

The assumptions used to determine the Company's benefit obligation as of December 30, 2013 were:

Discount rate	5.36%
Rate of increase in compensation levels	4.00%

The assumptions used to determine the Company's net periodic benefit cost for 2013 (Predecessor) were:

	Predecessor Year Ended December 31, 2013
Discount rate	5.21%
Rate of increase in compensation levels	4.00%
Expected long-term rate of return on assets	7.50%

In 2013 (Predecessor), the Company changed its model to determine the discount rate from using the spot rate of a theoretical corporate bond portfolio to using a rate link yield curve, as it provides a more reasonable estimate of the present value of the required cash flow. The resulting discount rate is reflective of both the current interest rate environment and the Plan's distinct liability characteristics.

In developing the expected long-term rate of return assumption, management evaluated the outputs of financial models designed to simulate results under multiple investment scenarios and to estimate long-term investment returns based on the Pension Plan's asset allocation.

The Company's Pension Plan target and actual asset allocation as of December 31, 2013 (Successor) by asset category are shown below:

	Target Allocation	Actual December 31, 2013 (Successor) Allocation
Asset allocation:		
Equity securities	60% – 70%	58.0%
Debt securities	25% – 40%	33.9%
Real estate	5% – 15%	8.1%
Total	100.0%	100.0%

The Company invests in a diversified portfolio to ensure that adverse or unexpected results from a security class will not have a detrimental impact on the entire portfolio. The portfolio is diversified by asset type, performance and risk characteristics, and number of investments. Asset classes and ranges considered appropriate for investment of the Pension Plan's assets are determined by the Pension Plan's investment committee. The asset classes include domestic and foreign equities, emerging market equities, domestic and foreign investment grade and high-yield bonds and domestic real estate.

Plan Assets

The Company has adopted the fair value provisions (as described in Note 5) for the plan assets of its defined benefit pension plan. The Company categorizes plan assets within a three level fair value hierarchy.

Plan assets consist of Separate Accounts that invest in multiple underlying securities. In some cases, the inputs used to measure fair value might fall in different levels of the fair value hierarchy. The level in the fair value hierarchy within which the fair value measurement in its entirety falls is determined based on the lowest level input that is significant to the fair value measurement in its entirety. The following is a description of the valuation methodologies used for assets measured at fair value:

Level 1 investments are stated at fair value as determined by quoted market prices on the last business day of the fiscal year.

Investments stated at estimated fair value using significant observable inputs (Level 2) include:

- **Domestic equity securities:** initial purchase price for newly issued securities not yet actively trading, share price of underlying security, terms (rights and warrants) represent observable input which is used in calculation of estimated fair value;

- **International equity securities:** multi-factor regression model is used to adjust quoted market prices; and

- **U.S. government debt securities:** multi-dimensional relational model, plus: 1) option adjusted spread model (if redemption option), 2) floating rate model (if floating/variable) or 3) sensitivity analysis to how traded compared to how equities trade (if convertible), or other proprietary pricing models using observable inputs.

Investments stated at estimated fair value using significant unobservable inputs (Level 3) include:

- **Real estate:** discounted models utilizing information from brokers on market rents and sales comparables for similar assets, as well as applicable cash flows generated by the property.

The fair values of the Pension Plan assets as of December 31, 2013 (Successor) by asset class are as follows (in thousands):

	As of December 31, 2013 (Successor)			
	Total Measured at Fair Value	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
Equity securities:				
Domestic large-cap	$ 5,743	$ 4,580	$ 1,163	$ -
Domestic small- and mid-cap	1,460	1,460	-	-
International	2,424	2,175	249	-
Total equity securities	9,627	8,215	1,412	-
Debt securities:				
U.S. government	5,063	2,946	2,117	-
U.S. corporate	562	562	-	-
Total debt securities	5,625	3,508	2,117	-
Real estate	1,337	346	-	991
Total plan assets	**$ 16,589**	**$ 12,069**	**$ 3,529**	**$ 991**

The following table presents the changes in Level 3 Pension Plan assets for 2013 (Predecessor) (in thousands):

	Predecessor				Successor
	Fair Value at December 31, 2012	Gain on Plan Assets (a)	Net Purchases/Sales	Net Transfers Into/(Out of) Level 3	Fair Value at December 31, 2013
Real estate	$ 944	$ 118	$ (71)	$ -	$ 991
Total	$ 944	$ 118	$ (71)	$ -	$ 991

(a) Unrealized gain on Level 3 Pension Plan assets was approximately $118,000 for 2013 (Predecessor).

The Company does not expect to contribute to the Pension Plan during 2014.

Future benefit payments expected to be made from Plan assets are summarized below by year (in thousands):

Expected benefit payments:	
2014	$ 79
2015	105
2016	160
2017	215
2018	295
2019–2023	3,344

16. COMMITMENTS AND CONTINGENCIES

Performance Bonds

Certain counties, municipalities and fire districts require the Company to provide a performance bond or other assurance of financial or performance responsibility. The Company may also be required by law to post a performance bond as a prerequisite to obtaining and maintaining a license to operate. As a result, the Company has performance bonds that are renewable annually. The Company had $20.6 million of performance bonds outstanding as of December 31, 2013 (Successor).

Operating Leases

The Company leases various facilities and equipment under operating lease agreements. Rental expense charged to continuing operations under these leases (including leases with terms of less than one year) was $21.7 million in fiscal 2013.

Minimum rental commitments under non-cancelable operating leases for each of the years ending December 31 are as follows (in thousands):

2014	$	13,359
2015		10,197
2016		7,003
2017		5,300
2018		4,179
Thereafter		10,572
	$	50,610

Indemnifications

The Company is a party to certain customer agreements entered into in the ordinary course of business pursuant to which it may be obligated to indemnify other parties for certain liabilities that arise out of or relate to the subject matter of the agreements. Some of the agreements entered into by the Company require it to indemnify other parties against losses due to property damage including environmental contamination, personal injury, failure to comply with applicable laws and regulations, the Company's negligence or reckless or willful misconduct, or breach of representations, warranties and covenants.

Additionally, some of the Company's customer agreements require the Company to provide certain assurances related to the performance of its services. Such assurances may obligate the Company to (i) pay penalties for failure to meet response times or other requirements, (ii) lease, sell or assign equipment or facilities (either temporarily or permanently, and in compliance with the Anti-Kickback Statute) in the event of uncured defaults or other certain circumstances, or (iii) provide performance bonds or letters of credit issued in favor of the customer to cover damages resulting, under certain circumstances, from the Company's default. With respect to such performance bonds, the Company also is required to indemnify the surety company for losses paid as a result of any claims made against such bonds.

The Company and its subsidiaries provide for indemnification of directors, officers and other persons in accordance with limited liability agreements, certificates of incorporation, by-laws, articles of association or similar organizational documents, as the case may be. In addition, the Company has entered into indemnification agreements with certain members of management of the Company. The Company maintains directors' and officers' insurance, which may enable it to recover a portion of any future amounts paid, although there can be no assurance that the coverage provided by such policies would be applicable to particular claims made against the Company or that amounts available under such policies would be sufficient to satisfy fully the Company's payment obligations.

In addition to the above, from time to time the Company provides standard representations, warranties and covenants to counterparties in contracts in connection with various commercial matters including sales of its securities and the engagement of financial advisors, and also provides indemnities that protect the counterparties to these contracts in the event they suffer damages as a result of a breach of such representations, warranties and covenants, or in certain other circumstances.

While the Company's future obligations under certain agreements may contain limitations on liability for indemnification, other agreements do not contain such limitations, and under such agreements it is not possible to predict the maximum potential amount of future payments due to the conditional nature of the Company's obligations and the unique facts and circumstances involved in each particular agreement. Historically, payments made by the Company under any of these indemnities have not had a material effect on the Company's business, financial condition, results of operations or cash flows. Additionally, based on facts and circumstances currently known to the Company, other than the

matters described in the Legal Proceedings below, it does not believe that any amounts that it may be required to pay under these indemnities in the future will be material to the its business, financial condition, results of operations or cash flows.

Legal Proceedings

From time to time, the Company is a party to, or otherwise involved in, lawsuits, claims, proceedings, investigations and other legal matters that have arisen in the ordinary course of conducting its business. The Company is unable to reasonably estimate the outcome of any of these lawsuits, claims, proceedings, investigations and other legal matters to which it is a party, or in which it is otherwise involved, due to, among other things, the inherent uncertainties of litigation, government investigations and proceedings and legal matters in general. The Company is also subject to requests and subpoenas for information in independent investigations. An unfavorable outcome in any of the lawsuits pending against the Company or in a government investigation or proceeding could result in substantial potential liabilities and have a material adverse effect on the Company's business, financial condition, results of operations and cash flows. Further, these proceedings and investigations, and the Company's actions in response to them, could result in substantial potential liabilities, additional defense and other costs, increase the Company's indemnification obligations, divert management's attention, and/or adversely affect the Company's ability to execute its business and financial strategies. Other than the matters described below, the Company does not believe the outcome of any of these investigations or audits would have a probable material adverse effect on the Company's financial position, results of operations or cash flows.

Shareholder Lawsuit

The Company, each member of the Board of Directors, Warburg, Parent, and Merger Sub were named as defendants in purported class action lawsuits brought by alleged stockholders of the Company challenging the Company's then-proposed Merger with Parent. The stockholder actions were filed in the Court of Chancery of the State of Delaware (*Llorens v. Rural/Metro Corporation, et al.*, filed April 6, 2011 and amended April 21, 2011, (the "Llorens Action")) and *Joanna Jervis v. Rural/Metro Corporation, et al.*, filed May 16, 2011, (the "Jervis Delaware Action")) and in the Superior Court of the State of Arizona, County of Maricopa (*Joanna Jervis v. Rural/Metro Corporation, et al.*, filed April 6, 2011 and amended April 14, 2011, (the "Jervis Arizona Action")).

On February 10, 2012, Lead Plaintiff Jervis (hereinafter referred to as "Lead Plaintiff") filed an Amended Complaint. The Amended Complaint named the Company and each member of the Board of Directors, as defendants and sought an unspecified amount of monetary damages from each. On August 29, 2012, Lead Plaintiff filed a Second-Amended Complaint against the Company, each member of the Board of Directors, and added RBC Capital Markets, LLC ("RBC") and Moelis & Company LLC ("Moelis") as defendants to an aiding and abetting claim.

In April 2013, shortly before a trial scheduled for May 6-9, the parties to the litigation and Rural/Metro's insurance carriers participated in a confidential mediation. Shortly after that mediation, and following a separate settlement reached with Plaintiff by co-defendant Moelis, the Rural/Metro Defendants and Rural/Metro's insurance carriers reached an agreement to settle the case with Plaintiff, pursuant to which $6.6 million was to be paid on behalf of the Rural/Metro Defendants. The Rural/Metro Defendants entered into funding agreements with the insurance carriers pursuant to which one carrier agreed to (and ultimately did) fund $5.0 million, a second carrier agreed to (and ultimately did) fund $1.5 million, and Rural/Metro agreed to fund (but has not paid) $0.1 million. Pursuant to a separate agreement, Moelis agreed to and separately paid $5.0 million. RBC proceeded to trial and is awaiting a decision. A formal settlement agreement was later entered into on August 3, 2013, and the settlement was ultimately approved by the Court on November 20, 2013. As noted, $6.5 million of the Rural/Metro contribution was funded by the insurance carriers per agreement, the remaining $0.1 million was not funded, and the Plaintiffs have filed a proof-of-claim related to that in the Company's Chapter 11 bankruptcy proceeding (see Note 2). The $6.5 million receivable and $6.5 million of the liability were removed from the Company's Consolidated Balance Sheet.

Southwest Ambulance Pension Plan Grievance

On April 14, 2014, an Arbitrator issued a ruling over a grievance filed by the union representing employees covered by the collective bargaining arrangement. The issue presented to the Arbitrator at the hearing on April 25-26, 2013, was whether or not the Company violated the collective bargaining agreement by providing benefits under the Company's Southwest Ambulance Pension Plan that were less than those benefits required to be provided under the agreement. The

Arbitrator ruled that the Company violated the collective bargaining agreement by providing a lesser benefit than required but disagreed with the Union's interpretation of the level of benefits. The Company is unable to estimate the impact this decision will have on the consolidated financial statements.

Regulatory Compliance

The Company is subject to numerous laws and regulations of federal, state and local governments. These laws and regulations include, but are not limited to, matters such as licensure, accreditation, government healthcare program participation requirements, reimbursement for patient services and Medicare and Medicaid fraud and abuse. Within the healthcare industry, government investigations and allegations concerning possible violations of fraud and abuse statutes and regulations by healthcare providers is ongoing. From time to time, the Company is subject to investigations relating to Medicare and Medicaid laws pertaining to its industry. The Company cooperates fully with the government agencies that conduct these investigations. Violations of these laws and regulations could result in exclusion from government healthcare programs together with the imposition of significant fines and penalties, as well as significant repayment obligations for patient services previously billed. Additionally, the Company initiates its own investigations and conducts audits to examine compliance with various policies and regulations, including periodic reviews of the levels of service and corresponding rates the Company bills to various payers. Internal investigations or audits may result in significant repayment obligations for patient services previously billed or the modification of estimates relating to reimbursements. The Company believes that it is substantially in compliance with fraud and abuse statutes and their applicable governmental interpretation. Other than the matters described below, the Company believes the outcome of any of these investigations or audits would not have a material adverse effect on the Company's financial position, results of operations or cash flows.

CID Matters – San Diego, Pacific and Bowers

In November 2011, the Company's San Diego operation and Bowers Companies, Inc. ("Bowers") received a Civil Investigative Demand ("CID") from the U.S. Department of Justice ("DOJ") requesting documents and information relating to alleged improper swapping arrangements with healthcare facilities. In March 2012, Pacific Ambulance, Inc. ("Pacific") also received a CID in connection with the DOJ's investigation. Bowers responded to its CID on December 5, 2011, the Company responded to its San Diego operation's CID on December 7, 2011, and Pacific responded to its CID on May 3, 2012, all while fully cooperating with the government. The government has informed the Company that its San Diego operations are no longer part of the government's review. With respect to Pacific and Bowers, the Company reached an agreement in principle with the government in May 2013, under which the Company will pay a settlement of $8.0 million, plus interest. The Company was entitled to reimbursement of the full amount of the settlement payment by the former owners of Pacific and Bowers pursuant to the terms of the purchase agreement and related escrow account established in connection with the Pacific and Bowers acquisitions. The settlement was paid to the Department of Justice on December 13, 2013 directly from the escrow account.

CID Matter – Southwest Ambulance

The Company and Southwest Ambulance ("Southwest") received a CID on or around January 16, 2013. The CID was issued by the U.S. Attorney's Office for the District of Arizona pursuant to the False Claims Act. The investigation concerns allegations that Southwest and/or the Company violated the False Claims Act by falsely or fraudulently billing Medicare for emergency hospital-to-hospital ambulance services which were non-emergency services. The Company met with the U.S. Attorney's Office on July 10, 2013 to discuss the investigation and learn more about the scope of allegations. During the July meeting the Arizona U.S. Attorney's Office requested that Rural/Metro review hospital-to-hospital claims across the enterprise to determine if additional overpayments were due; Rural/Metro agreed and conducted an internal audit. The audit included claims sampled across the enterprise billed as hospital-to-hospital emergencies from 2007-2011. On December 4, 2013 a final overpayment was identified and negotiations to settle the matter took place with the Arizona U.S. Attorney's Office. In December 2013, Southwest and the Company agreed to pay the federal government $2.8 million to settle the claims related to this matter. Rural/Metro did not admit to any fraudulent activity or wrong doing and did not receive any additional integrity provisions, and its subsidiaries remain in good standing with the Medicare Program. The $2.8 million settlement was paid to the Department of Justice by the Company on December 26, 2013, and was recognized in other operating expenses in the Company's Consolidated Statement of Operations.

OIG Investigation – Buffalo

An Office of Inspector General ("OIG") records request dated December 10, 2012, was sent to Mercy Hospital in Buffalo, New York pertaining to interfacility specialty care transports provided by the Company. The Company became aware of the request through Mercy Hospital personnel. The OIG agent confirmed the records were requested in association with an investigation of the Company and patient files produced by the Company. The Company provided the requested documentation. Subsequently, on April 14, 2014, the Company received a subpoena from the U.S. Department of Justice Western District of New York, requesting additional information. The Company is in the process of providing the additional documents in response to the subpoena and will continue to cooperate with the investigation. The Company is not aware of any specific action or claims.

U.S. Attorney's Office Subpoena – Tennessee

The U.S. Attorney's Office issued a criminal subpoena dated July 9, 2013. The subpoena requested patient care reports for transports provided in Germantown, Tennessee. The Company produced documents on August 30, 2013, in response to the subpoena. It is expected that after the U.S. Attorney's Office reviews the documents, the results will be shared with the Company.

DEA Diversion Investigation - Louisville, Kentucky

On March 17, 2014, the Louisville, Kentucky operations identified that there were several vials of morphine missing. The operations management and medical director submitted a timely notice to the DEA reporting the suspected diversion of a controlled substance. Subsequently, on March 25, 2014, the DEA conducted a sight investigation and the matter has been forwarded to the U.S. Attorney's Office in Kentucky. The matter is currently under review and at this time there has been no determination of civil penalties. As the matter progresses the Company will be updated.

17. CONCENTRATION OF CREDIT RISK

Financial instruments, which potentially subject the Company to concentrations of credit risk, consist principally of cash and cash equivalents, restricted cash, accounts receivable and letters of credit. The Company places its cash with, and obtains its letters of credit from, federally insured institutions and monitors the amount of credit exposure with any one institution. Concentrations of credit risk with respect to accounts receivable are limited due to the large number of customers and their geographical dispersion.

18. DISCONTINUED OPERATIONS

During the fiscal year ended June 30, 2011 ("fiscal 2011"), the Company made the decision to exit the fire protection contract in Louisiana. During the fiscal year ended June 30, 2010 ("fiscal 2010"), the Company made the decision to exit fire protection contracts in Florida and Wisconsin and ambulance services contracts in Salt Lake City, Utah and Jefferson County, Georgia. Because the operations in these markets are considered separate components of the Company, their results of operations are reported as discontinued operations in the Consolidated Statement of Operations for 2013 (Predecessor). Although the decision to exit these markets occurred in fiscal 2011 and fiscal 2010, the Consolidated Statement of Operations for 2013 (Predecessor) continue to reflect these operations as discontinued.

Revenue and loss from discontinued operations for 2013 (Predecessor) were as follows (in thousands):

	Predecessor
	Year Ended December 31, 2013
Net revenue from discontinued operations	$ 5
Loss from discontinued operations	(150)

Loss from discontinued operations is presented net of income tax benefit of approximately $90,000 for 2013 (Predecessor).

19. SUBSEQUENT EVENTS

The Company has evaluated new information and events through May 12, 2014, 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. Except for the information and events disclosed herein, no additional disclosures were deemed necessary by the Company.

THE AMERICAN INSTITUTE OF ARCHITECTS

AIA Document A310

Bid Bond

KNOW ALL MEN BY THESE PRESENTS, THAT WE Rural/Metro Corporation of Tennessee
296 E Howe St, Alcoa TN 37701

as Principal, hereinafter called the Principal, and Platte River Insurance Company
PO Box 5900, Madison, WI 53705

a corporation duly organized under the laws of the State of Nebraska

as Surety, hereinafter called the Surety, are held and firmly bound unto Blount County Trustee TN

as Obligee, hereinafter called the Obligee, in the sum of Twenty Five Thousand Dollars and 00/100
Dollars ($ $25,000),
for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for Emergency Medical Services for Blount County TN, RFP No. 2014-2323

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and materials furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 3rd day of March , 2015

Rural/Metro Corporation of Tennessee
(Principal) *(Seal)*

(Witness)

By:
(Title)

Gloria Robb
(Witness)

Platte River Insurance Company
(Surety) *(Seal)*

By: E. C. Heard
Attorney-in-Fact and TN Licensed Non-resident Agent, *(Title)*
Eileen C. Heard

AIA DOCUMENT A310 ● BID BOND ● AIA ● FEBRUARY 1970 ED. ● THE AMERICAN INSTITUTE OF ARCHITECTS, 1735 N.Y. AVE., N.W., WASHINGTON, D.C. 20006

Inquiry: Willis of Florida, 813-281-2095

PLATTE RIVER INSURANCE COMPANY
POWER OF ATTORNEY

41305888

KNOW ALL MEN BY THESE PRESENTS, That the **PLATTE RIVER INSURANCE COMPANY**, a corporation of the State of Nebraska, having its principal offices in the City of Middleton, Wisconsin, does make, constitute and appoint

ANETT E CARDINALE; EILEEN C HEARD; MARGARET A GINEM;

its true and lawful Attorney(s)-in-fact, to make, execute, seal and deliver for and on its behalf, as surety, and as its act and deed, any and all bonds, undertakings and contracts of suretyship, provided that no bond or undertaking or contract of suretyship executed under this authority shall exceed in amount the sum of

ALL WRITTEN INSTRUMENTS IN AN AMOUNT NOT TO EXCEED: $20,000,000.00

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of **PLATTE RIVER INSURANCE COMPANY** at a meeting duly called and held on the 8th day of January, 2002.

"RESOLVED, that the President, and Vice-President, the Secretary or Treasurer, acting individually or otherwise, be and they hereby are granted the power and authorization to appoint by a Power of Attorney for the purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, one or more vice-presidents, assistant secretaries and attorney(s)-in-fact, each appointee to have the powers and duties usual to such offices to the business of the company; the signature of such officers and the seal of the Corporation may be affixed to such power of attorney or to any certificate relating thereto by facsimile, and any such power of attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Corporation in the future with respect to any bond or undertaking or other writing obligatory in the nature thereof to which it is attached. Any such appointment may be revoked, for cause, or without cause, by any of said officers, at any time."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner – Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

IN WITNESS WHEREOF, the **PLATTE RIVER INSURANCE COMPANY** has caused these presents to be signed by its officer undersigned and its corporate seal to be hereto affixed duly attested, this 8th day of January, 2014.

Attest:

Richard W. Allen III
President
Surety & Fidelity Operations

PLATTE RIVER INSURANCE COMPANY — CORPORATE — SEAL — NEBRASKA

PLATTE RIVER INSURANCE COMPANY

Stephen J. Sills
CEO & President

STATE OF WISCONSIN }
COUNTY OF DANE } S.S.:

On the 8th day of January, 2014 before me personally came Stephen J. Stills, to me known, who being by me duly sworn, did depose and say: that he resides in the County of New York, State of New York; that he is President of **PLATTE RIVER INSURANCE COMPANY**, the corporation described herein and which executed the above instrument; that he knows the seal of the said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation and that he signed his name thereto by like order.

STATE OF WISCONSIN — DANIEL W. KRUEGER — NOTARY PUBLIC

Daniel W. Krueger
Notary Public, Dane Co., WI
My Commission Is Permanent

STATE OF WISCONSIN }
COUNTY OF DANE } S.S.:

CERTIFICATE

I, the undersigned, duly elected to the office stated below, now the incumbent in **PLATTE RIVER INSURANCE COMPANY**, a Nebraska Corporation, authorized to make this certificate, **DO HEREBY CERTIFY** that the foregoing attached Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolution of the Board of Directors, set forth in the Power of Attorney is now in force.

Signed and sealed at the City of Middleton, State of Wisconsin this 31st day of March, 2015.

PLATTE RIVER INSURANCE COMPANY — CORPORATE — SEAL — NEBRASKA

Alan S. Ogilvie
Secretary

THIS DOCUMENT IS NOT VALID UNLESS PRINTED ON GREEN SHADED BACKGROUND WITH A RED SERIAL NUMBER IN THE UPPER RIGHT HAND CORNER. IF YOU HAVE ANY QUESTIONS CONCERNING THE AUTHENTICITY OF THIS DOCUMENT CALL, 800-475-4450. PR-POA (Rev. 11-13)

BACKGROUND CHECK COMPLIANCE FORM

BLOUNT COUNTY GOVERNMENT

PURCHASING DEPARTMENT
385 COURT STREET
MARYVILLE, TN 37804-5906
(865) 273-5740 Phone
(865) 273-5746 Fax

RFP NUMBER: 2014-2323	CONTRACT NUMBER:

BACKGROUND CHECKS: Contractors shall comply with Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413 and amended in Public Chapter 1080, which requires all contractors to facilitate a criminal history records check conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation for each employee prior to permitting the employee to have contact with students or enter school grounds when students are present.

Any person, corporation or other entity or any employee of any person, corporation or entity who enters into or renews a contract with a local board of education or child care program on or after September 1, 2007, must:

(1) Provide a fingerprint sample
(2) Submit to a criminal history records check to be conducted by the Tennessee Bureau of Investigations and the Federal Bureau of Investigations.

Company or Individuals (Name)	Address
Rural/Metro Corporation of Tennessee	296 E. Howe St.
City, State, Zip Code Alcoa, Tennessee 37701	Telephone Number (865) 977-5420
Contractor License Number (If Applicable)	

I agree to abide by Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413 and amended in Public Chapter 1080, and certify that I am authorized to sign. The undersigned further agrees if this bid or contract is accepted, to furnish any and all of the Background Check Information on himself and all of his employees as required by law, at the request of Blount County Government. I hereby agree to release all criminal history and other required information to Blount County Government, the Tennessee Bureau of Investigation and the Federal Bureau of Investigation in accordance with Tennessee law and I further certify that all information supplied by me regarding this inquiry is true and accurate. I agree to release and hold harmless the above-mentioned governmental entities for the use of this information related to the purposes mandated under Tennessee law. I further certify that I have obtained acceptable criminal history information on all current employees and will obtain said information on future employees associated with the performance of the work defined in this bid or contract, pursuant to Tennessee Code Annotated Section 49-5-413 and that neither I nor any employee of mine is prohibited from direct contact with school children for the reasons enumerated in Tennessee Code Annotated Section 49-5-413.

Signature: _____ **Title:** East Division President

Printed Name: Mark Lashley *(Please Print Clearly)* **Date:** 3/3/2015 *(Month, Day, Year)*

INTERNAL OFFICE USE ONLY

NOTES: _____

Title VI

For Title VI Compliance, the County of Blount requests voluntary disclosure of the following information, related to the owner/operator of the company:

Company Name: Rural/Metro Corporation of Tennessee

Address: 296 E. Howe St. Alcoa, Tennessee 37701

Phone Number: (865)977-5420 Fax Number: (865)982-8341

Authorized Signature

3/3/2015
Date

Business Ownership (Check One or More)		Ownership Ethnicity (Check Only One)
☐ **D** Disabled (Minority Owned)	☐ **N** Non-Minority Owned	☐ **C** Caucasian
☐ **G** Government Owned	☐ **F** Female (Minority Owned)	☐ **B** Black/African American
☐ **E** Race/Ethnic Background (Minority Owned)	☐ **M** Male (Minority Owned)	☐ **H** Hispanic
	☐ **P** Non-Profit Organization	☐ **A** Asian
		☐ **I** American Indian or Alaskan Native
		☐ **N** Native Hawaiian or other Pacific Islander
		☐ **O** Other(Specify)

RFP No. (if applicable): **2014-2323**

RFP Title: **Emergency Medical Services for Blount County, TN**

Date of RFP Deadline: **March 03, 2015 at 1:30 p.m. local time**

The County of Blount complies with Title VI of the Civil Rights Acts of 1964, as codified in 42 U.S.C. 2000D, which states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

The County of Blount does not discriminate on the basis of disability in the admission or access to, or treatment of employment in, its program or activities and is in compliance with ADA (American with Disabilities Act of 1990) 42 U.S.C. 12101.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 05/06/2014

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 Willis of Florida, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378 E-MAIL ADDRESS: certificates@willis.com
INSURED Rural/Metro Corporation 9221 E. Via de Ventura Scottsdale, AZ 85258	INSURER(S) AFFORDING COVERAGE — NAIC # INSURER A : Lexington Insurance Company — 19437 INSURER B : ACE American Insurance Company — 22667 INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES **CERTIFICATE NUMBER:** W348102 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY [X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR [X] Prof. Liab Claims Made [X] $1,000,000 GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [ ] PRO-JECT [ ] LOC			6797001	05/01/2014	05/01/2015	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 5,000 $ 1,000,000 $ 5,000,000 $ 1,000,000
B	AUTOMOBILE LIABILITY [X] ANY AUTO [ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS [ ] HIRED AUTOS [ ] NON-OWNED AUTOS [X] Auto - AOS			ISA H08820533	05/01/2014	05/01/2015	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 2,000,000 $ $ $
A	[X] UMBRELLA LIAB [X] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $			6797002	05/01/2014	05/01/2015	EACH OCCURRENCE AGGREGATE	$ 10,000,000 $ 10,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WLR C47887707	05/01/2014	05/01/2015	[X] WC STATU-TORY LIMITS [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 2,000,000 $ 2,000,000 $ 2,000,000
B	NY Auto Liability			ISA H0871860A	01/01/2014	01/01/2015	50,000 Each Accident	

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

CERTIFICATE HOLDER

Evidence Only.

CANCELLATION

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

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AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
Willis of Florida, Inc.		Rural/Metro Corporation 9221 E. Via de Ventura Scottsdale, AZ 85258
POLICY NUMBER See Page 1		
CARRIER See Page 1	NAIC CODE See Page 1	EFFECTIVE DATE: See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667
POLICY NUMBER: WCU C47887690 EFF DATE: 05/01/2014 EXP DATE: 05/01/2015

TYPE OF INSURANCE:	LIMITS:
Each accident	2,000,000
Disease- policy limit	2,000,000
Disease- each employee	2,000,000

Additional Named Insured(s): Includes all legal entities, subsidiaries and affiliates of Rural/Metro Corporation. (see attached list)
Rural/Metro Legal Entities:
Arizona EMS Holdings, Inc.,Beacon Transportation, Inc., Bowers Companies, Inc., ComTrans Ambulance Service, Inc., Corning Ambulance Service, Inc., Donlock, Ltd., E.M.S. Ventures, Inc., Eastern Ambulance Service, Inc., Eastern Paramedics, Inc., Emergency Medical Transport, Inc., EMS Ventures of South Carolina, Inc., Gold Cross Ambulance Service of PA., Inc., Gold Cross Ambulance Services, Inc., Lasalle Ambulance Inc., Medical Emergency Devices and Services (MEDS), Inc., Mercury Ambulance Service, Inc., Metro Care Corp., National Ambulance & Oxygen Service, Inc., North Miss. Ambulance Service, Inc., Pacific Ambulance, Inc., Professional Medical Transport, Inc., R/M Arizona Holdings, Inc., R/M Management Co., Inc., R/M of Tennessee G.P., Inc., R/M of Tennessee L.P., Inc., RMC Corporate Center, L.L.C., Rural/Metro (Delaware) Inc., Rural/Metro Corporation of Florida, Rural/Metro Corporation of Tennessee, Rural/Metro Fire Dept., Inc., Rural/Metro Mid-South, L.P., Rural/Metro of Brewerton, Inc., Rural/Metro of California, Inc., Rural/Metro of Central Alabama, Inc., Rural/Metro of Central Colorado, Inc., Rural/Metro of Central Ohio, Inc., Rural/Metro of Greater Seattle, Inc., Rural/Metro of Indiana, L.P., Rural/Metro of New York, Inc., Rural/Metro of Northern California, Inc., Rural/Metro of Northern Ohio, Inc., Rural/Metro of Ohio, Inc., Rural/Metro of Oregon, Inc., Rural/Metro of Rochester, Inc., Rural/Metro of San Diego, Inc., Rural/Metro of Southern California, Inc., Rural/Metro of Southern Ohio, Inc., Rural/Metro of Tennessee, L.P., Rural/Metro Operating Company, LLC., San Diego Medical Services Enterprise, LLC., Sioux Falls Ambulance, Inc., Southwest Ambulance and Rescue of Arizona, Inc., Southwest Ambulance of Casa Grande, Inc., Southwest Ambulance of New Mexico, Inc., Southwest Ambulance of Southeastern Arizona, Inc., Southwest Ambulance of Tucson, Inc., Southwest General Services of Dallas, L.L.C., Southwest General Services, Inc., SW General Inc., The Aid Ambulance Comp, The Aid Company, Inc., Towns Ambulance Service, Inc., Valley Fire Service, Inc., W & W Leasing Company, Inc., WP Rocket Holdings, Inc.

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Form **W-9**
(Rev. January 2011)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
R/M of Tennessee LP., Inc.

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification (required): ☐ Individual/sole proprietor ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
9221 E. Via De Ventura

Requester's name and address (optional)

City, state, and ZIP code
Scottsdale, AZ 85258

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
			–			–				

Employer identification number
8	6	–	0	8	1	0	8	2	1

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 2.3.2014

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

Department of Health
Division of Emergency Medical Services

This is to certify that

RURAL METRO-BLOUNT COUNTY

located at 296 E. HOWE STREET
in BLOUNT County is hereby authorized to conduct and maintain an Ambulance Service under License No. EMS0000009933

This license shall expire on 06/30/2015
and is subject to the provisions of Title 68, Chapter 140 of the Tennessee Code Annotated, and rules promulgated thereto. This license is not transferable.

Issued this 4TH day of JUNE 2014.

CATEGORY/BASED IN: A - ADVANCED LIFE SUPPORT

By Donna H Tidwell
Director, Emergency Medical Services

By
Commissioner, Department of Health

DCF018

RURAL/METRO

People taking care of people. Together we can do anything!

PROTOCOLS AGREEMENT

These protocols and/or Standing Orders are written in incorporate the scope of practice of the EMR, EMT, AEMT, Paramedic and Critical Care Paramedic in the State of Tennessee and to address the qualifications of City of Alcoa Fire Department, City of Maryville Fire Department, Friendsville Fire Department, Townsend Fire Department and Blount County Rescue Squad, under the authority of Rural Metro of Tennessee and the Medical Director Jason Begue, M.D..

APPROVED:

PRIMARY PROVIDER: Rural/Metro of Tennessee, L.P.

Jonathan Rodgers, CCEMT-P
Rural/Metro – Blount County EMS
General Manager

1-12-15
Date

MEDICAL DIRECTOR: Jason Begue, M.D.

Jason Begue, MD
Blount Memorial Hospital
E.R. Director

1/12/15
Date

ROY CRAWFORD, JR, BLOUNT COUNTY CLERK

LICENSE
0471988

MINIMUM BUSINESS LICENSE AND GROSS SALES RECEIPT, NOT A BILL

wk04 Drawer: 4 Site: 1
Work Date:

DETACH THIS PORTION FOR CONFIDENTIAL FILE

ROY CRAWFORD, JR
BLOUNT COUNTY CLERK

345 COURT STREET
MARYVILLE, TN 37804

LICENSE
0471988

MINIMUM BUSINESS LICENSE AND GROSS SALES RECEIPT, NOT A BILL

Mailing	Location
23743 RURAL/METRO OF TENNESSEE,LP 9221 E. VIA DE VENTURA SCOTTSDALE, AZ 85258	RURAL/METRO OF TENN. L.P. 296 E HOWE ST ALCOA, TN 37701

RURAL/METRO OF TENNESSEE,LP

LOCAL ACCOUNT NUMBER	23743
STATE ACCOUNT NUMBER	172314624
TRANSACTION NUMBER	
CLASS	03
SALES TAX NUMBER	101982910

ISSUE DATE	12/30/14
TAX PERIOD	07/01/2013 - 12/31/2013
PAYMENT DUE BY	4/15/2015
EXPIRATION DATE	05/15/2015

TO AVOID PENALTY, INTEREST, AND POTENTIAL ENFORCED COLLECTION ACTION, BUSINESS TAX RETURNS AND PAYMENTS MUST BE REMITTED TO THE TENNESSEE DEPARTMENT OF REVENUE AT LEAST 30 DAYS PRIOR TO THE EXPIRATION DATE OF THIS LICENSE.

IF PAID BY CHECK, THIS LICENSE VALID ONLY AFTER CHECK IS PAID.

THIS LICENSE DOES NOT PERMIT OPERATION UNLESS PROPERLY ZONED, AND/OR IN COMPLIANCE WITH ALL OTHER APPLICABLE LAWS/RULES.

DEPUTY CLERK SIGNATURE

wk04 Drawer:4 Site:1

-- POST AT LOCATION OF BUSINESS --
IF BUSINESS CLOSES, MOVES, OR CHANGES OWNERS, NOTIFY THIS OFFICE

ROY CRAWFORD, JR, BLOUNT COUNTY CLERK

LICENSE
0471987

MINIMUM BUSINESS LICENSE AND GROSS SALES RECEIPT, NOT A BILL

WK03 Drawer: 3 Site: 1
Work Date:

DETACH THIS PORTION FOR CONFIDENTIAL FILE

ROY CRAWFORD, JR
BLOUNT COUNTY CLERK

345 COURT STREET
MARYVILLE, TN 37804

LICENSE
0471987

MINIMUM BUSINESS LICENSE AND GROSS SALES RECEIPT, NOT A BILL

Mailing	Location
1614 RURAL/METRO OF TENNESSEE, LP 9221 E VIA DE VENTURA SCOTTSDALE, AZ 85258	RURAL/METRO OF TENN. L.P. 521 S WASHINGTON ST MARYVILLE, TN 37804

RURAL/METRO OF TENNESSEE, LP

LOCAL ACCOUNT NUMBER	1614
STATE ACCOUNT NUMBER	172379976
TRANSACTION NUMBER	
CLASS	03
SALES TAX NUMBER	26207192450014

ISSUE DATE	12/30/14
TAX PERIOD	07/01/2013 - 12/31/2013
PAYMENT DUE BY	4/15/2015
EXPIRATION DATE	05/15/2015

TO AVOID PENALTY, INTEREST, AND POTENTIAL ENFORCED COLLECTION ACTION, BUSINESS TAX RETURNS AND PAYMENTS MUST BE REMITTED TO THE TENNESSEE DEPARTMENT OF REVENUE AT LEAST 30 DAYS PRIOR TO THE EXPIRATION DATE OF THIS LICENSE.

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DEPUTY CLERK SIGNATURE

WK03 Drawer:3 Site:1

-- POST AT LOCATION OF BUSINESS --
IF BUSINESS CLOSES, MOVES, OR CHANGES OWNERS, NOTIFY THIS OFFICE

The Commission on Accreditation of Ambulance Services

Certificate of Accreditation

Rural/Metro of Tennessee, L.P.
Knoxville, Tennessee

The Commission on Accreditation of Ambulance Services presents this certificate of Accreditation in recognition of this service's voluntary compliance with the Commission's high standards. These standards have been established to encourage and promote improved quality patient care in the medical transportation system. This service has successfully completed a comprehensive external review to verify compliance with these national standards.

Issued: March, 2014

Expires: April 30, 2017

Margaret Keavney, Chair
Panel of Commissioners

CAAS
ACCREDITED

Mark Meijer, Chair
Board of Directors

Commission on Accreditation of Ambulance Services
1926 Waukegan Rd., Suite 1
Glenview, IL 60025 -1770
ph 847-657-6828
fax 847-657-6825
Website: www.caas.org

March 11, 2014

Wesley Brookshear
Rural/Metro of Tennessee, L.P.
10140 Gallows Point Road
Knoxville, TN 37931

Dear Wesley:

At their March 3, 2014, the CAAS Panel of Commissioners considered the consolidated on-site report of Rural/Metro of Tennessee, L.P. The purpose of this letter is to forward to you the results of the Panel's review of your report.

There were no deficiencies cited in your on-site report by the review team. The Panel's decision is to grant full three-year accreditation to Rural/Metro of Tennessee, L.P. Your accreditation expires April 30, 2017.

An accreditation plaque will be mailed in a few weeks. Enclosed is an accreditation package that includes an accreditation certificate, sample news release and suggestions for promoting your accredited status, sample decal and more. Please use the enclosed Change Report to notify us of any significant agency changes. You can order promotional items using the enclosed order form. We will notify your state EMS Office of your achievement.

Our most sincere congratulations on your accreditation. The Panel members asked that you receive their special commendation for an outstanding achievement. Please let us know if you have any questions or need any materials.

Sincerely,

Sarah L. McEntee

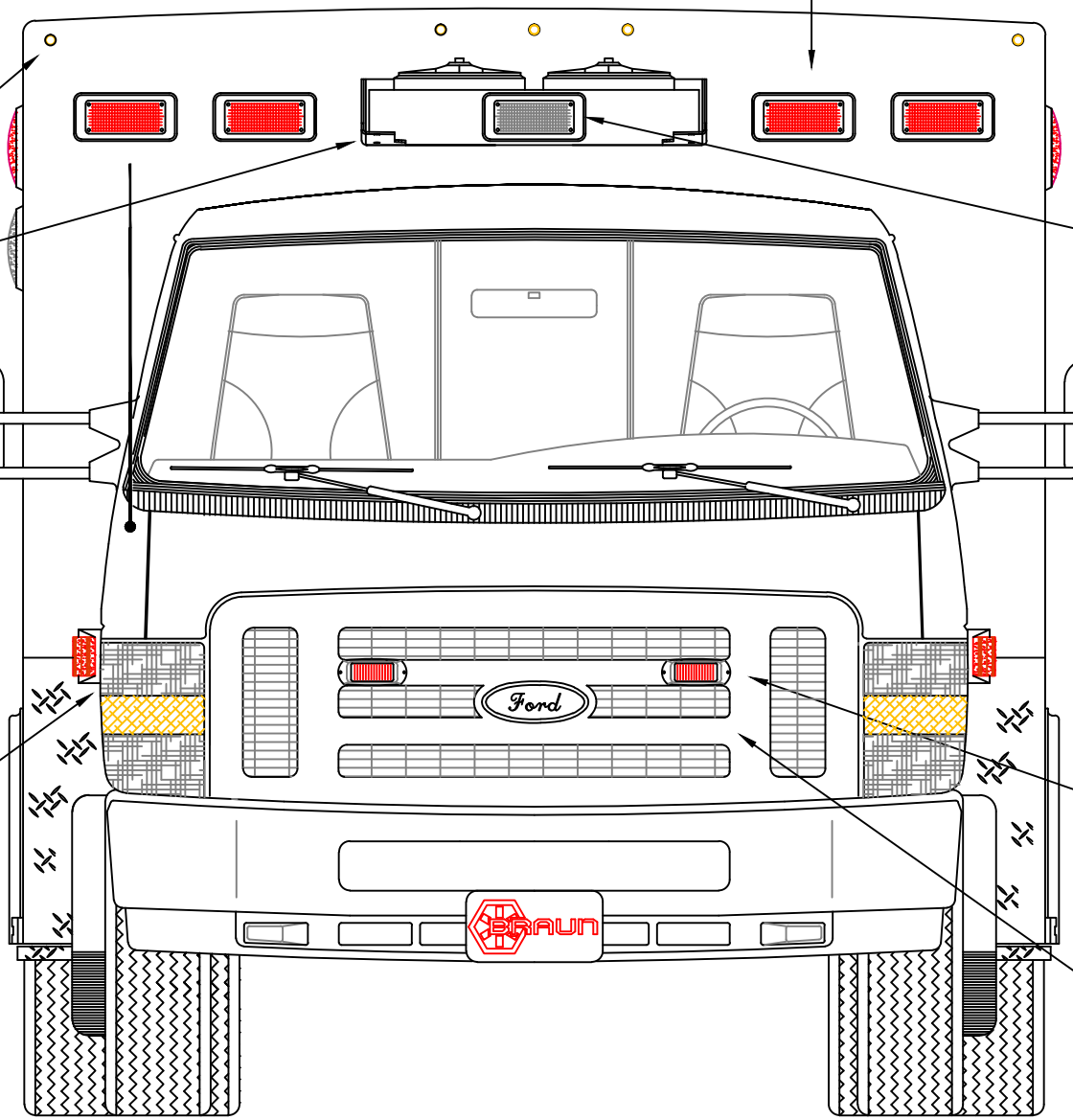
Sarah L. McEntee
Executive Director

Enclosures

Board of Directors Representatives:
- American Ambulance Association
- International Association of Fire Chiefs
- National Association of Emergency Medical Technicians
- National Association of EMS Physicians
- National Association of State EMS Directors

Board Liaison:
- National Highway Transportation Safety Administration

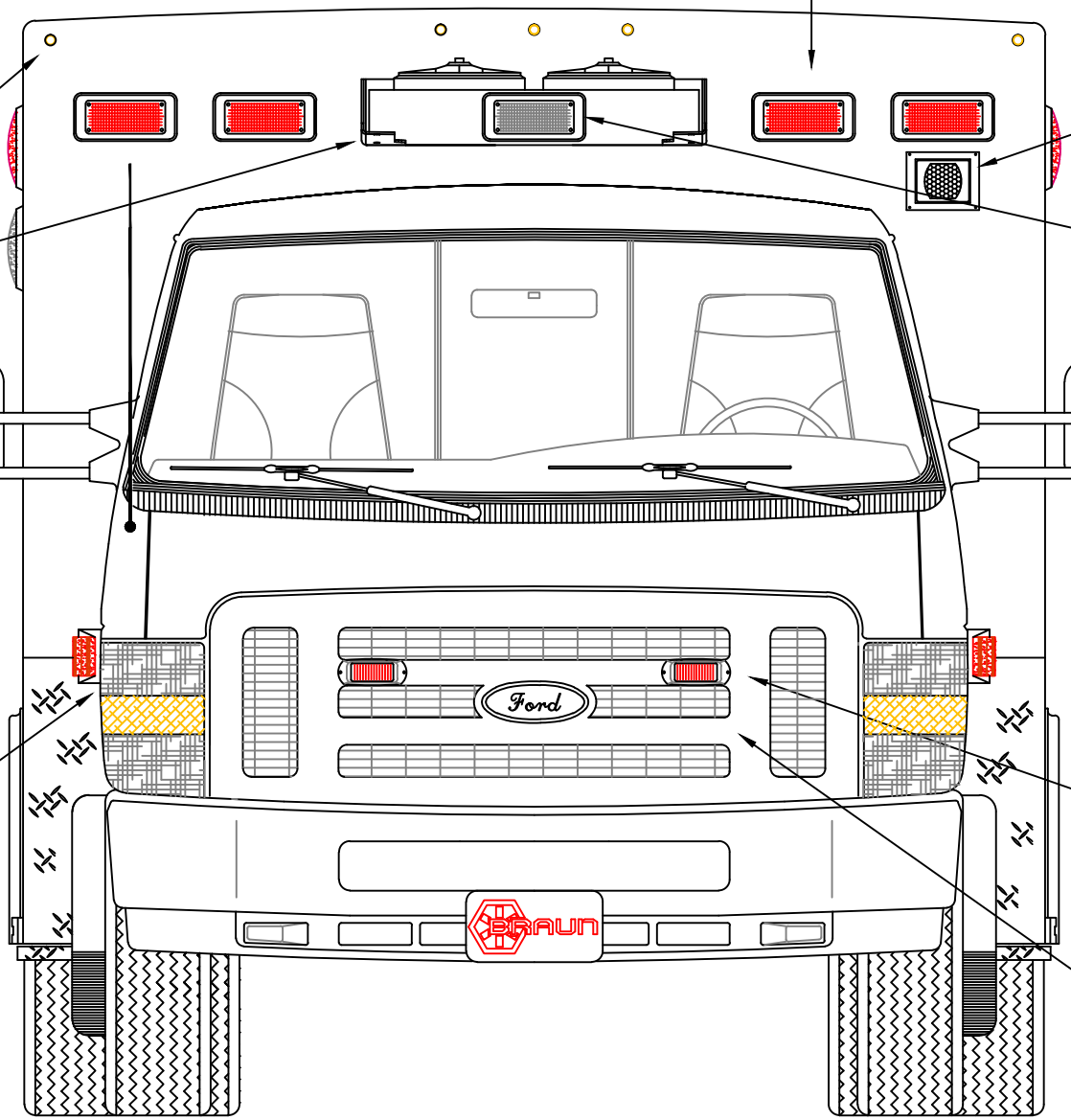
DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL WIDTH WITH RUB RAILS & FENDERETTES = 95"



THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 FRONT EXTERIOR VIEW EXPRESS-III/E-350 CHASSIS-GAS ENGINE ONLY	1:16	DATE: 15 SEP 14 DWG. AAB / REV. A	DRAWING NO. RURAL METRO-1

DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL WIDTH WITH RUB RAILS & FENDERETTES = 95"



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RURAL/METRO	BRAUN VAN WERT, OHIO	2014 FRONT EXTERIOR VIEW EXPRESS-III/E-350 CHASSIS-GAS ENGINE ONLY	1:16	DATE: 15 SEP 14 DWG. AAB / REV. A	DRAWING NO. RURAL METOR-1 CONDENSER/OPTICOM

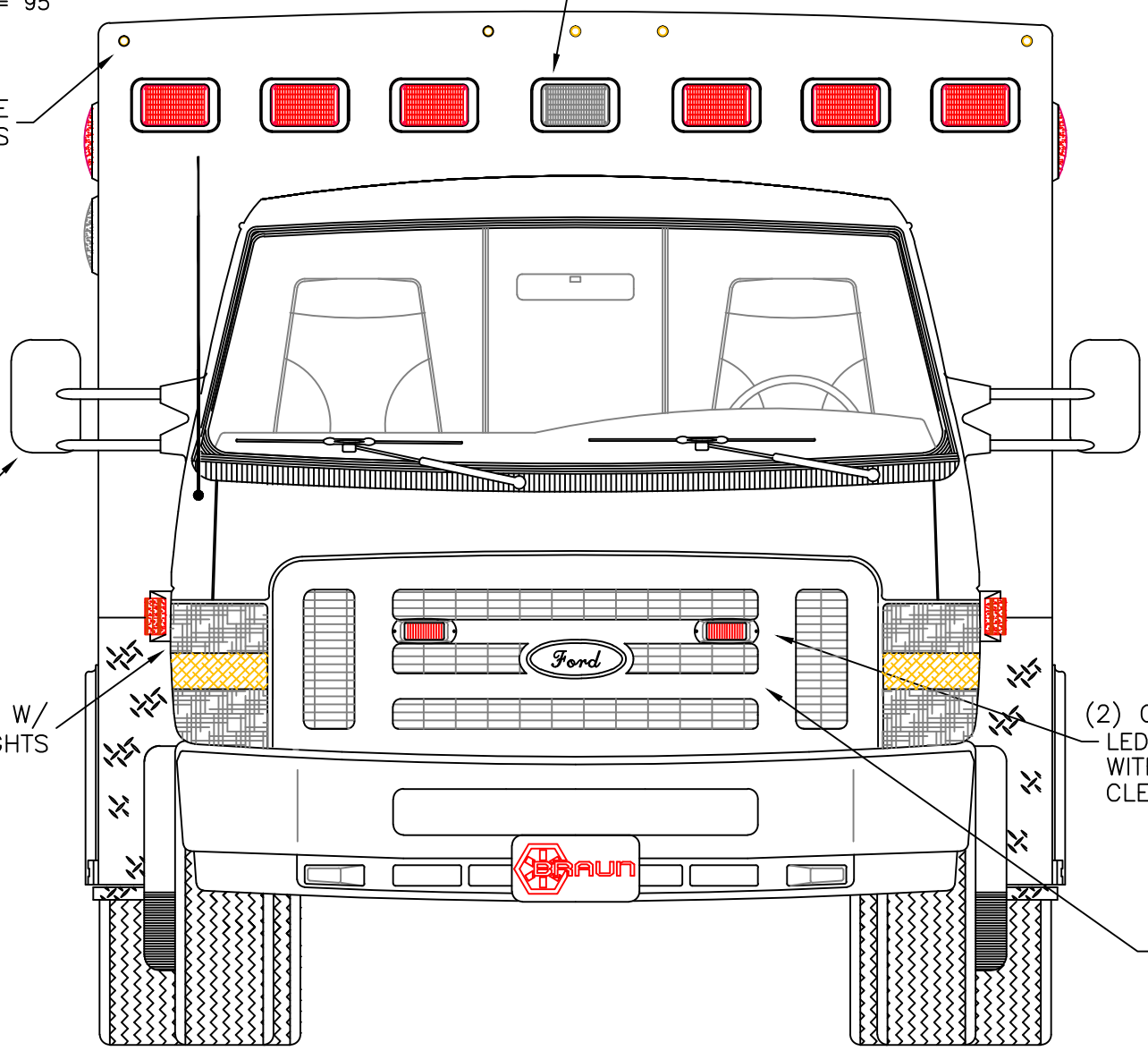
DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL WIDTH WITH RUB RAILS & FENDERETTES = 95"

(7) CODE 3 65BZ SERIES LED LIGHTS w/ COLORED LENSES
RED / RED / RED / WHITE / RED / RED / RED

TECNIQ CLEARANCE LIGHTS

OEM POWER ADJUSTABLE MIRRORS

FLASHING HEADLIGHTS W/ DAYTIME RUNNING LIGHTS



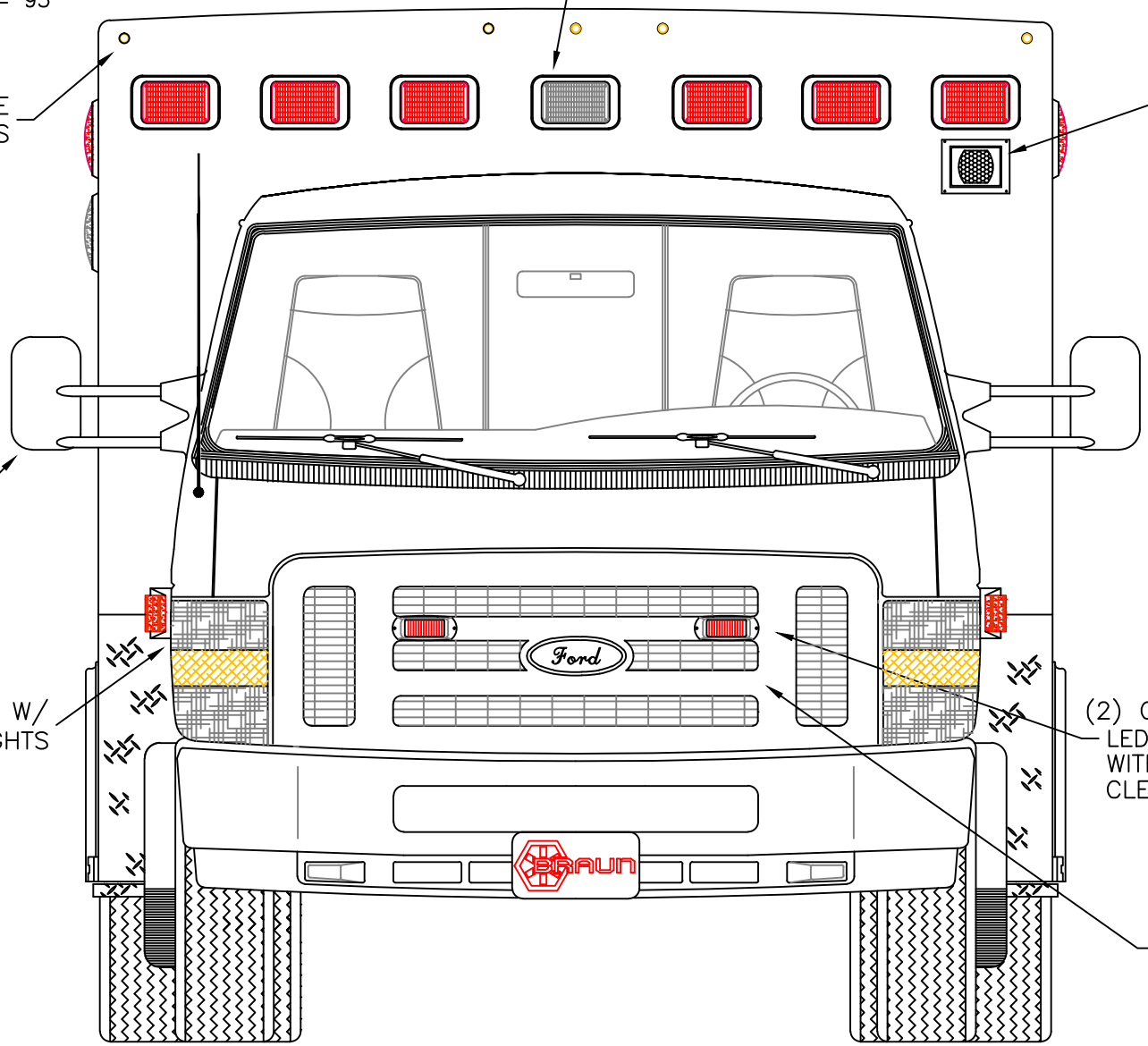
(2) CODE 3 TRX6R RED LED GRILLE LIGHTS WITH BEZELS AND CLEAR LENSES

(2) WHELEN SA315 SERIES SIREN SPEAKERS BEHIND GRILLE AREA

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION
DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 FRONT EXTERIOR VIEW EXPRESS–III/E–350 CHASSIS–GAS ENGINE ONLY	1:16	DATE: 15 SEP 14 DWG. AAB / REV. A	DRAWING NO. RURAL METRO–1 NO CONDENSER

DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL WIDTH WITH RUB RAILS & FENDERETTES = 95"

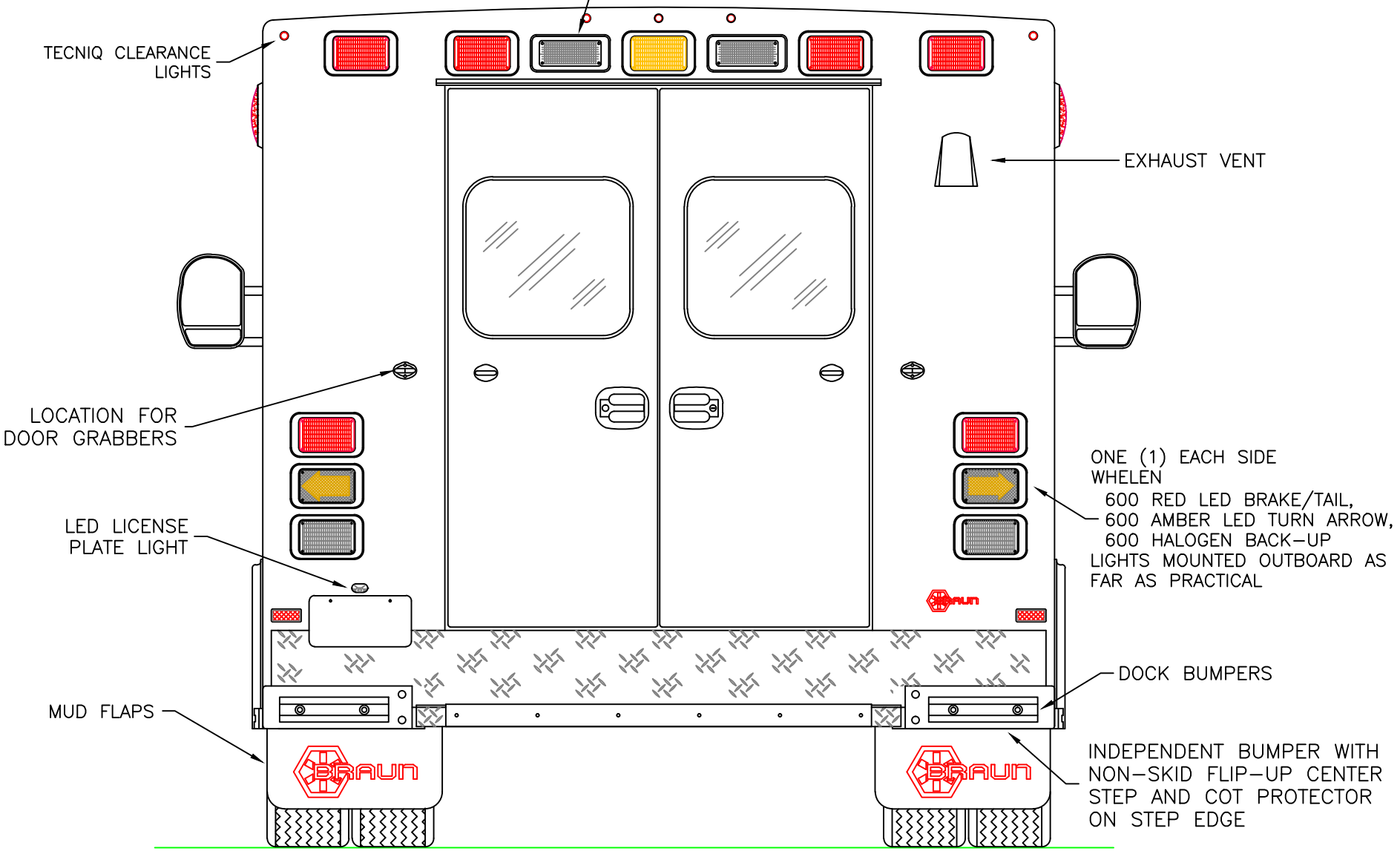


THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 FRONT EXTERIOR VIEW EXPRESS-III/E-350 CHASSIS-GAS ENGINE ONLY	1:16	DATE: 15 SEP 14 DWG. AAB REV. A	DRAWING NO. RURAL METRO-1 NO CONDENSER/OPTICOM

DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 102.5"
OVERALL WIDTH WITH RUB RAILS & FENDERETTES = 95"
FLOOR HEIGHT = 32.5"

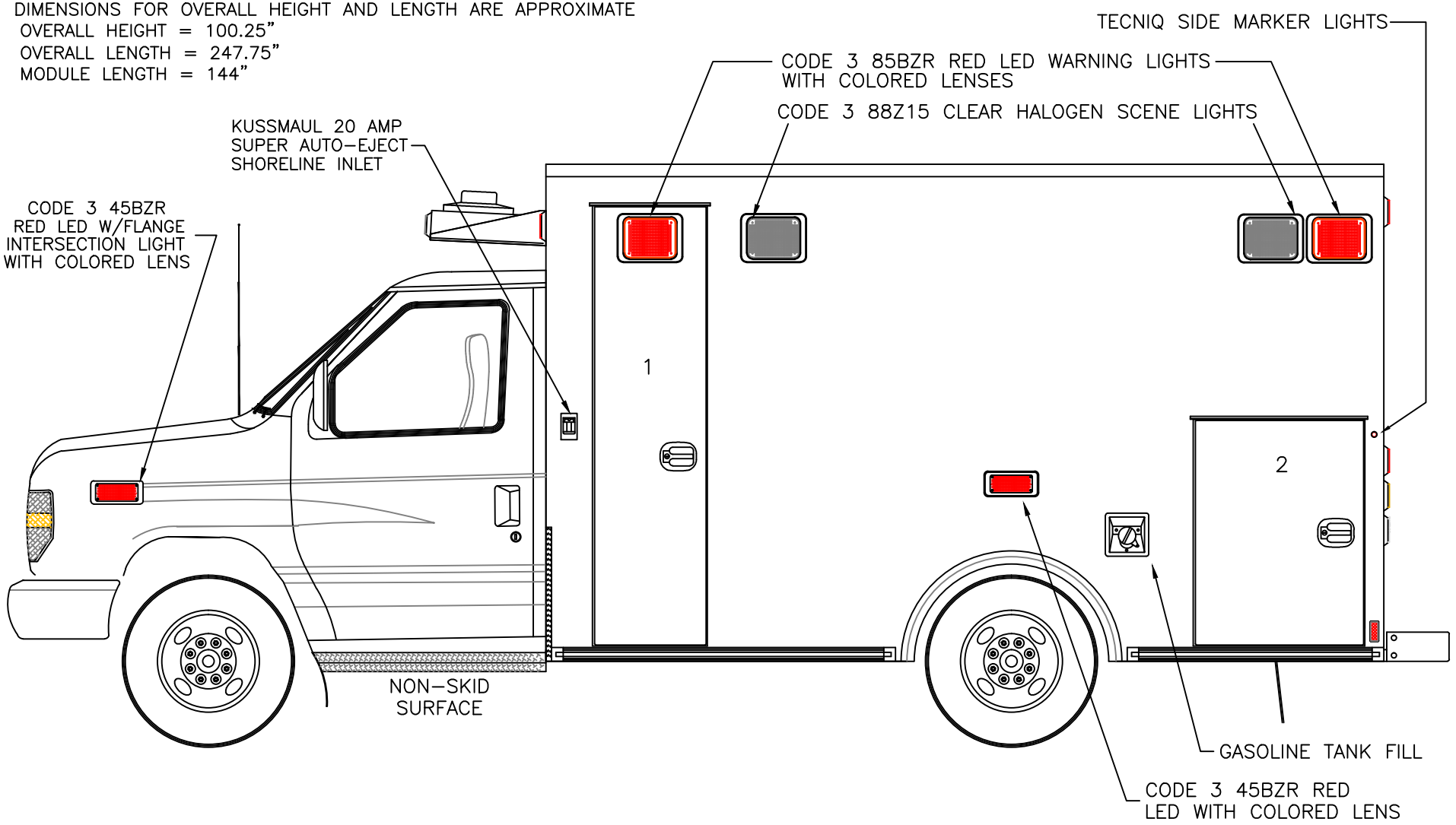
(5) CODE 3 65BZ SERIES LED WARNING LIGHTS WITH COLORED LENSES,
(2) CODE 3 41Z26 CLEAR HALOGEN LOAD LIGHTS:
RED / RED / LOAD / AMBER / LOAD / RED / RED



THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION
DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 REAR EXTERIOR VIEW EXPRESS-III	1:16	DATE: 29 AUG 14 / DWG. AAB / REV. NR	DRAWING NO. RURAL METRO-2

DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL LENGTH = 247.75"
MODULE LENGTH = 144"



COMPARTMENT

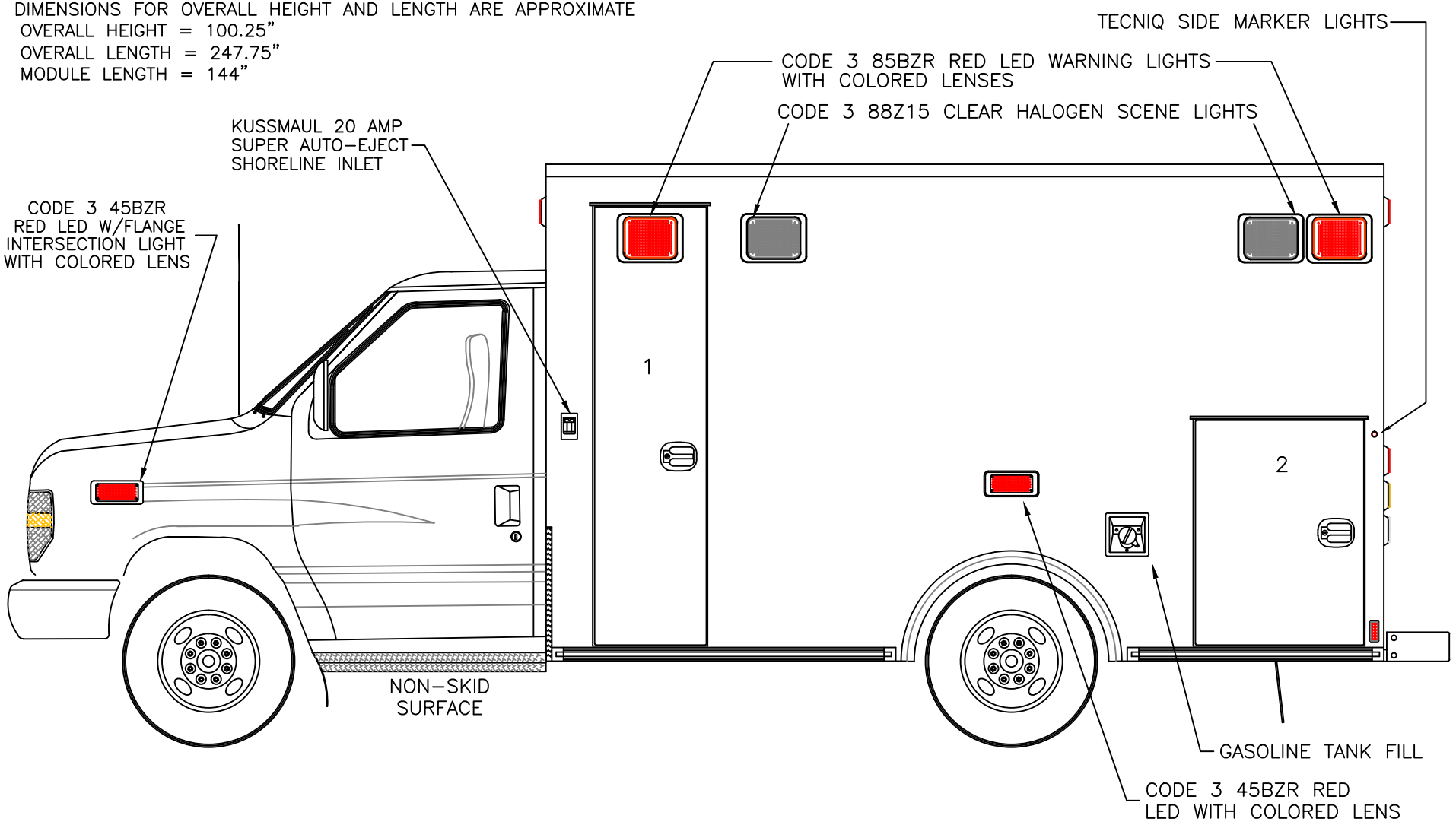
O.S.S #1
CLEAR OPENING: 74.00h x 16.00w
INSIDE DIMS: 75.00h x 22.75w x 18.50d
BACKBOARD/SCOOP STORAGE

O.S.S #2
CLEAR OPENING: 37.50h x 26.00w
INSIDE DIM'S.: 42.50h x 32.25w x 18.50d

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 STREETSIDE EXTERIOR VIEW EXPRESS-III/E-350	1:24	DATE: 15 SEP 14 DWG. AAB / REV. A	DRAWING NO. RURAL METRO-3

DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL LENGTH = 247.75"
MODULE LENGTH = 144"



COMPARTMENT

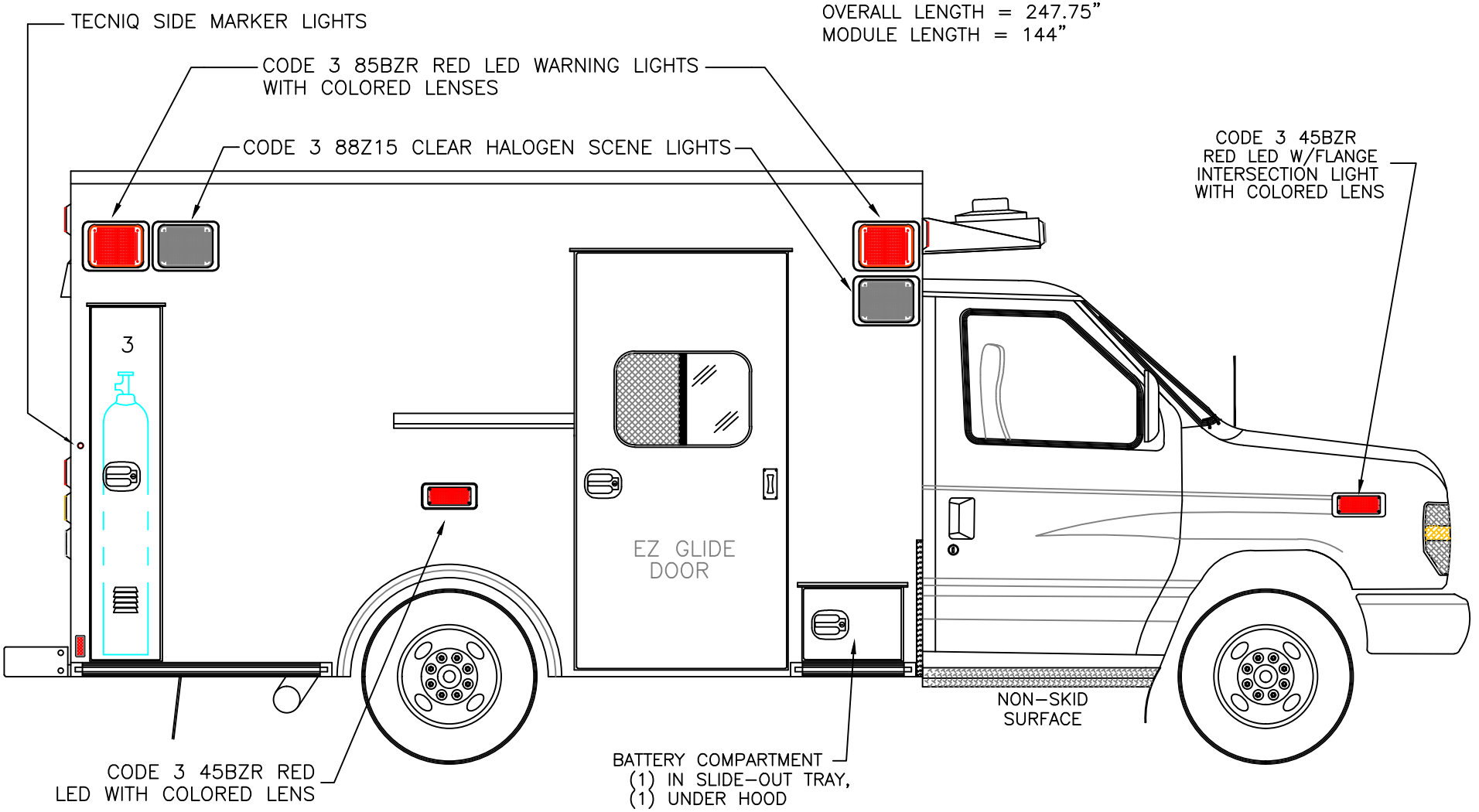
O.S.S #1
CLEAR OPENING: 74.00h x 16.00w
INSIDE DIMS: 75.00h x 22.75w x 18.50d
BACKBOARD/SCOOP STORAGE

O.S.S #2
CLEAR OPENING: 37.50h x 26.00w
INSIDE DIM'S.: 42.50h x 32.25w x 18.50d

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RURAL/METRO	BRAUN VAN WERT, OHIO	2014 STREETSIDE EXTERIOR VIEW EXPRESS-III/E-350	1:24	DATE: 15 SEP 14 DWG. AAB / REV. A	DRAWING NO. RURAL METRO-3 NO CONDENSER

DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL LENGTH = 247.75"
MODULE LENGTH = 144"

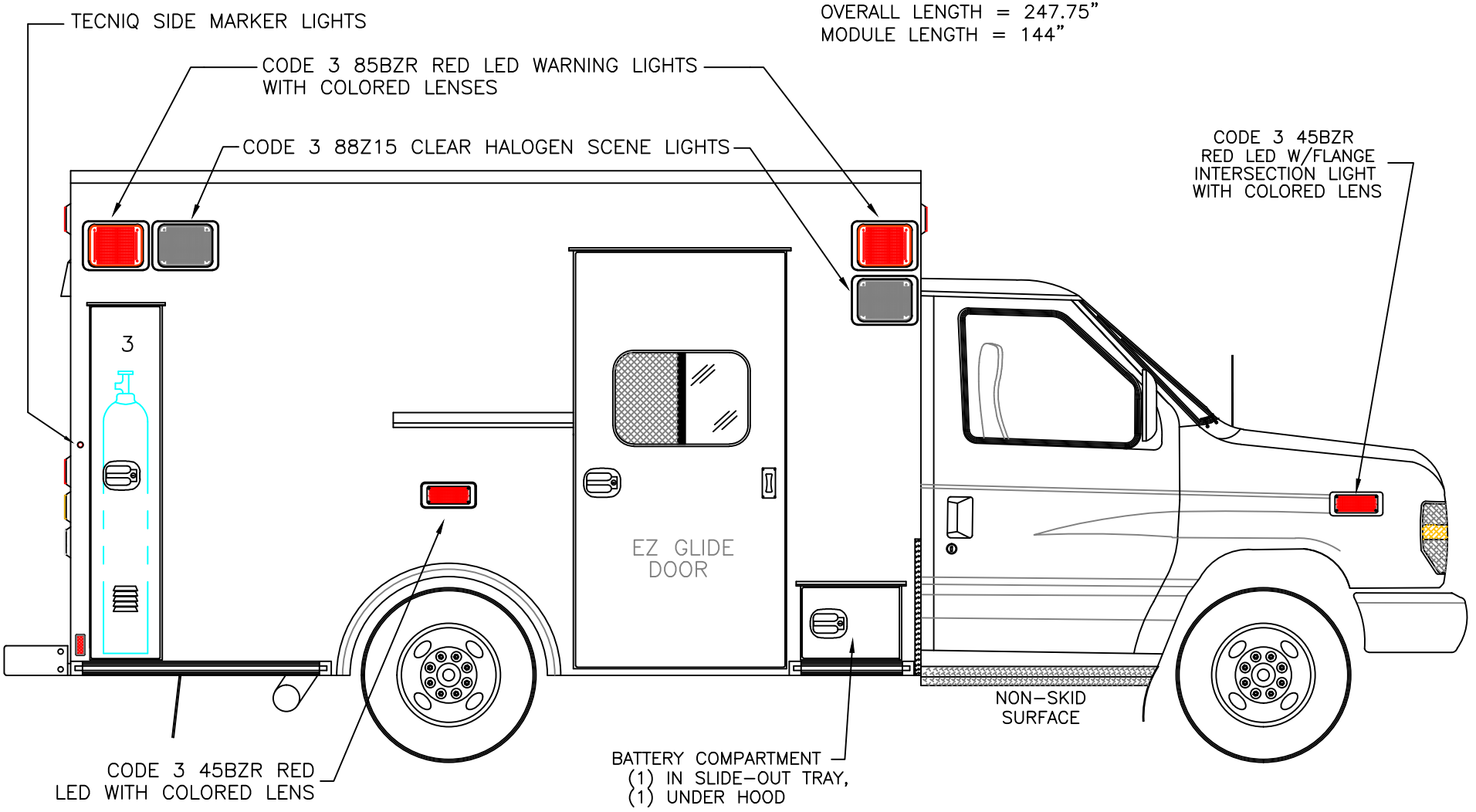


O.S.S #3
CLEAR OPENING: 58.50h x 9.50w
INSIDE DIM'S.: 59.25h x 12.00w x 15.00d
OXYGEN COMPARTMENT FOR "M" OR "H" CYLINDER

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 CURB EXTERIOR VIEW EXPRESS-III/E-350	1:24	DATE: 15 SEP 14 DWG. AAB REV. A	DRAWING NO. RURAL METRO-4

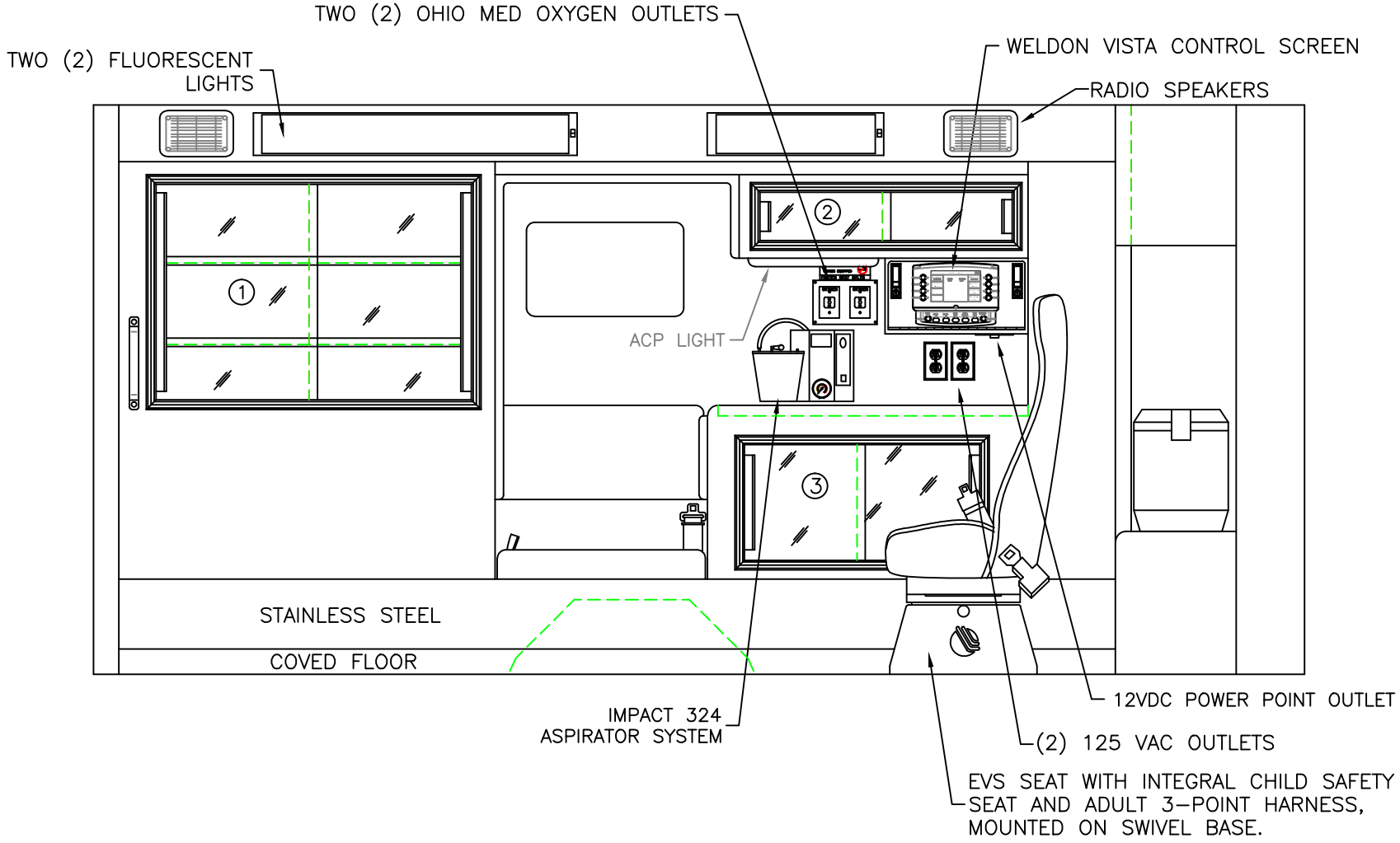
DIMENSIONS FOR OVERALL HEIGHT AND LENGTH ARE APPROXIMATE
OVERALL HEIGHT = 100.25"
OVERALL LENGTH = 247.75"
MODULE LENGTH = 144"



O.S.S #3
CLEAR OPENING: 58.50h x 9.50w
INSIDE DIM'S.: 59.25h x 12.00w x 15.00d
OXYGEN COMPARTMENT FOR "M" OR "H" CYLINDER

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 CURB EXTERIOR VIEW EXPRESS-III/E-350	1:24	DATE: 15 SEP 14 DWG. AAB REV. A	DRAWING NO. RURAL METRO-4 NO CONDENSER



COMPARTMENT:

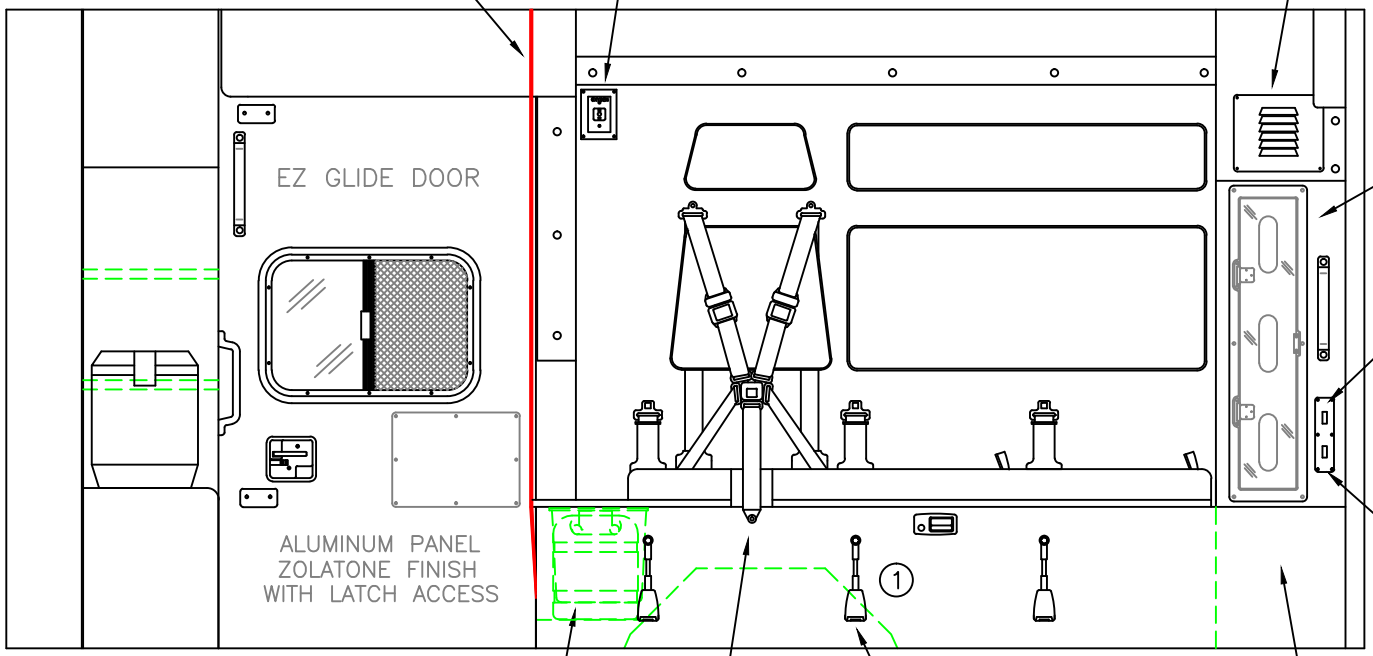
#1 DOOR OPENING: 25.50h x 37.50w
INSIDE DIMS: 28.00h x 39.50w x 16.25d
TWO (2) ADJUSTABLE SHELVES

#2 DOOR OPENING: 5.75h x 30.00w
INSIDE DIMS: 9.50h x 32.50w x 15.00d

#3 DOOR OPENING: 13.75h x 28.00w
INSIDE DIMS: 17.50h x 30.00w x 16.25d

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 STREETSIDE INTERIOR WITH CPR SEAT EXPRESS-III	1:18	DATE: 09 SEP 14	DRAWING NO. RURAL METRO-5
				DWG. AAB / REV. A	



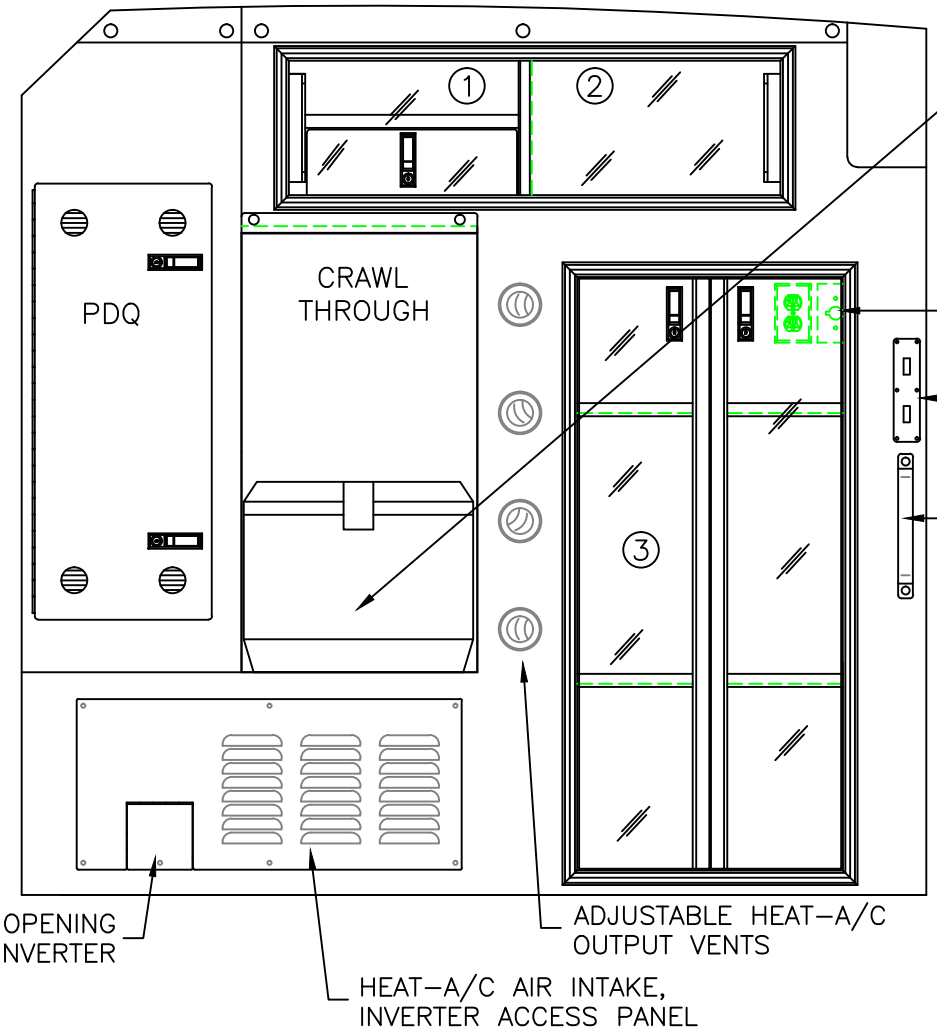
EVS 1500 SERIES 5-POINT HARNESS SEAT AT FORWARD END OF SQUAD BENCH WITH (2) ADDITIONAL SEATING POSITIONS WITH LAP BELTS AT THE CENTER AND REAR SEATING POSITIONS.

ADDITIONAL BELTS FOR SECOND PATIENT TRANSPORT ON A BACKBOARD

COMPARTMENT
#1 INSIDE DIMS: 15.50h x 53.00w x 18.50d

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 CURBSIDE INTERIOR VIEW EXPRESS-III	1:18	DATE: 09 SEP 14 DWG. AAB REV. A	DRAWING NO. RURAL METRO-6



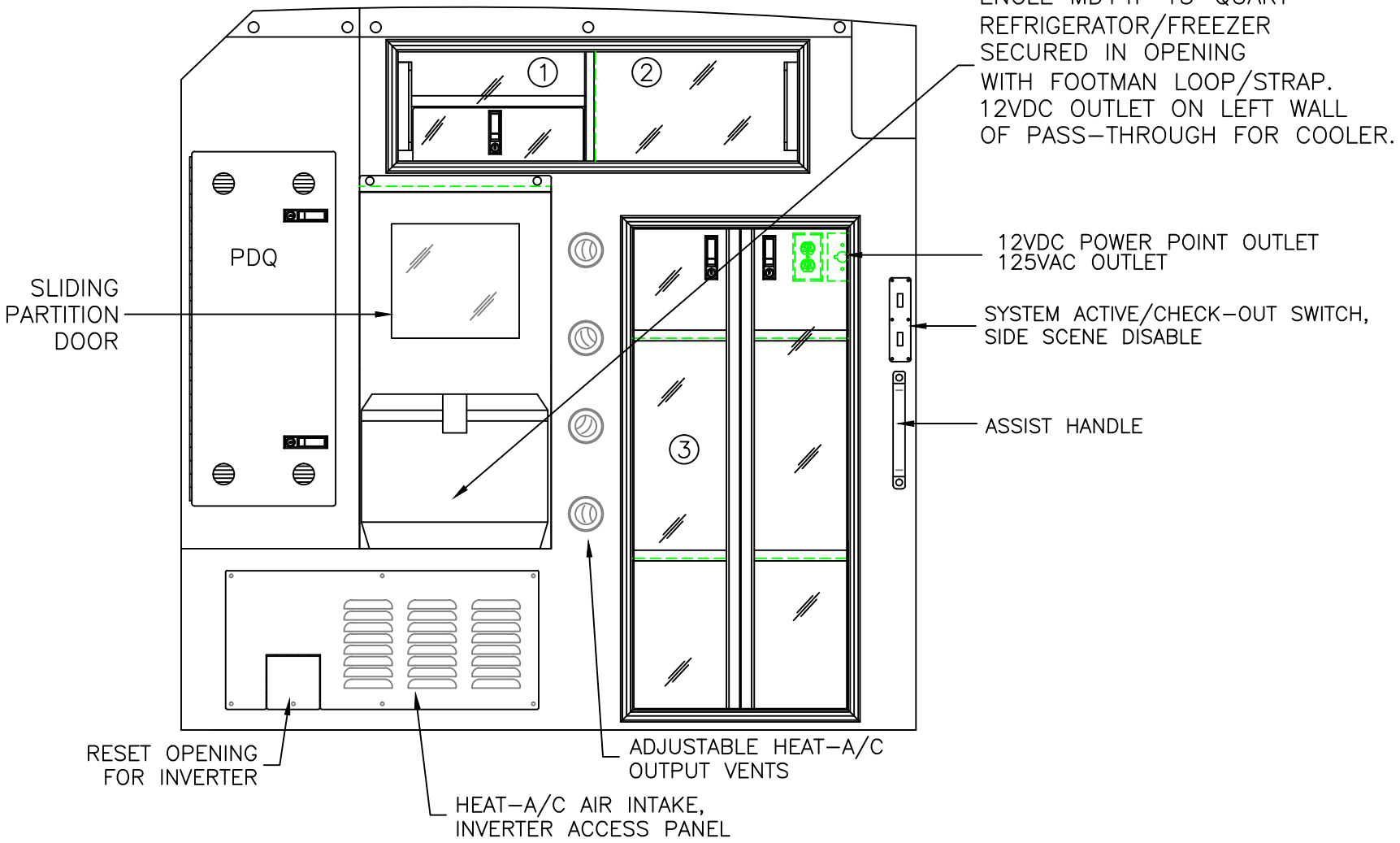
COMPARTMENT

#1/#2 DOOR OPENING: 10.25h x 37.25w
INSIDE DIMS: 14.50h x 43.25w x 13.25d
PERMANENT DIVIDER(CENTERED)
FIXED SHELF IN SECTION #1 WITH
LOCKING DRUG STORAGE BELOW

#3 DOOR OPENING: 45.25h x 20.25w
INSIDE DIMS: 50.75h x 24.75w x 13.25d
TWO (2) ADJUSTABLE SHELVES
HINGED ACRYLIC DOORS WITH FULL LENGTH HANDLES
LOCKING LEVER LATCHES

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 PARTITION INTERIOR VIEW EXPRESS-III	1:14	DATE: 09 SEP 14 DWG. AAB / REV. A	DRAWING NO. RURAL METRO-7 CRAWL THROUGH

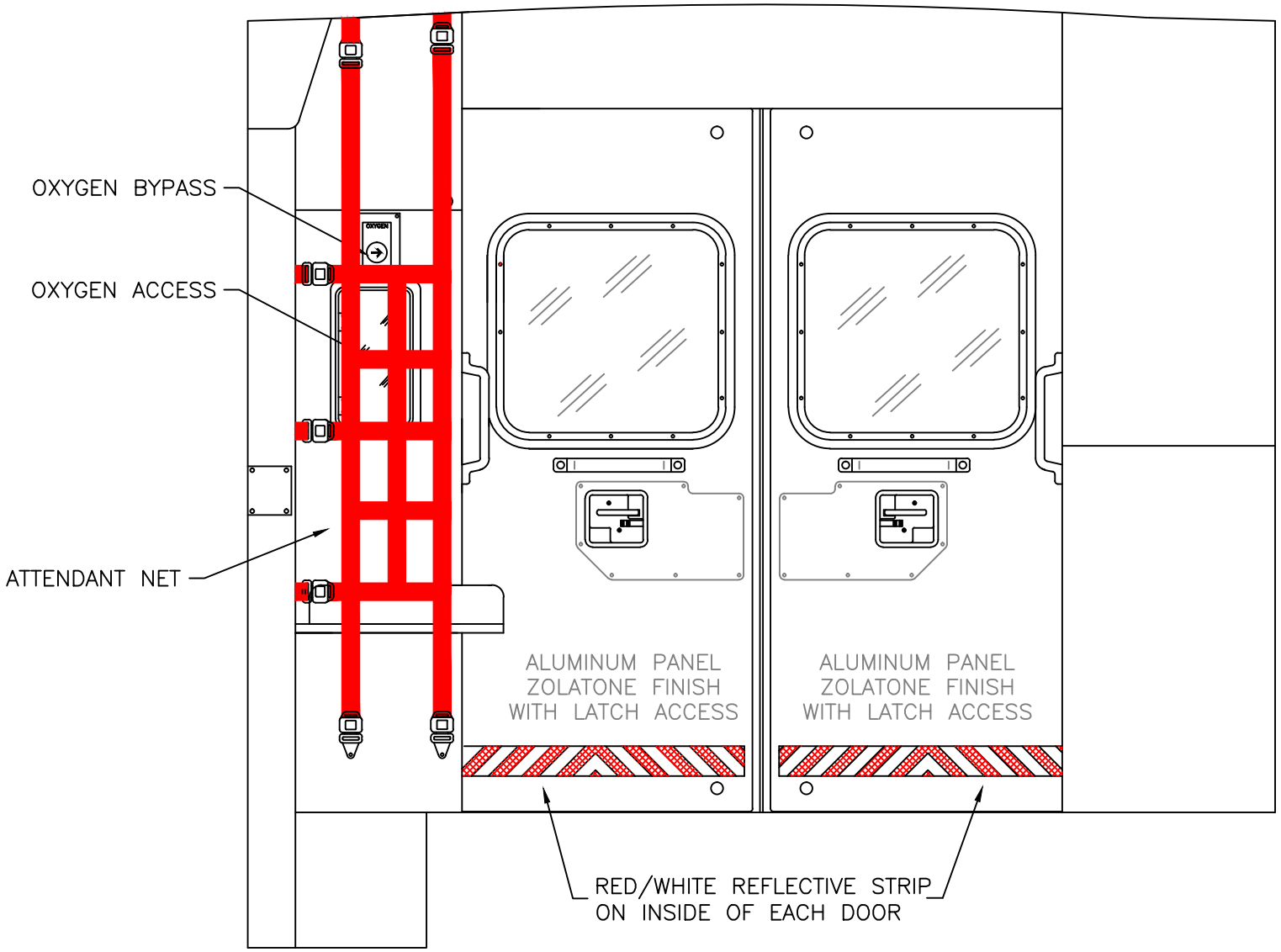


COMPARTMENT
#1/#2 DOOR OPENING: 10.25h x 37.25w
INSIDE DIMS: 14.50h x 43.25w x 13.25d
PERMANENT DIVIDER(CENTERED)
FIXED SHELF IN SECTION #1 WITH
LOCKING DRUG STORAGE BELOW

#3 DOOR OPENING: 45.25h x 20.25w
INSIDE DIMS: 50.75h x 24.75w x 13.25d
TWO (2) ADJUSTABLE SHELVES
HINGED ACRYLIC DOORS WITH FULL LENGTH HANDLES
LOCKING LEVER LATCHES

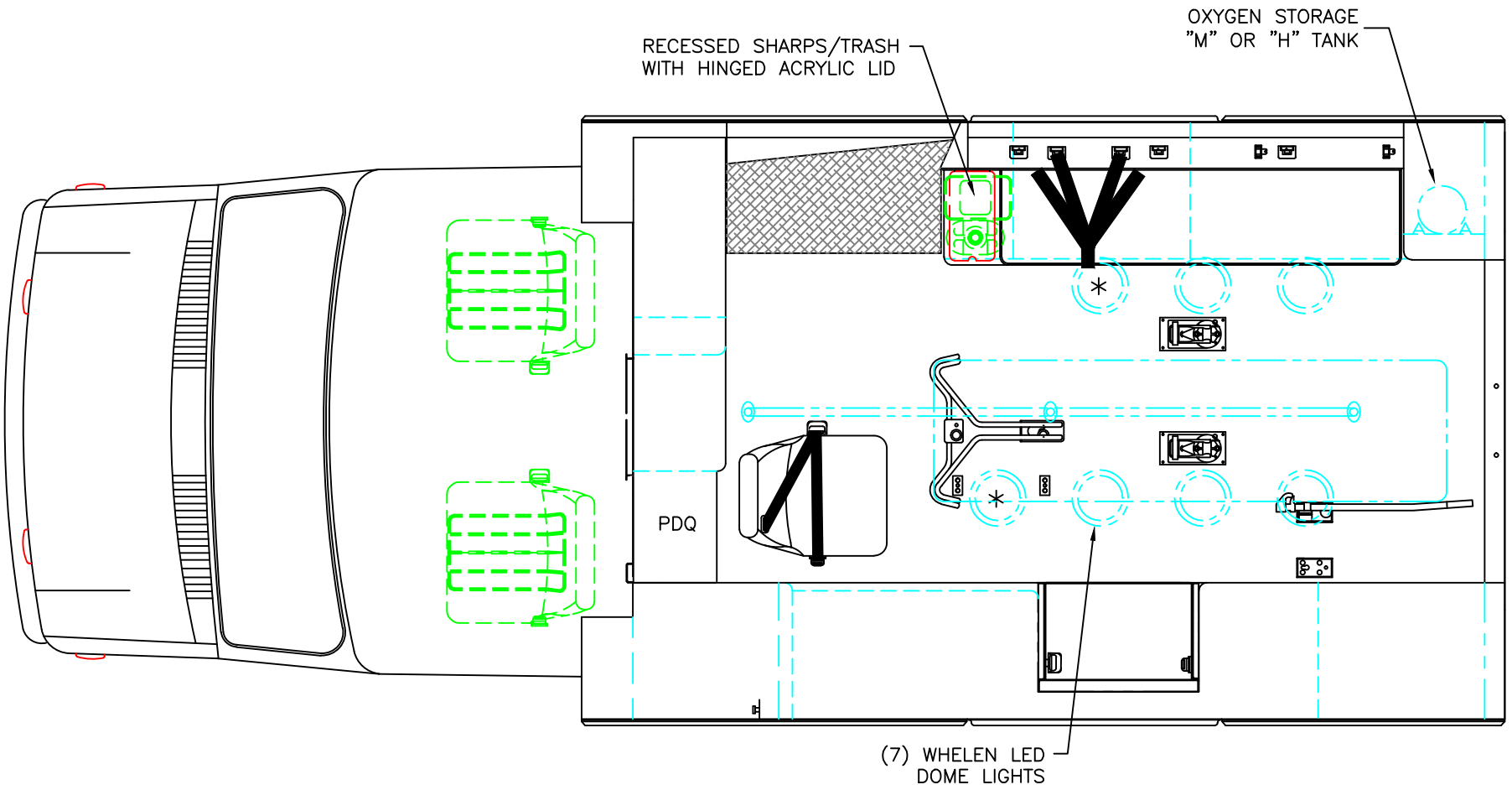
THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION
DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 PARTITION INTERIOR VIEW EXPRESS-III	1:14	DATE: 15 SEP 14 DWG. AAB REV. A	DRAWING NO. RURAL METRO-7 SLIDING DOOR



THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 REAR INTERIOR VIEW EXPRESS–III	1:13	DATE: 18 SEP 14 DWG. AAB	REV. A	DRAWING NO. RURAL METRO–8



* TWO (2) ANTENNA BASES LOCATED OUTBOARD OF DOME LIGHTS WITH COAX SERVICE LOOP

STRYKER SIDE/CENTER MOUNT COT HARDWARE

= (2) CAST PRODUCTS RECESSED CEILING IV HANGERS

HEAD ROOM = 68"
OVERALL WIDTH WITH RUB RAILS & FENDERETTES = 95"
MODULE LENGTH = 144"

THIS DRAWING IS FOR REPRESENTATIONAL PURPOSES ONLY. DETAILS ARE CONCEPTUAL AND ARE SUBJECT TO CHANGE DURING DESIGN AND CONSTRUCTION DIMENSIONS ARE APPROXIMATE UNLESS NOTED OTHERWISE TO MEET A SPECIFIC CUSTOMER NEED.

RURAL/METRO	BRAUN VAN WERT, OHIO	2014 FLOOR VIEW EXPRESS–III	1:24	DATE: 18 SEP 14 DWG. AAB REV. A	DRAWING NO. RURAL METRO–9

Aaron Householder
7609 Big Elm Rd
Maryville TN 37801

Education:

Walters state community college (August 2001-May 2003)
EMT-IV certification and core college classes

Roane State community college (August 2008-2009)
Paramedic certification

Roane State community college (March 2011-May 2011)
Critical Care Paramedic

Experience:

Blount Memorial Hospital (February 2013-present)
Assisting customers as they come in the gym
Cleaning and maintaining equipment in the gym

Monroe County ambulance service (September 2013- March 2014)
Worked part time as a paramedic

Rural Metro Blount County (June 2003-present)
Critical Care paramedic

Skills:

Interim shift captain from March 2014- present
Full time shift commander June 2014-present
Fill in shift captain in the previous years
FTO and student preceptor
Excellent customer service and positive working relationships with ER's and facilities in the area.
PALS and CPR instructor

Jason Begue, M.D. FACEP
105 Meadowhill Drive East
Florence, AL 35633
jrbegue@gmail.com

Profile: Regional Medical Director and multi-site ED Medical Director with repeated success improving ED quality and hospital goal alignment as evidenced by markedly improved metrics, decreased patient walkouts, increased patient satisfaction scores and increased volume.

Major accomplishments include:

- Managed the start up of 8 new contract sites to include staffing, scheduling, EMR implementation, and billing. All sites had marked improvements in patient volume, left without being seen, core measures, through put and patient satisfaction.

- Medical Director for 4 ED's. Within 6 months, all sites decreased LWBS to <1%, decreased length of stay, increase patient volume and markedly improved ED→hospital medical staff relationship.

- Managed the implementation of new EMR's at 3 separate sites.

- Developed regional data infrastructure to track scheduling, monitor department performance and evaluate metric data.

PRESENT POSITION

5/2014-Present
E.D. Medical Director, AlignMD, Blount Memorial Hospital
Regional Medical Director, AlignMD-East Region

EMPLOYMENT HISTORY

1/2012-5/2014
Medical Director, Pegasus Emergency Group, Eliza Coffee Memorial Hospital and Shoals Hospital
2 Site Contract Volume 43,000 visits and 13,000 visits per year
Directed all areas of new contract start up
Increased volume by 3%, reversing a 7-year downtrend
Decreased LWOBS from >3% to 0.6%
Decreased patient complaints by 90%, increased patient satisfaction scores to highest ever.
Decreased door to provider time from 1 hour to 20 minutes

9/2012-11/2013
Alabama Regional Medical Director, Pegasus Emergency Group
Regional Medical Director over eleven sites and the largest provider of EM provider staffing in Alabama
Increased volume by 19%
Created infrastructure for tracking schedules, departmental inspections and metric data recording

3/2011-1/2012
Medical Director, Pegasus Emergency Group, Citizens Baptist Medical Center
Volume 22,000 visits per year
Directed all areas of new contract start up
Decreased LWOBS from 1.7% to 0.2%
Increased annual volume by 16%
JCAHO recognition as "Top Performer on Key Quality Measures"
Chair of Emergency Services Committee
Medical Director, Lincoln Fire and Rescue

8/2010-2/2011
Medical Director, Pegasus Emergency Group, Shelby Baptist Medical Center
Volume 45,000 visits per year
Directed all areas of new contract start up
Decreased LWOBS from 2.0% to 0.9%
Increased annual volume by 14%
Chair of Emergency Services Committee

11/2009-8/2010
Medical Director, Pegasus Emergency Group Coosa Valley Medical Center, Sylacauga, AL
Volume 25,500 visits per year.
Directed all areas of new contract start up
Increased annual volume by 15%
Decreased LWOBS from 4% to 0.5%
Implemented/Integrated new EMR
Chair of Emergency Services committee, and medical director of four EMS agencies.

7/2008-10/2009
Core Educational Faculty, University of Alabama at Birmingham Residency in Emergency Medicine.
As a member of the Medical Education Committee, actively supports the UAB Emergency Residency educational mission through regular lectures, Grand Rounds, and direct resident mentorship. Also involved in the evaluation and selection of residency applicants as well as continuing evaluation of current residents.

5/2008-10/2009

Attending Physician, University of Alabama at Birmingham Surgical Intensive Care Unit
Provides intensivist physician services as part of a multi-disciplinary critical care service. Teaches critical care medicine to rotating house staff from the Departments of Anesthesiology, Surgery, and Emergency Medicine, as well as medical students. Coordinates and leads the monthly SICU Journal Club.

6/2007-Current
Co-Medical Director, University of Alabama at Birmingham Hospital Medical Emergency Team.
Provides clinical intensivist services as part of the UAB Medical Emergency Team. Also provides quality assurance, quality improvement, and scheduling for the UAB Hospital Medical Emergency Team. Assists in the development, management and educational activities of the UAB Simulation Center.

2/2007-2009
Director, University of Alabama at Birmingham Emergency Department Critical Care Fellowship

7/2005-2009
Department of Emergency Medicine, University of Alabama at Birmingham
Associate Professor

7/2003 – 7/2008 Independent Contractor-Southern Medical Group (ApolloMD)
Emergency Medicine Physician

7/2004-7/2005
Department of Emergency Medicine, University of Alabama at Birmingham
Assistant Professor
Director Critical Care/Resuscitation Fellowship
Co-Investigator, Alabama Resuscitation Center, NIH/NHLBI Resuscitation Outcomes Consortium

7/2003-7/2004
Department of Emergency Medicine, University of Alabama at Birmingham
Instructor-Emergency Medicine

11/2003-1/2005
Critical Care Transport, University of Alabama at Birmingham
Assistant Medical Director

06/1997-08/1997
Department of Emergency Medicine, Univ. of Mississippi Medical Center
Student Summer Assistant
Assisted the medical and nursing staff in all areas of patient care, including performance of minor procedures (i.e. laceration repair, venipuncture), patient relations, and assistance during major procedures and resuscitations.

12/1996 – 12/1999
Swayze and Church, P.A.
Mechanical Engineer-Independent Contractor
Engineering and design of building heating, ventilation, air conditioning, plumbing and medical gas systems. Responsibilities involve total system design, product selection and integration, and economic analysis.

04/1993-08/1996
Swayze and Church, P.A.
Mechanical Engineer
Engineering and design of building heating, ventilation, air conditioning, plumbing and medical gas systems. Responsibilities involved total system design, product selection and integration, and economic analysis.

EDUCATION:

Institution	*Degree*	*Year*
University of Mississippi School of Medicine, Jackson, MS	Doctor of Medicine	8/1996-05/2000
United States Military Academy West Point, NY	Bachelor of Science Mechanical Engineering	7/1986-5/1990

MILITARY SERVICE:

11/1993-12/1995
Mississippi Army National Guard
Military Police Platoon Leader
Responsible for the tactical employment, training, administration, personnel management, and logistics of a platoon of twenty-five police soldiers. Also served as the Company Fitness Officer.

01/1993-03/1993
U.S. Army 7th Infantry Division
Battalion Assistant Operations Officer
Assisted the battalion operations officer in the leadership of the battalion staff team in all areas of unit operations to include tactical employment, training, and deployment.

04/1992-01/1993
U.S. Army – 7th Infantry Division
Battalion Anti-Tank Platoon Leader
Responsible for the tactical employment, administration, training, personnel management, maintenance and logistics of the battalion's anti-tank platoon of sixteen personnel and four T.O.W. anti-tank missile launchers.

12/1990-04/1992

U.S. Army-7th Infantry Division
Rifle Platoon Leader
Responsible for the tactical employment, training, administration, personnel management, and logistics of a light infantry rifle platoon of thirty soldiers. Also served as the unit Nuclear, Biological and Chemical Defense Officer.

LICENSURE:

Alabama License: Number 25242 Date Obtained 4/23/03

BOARD CERTIFICATION:

American Board of Emergency Medicine 7/18/2004

POSTDOCTORAL TRAINING:

Year	*Institution*	*Degree*
7/2003-7/2004	University of Alabama at B'ham, Birmingham, AL	Dept. of Emergency Medicine Fellow, Critical Care/Resuscitation Research
7/2000-6/2003	Morristown Memorial Hospital, Morristown, New Jersey	Dept. of Emergency Medicine Resident Physician

PROFESSIONAL SOCIETIES:

Society of Critical Care Medicine
American College of Emergency Physicians

SERVICE AND COMMITTEES:

Current	Citizens BMC Emergency Services Committee (Chair)
2010	CVMC Medical Services Committee
2010	CVMC Emergency Services Committee (Chair)
2010	EMS Medical Director for Sylacauga Ambulance Service, Childersburg Fire and Rescue Service, Goodwater EMS and Talladega County, AL 911 call center
2008	UAB Dept. of Emerg. Med. Medical Education Committee
2008	UAB Pharmacy and Therapeutics Committee
2007-2009	UAB Critical Care Committee
2007-2009	UAB Medical Directors Committee

2007-2008 UA School of Medicine Clinical Medicine Preceptor
2005 UAB Hospital Resuscitation Committee
2005 SAEM Critical Care Task Force

PUBLICATIONS:

Begue JR, Terndrup TE. Delaying shock for cardiopulmonary resuscitation: Does it save lives? Current Opinion in Critical Care 11(3):183-187, June 2005

RESEARCH:

Site PI: Protocolized Care for Early Septic Shock NIH (NIGMS)-P50 GM076659 2007-2009

VOLUNTEER EXPERIENCE:

06/1995-09/1995
Emergency Dept., University of Mississippi Medical Center
Volunteer Assistant
Worked with the medical and nursing staff in all areas of patient care, including but not limited to patient escort, patient relations, and assistance during procedures.

ACADEMIC ASSOCIATIONS AND CERTIFICATIONS:

Fellow, American College of Emergency Physicians
Member-at-Large-C.G. Evers Society Executive Committee 1998-1999
University of Mississippi Medical Center C.G. Evers Society 1996-2000
Association of Graduates U.S.M.A Lifetime Member
Certified Intern Engineer 1990
U.S.M.A. Honor Committee 1988-1990
U.S. Army Ranger School 1989
U.S. Army Airborne Course 1988

HONORS OR AWARDS:

U.S. Army Commendation Medal 1993
U.S. Army Achievement Medal (2) 1993, 1995
Distinguished Cadet Award 1989

PROFESSIONAL ACCOMPLISHMENTS:

Development of an Emergency Medicine Residency Surgical Intensive Care Unit rotation.

Creation of the first U.S. Emergency Department based critical care fellowship training program.

Development and implementation of a protocol for ED induction of therapeutic hypothermia in out of hospital cardiac arrest patients

Development and implementation of a protocol for treatment of ED patients with severe sepsis or septic shock.

Christopher Blach

10140 Gallows Point Road
Knoxville, TN 37931
Email: christopher_blach@rmetro.com

SUMMARY OF QUALIFICATIONS

Over twenty-five years' experience in managing high performance ambulance operations.

WORK HISTORY:

Vice President of Operations, Rural/Metro Central Zone Operations
7/14 to Present
Responsible for oversight and management, including financial, operational, and business development for Rural Metro Central Zone (Indiana, Ohio, Kentucky, Tennessee, Missouri and Mississippi).

- Employee base of nearly 900 Paramedics, EMT's and Support Staff
- Provide high performance primary 911 ambulance services to Knoxville, Blount, Franklin, Polk, and Tipton County's. In addition, Boonville, Mississippi and Poplar Bluff, Missouri.
- Provide preferred provider ambulance service to multiple hospital and skilled nursing networks throughout the 6 state area.
- Operation includes a fleet of over 300 frontline and support vehicles

Division General Manager, Rural Metro Corporation of Florida
10/08 to 7/14
Responsible for oversight and management, including financial, operational, and business development for Rural Metro Corporation of Florida.

- Employee base of over 300 Paramedics, EMT's and Support Staff
- Provide high performance primary 911 ambulance services to the Cities of Orlando, Winter Garden, and Ocoee. Also, the Towns of Windermere and Eatonville, and Sumter County.
- Provide preferred provider ambulance service to Orlando Health's eight campuses and numerous skilled nursing facilities in Osceola, Orange and Seminole Counties
- Operation includes a fleet of over 65 frontline and support vehicles

Field Operations Manager, Rural Metro Corporation of Florida
04/08 to 10/08
Responsible for oversight and management of all field operations, which included scheduling and deployment of resources.

- Developed and implemented new schedule and deployment plans specific to the

Cities of Orlando and Eatonville
- Direct oversight of all field operations

Co-Owner, DHPC Inc.
08/04 to 04/08
As a Florida licensed Building Contractor, managed construction operations and back office functions for DHPC, a company specializing in the building and design of high end construction and remodeling projects. Responsibilities included oversight of permitting, Human Resources, Payroll, field operations, budgeting and purchasing. Projects included a $13 million 25,000 square foot waterfront home in Merritt Island and 12 $2.5 million luxury homes on Cocoa Beach.

Vice President/Director of Operations, American Medical Response of Massachusetts
5/94 to 6/04
Responsible for oversight and management, including financial, operational, and business development for American Medical Response in Southeastern Massachusetts and the State of Rhode Island.
- Employee base of over 450 Paramedics, EMT's, ATS drivers and Support Staff.
- Provided primary 911 ambulance services to nine cities and towns.
- Managed preferred provider ambulance services to seven hospitals and over 150 skilled nursing facilities.
- Participated on team that developed a nationwide supervisory training program – LEADU
- Participated on team that evaluated and selected/ implemented nationwide automated payroll system - KRONOS

Emergency Medical Technician, Boston EMS
4/91 to 4/94

QUALIFICATIONS

- Current NREMT-P (P0873075), twenty-four years Paramedic experience
- Current Florida Paramedic (PMD 504993)
- Advanced Cardiac Life Support (ACLS)
- Cardiopulmonary Resuscitation (CPR)
- Certified Emergency Vehicle Operator Course (CEVO)
- Development Dimensions International Management Training Program (DDI)
- Past EMT instructor for City College of Chicago
- Past Paramedic instructor for Safety Program Consultants
- Licensed Building Contractor for the State of Florida

EDUCATION

Paramedic Program - 1989

Northeastern University, Boston Massachusetts

General Course Studies – Apr 85 – Apr 87
University of Maryland

AWARDS AND ACHIEVEMENTS:

- Co-Chair Orlando area After School All Stars Program
- Member of Valencia College EMS Advisory Committee
- Board member of Orange County EMS Advisory Committee
- Member of Orlando Economic Development Commission
- Past member of Bristol County Sherriff's Homeland Security Task Force
- Key coordinator for two City of Brockton Gun Buyback Programs
- Official Citation - Massachusetts State Senate
- Official Citation - Massachusetts House of Representatives
- Lashman Humanitarian Award – Boston EMS
- Boston Police Patrolman's Association Citizens Citation
- 2011 Orange County EMS Administrator of the Year Award

Christopher M. Bull
2521 Happy Hollow Rd.
Sevierville, TN. 37862
/hristopher.bull@rmetro.com

Objective

I am currently interested in supervisor or management opportunities.

Professional Highlights

Restaurant Manager

- Responsible for day-to-day operations
- Scheduling
- Budget compliance

Asst. GM of Country Kitchen restaurant

- Responsible for creating and producing effective budget
- Responsible for all store ordering
- Responsible for creating new products for guests and PR relations

Field Training Officer/QA

- Responsible for maintaining training records for 60+ employees
- Responsible for Quality Assurance for all documentation
- Responsible for all Field Training officers and implementing a productive New Employee Orientation Program

Shift Commander

- Responsible for all daily shift operations
- Responsible for productivity between dispatch and field operations
- Responsible for public relations between facilities, community and field employees

Skills

- Current EMT-P
- ACLS certified
- CPR certified
- EPC certified
- PHTLS certified
- CEVO instructor
- SIDS instructor
- IS300 compliant
- IS400 compliant

Employment History

EMT-P/ Shift Commander	Rural/Metro, Alcoa, TN	2004-Present
Manager	Collier Restaurant Group, Pigeon Forge, TN	1996-2004
Front Line/Kitchen Manager	Ponderosa, Pigeon Forge, TN	1993-1996

Christopher.bull@rmetro.com

Education	HS Diploma	SCHS, Sevierville, TN	1995

References References are available on request.

David Wayne Blanton
121 Enterprise Way
Maryville, TN 37801

EDUCATION

Pell City High School, Pell City, Alabama 1976
Alexander City Junior College, Alexander City, Alabama, Associates Degree 1978
Samford University, Birmingham, Alabama, Bachelor of Arts 1980
Southwestern Baptist Theological Seminary, Ft. Worth, Texas, Masters of Religious Education 1982

EMS EDUCATION

Basic EMT, Alexander City Junior College, 1978
Intermediate EMT, University of Alabama, Birmingham, 1979
Paramedic Certification, University of Alabama, Huntsville, 1986

MINISTRY EXPERIENCE

Licensed to the Ministry in Alexander City, Alabama 1977
Ordained to the Ministry in Huntsville, Alabama 1986
Minister of Education and Recreation, Highlands Baptist Church, Huntsville Alabama 1983-1988
Minister of Youth and Recreation, Porter Memorial Baptist Church, Lexington Kentucky 1988-1994
Minister of Education and Youth, Terry Parker Baptist Church, Jacksonville Florida 1995-1999
Associate Pastor/Minister of Education, Everett Hills Baptist Church, Maryville Tennessee 1999-2003

EMS EXPERIENCE

Regional Ambulance Service, Ft. Worth Texas (EMT) 1981-1983
HEMSI, Huntsville Alabama (EMT IV and Paramedic) 1984-1988
University of Kentucky Hospital, (EMT/Dispatcher/Neonatal Transport) 1992-1995
Baptist Hospital, Jacksonville Florida (PALS Instructor as needed) 1997-1999
Rural Metro EMS, Maryville Tennessee (Paramedic) 2000 – current
Dollywood, Safety and First Aid, (part-time) 2012-current

CURRENT CHURCH AFFILIATION

Sevier Heights Baptist Church, Knoxville, Tennessee

(Church member, church safety team, deacon, participated in several mission projects, substitute teach and VBS)

MINISTRY and EMS CONNECTION

Through the years where I have served on the church staff, I have also been involved in the EMS field through the local ambulance service. I have worked as a volunteer first responder, part time EMT/P, and assisted with BTLS and PALS courses, dispatcher for an aeromedical service and as a Chaplain. In the course of serving as a Chaplain, I have:

- Performed weddings
- Performed funerals
- Visited the nursing homes and hospitals
- Organized projects at Christmas time in providing Christmas for local families & employees
- Responded on a disaster response team to Florida
- Been involved in individual and group counseling (CISD)
- Represented the company at public events
- Prayed with patients during the time I am with them
- In the past I have assisted with the Chaplain program at Blount Memorial Hospital

Currently, I am working as a full-time paramedic with Rural Metro Ambulance in Blount County and part-time in Knox County. I am also the Blount County Operation representative on the Region II Disaster Response Team.

DAVID PHILLIPS
7932 Oak Ridge Hwy, Knoxville TN,37931
Jhillipsd102008@yahoo.com

PROFESSIONAL SUMMARY

Critical Care Paramedic

- Highly skilled professional with more than 10 years practical experience in the pre hospital care setting.
- Well established in patient support including assessment, advance skills and education regarding medications and treatment, documentation, and administration of treatment procedures.
- Highly skilled using Microsoft Word, Excel and Power point. Proficient in all documentation/record maintenance to ensure accuracy and patient confidentiality, which helps in managing heavy daily patient volume.
- Liaison for Rural Metro Blount County with Blount Memorial Hospital with STEMI, Stroke, and Trauma Committees.
- Current SIDS, ACLS, PALS, and CPR instructor.
- Current Training Officer which includes but not limited to coordination of new employee orientation, liaison with Roane State Community College with EMT and Paramedic discipline internships, planning and teaching in-service trainings for all Rural Metro Blount County employees.
- Current QA/QI Officer, very familiar with local protocol and company policy and procedures.
- Current Relief Shift Commander

CREDENTIALS

State of Tennessee Critical Care Paramedic ST# 31241 Current
UMBC-Critical Care Transport Personnel Current

EXPERIENCE

Critical Care Paramedic 2005-Current
Rural Metro, Blount County, Tennessee

Training Officer 2013-Current
Rural Metro, Blount County, Tennessee

QA/QI Officer 2013-Current
Rural Metro, Blount County, Tennessee

Relief Shift Commander 2014-Current
Rural Metro, Blount County, Tennessee

EDUCATION

Associate of Applied Science A.A.S 2013
Roane State Community College, Harriman, Tennessee

AFFILIATIONS

UMBC University of Maryland Baltimore County 2011-Current
National Association of EMS Educators 2014-Current
East Tennessee Stroke Alliance 2015-Current

Donald Clifford Shropshire II
734 Sam Houston School Rd
Maryville, TN 37804
dshropshireII@gmail.com

- 20 year seasoned paramedic with 15 years experience in 911 system
- 1 year as lab assistant for Roane State Paramedic program
- 2 years experience as extrication tech

Employment History

Rural/Metro Corporation, Blount County: 04/2014 until Present
CCEMT-P
Transferred from Knox County and changed to full time status. Promoted to Paramedic Shift Commander 09/2014.

Roane County Office of Emergency Services: 12/31/2012 until 04/2014:
EMT-P
ALS Supervisor, Quality Assurance officer, Compliance Officer, and training officer for County 911 ambulance service. Began this position in December of 2012 as Paramedic, was promoted to Lt in August 2013 after showing leadership ability. Currently part-time status.

Rural Metro Knoxville TN: 06/01/2006 until current:
EMT-P
Paramedic for Knox County 911 Ambulance service. In November 2012 was named employee of the month for Rural Metro. Left to pursue career path that offered 24 hour truck with opportunity for advancement and training. Remains part time as a paramedic.

Anderson County EMS: 04-10-2003 until 05-30-2003:
EMT-P
Paramedic for County 911 ambulance service.

Certifications

ACLS, PALS, CEVO-3, CPR Medical, and Vehicle Extrication Tech.

Education

Lake Central High School: St John, In. Graduated with diploma in 1989.
Roane State: Emergency Medicine, Paramedic Certificate 1995, currently enrolled to complete associates of applied science.

References

Dale Jennings: Paramedic, Anderson County.
Tony Hayes: Flight Medic, Lifestar.
John Craig Esq: Attorney, Chicago Il.

6918 Westerly Winds Dr
Knoxville, TN 37931

Erin K Downey

erinkdowney@aol.com

www.linkedin.com/in/edowney/

SUMMARY OF QUALIFICATIONS

Motivated and focused healthcare leader with a dedicated drive for results and successful record of operational performance. Offering over twenty years of progressive leadership and expertise in healthcare including:

- Organizational Leadership
- Clinical Excellence
- Mergers & Acquisitions
- Change Management
- Budgeting / Finance
- RFP/Technical Writing
- Government / Public Affairs
- Labor/Employee Relations
- Strategic Planning

EDUCATION

UNIVERSITY OF TENNESSEE
Master of Business Administration (MBA)
Graduation Date: December 2014

UNIVERSITY OF TENNESSEE
Lean Six Sigma Green Belt Certification
Completion Date: December 2014

COLORADO TECHNICAL UNIVERSITY
Bachelor of Science in Business Administration, Healthcare Management
Magna Cum Laude

NEW MEXICO STATE UNIVERSITY
Paramedic Licensure (1995-present)

PROFESSIONAL EXPERIENCE

RURAL/METRO 2014 - Present
Regional Director of Operations – East Tennessee

- Manage over 400 employees, fleet of 90 ambulances
- Oversight of 4 – 911 contracts

FIRST CALL AMBULANCE SERVICE 2013 - 2014
Regional Director of Operations – East Region
Director of Business Development - Corporate

- Experienced current-market volume increases of 26%
- Implemented clinical quality assurance program
- Executed new start-up in Virginia with continual volume growth
- Awarded and negotiated multi-year 'on-site medical' contract in industrial plant with high yield
- Provide leadership and direction to sales teams in four states
- Re-negotiated several health plan and facility contracts resulting in revenue improvement

PUCKETT EMERGENCY MEDICAL SERVICES 2012 - 2013
Director of Business Development

- Identify 911 growth opportunities, develop and foster relationships with political leaders
- Provide business development support and leadership in Georgia and Tennessee
- Public and government relations
- Bid and awarded Cobb County small business of the year award in 2013

AMERICAN MEDICAL RESPONSE (AMR) 1995 - 2012
Regional General Manager

- Managed 18 Million dollar operating budget in multiple states totaling over 300 employees
- Assumed struggling market achieving EBITDA growth of 142% and 176 % in years 1 and 2 respectively
- Implemented successful multi-year strategy to privatize large county fire-based provider in Georgia
- Established unique public/private emergency medical services model in Arlington, Texas
- Expanded company presence into Tennessee making it the 40th state AMR serves

AFFILIATIONS

Tennessee Ambulance Service Association
Chamber of Commerce, Knoxville & Nashville, TN
Tennessee Health Care Association, THCA
Board for Critical Care Transport Certification
Texas Ambulance Association, TAA (Past)
University of Baltimore, Maryland – CCEMT-P (Past)
Chamber of Commerce, DeKalb County, GA (Past)
Chamber of Commerce, Arlington, TX (Past)
Arlington, TX Emergency Physician Advisory Board, EPAB (Past)

VOLUNTEER / COMMUNITY WORK

Current –	Volunteer – CASA (Court Appointed Specialty Advocate) of the TN Heartland	Jan 2015 – present
Past -	Hondo Volunteer Fire Department	1991 – 1993
	Briarlake Baptist Church, Atlanta GA volunteer community work	2009 – 2013

Jonathan Rodgers
1406 Caleb Trail Greenback TN 37742
E-mail Jonathan.Rodgers@rmetro.com

Professional Summary

Emergency Service Professional with a strong background in Pre-Hospital care and the management of pre-hospital care providers. Assess Patients and emergency treatment of the sick and injured.

Skills

- Rapid patient assessments
- Sound decision maker
- Fast and Accurate problem solver
- CEVO Training
- FEMA ICS 300 & 400
- Critical Care Paramedic
- Blount Co. Rescue Squad Board of Directors
- Secret Safe Place For New Born Board of Directors

Work History

General Manager Rural/Metro Blount co 07/01/2014 to current

Interim General Manager Rural/Metro Blount Co. 03/03/2014 to 07/01/2014

- Responsible for Emergent and Non-Emergent Transports in Blount Co.
- Maintain viable work force to ensure response times.
- Maintained and ensured employees managed, safe, and trained.
- Enforce all policies and procedure for accuracy and compliance.
- Ensure fiscal management.
- Responsible for operational activities and performance reporting

Critical Care Paramedic Rural/Metro Ambulance Blount Co. 11/2002 to Current

- Perform Basic and Advanced Life Support
- Rapid Patient assessments Medical and Trauma

- Detailed assessment to identify underlying medical problems and treat as needed
- Critical care patient Care, LVAD, Balloon Pumps, Central lines, Vent, 12-lead EKG, 15-lead EKG, Wedge Pressures for Cardiac Patents. Multiple I.V. Medications, RSI.
- Respond to Emergency and None Emergency Calls
- Build Relationships with First responder agencies
- Complete Paperwork in a timely manner and accurate
- Lead Paramedic Shift Supervisor (2008-2013)

University of Tennessee Memorial Hospital E.R. Tech / Transporter 07/2000 to 10/2002

- Take Vital Signs and assist the RN with Patient Care
- Transport Patients to the floor when admitted / Special Procedures
- Restock Patient rooms with medical supplies

Education

- Critical Care Paramedic, State of Tennessee and University of Maryland Baltimore County (Roane State Community College Knoxville TN) June 2012
- B.A. Sociology University Tennessee Knoxville 2008
- A.A.S Roane State Community College Knoxville TN 2004
- National Registry Paramedic & State of TN (Roane State Community College Harriman, TN) June 2004
- National Registry EMT & State of TN (Roane State Community College Lenoir City, TN) January 2002
- High School Diploma William Blount H.S. Maryville, TN May 2000
- Current ACLS, EPC, CPR, PHTLS, Vanessa K. Free, CEVO

Justin Aycocke
919 Laurie Street
Maryville, TN 37803

jaycocke82@yahoo.com

Profile

Self-motivated, personable, committed, enthusiastic, and energetic person with a successful 16-year track record of being a dependable employee. Displays talent for quick mastery of technology and adaptability to various situations. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records.

Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily maintain accuracy and observational skills. Thrive in high pressure environments. Excellent team-building skills.

Skills Summary

- Dispatching (APCO)
- Report preparation
- Written correspondence
- Oral communication
- Computer savvy
- Scheduling
- Time management
- Team building
- Map reading
- Multi-tasking
- Observant
- General office skills

Professional Experience

- 7 years active dispatch experience.
- Certified Emergency Medical Dispatcher
- Won Dispatcher of the Year award in 2007.
- EMT-IV 2002-2009
- Oversee dispatch operations and provide a professional, but relaxed, environment to work in:
    - As supervisor, oversee 8 dispatchers.
- Professional correspondence with customers, E911, various medical facilities, and other emergency services.
- Effective oral communication; easily heard and understood during radio communications.
- Rapidly learn and master varied computer programs.
- Member of the Blount County Disaster Response Team for 3 years.

- Trained in basic emergency HAZMAT response.
- Blount County Sheriff's Office Reserve Officer 2004-2008
- Blount County Sherriff's Office Explorer 1998-2004
- Member of Business Networking International
    - Vice President of the Bearden Chapter 2012
    - On Membership Committee 2011
- Management of multiple store locations and employee scheduling.
- 5 years of merchandising, advertising, sales, and customer service experience.

Employment History

RURAL/METRO AMBULANCE SERVICE – Blount County, TN
Dispatch Supervisor/EMT-IV, 2002-2008; 2014-present

MATTRESS DIRECT – Knoxville, TN
Sales Manager, 2008-2014

Education

ROANE STATE COMMUNITY COLLEGE – Harriman, TN
Criminal Justice classes, 2007

ROANE STATE COMMUNITY COLLEGE – Harriman, TN
Emergency Medical Technician-Intravenous Therapy, 2002

PELLISSIPPI STATE COMMUNITY COLLEGE – Knoxville, TN
General Prerequisite classes, 2001-2002

WILLIAM BLOUNT HIGH SCHOOL – Maryville, TN
High School Diploma, 1996-2000

Computer Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Computer Aided Dispatching (CAD)

Roma Jean Burchfield
2540 Sevier Avenue
Maryville, TN 37804

EDUCATION:

Heritage High School — GRADUATED: 1982
Studied: Vocational Office Education
Music
Home Economics

Courses Taken Since Graduation:

Pellissippi State Community College — Studied: Mathematics and Basic Algebra

Some Additional Courses Taken:
dbase
Handling Your Stress Today
Creative Transparency Skills
Front Desk Security
Proofamatics
Crime Analysis
Creative Writing
Numerous CALEA training classes
Various NCIC computer classes

WORK HISTORY:

RURAL METRO OF BLOUNT COUNTY, Alcoa Tennessee; November 2007 to present:

Titles held:
Office Manager, March 2014
Lead Dispatcher (Communications/Billing Supervisor), August 2011
Dispatcher / Ticket Cleaner, November 2007

Duties: Answering switchboard; dispatch medical units to calls, call backs to obtain additional information for units; maintain daily log-run sheet; balance daily run sheet for calls logged; operate CAD (dispatching) software; assist with ticket cleaning; assist with scanning of daily run tickets to home office; assist with tracking of Medicare "manifest" transactions; and various special projects as needed. Supervisor of 4 full-time and 3 part-time dispatchers. Handling, scheduling and general supervision of daily operations in dispatch and calls for both medical units and rescue squad. Update protocols as needed. Handling scheduling of over 80 employees for staffing medical units. Experience with Microsoft Word, Excel, various billing software and CAD system.

CITY OF MARYVILLE, Maryville, Tennessee

Titles held: Police Services Assistant
Parking Enforcement Officer

Duties: Assist with training notifications (including setting up training, maintain calendar and travel arrangements); maintain calendar for all training activity; maintain log and assist/filing with proofs for CALEA accreditation standards (over 400 standards) and assist with inspection of department and files every three years; maintain computer input for inventory of both personnel and equipment assigned to officers and units; typing and creation of various forms and letters as needed; evidence vault; handle NCIC-TAC activities for department; assist with department ordering; provide clerical support to officers and administrative staff as needed; assist with postings, phone calls and monetary transactions on govdeals.com; set up various meetings as needed; maintain general orders manual and other various manuals including updates and rewrites as needed; served as Secretary/Treasurer for the state accreditation group for five years; transcription (Dictaphone) of interviews from officers for trial; assist with various projects as assigned and general office duties. Experience with Microsoft Word. Microsoft Excel, Omniform, NCIC state software, WINSOMS.

STATE OF TENNESSEE-BOARD OF PAROLES, Knoxville, Tennessee

Titles held: Secretary

Duties: Maintain release log (investigation log); creation/maintain database for the East Tennessee Region with Knoxville Police Department (i.e.: parolee name, address, physical description, car information, status and special/significant information); maintain monthly caseload records for various parole officer, back up to account clerk; back up administrative secretary; typing of various forms for parole officers; special projects from parole officers, administrative secretary and regional director; assist with switchboard when needed; other general office duties as needed. Experience with MicrosoftWord for Windows, dBase for Windows, ProComm Plus for Windows, and Lotus 123 for Windows.

STATE OF TENNESSEE-UNIVERSITY OF TENNESSEE MEDICAL CENTER, Knoxville, Tennessee

Titles held: Principal Secretary

Duties: Maintain administrative appointment book; maintain daily log books, assimilation of all monthly and quarterly analyses and reports consisting of travel, overtime, capitol equipment, administrative services agreement contract payments, CEC faculty and miscellaneous analyses as requested; maintain monthly and hourly budget books for all accounts that fall under the Dean's jurisdiction (over 180 accounts); assist with annual budget process; provide clerical support to Dean's administrative staff; departmental ordering; special projects as assigned; monthly leave requests and payroll records for monthly staff and faculty; typing; filing and general office duties as needed. Experience with Lotus 123, WordPerfect 4.2, 5.0, 5.1, and some dBase III+ software.

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RURAL/METRO
People taking care of people Together we can do anything!

Job Code/Grade:	OPS056 / Grade 28	**FLSA Code:**	Exempt
Position Title:	Regional Director	**Reports To:**	Division Senior Vice President
Job Family:	DGM/MGM	**Reviewed & Updated:**	11/12/2013

Position Summary

The primary job responsibilities of the Regional Director is to manage, direct and coordinate the operations to ensure that EBITDA goals are met or exceeded. This position is expected to provide significant leadership in terms of budget, clinical and operational outcomes, programs, management, and interfacing with clients, political bodies and subdivisions, medical director(s) and the general public.

Essential Functions

P&L Management

- Achieve or exceed EBITDA - identify areas that are falling short and establish a plan to fix them.

- Accountable for achieving or exceeding the annual budget for assigned market (s).

- Leader of Care 3 vision and model field structure in each operation.

- Responsible for contract management within market.

- Conduct weekly status meetings with all direct reports, including any secondary locations and any acquisition locations.

- Inspect operations for all regulatory, audit and human resource requirements. Develop corrective action plans to address any areas out of compliance.

- Leader for relationship management, customer service and business growth opportunities.

- Responsible for daily, weekly, monthly operational activity and performance reporting.

- Ensure that cash collection goals are met for markets.

- Adjust labor deployment and schedules as necessary to ensure optimal labor is met.

- Must participate in scheduled and unscheduled onsite compliance audits.

- Implements corrective/preventive measures as determined by the Corporate Compliance/Audit Committee.

- Cooperates with Internal Audit, Compliance and HR on any recommendations and changes to compliance and legal workflow issues.

- Conducts at least one quarterly review of all procedures related to billing/compliance functions and submits summary documents to the Manager.

- Ensure that Rural/Metro Hotline Posters are displayed in multiple conspicuous areas of each operation.

- Ensure each operation is physically secure with limited entry/exits.

- Ensure PHI information/documents are properly stored and secured.

- Takes swift and immediate action in accordance with Internal Audit and Corporate Compliance on any areas of concern.

- Complies and enforces all policies and procedures.

- Has had no compliance related corrective action during the current review period.

- Has successfully completed all required Company Training within the required time period.

Additional Duties

- Systems Skills: A working knowledge of MS Office; Use data from different sources to identify issues and quickly identify the central or underlying issues in a complex situation.

- Other requirements: Travel frequently throughout the market; Must have a valid driver's license.

Qualifications

- Operates with integrity and confidentiality.

- Detail orientated leader that displays a sense of urgency, consistent follow up and a checklist mentality.

- Target-oriented and result-focused management style. Ensure subordinates understand what is expected of them.

- High energy level and high degree of self-motivation.

- Display a sense of urgency and be an effective strategic planner.

- Demonstrate initiative.

- Set high standards for self and others. Monitor progress and provide constructive feedback.

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Job Code/Grade:	BUS062 / Grade 29	**FLSA Code:**	Exempt
Position Title:	Market Development Director	**Reports To:**	VP of Operations
Job Family:	Corporate	**Reviewed & Updated:**	10/7/2014

Position Summary

The Market Development Director (MDD) is responsible for Rural/Metro's marketing and sales strategy and transport growth for an assigned area. The MDD is accountable for locally driving profitable growth with existing business through the RFP process and through a high level of customer interaction. Additionally, this role will assist, as needed, in the identification of new business and growth strategies. MDDs will manage and support two Market Development Managers (MDMs) to ensure that goals are successfully met in respective markets. This position works with a dotted line to the Vice President of Development.

Essential Functions

Existing Business Retention and Growth

- Act as a leader with key local political officials on matters affecting existing business growth and development.

- Increase transports and market share by developing and implementing plans for retention and organic growth with existing customers.

- Manage relationships and interactions with key customers including political figures, hospital leaders, skilled nursing facilities, EMS Agencies and other healthcare locations.

New Business Development

- Work with the Vice President of Operations and maintain a strong working relationship with the local RDs to develop strategic plans to further penetrate their markets.

- Identify and communicate competitive activity in assigned markets and identify new business opportunities.

- Work closely with both Corporate Business Development and Field Management on growth opportunities. Determines key resources and analyze business potential.

Minimum of 5 years in sales and/or business development.

Proven ability to develop annual plans with clearly defined objectives.

Superior communication skills with the ability to interact cross-functionally at all organizational levels and externally with business associates and clients.

Exceptional organizational, prioritization and time management skills.

Must excel in a fast-paced, results-oriented work environment.

Healthcare experience a must.

Travel required and will vary by market. Most travel will be within the assigned market and to markets that are managed by direct reports (MDMs). Occasionally, MDDs may travel to the corporate headquarters in Scottsdale, AZ and other locations as needed.

Educational Requirements

Bachelor's degree, MBA Preferred.

Closing Statement

This brief summary is not an all-inclusive description of job duties. Other job duties and responsibilities may also be assigned by the incumbent's supervisor at any time based upon Company need.

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Job Code/Grade:	BUS008 / Grade 25	**FLSA Code:**	Exempt
Position Title:	Market Development Manager	**Reports To:**	Market Development Director
Job Family:	Marketing	**Reviewed & Updated:**	10/7/2014

Position Summary

The Market Development Manager ("MDM") plans, directs, and coordinates Rural/Metro's local sales and marketing efforts within his or her assigned territory. The MDM is responsible for establishing and maintaining key relationships, with a focus on hospitals/healthcare facilities and targeted municipal/911 contacts, and for developing and executing sales strategies that expand profitable transports in their assigned area of responsibility. This position reports to the Market Development Director.

Essential Functions

Marketing

- Achieve or exceed sales goals (volume and revenue/profitability).

- Grow transports for assigned markets.

- Establish and maintain Territory Plan and Activity Tracker.

- Make required number of calls (target average of 6-8 per day) based on Territory Plan.

- Maintain key relationship for assigned areas.

- Assist as needed in the development of new business within assigned area, including the negotiation and implementation of new contracts.

- Identify new contracts coming up for bid, and assist as needed in the bid process for new contracts.

- Establish marketing goals, maintain and report call objectives and outcomes for areas covered on a weekly basis.

- Coordinate with RD and Market Development Director to maintain and build key relationships with municipal leaders for assigned markets.

Minimum 5 years experience in management, preferably in the area of healthcare operations, contract services, and/or customer services.

Customer service in a healthcare provider setting is required.

Excellent internal and external customer service.

Exceptional attention to detail with strong organizational skills

Excellent oral and written communication skills.

Demonstrated proficiency with Microsoft Office.

Valid drivers license required.

Educational Requirements

BA/BS in marketing preferred.

Experience as a marketing/sales leader required.

High School diploma or GED required.

Closing Statement

This brief summary is not an all-inclusive description of job duties. Other job duties and responsibilities may also be assigned by the incumbent's supervisor at any time based upon Company need.

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Job Code/Grade:	OPS057 / Grade 25	**FLSA Code:**	Exempt
Position Title:	General Manager	**Reports To:**	Regional Director
Job Family:	DGM/MGM	**Reviewed & Updated:**	2/3/2014

Position Summary

The primary job responsibilities of the General Manager is the day to day operational management of the assigned operation. This hands on management of the emergent and non-emergent system serving a specific geographical location; includes - ambulance operations, customer service, fleet operations, communication operations, support services and community service. Ensures compliance of company policies to include all contracts, audits and compliance.

Essential Functions

P&L Management

- Responsible for customer service for market - protects key customer relationships and the loss of any business.

- Leader for daily operations - positively engages workforce around company goals and mission.

- Operate to meet or exceed EBITDA, transports, APC, mix and direct labor objectives.

- Leader of Care 3 vision and model field structure for assigned area.

- Conduct weekly operational status meetings with all direct reports.

- Develop improvement plans for underperforming areas with timeframes and measurements of improvement.

- Manage Supply Chain process of fleet supplies, office supplies, shop supplies and medical supplies.

- Ensure cash collection goals are met for the market.

- Responsible for daily and weekly operational activity and performance reporting.

Operational Objectives

- Oversees, develops and provides direction to Assistant General Manager(s).

- Cooperates with Internal Audit, Compliance and HR on any recommendations and changes to compliance and legal workflow issues.

- Conducts at least one quarterly review of all procedures related to billing/compliance functions and submits summary documents to the Manager.

- Ensure that Rural/Metro Hotline Posters are displayed in multiple conspicuous areas of each operation.

- Ensure each operation is physically secure with limited entry/exits.

- Ensure PHI information/documents are properly stored and secured.

- Takes swift and immediate action in accordance with Internal Audit and Corporate Compliance on any areas of concern.

- Complies and enforces all policies and procedures.

- Has had no compliance related corrective action during the current review period.

- Has successfully completed all required Company Training within the required time period.

Additional Duties

- Systems Skills: A working knowledge of MS Office; Use data from different sources to identify issues and quickly identify the central or underlying issues in a complex situation.

- Other requirements: Must have a valid driver's license.

Qualifications

- Operates with integrity and confidentiality.

- Detail orientated leader that displays a sense of urgency, consistent follow up and a checklist mentality.

- Target-oriented and result-focused management style. Ensure subordinates understand what is expected of them.

- High energy level and high degree of self-motivation.

- Display a sense of urgency and be an effective strategic planner.

- Set high standards for self and others. Monitor progress and provide constructive feedback.

- Maintain a stable disposition despite external pressure and opposition.

- Demonstrate an open managerial style and positive attitude that impacts others in a positive way.

Educational Requirements

Print this page

Job Code/Grade:	OPS058 / Grade 23	**FLSA Code:**	Exempt
Position Title:	Assistant General Manager	**Reports To:**	General Manager
Job Family:	DGM/MGM	**Reviewed & Updated:**	3/19/2014

Position Summary

The primary job responsibilities of the Assistant General Manager is to be a hands on operational leader that supports the General Manager by effectively managing and providing leadership of the payroll, scheduling, accounts payable, supplies and BQA functions locally. The AGM role is intended to take employees that have operational expertise and place them into a role that will further develop and mentor the general management part of the business. This is a development position for individuals on a career path to become a General Manager.

Essential Functions

Management & Leadership

- Leader of daily operations for direct reports.

- Manages direct resources in payroll, scheduling, accounts payable, supplies and BQA to achieve local operational, division and corporate goals and budget for market.

- Manages scheduling to meet or exceed direct labor objectives.

- Ensures employment within the market drives down the direct labor costs by reducing overtime with appropriate staffing levels.

- Ensure compliance with Rural/Metro's Standard Operating Procedures for those functions and processes overseen by the Assistant General Manager.

- Actively manages direct labor optimization and makes recommendations to General Manager on areas for improvement and shift bid timing.

- Manages billing quality and implements BQA policies and procedures sot that appropriate cash is collected in a timely manner.

- Manages supply ordering and costs for assigned area.

- Complies and enforces all policies and procedures.

- Has successfully completed all required Company Training within the required time period.

- Has had no compliance related corrective action during the current review period.

- Participates with GM in at least one quarterly review of all procedures related to billing/compliance functions and submits summary documents to the Manager.

Additional Duties

- Systems Skills: A working knowledge of MS Office; Use data from different sources to identify issues and quickly identify the central or underlying issues in a complex situation.

- Other requirements: Must have a valid driver's license.

Qualifications

- Operates with integrity and confidentiality.

- Detail orientated leader that displays a sense of urgency, consistent follow up and a checklist mentality.

- Target-oriented and result-focused management style. Ensure subordinates understand what is expected of them.

- High energy level and high degree of self-motivation.

- Display a sense of urgency and be an effective strategic planner.

- Set high standards for self and others. Monitor progress and provide constructive feedback.

- Maintain a stable disposition despite external pressure and opposition.

- Demonstrate an open managerial style and positive attitude that impacts others in a positive way.

Educational Requirements

- Bachelor degree from a four-year college or university, or five years related experience and training, or equivalent combination of education and experience.

- Three to five years general management skills including the supervision of at least 10 employees.

- Industry experience a plus.

Equipment Operated

- Occasionally: Multi-media equipment for training purposes, voice recorder tape system

- Frequently: Use Company and/or personal owned vehicle for business purpose

Print this page

Job Code/Grade:	QAC004 / Grade 24	**FLSA Code:**	Exempt
Position Title:	Clinical Manager	**Reports To:**	Regional Director
Job Family:	Field Management	**Reviewed & Updated:**	10/6/2014

Position Summary

The Clinical Manager is a certified and/or licensed health care provider who is responsible and accountable for meeting or exceeding the Standard of Care as outlined by the appropriate County EMS Authority, State Department of Health and/or State Board of Nursing and Rural/Metro Ambulance. Acting as a Clinical Expert, oversees and assures the compliance of protocols, policies and procedures for emergency and non-emergency transports. In coordination with the Medical Director, develops, directs, and manages initial and ongoing continuing education program and ongoing quality improvement program.

Essential Functions

Operational Objectives

- Supervise and coordinate activities of all Clinical staff and Clinical Committees.

- Acts as resident Clinical Expert as stated by Certification/License.

- Maintain constant up-to-date- knowledge and records of all current protocols issued by the regulating agencies pertaining to ambulance service and critical care transport services.

- Conducts field documentation training on all required forms/documents.

- Performs fit testing, administering immunizations, TB testing and any additional required testing.

- Assist in the recruitment and hiring of EMT, EMT-Ps and RN?s.

- Conducts random audits on patient care records and implements corrective action plans as needed.

- Ensures services delivered are clinically appropriate and in compliance with local, state and federal regulations.

- Current state Driver's License in good standing.

- Satisfactory driving record in accordance with the Company's Driving Policy.

- Excellent communication and customer service skills.

- Ability to work cooperatively with other employees and medical agencies to provide the highest level of patient care.

- Ability to read and interpret all required documents and write required reports and correspondence.

- Other qualifications/certifications specific to the local operation and/or contract requirements.

- Satisfactorily meet Company physical assessments/tests.

Physical Requirements

Physical ability to perform all tasks required in the performance of typical Paramedic duties. While performing the duties of this job, the employee is occasionally required to bend/stoop, push, pull, lift, climb.

- Occasionally: Work at heights.

- Frequently: Lifting and carrying up to 150lbs

- Constantly: Hearing/listening, clear speech, legible handwriting.

Equipment Operated

- Occasionally: Computer

- Constantly: Ambulance, company owned cell phone, company owned communication equipment.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Occasionally: Inside for Special Events

- Frequently: Works around others, works alone, face-to face and verbal contact with others, inside, noise, extended day.

- Constantly: Works with others, face-to-face and verbal contact with others, withstand varied environmental conditions such as extreme heat, cold, and moisture. The Company is a 365, 24/hr per day, 7 day per week operation. Evenings, weekends, and holidays.

Closing Statement

Print this page

Job Code/Grade:	HRS046 / Grade 24	**FLSA Code:**	Exempt
Position Title:	Senior HR Manager	**Reports To:**	Vice President of Operations
Job Family:	Corporate	**Reviewed & Updated:**	12/9/2014

Position Summary

Primary function of this position includes implementation and coordination of policies and programs, covering a wide variety of employment, compensation, benefits, training, safety and health topics. Responsibilities have emphasis on employee and labor relations.

Essential Functions

Employee and Labor Relations

- Participates with the Division HR Director in investigating and processing employee complaints, Hotline calls, and gathering information on claims or charges of discrimination

- Demonstrates strong facilitation skills in investigating, analyzing, and solving a myriad of complex employee relation issues

- Provides guidance to VPO's, Regional Directors, and General Managers and supervisors on a wide variety of employee relation's and labor issues

- Oversees and participates in labor and union negotiations, arbitrations and mediations as needed

- Along with the Division HR Director, partners with Legal to review labor grievances prior to mediation

- Provides advice, counsel and training to managers regarding the administration and enforcement of the collective bargaining agreements for their location

- Develops and maintain relationships with union business representatives to foster and continuously improve union-management relations

- Communicates and interprets HR policies and procedures to employees and managers

Employee Support

- Oversees the maintenance of employee personnel, training and medical files

- Execution of divisional CIA, OSHA, and other company, state, and federal specific training/requirements

- Oversees the updates of certification controls are in place in assigned division so that no employee is working without the required certification for their position

- Management of Workers Compensation program and Motor Vehicle Collision ensuring Risk Management and Corporate HR receives all necessary information in a timely manner

- Prepares company responses to, attends and serves as company representative for unemployment hearings

- Plans and monitors legal and EEOC charges

Compliance

- Reviews paperwork for accuracy and correct process.

- Must participate in scheduled and unscheduled onsite compliance audits.

- Implements corrective/preventive measures as determined by the Corporate Compliance/Audit Committee.

- Cooperates with Internal Audit, Compliance and HR on any recommendations and changes to compliance and legal workflow issues.

- Takes swift and immediate action in accordance with Internal Audit and Corporate Compliance on any areas of concern.

- Complies and enforces all policies and procedures.

- Has had no compliance related corrective action during the current review period.

- Has successfully completed all required CompanyTraining within the required time period.

Qualifications

Minimum of 10 years of progressive Human Resources experience, with a focus on Employee Relations/Labor Relations required

Experience in healthcare related industry preferred

Union experience required specific to location

Excellent communication skills

Knowledge of the principles and practices of Human Resources Management and supervision, union experience specific to location

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Job Code/Grade:	HRS022 / Grade 24	**FLSA Code:**	Exempt
Position Title:	HR Manager	**Reports To:**	Division HR Director
Job Family:	Corporate	**Reviewed & Updated:**	1/28/2014

Position Summary

Primary function of this position includes implementation and coordination of policies and programs, covering a wide variety of employment, compensation, benefits, training, safety and health topics. Responsibilities have emphasis on employee and labor relations.

Essential Functions

Employee and Labor Relations

- Participates with the Division HR Director in investigating and processing employee complaints, Hotline calls, and gathering information on claims or charges of discrimination

- Demonstrates strong facilitation skills in investigating, analyzing, and solving a myriad of complex employee relation issues

- Provides guidance to general managers and supervisors on a wide variety of employee relation's and labor issues

- Oversees and participates in labor and union negotiations, arbitrations and mediations as needed

- Along with the Division HR Director, partners with Legal to review labor grievances prior to mediation

- Provides advice, counsel and training to managers regarding the administration and enforcement of the collective bargaining agreements for their location

- Develops and maintain relationships with union business representatives to foster and continuously improve union-management relations

- Communicates and interprets HR policies and procedures to employees and managers

Employee Support

- Partners with benefits department to assist employees with benefits questions

Government and Company Compliance

- Responsible for maintaining and updating employee personnel, training and medical files

- Compiles monthly reports measuring unemployment, worker compensation, and leave of absence towards divisional goals

- Execution of divisional CIA, OSHA, and other company, state, and federal specific training/requirements

- Updates and ensures certification controls are in place in assigned division so that no employee is working without the required certification for their position

- Management of Workers Compensation program and Motor Vehicle Collision ensuring Risk Management and Corporate HR receives all necessary information in a timely manner

- Prepares company responses to, attends and serves as company representative for unemployment hearings

- Plans and monitors legal and EEOC charges

Compliance

- Reviews paperwork for accuracy and correct process.

- Must participate in scheduled and unscheduled onsite compliance audits.

- Implements corrective/preventive measures as determined by the Corporate Compliance/Audit Committee.

- Cooperates with Internal Audit, Compliance and HR on any recommendations and changes to compliance and legal workflow issues.

- Takes swift and immediate action in accordance with Internal Audit and Corporate Compliance on any areas of concern.

- Complies and enforces all policies and procedures.

- Has had no compliance related corrective action during the current review period.

- Has successfully completed all required CompanyTraining within the required time period.

Qualifications

- Minimum of 6 years of progressive Human Resources experience, with a focus on Employee Relations/Labor Relations required

- Experience in healthcare related industry preferred

- Union experience required specific to location

- Excellent communication skills

Print this page

Job Code/Grade:	OPS055 / Grade 22	**FLSA Code:**	Exempt
Position Title:	Shift Commander-Management	**Reports To:**	General Manager
Job Family:	Field Management	**Reviewed & Updated:**	10/7/2014

Position Summary

The Shift Commander - Management position supervises the operations of the assigned shift by providing direction to crews and resolving issues that may arise during the shift. Additionally, this role supports the Sales & Marketing team by driving call volume through proactive customer interaction.

Essential Functions

Operational

- Manage field crews and handle labor, customer, employee, staffing, and equipment/fleet issue resolution.

- Respond to high level response calls including but not limited to - casualty incidents, calls requiring multiple units, calls upon request from field personnel or the communication center.

- Maintain clinical care/EMS knowledge and records of all current protocols issued by the regulating agencies pertaining to ambulance service.

- Investigate problems or inquiries and escalate serious issues immediately to General Manager and/or HR.

- Work at certification level as needed and manage critical situations that result from emergencies, disaster situations or mass casualty incidents.

- Resolve and report EPCR issues to ensure they are resolved in a timely manner.

- Work with team to ensure that all documentation requirements are met by crews.

- Work with other Shift Commanders to ensure smooth transition from shift to shift.

- Communicate Health & Safety guidelines and procedures to crews.

Marketing

Qualifications

Current state EMT, Paramedic certification or Registered Nurse License as required by State.

Current state Driver's License in good standing.

Satisfactory driving record in accordance with the Company's Driving Policy.

Experience managing other people.

Has had no compliance related corrective action during the current review period.

Has successfully completed all required Company Training within the required time period.

Ability to work cooperatively with other employees and medical agencies to provide the highest level of patient care.

Ability to read and interpret all required documents and write required reports and correspondence.

Other qualifications/certifications specific to the local operation and/or contract requirements.

Physical Requirements

Physical ability to perform all tasks required in the performance of typical Paramedic duties.

While performing the duties of this job, the employee is occasionally required to bend/stoop, push, pull, lift, and climb.

o Occasionally: Work at heights.

o Frequently: Lift and carry up to 150lbs

o Constantly: Hearing/listening, clear speech, legible handwriting.

Cognitive/Physical/Mental Requirements

Frequently: Memorization, perception/computation, problem solving, simple and complex math skills, reasoning.

Constantly: Ability to follow simple and complex written and verbal instructions. Ability to read, speak, and understand English.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

o Occasionally: Inside for special events

o Frequently: Extended days

Print this page

RURAL/METRO

Job Code/Grade:	OPS063 / Grade 22	**FLSA Code:**	Non Exempt
Position Title:	Shift Commander-Working	**Reports To:**	General Manager
Job Family:	Field Support and Facilities	**Reviewed & Updated:**	11/25/2013

Position Summary

The Shift Commander - Working is an on-ambulance position that supervises the operations of the assigned shift and provide direction to crews and resolve issues that arise during the shift. This includes but is not limited to resolving after hours scheduling issues due to call outs, reviewing and resolving documentation issues with the crews, addressing employees issues, working with management to administer discipline, resolving and reporting issues with EPCR, responding and resolving employee and customer issues, etc.

Essential Functions

Operational Objectives

- Responsible for working as an on-ambulance supervisor that manages and directs subordinates during the assigned shift.

- Responds to calls including but not limited to - casualty incidents, call requiring multiple units or upon request from field personnel or the communications center.

- Oversees all aspects of patient care and customer service during assigned shift.

- Maintain constant clinical care/EMS knowledge and records of all current protocols issued by the regulating agencies pertaining to ambulance service.

- Escalates serious business, customer, employee or labor issues immediately to General Manager and/or Human Resources.

- Troubleshoots patient, customer and employee concerns in a timely manner.

- Works with team to ensure that all documentation requirements are met by crews being supervised.

- Other qualifications/certifications specific to the local operation and/or contract requirements.

- Satisfactorily meet Company physical assessments/tests.

Physical Requirements

Physical ability to perform all tasks required in the performance of typical Paramedic duties.

While performing the duties of this job, the employee is occasionally required to bend/stoop, push, pull, lift, climb.

- Occasionally: Work at heights.

- Frequently: Lifting and carrying up to 150lbs

- Constantly: Hearing/listening, clear speech, legible handwriting.

Cognitive/Physical/Mental Requirements

- Frequently: Memorization, perception/computation, problem solving, simple and complex math skills, reasoning.

- Constantly: Ability to follow simple and complex written and verbal instructions. Ability to read, speak, and understand English.

Equipment Operated

- Occasionally: Computer

- Constantly: Ambulance, company owned cell phone, company owned communication equipment.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Occasionally: Inside for Special Events

- Frequently: Works around others, works alone, face-to face and verbal contact with others, inside, noise, extended day.

- Constantly: Works with others, face-to-face and verbal contact with others, withstand varied environmental conditions such as extreme heat, cold, and moisture. The Company is a 365, 24/hr per day, 7 day per week operation. Evenings, weekends, and holidays.

Closing Statement

This brief summary is not an all-inclusive description of job duties. Other job duties and responsibilities may also be assigned by the incumbent's supervisor at any time based upon Company need.

Print this page

RURAL/

Job Code/Grade:	ADM019 / Grade 19	**FLSA Code:**	Non Exempt
Position Title:	Office Manager	**Reports To:**	General Manager
Job Family:	Corporate	**Reviewed & Updated:**	2/27/2015

Position Summary

Responsible for overall organization of regional and or market office administration facility and team.

Essential Functions

Operational Objectives

- Supports the General Manager with various projects and tasks as assigned.

- Resolves facility issues as needed, works with vendors, landlords, public utilities, etc.

- Communicates with lease landlord regarding building and/or maintenance issues

- Provide support - answers phones, greets visitors, books travel, manages calendar, completes expense reports.

- Receives, sends, tracks and manages all incoming/outgoing mail and deliveries.

- Monitors ordering of all office supply inventory and upkeep of office machines.

- Coordinates and manages key events for the division.

- Creates and maintains the office security policies and procedures

Customer Service

- Establishes and maintains a good rapport with all management staff, local vendors and employees to accomplish local and company objectives.

- Provide internal complaint resolution within Business Office.

- Must demonstrate quality communication skills, exhibiting a professional and ethical attitude at all times.

Protection, Flexibility & Choice



BENEFITS 2014



Main_NH

your BENEFITS

Rural/Metro provides an affordable, comprehensive benefits program that offers financial protection, promotes wellness and provides choice. Rural/Metro provides the programs, and you decide which benefits you want, who to cover and how to use them. From day-to-day protection to future financial security, you make the decisions that are best for you and your family.

Throughout this benefits guide, you will learn more about each of these benefit plans, along with helpful information on how to use your benefits, when you can make changes to your benefits, and resources to get your questions answered.

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For information on participation and enrollment obligations, visit **myrmbenefits.employee.com.**

Eligibility

Coverage for you and your eligible dependents is effective on the 31st day following your date of full-time employment. Eligible dependents include:

- Your legal spouse or domestic partner
- For medical, dental and vision plans, your children to age 26 regardless of student, marital or tax-dependent status **OR** an unmarried child age 26 or older who is disabled and dependent on you, but only if the child was enrolled in the Plan and disabled at the time the child reached age 26 and meets the necessary requirements to be considered disabled.
- For the life plan, your unmarried, dependent children to age 19 (age 23 if a full-time student). Children include your natural and adopted children, stepchildren, and children of an approved domestic partner who depend on you for support and maintenance.

Please contact the Rural/Metro Benefits Service Center or e-mail myrmbenefits@rmetro.com if you have questions about the eligibility of your dependents.

This brochure summarizes some of the benefits and programs offered to Rural/Metro employees. It does not contain all of the details, rules and limits that are contained in the official plan documents. If the content of this brochure conflicts with or is inconsistent with the provisions of the official plan documents, the provisions of the plan documents are controlling. Certain aspects of this communication may not apply to employees covered under a collective bargaining agreement. Rural/Metro reserves the right to amend, change or terminate any of its benefit plans, programs, policies or practices at any time.

Domestic Partners

A domestic partner may be the same or opposite sex. To cover your domestic partner, you and your domestic partner must meet all of the following:

- Both be of legal age and may not be of a blood relationship that would prohibit legal marriage
- Live together as sole domestic partners and be responsible for each other's welfare and financial obligations for at least one year prior to open enrollment
- Not be legally married to anyone else within the last 12 months
- Not have had a different domestic partner within the prior 12 months

Dependent Status Verification will be required, including a Domestic Partner Affidavit. The cost of coverage for your domestic partner is the same as if you were covering a spouse. However, coverage for domestic partners will generally result in imputed income. Domestic partners generally will not qualify as a tax dependent, so you will be taxed on the value of the benefit provided to him or her. This is called 'imputed income,' and you will have to pay taxes on this amount.

If your domestic partner qualifies as a dependent for federal income tax purposes, the value of his or her coverage will not result in imputed income for you, and you can pay for that coverage on a pre-tax basis.

Questions about imputed income and/or the tax consequences of domestic partner coverage should be directed to your personal tax advisor before making this election.

Dependent Status Verification

Please be advised that Rural/Metro will request documentation to substantiate your dependents are eligible to participate in the benefit plans. Any unverified dependents will be removed from the benefit plans. Lack of verification may result in disciplinary action, including repayment of claims paid on ineligible dependents dating back to original enrollment and/or termination of employment. Any dependent removed from the plans for lack of verification will not be eligible for COBRA benefits.

Cost of Coverage

Rural/Metro pays the entire cost of the basic life and AD&D, basic long-term disability, and EAP coverages. The Company pays a large portion of your health coverage. Costs for coverage are shown on the enrollment website: **myrmbenefits.employee.com**.

Your portion of the cost for medical, dental, vision, HSA and flexible spending accounts are paid on a pre-tax basis. Your cost to buy supplemental life, supplemental LTD, legal assistance, whole life, critical illness, accident, STD, or auto and homeowners coverage is deducted from your pay on an after-tax basis.

Enrolling

As a new employee, you have 31 days from your date of hire to enroll.

Generally, the benefit decisions made during enrollment are in effect through the end of the plan year, which is June 30. Each year during open enrollment you can change your benefits or enroll in benefits previously declined. Open enrollment usually takes place in May for the benefit year that begins July 1.

myrmbenefits.employee.com is more than an enrollment site– this is your one-stop benefits site, where you can:

- View your current benefit elections
- Enroll for benefits
- Compare benefit plan choices
- View and download summary plan documents
- View payroll deductions
- View and update your beneficiaries
- Print forms

Enroll Online…myrmbenefits.employee.com

1. Log on to **myrmbenefits.employee.com**
2. Your user name is your employee number
3. Your password is your date of birth (in 'mmddyyyy' format) followed by the last 4 digits of your Social Security number (example May 16, 1960, 123-45-6789, password is 051619606789)
4. Follow the on-screen instructions. Note: The system will log you out after 15 minutes of inactivity and the information you've entered will not be saved. You must complete the entire enrollment process and click **Finish** for your elections to be saved.

The site is always open – 24 hours, 7 days a week.

If You Don't Enroll

If you don't enroll when first eligible, you will only have the Company-paid benefits (basic life, basic AD&D, basic long-term disability and EAP).

Making Changes

Selections made during enrollment may not be changed until the next enrollment period unless you have a qualified family status change and notify the Benefits Service Center within **31 days** of that change. A qualified family status change includes:

- Marriage, legal separation, annulment or divorce
- Birth or adoption of a child or the addition of a dependent
- Loss of eligibility of a dependent child
- Death of a spouse/domestic partner or dependent
- Termination or commencement of spouse/domestic partner's employment
- Loss of eligibility for Medicaid or CHIP (Children's Health Insurance Premium)
- Eligibility for Medicaid or CHIP premium assistance

Make changes at **myrmbenefits.employee.com** or call the Benefit Service Center at **888-301-2123**.

Proof of a qualified family status change must be provided when you request a change in your enrollment. Coverage may be delayed or denied if proof is late or not provided.

If you lose eligibility for Medicaid or CHIP, or become eligible for premium assistance, you have 60 days to notify the Benefits Service Center.

If you miss the 31-day window to notify the Benefits Service Center (or **60-day** in the case of Medicaid or CHIP above), you must wait until the next open enrollment period to make changes to your coverage.

Vitality

RURAL/METRO
People taking care of people...Together we can do anything!

BLUE BRONZE SILVER GOLD PLATINUM

GET HEALTHY

Your health and well-being matter. That's why Rural/Metro offers a comprehensive, interactive and personalized wellness program through Vitality to save you money and help make it easier for you to live a healthy life! Whether you are looking to lose weight, get more active, improve your diet or simply maintain a healthy lifestyle, the Vitality wellness program is ready to help you get started.





Earn Vitality Points

Earn Vitality Points for every Vitality activity you complete and goal you achieve. You will earn points for taking the **VHR** and getting a **Vitality Check biometric screening**. Other activities include:

- **Education:** Complete a calculator, get certified in CPR or first aid, and more.
- **Physical Activity:** Wear a fitness device, log your health club workout, participate in a 5k race/walk and more.
- **Healthy Living:** Take an online nutrition course or the Vitality Mental Well-Being Review for a healthy mind.
- **Prevention:** Earn points for getting certain health screenings, a flu shot or a dental check-up.
- **Healthy Measures:** Get rewarded for having a Vitality Check biometric screening and hitting your health targets including BMI, blood pressure, blood glucose and total cholesterol.



Save on Medical Premiums

Get healthy and save money! Your medical plan cost per pay period is determined by your participation in the Vitality Wellness Program. In order to achieve the Preferred or Preferred Plus rates for 2014-2015, **you and your covered spouse or domestic partner*** must complete a:

- Confidential **Vitality Health Review (VHR) health questionnaire**. You'll just need to answer a few health-related questions to get a personalized summary of your current health and risk factors.
- **Vitality Check biometric screening**** to determine your body mass index (BMI), blood pressure, cholesterol and other metabolic markers, such as glucose and triglyceride levels.

You can save even more by certifying that you do not use tobacco.

Get Rewarded!



The more activities you complete, the more points you earn and the higher status you achieve. The higher your status, the larger your discount at the Vitality Mall™, as the points you earn can be redeemed as Vitality Bucks to spend on discounted items, such as Amazon.com gift cards, movie tickets, digital cameras and more! Go to **PowerofVitality.com** to start earning points today by setting goals, verifying your workout or taking a nutrition course.

As a Vitality member, you can qualify to receive a monthly membership reimbursement to help cover the cost at a partner health club in the Vitality network. If your health club is not in network, you can apply for a health club rebate of up to $200 toward your health club membership fees. You can also save money on healthy food with the Vitality HealthyFood™ rewards program.

*Your spouse or domestic partner must be covered by a Rural/Metro medical plan to participate.

**All programs are confidential and HIPAA-compliant. Any information shared with Vitality will not be disclosed except in accordance with HIPAA laws. Your protected health information (PHI) will not be shared with your employer.

If you are unable to participate in the wellness program due to a health condition, please contact the Rural/Metro Benefits Service Center for an alternate option.

To see a full list of activities, go to **PowerofVitality.com** and select **Home > Earning Points**

Why Wait? Start Today!

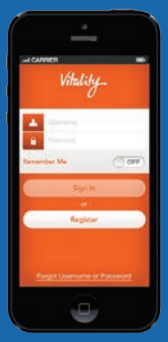
Don't miss out on the savings! You and your covered spouse or domestic partner need to be a member of the Vitality wellness program. It's easy to get started and your participation is completely confidential.

Take the Vitality Health Review (VHR)

- Go to **PowerofVitality.com** or download the **Vitality Today app**.
- Select **Register Today** and type in your name, birth date, email address and the last four digits of your Social Security Number. You'll be asked to create a username and password. Your covered spouse or domestic partner will register just as you did; however, he or she will use the last four digits of **your** Social Security Number.
- Take the VHR.

Take Vitality with You

Your wellness program can keep up with your busy life! It's easy to access Vitality 24 hours a day, 7 days a week. Download the **Vitality Today** mobile app. You can take the VHR, log workouts, check your points and more!



Get a Vitality Check Biometric Screening

Schedule an Appointment at a Quest Diagnostics® Patient Service Center	Visit Your Doctor
• Go to **My.BlueprintForWellness.com.** – **If you are a "returning participant",** enter your username and password. If you forgot your username and password, select **Forgot Password**. Registration key is **ruralmetro**. – **If you are new to the site,** enter the registration key: **ruralmetro**. Enter your employee ID and date of birth. (If you're a spouse or domestic partner, please use the same employee ID number and add an **"S"** at the end of the number.) • Select **Schedule Your Screening** to select your location and appointment time.	• Go to **My.BlueprintForWellness.com** and select **About My Program** to print a physician form. • Take it to your doctor to complete. • You fax the physician form to **855-794-1391**. Forms will be accepted for tests completed as early as January, 2, 2014.

OR

Use a Home Test Kit

Call Quest Diagnostics Customer Service at **866-908-9440** to find out if a home test kit is available in your area.

Earn Points, Get to Silver and Save!

In addition to redeeming your points for Vitality Bucks to receive great rewards, you can also use them to save on your monthly medical premiums for 2015-2016. To receive the savings, you will need to reach Silver status by April 30, 2015. Participate in as many activities as possible and you'll get healthy and see Silver status quickly!



medical BENEFITS

UnitedHealthcare

Rural/Metro offers several coverage options: Health Savings Plans and a Co-Pay Plan. All offer protection from the high cost of medical care. You choose the plan that best fits your needs.

The Health Savings and Co-Pay plans are administered by UnitedHealthcare (UHC) and use the Choice Plus network of doctors and hospitals. Although any provider may be used, the cost is less when you use Choice Plus network providers.

All options cover prescription drugs. Prescriptions may be filled at participating retail pharmacies or through the mail order service. With UHC plans, you save money on maintenance medications (medicine you take on a regular basis for a health condition such as diabetes or high blood pressure) when you use the mail order service.

Note: The prescription drug benefit under all medical plans is creditable coverage for purposes of Medicare Part D.

Health Savings Plan UnitedHealthcare

The Health Savings Plan has a higher deductible but lower paycheck deductions. In-network preventive care is covered at 100% with no deductible. For all other services, you must meet your annual deductible before the plan begins paying benefits.

If you enroll in this plan, you can also enroll in a Health Savings Account (HSA) — see page 11. You can use the money in your HSA to pay for eligible health care expenses, such as deductibles, co-pays and co-insurance, prescriptions, even eligible dental and vision expenses. Or, pay those expenses from your own pocket and build a balance that can be used in the future.

Co-Pay Plan UnitedHealthcare

The Co-Pay Plan has a lower deductible, and a co-pay when you visit the doctor's office or get prescriptions. Like the Health Savings Plan, all other services require that you meet a deductible before the plan pays benefits (with the exception of in-network preventive care, which is covered 100%).

You may want to consider saving money on eligible health care expenses with the Traditional FSA. See page 12 for more information.

Waiving Coverage

The Affordable Care Act requires that you be covered under a health plan that provides minimum essential coverage and which covers essential health benefits.

If you decline to participate in Rural/Metro's plan during this enrollment period, you will not have the opportunity to elect coverage under the company's plan, unless you have a qualifying event (such as marriage, birth or adoption of a child, etc.) as defined under the plan. To ensure you understand the implications of not being covered by a medical plan during the 2014 calendar year, we recommend that you seek guidance from a qualified tax advisor.

Medical Option Comparison

	UHC Savings Plan $1,500		UHC Savings Plan $2,000		UHC Co-Pay Plan	
	In Network	Out of Network[1]	In Network	Out of Network[1]	In Network	Out of Network[1]
Plan Year Deductible	**Jul 1 - Jun 30**		**Jul 1 - Jun 30**		**Jul 1 - Jun 30**	
Individual	$1,500	$3,000	$2,000	$4,000	$750	$1,500
Family	$3,000	$6,000	$4,000	$8,000	$1,500	$3,000
Out of Pocket Maximum	**Jul 1 - Jun 30**		**Jul 1 - Jun 30**		**Jul 1 - Jun 30**	
Individual	$3,000	$6,000	$3,500	$7,000	$3,500	$7,000
Family	$6,000	$12,000	$7,000	$14,000	$7,000	$14,000
Lifetime Maximum	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Office Visit	**You Pay**		**You Pay**		**You Pay**	
PCP	20%[2]	40%[2]	20%[2]	40%[2]	$35	40%[2]
Specialist	20%[2]	40%[2]	20%[2]	40%[2]	$50	40%[2]
Preventive Care	0% (no deductible)	40%[2]	0% (no deductible)	40%[2]	0% (no deductible)	40%[2]
Emergency Room	20%[2] (additional co-pay for non-emergency)		20%[2] (additional co-pay for non-emergency)		20%[2] (additional co-pay for non-emergency)	
Co-insurance	20%[2]	40%[2]	20%[2]	40%[2]	20%[2]	40%[2]
Rx	**You Pay**		**You Pay**		**You Pay**	
Generic	20%[2]	40%[2]	20%[2]	40%[2]	$15	40%[2]
Formulary brand	20%[2]	40%[2]	20%[2]	40%[2]	$30	40%[2]
Non-formulary brand	20%[2]	40%[2]	20%[2]	40%[2]	$60	40%[2]

[1]Subject to reasonable and customary limitations

[2]After deductible

Save Time and Money with Mail Order

Your prescription medicines can be sent directly to you by mail — a great convenience for medications you take on an ongoing basis, such as those used to treat chronic conditions like high blood pressure or diabetes. Additionally, you could save money by using the mail order pharmacy. Please go to **www.myuhc.com** to get started today!

Find UHC network providers at **myuhc.com**. For additional plan information go to **myrmbenefits.employee.com,** click **Plan Information** or call UHC at **877-440-5987**.

dental BENEFITS

MetLife

Regular, professional dental care is not only essential to good health, it can also prevent the need for serious surgeries and other procedures to teeth and gums.

Rural/Metro offers a comprehensive dental insurance program through MetLife. With this plan you can visit any licensed dentist in the United States, although your out-of-pocket costs will generally be lower if you see a dentist who participates in the MetLife network. If you utilize non-participating dentists you are responsible for the difference between MetLife's reimbursement schedule and the amount the dentist charged.

	Dental Benefits	
	In Network	**Out of Network[1]**
Annual Deductible *does not apply to preventive services*	$50 Individual $150 Family	$50 Individual $150 Family
Annual Benefit Maximum	$2,000	$2,000
Preventive Services *(cleanings, routine exams, x-rays)*	Plan pays 100%	Plan pays 90%
Basic Services *(fillings, extractions, root canals)*	Plan pays 90% after deductible	Plan pays 70% after deductible
Major Services *(bridges, crowns, dentures, implants)*	Plan pays 60% after deductible	Plan pays 50% after deductible
Orthodontia *adults and children* *separate, lifetime maximum benefit applies*	Plan pays 50% up to maximum of $1,500	Plan pays 50% up to maximum of $750

[1]Subject to reasonable and customary limitations

Did you know?

Recent research identified periodontal disease as a risk factor for heart and lung disease; diabetes; premature, low birth weight babies and a number of other systemic diseases.

- *American Dental Hygienists' Association*

Find network dentists at **metlife.com/dental.** For additional plan information go to **myrmbenefits.employee.com,** click **Plan Information** or call MetLife at **800-942-0854**.

vision BENEFITS

UnitedHealthcare

Vision care is every bit as important as taking care of the rest of your health. Annual eye exams, vision correction and protective eyewear, when needed, will help preserve your eyesight. You may use any provider you choose. However, when you use UHC providers, you pay less and you don't have to file claims. If you use non-network providers, you pay up front and file a claim for reimbursement.

This chart highlights some of the plan's key features. It does not provide details about all covered services, supplies or limitations.

	Vision Benefits	
	In Network	**Out of Network**
Eye Exam *(every 12 months)*	$0	Plan reimburses $45
Lenses *(every 12 months)*		
Single	$25 co-pay	Plan reimburses $40
Bifocal	$25 co-pay	Plan reimburses $60
Trifocal	$25 co-pay	Plan reimburses $80
Lenticular	$25 co-pay	Plan reimburses $80
Frames *(every 12 months)*	$25 co-pay then plan pays up to $130	Plan reimburses $45
Contact Lenses *(in lieu of glasses)*	$25 co-pay then plan pays 100% up to 4 boxes	Plan reimburses $120

Find network providers at **myuhcvision.com**. For additional plan information go to **myrmbenefits.employee.com,** click **Plan Information** or call UHC at **800-638-3120**.

health savings ACCOUNTS

Optum Bank

An HSA is a savings account just for qualified health care expenses. You can contribute to one if you:

- Have an HSA-qualified "high deductible health plan" such as the Health Savings Plan
- Have no other first-dollar medical coverage – for example, if your spouse/domestic partner has a traditional plan and you are on it, you cannot have a Health Savings Account
- Are not enrolled in Medicare
- Can't be claimed as a dependent on someone else's tax return

You decide how much to put in, and all of your contributions are tax-free. Funds can be withdrawn tax-free to cover qualified medical expenses including dental, acupuncture, massage therapy, vision, prescriptions, etc.

How Much to put in an HSA

IRS limits the amount you can contribute to an HSA each year. This year's contribution limits are:

- $3,300 if you have single coverage
- $6,550 if you have dependent coverage
- An additional $1,000 in catch-up contributions if you are at least 55 years old

Note: these limits apply to you as an individual, based on a calendar year. If you had another HSA in 2014 (such as an individual HSA or through another employer), your contributions plus any employer contributions are limited to the IRS maximum. For complete details, see the IRS Publication 969.

Other things to know about HSAs:

- It belongs to you and can be taken with you if you leave the Company for any reason – change jobs, retire, move, etc.
- Money in your account accumulates from year-to-year without restrictions. There is no "use it or lose it" rule.
- You can save the money in your account to pay for future expenses like health insurance, long-term care insurance, medical expenses, etc.
- When you enroll through Optum Bank, you contribute with convenient payroll deductions, so you get the tax savings in every paycheck.

HSA Debit Card

When you set up an HSA, you'll receive a debit card to pay your out-of-pocket health care expenses. There is no need to file for reimbursement when you use the card, but you need to keep your receipts as required by IRS regulation.

For a complete list of eligible expenses, go to **irs.gov/publications**

- Publication 502 for health care
- Publication 503 for dependent care

How the HSA works

1. Elect the amount you wish to contribute (you can change or stop throughout the year) at myrmbenefits.employee.com.
2. Open your HSA online at myrmbenefits.employee.com under Online HSA Application. Optum Bank will mail you an HSA debit card.
3. Go to your UHC network provider and present your UHC ID card.
4. Do not pay anything at the time of your visit.
5. Your provider bills UHC for the service.
6. UHC sends you an EOB (Explanation of Benefits) explaining what was covered and how much, if anything, you owe.
7. Your provider will send you a bill.
8. Check your HSA balance - a monthly statement is mailed to your home, and you can always check online.
9. Pay your bill. You can use your own money (if you are trying to save your HSA funds for later), or you can use your HSA debit card if you have enough money in your HSA.

* Read your EOB carefully and only pay the "allowable amount" shown. This allowable amount is less than the "amount charged" and you pay the lower amount because you get a discount through your UHC medical plan.

Network providers should not ask you to pay at the time of your visit. If you are billed at that time, ask your provider's office to call UHC.

flexible spending ACCOUNTS

UnitedHealthcare

Health FSAs

There are two types of Health FSAs:

- **Traditional FSA –** for people who are in the Co-Pay Plan, an HMO, those not contributing to the HSA or those who waive coverage. You can set aside up to $2,500 per year on a pre-tax basis to pay for health care expenses such as co-pays, deductibles, co-insurance, eyeglasses, contact lenses, and more. Annual minimum $130, annual maximum is $2,500.
- **Dental/Vision FSA –** for people who contribute to the HSA. You can set aside up to $2,500 per year on a pre-tax basis to cover co-pays, deductibles, co-insurance, eyeglasses, frames and contact lenses – as long as the expense is related to dental or vision care. Annual minimum $130, annual maximum is $2,500.

Dependent Care FSAs (day care and elder care)

You can set aside up to $5,000 per year ($2,500 if you are married and file separate income tax returns) on a pre-tax basis to pay eligible day care or elder care expenses you incur so that you and your spouse/domestic partner (if married) can work or attend school.

There is another way to save taxes on dependent care – the federal tax credit. You can use the federal tax credit, the Dependent Care FSA or a combination of both. However, you cannot claim the same expenses for both. You need to decide which is the best method for your situation, and you may want to consult a tax advisor.

FSA Debit Card

When you set up a Health or Dependent Care FSA, you'll receive a debit card to pay your eligible out-of-pocket expenses. There is no need to file for reimbursement when you use the card, but you need to keep your receipts as required by IRS regulation.

FSAs are administered by UHC. At myuhc.com, you can:

- Check your account balance
- Review eligible forms
- Print claims forms or file claims

Important Information about FSAs

When you enroll, you decide how much to contribute to any of the accounts for the year. An online savings calculator will help you decide how much to contribute for the year. That amount is divided by the number of pay periods in the year and deducted from each paycheck before taxes are taken out – this reduces your amount of taxable income. Most people save at least 20%. Some other important points:

- **You must enroll each year.** Your participation does not automatically continue from year to year.
- **Use it or lose it.** IRS rules state that if you have money left over in your account after you have submitted all claims for the year, you lose the amount that is left over. So be careful when calculating how much to contribute.
- **Expenses must be incurred during the plan year** (July 1, 2014 - June 30, 2015), and you have until September 30 to file claims for expenses incurred during the preceding plan year.

For a complete list of eligible expenses, go to **irs.gov/publications**

- Publication 502 for health care
- Publication 503 for dependent care

life BENEFITS

Cigna

Basic Life / AD&D Cigna

Rural/Metro provides basic life and accidental death and dismemberment (AD&D) coverage for you, and basic life coverage for your dependents. Since everyone's needs for financial protections are different, we offer supplemental coverage that you may buy.

		Company Provided Benefit
You (Life and AD&D)		1 X pay up to maximum of $300,000
Spouse/Domestic Partner (Life)		$5,000
Children (Life)	**Birth to 6 Months of Age**	$500 maximum benefit
	6 Months to Age 19 *(or age 23 if full-time student)*	$3,000

If your basic life coverage is more than $50,000, you will have 'imputed income' on the life premium. Imputed income is non-cash income in the form of a Company-paid benefit. The IRS requires income taxes to be paid on this amount. Imputed income will be reflected on your pay stub, and state and federal income tax withholding will apply.

Supplemental Life Cigna

You may purchase supplemental term life insurance for yourself and your eligible family members. Cost is based on your age and the amount of coverage you select. You must provide evidence of insurability if you buy more than $100,000 of coverage for yourself, or if you enroll more than 31 days after first becoming eligible for coverage. Evidence of insurability for spouse/domestic partner coverage is required for amounts over $50,000.

		Supplemental Term Life Options
You		$10,000 increments, to a maximum of $500,000 or 6 X pay, whichever is less
Spouse/Domestic Partner		$10,000 increments, not to exceed your coverage amount
Children	**Birth to 6 Months of Age**	$500 maximum benefit
	6 Months to Age 19 *(or age 23 if full-time student)*	$2,500 increments, maximum of $10,000

Naming a Beneficiary

When you first enroll, you designate a beneficiary for your basic and supplemental life coverages. Be sure to keep your designation current. To update your beneficiary after your initial enrollment, go to **myrmbenefits.employee.com,** click **Update Beneficiary**.

additional BENEFITS

Long-Term Disability Cigna

Long-term disability benefits provide income protection should you become totally disabled and can no longer work. Rural/Metro provides you with basic LTD coverage, and you may buy supplemental LTD. The plan pays benefits if your disability lasts longer than 90 days. If you remain disabled, benefits are payable to age 65.

Basic LTD	Supplemental LTD*
Replaces 50% of your monthly earnings up to a maximum of $5,000 per month	Replaces an additional 10% of monthly earnings, for a total of 60% income replacement, up a maximum of $10,000 per month

Should you become disabled, benefits begin on the 91st day of your disability. Benefits are based on your average monthly base pay earnings over the previous 12 calendar months, and they can be reduced by any other disability income for which you qualify (such as Social Security and Workers' Compensation benefits).

Basic LTD benefits are taxable but supplemental benefits are not. Benefits are paid for as long as you are totally disabled; they stop on your return to work, when you reach age 65 or on your death.

*If you are electing Supplemental LTD after you are first eligible, evidence of insurability may be required.

Employee Assistance Program

American Behavioral

The EAP can help with marriage and family issues, substance abuse, depression, difficult work situations, emotional difficulties, adolescent behavior, stress, relationships, grief, wills and other personal issues. Rural/Metro pays the full cost of this confidential service, provided through American Behavioral.

Each individual may see a network provider up to six times per plan year. Trained counselors are available 24 hours a day, 7 days a week for emergency and urgent assistance. Call **800-925-5EAP (5327)** for questions or to make an appointment.

Legal Plan Legal Shield

We partner with Legal Shield to provide you access to quality legal services while protecting you from the high cost of legal fees. This is a voluntary plan that you may enroll in anytime throughout the year. When you use a plan attorney, you have unlimited telephone advice and office consultations on all personal legal matters, including:

- Consumer protection
- Family law
- Debt matters
- Immigration assistance
- Defense of civil lawsuits
- Traffic matters (except DUI)
- Wills and estate planning

The plan does not cover business and employment-related matters.

Get more information at **800-654-7757** or at **myrmbenefits.employee.com**, click **Plan Information**.

voluntary PROGRAMS

Rural/Metro offers a variety of voluntary programs to help meet your needs. To enroll in the UNUM or Lincoln Financial products, you must call the Benefits Service Center at 888-301-2123. To enroll in MetLife home and auto coverage, you must call MetLife at 800-438-6388.

Accident Insurance UNUM

Accident insurance pays benefits to help you meet out-of-pocket expenses and bills should you suffer a covered accident. Benefits are paid for accidents that occur on and off the job. Hospitalization, physical therapy, intensive care, transportation, and lodging are some of the out-of-pocket expenses that this accident insurance could cover. Coverage is available for you, your spouse or domestic partner, and/or your children.

Critical Illness Insurance Lincoln Financial

Critical illness insurance can help supplement major medical coverage by helping you pay the direct and indirect costs associated with a critical illness or event. The plan pays a lump sum benefit should you be diagnosed with a covered critical illness such as heart attack, stroke or a major organ transplant (for recipient) and includes $50 annual health screening benefit when the insured participates in a covered health assessment. Coverage is available for you, your spouse or domestic partner, and/or your children.

Whole Life Insurance UNUM

In addition to providing death benefits to your beneficiaries, whole life insurance builds cash value you can use while you are still living. You own the policy, so you can keep the coverage when you retire or change jobs. As long as the premium continues to be paid, your rate is guaranteed never to increase, and your benefit can never decrease. Coverage is available for you, your spouse or domestic partner, your children and your grandchildren.

Short-Term Disability (STD)* UNUM

This income protection policy replaces a portion of your income if you are unable to work due to a covered sickness or an off-the-job accident. The period for which your benefit will be payable will begin on the day following your fourteenth day of qualified disability for an eleven-week period, subject to policy provisions.

*Coverage not available in all states.

Auto and Homeowners MetLife Auto & Home®

Unlike other insurance offers you may receive, this special Rural/Metro Corporation program offers you more than one option. You'll get **quotes from multiple companies at one time** so you won't have to make phone call after phone call in order to compare. With this program, all it takes is one call to MetLife Auto & Home to find the best coverage for you.

You'll have an opportunity to instantly compare and choose the policy that's right for you.

More information on all voluntary programs can be found by going to **myrmbenefits.employee.com** and clicking **Voluntary Programs.**

401(k) Savings Plans Fidelity

Protect your future – and Rural/Metro will help. The 401(k) Savings Plan is a great way for you to build financial security. And with Fidelity as a benefit partner, you have access to exceptional tools and information that will help you make savings and investment decisions.

You are eligible for the 401(k) as of your full-time hire date. Fidelity will mail you an enrollment kit. You can enroll at any time during the year at **401k.com**.

Need Assistance?

All of the information in this brochure, plus much more, is available online at **myrmbenefits.employee.com**. From there, you can find forms, view payroll deductions, view and update beneficiaries, get answers to frequently asked questions, and link to all of your Rural/Metro benefit partners.

For additional assistance, call the Rural/Metro Benefits Service Center at **888-301-2123** to speak to a benefits representative Monday - Friday, 8 am - 8 pm Eastern time or send an email to **myrmbenefits@rmetro.com**.

CODE OF ETHICS AND BUSINESS CONDUCT LG-01

Section: *LG (Legal - General Compliance)*	**Effective Date:** *August 30, 2011*
Policy Type: *Company Wide*	**Revision Date(s):**
	Annual Approval: *June 18, 2014*

POLICY: This Code of Ethics and Business Conduct establishes the cornerstone of the Company's expectations for all employees and the Board of Directors regarding their conduct, and ensuring it conforms to the highest ethical and legal standards.

RESPONSIBLE AREA: Legal Department

PROCEDURE:

I. Rural/Metro and its subsidiaries and affiliates (hereinafter collectively referred to as "Rural/Metro" or the "Company") are committed to conducting business lawfully and ethically. This Code of Ethics and Business Conduct (this "Code") reinforces our commitment to the highest ethical and legal standards and provides each employee, officer and member of the Board of Directors of the Company (hereinafter collectively referred to as "Covered Persons") with guidance and perspective in understanding business ethics at Rural/Metro. No code of conduct can hope to spell out the appropriate moral conduct and ethical behavior for every situation we may confront. In the final analysis, we must rely on our own good judgment. Each Covered Person has the personal responsibility to make sure that, in discharging our duties and responsibilities as Covered Persons of Rural/Metro; we abide by this Code and applicable laws.

This Code establishes the general guidelines with which all Covered Persons must comply to ensure that their conduct conforms to the highest ethical standards and is in accordance with all applicable laws, rules and regulations. These general guidelines are not meant to cover all situations. Any doubts whatsoever as to the propriety of a particular situation, whether or not the situation is described within this Code, should be submitted either to your immediate supervisor or to the Corporate Compliance Department or Legal Department. This Code is the core component of the Company's overall corporate compliance program (the "Corporate Compliance Program").

Every Covered Person is required to understand and comply fully with both the rules and approval procedures established by this Code. The standards of conduct that govern Rural/Metro's relationship with the government are applicable to each Covered Person whether or not the Covered Person is directly engaged in performing activities relevant to any federal, state or private contracts. Any request for interpretation of, or an exception to, this Code must be brought to the Legal Department. Any Covered Person violating any provision of this Code will be subject to disciplinary action, up to and including discharge from employment. To the extent that any additional policies are developed as part of the Corporate Compliance Program, those policies should be consistent with this Code. In case of any inconsistency, this Code shall govern.

II. COMPLIANCE WITH ALL LAWS AND REGULATIONS

All of Rural/Metro's Covered Persons must scrupulously comply with all federal, state and local laws and regulations. Covered Persons must immediately and directly report any actual or perceived violation of this Code, the Corporate Compliance Program or any other Rural/Metro policy through the appropriate channels provided under the heading "HOW TO FILE A REPORT" on page 13.

III. CONFIDENTIAL INFORMATION

All Covered Persons are responsible for ensuring that appropriate measures are taken to properly protect Rural/Metro's confidential (i.e., non-public) information. Covered Persons are expected to assist in the protection of all confidential information, including technical, financial, customer, personnel, marketing, patient records and other business information, which, if made available to Rural/Metro's competitors or the public, would be advantageous to such competitors and detrimental to Rural/Metro or subject the Covered Person and Rural/Metro to violations of the law. Protection of such information is critical to our ability to grow, operate, compete, and comply with all applicable laws.

This policy serves as Rural/Metro's general reference policy regarding confidential information and is to be used as such. However, Rural/Metro also provides published policies for HIPAA Privacy and Security Regulations, along with a Records Retention Policy.

Confidential and proprietary information may include without limitation, some or all of the following categories:

A. Business and patient information, including treatment and medical records, sales and marketing research, materials, plans, strategies, accounting and financial information, product, customer, vendor, supplier, and distributor information, personnel records and the like.

B. Technical information, including functional and technical specifications, designs, drawings, analysis, research, processes, computer programs, methods, ideas, "know how" and the like.

C. Third party confidential information that Rural/Metro has a duty to maintain as confidential.

D. Other valuable information designated by the owner as confidential expressly or by the circumstance in which it is provided.

It is the duty of every Covered Person to protect the confidential information he or she has been entrusted with, regardless of its media form. For example, much of the information maintained in the Company computer systems is confidential, proprietary, and/or of a trade secret nature, and electronic transfer or copying of

this information to a third party is generally prohibited. Confidential information should be stored in a secure manner and its access limited to the Covered Persons who have a need to know and work with the confidential information.

IV. DEALING HONESTLY WITH CUSTOMERS, OTHER SUPPLIERS AND CONSULTANTS

A. Quality of Service – Rural/Metro is committed to providing quality customer service and patient care that meets all contractual obligations and Rural/Metro's quality standards.

B. Contract Negotiation – Rural/Metro has an affirmative duty to disclose current, accurate and complete cost and pricing data where such data is required under appropriate federal or state law or regulation. Covered Persons involved in the pricing of contract proposals or the negotiation of a contract must ensure the accuracy, completeness and currency of all data generated and given to supervisors and other Covered Persons and all representations made to customers, both government and commercial. The submission to a federal government customer of a representation, quotation, statement or certification that is false, incomplete or misleading can result in civil and/or criminal liability for Rural/Metro, the involved Covered Person and any supervisors who condone such a practice.

C. Competitive Analysis – In conducting market analyses, Rural/Metro's Covered Persons should not accept or use information known to be proprietary to one of our competitors. Supervisors must ensure that a competitor's proprietary information is not improperly obtained or used in any improper fashion.

D. Antitrust Issues – The free enterprise system rests on the proposition that free and open competition is the best way to ensure an adequate supply of goods and services at reasonable prices. The antitrust laws of the U.S. are intended to protect and promote vigorous and fair competition. All Covered Persons must adhere strictly to both the spirit and the letter of the antitrust laws of the U.S. and with all such laws governing competition in any country in which Rural/Metro does business. Violation of antitrust laws can result in severe civil and criminal penalties, including imprisonment for individuals, and Rural/Metro can be subjected to substantial fines and damage awards.

The following summary of antitrust law principles is intended to assist in the understanding of the basic antitrust regulations, and to recognize the types of business situations where these laws may be applicable. This summary is not intended to be a complete statement of all aspects and interpretations of the antitrust laws and cannot be regarded as a substitute for professional legal advice. Any question as to whether a proposed course of action would involve a violation of the antitrust laws must be cleared in advance by the Legal Department.

Agreements with Competitors. Contacts with competitors are sensitive and risky, since courts can infer an agreement or collusion from such contacts when they are followed by common action or behavior. In all contact with competitors, Covered Persons must avoid discussing prices, terms and conditions of sale, costs, inventories, competition, marketing plans or studies, production plans and capabilities, and any other proprietary or confidential information.

Covered Persons must always consult with the Legal Department when planning to contact a competitor. Likewise, if any competitor initiates a discussion involving the subjects above, a Covered Person should immediately excuse himself/herself from the conversation and immediately report the matter to the Legal Department.

Covered Persons should avoid all contacts with competitors if they have authority over the pricing, terms or conditions of sale of Rural/Metro products or services.

In order to minimize the risk of violation of the antitrust laws or the appearance of violation in connection with dealing with competitors:

1. Do not enter into any understanding or agreement, whether expressed or implied, formal or informal, written or oral, with a competitor limiting or restricting any of the following aspects of the competitive strategy of either party or of the business offering of either party to any third party or parties:

    - Prices
    - Costs
    - Profits
    - Offerings
    - Service or products
    - Terms or conditions of sale
    - Deliveries
    - Production facilities or capacity sales volume
    - Market
    - Sales territories
    - Customer or supplier classifications, or selections, or
    - Distribution methods or channels

2. Do not discuss with a competitor prices, terms or conditions of sale, or any subject that might affect prices, directly or indirectly.

3. Do not provide or accept from a competitor past, present or future price lists or other published terms or conditions of sale (Note: It is generally legal to obtain information on competitive price schedules, from sources other than competitors. On such information, the date received and the source from which the information was obtained should be recorded, and

the recipient should initial it. This will later provide an explanation that the information was obtained legally).

4. Do not enter into discussions with competitors from which it might be inferred there was an understanding that one company would not compete with the other in a territorial market, for certain customers or customer classes, or in the sale of particular products.

5. Do not discuss refusing to sell to a customer or to buy from a supplier with anyone outside Rural/Metro.

Agreements with Customers. A number of antitrust issues can arise in relationships between a company and its customers, especially if those customers are in the business of reselling any products or services sold or provided to the customer by the Company. In order to minimize the risk of violation of the antitrust laws or the appearance of violation in connection with dealing with customers:

1. Deal fairly and openly with all of Rural/Metro's customers and suppliers.

2. Do not use coercive practices in any relationship with Rural/Metro's customers. Never threaten termination for any reason other than good faith enforcement of Rural/Metro's' contractual rights.

3. Do not pressure suppliers to purchase Rural/Metro's services and products because Rural/Metro purchases their products and services.

Trade Associations. Trade associations provide a vehicle for industry members to meet and work together to improve the industry. However, trade associations have no exemption from the antitrust laws. A formal agenda should be made and minutes kept for all trade association meetings. If at a trade association meeting a matter is brought up that should not be discussed with a competitor, it can be used by the government in proving an unlawful agreement or understanding. If competitively sensitive subjects come up during trade association meetings, ask that your departure be noted in the minutes, and leave.

Mergers, Acquisitions and Joint Ventures. The antitrust laws also regulate business combinations, such as mergers, acquisitions and joint ventures. Before serious discussions or negotiations begin on any acquisition, regardless of structure, it is important that the Legal Department be consulted so that where required, Rural/Metro can make the required filings with governmental agencies.

E. Anti-kickback and False Claims Issues – Federal and state laws prohibit Rural/Metro and its Covered Persons from offering or accepting any form of remuneration, including a kickback, bribe or rebate, to an entity or person to

induce that customer or potential customer (including physicians, hospitals or other provider/suppliers) to purchase services from or to refer a patient to Rural/Metro. In addition, there are laws that prohibit the filing of false and fraudulent claims to both governmental and private third-party payors.

Examples of the types of actions that could violate the federal Anti-kickback Statute (the **"Anti-kickback Statute")** and similar state anti-kickback laws include the following:

1. Offering or paying anything of value to induce someone to refer a patient to Rural/Metro;

2. Offering or paying anything of value to induce someone to purchase services from Rural/Metro;

3. Soliciting or receiving anything of value for the referral of Rural/Metro patients; or

4. Offering free goods or services to induce the person or entity to purchase or order any items or services from Rural/Metro.

Questions involving the Anti-kickback Statute and its relation to any existing or proposed financial relationship (including a contract, joint venture arrangement or marketing program) should be directed to Rural/Metro's Corporate Compliance Officer or Legal Department.

Examples of the types of actions that could violate the federal False Claims Act and other federal false billing laws include:

1. Filing a claim for services that were not rendered at all or were not rendered as described on the claims form;

2. Filing a claim for services that were rendered, but were medically unnecessary;

3. Submitting a claim containing information you know to be false;

4. Assisting a customer in submitting a false or fraudulent claim; or

5. Misusing Social Security or Medicare symbols, emblems or names in marketing.

F. Providing Business Courtesies to Customers or Sources of Customers – Rural/Metro's success results from providing the highest quality patient care, ethical standards and integrity with outstanding customer support services. Rural/Metro does not seek to gain an improper advantage by offering business courtesies such as entertainment, meals, transportation or lodging to potential

referral sources or purchasers of any items or services furnished by Rural/Metro. In light of the Anti-kickback Statute and other federal and state laws, Covered Persons should never offer any type of business courtesy to a referral source or purchaser for the purpose of obtaining favorable treatment or advantage or to induce such person or entity to purchase or order any items or service from Rural/Metro.

To avoid even the appearance of impropriety, Covered Persons must not provide any referral source or purchaser with any gifts, meals, or promotional items that have a value greater than $50 without the express approval of Rural/Metro's Corporate Compliance Officer or Legal Department. Any Covered Person may provide or pay travel or lodging expenses of a customer or potential referral service only with the advance approval of the corporate officer responsible for the Covered Person's unit or group, or a designee, and the additional approval of the Corporate Compliance Officer or Legal Department.

G. Government Health Care Program Agreements – On a regular basis, Rural/Metro is a party to numerous agreements with governmental health care programs such as the Medicare or Medicaid programs. It is essential that all Covered Persons are knowledgeable of, and comply with, all of the applicable laws, rules and regulations of all such governmental agencies. Billing personnel also must comply with Rural/Metro's Corporate Policy on Reimbursement and Billing Policies and Procedures. Any Covered Persons who may have a concern or a question concerning compliance with any governmental contract or subcontract should contact their supervisor or the Corporate Compliance Officer.

Covered Persons also may not provide or pay for any meal, refreshment, and entertainment, travel or lodging expenses for government employees or representatives without the prior approval of the Corporate Compliance Officer or Legal Department. State, local and foreign governmental bodies may also have restrictions on the provision of business courtesies, including meals and refreshments. Rural/Metro's Covered Persons doing business with such governmental bodies are expected to know and respect all such restrictions.

H. Foreign Corrupt Practices Act – Covered Persons who do business in foreign countries often become aware of customs involving the exchange of gifts or the paying of certain fees. It is Rural/Metro's policy to comply with applicable laws on these matters, particularly the Foreign Corrupt Practices Act. This law restricts payments to officials of foreign government, political parties, and candidates for office. Generally, "illegal payment" are any bribes, commissions, rebates, kickbacks, consulting or other service fees, special discounts, certain entertainment, and other transfers of money or any other form of value where it is known, or reasonably suspected, that the payment or transfer is to reward a foreign official for obtaining or retaining business for Rural/Metro. Payments made to foreign officials are equally illegal when made though an intermediary or consultant, rather than directly.

Whenever an independent commission agent, sales consultant, or a similar representative is retained with respect to any business outside the US, a written commission agreement specifically approved by the Legal Department must be signed by an authorized member of Rural/Metro's senior management and by the representative. Negotiating and approving these arrangements must be performed with care, and there must be full disclosure to the Legal Department of all facts and circumstances.

Ultimately, each Covered Person must exercise good business judgment in deciding which situations are unacceptable. Bottom line: If there is ever any doubt as to the acceptability of any gift or entertainment activity, consult with your supervisor, the Corporate Compliance Officer, or the Legal Department.

V. FINANCIAL INTEGRITY

A. Financial Recording – Rural/Metro requires honest and accurate recording and reporting of financial information in order to make responsible business decisions. All financial books, records and accounts must accurately reflect transactions and events and conform to generally accepted accounting principles and to Rural/Metro's system of internal controls.

Examples of unethical financial or accounting practices include, but are not limited to:

1. Making false entries that intentionally hide or disguise the true nature of any transaction.

2. Improperly accelerating or deferring the recording of expenses or revenues to achieve financial results or goals.

3. Maintaining any undisclosed or unrecorded funds or "off the books" assets.

4. Establishing or maintaining improper, misleading, incomplete or fraudulent account documentation or financial reporting.

5. Signing any document believed to be inaccurate or untruthful.

VI. AVOIDING ABUSES OF TRUST

Rural/Metro expects its Covered Persons not to engage in any activity that might interfere, detract or conflict, or appear to interfere, detract or conflict, with Rural/Metro's best interest or the interests of Rural/Metro's customers or suppliers.

A. Conflicts of Interest – All Covered Persons have a responsibility to avoid situations and relationships that involve actual or potential conflicts of interest. Generally, a conflict of interest arises whenever a Covered Person's personal

interests diverge from his or her responsibilities to Rural/Metro or from Rural/Metro's best interests. Put another way, a conflict of interest is created whenever an activity, association or relationship of yours might impair your independent exercise of judgment in the Company's best interest. Examples of situations that could be perceived as conflicts of interest and should be avoided include, but are not limited to:

1. Conducting Company business with a firm that is owned partially owned, or controlled by a Covered Person or a Covered Person's relatives or friends.

2. Placing yourself in a position where you are in competition with Rural/Metro or take for yourself or others an opportunity that belongs to Rural/Metro.

3. Working as an employee or a consultant for a competitor, regulatory governmental entity, customer, or supplier of Rural/Metro, or doing any work for a third party that may adversely affect your performance or judgment on the job or diminish your ability to devote the necessary time and attention to your duties.

4. Using Company property, materials, supplies, funds or other resources for personal purposes, or appropriating or diverting to others any business opportunity or idea in which Rural/Metro might have interest.

5. Accepting, directly or indirectly, payments, services, or loans from a supplier, contractor, subcontractor, customer or organization doing business, expecting to do business, or competing with Rural/Metro. To avoid even the appearance of impropriety, the only exceptions to this rule are infrequent promotional gifts for nominal value ($50 or less), or infrequent entertainment personally hosted by a vendor representative (such as a restaurant meal) in conjunction with business discussions. Gifts of cash are absolutely prohibited. Covered Persons must refuse or return any improper gratuity.

B. Personal Conflicts of Interest – Direct reporting or co-working relationships involving relatives or significant others in any capacity, whether by contract or through an outside service agency, may create conflicts of interest potentially harmful to both the Company and the Covered Persons involved and are generally discouraged.

These situations, and others like them, where loyalties to Rural/Metro could be compromised, must be avoided. Covered Persons who believe they are involved in a potential conflict of interest have a responsibility to discuss it with their supervisor or the Legal Department.

C. Media and Investor Inquiries – This prohibition applies specifically, but is not exclusive to, inquiries about the Company, which may be made by the media, or non-Company attorneys. It is important that all such communications on behalf of the company be made only through an appropriately designated individual under carefully controlled circumstances. If a Covered Person receives any inquiry related to the Company, whether from the media, a non-Company attorney or otherwise, he or she should decline comments and refer the inquiry to either the Communications Department or the Legal Department.

D. Political Contributions – It is illegal for a corporation or any Covered Person to use corporate funds to make a contribution or expenditure either directly or indirectly to a candidate seeking political office at the federal level. Penalties under federal law provide for fines up to $25,000 or 300% of the amount of the contribution and/or imprisonment up to one year.

It is illegal in many states for a corporation or any Covered Persons to use corporate funds either directly or indirectly to support political candidates in state or local elections. In these states, severe penalties are imposed on corporations or corporate employees that violate this prohibition.

E. Government Proprietary and Source Selection Information – Rural/Metro does not solicit nor will it receive any sensitive proprietary internal government information, including budgetary, program or source selection information, before it is available through normal processes.

VII. DISCRIMINATION/HARASSMENT

Rural/Metro strives to maintain a healthy, safe and productive work environment which is free from discrimination or harassment based on race, color, religion, national origin, age, sex or disability, or other factors that are unrelated to Rural/Metro's legitimate business interests. Rural/Metro will not tolerate sexual advances, actions or comments or racial or religious slurs, jokes or any other comments or conduct in the workplace that create, encourage or permit an offensive, intimidating or inappropriate work environment. Please refer to the Company's Employee Handbook for further details.

VIII. REPORT TO BOARD OF DIRECTORS

At least annually, the Corporate Compliance Officer, or a person performing a similar function for the Company, shall report to Rural/Metro's Board of Directors, or one of its designated committees, regarding the Company's compliance matters.

IX. REPORTING VIOLATIONS AND DISCIPLINE

Your conduct can reinforce an ethical atmosphere and positively influence the conduct of fellow employees. You must proactively promote ethical behavior as a responsible employee or officer among those people in your work environment. If you are powerless to stop suspected misconduct or discover it after it has occurred, you must report it to the appropriate level of management at your location. Misconduct cannot be excused because it was directed or requested by another. In this regard, you are expected to alert management whenever an illegal, dishonest or unethical act is discovered or suspected.

Strict adherence to this Code is vital. Supervisors are responsible for ensuring that Covered Persons are aware of and adhere to the provisions of this Code. For clarification or guidance on any point in this Code, please consult the Legal Department.

Covered Persons who are aware of or suspect a violation of this Code or other irregularities are expected to report these alleged violations as quickly as possible but in all events within five (5) working days through the appropriate channels provided under the heading "HOW TO FILE A REPORT" on page 13. Covered Persons will not be disciplined or otherwise retaliated against as a result of reporting such conduct, also as discussed more fully under "Retaliation". No adverse action or retribution of any kind will be taken by Rural/Metro against a Covered Person because he or she reports a suspected violation of this Code or other irregularity by any person. All reports must contain sufficient information for the Corporate Compliance Officer to investigate the concerns raised. Rural/Metro will attempt to treat such reports confidentially. (See General Compliance Policy LG-03 for Reporting/Investigation Noncompliance.)

Upon receipt of credible reports of suspected violations or irregularities, the Compliance Department shall immediately begin a detailed investigation and take corrective action where appropriate. Violations of this Code may result in discipline ranging from warnings and reprimand to discharge or, where appropriate the filing of a civil or criminal complaint. Disciplinary decisions will be made by operational management in accordance with Rural/Metro's Corrective Action Plan, and are subject to review by the Corporate Compliance Officer, Legal Department and Human Resources. Covered Persons will be informed of the charges against them and will be given the opportunity to state their position before disciplinary actions are imposed.

A. Consequences of Noncompliance – Any person who ignores or violates this Code or any of the Company's ethical standards or other policies, including failures to report potential violations by others, will be subject to disciplinary action, up to and including termination of employment.

B. Retaliation – Any person who takes any action in retaliation against any Covered Person who has in good faith raised any question or concern about compliance with this Code will be subject to serious sanctions, which may include dismissal for cause. If you suspect that you or someone you know has been retaliated against for reporting possible misconduct, you should contact your supervisor,

manager, Human Resources representative, the Corporate Compliance Department, the Legal Department or the **Rural/Metro Hotline at 1-877-631-5722** immediately.

C. Waivers – Any Covered Person who believes that an exception to any of these guidelines is appropriate should contact his or her immediate supervisor. The supervisor must bring such request to the attention of the Legal Department promptly. Any waiver must be granted in writing. All waivers for the principal executive officer, principal financial officer, principal accounting officer or controller, persons performing similar functions, or any other executive officers, and all waivers for directors, must be granted by the Board of Directors In general, the granting of waivers is discouraged.

X. HOW TO FILE A REPORT

Covered Persons have many options for seeking compliance advice or reporting misconduct. Covered Persons can contact their supervisor, manager, Human Resources Department, the Corporate Compliance Department, the Legal Department, or Internal Audit Department. Additionally, violations may be reported through the Company's confidential and anonymous **Hotline 1-877-631-5722** ("Rural/Metro Employee Hotline"). The hotline is screened through a third-party hotline service in order to insure confidentiality and anonymity. If you are reporting misconduct regarding senior management, please contact Rural/Metro's Legal Department or Rural/Metro Employee Hotline.

In addition to this policy, the phone number, email address, and web address for the hotline can be found on the Company's intranet site or on employee communications located in the workplace.

XI. LIMITATION ON EFFECT OF CODE OF ETHICS AND BUSINESS CONDUCT

Nothing contained in this Code or the Compliance Program is to be construed or interpreted to create a contract of employment, either express or implied, nor is anything contained in this Code intended to alter a person's status of employment with Rural/Metro or collective bargaining agreements.

XII. RESERVATION OF RIGHTS

Rural/Metro reserves the right to amend this Code and the Compliance Program, in whole or in part, at any time and solely at its discretion.

REFERENCE DOCUMENTS: Statement of Understanding of and Compliance with Rural/Metro's Code of Ethics and Business Conduct and Compliance Program.

Exhibit A

GENERAL COMPLIANCE POLICY & PROCEDURE

STATEMENT OF UNDERSTANDING OF AND COMPLIANCE WITH RURAL/METRO'S CODE OF ETHICS AND BUSINESS CONDUCT AND COMPLIANCE PROGRAM

I certify that I have received, read and understand the Rural/Metro Code of Ethics and Business Conduct and the Corporate Compliance Program. I acknowledge my commitment and responsibility to follow the standards, policies and procedures discussed in the Rural/Metro Code of Ethics and Business Conduct and the Corporate Compliance Program when I am involved in activities on Rural/Metro's behalf.

I also acknowledge my personal responsibility to seek guidance when I have questions or need further clarification, and to report any alleged or suspected violation of any laws, regulations, the Rural/Metro Code of Ethics and Business Conduct or the Corporate Compliance Program to my supervisor or the Corporate Compliance Officer.

I understand that any violation of any laws, regulations, the Rural/Metro Code of Ethics and Business Conduct, the Corporate Compliance Program or any other corporate compliance policy or procedure including, but not limited to, my failure to report any alleged or suspected violations of such policies is grounds for disciplinary action, up to and including discharge from my employment with Rural/Metro.

I also certify that I have not been convicted of, or charged with, a criminal offense related to healthcare nor have I been listed by a federal agency as debarred, excluded or otherwise ineligible for participation in federally funded health care programs.

_____ _____

Signature Date

_____

Print/Type Name

_____

Position

Please return this form to the Corporate Compliance Department with a copy to Human Resources. Fax: 480-606-3260.

BENEFITS HR-03

Section: *HR (Human Resources)*	**Effective Date:** *July 1, 2011*
Policy Type: *Company Wide*	**Revision Date(s):**

POLICY: It is the policy of Rural/Metro to provide its employees with a comprehensive benefits program. Rural/Metro has the right to change, modify or terminate benefits or benefit programs at any time.

RESPONSIBLE OFFICER: Senior Vice President of Human Resources

PROCEDURE:

I. INFORMATION REGARDING BENEFITS

A. Rural/Metro Employees will receive information regarding their benefit eligibility, options, costs and enrollment procedures in the New Hire Packet which is distributed via US Mail upon employment with Rural/Metro. If you do not enroll during your enrollment period, you will have to wait until the next annual Open Enrollment to enroll or until you experience a Qualified Life Event with the exception of the following benefits that can be elected or cancelled at any time; Supplemental Life Insurance, Accident Insurance, Short Term Disability, Critical Illness, and Home & Auto Insurance.

B. The VP of Human Resources will review the benefits program on an annual basis.

C. Benefit information including Summary Plan Descriptions (SPDs) can be obtained on the website: www.myrmbenefits.employee.com or by calling 1-888-301-2123.

II. ELIGIBILITY

The following chart outlines the benefit type and corresponding eligibility for full and part time employees.

Employment Status	***Benefit***	***Eligibility***
Full-Time	Medical (includes prescription drug coverage), Dental, Vision, Flexible Spending Accounts, Health Savings Account, Basic and Supplemental Life Insurance, Accidental Death & Dismemberment Insurance, Short Term & Long Term Disability Insurance, Pre-Paid Legal, Accident, Critical Care, and Home and Auto	30 days from the date of hire
Full-Time & Part-Time	401k Program and Employee Assistance Program (EAP).	Immediately following date of hire

Please be advised that this policy applies to all Rural/Metro employees, including those covered by a collective bargaining agreement, except where such an agreement otherwise conflicts with the policy or contains its own provisions on this particular subject

III. PAYROLL CONTRIBUTIONS

A. Employees are required to contribute toward the cost of benefits for any benefits that are elected.

B. Employees who 1) do not use tobacco products, or 2) are enrolled in a tobacco cessation program, or 3) have completed a tobacco cessation program within the last six months will pay less for medical coverage than tobacco users. The exact difference in tobacco vs. non-tobacco rates will be determined each year at open enrollment.

Tobacco products are defined as cigarettes, pipes, cigars, chewing tobacco, smokeless tobacco or other tobacco products.

Falsifying tobacco use or completion of a tobacco cessation program will result in withdrawal of the employee's discounted medical rate for the remainder of the plan year plus disciplinary action up to and including termination of employment.

For a referral to a tobacco cessation program, please contact the Benefits Service Center at 1-888-301-2123.

C. Payroll contributions will be taken as of the benefit eligibility date. Retroactive contributions will be withheld depending on when the Payroll Department receives the completed benefit enrollment forms/notifications.

IV. CHANGES TO YOUR BENEFIT ELECTIONS

A. The benefit decisions you make during new hire enrollment are in effect until the end of the plan year, which is June 30. Per IRS regulations, benefit election changes are permitted during the Plan year only when you have a Qualified Life Event. Should any of the following life events occur, request a change of election by logging into the website: www.myrmbenefits.employee.com and complete the applicable change within 31 days from the event.

Qualified Life Events Include:

- Change in Legal Marital Status
- Change in the number of Dependents
- Change in Employment Status
- Spouse/Domestic Partner Gain or Loss of eligibility for other health care coverage
- Child/Dependent Gain or Loss of eligibility for health care coverage
- Judgment, Decree or Court Order

Most types of status changes require supporting documentation. When such documentation is necessary, a notice will appear on the website at the time you are changing your elections.

When a status change is not reported within 31 days of the life event, you have missed your opportunity to change your elections. The next time you can make a change is during the next annual Open Enrollment Period.

B. Employees will also have the opportunity to make changes to their benefits during the annual Open Enrollment period, usually taking place in May for a benefit plan year that begins July 1. Employees will receive enrollment kits with updated benefits information via US Mail during this time. When you do not enroll during the annual Open Enrollment period, you will not be able to make changes to your benefits until the next annual Open Enrollment or until you experience a Qualified Life Event.

V. LIFE INSURANCE AND BENEFICIARY INFORMATION

A. Basic Life Insurance

All regular full-time employees are provided with company-paid basic life insurance equal to one times his/her annual salary rounded to the nearest thousand if not already a multiple thereof. Some Collective Bargaining Agreements may have different terms. In addition, the Company provides basic

life insurance in the amount of $5,000 for a Spouse/Legal Domestic Partner and basic life insurance in the amount of $3,000 for a Dependent Child.

B. Supplemental Life Insurance

All regular full-time employees are eligible to purchase additional life insurance for his/her self, spouse/legal domestic partner and/or dependent child.

1. Self – Increments of $10,000
   a. Maximum benefit – the greater of i. or ii. below:
      i. The lesser of 6 times annual compensation or $500,000, or
      ii. An amount equal to the Life Insurance Benefit in effect on the termination date of the Prior Plan.

2. Spouse/Legal Domestic Partner – Increments of $10,000
   a. Maximum benefit - $500,000

3. Dependent Child – Increments of $2,500
   a. Maximum benefit - $10,000

C. Beneficiaries

Beneficiary designations are to be completed on the benefit website: www.myrmbenefits.employee.com.

VI. CLAIM FORMS

A. Medical, Dental, Prescription, Flexible Spending Accounts

When you pay for covered expenses out of your own pocket, you may be reimbursed for such expenses when the provider will not submit the claim on your behalf.

All claim forms are located on the benefit website: www.myrmbenefits.employee.com.

VII. TERMINATION

When an employee terminates employment, applicable medical, dental, vision, prescription drug, pre-paid legal, disability and life insurance benefits will end on the last day of the month in which the employee terminated (unless there is a separation agreement/severance package that states otherwise).

A. COBRA Rights

When an employee or one of their dependents loses medical coverage, they have certain rights under provisions of the Consolidate Omnibus Budget Reconciliation Act of 1985 (COBRA) as amended.

COBRA contains provisions giving former employees, retirees, spouses, and dependent children the right to temporary continuation of health coverage at group rates. This coverage is available in specific instances called Qualifying Events outlined in the table below. When COBRA coverage is elected, the cost of the coverage is the entire benefit premium plus a 2% COBRA administration fee. (Subject to Federal, State and/or Local laws.)

Qualifying Events	***Qualified Beneficiary***	***Duration of Coverage***
Termination/Reduced Hours	Employee, Spouse, Dependent Child	18 months
Employee entitled to Medicare, Divorce or legal separation, Death of covered Employee	Spouse Dependent child	36 months
Loss of "dependent child" status	Dependent child	36 months

Information regarding continuation of medical, dental and/or vision coverage will automatically be sent to those who lose their coverage due to any of the qualifying events.

COBRA enrollment documents will be sent via US mail to any employee who has a qualifying event at their home address on file with Rural/Metro.

VIII. GENERAL PLAN ADMINISTRATION

Notwithstanding the foregoing, when any term or condition of this Policy conflicts with any terms or conditions of the Plan Document(s), the terms and conditions of the Plan Document(s) shall control.

A. Collective Bargaining Agreement

Please be advised that this policy applies to all Rural/Metro employees, including those covered by a collective bargaining agreement, except where such an agreement otherwise conflicts with the policy or contains its own provisions on this particular subject.

Approved by: _____ Date: 7/6/11
President and Chief Executive Officer

EXIT INTERVIEWS HR-17

Section: *HR (Human Resources)*	**Effective Date:** *November 1, 2012*
Policy Type: *Company Wide*	**Revision Date(s):**

POLICY: The purpose of this policy is to identify workplace, organizational or human resources factors that have contributed to an employee's decision to leave employment; to enable the company to identify any trends requiring attention or any opportunities for improving the company's ability to respond to employee issues; and to allow the company to improve and continue to develop recruitment and retention strategies aimed at addressing these issues. This policy applies to all employees regardless of the reason for separation, voluntary or involuntary. Exceptions include temporary or contract employees.

RESPONSIBLE OFFICER: Senior Vice President of Human Resources

PROCEDURE:

I. INVITATION TO PARTICIPATE

It is the intention of the company to give separating employees the opportunity to complete the exit interview process prior to their departure. Upon receipt of notice, the system will automatically send the exiting employee an email and link inviting them to participate in an Internet-based exit interview.

II. INTERVIEW PROCEDURE

A. The employee will be asked to complete a standard set of questions and given the opportunity to provide written feedback or any information they feel would be beneficial for the company to know about their employment experience at the company.

B. To ensure anonymity of the exit interview process, exit interviews will be conducted electronically. Separating employees will be assigned individual access codes in order to access the Internet-based *Exit Interview Questionnaire.* All access codes will be assigned by the program and will be kept confidential. An employee may contact or request to be directly contacted by Legal or Compliance personnel on their exit interview to discuss any legal or compliance issues. In some cases, a legal and/or compliance representative may conduct verbal exit interviews, which shall not be covered under this Policy.

C. Although this program ensures anonymity, we have provided an option for the employee to identify his/herself in the event he/she would like to be contacted directly to discuss an issue.

III. VOLUNTARY PARTICIPATION AND CONFIDENTIALITY

Employees will be asked to participate in the exit interview process on a voluntary basis. When an employee chooses to participate in an exit interview, he/she will be encouraged to be honest, candid, and constructive in their responses.

The information received through exit interviews will be confidential, although it is understood that such information may be used for quality assurance purposes. The Company will take efforts so that such information is not publicly disseminated or traced back to an ex-employee, unless the ex-employee requests to be directly contacted.

IV. REPORTING

The information will be analyzed monthly by Corporate and Zone Human Resources to identify areas of concern or determine trends that may need to be addressed. Human Resources will provide reports reflecting analysis and recommendations with designated members of the staff, corporate executive management and/or the Compliance Officer. The analysis and review will include:

A. Appropriate statistical information regarding the number and distribution of employee responses during the preceding month to include the highest and lowest rated divisions, top reasons for leaving, top kudos and top red flags;

B. An analysis and discussion of any trends or common themes by zone which are suggested by the exit interview feedback;

C. A review of all comments by the Zone Human Resource Managers and any actions they feel are required in order to address any concerns or opportunities which are identified through exit interview feedback; and

D. Zone Human Resource Managers are provided a monthly summary of the individuals that have requested to be contacted directly. The results of these contacts will be documented.

Approved by:  Date: 11/6/12

President and Chief Executive Officer

HIRING PROCESS HR-19

Section: *HR (Human Resources)*	**Effective Date:** *May 1, 2013*
Policy Type: *Company Wide*	**Revision Date(s):**

POLICY: Rural/Metro is an Equal Opportunity Employer, who believes in hiring the most qualified candidates for open positions and individuals who will excel in our environment. This policy applies to all employees who are eligible for hire with Rural/Metro, as well as, all employees who are eligible to be promoted within the Company.

RESPONSIBLE OFFICER: Senior Vice President of Human Resources

PROCEDURE:

I. RECRUITMENT FOR RURAL/METRO EMPLOYMENT OPPORTUNITIES

A. When a job opening occurs, the Hiring Manager shall determine the job duties, skills, and requirements for the job. The Hiring Manager will work with the Human Resources (HR) department to determine the appropriate job description to utilize for posting. When none of the existing job descriptions fit the tasks and duties required of the position, Human Resources will prepare a new job description or revise the existing job description.

B. When a new job description or revision is required, the Human Resources department will fill out the job description template and work with the Sr. Director of Compensation and Benefits to ensure that the position is graded correctly. Once the position is graded and approved by Senior Leadership, the Zone HR Director will be informed that a requisition can be created.

C. Once the description is fully approved, the Zone HR Director will send the job description to their assigned HR representative to create a requisition for approval in iCIMS. When the job description is new, it must be sent to the Manager of Recruitment to create a job template in iCIMS.

D. Staffing requisitions must have full approval before beginning the recruitment process. All requisitions will stay in Pending Approval status in iCIMS until all required approvals are received. All additions to staff will need additional justifications to be presented to the SVP of HR for use in the approval process. The approval chain is listed below:

Required Approval	Addition	Replacement
Hiring Manager	✓	✓
One Up Manager	✓	✓
Functional VP	✓	✓
Zone HR Director	✓	✓
SVP of HR	✓	✓
CEO	✓	✓

E. Once fully approved, Human Resources will be notified and the requisition can be opened and posted in iCIMS. At that point HR will notify the Hiring Manager that approval was granted and that they can proceed with recruitment.

F. Job openings will be posted internally for seven (7) business days. Exceptions may be made for positions at the level of Division General Manager and above, when the job is to be filled with a highly qualified internal or external candidate, or if a significant extenuating reason exists as determined by management.

II. SOURCING

A. Human Resources will be responsible for establishing and maintaining effective recruiting contacts. Under no circumstances are Hiring Managers to make contact with external recruiting sources, including temporary services without advance approval from the Zone HR Director.

B. Hiring Managers who have a job vacancy (non-exempt or exempt) must review all internal candidates who meet the minimum requirements of the job description.

C. Hiring Managers must contact their HR Representative before considering or interviewing a previous Rural/Metro employee. (See HR-36 Re-employment Policy).

III. INTERVIEWING PROCESS

A. Selection of Interview Team

1. Upon receiving the approved staffing requisition, the HR representative and Hiring Manager must determine individuals for their interviewing team.

2. The interview team must identify their roles in the interview process and determine the areas of focus that each will interview against.

3. The number of interviewers varies from position to position; however, in all cases, no less than two (2) individuals will interview a candidate.

B. Phone Screening

1. As applicable, a phone screen should be conducted before an in-house interview is scheduled.

2. Detailed notes must be kept from the phone screen, and any interviews. These notes must be stored in a private locked/secure location and be accessible per local/state record retention policies.

3. Only candidates meeting the requirements of the job description will be scheduled for an in-house interview.

C. Interview Process

1. Before conducting any in-house interviews the interviewer(s) must create an interview guide using our Automated Interview Guide located on the HR Portal at myhr.ruralmetro.com. All questions must be legally objective, job-related questions that enable the interviewer to gather enough information about the applicant to make a relevant decision about the applicant's qualifications for the position. Interviewers must prepare behavioral and job specific questions.

2. All employees who conduct interviews must practice the following procedures and ensure they are following fair employment practices.
   a. Hiring Managers must collect and retain all interview notes in their files for three years, including retaining the Automated Interview Guide Packet and Evaluation Summary. A copy of the Summary Rating Sheet should be provided to the local HR Representative for retention.
   b. All interviews must be conducted in a private location that is free from interruptions and outside distractions.
   c. All candidates should be advised about what to expect during the interview process, including who will interview them and approximately how long the interview process will last.
   d. Once an interview schedule has been established with the candidate, the interviewer(s) should ensure that they adhere to the schedule. Interviewers need to recognize that they are representing Rural/Metro to the candidate and first impressions are lasting impressions.
   e. Provide each applicant with a copy of the job description for the position in which they are interviewing.

3. Rural/Metro utilizes an electronic Employment Application process hosted in iCIMS that must be filled out in its entirety by the candidate before conducting any in-house interviews. Applications that are not filled out completely must be resent to the candidate for completion to receive further consideration.

4. As part of the iCIMS Application Process, candidates will receive our Disclosure and Authorization form which also must be filled out before any interviews are conducted. The Disclosure and Authorization document should never be shared with anyone other than the Risk Assessment Group, our background check provider.

5. Rural/Metro's recruitment and interviewing process must be in compliance with our Equal Employment Policy (HR-14 Equal Opportunity and Affirmative Action).

6. All new employees must be legally authorized to work in the United States as evidenced by appropriate identification and employment authorization documentation. Upon hire, employment authorization will be verified through our online I-9 and E-Verify process.

7. All new employees must possess and maintain a valid driver's license when the position requires the operation of a Company vehicle or if the position requires regular or frequent travel.

8. All new employees must be at least 18 years of age.

9. The interview process for a candidate (external or internal) will be completed in a timely manner.

D. Interview Debriefing Meeting

Within 48 hours of the interview, a debrief meeting or conference call will be scheduled with all interviewers to discuss next steps with the candidate. All candidates should receive timely feedback regarding the status of their candidacy. The last page of the Automated Interview Guide must be utilized as part of this process.

IV. OFFERS

A. No offers or discussions concerning compensation will be made without the approval of Human Resources.

B. All terms and conditions of the offer must be included in the content of the offer letter. Verbal promises and commitments will not be honored (i.e. bonus structures, relocations packages, etc.).

C. All requests to extend offers must be reviewed by HR before being verbally extended. All offer information including desired salary, start date, and confirmation of the position title must be reviewed before any offer is extended. Also HR leadership is responsible to ensure that the position was fully approved through our requisition approval process.

D. Once proper approval has been received, Human Resources, or an approved delegate, will contact the candidate to extend the verbal offer. This offer is contingent on the successful completion of a drug screen, background verification, credit history (if applicable), and motor vehicle report (if applicable).

E. Human Resources must also establish a date on which to expect the candidate's acceptance or rejection of the offer.

F. Human Resources will provide an offer letter to the candidate upon acceptance of the verbal offer.

G. Candidates who are not selected for a position must be notified that another candidate was chosen for the position. This will be done by HR after the offer has been accepted. All internal applicants must be contacted by phone to ensure we are giving feedback on the selection of another candidate.

H. HR Zone Leadership will send a consolidated list of all accepted offers to the Manager of Recruitment by end of day each Friday.

V. BACKGROUND / DRUG SCREENING

A. All new employees must pass a pre-employment background check which includes a drug test.

B. Human Resources will only conduct the background/drug test after the candidate has confirmed acceptance of the offer.

C. As part of the drug screening, if a candidate fails the drug screen due to a negative/dilute result, then the candidate may retest within 24 hours of notification from Rural/Metro Human Resources.

1. Failure to retest within 24 hours will be considered failure to successfully pass the drug screen and the offer of employment will be withdrawn.

2. A second dilute reading will be considered failure to successfully pass the drug screen and the offer of employment will be withdrawn.

D. Under no circumstances will a candidate begin their employment with Rural/Metro until they have been approved for hire by the Human Resource Department. A Hiring Manager will be subject to disciplinary action, up to and including termination for the following violations (this list is not all inclusive):

1. Sending a candidate for a drug screen prior to the offer being completed by Human Resources. (Or otherwise being aware that the candidate intends to complete the drug screen prior to receiving the offer.)

2. Beginning a new candidate's employment prior to receiving confirmation from Human Resources that the candidate has been cleared for hire.

3. Compromising any provision of this policy in the interest of expediting the start date of the new employee.

E. When either a failed drug test, or any part of the background check does not pass the current Rural/Metro pre-employment process, Human Resources must contact Risk Assessment Group to start the Adverse Action process.

F. No offer may be extended to any candidate that has previously failed our drug screen process.

VIII. ACCEPTANCE AND REJECTIONS OF AN OFFER

A. Acceptance of an Offer

1. When an offer is accepted, Human Resources talks with the candidate regarding their acceptance of the offer and must establish a tentative start date. Human Resources must immediately notify the Hiring Manager of acceptance and the start date.

2. The Hiring Manager must complete an I.T. Customer Service request to establish phone, voicemail, cell phone, computer (PC and/or laptop) access and work with building management to set up a work station, if applicable.

3. When applicable, the Hiring Manager must order employee's business cards, office supplies, building access, AMEX Card (if necessary), and other necessary work related cards and systems.

4. When an organizational announcement is required, the Hiring Manager must draft one to be distributed, which includes a brief summary of the person's background and role with Rural/Metro. This announcement must be forwarded to the HR Representative for review prior to publication.

B. Rejection of an Offer

When an offer is rejected, Human Resources will immediately notify the Hiring Manager and discuss the next course of action.

REFERENCE DOCUMENTS: HR-36 Re-employment Policy
HR-14 Equal Opportunity and Affirmative Action

Approved by: _____ Date: 5/16/13
President and Chief Executive Officer

PERFORMANCE REVIEW HR-31

Section: *HR (Human Resources)*	**Effective Date:** *February 1, 2013*
Policy Type: *Company Wide – Non-Union*	**Revision Date(s):** *5/14*

POLICY: The Company recognizes that its overall success rests upon the individual performances of all Employees. Therefore, it is the intent of the Company to ensure that Employees receive periodic performance feedback, recognition, and corrective instructions to promote effective job performance. This policy applies to all Rural/Metro non-union Employees.

RESPONSIBLE OFFICER: Chief Human Resource Officer

PROCEDURE:

I. MANAGEMENT RESPONSIBILITIES

A. Each supervisor and manager is responsible for conducting performance reviews on a timely basis, and according to the guidelines of this policy. Feedback is critical to effectively manage employees and their future performance.

B. To promote consistency and objectivity, each performance appraisal will be reviewed by Human Resource management.

II. EXECUTION

A. All supervisors and managers are responsible for executing this policy in their respective work unit, department, or operation.

1. Failure to execute this policy may result in disciplinary action, up to and including the forfeiture of merit increases and bonus awards.

2. All performance reviews must be conducted in accordance with HR-14 Equal Opportunity and Affirmative Action policy.

III. GUIDELINES

A. Procedure

1. Each supervisor or manager is responsible for conducting performance reviews for each direct report, in accordance with the established guidelines. Reviews will be generated from our Performance Management System annually for exempt and anniversary date for non-exempt.

2. Exempt employees will receive an email instructing them to complete a self-review and submit to their manager.

3. An email will be sent to the manager instructing them to rate and provide feedback for each employee in the following six sections:
   a. Job Objectives
   b. Goals (exempt only)
   c. Core Competencies
   d. Manager's Summary
   e. Succession Planning (exempt only)
   f. Review Summary

   All applicable sections of the review must be completed with the appropriate performance ratings and written comments in the areas provided to clarify or support ratings.

4. Before holding the performance review discussion, the completed review form will be automatically routed to Human Resource management for review and approval.

5. Upon the appropriate approvals the supervisor or manager will receive an email to schedule and conduct the performance review discussions with the employee.

6. The performance review discussions must be conducted in a face-to-face setting, using a private room or office where possible. Approximately a 30-45 minutes discussion is recommended.

7. At the conclusion of each performance review discussion, the supervisor or manager will send the review to the employee for comments. If no comments are made by employee, he/she will electronically sign by finalizing the review and step 8 will be skipped. The employee may print a copy of the completed review at this point.

8. The manager will review the employee's comments and electronically sign by finalizing the review.

B. Employee Performance Review Forms

1. All performance reviews must be completed and stored utilizing the electronic performance review system.

REFERENCE DOCUMENTS: HR-14 Equal Opportunity and Affirmative Action Policy

CONSECUTIVE WORKING HOURS OP-03

Section: *OP (Operations)*	**Effective Date:** *May 1, 2012*
Policy Type: *Company Wide*	**Revision Date(s):** *5/13; 4/14*

POLICY: It is the policy of Rural/Metro Corporation that field operations will ensure the following consecutive work hours guidelines for safety and health reasons.

RESPONSIBLE OFFICER: Division Senior Vice President

PROCEDURE:

In an effort to safely manage employee fatigue the following guidelines will apply to consecutive work hours assigned to a single employee.

I. EMPLOYEES ASSIGNED TO STATIONS WITHOUT SLEEPING QUARTERS

A. Employees working shifts assigned to units/facilities without sleeping quarters will be **limited** to 36 consecutive work hours.

B. The counting of consecutive work hours will stop for any scheduled unpaid break of 8hours or more.

C. Minimum rest after working 36 consecutive hours, without sleeping quarters available is 8 hours.

II. EMPLOYEES ASSIGNED TO STATIONS WITH SLEEPING QUARTERS

A. Employees working shifts assigned to stations with sleeping quarters shall not be **regularly scheduled** in a shift pattern greater than 24 hours in duration.

B. When sleeping quarters are provided and a minimum of two 2 hour breaks are available, the employee may work 72 consecutive hours (on an exception basis) before requiring 24 hours of rest. Scheduling an employee to work 72 consecutive hours should only be done as i a matter of maintaining shift coverage and efficiency.

C. Exemption: An area can submit a request to the Regional Director and the local HR Representative requesting an exception to the 24 hour scheduling pattern for prior approval, providing:

1. The total run history in the most recent 30 consecutive days is evaluated and indicates that no greater than 80% of shifts experienced less than 8

hours of uninterrupted sleep. The 8 uninterrupted hours must have occurred between the hours of 9:00 p.m. and 7:00 a.m.

2. The entire operational area must change to the new pattern if approved.

3. The local HR Representative may require operations to provide additional months of response detail.

4. The Director of Human Resources may require an annual review of the response history from areas shifted onto a pattern greater than 24 consecutive hours.

III. There are no requirements limiting weekly working hours beyond the rules in section I of this policy.

IV. State law or CBA language directly addressing consecutive working hours will take precedence.

DRIVER DEVELOPMENT PROGRAM – VEHICLE VIDEO HANDLING & REVIEW PROCESS RS-01

Section: *RS (Risk Management)*	**Effective Date:** *December 1, 2011*
Policy Type: *Company Wide*	**Revision Date(s):**

POLICY: It is the policy of Rural/Metro Corporation to ensure that vehicle videos are reviewed and handled properly and in a timely manner.

RESPONSIBLE OFFICER: Senior Vice President and Chief Financial Officer

PROCEDURE:

I. The primary purpose of the vehicle video system is to improve driver performance in reference to driving behavior. As a training tool this system needs to be viewed as a positive experience for our employees.

While this systems secondary advantage is the capture of video and audio during impact or undesirable vehicle handling events, using these videos for punitive purposes should be restrained to an absolute minimum.

II. VIDEO HANDLING PROTOCOL

A. Events captured by this technology are the property of the Company. Release of an event to any outside agency without the expressed written consent of the Director of Risk & Claims Management is strictly prohibited. When a subpoena for any event is presented, the subpoena must be forwarded to the Director of Risk & Claims Management and to Legal for review and release of the event.

1. The use of this technology may capture driving behavior that is against Company policies. Violation of a company policy may result in the immediate suspension of driving privileges and may be subject to Company disciplinary actions up to and including termination.

2. All operations shall adhere to the minimum guidelines and/or policies established by National Risk Management regarding the use of this technology.

3. The Company reserves the right to use the events captured by the event recorder system in selected training programs to improve the health and safety of the company, its employees, and the public it serves.

B. In the event of a vehicle collision/accident any data obtained from the video system will be downloaded immediately by a member of the local management team. The data obtained will be emailed to the Director of Risk & Claims Management using the riskmanagement@rmetro.com address. Please write

"Vehicle Video Event" in the subject line.

1. The following information is required in the email:
   a. Date of collision/accident
   b. Completed accident kit forms used to investigate accident
   c. Name of company driver
   d. Company operation (cost center)
   e. Photographs of entire accident scene
   f. Vehicle video file named as follows:
      i. Date of incident, Type of incident, Cost Center (101911MVAScottsdale.dce or avi)
      ii. When the video file is too large to email, contact help desk for other solutions.

2. In the event the vehicle is a total loss, remove the video system from the vehicle.

3. The accident report should reflect the video systems handling process, download and storage for systems removed from a vehicle for the purpose of an accident investigation.

C. Video Retention

1. Videos from Motor Vehicle Accidents (MVA) will be retained for 5 years. (See LG-06 Records Retention & Destruction) All other events can be deleted after one year or if determined by management to be needed longer.

2. Any videos retained for training purposes beyond the individuals involved will be cleared through Zone Human Resources, Corporate Human Resources and Risk before being used.

3. Under no circumstances may any video be given to an unapproved outside party or source where unauthorized public display would be possible.

III. VIDEO REVIEW PROCESS

A. Vehicle videos will be reviewed within the following timelines (See Exhibit A – Vehicle Video Review Form):

1. Impact Triggered – Upon learning of an impact event, the supervisor/manager will immediately review the vehicle video and discuss the situation in depth with the employee or employees involved in the incident within 48 hours.

2. Panic or Erratic Triggered – These videos will be reviewed by supervisor/manager within 72 hours of occurrence and if deemed due to driver behavior, a review with the employee will be conducted within 7

days.

3. Other Trigger Events – All other type of trigger events will be reviewed monthly to determine if they are of coachable value to the employee. When these videos display coachable driving behavior, they will be reviewed with the employee within 30 days.

IV. VIDEO REVIEW/HANDLING PROCESS AUDIT

A. This policy's processes will be audited at least quarterly by local management and have findings reported to the Division General Manager or equivalent. The audit will include but is not limited to the following elements:

1. Pull a random sample of 10% of employees and compare training documents to actual video.

2. Ensure documentation has been signed by the supervisor/manager and the employee including dates.

3. Review of 5% of videos involving "erratic/panic" triggers to ensure review documentation is in employee training folders and forms are complete.

4. Review of all impact videos to ensure processes and documentation is complete.

5. Review of all documentation associated with videos that have been sent to 3rd parties.

6. All audit reports will be kept on file for a period of 10 years.

REFERENCE DOCUMENTS: Vehicle Video Review Form

Approved by: _____ Date: 12/13/11
President and Chief Executive Officer

Exhibit A

Rural/Metro Corporation

Vehicle Video Review & Coaching

SECTION A – EMPLOYEE INFORMATION		
EMPLOYEE NAME (please print)	DATE OF COACHING SESSION	DATE OF EVENT
JOB TITLE	STATE	LOCATION

SECTION B – VIDEO EVENT DESCRIPTION
SHORT DESCRIPTION OF EVENT

SECTION C – COACHING POINTS
BULLET POINTS OF LESSONS LEARNED

SECTION E – EMPLOYEE COMMENTS

By signing this document, I acknowledge the review of the referenced video and discussion with a supervisor or manager and that I received a copy of this document.

EMPLOYEE SIGNATURE _____ DATE _____

SUPERVISOR SIGNATURE _____ DATE _____

STRETCHER/GURNEY INSPECTIONS RS-07

Section: *RS (Risk Management)*	**Effective Date:** *December 1, 2011*
Policy Type: *Company Wide*	**Revision Date(s):**

POLICY: It is the policy of Rural/Metro Corporation to ensure that all employees operating proper functioning equipment are doing so in a safe and appropriate manner. This policy includes procedures for stretcher/gurney inspections.

RESPONSIBLE OFFICER: Senior Vice President and Chief Financial Officer

PROCEDURE:

All Operations shall comply with the following minimum procedures for stretcher/gurney inspections. This procedure does not cover every situation, just the most common and may not be applicable in all instances.

I. MANUFACTURERS RECOMMENDED INSPECTIONS (See Exhibit A – Stretcher/Gurney Preventative Maintenance Checklist)

A. Review each manufacturer's specific inspection and maintenance guidelines.

B. Follow the manufacturer recommended guidelines for normal maintenance and inspection.

C. Return the equipment to service when the equipment meets all the inspection guidelines.

D. Remove the equipment from service when the equipment fails to meet the manufacturer guidelines.

1. Complete the recommended maintenance to ensure the equipment is safe to return to service.

2. When the equipment is not able to return to service follow the normal process to obtain new equipment.

E. Re-inspect the equipment to determine when it meets the manufacturer inspection guidelines to allow back in service.

II. POST ACCIDENT INSPECTIONS

A. Inspect the stretcher/gurney and mount devices based on the manufacturer inspection and maintenance guidelines after any motor vehicle accident.

B. Refer to and follow section "I. MANUFACTURERS RECOMMENDED INSPECTIONS".

C. Properly document the inspection by completing the Stretcher/Gurney Inspection Sheet

III. POST ACCIDENT INSPECTIONS WHEN THE VEHICLE IS A **TOTAL LOSS**

A. Obtain approval from National Risk Management to remove the stretcher/gurney and fasteners from the vehicle.

B. Contact National Risk Management at Riskmanagement@rmetro.com to coordinate Third Party inspection and re-certification of stretcher/gurney and mounts.

C. Upon completion of the Third Party inspection and re-certification the equipment will either be retired or placed back in service.

III. CORRECTIVE ACTION FOR FAILURE TO COMPLY

The employee's Management Team and/or Human Resources shall carry out corrective actions for failure to comply with the provisions of this, or any, Risk Management policy or standard.

REFERENCE DOCUMENTS: Stretcher/Gurney Preventative Maintenance Checklist

Approved by: _____ Date: 12/13/11

President and Chief Executive Officer

Exhibit A
Stretcher/Gurney Preventative Maintenance Checklist

Preventative Maintenance

Operation	Schedule	Procedure
Cleaning & Disinfecting	Each Use	
Inspection	• For 1-25 calls per month, inspect cot every 6 months. • For 26-200 calls per month, inspect cot every 3 months. • For 201+ calls per month, inspect cot monthly.	See Below for checklist

NOTE: Keep up-to-date maintenance records

Checklist

	All Fasteners
	All welds intact, not cracked or broken
	No bent or broken tubing or sheet metal
	No debris in wheels
	All wheels secure, rolling and swiveling properly
	Optional wheel lock holds wheel securely when on and clears wheel when off
	Siderails move and latch properly
	Backrest operating properly
	Optional accessories intact and operating properly
	Height positioning latch functioning properly
	Cot secure in each height position
	Undercarriage folds properly
	Breakaway head section operation properly
	Safety Bar operating properly
	Foot rest operating properly
	No rips or cracks in mattress cover
	Body restraints intact and working properly
	Lubricate base tubes (optional)

Serial No. _____ Model: _____ Unit No. _____
Completed by: _____ Date: _____

Maintenance Record

Date	Maintenance Operation Performed	By

Cot Preventative Maintenance Checklist

Serial No: _____ Model No:_____ Unit No:_____

Checklist

	Cot Clean?
	All fasteners secure (reference assembly drawings)
	All welds intact, not cracked or broken
	No bent or broken tubing or sheet metal
	No debris in wheels
	All wheels secure, rolling and swiveling properly
	Optional wheel lock holds wheel securely when on and clears wheel when off
	Siderails move and latch properly
	Backrest operating properly
	____ 3 Stage IV pole- Lube Threads
	Height positioning latch functioning properly
	Cot secure in each height position
	Undercarriage folds properly
	Breakaway head section operation properly
	Safety Bar operating properly
	Foot rest operating properly
	Check rubber grips at foot end for tight/secure on tubing
	No rips or cracks in mattress cover
	Velcro for mattress retention
	Body restraints intact and working properly
	Lubricate base tubes (optional)
	Lubricate rail assembly at Release handle (on vehicle)

Completed by: _____ Date: _____

Cot Preventative Maintenance Checklist

Serial No: _____ Model No:_____ Unit No:_____

Checklist

	All fasteners secure (reference assembly drawings)
	All welds intact, not cracked or broken
	No bent or broken tubing or sheet metal
	No debris in wheels
	All wheels secure, rolling and swiveling properly
	Front casters secure, rolling and swiveling properly
	Optional wheel lock holds wheel securely when on and clears wheel when off
	Chair unfolds and locks properly
	Restraint straps intact and working properly
	Foot end carrying handles extend and lock properly
	Head end carrying handles fold and unfold
	Upper control handle extends and locks in all positions
	Stair-Tread mechanism unfolds and locks in all positions
	Stair-Tread belt rolls properly, max deflection of belt 3/8" – 1"
	Stair-Tread belt inner cords not showing- replace if necessary
	Stair-Tread performs as desired- recondition belts if necessary
	No lubricants present on the Stair-Tread belts or the track frame surfaces
	Upper release handle cable not worn or frayed- replace if necessary
	Optional accessories intact and operating properly

Completed by: _____ Date: _____

Year	Entity	Matter	Summary	Status
2012	Rural/Metro Corporation	Conclusion of Corporate Integrity Agreement - Arrangements	In 2001, an ambulance company Rural/Metro had purchased became subject to an investigation into allegations of Anti-Kickback violations. While the actions in question took place prior to Rural/Metro's ownership, Rural/Metro agreed to pay $2.6MM in a settlement, entered into a companywide CIA for the TX operations, and exited the market.	Complete
2012	SW General, Inc.	Hospital to Hospital Emergency Transport Investigation	The AZ US Attorney's office conducted an investigation into claims billed as emergency when the patient was being transported between hospital locations. Without admitting fault, a settlement was reached for $2.8MM. No additional integrity provisions were implemented.	Complete
2011-2012	Bowers Companies and Pacific Ambulance	Civil Investigative Demand - Arrangements	Prior to Rural/Metro's purchase of the Bowers Companies and Pacific Ambulance entitites, a Civil Investigative Demand was received from the CA US Attorney regarding alleged violations of the Anti-Kickback Statutes. Rural/Metro cooperated with the investigation and agreed to a settlement in the amount of $8MM.	Complete
2013	EMS Ventures, Inc.	Billing Inquiry	The US Attorney's office in GA issued a subpoena for records associated with BLS non-emergency transports in the Georgia market. In	Complete

			January of 2014, the matter was dismissed.	
2013	Rural/Metro Mid South, LP	Tennessee Restocking Inquiry	The US Attorney's office in TN is investigating the restocking arrangement between Rural/Metro's operation and the Germman Town Fire Department. At this time, Rural/Metro is cooperating with the investigation and has not identified any compliance/regulatory concerns.	In Progress
2012	SW General, Inc.	Arizona AHCCCS (Medicaid Audit)	The State of Arizona's OIG conducted an inquiry into billing of ALS Services. While Rural/Metro disagreed with the overpayment determination, $30,839.43 was refunded. No penalties or judgments resulted from the refund.	Complete
2012	Towns Ambulance, Inc.; LaSalle Ambulance, Inc.,	Specialty Care Transport Inquiry	The NY US Attorney's office is currently conducting an investigation into the Specialty Care Transport services provided in Rural/Metro's Buffalo operation. This matter is ongoing and Rural/Metro is cooperating with the investigation. The investigation recently included inquiries into Kentucky and Ohio operations.	In Progress

2011-2013	Rural/Metro Corporation	HIPAA Privacy Investigations	Rural/Metro has responded to any alleged HIPAA breach during the time period referenced and has not had any penalties or integrity provisions imposed. Due to the nature of these investigations and the PHI associated with them, additional details are not available.	Complete
2015	Tucson/Yuma/San Diego	Civil Investigative Demand - Claims	The Tucson division of the DOJ issued a CID requesting records related to Medicare claims from January 2014 to 2015. Rural/Metro is cooperating with the investigation.	In Progress

EmergiCare

Subscription Agreement for Ambulance Service
Household Information Form

Rural/Metro of Tennessee, L.P.
Dept. 8051 • Knoxville, TN 37995-8051
or call the
Member Services Department
(865) 560-0239 • Toll Free: 1-866-569-4254

NAME: _____

ADDRESS: _____ APT. NO. _____

CITY: _____ STATE: _____ ZIP: _____ PHONE: (____) _____ - _____

AMOUNT OF PAYMENT: $ _____

METHOD OF PAYMENT:

❑ CASH ❑ CREDIT CARD CREDIT CARD NUMBER: _____-_____-_____-_____

❑ PERSONAL CHECK EXPIRATION DATE: _____/_____

❑ MONEY ORDER **(PLEASE DO NOT SEND CASH BY MAIL. MAKE CHECKS PAYABLE TO RURAL/METRO.)**

PLEASE COMPLETE FOR EACH MEMBER OF THE HOUSEHOLD

NAME: _____
CUSTOMER #: _____ SEX: ❑ F ❑ M
PRIMARY INSURANCE: _____
GROUP #: _____
POLICY #: _____
SECONDARY INS: _____
GROUP #: _____
POLICY #: _____
SSN: _____-_____-_____ DOB: _____/_____/_____
RELATION TO INSURED:
❑ SELF ❑ SPOUSE ❑ CHILD ❑ OTHER

NAME: _____
CUSTOMER #: _____ SEX: ❑ F ❑ M
PRIMARY INSURANCE: _____
GROUP #: _____
POLICY #: _____
SECONDARY INS: _____
GROUP #: _____
POLICY #: _____
SSN: _____-_____-_____ DOB: _____/_____/_____
RELATION TO INSURED:
❑ SELF ❑ SPOUSE ❑ CHILD ❑ OTHER

NAME: _____
CUSTOMER #: _____ SEX: ❑ F ❑ M
PRIMARY INSURANCE: _____
GROUP #: _____
POLICY #: _____
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GROUP #: _____
POLICY #: _____
SSN: _____-_____-_____ DOB: _____/_____/_____
RELATION TO INSURED:
❑ SELF ❑ SPOUSE ❑ CHILD ❑ OTHER

NAME: _____
CUSTOMER #: _____ SEX: ❑ F ❑ M
PRIMARY INSURANCE: _____
GROUP #: _____
POLICY #: _____
SECONDARY INS: _____
GROUP #: _____
POLICY #: _____
SSN: _____-_____-_____ DOB: _____/_____/_____
RELATION TO INSURED:
❑ SELF ❑ SPOUSE ❑ CHILD ❑ OTHER

If any member of the household currently has health insurance or Medicare, then this Subscription Agreement must be signed by the health insurance policyholder. If all members of the household are uninsured, then the oldest member of the household must sign this Subscription Agreement. Membership is nontransferable and nonrefundable.

By signing this Subscription Agreement, I hereby acknowledge that I have read, understand and consent to the terms of the agreement outlined on the back of this page. I acknowledge having accurately completed the Subscription Agreement Household Information Form.

(Needed additions for Notice of Privacy Practices Acknowledgement)
I hereby acknowledge that I have been provided with a copy of Rural/Metro Corporation's Notice of Privacy Practices on this date.

_____ _____
Date Signature

EmergiCare

Subscription Agreement for Rural/Metro Ambulance Service

Subscription Fee: I understand that the annual subscription fee is intended to limit my out-of-pocket payments for Medically Necessary, Covered Services within the Service Area. Payment of fee may be cash, check, money order, MasterCard, VISA, Discover or American Express.

Effective Dates: This Subscription will become effective thirty (30) days after a completed Subscription Agreement and full payment are received by Rural/Metro Ambulance Service. This contract will be in effect for a period of one (1) year from that date.

Covered Services: Medical necessity is determined by current Medicare guidelines as published in the Medicare Handbook. Those services include emergency and nonemergency ambulance transportation. Rural/Metro agrees to accept payment from any primary insurance or third-party payor for medically necessary covered services.

I understand that I am responsible for services that are **not medically necessary** or that are non-covered services by my insurance carrier (for example, transportation from home to a doctor's office) and that I am to pay those charges at a discounted rate of 50 percent of the usual and customary fees charged for that service. Any services provided outside of Rural/Metro's Service Area may incur additional cost.

Service Area: For the purposes of this Subscription Agreement the Service Area includes Knox, Blount and Loudon Counties in Tennessee and Prentiss County in Mississippi.

Eligible Persons: This Subscription Agreement covers all persons residing in subscriber's household. A "household" is defined as subscriber and spouse or single-parent subscriber and their unmarried children under the age of 18 living at the same address. Persons can be added to this Subscription Agreement at an additional cost.

Insurance Billing: I understand that this Subscription Agreement is not insurance and that Rural/Metro Ambulance Service will bill my health insurance provider and will receive payment from this provider for services rendered. I hereby authorize Rural/Metro Ambulance Service to collect such payments and further authorize that payments for insurance claims be made directly to Rural/Metro Ambulance Service. If my health insurance provider sends any payments to me directly for services rendered by Rural/Metro Ambulance Service, I agree to forward such payments immediately to Rural/Metro Ambulance Service.

Release of Information: I hereby authorize the release of any and all medical information necessary to process a claim for services provided as part of this Subscription Agreement to Rural/Metro Ambulance Service.

TennCare/Medicaid: TennCare/Medicaid beneficiaries are not eligible to participate in EmergiCare. By signing this Agreement I certify that neither I nor anyone in my household receives TennCare/Medicaid benefits.

Outside Services: This Subscription Agreement only covers services provided by Rural/Metro Ambulance Service. Services provided by other ambulance companies will not be covered.

Provision of Information: I agree to notify Rural/Metro Ambulance Service within thirty (30) days of any changes in the information I have provided in the attached Subscription Agreement during the term of this contract.

Consumer/Member Right to Cancel: The patient may cancel this agreement for a full refund of its Membership Fee any time prior to midnight of the third business day after the date that the agreement was signed. There are no refunds after the third business day.

I agree that Rural/Metro has reserved the right to void this membership and refund my membership fee from the effective date hereof in the event of my failure to comply with any of these terms. I agree and understand that if my membership is voided, I will be obligated to pay all balances in full. I also understand and agree that failure to comply with membership terms (and grounds for membership revocation) shall include a refusal of any insurer or health care provider to recognize and pay for the services rendered by Rural/Metro to me or the immediate members of my family, pursuant to the agreement of benefits contemplated by this membership agreement.

Shop:
09055 10213 12353 15227
15377 27898 37595 38848
40306 71792 80041 80825

Blount Co. Daily Ambulance Inventory Sheet

Date: ___/___/___
Unit# _____
Mileage: _____

Crew #1 : _____
EMT ( ) EMT-P ( )
Crew #2 : _____
EMT ( ) EMT-P ( )
Supervisor: _____

Unit Fluids/Equip.
- ____ Fuel: _____
- ____ Oil: _____added
- ____ Coolant: ___added
- ____ Brake Fl____added
- ____ Tran. Fl____added
- ____ Pwr Str_____added
- ____ Windshield Washer
- ____ Fill Urea tank
- ____ Hoses/Belts
- ____ No New Body Damage
- ____ Hi/Lo Headlights
- ____ Parking Lights
- ____ Turn Signals
- ____ Backup Light/Alarm
- ____ Brake Lights/Brakes
- ____ 4 way Flashers
- ____ Red Lights/Inters.
- ____ Light Bars
- ____ Wig Wags/Grill Lts
- ____ Siren
- ____ Horn
- ____ VHF Radio
- ____ UHF Radio
- ____ Flood Lights
- ____ Dome Lights
- ____ Heat/Air
- ____ Windshield Wipers
- ____ Batteries
- ____ Tire Pressure
  LF __ RF __
  RR__RR2 __
  LR __LR2 __

Front Cab
- ____ Glvs (1 bx ea sz)
- ____ 2 Waterless Hand Cleaners
- ____ 911 Map
- ____ Knoxville Map Bk.
- ____ Loudon Co Map Bk.
- ____ Janes Chem/Bio Bk.
- ____ Haz-Mat Book
- ____ Insurance Book
- ____ Clipboard
- ____ 20 Billing/EMS Form
- ____ 20 Hippa Forms
- ____ 20 PCS forms
- ____ 2 Pt Report Pads
- ____ 2 Call Pads
- ____ 1 Mag Light
- ____ 2 6-volt Flashlight
- ____ Spotlight
- ____ 1 Charged Fire Ext.
- ____ Door Opener
- ____ 2 Safety Vests
- ____ Mileage Clipboard
- ____ 2 Fire Helmets

Radio/Keys/Pager
- ____ 2 Radios
- ____ Alpha/Numeric Pager
- ____ 2 Sets of Keys PM/EMT

Outside Compartment (Drivers Side Rear)
- ____ Stair Chair
- ____ 1 Aluminum Spineboard
- ____ 1 Short Board
- ____ 1 Rubber Stretcher
- ____ 2 KEDs
- ____ 1 Pac Rac
- ____ 2 Quick Sets
- ____ 2 Adult Hare Traction
- ____ 1 Pedi Hare Traction

Outside Compartment (Driver's Side Front)
- ____ 2 Infant C-Collars
- ____ 3 Pedi C-Collars
- ____ 3 Sm C-Collars
- ____ 3 Med C-Collars
- ____ 3 Lrg C-Collars
- ____ 4 CID's
- ____ 6 9' Straps
- ____ 8 Speed Clips
- ____ 1 Set Triangle Reflectors
- ____ 1 pr Jumper Cables
- ____ 1 Tire Gauge
- ____ 1 Cresent Wrench
- ____ 1 Pliers
- ____ 1 Flathead Screwdriver
- ____ 1 Phillips Screwdriver
- ____ 2 pr Goggles
- ____ 2 pr Work Gloves
- ____ 20 Fitted/Flat Sheets
- ____ 20 Pillow Cases
- ____ 2 Truck Towels
- ____ 3 LSB's
- ____ 1 Scoop Stretcher
- ____ Port O2 #1_____psi
- ____ Port O2 # 2_____psi

Outside Compartment (Passenger Side Rear)
- ____ Main O2 _____psi
- ____ 1 Wrench

CPAP Bag
- ____ CPAP Machine w/hose
- ____ 2 Circuits w/Med Mask
- ____ 2 Small Masks
- ____ 2 Large Masks
- ____ 1 Oxygen Bottle

Portable Suction
- ____ Unit Charged
- ____ Unit Clean
- ____ Suction Water
- ____ Suction Test
- ____ 1 Tonsil Tip
- ____ 1 Tubing attached
- ____ 1 #6fr Cath
- ____ 1 #8fr Cath
- ____ 1 #10fr Cath
- ____ 1 #14fr Cath
- ____ 1 # 16fr Cath
- ____ 1 # 18fr Cath
- ____ 1 Meconium Aspirator

LP-12
- ____ 2 Charged Batteries
- ____ 2 Spare LP-12 Battery
- ____ 1 Cable - 4 Leads
- ____ 1 Precordial Cable
- ____ 1 Pacing/Defib Cable
- ____ 1 Phone Patch Cable
- ____ 1 Pk LP-12 Adult Elect
- ____ 2 Pk LP-12 Pedi Elect
- ____ 2 Pk Adult Combo Pads
- ____ 2 Pk Pedi Combo Pads
- ____ 1 Roll LP-12 EKG Paper
- ____ 1 Case with Strap
- ____ Ck Pacing/Mon Leads

If LP-12 Blue Tooth:
- ____ 2 LP-12 Adult Capno-flo
- ____ 1 LP-12 Pedi Capno-flo
- ____ 2 LP-12 Inline Filter

FIB Bag

~~Front Pocket Upper~~
- ____ 1 Nasal Canula
- ____ 1 Pedi NRB
- ____ 1 Adult NRB
- ____ 1 Nebulizer
- ____ 1 Convience Bag

~~Front Pocket Middle~~
- ____ 1 Trauma Pad
- ____ 2 5X9 Pads
- ____ 3 Face Shields

~~Front Pocket Lower~~
- ____ 1 BP Cuff
- ____ 1 Stethoscope
- ____ Pulse Ox w/pedi Probe
- ____ 4 Nail Polish removers
- ____ Glucometer w/ 6 strips
- ____ 6 Lancets, Alc. Prep, 4x4
- ____ 1 Nacl 500mL
- ____ 2 Gemini Sets
- ____ 1 Sharps Shuttle
- ____ 2 14g IV
- ____ 2 16g IV
- ____ 2 18g IV
- ____ 2 20g IV
- ____ 2 Veniguards
- ____ 2 3" Kling
- ____ 1 Prep Razor
- ____ 2 Luer Lock Adapters
- ____ 4 4x4's
- ____ 4 ETOH Preps
- ____ 2 Betadine Preps
- ____ 2 Tourniquets
- ____ 1 ea 1", 2" tape
- ____ 1 Bio Haz. Bag
- ____ Trauma Shears
- ____ 1 Penlight

~~Side Pocket Left~~
- ____ 1 LR 1000mL
- ____ 1 Trauma Tubing

~~Side Pocket Right~~

~~Inside Pockets~~
- ____ 1 Decomp Needle
- ____ 6 Amm. Inhalants
- ____ 1 Pedi BVM
- ____ 1 Adult BVM
- ____ BVM Masks (5 sizes)
- ____ Patient Towel

~~Red Medication Bag~~
- ____ 4 Epi 1:10,000
- ____ 2 Lidocaine 100MG
- ____ 2 Atropine
- ____ 1 Adult Bicarb
- ____ 1 D50W
- ____ 1 Glucagon
- ____ 1 Oral Glucose
- ____ 1 Narcan
- ____ 1 Bottle ASA
- ____ 1 Bottle NTG
- ____ 2 D5w 50cc
- ____ 2 Albuterol
- ____ 2 Atrovent
- ____ 3 Amiodarone
- ____ 1 Adenosine 6mg
- ____ 1 Adenosine 12mg
- ____ 2 Vasopressin
- ____ 1 Benadryl
- ____ 2 Epi 1:1000
- ____ 1 Zofran
- ____ 1 Thiamine
- ____ 2 18g IM
- ____ 1 21g IM
- ____ 1 25g IM
- ____ 1 1cc Syringe
- ____ 1 3cc Syringe
- ____ 2 10cc Syringe

~~Blue Airway Bag~~
- ____ 1 Adult Tube Tamer
- ____ ETT 2.5-9.5 Odd
- ____ 7.0 & 8.0
- ____ Laryngoscope Handle
- ____ 1 Bulb Style ET
- ____ 2 10cc Syringe
- ____ Mac #2,3,4
- ____ Miller #0-4
- ____ OPA 9 Sizes
- ____ NPA 22-34fr
- ____ Pedi McGill Forceps
- ____ Adult McGill
- ____ 4 Lube Jelly
- ____ 1 Bite Stick
- ____ 1 Bougie Stylet

~~Yellow IO Kit~~
- ____ Drill
- ____ Stabilizer
- ____ 15mm IO Needle
- ____ 25mm IO Needle
- ____ 45mm IO Needle
- ____ 4 ETOH Preps
- ____ 1 10cc Flush
- ____ 1 Luer Lock
- ____ 1 Pressure Bag

Jump Bag
- ____ 2 14g IV
- ____ 2 16g IV
- ____ 2 18g IV
- ____ 1 Sharps Shuttle
- ____ 2 Veniguards
- ____ 2 Tourniquets
- ____ 4 Alcohol Preps
- ____ 1 Bio-Haz Bag
- ____ 6 Amm Inhalants
- ____ 1 Bite Stick
- ____ 1 pr Trauma Shears
- ____ 1 Window Punch
- ____ 1 Penlight
- ____ 6 Bandaids
- ____ 2 Antibotic Ointment
- ____ 1 ea R/Y/B Triage Tape
- ____ LR 1000cc
- ____ 1 Trauma Tubing
- ____ 1 Adult NRB
- ____ 1 Convenience Bag
- ____ 1 Multi-Trauma Pad
- ____ 4 Sterile 4x4
- ____ 6 5x9 Pads
- ____ 3 Triangular Bandages
- ____ 2 Vaseline Gauze
- ____ 2 Eye Pads
- ____ 3 3" Kling
- ____ 3 4" Kling
- ____ 2 Sam Splints
- ____ 1 6" ACE Wrap
- ____ Oral Airways 9 Sizes
- ____ Pocket Mask w/valve
- ____ 1 ea 1/2", 1", 2" Tape
- ____ 1 B/P Cuff
- ____ 1 Stethoscope
- ____ 1 Trauma Tourniquet

On Board Suction
- ____ Main Suction Clean
- ____ Suction tubing with Tonsil Tip
- ____ Suction Unit Test
- ____ 1 Suction Unit Water

Truck Equipment
- ____ Stretcher w/IV Pole & pillow
- ____ Straps x5 clean and not frayed
- ____ 1 Pt Moving Device
- ____ 3 Oxygen Flow Meters
- ____ 1 Sharps Safe
- ____ IV Warmer w/2 Nacl, 2 LR
- ____ Tuff Cuff Kit
- ____ 1 Charged Fire Ext.
- ____ Fuel Card
- ____ 1 box Kleenex
- ____ Standing Orders Book

09/14

Shift Cabinet

- ____ 3 NaCl 0.9%
- ____ 2 LR 1000cc
- ____ 3 Gemini Sets
- ____ 1 Trauma Tubing
- ____ 1 bag LP-12 Adult EKG
- ____ 1 LP-12 Battery
- ____ 1 LP-12 EKG Roll
- ____ 2 Nasal Cannulas
- ____ 2 Non-Rebreathers
- ____ 2 Convenience Bags
- ____ 2 Nebulizers
- ____ 1 Trauma Shears
- ____ Medisense Xtra Strips
- ____ 6 Lancets

Bench Seat

- ____ Pt Report Pad
- ____ 2 14gIV
- ____ 2 16g IV
- ____ 2 18g IV
- ____ 2 20g IV
- ____ 1 18g IM
- ____ 1 1ccSyringe
- ____ 1 3cc Syringe
- ____ 1 10cc Syringe
- ____ 4 Veniguards
- ____ 4 Tourniquets
- ____ 6 Alcohol Preps
- ____ 2 Betadine Preps
- ____ 2 Luer-lock Adapters
- ____ 2 Ext. Sets with flush
- ____ 10 NS 4x4's
- ____ 1 1/2", 1" Tape
- ____ 3 Bandaids
- ____ 1 Stethoscope
- ____ 1 B/P Cuff

*** Under the Bench Seat*

- ____ Adult Mast Pants
- ____ Pedi Mast Pants
- ____ 2 Adult Hare Traction
- ____ 1 Pedi Hare Traction
- ____ 2 15" boards
- ____ 2 36" boards
- ____ 2 Wire Splints
- ____ 1 Body Bag
- ____ 4 pt Restraints
- ____ 6 Air Splints w/pwdr
- ____ 1 Pedi-Mate Restraint
- ____ 6 Winter Blankets
- ____ 2 Road Blankets
- ____ 1 set Cot Straps
- ____ 1 Spare Pillow

***all together*

- ____ 1 Viral Cleaner
- ____ 1 Disinfectant Spray
- ____ 1 All Purpose Cleaner
- ____ 2 Truck Towels
- ____ 8 Red Bags
- ____ 1 Whisk Broom

***all together*

- ____ 1 Spray Bottle
- ____ 6 Trash Bags
- ____ 1 Roll Toilet Paper
- ____ 1 Bed Pan
- ____ 1 Urinal

Adult Airway Cabinet

- ____ 1 Adult BVM w/tube Tamer
- ____ Oral Airway 9 sizes
- ____ Nasal Airway 22-34fr
- ____ 6 Lube jelly
- ____ 1 Laryngoscope Handle
- ____ #3 & #4 Miller Blades
- ____ #3 &#4 Mac Blades
- ____ Magill Forceps
- ____ 7.0 & 8.0 ET tubes
- ____ 10cc syringe
- ____ 1 Bougie Stylet
- ____ ET Tubes 6.5-9.5 (2even, 1 odd)
- ____ 1 Combitube
- ____ 2 Adult Tube Holders
- ____ 1 Bulb Style ET Check
- ____ 2 #14fr Suction Cath
- ____ 2 #16fr Suction Cath
- ____ 2 #18fr Suction Cath
- ____ 2 Suction Tubing
- ____ 2 Tonsil Tips
- ____ 1 Toomey Syringe
- ____ 1 #10 Salem Sump
- ____ 1 #12 Salem Sump
- ____ 1 #14 Salem Sump
- ____ 1 #16 Salem Sump
- ____ 1 #18 Salem Sump
- ____ 2 Nasal Cannulas
- ____ 4 Adult NRB
- ____ 2 Nebulizers
- ____ 1 Venturi Mask
- ____ 4 Supply Tubing
- ____ 1 Trach mask

Pediatric Cabinet

- ____ 1 Pedi BVM w/Tube Tamer
- ____ 1 Infant BVM
- ____ BVM Masks (3 sizes)
- ____ Oral Airways (40-70mm)
- ____ Nasal Airway (22-28fr)
- ____ 2 Lube Jelly
- ____ 1 Pedi Laryng. Handle
- ____ Miller Blades #0-2
- ____ Mac Blades #1-2
- ____ 1 Pedi McGill Forceps
- ____ 1 Meconium Aspirator
- ____ 1 10cc Syringe
- ____ ET tubes 2.5-6.0 (2 even, 1 odd)
- ____ 1 Delee Trap
- ____ 2 Solusets
- ____ 2 #6,8,10fr Cath
- ____ 4 Pedi NRB
- ____ 4 Infant Med Con Masks
- ____ 2 Pedi Armboards
- ____ 1 Broslow Tape

~~IO Kit~~

- ____ * 15g IO
- ____ * 18g IO
- ____ * 2 3" Kling
- ____ * 1 1" Tape
- ____ * 1 10cc syringe
- ____ * 2 Alcohol Preps

Medication Cabinet

- ____ 1 Cloth Sheet
- ____ 4 Clean Pt Towels
- ____ 2 Boo Bears
- ____ 1 Tetracaine 0.5% 2ml
- ____ 2 Morgan Lens
- ____ 1 Pedi Tylenol/Dropper
- ____ 2 Disposable Cups
- ____ 1 Charcoal
- ____ 1 Peroxide
- ____ 1 Bio-Shield Spray
- ____ 2 Btl NaCl Injection
- ____ 2 Dopamine
- ____ 2 Lidocaine 2g/500cc
- ____ 8 Epi 1:10,000
- ____ 2 Atropine
- ____ 2 Lidocaine 100mg
- ____ 1 Adenosine 6mg
- ____ 1 Adenosine 12mg
- ____ 2 Pedi Bicarb
- ____ 3 D50W
- ____ 1 Pedi D25W
- ____ 4 Lasix
- ____ 2 Adult Bicarb
- ____ 1 Labetalol

Organizer

- ____ 1 Bite Stick
- ____ 1 Penlight
- ____ 1 Hypothermia Therm.
- ____ 1 Oral Thermometer
- ____ 1 Digital Thermometer
- ____ 6 Therm. Covers
- ____ 2 Prep Razors
- ____ 20 Alcohol Preps
- ____ 10 Betadine Preps
- ____ 10 Nail Polish Preps
- ____ 20 NS 4x4's
- ____ 20 Veniguards
- ____ 6 Tourniquets
- ____ 2 Decompress. Needle
- ____ 4 Benzoin Sticks
- ____ 6 Amm. Inhalants
- ____ 2 Gemini Adapters
- ____ 4 Antibiotic Ointment
- ____ 4 Lube Jelly
- ____ 4 Med Add Labels
- ____ 4 O2 Wrench/Nipple
- ____ 2 Mag Sulfate 5g
- ____ 1 Racemic Epi
- ____ 10 Epi 1:1000 1mg
- ____ 2 Phenergan
- ____ 3 Amiodarone 150mg
- ____ 2 Vasopressin
- ____ 2 Thiamine
- ____ 1 Benadryl
- ____ 2 Narcan
- ____ 1 Zofran
- ____ 1 Bottle Baby ASA
- ____ 1 Bottle NTG
- ____ 2 Albuterol
- ____ 2 Solumedrol
- ____ 2 Atrovent
- ____ 2 Toradol 30mg
- ____ 2 1,3,10cc Syringes
- ____ 4 14g IV

Lrg. Top Cabinet

Shelf 1

- ____ 15 mm EZIO needle
- ____ 25mm EZIO needle
- ____ 45mm EZIO needle
- ____ 1 EZIO Stabilzer
- ____ 6 Trauma Pads
- ____ 4 Burn Sheets
- ____ 2 OB Kits w/ Meconium Aspirator
- ____ 2 Rec Blanket & Cap
- ____ 2 Mylar Blankets
- ____ 2 Arm Boards
- ____ 4 Convenience Bags
- ____ 25 Sterile 4x4
- ____ 10 5x9 Pads
- ____ 6 3" Kling
- ____ 6 4" Kling
- ____ 2 3" Ace Bandages
- ____ 1 6" ACE Bandages
- ____ 4 Tongue Blades
- ____ 4 Cold Packs
- ____ 4 Eye Pads
- ____ 4 Hot Packs
- ____ 4 Vaseline Gauze
- ____ 6 Triangular Bandages
- ____ 1 Bx Adult Bandaids
- ____ 2 ea 1/2:, 1", 2" Tape
- ____ 1 Ring Cutter
- ____ 1 Hemostats

Shelf 2

- ____ 3 Trauma Tubing
- ____ 6 Gemini Sets
- ____ 4 60gtts Sets
- ____ 2 ExacDrop
- ____ 2 Portacath Needles
- ____ 2 Large Tegaderm
- ____ 2 pr M/L sterile gloves
- ____ 1 Pack Adult Combo Pad
- ____ 1 Pack Adult Electrodes
- ____ 4 Pack Pedi Electrodes
- ____ 1 Pack Pedi Combo Pads
- ____ 1 Set LP- 12 Cables (4 pcs)
- ____ 1 30cc or 35cc Syringe
- ____ 2 "C" Batteries
- ____ 2 "AA" Batteries
- ____ Sharps Shuttle

Shelf 3

- ____ 5 LR 1000cc
- ____ 3 0.9% NaCl 500cc
- ____ 2 D5w 500cc
- ____ 2 D5W 250cc
- ____ 2 D5W 50cc
- ____ 1 D5w.0.45% NaCl
- ____ 4 Goggles
- ____ 4 Face Shields
- ____ 2 Disp Gown/Mask
- ____ 2 ea TB Masks (S-M-L)
- ____ 6 Mark I Kits (sealed)
- ____ 4 Sterile Water 500cc
- ____ 4 Sterile Saline 500cc

Narcotics - Shift Start

Set _____

- ____ 2 Morphine
- ____ 2 Valium
- ____ 2 Versed
- ____ 2 Fentanyl
- ____ 1 Rectal Valium 10mg
- ____ 2 Rectal Valium 2.5mg
- ____ 2 Nasal Mister
- ____ 2 3cc Syringe
- ____ 2 18g IM
- ____ 2 Lube Jelly
- ____ 1 Carpuject Handle

Witness: _____

Witness: _____

Time: _____

Narcotics - Supervisor

_____

Time: _____

Narcotics - Shift End

Set _____

- ____ 2 Morphine
- ____ 2 Valium
- ____ 2 Versed
- ____ 2 Fentanyl
- ____ 1 Rectal Valium 10mg
- ____ 2 Rectal Valium 2.5mg
- ____ 2 Nasal Mister
- ____ 2 3cc Syringe
- ____ 2 18g IM
- ____ 2 Lube Jelly
- ____ 1 Carpuject Handle

Witness: _____

Witness: _____

Time: _____

Missing Items:

____1 Humidifer
____1 Suction Canister

____* 2 Betadine Preps
~~*IV Kit*~~
____2 22g IV
____2 24g IV
____1 21g Butterfly
____1 23g Butterfly
____1 25g Butterfly
____2 Tourniquets
____2 Alcohol Preps
____2 Veniguards
____1 3" Kling
____1 1" Tape
____

____4 16g IV
____4 18g IV
____4 20g IV
____2 22gIV
____2 24gIV
____4 18g IM
____4 21gIM
____4 25gIM
____1 19g Butterfly Needle
____1 21g Butterfly Needle
____1 23g Butterfly Needle
____1 25g Butterfly Needle
____

BLOUNT COUNTY DIVISION

SHIFT COMMANDER REPORT

Date: _____ **Commander: _____**

Shop #'s O.O.S. for Mechanical Failure: _____

Shop #'s Back In-Service During Shift: _____

Shop #'s Not in Use During Shift: _____

Call In / Left Sick (Name and Time): _____

_____

Picked Up Shifts (Name and Time): _____

MEDIC #	SHOP #	CREW MEMBERS	NARC SET	SHIFT START	SHIFT END
01 10					
02 12					
03 13					
04 14					
05 15					
06 16					
07 17					
08 18					
09 19					
40					
41					
42					
43					

NARC SET Z

Checked By: _____ Witnessed By: _____

Time Checked: _____

Morphine: _____ **Rectal Vailum 10mg: _____**

Demerol: _____ **Rectal Vailum 2.5mg: _____**

Vailum: _____ **Expired: _____**

Versed: _____ **Expired: _____**

Fentanyl: _____ **Expired: _____**

NARCS Signed on All Checkoff Sheets **Y/N**

Mileage Recorded on All Checkoff Sheets **Y/N**

Both Stations Cleaned **Y/N**

Paperwork Brought to Central Before Midnight **Y/N**

Spot Check Truck at Station 1: Unit # _____ Condition of Unit: _____

_____

Spot Check Truck at Station 2: Unit # _____ Condition of Unit: _____

_____

Commander Starting Report

_____

Commander Finishing Report

_____

Pass - On: _____

ABCs of APCO EMD

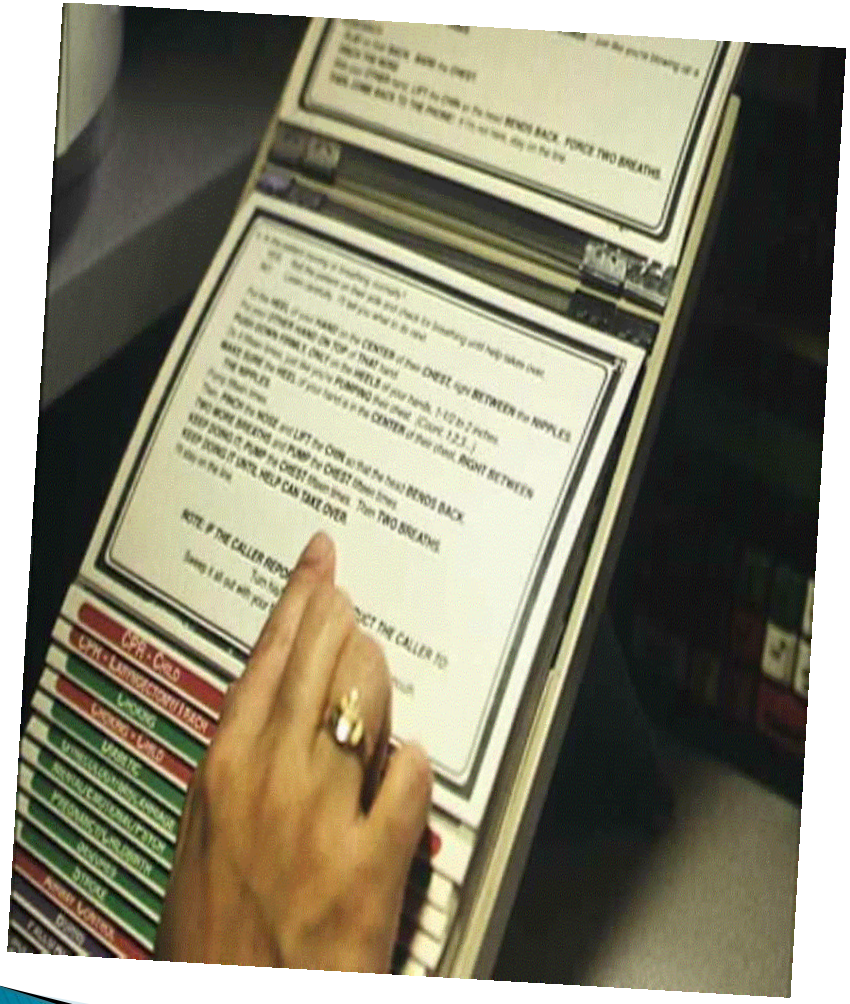
Darlene Hines
EMD Program Coordinator

APCO Institute
APCO's Training & Certification Division
WHERE PUBLIC SAFETY TURNS TO LEARN

APCO EMD Program

- NHTSA National Standard Curriculum for EMD
- All ASTM & NHTSA Guidelines
- Two Primary Goals
  - Pre-Arrival Instructions
  - Resource Allocation

“Rack-style” Guidecards



- Flip cards
- Special Hazards can be added
- Chief Complaints can be re-titled

EMD Guidecard Index

Table of Contents

Green Section -- Medical Emergencies

Abdominal Pain/Back Pain
Allergic Reaction
Bleeding (Non-Traumatic)
Breathing Difficulty
Chest Pain/Discomfort/Heart Problems
Choking
Diabetic
Environmental Emergencies
Gynecology/Miscarriage
Headache
Mental/Emotional/Psychological
Overdose/Poisoning
Seizures
Sick (Unknown)/Other
Stroke (CVA)
Unconscious/Unresponsive/Syncope (Fainting)

Purple Section -- Trauma

Animal Bites
Burns -- Thermal/Electrical/Chemical
Drowning/Diving Accident/Water Injury
Eye Injury
Falls
Industrial Accidents
Neurological/Head Injury
Stabbing/Gunshot
Trauma with Injury

Red Section -- Emergency Medical Telephone Instructions

CPR -- Adult
CPR -- Child
CPR -- Infant
CPR -- Laryngectomy and Tracheostomy
Obstructed Airway -- Adult
Obstructed Airway -- Child
Obstructed Airway -- Infant
Childbirth
Airway Control

Black Section -- Appendices

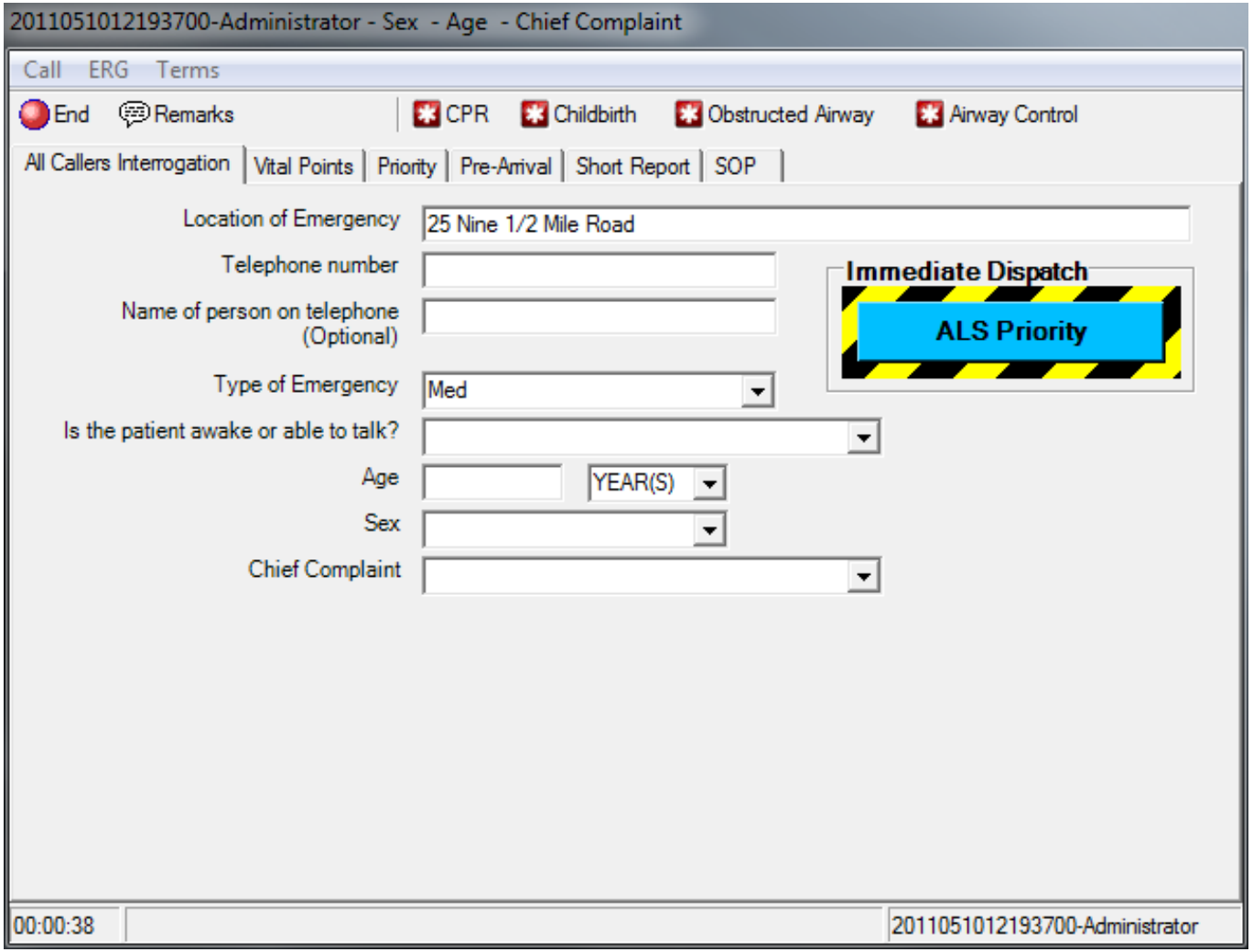
Medical Abbreviations/Glossary of Terms

9-1-1 Adviser Software

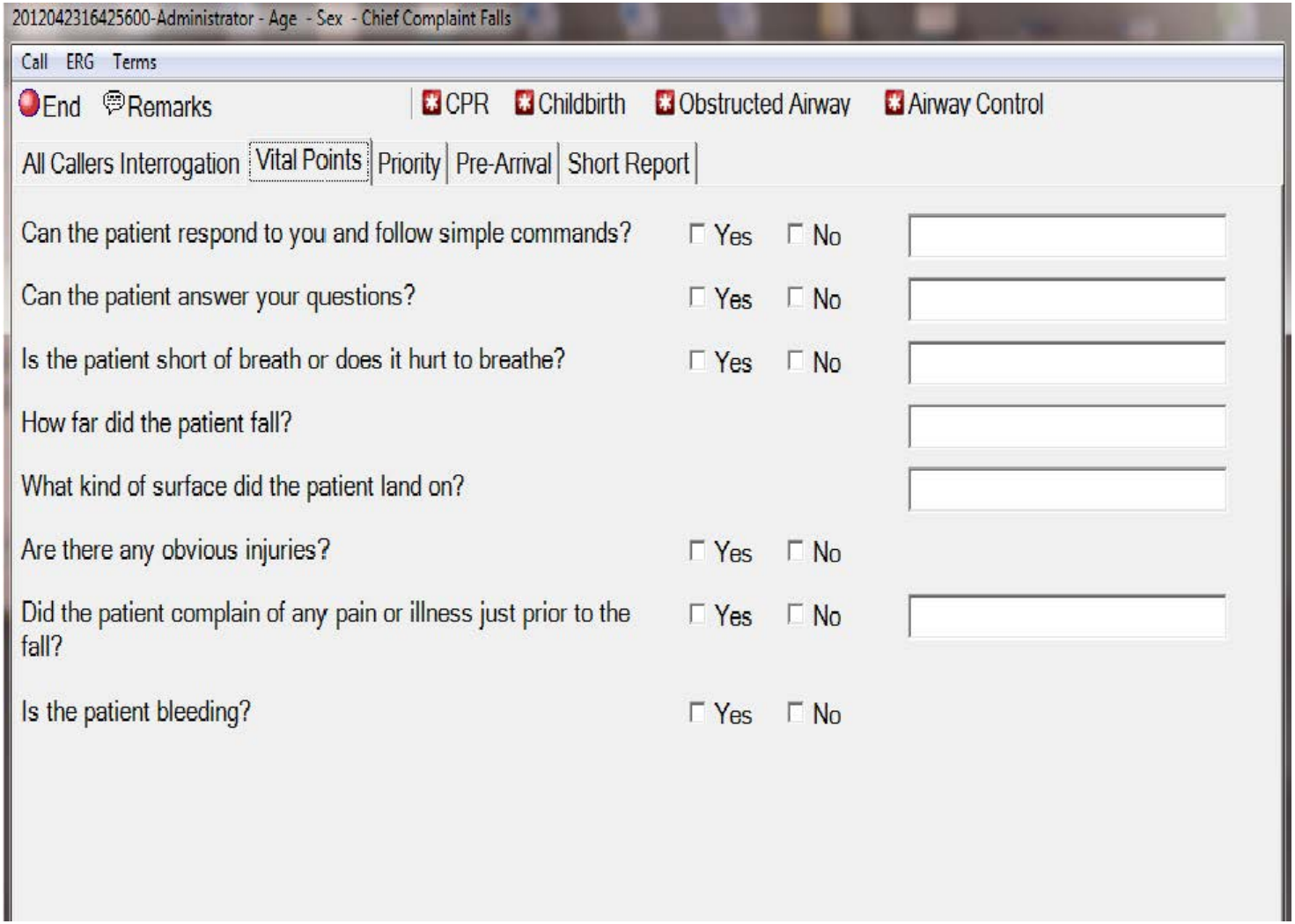
- Customizable
- Training tutorial available
- 8-hr Training Session
- Free Monthly Demonstration
  - www.apcoinstitute.org



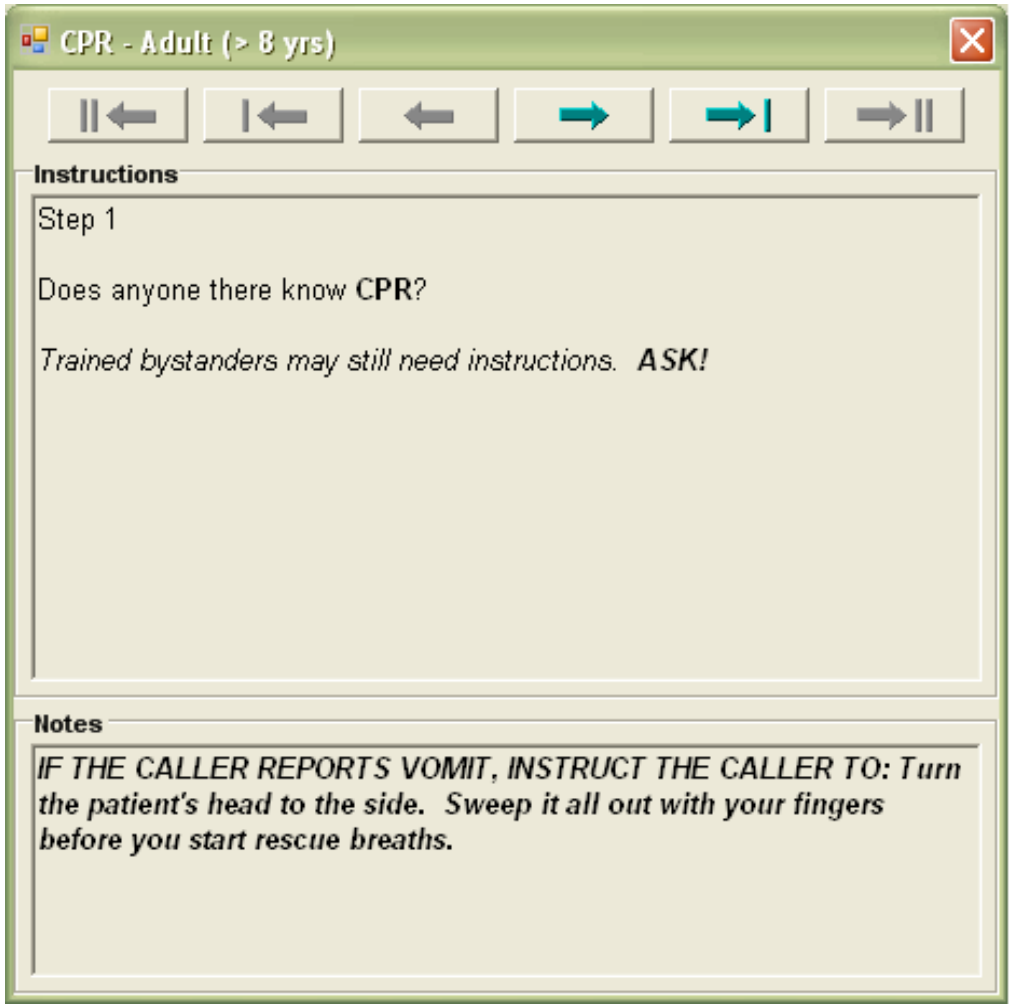
9-1-1 Adviser


2011051012193700-Administrator - Sex - Age - Chief Complaint
Call
ERG
Terms
End
Remarks
CPR
Childbirth
Obstructed Airway
Airway Control
All Callers Interrogation
Vital Points
Priority
Pre-Arrival
Short Report
SOP
Location of Emergency
25 Nine 1/2 Mile Road
Telephone number
Name of person on telephone (Optional)
Immediate Dispatch
ALS Priority
Type of Emergency
Med
Is the patient awake or able to talk?
Age
YEAR(S)
Sex
Chief Complaint
00:00:38
2011051012193700-Administrator

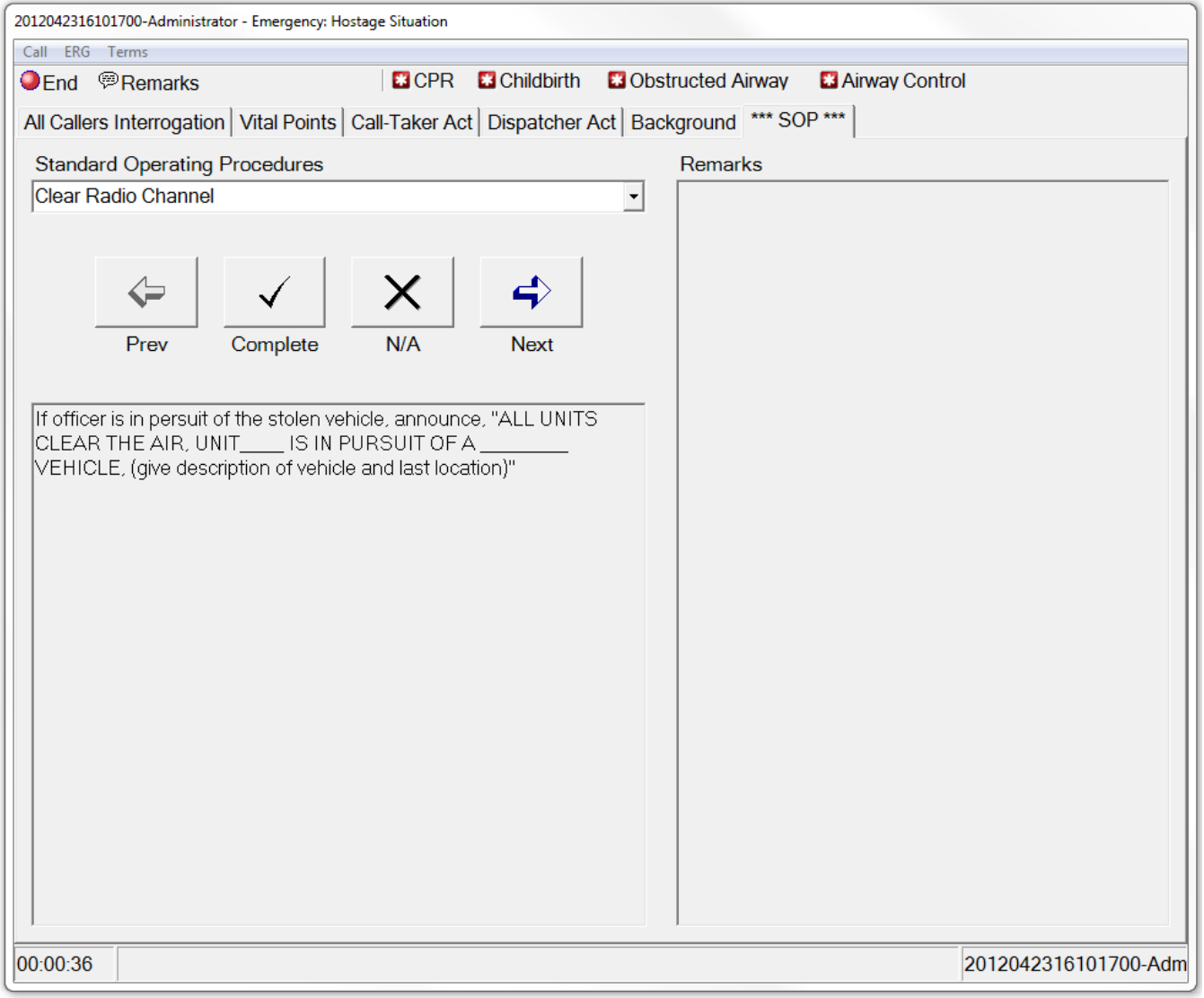
9-1-1 Adviser


2012042316425600-Administrator - Age - Sex - Chief Complaint Falls
Call ERG Terms
End
Remarks
CPR
Childbirth
Obstructed Airway
Airway Control
All Callers Interrogation
Vital Points
Priority
Pre-Arrival
Short Report
Can the patient respond to you and follow simple commands?
Yes
No
Can the patient answer your questions?
Yes
No
Is the patient short of breath or does it hurt to breathe?
Yes
No
How far did the patient fall?
What kind of surface did the patient land on?
Are there any obvious injuries?
Yes
No
Did the patient complain of any pain or illness just prior to the fall?
Yes
No
Is the patient bleeding?
Yes
No

9-1-1 Adviser


CPR - Adult (> 8 yrs)
Instructions
Step 1
Does anyone there know CPR?
Trained bystanders may still need instructions. ASK!
Notes
IF THE CALLER REPORTS VOMIT, INSTRUCT THE CALLER TO: Turn the patient's head to the side. Sweep it all out with your fingers before you start rescue breaths.

9-1-1 Adviser


2012042316101700-Administrator - Emergency: Hostage Situation
Call
ERG
Terms
End
Remarks
CPR
Childbirth
Obstructed Airway
Airway Control
All Callers Interrogation
Vital Points
Call-Taker Act
Dispatcher Act
Background
*** SOP ***
Standard Operating Procedures
Clear Radio Channel
Prev
Complete
N/A
Next
If officer is in persuit of the stolen vehicle, announce, "ALL UNITS CLEAR THE AIR, UNIT____ IS IN PURSUIT OF A _____ VEHICLE, (give description of vehicle and last location)"
Remarks
00:00:36
2012042316101700-Adm



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Getac

F110

FULLY RUGGED 11.6" TABLET

Large 11.6" LumiBond® sunlight readable display
4th generation Intel® Core™ processor
Dual hot-swappable battery design
Optional integrated 4G LTE broadband wireless
802.11ac next generation WiFi
Optional 1D/2D imager barcode reader
Intel HD graphics 4400
MIL-STD 810G and IP65 certified
Industry-leading bumper-to-bumper warranty



4th Gen Intel Core Processor.

With the latest Intel Core i5 or Intel Core i7 processor, the F110 rugged tablet was designed for speed and efficiency. Clocking in at up to 2.1GHz and with Turbo Boost speeds up to 3.3GHz, the F110 has the power needed for the most demanding tasks.

Large 11.6" Display.

The F110 features a large 11.6" display utilizes our revolutionary LumiBond technology to achieve a display that is more readable, and offers better contrast and more crisp colors than any other rugged laptop display. The 11.6" widescreen display is ideally suited providing plenty of real estate to run Windows and your apps on.

Dual Hot-Swappable Batteries.

The F110's unique, hot-swappable dual-battery design allows for potentially infinite, uninterrupted battery life. This enables you to remove one of the two rechargeable batteries and replace it with a fresh battery without ever shutting down apps or your Windows OS.

Blazing Fast Wireless.

With new multi-carrier 4G LTE, you can easily switch carriers without changing hardware.[1] The F110 also now supports the next generation 802.11ac WiFi for up to three times faster throughput.

Designed to Capture.

With a built-in front HD webcam, an optional rear 5MP auto focus camera and an optional top 1D/2D imager bar code reader, the F110 is the ideal solution for capturing data.

Bumper-to-Bumper Warranty.

Accidents happen. Only Getac offers bumper-to-bumper coverage standard on every F110 rugged tablet.

GETAC F110

Specifications



Getac

ruggedsales@getac.com
www.getac.com
949.681.2900

Getac, Inc.
43 Tesla
Irvine, CA 92618

Ruggedness	MIL-STD 810G and IP65 certified MIL-STD 461F ready[2] Optional ANSI/ISA 12.12.01 Vibration & drop resistant
Operating System	Windows® 7 Professional Windows 8 Professional
CPU	Intel® Core™ i7-4600U 2.1GHz processor with Turbo Boost Technology up to 3.3GHz 4MB L3 Intel Smart Cache Intel Core i5-4300U 1.9GHz processor with Turbo Boost Technology up to 2.9GHz 3MB L3 Intel Smart Cache
Memory	4GB DDR3 expandable to 8GB[3]
Storage	Solid State 128GB / 256GB†
VGA Controller	Intel HD Graphics 4400
Display	11.6" TFT LCD HD (1366x768) 800 NITs LumiBond® sunlight readable LED display with multi-touch technology
Expansion Slot[4]	1D/2D imager barcode reader; or RS232 Port; or 10/100/1000 base-T Ethernet; or MicroSD slot; or USB 2.0 port
Security	Intel vPro™ Technology TPM 1.2 Cable lock slot NIST BIOS compliant Optional 13.56MHz RFID Optional contactless smart card reader
Communications	Intel Dual Band Wireless-AC 7260 (802.11ac) Bluetooth (v4.0 class 1) Optional SiRFstarIV™ GPS Optional 4G LTE mobile broadband
Keyboard	Six tablet buttons: Power, Menu, Programmable, Camera Capture/ Barcode Reader Trigger, Volume Up & Volume Down
Webcam	Optional HD webcam x 1 Optional 5MP auto focus camera
Power	AC Adapter (65W, 100-240VAC, 50/60Hz) Hot swappable Dual Li-Ion battery (2160mAH) x 2 (up to 12.4 hours of battery life)[5]
Dimensions and Weight	12.3" x 8.15" x 0.96" (314 x 207 x 24.5mm) 3.08lbs (1.4kg)††
Temperature	Operating Temp: -6° F to 140° F / -21°C to 60°C Storage Temp: -40°F to 160°F / -40°C to 71°C Humidity: 95% RH, non-condensing
I/O Interfaces	DC in x 1 USB 3.0 x 1 Docking port x 1 Headphone out/Mic-in Combo x 1 HDMI x 1 Optional RF antenna pass-through for GPS, WLAN and WWAN
Warranty	3 Year bumper-to-bumper warranty standard‡

Specification subject to change without notice.
[1] Data plan required. Cellular data is available in the US on Verizon Wireless and AT&T networks. LTE is available in select markets. Check with your carrier for details. 4G LTE configuration must be ordered at time of purchase.
[2] Requires MIL-STD 461F 90W AC Adapter sold separately.
[3] Computers configured with a 32-bit operating system can address up to 3GB of system memory. Only computers configured with a 64-bit operating system can address 4 GB or more of system memory.
[4] Expansion slot factory installed and limited to one option. Subject to minimum purchase requirements.
[5] Battery life testing conducted under BatteryMark 4.0.1. Battery performance will vary based on software applications, wireless settings, power management settings, LCD brightness, customized modules and environmental conditions. As with all batteries, maximum capacity decreases with time and use and may eventually need to be replaced by a Getac service provider. Battery life and charge cycles vary by use and settings.
† For storage, 1GB = 1 billion bytes; actual formatted capacity less.
†† Weight varies by configuration and manufacturing process.
‡ 3 year bumper-to-bumper limited warranty standard. For warranty terms and conditions visit www.getac.com

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V1M12Y14

Sierra Wireless InMotion Solutions
oMG Mobile Gateway

Rugged, Reliable Multi-Network Mobile Communications Gateway

As the latest addition to the AirLink® Portfolio, InMotion Solutions connect mission critical workforces. As the in-vehicle gateway in the InMotion portfolio, the oMG Mobile Gateway (oMG) is designed to deliver secure, wireless wide area networking for vehicles. It extends the enterprise network and management to the fleet, ensuring reliable, secure corporate network access for mobile users in the field.

VEHICLE AREA NETWORKING: CONSOLIDATE CONNECTIONS

The oMG includes a built-in 802.11 b/g/n Wi-Fi access point that creates a mobile hotspot in and around the vehicle allowing multiple devices to connect, reducing the proliferation of radio modems, antennas and wireless accounts otherwise needed. It allows devices to connect to wide area networks via Ethernet, Serial, USB, Wi-Fi and Bluetooth.

SECURITY: SECURE SWITCHING BETWEEN WI-FI AND CELLULAR NETWORKS

The oMG can be configured with multiple wireless modems that provide access to a combination of cellular data, 802.11 a/b/g/n Wi-Fi, 4.9 GHz broadband, carrier 4G LTE, public safety broadband LTE (FirstNet) and other broadband network services. Multiple radio form factors are supported including USB/ExpressCard, PCI Express Mini (PEM) and MiniPCI for maximum radio flexibility. The oMG's network policy engine enables intelligent switching between networks, based on a variety of operational factors. A patented cognitive wireless system automatically senses, assesses and selects the best available network. Wi-Fi links are protected using the latest security standards and an embedded mobile VPN capability with the oCM VPN Server (oCM) which can secure communications for all connected devices and applications across wide area connections. The oMG is available with an optional FIPS 140-2 compliant IPsec client.

MANAGEABILITY: MANAGE, MONITOR AND ADMINISTER YOUR FLEET REMOTELY

The oMG includes a built-in GPS receiver and microcomputer, enabling value-added applications such as vehicle tracking, RFID asset tracking, vehicle telemetry, and remote device access. Remote management of the oMG is provided by the oMM Management System (oMM), a powerful network management system that provides status monitoring, device management, and application interfaces. A dashboard provides an up-to-date view of the entire fleet, and a comprehensive reporting suite presents data on-demand, or via pre-scheduled reports.



KEY FEATURES:

- Creates mobile hotspot in and around vehicle
- Connects devices using Ethernet, Serial, USB, Wi-Fi and Bluetooth
- Automatically senses and selects best network and switches based on user-defined policies
- Supports multiple wireless broadband networks including 4G LTE, FirstNet, 4.9GHz Public Safety
- Optimized remote monitoring, management and configuration
- Integrated security for all connections and devices
- Advanced integrated GPS with multi-cast and WAAS
- Module radio configuration

SIERRA WIRELESS® | AirLink®

Sierra Wireless InMotion Solutions
oMG Mobile Gateway

Benefits

SINGLE GATEWAY FOR ALL COMMUNICATIONS

- Reduces operating and capital costs for infrastructure
- Simplifies management and maintenance of field IT equipment
- Reduces communications costs by consolidating traffic over single/preferred network connections
- Enables organizations to leverage Wi-Fi infrastructure
- Provides a core platform for upcoming applications and devices

CREATES A MOBILE HOTSPOT

- Connects all wired and wireless devices in and around the vehicle
- Enables quick and easy deployment of new applications

ENDURING

- Supports all IP devices in the vehicle
- Supports current and future wireless wide area networks, including Verizon XLTE and Public Safety 700 MHz Band 14 LTE (FirstNet)
- Modular radio design allows users to upgrade, add or switch to their choice of supported WAN and service provider

REDUNDANCY

- Supports multiple simultaneous WAN links, either load balanced or switched for persistent connectivity and lowest operational cost

SECURE, RELIABLE

- LAN-to-LAN VPN client to provide secure communications for all connected devices and applications through oCM
- Eliminates the need for VPN software clients for individual devices and applications
- Sends logs and other data to management system for monitoring and troubleshooting

REMOTE MANAGEMENT

- Remote mass configuration
- Over-the-air updates
- Remote troubleshooting
- Log data stored locally and transmitted to the oMM management system

APPLICATIONS

InMotion applications include:

- GPS vehicle tracking
- Asset tracking of RFID Wi-Fi tags
- Vehicle diagnostic telemetry via OBDII
- Remote device trouble-shooting
- Turn by turn navigation via Garmin Fleet Management Interface

RUGGED

- Military spec (MIL-STD-810) design - built for harsh vehicle environment

SIERRA WIRELESS® | AirLink®

oMG Mobile Gateway
Technical Specifications

FEATURE	SPECIFICATION
VEHICLE AREA NETWORK (VAN)	
Support for all on-board devices – wired and wireless	IEEE 802.11 b/g/n 2.4GHz and 5GHz support with 2x2 MIMO (built-in vehicle AP)
	Ethernet: RJ45 x 4 ports (10/100/1000BT)
	Serial: RS-232 DB-9 Port (supports PPP)
	DHCP Server (RFC 2131)
	USB: USB 2.0 x 2
	Bluetooth: DUN (optional external adapter required)
	Antenna Connectors: SMA (1), RP-SMA (up to 10) to support MIMO/diversity capable radios
	General Purpose Inputs: 4 Digital inputs
	Compatibility:
	Operates with Wi-Fi certified client devices
	Supports all major client operating systems
WIDE AREA NETWORK (WAN)	
Multiple simultaneous radio operation for redundancy and throughput	**Wireless Networking**
	Embedded 4G LTE Models
	Verizon: 700 MHz Band 13, AWS (Support for XLTE), *Fallback to 800/1900 MHz EV-DO*
	AT&T: 700 MHz Band 17, AWS, *Fallback to 850/1900/2100 MHz HSPA+*
	Canada (Telus, Bell, Rogers): 700 MHz Band 17, AWS, *Fallback 850/1900/2100 MHz HSPA+*
	Modular radio design allows users to upgrade, add or switch to their choice of supported WAN and service provider
	Integrated compatibility with wireless WAN standards: 1xRTT, EVDO, GPRS, EDGE, UMTS, HSPA, HSPA+, LTE
	IEEE 802.11 b/g/n 2.4GHz and 5GHz support with 2x2 MIMO for extended range
	IEEE 802.11-based 4.9GHz Public Safety
	Satellite (via Ethernet)
	Supports selected consumer grade, carrier certified USB and Expresscard modems
	Transmit voice, video and data through the oMG QoS Applications priority queuing
SECURITY	
Secures all data transmitted to and from vehicle without the need for VPN client software on every device	**WLAN Security and Authentication** WEP, WPA, WPA2 Key management WPA-PSK and WPA-EAP
	Firewall
	Port forwarding Port blocking
	Encryption
	IPsec including LAN-to-LAN (FIPS 140-2 compliant modules available as an option)
	Authentication and Accounting
	802.1x/RADIUS authentication
	Network Selection
	WAN connection policy managed by network priority, availability, signal strength, GPS location, time-of-day
	Protocols Supported
	Transparent support for HTTP, HTTPS, SMTP, POP, IMAP, FTP
	PPP (RFC 2516)
GPS	
Track vehicle locations on maps, provides location awareness and mapping to reporting suite	Embedded 12 channel GPS receiver, with active antenna support
	WAAS and Double Precision LLA
	NMEA and TAIP messaging
	Local and remote forwarding via TCP or UDP
	Available to all IP devices on LAN
PHYSICAL	
Compact, purpose built for mobile applications	Weight: 6.5 lb/2.9 kg
	Length: 10.8 in/27.4 cm
	Width: 8.8 in/22.3 cm
	Height: 2.4 in/6.0 cm

SIERRA WIRELESS® | AirLink®

oMG Mobile Gateway
Technical Specifications

FEATURE	SPECIFICATION
POWER	
Runs on standard vehicle power or shore power	**Power Supply**
	Compatible with 12/24 VDC systems; support for under and over-voltage conditions
	Internal DC-to-DC converter with reverse polarity
	Locking power connector
	AC adapter (option)
	Power Management System
	Auto power-up on ignition sense including programmable start timer and shut-down delay
	Input voltage monitoring with auto-shutdown at low voltage
	Out-of-range temperature detection and shutdown protection
MANAGEMENT	
Manage mobile network, vehicle and network health	**oMM Management System**
	Available as hosted/cloud-based service or as enterprise appliance installed on customer premises
	Operational support services for fault, configuration, accounting, performance and security
	Network coverage reporting
	Location-based reporting
	Historical logging
	Remote software updates
	Secure VNC reach-through
	Email alerts for configurable thresholds
ENVIRONMENTAL	
Purpose-built for mobile environment	**Temperature/Humidity**
	Operating Temperature: -20°C to +60°C
	Optional: -30°C to +60°C
	Storage Temperature: -40°C to +80°C
	Operating Humidity: 5-95% relative humidity; non-condensing
	Storage Humidity: 5-95% relative humidity; non-condensing
	Platform
	AMD Geode LX processor
	Linux operating system
	1 GB onboard solid state storage
	Ingress Protection
	IP54
	Vibration/Shock
	SAEJ1455 and MIL-STD-810F conformance to mechanical shock and vibration
	EMI/EMC
	FCC Part 15, Class B
	Standards/Approvals
	FCC/Industry Canada
	PTCRB
	AT&T, Verizon Wireless, Bell, Rogers, Telus

About Sierra Wireless

Sierra Wireless is the global leader in machine-to-machine (M2M) devices and cloud services, delivering intelligent wireless solutions that simplify the connected world. Our solutions are **simple**, **scalable**, and **secure**, and enable customers to get their connected products and services to market faster.

For further company and product information, please visit www.sierrawireless.com.

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SIERRA WIRELESS® | AirLink®

stryker

EMS Equipment



Stair-PRO®
stair chair

Stair-PRO
stair chair

MODEL 6252

Reduce the risk of injuries when on the stairs

Stair-PRO is scientifically proven to reduce the risk of operator injury.

Independent ergonomic experts found Stair-PRO users had less physical stress and risk of back injury than operators of any of the six major competitive chairs*. The operator position, adjustability of handles, angle of the track and the built-in descent control made Stair-PRO the safest chair in its product category.

- **Extendable head and foot end lift handles support proper ergonomic lifting technique**
- **Good line of vision and personal space between operators and patient**
- **Positive locking for security and rigidness**
- **Molded handgrips for better control**
- **Thick wall, square channel aluminum frame for high strength and light weight**
- **Durable powder coated finish eliminates oxidation and facilitates easy decontamination — power washable**
- **Folds to compact size for convenient storage**



Upper Control Handle
Extends to be ergonomically positioned for optimal operator control.

Durable Powder Coated Frame
Eliminates oxidation and facilitates easy decontamination.

Contoured ABS Seat
For patient comfort, easy to clean and decontaminate.

Extendable Foot End Lift Handles
Scientifically proven design to specific length and location that supports ergonomic lifting technique..

Oversized Wheels
Requires less force to roll, improving maneuverability over rough terrain.

Four-Inch Front Caster Wheels
Enable wheelchair-like mobility and maximize maneuverability in tight spaces.

Dual Wheel Locks
Stable patient transfer.

* Download the Ergonomic Case Study at www.stryker.com/en-us/products/PatientHandlingEMSandEvacuationEquipment/EmergencyCotsChairs/EMS/6252/index.htm



Handle length and placement designed for up and down stair mobility.



Model 6250
500 lb. capacity

Rugged, dependable, light-weight, stores in existing vehicle compartments.

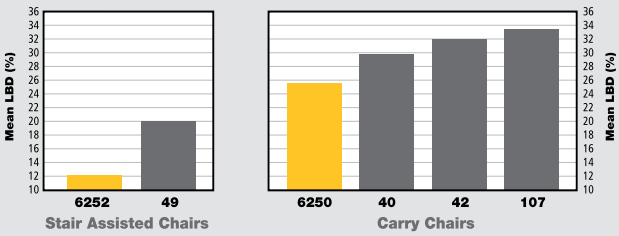


Model 6251
500 lb. capacity

Front caster wheels add wheelchair-like mobility in tight spaces.

Stair-PRO has been scientifically tested and proven to reduce the risk of lower back disorder.

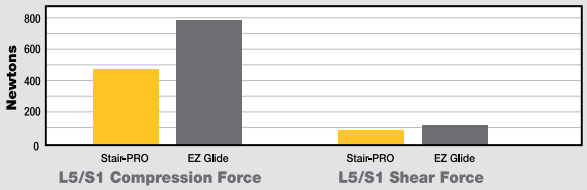
Relative Risk of Lower Back Disorder[2,4] [3,4]



Result

The Stair-PRO model 6252 was found to reduce the relative risk of lower back disorder significantly as compared to all other models tested.[3]

Comparing tracked chairs, Stair-PRO reduces L5 and S1 compression and shear forces by approximately 40 percent compared to EZ Glide®



Result

Subtle differences in product design can have a measurable impact on product efficacy.

Locking Rear Lift Handles
Length and placement optimized for up-stair mobility.

Molded Hand Grips
Added security.



Innovative Stair-TREAD™ System
Allows operator to control movement down stairs without lifting and reduces your risk of lower back disorder. The dual treads, made with Kevlar®, stand up to tough use and assist descent.



Compact Storage Size
Folds to 8 inches for convenient storage.

500 lb. capacity

Certifications CE

Warranty
- One-year parts, labor and travel or two-year parts only
- Lifetime on all welds*

Extended warranties available.
* 7-year service life

MADE IN U.S.A.

Optional Features



1 Foot Support
- Provides the patient greater comfort and a sense of security
- Stair chair folds to same convenient storage size
- Innovative tip safety guard feature prevents the Stair-PRO from tipping when stepped on



2 O_2 Holder
- Quick attachment straps
- Secure, protected and out of the way
- Easily accessible



3 IV Clip
- Supports IV bags weighing up to 10 pounds
- Remains on Stair-PRO chair — no need to search for separate pole
- Velcro® tube manager prevents IV tube from tangling

Stair-PRO Specifications[1]

Models	6250	6251	6252
Height	36 in. (91 cm)	36 in. (91 cm)	37.5 in. (95 cm)
Width	20.5 in. (52 cm)	20.5 in. (52 cm)	20.5 in. (52 cm)
Depth[2]	28 in. (71 cm)	28 in. (71 cm)	28 in. (71 cm)
Folded Depth	8 in. (20 cm)	8 in. (20 cm)	8 in. (20 cm)
Weight	20 lb. (9 kg)	23 lb. (10 kg)	31.5 lb. (14 kg)
Maximum Load[3]	500 lb. (227 kg)	500 lb. (227 kg)	500 lb. (227 kg)

[1] Dimensions are measured from the outermost edges of the main frame. Specifications are rounded to the nearest whole number. Conversions are calculated before rounding.

[2] Depth dimensions are measured with extendable handles retracted.

[3] Maximum load capacity is total weight distributed in accordance to basic human anatomy. EMTs must consider the weight of the patient, equipment and accessories when determining the total weight on the product.

[4] Patient restraint set includes two cross-chest restraints and one ankle restraint. Cross-chest restraints can also be used in a chest and lap restraint configuration.

In-service video included with every order.

Stryker reserves the right to change specifications without notice.

References

1. Hogya, P.T., and L. Ellis. 1990. Evaluation of the Injury Profile of Personnel in a Busy Urban EMS System. *Journal of Emergency Medicine.* 8:308 – 311.

2. Wiker, S.F. 1989. Shoulder Posture and Localized Muscle Fatigue and Discomfort. *Ergonomics.* 32:211 – 237.

3. Human Performance Institute, Dept of Industrial and Manufacturing Engineering. March 2002. *Comparison of Commercial Stair Chairs Using Data Envelopment Analysis.* Western Michigan University.

4. Human Performance Institute, Dept of Industrial and Manufacturing Engineering. March 2002. *Postural Analysis of Paramedics Using Stair Chairs.* Western Michigan University.

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Joint Replacements

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EMS Equipment

3800 E. Centre Ave.
Portage, MI 49002 U.S.A.

t: **269 329 2100**
f: 866 795 2233
toll free: 800 327 0770

www.ems.stryker.com

Stair-PRO®
stair chairs

stryker®

Reduce the risk of injuries when on the stairs



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Portage, MI 49002 U.S.A.
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toll free: 800 327 0770

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Standard Features

- High visibility powder-coated frame
- Color-coded controls
- Extendable foot end lift handles
- Locking rear lift handles
- Molded hand grips
- Lightweight, rugged aluminum construction
- Oversized rear wheels with sealed bearings
- Dual wheel locks
- Compact storage size
- Positive action locking mechanism
- Power washable
- Grease-free maintenance

Model 6251 Standard Features

- 4-inch (10 cm) front caster wheels

Model 6252 Standard Features

- Innovative Stair-TREAD™ system
- Extendable upper control handle
- 4-inch (10 cm) front caster wheels

Optional Features

- Two-piece molded ABS seat
- One-piece traditional vinyl seat
- Color-coded patient restraints[4] (plastic buckles)
- Non-absorbent patient restraints[4] (metal buckles)
- Polyester patient restraints[4] (metal buckles)
- Patient head support (model 6252 only)
- O_2 bottle holder
- Vinyl head support
- Polypropylene head support
- IV clip
- Foot support

Specifications[1]

• Models	6250		6251		6252	
• Height	36 in	(91 cm)	36 in	(91 cm)	37.5 in	(95 cm)
• Width	20.5 in	(52 cm)	20.5 in	(52 cm)	20.5 in	(52 cm)
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• Folded Depth	8 in	(20 cm)	8 in	(20 cm)	8 in	(20 cm)
• Weight	20 lb	(9 kg)	23 lb	(10 kg)	31.5 lb	(14 kg)
• Maximum Load[3]	500 lb	(227 kg)	500 lb	(227 kg)	500 lb	(227 kg)

Warranty

- One year parts, labor and travel or two years parts
- Lifetime on all welds*

Extended warranties available.
**7-year service life.*

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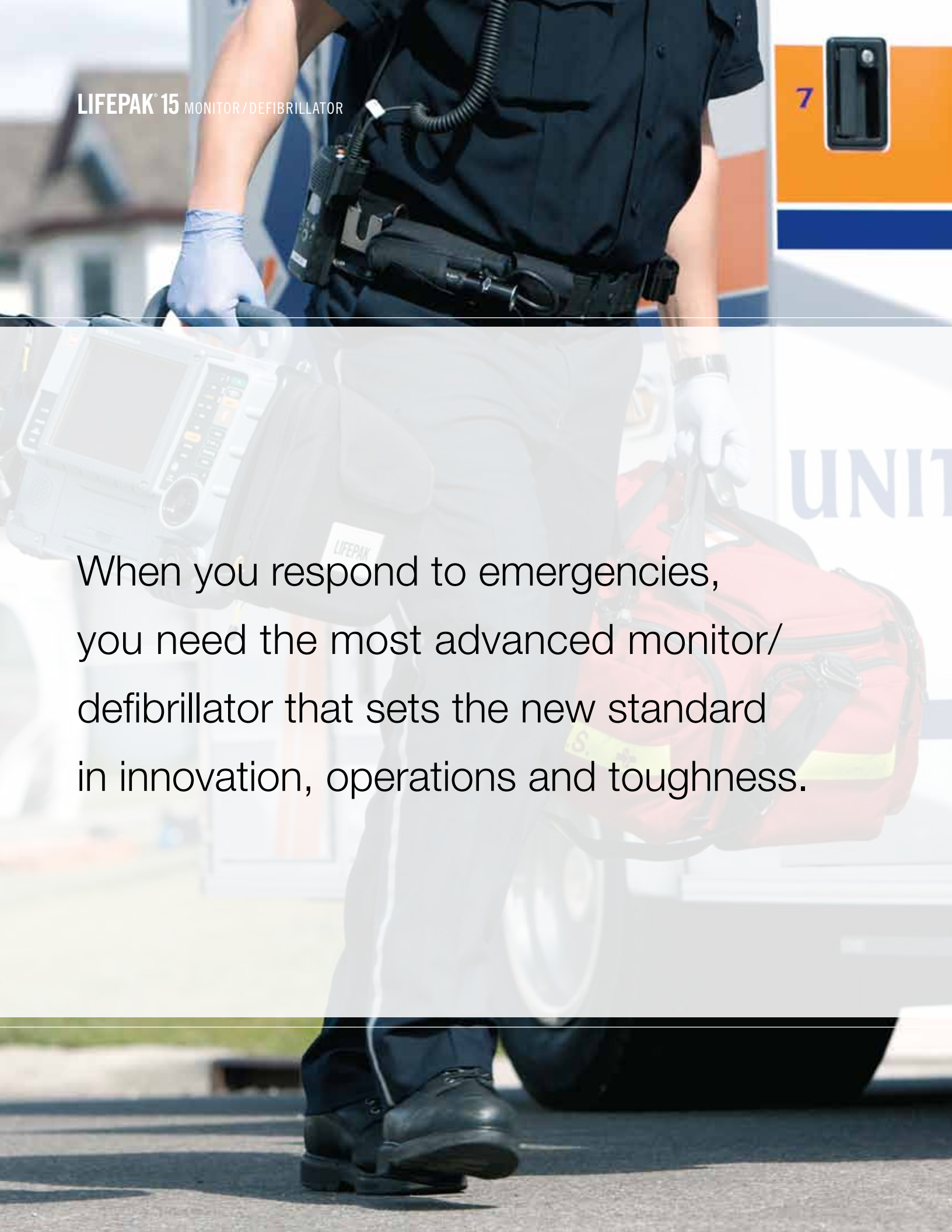
PHYSIO CONTROL

PRODUCT BROCHURE

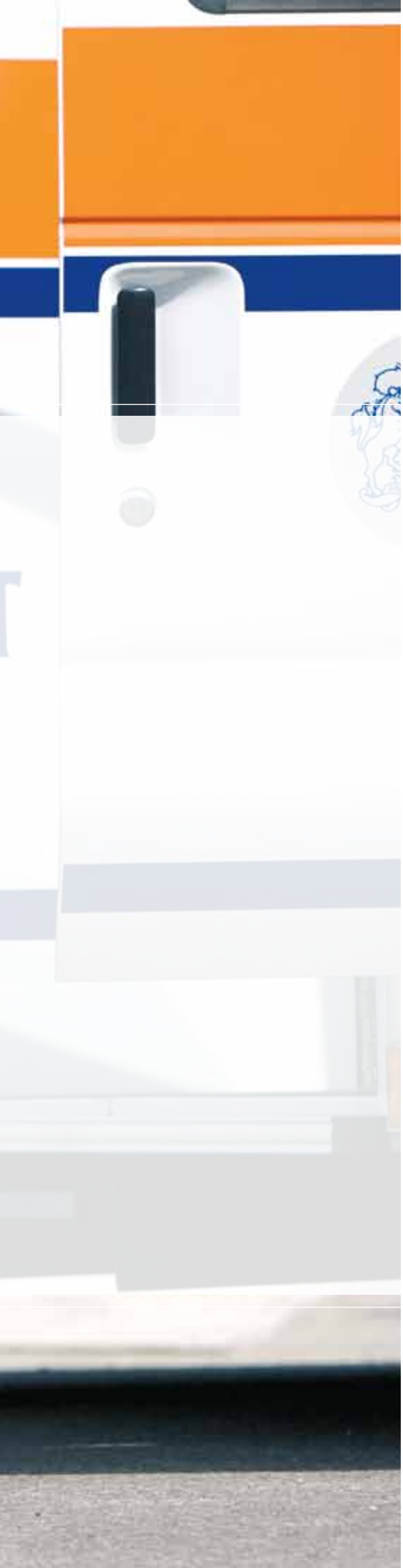


LIFEPAK® 15 MONITOR/DEFIBRILLATOR

For Emergency Medical Services



When you respond to emergencies, you need the most advanced monitor/defibrillator that sets the new standard in innovation, operations and toughness.



The LIFEPAK 15 monitor/defibrillator delivers.

Physio-Control defibrillators have set the standard for over 55 years, and the latest version of the LIFEPAK® 15 monitor/defibrillator raises the bar. As our most advanced emergency response monitor/defibrillator, the LIFEPAK 15 device balances sophisticated clinical technologies and supreme ease of use in a device that's tough enough to stand up to your most challenging environments. Evolving from its original platform, the *15* adds new features—temperature monitoring and external power—to complement existing features which include 360J energy and 12-lead ECG transmission. And that means your team can be even more effective.

A LIFEPAK device never stands on its own—and the LIFEPAK 15 monitor is no different. Physio-Control is committed to providing innovative solutions for emergency response care, from first responders to throughout the hospital.

Our products have helped save tens of thousands of lives. We're proud to continue this work with new features in the LIFEPAK 15 monitor/defibrillator.

The new standard in clinical innovation.

The pioneer in portable defibrillation and monitoring technology, Physio-Control is committed to creating technologies and devices that change the way you provide emergency care. You can see the results in the latest version of the LIFEPAK 15 monitor/defibrillator, which sets a new standard in innovation—yet again.







Advanced monitoring parameters

With more monitoring capabilities than any other monitor/defibrillator, the *15* gives you $EtCO_2$ with continuous waveform capture*. Masimo® Rainbow® technology helps you detect hard-to-diagnose conditions and improve patient care with noninvasive monitoring of carbon monoxide, SpO_2 and methemoglobin. In addition, the *15* now offers temperature monitoring—and like other data, you can transmit it to other systems, trend it, or display for post-event review in CODE-STAT™ data review software.

Advanced support for treating cardiac patients

The *15* continuously monitors all 12 leads in the background and alerts you to changes using the ST-Segment trend monitoring feature, after acquiring the initial 12-lead. Additionally, STJ values are now included on the 12-lead printout to help you identify changes. The *15* also works seamlessly with the web-based LIFENET System 5.0, so you can automatically share critical patient data with multiple patient care teams.

Full energy up to 360 joules, for every patient who needs it

The LIFEPAK 15 monitor/defibrillator features 360J biphasic technology, which gives you the option of escalating your energy dose up to 360J for difficult-to-defibrillate patients. Why is this necessary? Recent studies have shown that refibrillation is common among VF cardiac arrest patients and that defibrillation of recurring episodes of VF is increasingly difficult. Another recent randomized controlled clinical trial shows the rate of VF termination was higher with an escalating higher energy regimen of 200J and over.[1]

Proven CPR guidance and post event review

The CPR Metronome in the LIFEPAK 15 monitor uses audible prompts to guide you without distracting vocal critique. A metronome has been a feature that has been demonstrated to help professionals perform compressions and ventilations within the recommended range of the 2010 AHA Guidelines. Post-event review of CPR data and delivering feedback to the team has been shown to be effective in improving CPR quality in both hospital and out-of-hospital.[2,3,4] And by transmitting code data directly to CODE-STAT Data Review software, EMS personnel can review CPR statistics and provide training and feedback where it is most needed.

Post-event review of CPR data and delivering feedback to the team has been shown to be effective in improving CPR quality in both hospital and out-of-hospital.[2,3,4]



LIFEPAK® 15 MONITOR/DEFIBRILLATOR






ON
ENERGY SELECT
CHARGE
PACER
RATE
CPR
ANALYZE
LEAD
SYNC
200J
SpO2

The new standard in operational effectiveness.

Flexible, connected and easy to use, the LIFEPAK 15 monitor/defibrillator was designed based on the feedback and needs specific to working in the field.

Dual-mode LCD screen with SunVue™ display

Switch from full-color to high-contrast SunVue mode with a single touch for the best full-glare view in the industry. A large screen (8.4 inches diagonally) and full-color display provide maximum viewability from all angles.

Flexible power options

Choose between external worldwide AC or DC power, or use the latest Lithium-ion dual battery technology for up to six hours of power. The LIFEPAK 15 monitor's two-battery system requires no maintenance or conditioning, and allows you to charge batteries in the device. In addition, you can track the status and service life of your batteries using LIFENET® Asset, part of the LIFENET System data network.

Data connectivity

The *15* collects code summaries and equipment status data along with critical clinical information as you treat patients. Using LIFENET Connect, part of the LIFENET System data network, the code summaries can be sent directly to your quality improvement team for review with CODE-STAT Data Review Software. Your equipment manager can also view equipment status on the LIFENET System 5.0 using LIFENET Asset and alert you to any potential issues.

Code summaries can be sent directly to your quality improvement team for review with CODE-STAT Data Review Software.

Upgradable platform

The *15* platform is flexible enough to adapt to evolving protocols and new guidelines, and can be upgraded as you're ready to deliver new capabilities. With more processing power and speed, the *15* is designed to grow as your needs change, helping you avoid costly premature replacements.

Attention to detail

The LIFEPAK 15 monitor is designed based on field feedback to make it a more effective tool. The *15* has a larger handle for easier handoffs, an easy to clean keypad, and a common interface to the LIFEPAK 12 defibrillator/monitor that helps reduce training.

The new standard in toughness.

We believe LIFEPAK equipment should live up to the highest expectations of those working in the harshest settings. The *15* is LIFEPAK TOUGH, with improved ruggedness and durability you can rely on.

Works when dropped, kicked, soaked or dirty

The LIFEPAK 15 monitor/defibrillator passes 30-inch drop tests, which is equal to falling off a cot or dropping it in transit. And with an IP44 rating, it doesn't matter how wet or dirty it gets, so you can keep working in steady wind, rain and other harsh environments.

Toughened inside and out

We heard from emergency response teams that they wanted a tougher device—so we added a shock-absorbing handle, a double-layer screen that can take a beating from doorknobs and cot handles, and redesigned cable connections for confident monitoring and therapy delivery.

Unmatched field service

The unit's self-checking feature alerts our service team if the device needs attention. Our on site maintenance and repair, access to original manufacturer parts, and highly trained, experienced service representatives give you the peace of mind that your LIFEPAK 15 monitor will be ready when you need it.*



Data connectivity


LIFEPAK TOUGH™


Dual-mode LCD screen with SunVue display

** A variety of customized service options are available.*

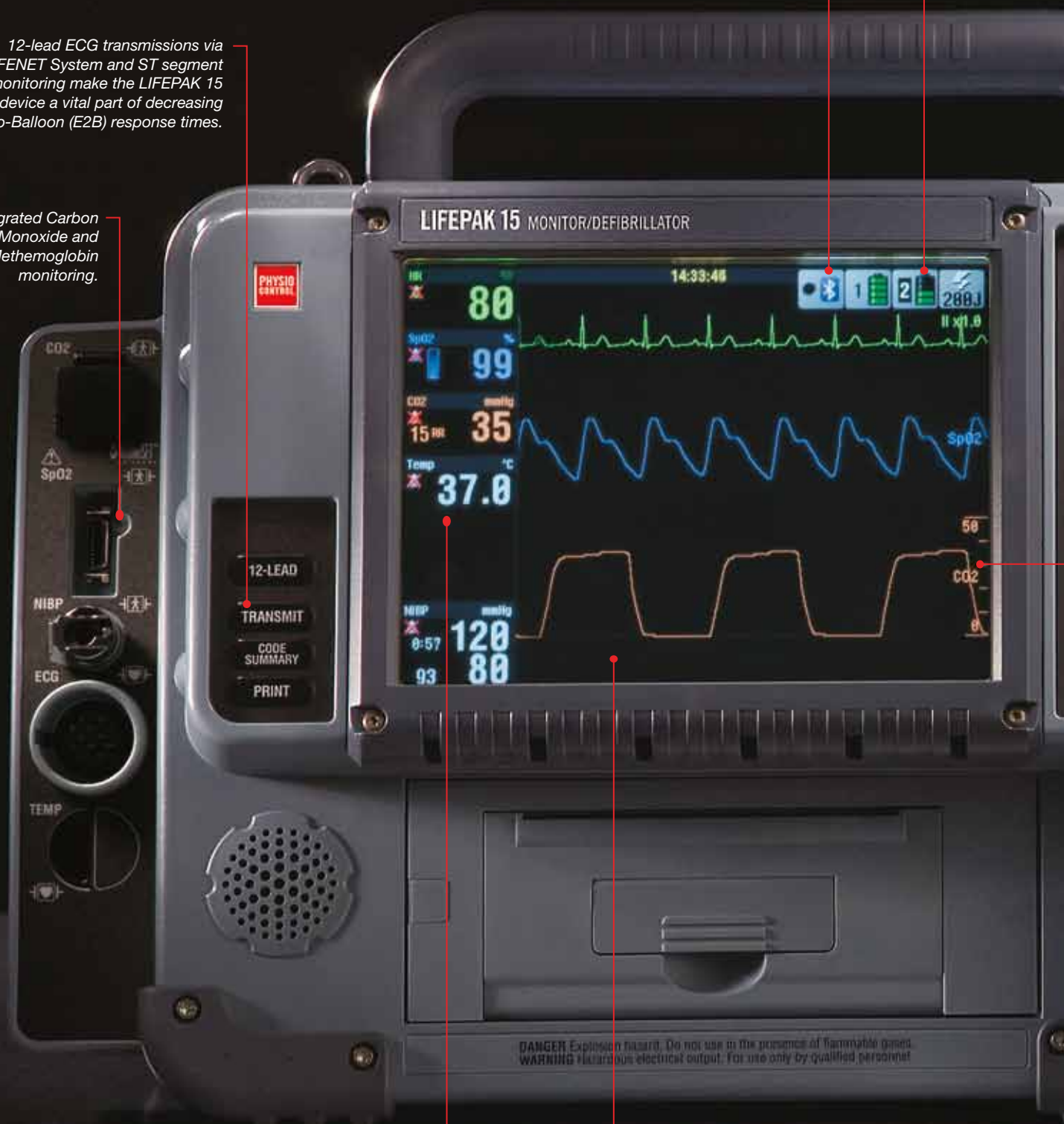
LIFEPAK® 15 MONITOR/DEFIBRILLATOR

The latest Lithium-ion battery technology and dual battery system allows for nearly six hour run time, automatic switching between external power and batteries, and an approximate two-year replacement cycle.

Easy one-touch Bluetooth® data transmission.

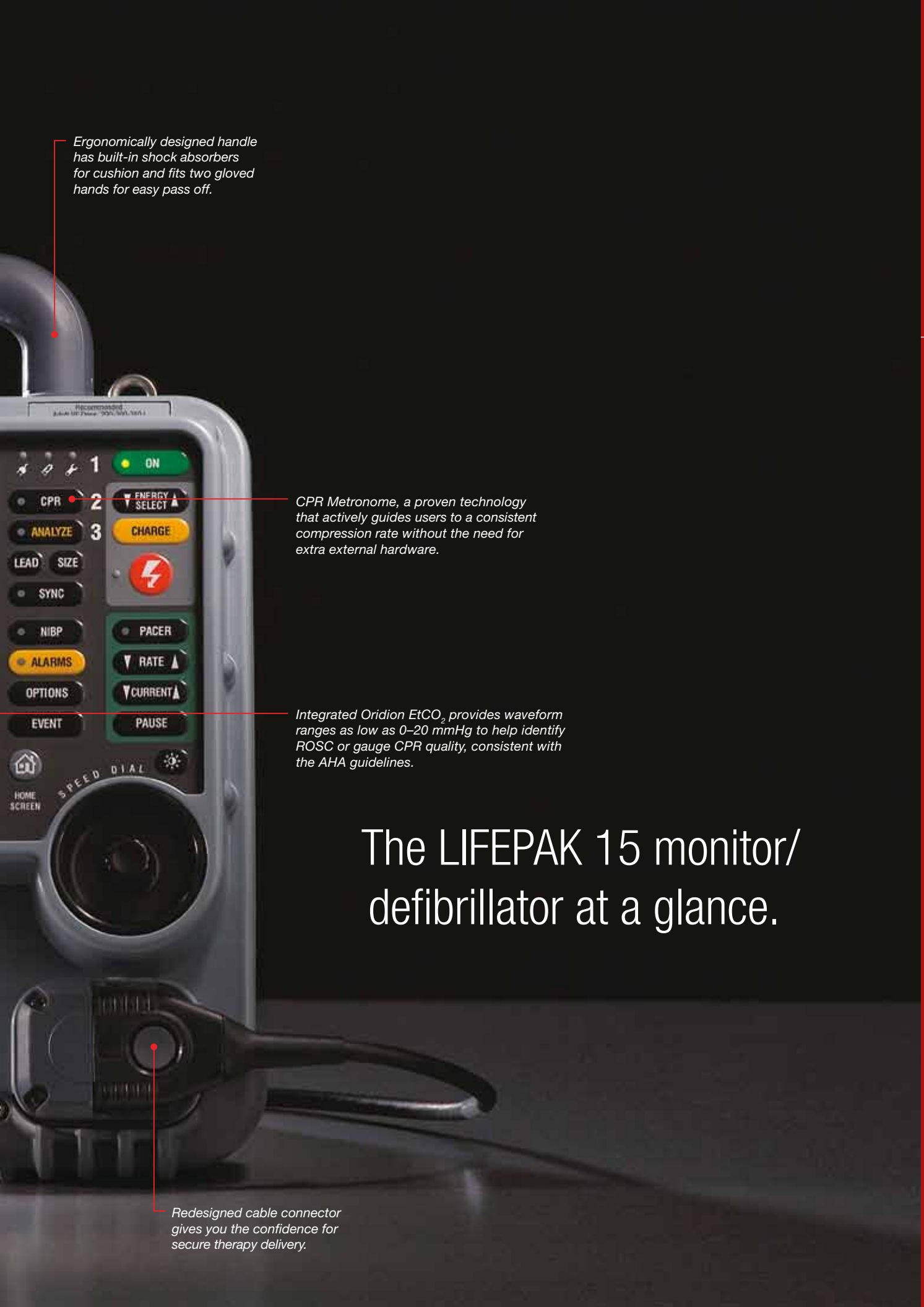
12-lead ECG transmissions via the LIFENET System and ST segment trend monitoring make the LIFEPAK 15 device a vital part of decreasing EMS-to-Balloon (E2B) response times.

Integrated Carbon Monoxide and Methemoglobin monitoring.



On-screen temperature display in either Celsius or Fahrenheit.

Large screen for better visibility and easy monitoring and one touch to switch from LCD color view to SunVue mode for best viewing in sunlight.



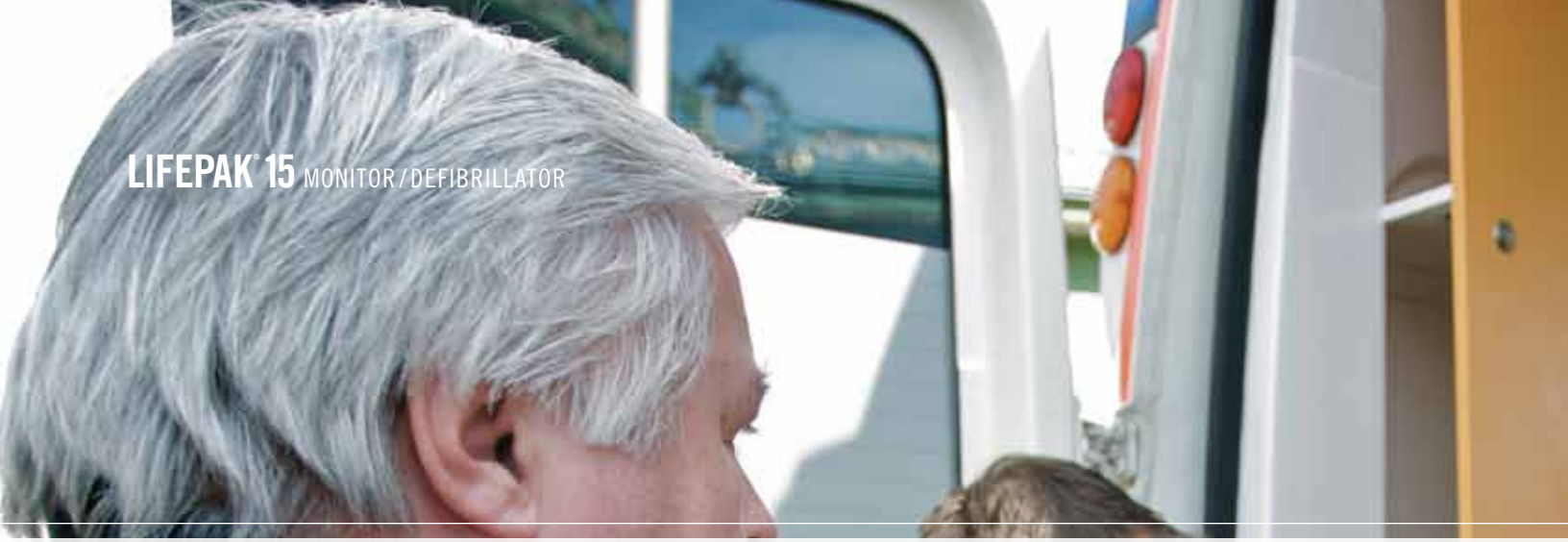
Ergonomically designed handle has built-in shock absorbers for cushion and fits two gloved hands for easy pass off.

CPR Metronome, a proven technology that actively guides users to a consistent compression rate without the need for extra external hardware.

Integrated Oridion $EtCO_2$ provides waveform ranges as low as 0–20 mmHg to help identify ROSC or gauge CPR quality, consistent with the AHA guidelines.

The LIFEPAK 15 monitor/ defibrillator at a glance.

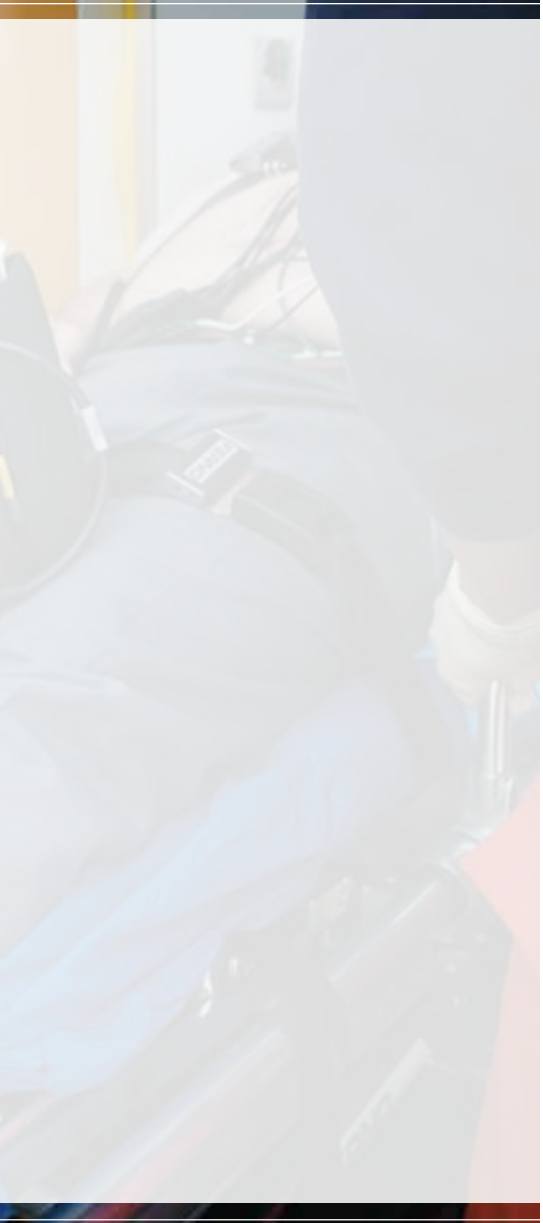
Redesigned cable connector gives you the confidence for secure therapy delivery.



For more than 55 years, Physio-Control has been developing technologies and designing devices that are legendary among first response professionals, clinical care providers, and the community.









A legacy of trust.

Since we were founded in 1955, Physio-Control has been giving medical professionals around the world legendary quality and constant innovation. Our LIFEPAK devices have been carried to the top of Mount Everest. They've been launched into orbit on the International Space Station. And you'll find more than half a million units in use today on fire rescue rigs, ambulances, and hospital crash carts worldwide.

We are inspired and informed by the rescuers who choose our products to save lives. The knowledge gained from working with some of the world's largest EMS organizations helps us constantly improve clinical standards and durability.

Today, we continue our legacy of innovation with leading new technologies that improve patient care. Our 360J biphasic technology gives patients the best chance at survival. Our secure, web-based flow of ECG data helps improve STEMI patient outcomes. And our carbon monoxide monitoring helps catch the number one cause of poisoning deaths.

From the streets to the emergency room to the administrative office, we offer a powerful suite of solutions that range from code response to quality control analysis. And even as we bring groundbreaking products to the market, some things don't change. As always, when you choose our products, you don't just get a device. You also get the most comprehensive warranty in the business, industry-leading technical service, and a partner with over 55 years of experience in emergency care.

For more information about the LIFEPAK 15 monitor/defibrillator—and how it can help you do what you do best—please contact your local Physio-Control representative or visit ***www.physio-control.com****.*

Physio-Control Family of Products and Services

Defibrillators/Monitors



LIFEPAK CR® Plus Automated External Defibrillator

Featuring the same advanced technology trusted by emergency medical professionals—yet simple to use—the fully-automatic LIFEPAK CR Plus AED is designed specifically for the first person to respond to a victim of sudden cardiac arrest.



LIFEPAK® 1000 Defibrillator

The LIFEPAK 1000 Defibrillator is a powerful and compact device designed to treat cardiac arrest patients and provide continuous cardiac monitoring capabilities. Built-in flexibility allows the *1000* to be programmed for use by first responders or professionals and enables care providers to change protocols as standards of care evolve.



LIFEPAK® 15 Monitor/Defibrillator

The LIFEPAK 15 monitor/defibrillator is the new standard in emergency care for ALS teams who want the most clinically innovative, operationally effective, and LIFEPAK TOUGH device available today.



LIFEPAK® 20e Defibrillator/Monitor

Clinically advanced and packed with power, the LIFEPAK 20e defibrillator/monitor is highly intuitive for first responders, and also skillfully combines AED function with manual capability so that ACLS-trained clinicians can quickly and easily deliver advanced therapeutic care.

CPR Assistance



LUCAS® Chest Compression System

Designed to provide effective, consistent, and uninterrupted compressions according to AHA Guidelines, LUCAS can be used on adult patients in out-of-hospital and hospital settings.

Information Management



LIFENET® System

The LIFENET System provides EMS and hospital care teams with reliable, quick access to clinical information through a secure, web-based platform, helping to improve patient care flow and operational efficiency.

CODE-STAT™ 9.0 Data Review Software

CODE-STAT 9.0 data review software is a retrospective analysis tool that provides easy access to data, reports, and post-event review.



ReadyLink™ 12-Lead ECG

Handheld, portable, and easy-to-use, the revolutionary ReadyLink 12-Lead ECG quickly and easily captures and transmits 12-lead data to hospitals through the LIFENET System. Doctors can provide chest pain decision support, so teams in the field know exactly what kind of care the patient needs and where to take them.

Support



Physio-Control Service

As the world's leading provider of defibrillation technology, Physio-Control understands our responsibility to maintain the reliability of our lifesaving defibrillator/monitors. We have over 100 field-based technical service representatives worldwide. Physio-Control is committed to service 24/7, and to returning a customer's call within two hours to quickly assess the problem and find the best solution (U.S.). If needed, a technical service representative will be on-site within 24 hours (U.S.).

LIFEPAK® 15 MONITOR/DEFIBRILLATOR




3



GENERAL

The LIFEPAK 15 monitor/defibrillator has six main operating modes:

AED Mode: for automated ECG analysis and a prompted treatment protocol for patients in cardiac arrest.

Manual Mode: for performing manual defibrillation, synchronized cardioversion, noninvasive pacing, and ECG and vital sign monitoring.

Archive Mode: for accessing stored patient information.

Setup Mode: for changing default settings of the operating functions.

Service Mode: for authorized personnel to perform diagnostic tests and calibrations.

Demo Mode: for simulated waveforms and trend graphs for demonstration purposes.

PHYSICAL CHARACTERISTICS

Weight:

Basic monitor/defibrillator with new roll paper and two batteries installed: 8.6 kg (18.9 lb)

Fully featured monitor/defibrillator with new roll paper and two batteries installed: 9.1 kg (20.1 lb)

Lithium-ion battery: 0.59 kg (1.3 lb)

Accessory Bags and Shoulder Strap: 1.77 kg (3.9 lb)

Standard (hard) Paddles: 0.95 kg (2.1 lb)

Height: 31.7 cm (12.5 in)

Width: 40.1 cm (15.8 in)

Depth: 23.1 cm (9.1 in)

DISPLAY

Size (active viewing area): 212 mm (8.4 in) diagonal; 171 mm (6.7 in) wide x 128 mm (5.0 in) high

Resolution: display type 640 dot x 480 dot color backlit LCD

User Selectable Display Mode: full color or SunVue™ display high contrast

Display: a minimum of 5 seconds of ECG and alphanumerics for values, device instructions, or prompts

Display: up to three waveforms

Waveform Display Sweep Speed: 25 mm/sec for ECG, $Sp0_2$, IP, and 12.5 mm/sec for CO_2

DATA MANAGEMENT

The device captures and stores patient data, events (including waveforms and annotations), and continuous waveform and patient impedance records in internal memory.

The user can select and print reports, and transfer the stored information via supported communication methods.

Report Types:

- Three format types of CODE SUMMARY™ critical event record: short, medium, and long
- 12-lead ECG with STEMI statements
- Continuous Waveform (transfer only)
- Trend Summary
- Vital Sign Summary
- Snapshot

Memory Capacity: Total capacity is 360 minutes of continuous ECG, 90 minutes of continuous data from all channels, or 400 single waveform events.

Maximum memory capacity for a single patient includes up to 200 single waveform reports and 90 minutes of continuous ECG.

COMMUNICATIONS

The device is capable of transferring data records by wired or wireless connection. This device complies with Part 15 of the FCC rules, and its operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Serial Port RS232 communication + 12V available

Limited to devices drawing maximum 0.5 A current

Bluetooth® technology provides short-range wireless communication with other Bluetooth-enabled devices

MONITOR

ECG

ECG is monitored via several cable arrangements:

A 3-wire cable is used for 3-lead ECG monitoring.

A 5-wire cable is used for 7-lead ECG monitoring.

A 10-wire cable is used for 12-lead ECG acquisition. When the chest electrodes are removed, the 10-wire cable functions as a 4-wire cable.

Standard paddles or QUIK-COMBO pacing/defibrillation/ECG electrodes are used for paddles lead monitoring.

Frequency Response:

Monitor: 0.5 to 40 Hz or 1 to 30 Hz

Paddles: 2.5 to 30 Hz

12-lead ECG diagnostic: 0.05 to 150 Hz

Lead Selection:

Leads I, II, III, (3-wire ECG cable)

Leads I, II, III, AVR, AVL, and AVF acquired simultaneously (4-wire ECG cable)

Leads I, II, III, AVR, AVL, AVF, and C lead acquired simultaneously (5-wire ECG cable)

Leads I, II, III, AVR, AVL, AVF, V1,V2,V3,V4,V5, and V6 acquired simultaneously (10-wire ECG cable)

ECG size: 4, 3, 2.5, 2, 1.5, 1, 0.5, 0.25 cm/mV (fixed at 1 cm/mV for 12-lead)

Heart Rate Display:

20–300 bpm digital display

Accuracy: ±4% or ±3 bpm, whichever is greater

QRS Detection Range Duration: 40 to 120 msec

Amplitude: 0.5 to 5.0 m

Common Mode Rejection (CMRR): ECG Leads: 90 dB at 50/60 Hz

$Sp0_2$/SpCO/SpMet

Sensors:

MASIMO® sensors including RAINBOW® sensors

NELLCOR® sensors when used with the MASIMO RED™ MNC adapter

$Sp0_2$

Displayed Saturation Range: "<50" for levels below 50%; 50 to 100%

Saturation Accuracy: 70–100% (0–69% unspecified)

Adults/Pediatrics:
±2 digits (during no motion conditions)
±3 digits (during motion conditions)

Dynamic signal strength bar graph

Pulse tone as $Sp0_2$ pulsations are detected

$Sp0_2$ Update Averaging Rate User selectable: 4, 8, 12 or 16 seconds

$Sp0_2$ Sensitivity User selectable: Normal, High

$Sp0_2$ Measurement: Functional $Sp0_2$ values are displayed and stored

Pulse Rate Range: 25 to 240 bpm

Pulse Rate Accuracy (Adults/Pediatrics):
±3 digits (during no motion conditions)
±5 digits (during motion conditions)

Optional $Sp0_2$ waveform display with autogain control

SpCO®

SpCO Concentration Display Range: 0 to 40%

SpCO Accuracy: ±3 digits

SpMET®

SpMet Saturation Range: 0 to 15.0%

SpMet Display Resolution: 0.1% up to 10%

SpMet Accuracy: ±1 digit

NIBP

Blood Pressure Systolic Pressure Range: 30 to 255 mmHg

Diastolic Pressure Range: 15 to 220 mmHg

Mean Arterial Pressure Range: 20 to 235 mmHg

Units: mmHg

Blood Pressure Accuracy: ±5 mmHg

Blood Pressure Measurement Time: 20 seconds, typical (excluding cuff inflation time)

Pulse Rate Range: 30 to 240 pulses per minute

Pulse Rate Accuracy: ±2 pulses per minute or ±2%, whichever is greater

Operation Features Initial Cuff Pressure: User selectable, 80 to 180 mmHg

Automatic Measurement Time Interval: User selectable

Automatic Cuff Deflation Excessive Pressure: If cuff pressure exceeds 290 mmHg

Excessive Time: If measurement time exceeds 120 seconds

CO_2

CO_2 Range: 0 to 99 mmHg (0 to 13.2 kPa)

Units: mmHg, %, or kPa

Respiration Rate Accuracy:
0 to 70 bpm: ±1 bpm
71 to 99 bpm: ±2 bpm

Respiration Rate Range: 0 to 99 breaths/minute

Rise Time: 190 msec

Response Time: 3.3 seconds (includes delay time and rise time)

Initialization Time: 30 seconds (typical), 10-180 seconds

Ambient Pressure: automatically compensated internally

Optional Display: CO_2 pressure waveform

Scale factors: Autoscale, 0–20 mmHg (0–4 Vol%), 0–50 mmHg (0–7 Vol%), 0–100 mmHg (0–14 Vol%)

Invasive Pressure

Transducer Type: Strain-gauge resistive bridge

Transducer Sensitivity: 5µV/V/mmHg

Excitation Voltage: 5 Vdc

Connector: Electro Shield: CXS 3102A 14S-6S

Bandwidth: Digital filtered, DC to 30 Hz (< -3db)

Zero Drift: 1 mmHg/hr without transducer drift

Zero Adjustment: ±150 mmHg including transducer offset

Numeric Accuracy: ±1 mmHg or 2% of reading, whichever is greater, plus transducer error

Pressure Range: -30 to 300 mmHg, in six user selectable ranges

Invasive Pressure Display

Display: IP waveform and numerics

Units: mmHg

Labels: P1 or P2, ART, PA, CVP, ICP, LAP (user selectable)

Temperature

Range: 24.8° to 45.2°C (76.6° to 113.4°F)

Resolution: 0.1°C

Accuracy: ±0.2°C including sensor

Reusable Temperature Cable: 5 foot or 10 foot

Disposable Sensor Types: Surface–Skin; Esophageal/Rectal

Trend

Time Scale: Auto, 30 minutes, 1, 2, 4, or 8 hours

Duration: Up to 8 hours

ST Segment: After initial 12-lead ECG analysis, automatically selects and trends ECG lead with the greatest ST displacement

Display Choice of: HR, PR (SpO_2), PR (NIBP), SpO_2 (%), SpCO (%), SpMet (%), CO_2 ($EtCO_2$/$FiCO_2$), RR (CO_2), NIBP, IP1, IP2, ST

ALARMS

Quick Set: Activates alarms for all active vital signs

VF/VT Alarm: Activates continuous (CPSS) monitoring in Manual mode

Apnea Alarm: Occurs when 30 seconds has elapsed since last detected respiration

Heart Rate Alarm Limit Range: Upper, 100–250 bpm; lower, 30–150 bpm

INTERPRETIVE ALGORITHM

12-Lead Interpretive Algorithm: University of Glasgow 12-Lead ECG Analysis Program, includes AMI and STEMI statements

PRINTER

Prints continuous strip of the displayed patient information and reports

Paper Size: 100 mm (3.9 in)

Print Speed: 25 mm/sec or 12.5 mm/sec

Optional: 50 mm/sec time base for 12-lead ECG reports

Delay: 8 seconds

Autoprint: Waveform events print automatically

Frequency Response:

Diagnostic: 0.05 to 150 Hz or 0.05 to 40 Hz

Monitor: 0.67 to 40 Hz or 1 to 30 Hz

DEFIBRILLATOR

Biphasic Waveform: Biphasic Truncated Exponential

The following specifications apply from 25 to 200 ohms, unless otherwise specified:

Energy Accuracy: ±1 joule or 10% of setting, whichever is greater, into 50 ohms, ±2 joules or 15% of setting, whichever is greater, into 25-175 ohms.

Voltage Compensation: Active when disposable therapy electrodes are attached. Energy output within ±5% or ±1 joule, whichever is greater, of 50 ohms value, limited to the available energy which results in the delivery of 360 joules into 50 ohms.

Paddle Options: QUIK-COMBO® pacing/defibrillation/ECG electrodes (standard). Cable Length 8 foot long (2.4 m) QUIK-COMBO cable (not including electrode assembly).

Standard paddles (optional)

Manual Mode

Energy Select: 2, 3, 4, 5, 6, 7, 8, 9, 10, 15, 20, 30, 50, 70, 100, 125, 150, 175, 200, 225, 250, 275, 300, 325, and 360 joules

Charge Time: Charge time to 360 joules in less than 10 seconds, typical

Synchronous Cardioversion: Energy transfer begins within 60 msec of the QRS peak

Paddles Lead Off Sensing: The transition point at which device changes from assuming that QUIK-COMBO electrodes are properly connected to patient to assuming that electrodes are not connected is 300±50 ohms.

AED Mode

Shock Advisory System™ (SAS): an ECG analysis system that advises the operator if the algorithm detects a shockable or non-shockable ECG rhythm. SAS acquires ECG via therapy electrodes only.

Shock Ready Time: Using a fully charged battery at normal room temperature, the device is ready to shock within 20 seconds if the initial rhythm finding is "SHOCK ADVISED"

Biphasic Output: Energy Shock levels ranging from 150–360 joules with same or greater energy level for each successive shock

cprMAX™ Technology: In AED mode, cprMAX™ technology provides a method of maximizing the CPR time that a patient receives, with the overall goal of improving the rate of survival of patients treated with AEDs.

Setup Options:

- Auto Analyze: Allows for auto analysis. Options are OFF, AFTER 1ST SHOCK
- Initial CPR: Allows the user to be prompted for CPR for a period of time prior to other activity. Options are OFF, ANALYZE FIRST, CPR FIRST
- Initial CPR Time: Time interval for Initial CPR. Options are 15, 30, 45, 60, 90, 120, and 180 seconds.
- Pre-Shock CPR: Allows the user to be prompted for CPR while the device is charging. Options are OFF, 15, 30 seconds.
- Pulse Check: Allows the user to be prompted for a pulse check at various times. Options are ALWAYS, AFTER EVERY SECOND NSA, AFTER EVERY NSA, NEVER
- Stacked Shocks: Allows for CPR after 3 consecutive shocks or after a single shock. Options are OFF, ON
- CPR Time: 1 or 2 User selectable times for CPR. Options are 15, 30, 45, 60, 90, 120, 180 seconds and 30 minutes.

PACER

Pacing Mode: Demand or non-demand rate and current defaults

Pacing Rate: 40 to 170 PPM

Rate Accuracy: ±1.5% over entire range

Output Waveform: Monophasic, truncated exponential current pulse (20 ±1.5 msec)

Output Current: 0 to 200 mA

Pause: Pacing pulse frequency reduced by a factor of 4 when activated

Refractory Period: 180 to 280 msec (function of rate)

ENVIRONMENTAL

Unit meets functional requirements during exposure to the following environments unless otherwise stated.

Operating Temperature: 0° to 45°C (32° to 113°F); -20°C (-4°F) for 1 hour after storage at room temperature; 60°C (140°F) for 1 hour after storage at room temperature

Storage Temperature: -20° to 65°C (-4° to 149°F) except therapy electrodes and batteries

Relative Humidity, Operating: 5 to 95%, non-condensing. NIBP: 15 to 95%, non-condensing

Relative Humidity, Storage: 10 to 95%, non-condensing

Atmospheric Pressure, Operating: -382 to 4,572 m (-1,253 to 15,000 ft). NIBP: -152 to 3,048 m (-500 to 10,000 ft)

Water Resistance, Operating: IP44 (dust and splash resistance) per IEC 529 and EN 1789 (without accessories except for 12-lead ECG cable, hard paddles, and battery pack)

Vibration: MIL-STD-810E Method 514.4, Propeller Aircraft - category 4 (figure 514.4-7 spectrum a), Helicopter - category 6 (3.75 Grms), Ground Mobile - category 8 (3.14 Grms), EN 1789: Sinusoidal Sweep, 1 octave/min, 10-150 Hz, ±0.15 mm/2 g

Shock (drop): 5 drops on each side from 18 inches onto a steel surface EN 1789: 30-inch drop onto each of 6 surfaces

Shock (functional): Meets IEC 60068-2-27 and MIL-STD-810E shock requirements 3 shocks per face at 40 g, 6 ms half-sine pulses

Bump: 1000 bumps at 15 g with pulse duration of 6 msec

Impact, Non-operating: EN 60601-1 0.5 + 0.05 joule impact UL 60601-1 6.78 Nm impact with 2-inch diameter steel ball. Meets IEC62262 protection level IK 04.

EMC: EN 60601-1-2:2001 Medical Equipment -General Requirements for Safety - Collateral Standard: Electromagnetic Compatibility - Requirements and Tests EN 60601-2-4:2003: (Clause 36) Particular Requirements for the Safety of Cardiac Defibrillators and Cardiac Defibrillator-Monitors

Cleaning: Cleaning 20 times with the following: Quaternary ammonium, isopropyl alcohol, hydrogen peroxide

Chemical Resistance: 60 hour exposure to specified chemicals: Betadine (10% Povidone-Iodine solution), Coffee, Cola, Dextrose (5% Glucose solution), Electrode Gel/Paste (98% water, 2% Carbopol 940), HCL (0.5% solution, pH=1), Isopropyl Alcohol, NaCl solution (0.9% solution), Cosmetic discoloration of the paddle well shorting bar shall be allowed following exposure to HCL (0.5% solution).

POWER

Power Adapters: AC or DC

Power Adapters provide operation and battery charging from external AC or DC power

- Full functionality with or without batteries when connected to external AC/DC
- Typical battery charge time while installed in LIFEPAK 15 device is 190 minutes
- Indicators: external power indicator, battery charging indicator

Dual battery: Capability with automatic switching

Low battery indication and message: Low battery fuel gauge indication and low battery message in status area for each battery

Replace battery indication and message: Replace battery fuel gauge indication, audio tones and replace battery message in the status area for each battery. When replace battery is indicated, device auto-switches to second battery. When both batteries reach replace battery condition, a voice prompt instructs user to replace battery.

Battery Capacity For two, new fully-charged batteries, 20°C (68°F)

Operating Mode		Monitoring (minutes)	Pacing (minutes)	Defibrillation (360J discharges)
Total Capacity to Shutdown	Typical	360	340	420
	Minimum	340	320	400
Capacity After Low Battery	Typical	21	20	30
	Minimum	12	10	6

BATTERY

Battery Specifications

Battery Type: Lithium-ion

Weight: 0.59 kg (1.3 lb)

Voltage: 11.1V typical

Capacity (rated): 5.7 amp hours

Charge Time (with fully depleted battery): 4 hours and 15 minutes (typical)

Battery indicators: Each battery has a fuel gauge that indicates its approximate charge. A fuel gauge that shows two or fewer LEDs after a charge cycle indicates that the battery should be replaced.

Charging Temperature Range: 0° to 50°C (32° to 122°F)

Operating Temperature Range: 0° to 50°C (32° to 122°F)

Short Term (<1 week) Storage Temperature Range: -20° to 60°C (-4° to 140°F)

Long Term (>1 week) Storage Temperature Range: 20° to 25°C (68° to 77°F)

Operating and Storage Humidity Range: 5 to 95% relative humidity, non-condensing

REFERENCES

1 Stiell IG, Walker RG, Nesbitt LP, et al. Biphasic Trial: A randomized comparison of fixed lower versus escalating higher energy levels for defibrillation in out-of-hospital cardiac arrest. *Circulation.* 2007;115:1511-1517.

2 Edelson DP, Litzinger B, Arora V, et al. Improving in-hospital cardiac arrest process and outcomes with performance debriefing. *Arch Intern Med.* 2008;168:1063-1069.

3 Olasveengen TM, Wik L, Kramer-Johansen J, et al. Is CPR quality improving? A retrospective study of out-of-hospital cardiac arrest. *Resuscitation.* 2007;75:260-266.

4 Fletcher D, Galloway R, Chamberlain D, et al. Basics in advanced life support: A role for download audit and metronome. *Resuscitation.* 2008;78:127-134.

*All claims valid as of September 2012.

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GDR 3301019_D

PHYSIO CONTROL

PRODUCT BROCHURE



LUCAS® CHEST COMPRESSION SYSTEM



Your Partner in Life Support

Effective Compressions, Good Blood Flow Lead to Lifesaving CPR

Effective chest compressions deliver vital oxygen to the brain and can prime the heart for a successful shock. Maintaining sufficient coronary perfusion pressure during cardiac arrest improves the likelihood of return of spontaneous circulation (ROSC).[1]

However, as any rescuer or caregiver knows, performing manual CPR according to current AHA guidelines is difficult and tiring. In fact, many organizations have added extra staff to cardiac arrest calls to switch out rescuers performing compressions.



The LUCAS Chest Compression System is designed to deliver uninterrupted compressions at a consistent rate and depth to facilitate ROSC. It delivers automated compressions from first response in the field to ambulance transport and throughout the hospital. LUCAS facilitates consistent blood flow from the moment it is turned on, helping to improve a patient's chance for a successful outcome.

“It’s simple and easy to use, and it’s small and compact.”

— Dr. Charles Lick, Medical Director, Allina Medical Transportation





Increasing opportunities for improved outcomes

Effective, consistent and uninterrupted compressions according to current AHA guidelines
LUCAS is a portable, easy-to-use device that delivers automated, guidelines-consistent chest compressions to improve blood flow in victims of cardiac arrest. LUCAS performs at a rate of at least 100 compressions per minute with a depth of at least 2 inches. It also allows for complete chest wall recoil after each compression and provides a 50% duty cycle—equal compression and relaxation time for the chest wall.

Maintain good blood flow
Several studies show the effectiveness of manual chest compressions can drop rapidly—often after only one minute—due to rescuer fatigue.[2,3] With LUCAS, automated compressions are delivered consistently and continuously, helping to maintain good circulation to the patient during transport and throughout the hospital.

Increasing operational effectiveness

Easy to use and efficient to own
LUCAS is lightweight, comes in a backpack and can be applied quickly to a patient, interrupting manual compressions for less than 20 seconds. It’s simple to apply whether the patient is on the ground, on a bed or on a stretcher in the ambulance.

Keep personnel safe during CPR
Whether you are delivering chest compressions in the back of an ambulance or in an emergency department, LUCAS can help keep responders safe. In a mobile environment, rescuers can be safely seat-belted in the back of an ambulance while LUCAS delivers compressions. In a hospital environment, LUCAS may help decrease occurrences of back injuries sustained while delivering CPR, as rescuers will no longer have to deliver prolonged CPR on a bed.

In a study found in *Resuscitation*, of 205 respondents, over 80% experienced back discomfort; 56% felt the discomfort was related to the duration of CPR. 20% suffered back injury or prolapsed disc; 40% considered their back injury related to/aggravated by CPR.

Jones A. Can cardiopulmonary resuscitation injure the back? *Resuscitation*. 2004;61(1):63-67.


LUCAS 2



A tireless lifesaver

When Leon Schmidt, 68, suffered a massive cardiac arrest, it was LUCAS that kept him alive. “As soon as the paramedics arrived, they had Leon on the LUCAS,” recalls Gayle Schmidt, Leon’s wife. Later, Gayle was told that patients who experience the same type of cardiac arrest as her husband have only a three percent survival rate.

“If it wasn’t for the LUCAS,” she insists, “Leon wouldn’t be with us today.”

Results like this are encouraging to Charles Lick, MD, medical director for Allina Medical Transportation and Emergency Department director for Buffalo Hospital.

“In 2005, the AHA determined that we need to focus on performing better chest compressions to move the blood around and keep the organs working. We know that CPR is difficult to do well. People slow down. They don’t always do it appropriately—even professional rescuers. A machine doesn’t get tired; it is consistent, and consistency is key,” he explained.

All Allina Medical Transportation ambulances are equipped with the lifesaving devices. And now Buffalo Hospital has added a LUCAS device to its Emergency Department.

“Someone who has suffered a sudden cardiac arrest in the field has a good chance of suffering another one as we work on them in the Emergency Department,” Lick said.

“The LUCAS is as valuable here as it is in the field.” Lick predicts that in the coming months, LUCAS will help more patients like Schmidt get on with their lives. “I’m convinced we can do much better CPR with LUCAS than we can with human intervention.”

In a recent survey, nearly 25% of ambulance officers suffered back injury, and as many as 62% of these reported that the cause of the injury was related to CPR delivery.

— Jones A, Lee R. Cardiopulmonary resuscitation and back injury in ambulance officers. *International Archives of Occupational and Environmental Health*. 2005;78(4):332-336.







Improving operations in the field

Chiefs, training officers and medics are always looking for ways to maximize their resources while improving response in the field. Having LUCAS at your side during a cardiac emergency allows you to reduce the number of EMTs or firefighters to assist with CPR. This lessens chaos on the scene and frees up equipment and staff to go on to other emergencies.

When the cardiac arrest victim is ready for transport, LUCAS moves with the patient from the emergency scene to the ambulance. LUCAS provides continuous, effective compressions, helping to maintain good circulation in the patient while medics remain seat-belted for better safety in a mobile environment.

CPR is difficult to do well. Manual CPR training can help and it's expensive and cumbersome to schedule and track. LUCAS is simple and easy to use with minimal training, keeping the cost of ownership low.

A vital tool for the clinically progressive agency

Medical directors know the value of quality CPR in achieving optimal clinical outcomes. With LUCAS, you can be confident that chest compressions are delivered according to the guidelines. By ensuring compressions continue uninterrupted at a consistent depth to facilitate ROSC, your teams are able to help patients to be more viable candidates for recovery.

LUCAS can be part of a clinically progressive resuscitation program. It works in tandem with cooling therapies or impedance threshold devices for a comprehensive approach to patient resuscitation.

“The mood in the cath lab was calm at all times despite the ongoing VF. This is quite contrary to what usually happens in such situations when manual compressions are used.”

— **Olivecrona, Lund, Sweden, (tctmd.com 24 Oct 2006)**





Provide continuous care in the emergency department

For an emergency department or nurse manager, LUCAS is a vital tool in the treatment of cardiac arrest patients. LUCAS delivers effective, consistent, uninterrupted chest compressions and can help effectively manage the code scene while helping the patient to maintain good circulation. Emergency department staff, relieved of the need to perform manual compressions, can more efficiently assess the patient’s condition and determine the best treatment plan. This can reduce crowding and chaos in the emergency department, which can help to maintain calm and focus amongst the staff, and potentially free up resources for use in other emergencies.

Using LUCAS in the emergency department can help maintain circulation without interruption which is crucial to improving patient outcomes.

Keep up the pressure in the cath lab

In the event of cardiac arrest due to refractory ventricular fibrillation or a nonshockable rhythm, LUCAS enables the intervention to continue by providing consistent, guidelines-quality chest compressions, which facilitates blood circulation to supply oxygen to vital organs. In addition, LUCAS creates a less stressful environment that enables quality decision making and keeps staff safely out of the x-ray field.

LUCAS is mainly radio translucent, except for the hood and piston, enabling you to capture most fluoroscopy projections without removing LUCAS. The following fluoroscopy projections can be captured in monoplane while LUCAS is attached to the patient: LAO Cranial/Caudal Oblique; RAO Cranial/Caudal Oblique; Straight Caudal; Straight Lateral; and Straight Cranial. The 2010 AHA Guidelines have given a Class IIa, LOE C recommendation to LUCAS use during PCI.


LUCAS™2

LUCAS CHEST COMPRESSION SYSTEM







The LUCAS 2 chest compression system is shipped with one battery, patient straps, three suction cups, a carrying bag and the instructions for use. Also available are additional accessories and power options designed to meet your needs.

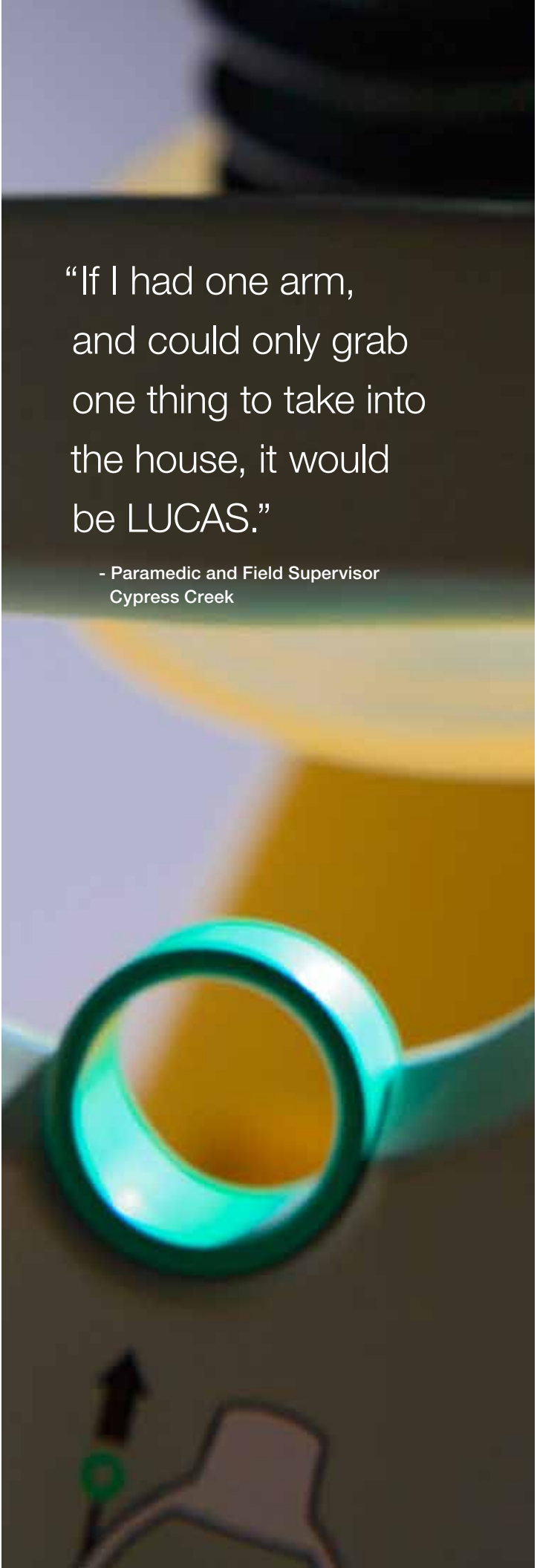







Battery
Operation Panel
Patient Strap
LUCAS 2
Release Ring
Suction Cup with
Pressure Pad
Backboard
Stabilization Strap
LUCAS™


LUCAS™2



"If I had one arm, and could only grab one thing to take into the house, it would be LUCAS."

- Paramedic and Field Supervisor
  Cypress Creek



LUCAS 2

CHEST COMPRESSION SYSTEM

COMPRESSIONS

Compression Frequency: 102 ± 2 compressions per minute

Compression Depth: 2.1 inches ± 0.1 inches for nominal patient*

Compression/Decompression Duty Cycle: 50 ± 5%

Patients Eligible for Treatment:

- Sternum height of 6.7–11.9 inches (17 – 30.3 cm)
- Maximum chest width: 17.7 inches (45 cm)

The use of LUCAS is not restricted by patient weight.
*Patients with sternum height between 6.7 inches-7.3 inches will receive linearly increasing depth from 1.5 inches to 2.1 inches.

PHYSICAL CHARACTERISTICS

Height (stowed in backpack): 25.6 inches (65 cm)

Width (stowed in backpack): 13 inches (33 cm)

Depth (stowed in backpack): 9.8 inches (25 cm)

Weight (including battery): 17.2 lbs (7.8 kg)

OPERATION

Operation: Electrical

Power Source: Battery – Rechargeable Lithium-ion Polymer (LiPo)

- Size: 5.1 x 3.5 x 2.2 inches (13.0 x 8.8 x 5.7 cm)
- Weight: 1.3 lbs (0.6 kg)
- Capacity: 3300 mAh (typical), 86 Wh
- Battery voltage: 25.9 V
- Run time: 45 minutes (typical)
- Maximum battery charge time: Less than 4 hours at room temperature (72°F/ 22°C)
- Required interval for replacement of battery: Recommendation to replace battery every 3 years or after 200 uses

Battery Environmental Specifications

- Operating temperature: 32°F to 104°F / 0°C to +40°C
- Charge temperature: 41°F to 95°F / 5°C to +35°C
- Storage temperature: 32°F to 104°F/ 0°C to 40°C for <6 months
- IP Classification: IP44

All specifications are at 20-25°C unless otherwise stated. Specifications subject to change without notice.

Physio-Control Family of Products and Services

Defibrillators/Monitors



LIFEPAK CR® Plus Automated External Defibrillator

Featuring the same advanced technology trusted by emergency medical professionals—yet simple to use—the fully-automatic LIFEPAK CR Plus AED is designed specifically for the first person to respond to a victim of sudden cardiac arrest.



LIFEPAK® 1000 Defibrillator

The LIFEPAK 1000 Defibrillator is a powerful and compact device designed to treat cardiac arrest patients and provide continuous cardiac monitoring capabilities. Built-in flexibility allows the *1000* to be programmed for use by first responders or professionals and enables care providers to change protocols as standards of care evolve.



LIFEPAK® 15 Monitor/Defibrillator

The LIFEPAK 15 monitor/defibrillator is the new standard in emergency care for ALS teams who want the most clinically innovative, operationally effective, and LIFEPAK TOUGH device available today.



LIFEPAK® 20e Defibrillator/Monitor

Clinically advanced and packed with power, the LIFEPAK 20e defibrillator/monitor is highly intuitive for first responders, and also skillfully combines AED function with manual capability so that ACLS-trained clinicians can quickly and easily deliver advanced therapeutic care.

CPR Assistance



LUCAS® Chest Compression System

Designed to provide effective, consistent, and uninterrupted compressions according to AHA Guidelines, LUCAS can be used on adult patients in out-of-hospital and hospital settings.

Information Management



LIFENET® System

The LIFENET System provides EMS and hospital care teams with reliable, quick access to clinical information through a secure, web-based platform, helping to improve patient care flow and operational efficiency.

CODE-STAT™ 9.0 Data Review Software

CODE-STAT 9.0 data review software is a retrospective analysis tool that provides easy access to data, reports, and post-event review.



ReadyLink™ 12-Lead ECG

Handheld, portable, and easy-to-use, the revolutionary ReadyLink 12-Lead ECG quickly and easily captures and transmits 12-lead data to hospitals through the LIFENET System. Doctors can provide chest pain decision support, so teams in the field know exactly what kind of care the patient needs and where to take them.

Support



Physio-Control Service

As the world's leading provider of defibrillation technology, Physio-Control understands our responsibility to maintain the reliability of our lifesaving defibrillator/monitors. We have over 100 field-based technical service representatives worldwide. Physio-Control is committed to service 24/7, and to returning a customer's call within two hours to quickly assess the problem and find the best solution (U.S.). If needed, a technical service representative will be on-site within 24 hours (U.S.).

For more than 55 years, Physio-Control, maker of the renowned LIFEPAK defibrillators, has been developing technologies and designing devices that are legendary among first response professionals, clinical care providers and the community.

REFERENCES

1 Paradis N, Martin G, Rivers E, et al. Coronary perfusion pressure and the return of spontaneous circulation in human cardiopulmonary resuscitation. *JAMA* 1990;263(8):1106-1112.

2 Ochoa FJ, Ramalle-Gómara E, Lisa V, Saralegui I. The effect of rescuer fatigue on the quality of chest compressions. *Resuscitation*. 1998;37:149-52.

3 Hightower D, Thomas S, Stone C, Dunn K, March J. Decay in quality of closed-chest compressions over time. *Annals of Emergency Medicine*. 1995;26:300-303.

All information including comparative statements are valid as of May 2012.

For further information, please contact Physio-Control at 800.442.1142 (U.S.), 800.895.5896 (Canada) or visit our website at www.physio-control.com.

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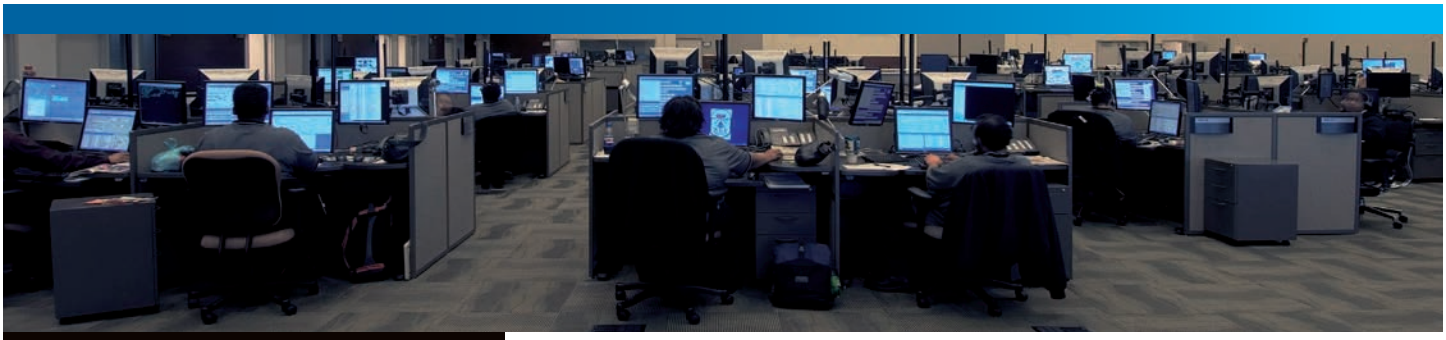
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GDR 3303294_B



A TRUSTED SOLUTION

Intergraph's smart safety and security solutions protect people, property, and infrastructure around the globe. Our software helps the world's most dynamic police, fire, EMS, and emergency communications agencies safeguard their communities, from New York City to São Paolo and from Germany's borders to the entire country of New Zealand. Find out how Intergraph CAD can help your agency improve public safety.

ONGOING INNOVATION

Intergraph supports the latest public safety technologies, such as the ability to send texts and video to the public safety answering point, person-level tracking, and popular desktop, laptop, and mobile platforms. Our innovation continues as new technologies emerge.

STANDARD COMPONENTS

- I/Executive
- I/Dispatcher
- I/Informer
- I/Calltaker
- I/Backup
- I/NetViewer
- I/Map Editor

OPTIONAL COMPONENTS

- I/NetDispatcher
- I/Question and Answer
- Map Administrator Utility
- I/Push to Talk
- I/Page
- I/Fire Station Alerting
- I/Fire Station Printing
- CAD Connect for EdgeFrontier
- Mobile for Public Safety
- Remote Content Manager

COMPUTER-AIDED DISPATCH FOR PUBLIC SAFETY

Keeping pace with advancing technology requires leadership, innovation, and skill. Intergraph's® Computer-Aided Dispatch (I/CAD) system leverages next-generation communications, improves mobility and safety, and reduces the time and cost to deploy new technologies. You can make smarter decisions and respond to incidents faster while making the most of limited resources.

Our latest CAD version integrates voice, text, and data in one easy-to-use system. We combine call control and incident creation for more efficient operations, and even let you view incoming and answered calls on a map for faster call assessment.

To interact with different systems, our flexible architecture, along with our EdgeFrontier® product, ensures support for evolving standards and capabilities. This means you'll be ready for new technologies as they become available.

To enhance personnel safety, the system's core capabilities include person-level tracking, allowing dispatchers to pinpoint individual responders' locations to assess and respond to risks and hazards in real time. You can also share multimedia files with field personnel who have constant access to the dispatch center on smartphones and tablets.

Together, Intergraph's industry-leading capabilities provide the insight you need to better prepare for what lies ahead.

FEATURES AND BENEFITS

Next-Generation Communications

Integrated Voice, Text, and Data

Our solutions help agencies transition to next-generation communications. Our add-on Intergraph Communications Controller integrates voice and text calls, providing complete call control and support for multimedia. For further situational awareness, our Video Responder product lets you associate video with CAD events, control surveillance cameras, and extract relevant video clips.

Combined Call Control and Incident Creation

Intergraph Communications Controller integrates call control and call-taker functions in a single environment, with common functions conveniently available directly from the CAD map. Integrated workstations increase capabilities and improve ergonomics while reducing errors and eliminating crowded desktops.

Display of Incoming and Answered Calls

Our software gives you instant access to relevant spatial information to improve incident management. You can visualize voice and text calls on the CAD map – before they're even answered – so you can begin call assessment earlier in the process. For example, the ability to see the caller's location and reported incident address at the same time helps avoid possible errors in incident location.

Better Interoperability

Our CAD's flexible architecture, combined with EdgeFrontier, is ready to support advancing next-generation capabilities. This ensures your ability to interact with different communications systems and consume future next-generation data and services.

Mobility and Safety

Person-level Tracking

Tracking individual responders allows dispatchers to view each person's location, permitting real-time risk assessment. You can track responders as part of a unit or independently at the scene of an incident – on the CAD map and in I/NetViewer and I/NetDispatcher. With more information about individual responders, you can better manage resources through the entire incident life cycle.

Better Situational Awareness

Now you can share pictures and video to improve situational awareness in the field. Intergraph Communications Controller supports multimedia attachments associated with incoming calls, which can be relayed to responders in seconds. This provides them with more and better information about incidents, so they're prepared for what's next.

Constant Access on Smartphones and Tablets

With Mobile Responder, field personnel can gain real-time CAD information wherever they go on iPhones, iPads, Android, and Blackberry devices.

Better Maps, Simpler Tools

Enhancements in Mobile for Public Safety include the ability to align maps in the direction of travel and a new "patrol dashboard" that lets you see the nearest events, view how many calls you have, run searches on license plates, and other commonly used queries – all from one screen. We've also added support for the latest and most reliable platforms, better tools for system management and maintenance, and new options for high availability and disaster recovery.

New Multi-Source Map

Our supplemental multi-source map gives you easy access to masses of publicly and privately held data. You can overlay multiple data sources on your map display for additional insight into conditions in your area of interest.

Reduced Time and Cost

Faster, Simpler Connectivity

EdgeFrontier saves time by reducing or eliminating custom interfaces used in implementations, upgrades, and new technology deployments. It replaces the need for version-specific custom coding and allows agencies to manage their own interfaces. Our solution also supports simplified interfaces with partner companies.

Easier, Less Expensive Installations

Our smartphone and tablet solutions are cheaper and quicker to deploy than other options. Integrated workstations reduce hardware and the cost of supporting separate workstations, including energy and cooling. Overall, we improve the total cost of ownership for systems.

Streamlined Map Updates

Our new streamlined workflows improve map rolls by simplifying map creation and updates. This ensures accurate, up-to-date maps for faster response.

Analytics and Reporting

Business Intelligence Direct, built into CAD, lets you easily run preconfigured reports for incident monitoring, response times, and other performance indicators. Putting this information to use helps you improve operations to save time and money. Additional Business Intelligence solutions are available separately.

ABOUT INTERGRAPH

Intergraph helps the world work smarter. The company's software and solutions improve the lives of millions of people through better facilities, safer communities and more reliable operations.

Intergraph Process, Power & Marine (PP&M) is the world's leading provider of enterprise engineering software enabling smarter design and operation of plants, ships and offshore facilities. Intergraph Security, Government & Infrastructure (SG&I) is the leader in smart solutions for emergency response, utilities, transportation and other global challenges.

For more information, visit www.intergraph.com.

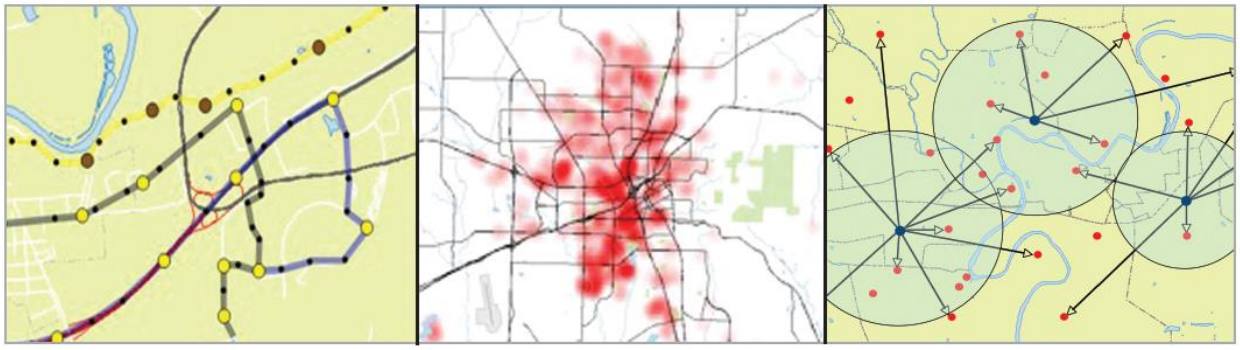
Intergraph is part of Hexagon (Nordic exchange: HEXA B; www.hexagon.com), a leading global provider of design, measurement, and visualization technologies that enable customers to design, measure and position objects, and process and present data.

INTERGRAPH®

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➔ APPLICATION SHEET: I/Incident Analyst

Incident Analysis



The ability to spot and analyze incident trends, such as frequency, geography, and time of day events occur, is more urgent than ever. Incident analysis tools from Intergraph® form an intuitive and user-friendly environment for analysis of incident activities, allowing you to make quick decisions, create intelligence products that detect spatial patterns, and effectively deploy resources to improve response.

Since the distribution of incidents across geography is not random, the ability to delineate areas of abnormal frequency is essential to optimizing resources. Understanding where incidents occur and comparing locations with other factors – time, relative location to other geographic features, and offense statistics – help define problem areas. I/Incident Analyst, our incident analysis product, can pinpoint those areas, using spatial analysis and digital mapping to leverage geospatial data captured in your other public safety software applications.

For ease of use, I/Incident Analyst can display data as both simple and complex maps. Simple maps display the locations of individual incidents, and can be used to direct resources to places they are needed most. Complex maps can be used by policymakers to observe trends and track action in areas of high incident frequency. Complex maps can also animate change in an area over time, and determine journey distance between incidents.

Key Features

- **Data Connectivity** – Provides seamless Web Service access to the Intergraph computer-aided dispatch databases, and extensibility to other incident data sources
- **Pin Mapping** – Allows users to dynamically create color-coded pin maps based on database attributes such as incident date, time, location, and offense type
- **Incident Count Mapping** – From incident count map data, creates a map that uses color to represent different values among defined geographic areas such as police precincts, city voting districts, or census tracts

- **Journey to Incident Mapping** – Supports two types of analysis: “distance to incident” analysis (e.g. measuring serial offenders average and maximum distances traveled to commit a crime), and “distance to recovery” analysis (e.g. linking stolen and recovered property or vehicles to identify routes taken after a crime)
- **Repeat Incident Mapping** – Uses graduated point symbols to represent the number of incidents at a location, allowing you to quickly make comparisons among repeat places and the number of incidents
- **Hot Spot Mapping** – Provides a number of commands for automatically extracting hot spots from a plot of incidents, helping police direct patrols where they are needed most
- **Change-Over-Time Mapping** – Provides an intuitive set of mapping tools to visualize change over time, allowing decision makers to assess the impact of crime reduction initiatives to determine their effectiveness and identify emerging crime areas
- **Temporal Reporting** – Allows users to create incident/time-of-day histograms, giving them the latest information on trends and patterns in their locality.
- **AVL Analysis and Reporting:**
    - I/Tracker Files to Database utility enables you to schedule and easily locate and bulk-load I/Tracker files into an Access, SQL, or Oracle database.
    - Configuration files allow you to extract information from the AVL source using the Incident Query command, so you can ask questions of your AVL data through a simple interface, and in turn easily produce maps.
    - AVL Playback command allows you to display and/or play back the historical AVL locations of a single unit or multiple units within a single agency, or multiple units from multiple agencies simultaneously.

Customer Benefits

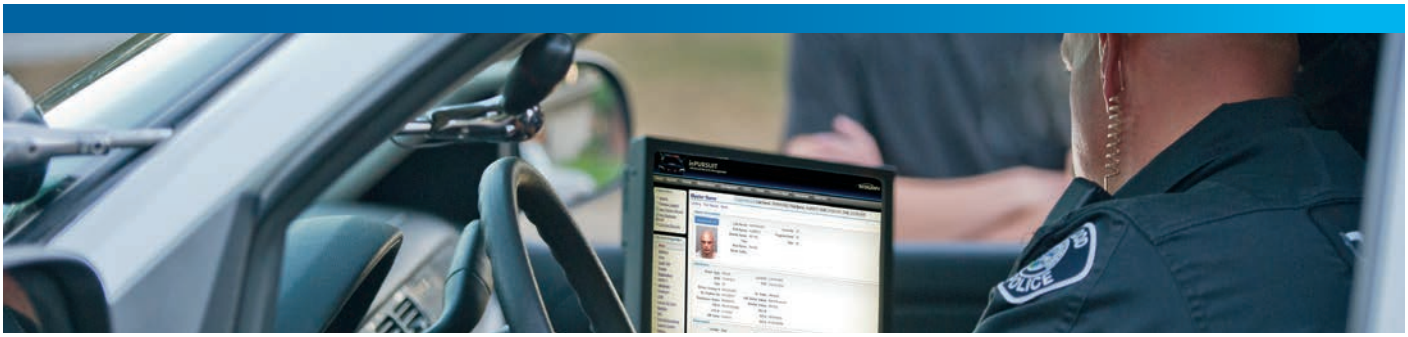
The majority of incidents local law enforcement agencies respond to are initially recorded within the command-and-control environment and those that result in a crime allegation are transferred to the crime recording or records management system. I/Incident Analyst fuses data from multiple sources and identifies spatial patterns from point locations. It provides benefits in:

- **Strategic Assessment** – Identifies priority neighborhoods and the conditions experienced within them
- **Tactical Assessment** – Locates where tactics have been deployed and displays their impact
- **Target Profiling** – Profiles areas where suspects/offenders reside and the areas where they focus their activities
- **Pattern Analysis** – Identifies emerging crime hot spots, connects a crime series, and predicts where the offender may reside
- **Risk Analysis** – Identifies areas at a higher risk of incidents occurring

Components

- GeoMedia Advantage 2014 (or GeoMedia Professional 2014)
- I/Incident Analyst 2014

FACT SHEET

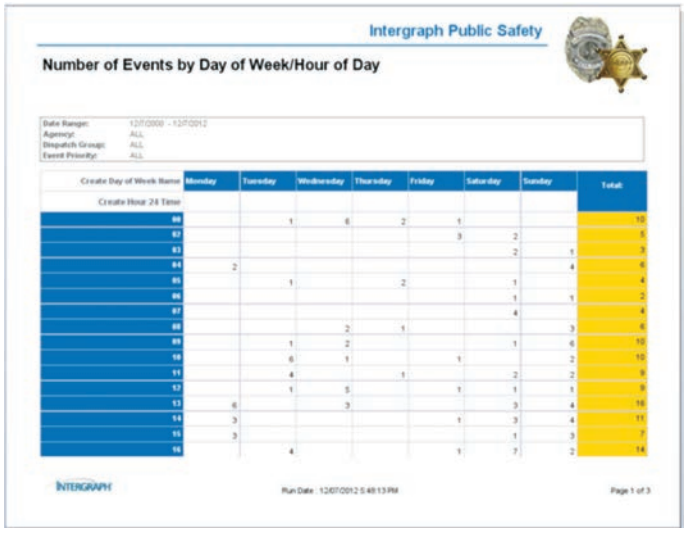


BUSINESS INTELLIGENCE DIRECT (CAD AND WEBRMS)

Mining CAD and records data to gain useful information is fast becoming a key tool for making smarter operational decisions. Intergraph®'s Business Intelligence Direct, now built into our CAD and *in*PURSUIT WebRMS products, gives you real-time access to data and the ability to produce easy-to-understand, pre-configured and ad hoc reports. These include textual and graphical representation of unit details, call statistics, demand analysis, tow requests, unit history, and much more. Business Intelligence Direct for CAD and Business Intelligence Direct for WebRMS let you explore data in layman's terms to identify important trends and relationships, so you can better allocate resources and optimize agency performance.

FEATURES AND BENEFITS

- **Access to hard-to-find data** – Lets you explore data in familiar terms for fast access and interpretation
- **Cost-effective resource allocation** – Helps you analyze resource requirements based on historical needs
- **Simple-to-use reporting tools** – Includes convenient, preconfigured report templates and easy ad hoc reporting based on your requirements
- **Report scheduling** – Lets you schedule reports on a consistent basis, or as needed to monitor key parameters
- **Textual and graphical presentation** – Helps you visualize and understand data with simple graphs and charts
- **Data security** – Provides an easy-to-use, secure web portal that permits access to only authorized users



Business Intelligence Direct includes numerous pre-configured report templates for immediate use.

PART OF HEXAGON

ABOUT INTERGRAPH

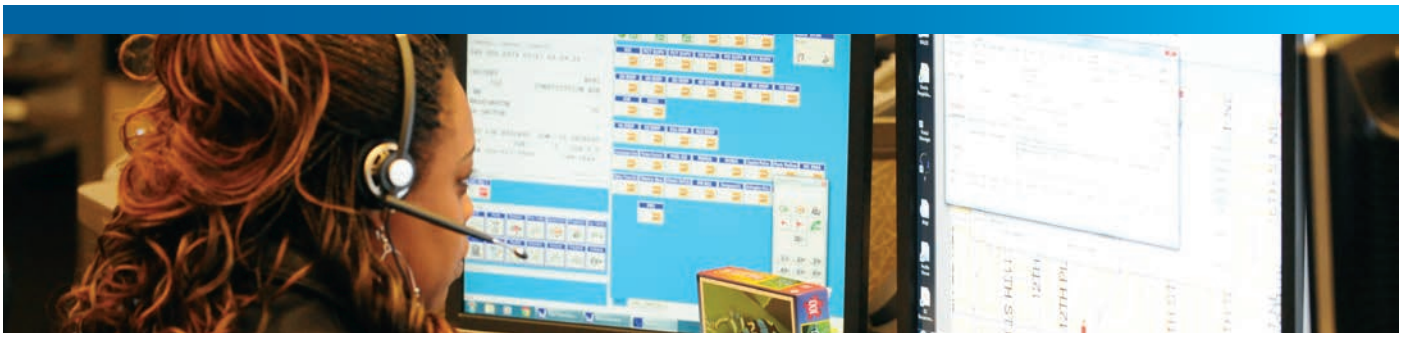
Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software to organize vast amounts of data to make processes and infrastructure better, safer and smarter. The company's software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph PP&M provides enterprise engineering software for the design, construction, operation and data management of plants, ships and offshore facilities. Intergraph SG&I provides geospatially powered solutions, including ERDAS technologies, to the public safety and security, defense and intelligence, government, transportation, photogrammetry, and utilities and communications industries. Intergraph Government Solutions (IGS) is a wholly owned subsidiary of Intergraph Corporation responsible for the SG&I U.S. federal business.

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PRODUCT RELEASE UPDATE



COMPUTER-AIDED DISPATCH 9.3

Intergraph® Computer-Aided Dispatch (I/CAD) 9.3 adds important features and enhancements for our valued CAD users. The new capabilities leverage next-generation technologies, improve mobility and safety, and reduce the time and cost to deploy new technologies.

Our latest CAD version integrates voice, text, and data in one easy-to-use system. We combine call control and incident creation for more efficient operations, and even let you view incoming and answered calls on a map for faster call assessment.

To interact with different systems, our flexible architecture, along with our EdgeFrontier® solution, ensures support for evolving standards and capabilities. This means you'll be ready for new technologies as they become available.

To enhance personnel safety, the system's core capabilities include person-level tracking, allowing dispatchers to pinpoint individual responders' locations to assess and respond to risks and hazards in real time. You can also share multimedia files with field personnel who have constant access to the dispatch center on smartphones and tablets.

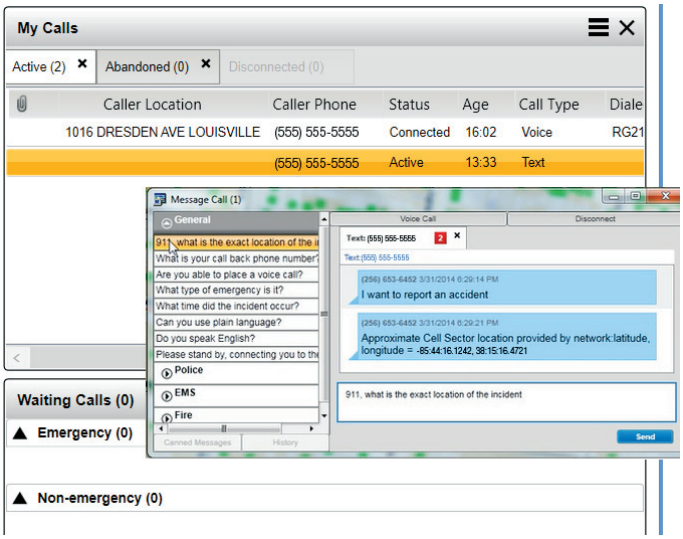
Together, the new and enhanced features in I/CAD 9.3 provide the insight you need to better prepare for what lies ahead.

FOCUS OF ENHANCEMENTS

Next-Generation Communications

Integrated Voice, Text, and Data

Our solutions help agencies transition to next-generation communications. Our add-on Intergraph Communications Controller integrates voice and text calls, providing complete call control and support for multimedia.



In this image, the call-taker is on an active text call with a citizen who is reporting an accident.

Combined Call Control and Incident Creation

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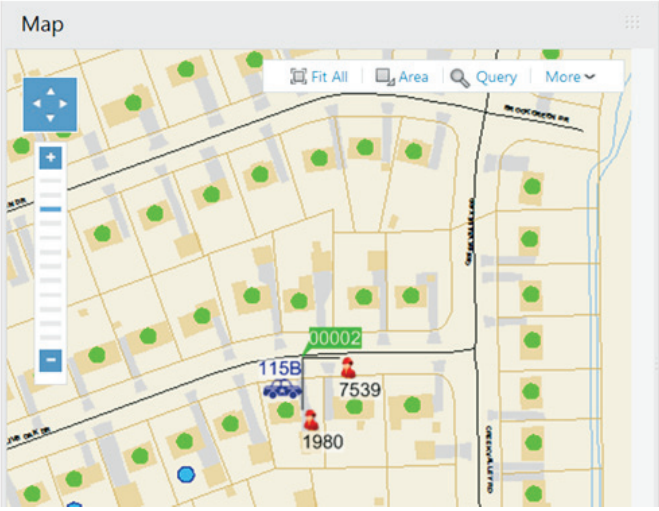
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PART OF HEXAGON



You can configure person-level tracking to display leader lines, symbols, and labels for individuals and units to improve safety during high-risk incidents.

Mobility and Safety

Person-level Tracking

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Streamlined Map Updates

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Ready to upgrade? Ask your account manager about CAD 9.3 and prepare your agency for the next generation.

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INTERGRAPH®

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Incident Analyst Queries/Reports

CAD Queries:

Query by agency

Query by Event type and sub type

Query by Date and Time

Query by Day of the week

Query by Location, common place name, intersection etc

Query by Beat/ESZ

Query by Dispatch Group

Query by disposition

Query CAD Remarks

Query AVL data – by Unit ID, Event Number, Unit Status, Unit ID etc

Customizable interface; configuration file editor to edit delivered configuration files and create new configuration files

Features:

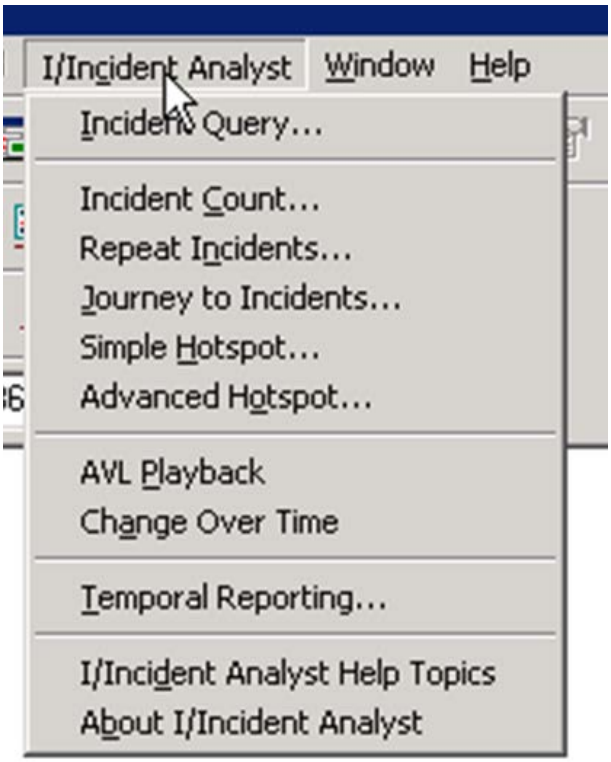
There are 9 main commands/features in Incident Analyst.

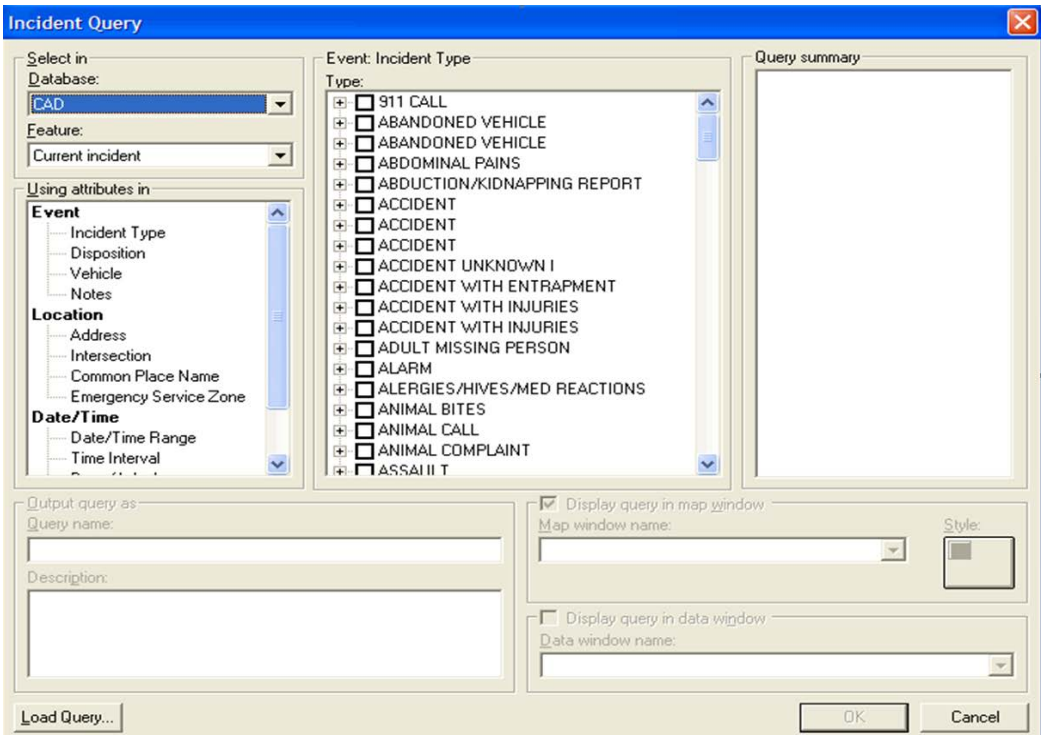
1. Incident Query
2. Incident Count
3. Repeat Incidents
4. Simple Hotspot
5. Advanced Hotspot
6. Change over time
7. Temporal Reporting
8. AVL Playback

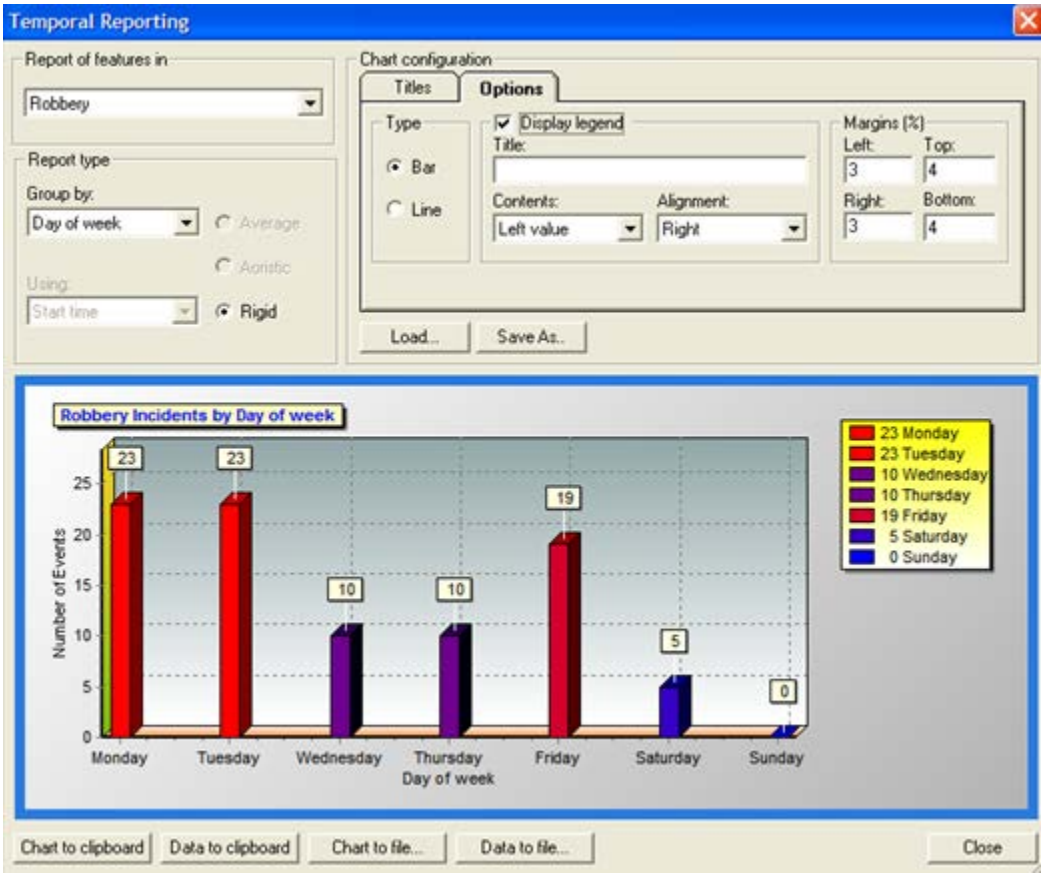
Additionally, users will have the ability to export analysis data to ESRI shapefiles, MS Excel/Access format, KML format (to be used with Google Earth).

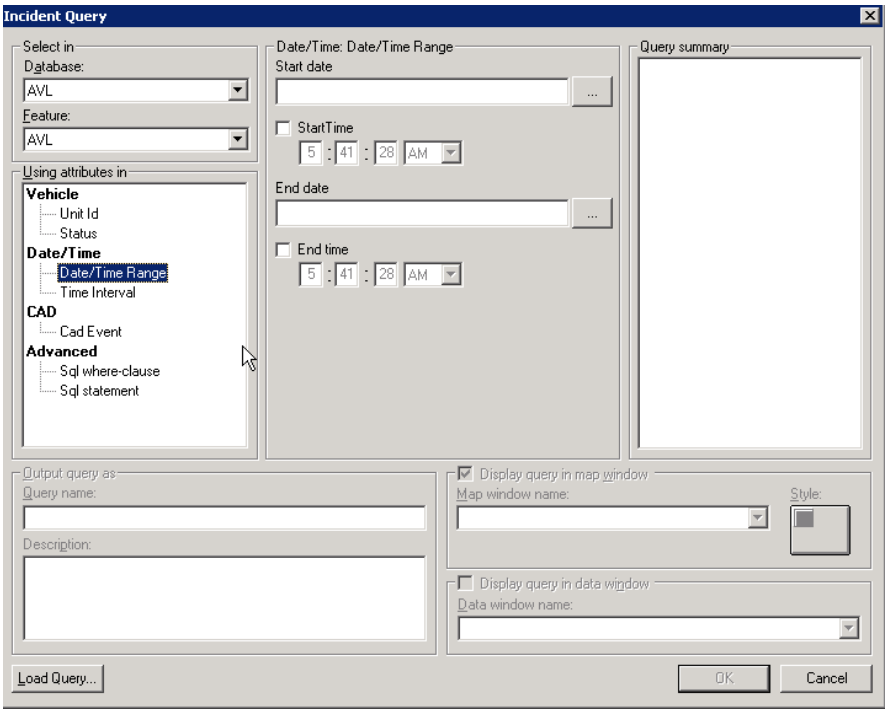
Sample Screenshots

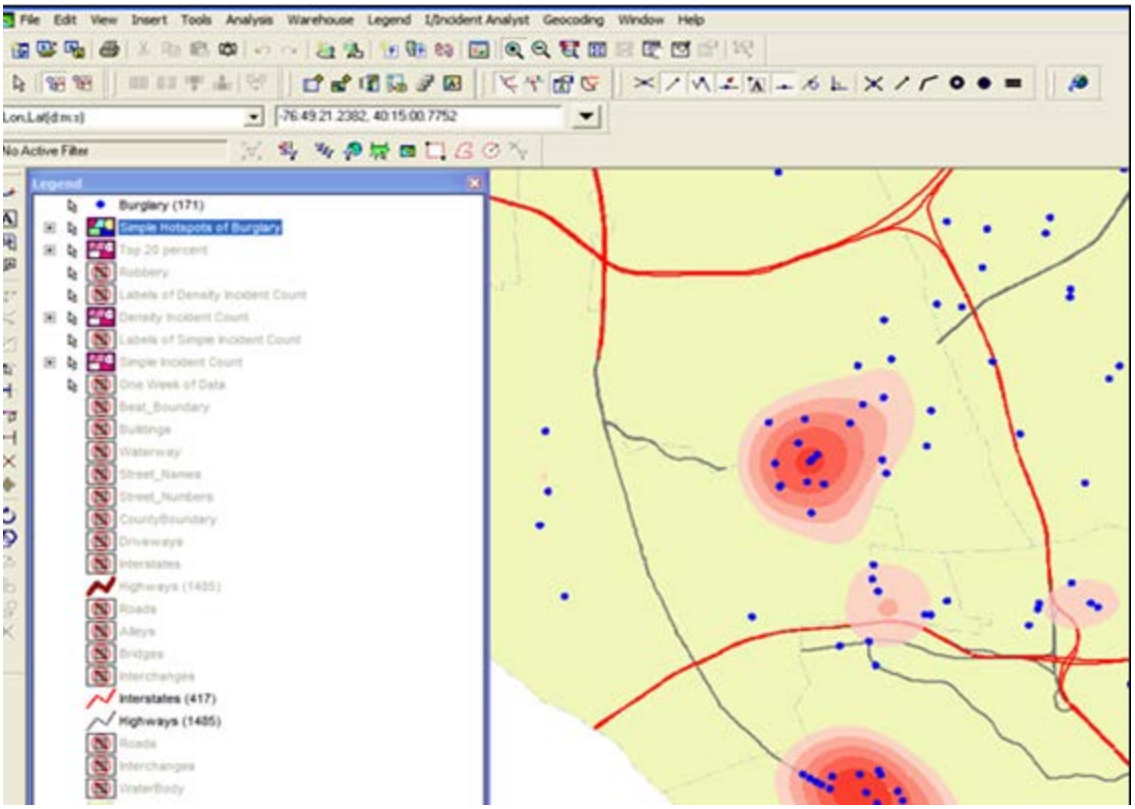
Note: Screenshots reflect sample configuration. Configuration varies from site to site.




Incident Query
Select in
Database:
CAD
Feature:
Current incident
Using attributes in
Event
Incident Type
Disposition
Vehicle
Notes
Location
Address
Intersection
Common Place Name
Emergency Service Zone
Date/Time
Date/Time Range
Time Interval
Event: Incident Type
Type:
911 CALL
ABANDONED VEHICLE
ABANDONED VEHICLE
ABDOMINAL PAINS
ABDUCTION/KIDNAPPING REPORT
ACCIDENT
ACCIDENT
ACCIDENT
ACCIDENT UNKNOWN I
ACCIDENT WITH ENTRAPMENT
ACCIDENT WITH INJURIES
ACCIDENT WITH INJURIES
ADULT MISSING PERSON
ALARM
ALERGIES/HIVES/MED REACTIONS
ANIMAL BITES
ANIMAL CALL
ANIMAL COMPLAINT
Query summary
Output query as
Query name:
Description:
Display query in map window
Map window name:
Style:
Display query in data window
Data window name:
Load Query...
OK
Cancel


Temporal Reporting
Report of features in
Robbery
Report type
Group by:
Day of week
Average
Aoristic
Using:
Start time
Rigid
Chart configuration
Titles
Options
Type
Bar
Line
Display legend
Title:
Contents:
Left value
Alignment:
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Right:
3
Bottom:
4
Load...
Save As...
Robbery Incidents by Day of week
Number of Events
Day of week
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
23
23
10
10
19
5
0
23 Monday
23 Tuesday
10 Wednesday
10 Thursday
19 Friday
5 Saturday
0 Sunday
Chart to clipboard
Data to clipboard
Chart to file...
Data to file...
Close


Incident Query
Select in
Database:
AVL
Feature:
AVL
Using attributes in
Vehicle
Unit Id
Status
Date/Time
Date/Time Range
Time Interval
CAD
Cad Event
Advanced
Sql where-clause
Sql statement
Date/Time: Date/Time Range
Start date
StartTime
5 : 41 : 28 AM
End date
End time
5 : 41 : 28 AM
Query summary
Output query as
Query name:
Description:
Display query in map window
Map window name:
Style:
Display query in data window
Data window name:
Load Query...
OK
Cancel


File Edit View Insert Tools Analysis Warehouse Legend I/Incident Analyst Geocoding Window Help
Legend
Burglary (171)
Simple Hotspots of Burglary
Interstates (417)
Highways (1485)

Performance, Operational & Clinical data monitoring in real-time?

...there's an App for that!

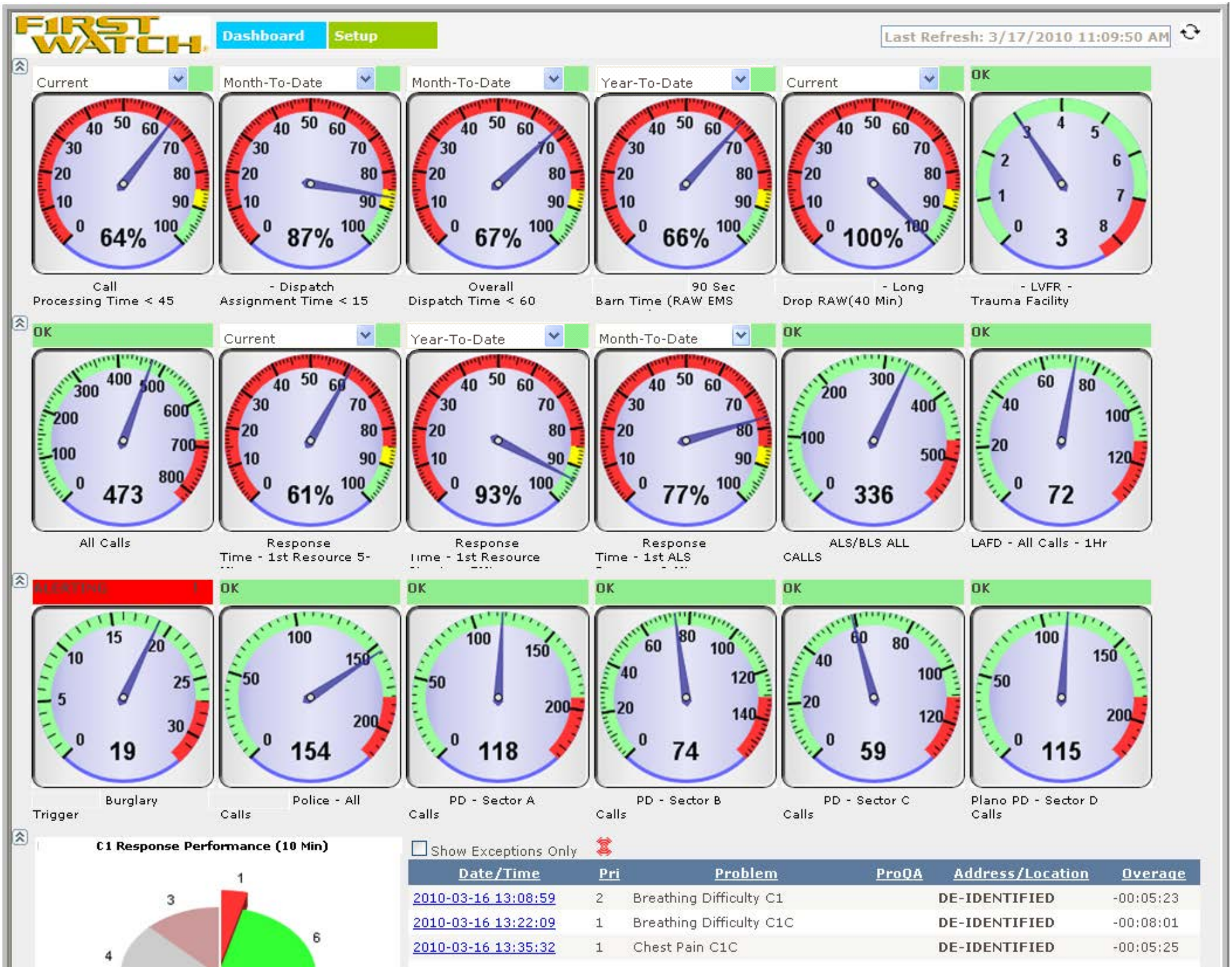


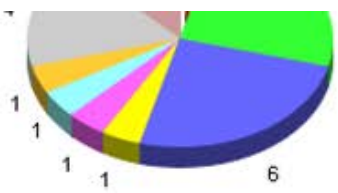
FirstWatch interfaces with most: CAD, ProQA, ePCR, RMS public safety data systems, as well as Billing, Nurse Triage, Hospital ED, Poison Center and other Data Sources, too.

The following pages offer a few select examples of FirstWatch usage from customers across United States & Canada.

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Real-Time Performance, Operational & Trending Dashboards





2010-03-16 15:56:11	1	Breathing Difficulty C1C	DE-IDENTIFIED	-00:06:15
2010-03-16 16:06:08	1	Chest Pain C1C	DE-IDENTIFIED	-00:01:13
2010-03-16 19:06:17	2	Chest Pain C1	DE-IDENTIFIED	-00:04:18
2010-03-16 19:18:57	1	Unconscious - Syncope C1C	DE-IDENTIFIED	-00:07:01
2010-03-16 20:06:33	1	Falls C1C	DE-IDENTIFIED	-00:06:29
2010-03-16 21:11:38	2	Chest Pain C1	DE-IDENTIFIED	-00:04:55
2010-03-16 21:40:26	2	Sick ill Subject C1	DE-IDENTIFIED	-00:05:55

2 3

Today's Count:

Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Events	1	0	1	0	0	1	2	0	1	2	4	1	0	0	--	--	--	--	--	--	--	--	--	--

Downloads:

: Burglary Trigger [Go to Trigger]



Date/Time	Pri	Problem	ProQA	Address/Location
2010-03-15 06:19:40	4	459R Burglary Rpt		DE-IDENTIFIED
2010-03-15 06:37:21	4	459R Burglary Rpt		DE-IDENTIFIED
2010-03-15 07:13:19	3	602 Trespassing		DE-IDENTIFIED
2010-03-15 08:00:31	4	459R Burglary Rpt		DE-IDENTIFIED
2010-03-15 10:07:21	4	487R Grand Theft Rpt		DE-IDENTIFIED
2010-03-15 10:12:36	4	459VR Vehicle Burg Rpt		DE-IDENTIFIED
2010-03-15 15:43:28	4	602R Trespass Report		DE-IDENTIFIED
2010-03-15 20:25:23	3	602 Trespassing		DE-IDENTIFIED
2010-03-15 22:11:31	4	459R Burglary Rpt		DE-IDENTIFIED
2010-03-16 07:08:16	4	459VR Vehicle Burg Rpt		DE-IDENTIFIED

2

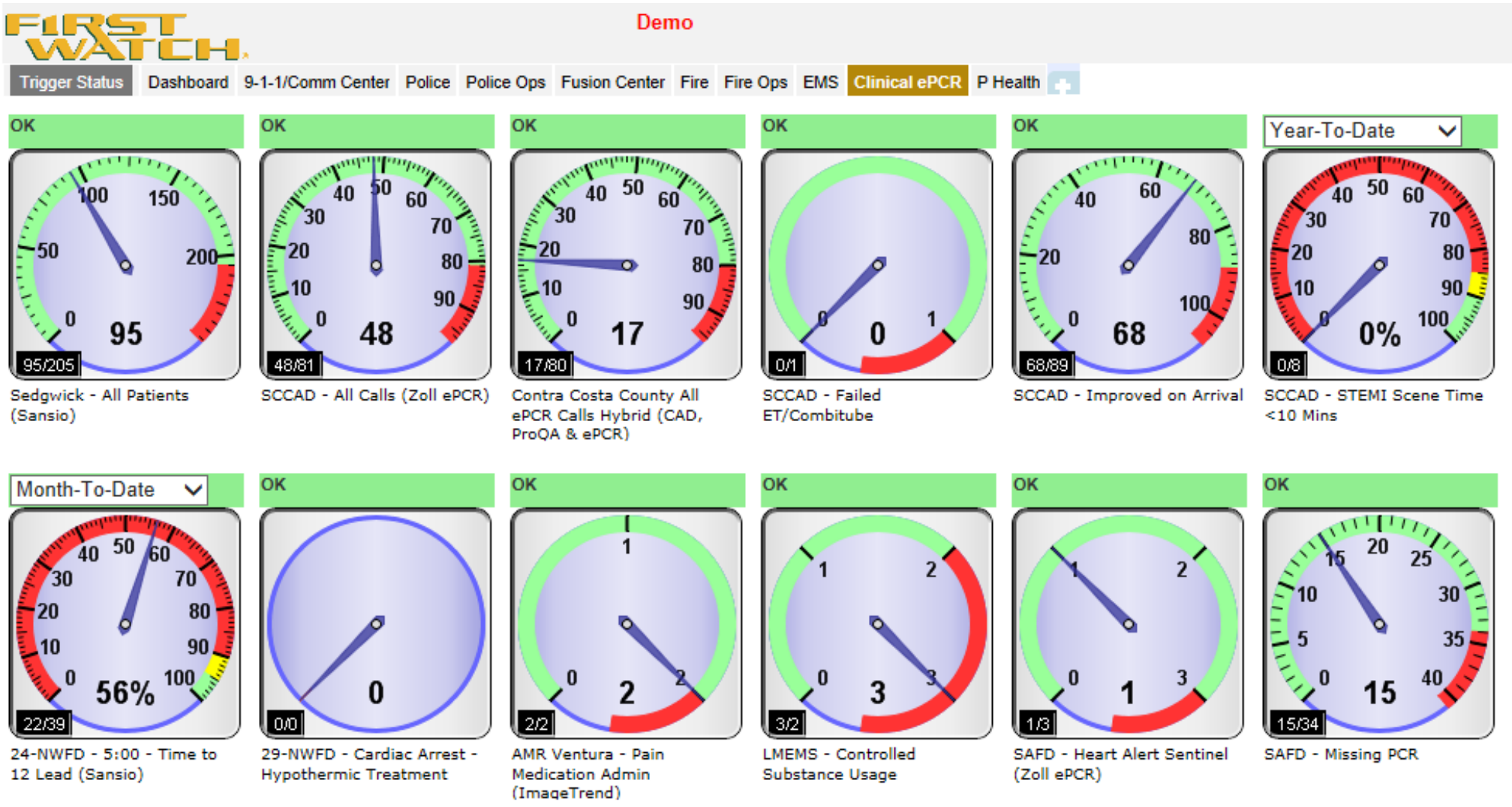
Today's Count:

Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Events	0	0	0	0	0	0	0	1	0	1	0	0	--	--	--	--	--	--	--	--	--	--	--	--

Downloads:

Detailed drill-downs into data displayed on Charts, Graphs, Maps

Real-Time Clinical Dashboards



Real-Time Dispatcher / Call-Taker Performance

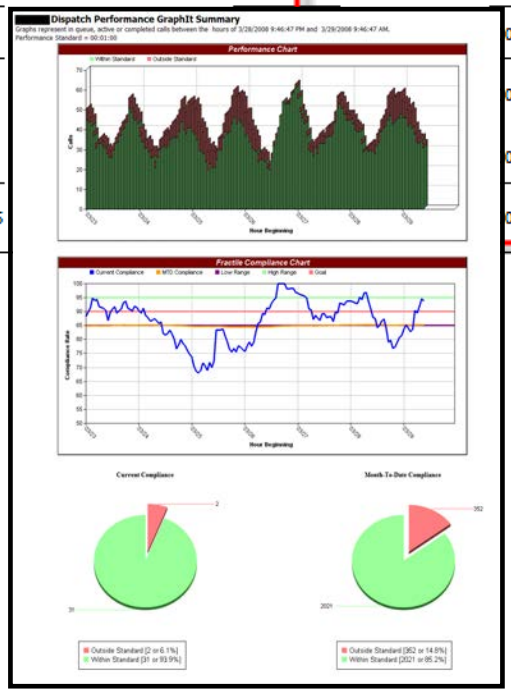
Dispatch Performance Current Call Information

Calls displayed represent active or performed calls between the hours of 4/8/2008 7:55:38 AM and 4/8/2008 7:55:38 PM.
Performance Standard = 00:01:00
Data and Report from the FirstWatch ™ Internet Server

GC	Geo Valid	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Dispatcher	Create To Dispatch	Outside Standard
	✓	4/8/2008 8:13:25 AM	Falls		25460	5223			00:04:17	Yes
	✓	4/8/2008 8:33:47 AM	Diabetic Problems		25467	00988			00:00:09	No
	?	4/8/2008 8:55:48 AM	Heart Problems / A.I.C.D.		25470	01197			00:00:22	No
	✓	4/8/2008 9:01:34 AM	Hemorrage / Lacerations		25472	3050			00:00:34	No
	✓	4/8/2008 9:04:23 AM	Falls		25473	01039			0:00:21	No
	✓	4/8/2008 9:48:11 AM	Unknown Problem (Man Down)		25480	5223			0:00:12	No
	✓	4/8/2008 10:23:33 AM	Abdominal Pain / Problems		25483	00975			0:00:17	No
	✓	4/8/2008 10:24:44 AM	Traffic/Transportation Accidents		25484	GAEMS			0:00:31	No

De-identified information

De-identified information



When measured against pre-defined standards, dispatch related time intervals captured via CAD system operation may be used as Key Performance Indicators. In this instance, a CAD computed elapsed time of 4 minutes, 17 seconds, representing the dispatch interval between “clock start” and “clock stop” is noted to have exceeded the user-determined 60 second standard. Using FirstWatch, appropriate administrative personnel can be alerted in real time when current and/or month-to-date dispatch elements, calculated as a percentage of overall compliance goals, exceed user-set baselines.

Response Time Performance

Sedgwick Co EMS - Urban Delta/Echo (8:59) Current Call Information

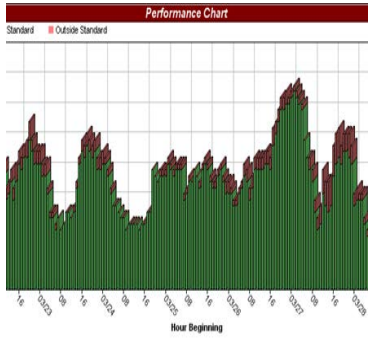
Calls displayed represent active or performed calls between the hours of 3/16/2012 6:00:00 AM and 3/16/2012 10:00:00 AM.
Performance Standard = 00:08:59

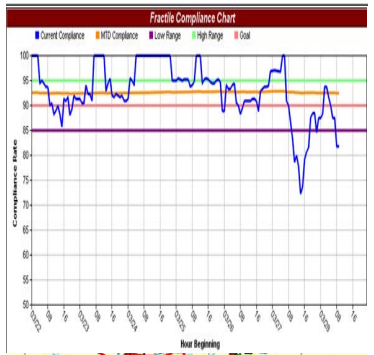
Data and Report from the FirstWatch™ Internet Server

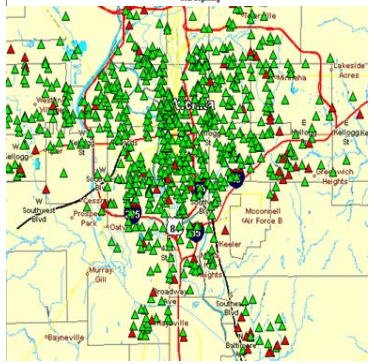
Geo Valid	Time Sent To Queue	Problem	ProQA	Incident #	Unit	Address/Location	Longitude	Latitude	DispatcherID	Assign To Scene	Outside Standard
✓	3/16/2012 6:01:02 AM	DIFF BREATHING-LEVEL D	06D02	12010733	M36	[redacted]	97307775	37596506	291	00:05:58	No
✓	3/16/2012 6:11:40 AM	DIFF BREATHING-LEVEL D	06D01A	12010734	M31	[redacted]	97379146	37678026	291	00:05:06	No
✓	3/16/2012 6:23:47 AM	DIFF BREATHING-LEVEL D	06D04	12010735	M34	[redacted]	97278636	37671383	291	00:03:42	No
✓	3/16/2012 8:10:15 AM	FALL-LEVEL D	17D03	12010740	M35	[redacted]	97432291	37674409	329	00:04:40	No
✓	3/16/2012 8:41:54 AM	DIFF BREATHING-LEVEL D	06D01	12010743	M22	[redacted]	97280641	37748929	329	00:03:18	No
✓	3/16/2012 9:12:39 AM	SICK PERSON-LEVEL D	26D01	12010747	M27	[redacted]	97270386	37566867	329	00:09:00	Yes
✓	3/16/2012 9:37:46 AM	SUBJECT UNCONSCIOUS		12010748	M33	[redacted]	97308927	37722708	329	00:03:00	No

Records Per Page: 50

Total Responses: 7 **Within Standard: 6** **Outside Standard: 1** **Compliance: 85.71%** **Average: 00:04:58**
Standard: 00:08:59







Like many communities, Sedgwick County, KS staffs ambulances for exclusive use on emergency calls in the County. These units are efficiently dispatched directly by County EMS and have strict response time compliance standards. Using a FirstWatch Performance Trigger, the contracted provider is able to immediately identify any response time outside the acceptable standard, immediately investigate and (when appropriate) resolve issues as they occur. Previously, response issues were addressed on a monthly or quarterly basis, this made the investigation and follow-up much more time intensive and, in some cases, irresolvable

Out of Chute / Station Compliance

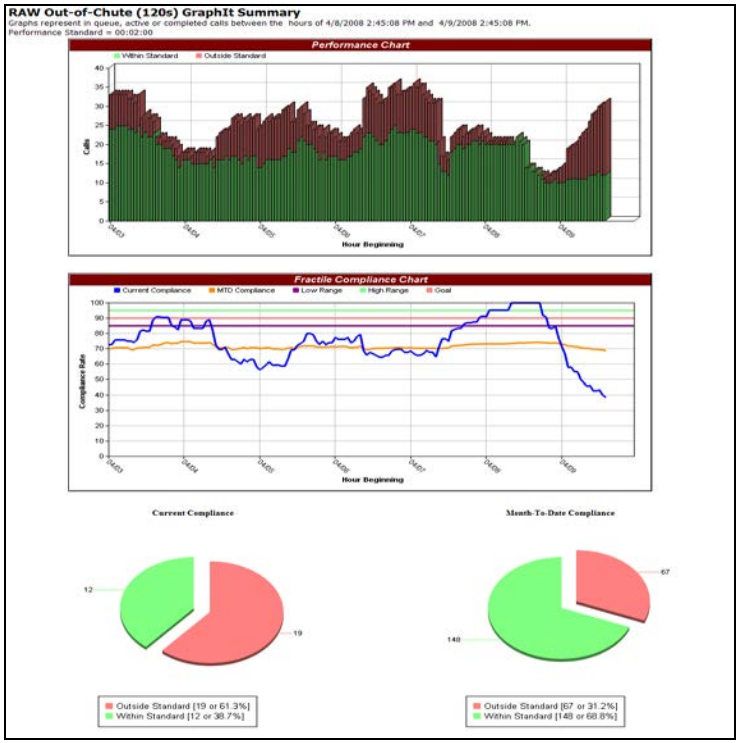
RAW Out-of-Chute (120s) Current Call Information

Calls displayed represent active or performed calls between the hours of 3/27/2008 7:48:13 AM and 3/28/2008 7:48:13 AM.
Performance Standard = 00:02:00
Data and Report from the FirstWatch™ Internet Server

Geo Valid	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Chute Time	Outside Standard ▲
?	3/27/2008 8:50:53 AM	XNTR-XNTR		2008-13210	E22		00:01:45	No
C	3/27/2008 11:34:58 AM	24D04-24D04 OB/3RD TRI BLEED		2008-13243	E14		00:01:26	No
C	3/27/2008 12:16:49 PM	10D01-10D01 CP/RESP DISTRESS		2008-13254	E14		00:01:41	No
C	3/27/2008 2:33:28 PM	06D01-06D01 SOB/RESP DISTRESS		2008-13268	E16		00:01:04	No
C	3/27/2008 3:30:29 PM	29D02-29D02 MVU HIGH MECHANISM		2008-13276	E16		00:01:08	No
C	3/27/2008 3:34:41 PM	X1020-X1020		2008-13278	E14		00:01:20	No
C	3/27/2008 4:02:38 PM	21B01-21B01 POSS DGR BLEED		2008-13280	E15	De-identified information	00:01:46	No
C	3/27/2008 4:20:49 PM	31D01-31D01 UNC @ END OF CALL		2008-13281	E16		00:01:25	No
?	3/27/2008 4:27:24 PM	5-SINGLE ENGINE RESPONSE		2008-13283	E15		00:00:33	No
?	3/27/2008 5:40:02 PM			2008-13292	E16		00:01:07	No
?	3/27/2008 5:58:15 PM	17A01-17A01 FALL/NON DGR AREA		2008-13296	E15		00:00:51	No
?	3/27/2008 6:21:43 PM	2-TRAFFIC COLLISION		2008-13299	E22		00:01:58	No
C	3/27/2008 7:00:11 PM	1GSV-GUNSHOT/SHOOTING VICTIM		2008-13305	E16		00:01:07	No
?	3/27/2008 7:17:15 PM	5TF-TRANSFORMER FIRE		2008-13307	E16		00:01:51	No
C	3/27/2008 9:03:42 PM	06E01-06E01 SOB/INEFFECTIVE BREAT		2008-13327	E16		00:01:22	No
?	3/27/2008 10:15:52 PM	01C02-01C02 ABD PAIN/F FAINT 12TO50		2008-13338	E14		00:01:36	No
?	3/27/2008 5:58:15 PM	17A01-17A01 FALL/NON DGR AREA		2008-13296	BR23		00:03:05	Yes
?	3/27/2008 9:41:08 PM	5APD-ASSIST PD		2008-13331	E22		00:13:29	Yes
C	3/28/2008 12:05:18 AM	5ALA-LIFT ASSIST		2008-13345	E14		00:02:18	Yes
C	3/28/2008 12:23:59 AM	06D01-06D01 SOB/RESP DISTRESS		2008-13347	E15		00:02:01	Yes
C	3/28/2008 1:56:21 AM	19R-ALARMS RINGING - RESIDENTIAL		2008-13353	E21		00:02:45	Yes
?	3/28/2008 3:08:26 AM	XEMT-XEMT		2008-13361	E14		00:02:22	Yes
C	3/28/2008 6:35:42 AM	5EF-EXTINGUISHED FIRE		2008-13365	E22		00:02:16	Yes

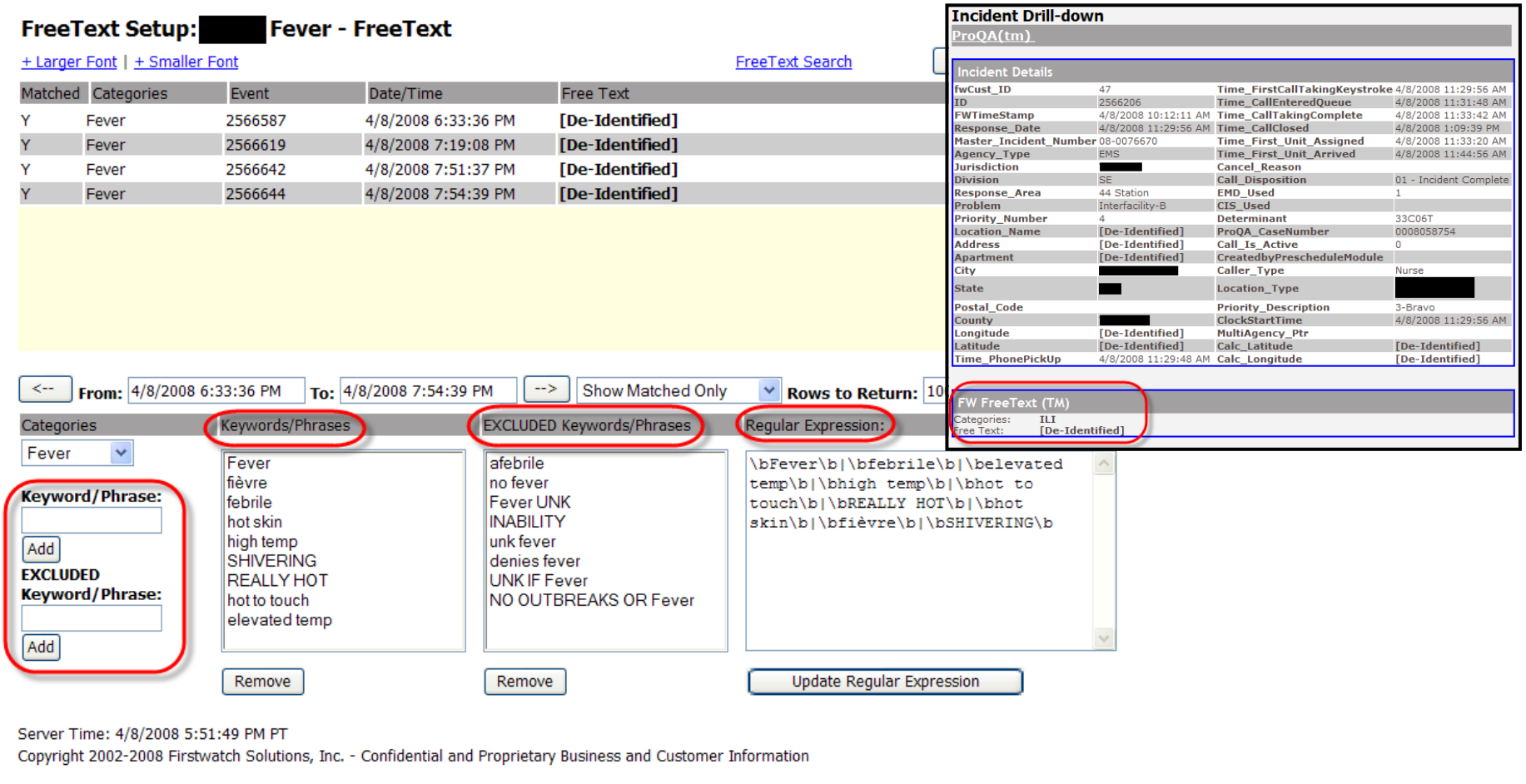
Total Responses: 23 **Within Standard: 16** **Outside Standard: 7** **Compliance: 69.57%** **Average: 00:02:11**
Standard: 00:02:00

Performance and Operational Triggers provide real-time views and automated alerts to Command Staff accountable for response time related performance. In this example, FirstWatch monitors an “Out of Chute” time constructed of CAD generated time stamps between dispatch “time to queue” and squad “responding.” Supervisory personnel are automatically alerted when Out of Chute times exceed the user-defined baseline (2 minutes in this case).



Free Text Analysis—Key Words, Phrases, Notes in Narrative

FirstWatch can also analyze user-defined free text analysis using keyword or phrase inclusion, exclusion, and regular expressions rules. Comprehensive trend analysis or sentinel event notifications can be generated using FirstWatch Free Text Triggers. In this case, the customer is using free text rules to mine and analyze fever related events during H1N1.

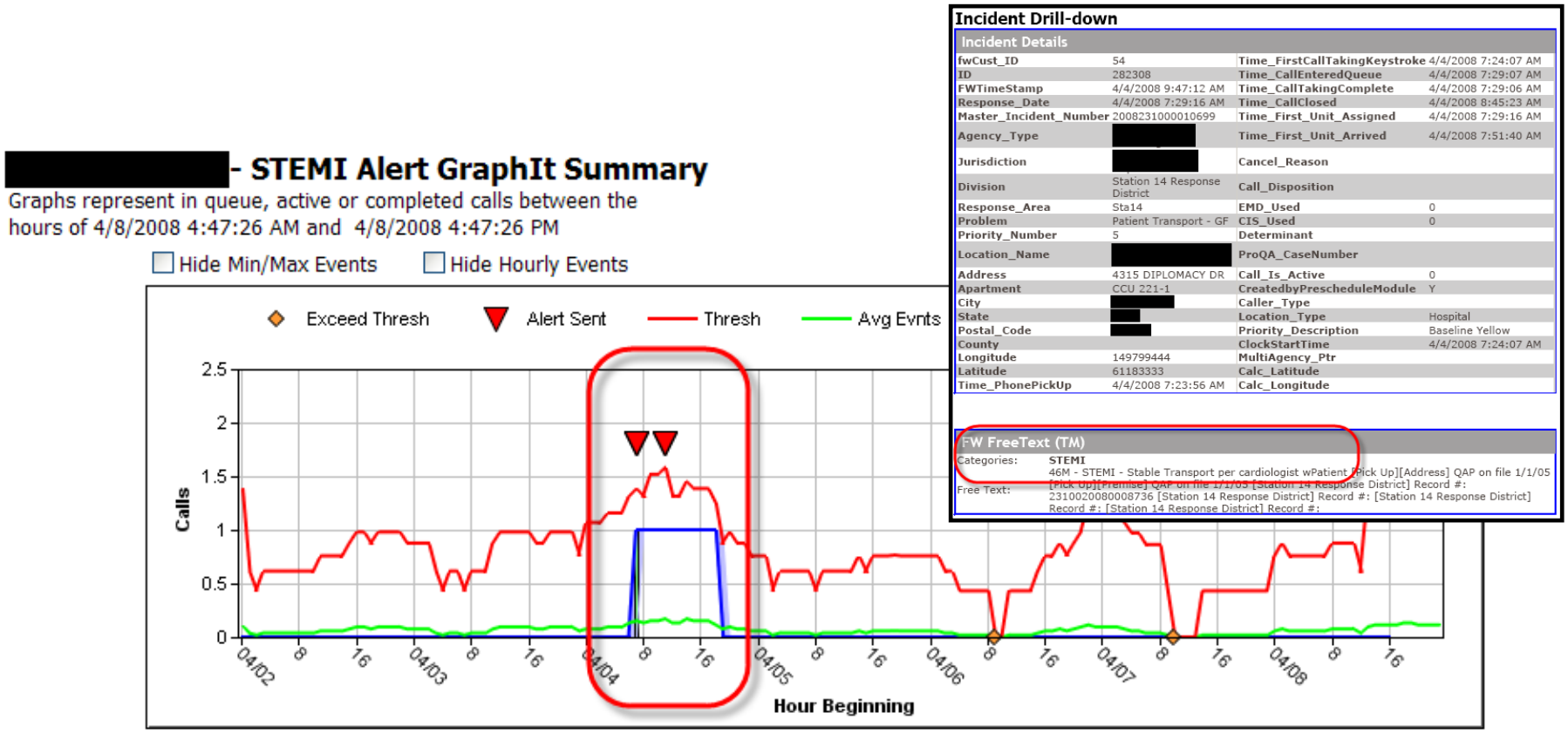


Server Time: 4/8/2008 5:51:49 PM PT

Copyright 2002-2008 Firstwatch Solutions, Inc. - Confidential and Proprietary Business and Customer Information

STEMI Alert and Incident Drill-down

When EMS Medical Directors requested notifications for all STEMI's within their jurisdictional area—our savvy EMS customers turned to FirstWatch! Now real-time STEMI data views, incident drill downs, maps, charts are generated on the fly and automated alerts are sent out as soon as STEMI criteria is met, as defined within their system. Further evolution of the STEMI Trigger could include automated notifications of Hospital ED and Catheterization Lab teams.



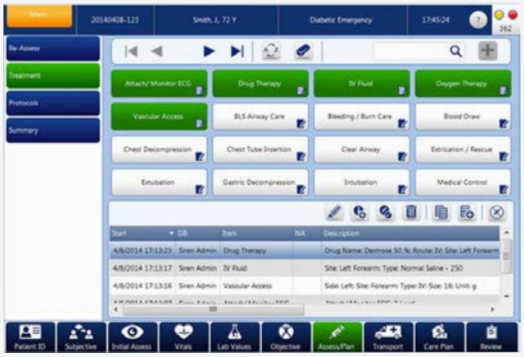


Information at your fingertips.

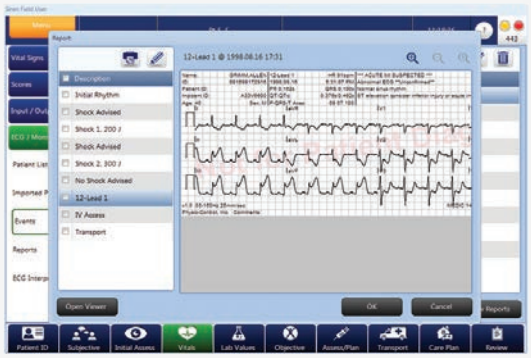
Fast. Reliable. Secure.

siren4
electronic patient care reporting

Chart once and share.
Electronic patient care reporting.



Capture clinically rich information quickly.
Siren's modern user interface and simple-to-use charting tools help minimize data entry time, while maximizing data quality.



Systems Integration.
Create and share comprehensive reports by integrating your Siren ePCR system with other third party systems like CAD, medical devices, and hospital EHRs.

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medical technologies

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People taking care of people...Together we can do anything!



Stop losing valuable time searching for information. Siren's intuitive, big-button user interface, quick search, sorting functionality, and consistent screen layout help ensure the information you need is always where it should be - right at your fingertips.

Not a one-size fits all ePCR system.
Adopting an ePCR system shouldn't mean that you have to change your operational processes or the way you practice emergency medicine. Thanks to a highly configurable user interface and over 5,000 available data fields, you can easily design Siren to meet your specific processes, practices, and reporting needs.

Simplify your data.
Searching through irrelevant data fields can slow down your care providers. Siren's user interface can display the relevant and most frequently used information as a first-see summary view.

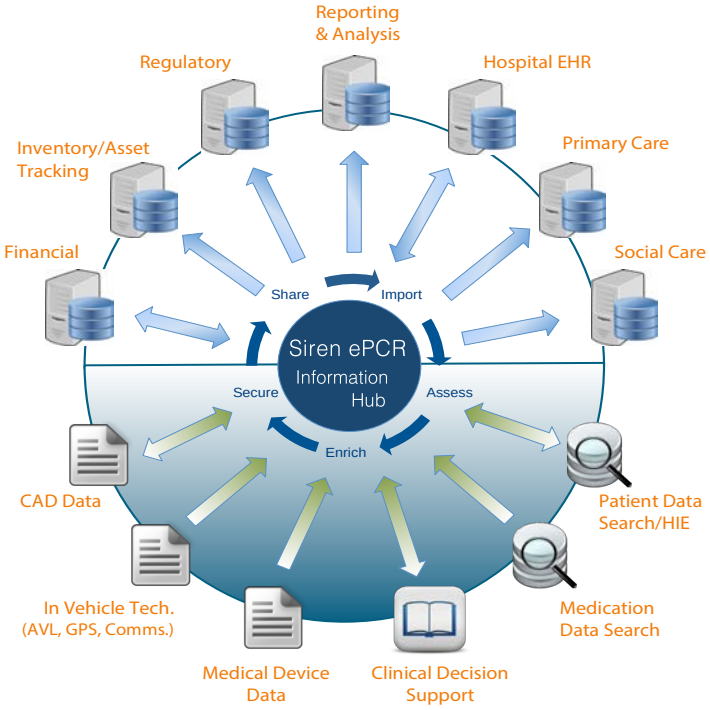
Easy to learn. Easy to use.
With an intuitive and consistent user experience and a configuration tailored for your ambulance service, your care providers will have no trouble navigating and mastering the Siren application.

An adaptable ePCR solution.
Out of the box, Siren is an easy to use solution that adapts to the individual processes, preferences, and technology comfort level of your ambulance service. As your agency changes and grows, you can adapt your solution to take advantage of more advanced features and functions that exist in Siren.

For more information:
Email: sales.info@medusamedical.com or visit: www.medusamedical.com
or Tony.Siebers@rmetro.com or visit: www.ruralmetro.com

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Information available when and where you need it.



Unlock healthcare information silos.

Accurate and timely information is a cornerstone of providing the best possible patient care, but it can be a challenge getting actionable intelligence into the right hands, when and where you need it.

Siren exchanges information with multiple healthcare systems real-time while at the patient's side to support your clinical decision making. Siren allows you to import, assess, and enrich the information before sharing it with other health and social care providers involved in the patient care pathway.

Good data. Good decisions.

Siren is one of the few patient care reporting solutions that allows you to quickly capture clean, accurate data during the patient encounter. Short-term, this data gives your emergency department valuable insight into the patient's condition and allows them to properly prepare for arrival. Long-term, Siren's powerful, user-friendly report and analysis tools allow operational, clinical, and research analysts to mine the same data to better understand your business and effect change.

Ensure a smooth transition.

Medusa has an unparalleled 15 years of ePCR experience working with ambulance services from across the world to replace paper-based and electronic systems. Our team works side-by-side with you to ensure your transition to ePCR is smooth and your ePCR objectives are fully achieved.

Join our user community.

More than 25,000 paramedics, nurses, and physicians from ambulance services across the US, Canada, the UK, Europe, Brazil, Saudi Arabia, Spain, and Australia collectively chart millions of ePCRs every year using Siren. When you choose Siren, you're not just getting a software solution. You're joining a community of many like-minded services that share best practices, research data, and ideas for the future.



About Medusa Medical Technologies Inc.

Medusa is focused on providing an electronic patient care reporting (ePCR) solution that customers are easily adapting for global use. With millions of ePCRs being charted by thousands of Siren users in different languages each year, we are continuously looking for ways to simplify charting and expand data availability.

medusa medical technologies

RURAL/METRO
People taking care of people...Together we can do anything!

Whether you are a paramedic at the first point of contact with a patient, an emergency doctor at a receiving facility, or an operations manager at the ambulance service, we know that having access to accurate, timely, patient information is key to ensuring you make the best decisions possible. Siren's 'chart once and share' capabilities help ensure important patient information is available when and where you need it.

For more information:
Email: sales.info@medusamedical.com or visit: www.medusamedical.com
or Tony.Siebers@rmetro.com or visit: www.ruralmetro.com

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RESOLUTION NO. 15-05-008

Sponsored By Commissioners: Rick Carver and Mike Caylor

A RESOLUTION TO APPROVE INTERLOCAL COOPERATION AGREEMENT RELATIVE TO THE FIFTH JUDICIAL DISTRICT DRUG AND VIOLENT CRIMES TASK FORCE BETWEEN BLOUNT COUNTY, TENNESSEE; MARYVILLE, TENNESSEE; AND ALCOA, TENNESSEE

WHEREAS, the Fifth Judicial District consists of Blount County, Tennessee and a Task Force was created pursuant to State Law in said Judicial District to consolidate the efforts of Blount County District Attorney General, the Blount County Sheriff's Office, the City of Maryville Police Department and the City of Alcoa Police Department in the identification and prosecution of the users, sellers, distributors and manufacturers of illegal drugs and to combat incidents of violent crime. Said Task Force is the Fifth Judicial District Drug and Violent Crime Task Force; and

WHEREAS, *T.C.A. § 12-9-101 et. seq.* authorizes public agencies to enter into interlocal cooperation agreements; and

WHEREAS, local governments that are parties to this agreement desire to avail themselves of the authority referred by the above statute to create a interlocal agreement relative to the operation of the Fifth Judicial District Drug and Violent Crime Task Force; and

WHEREAS, the Fifth Judicial District Drug and Violent Crime Task Force from time to time receives grants from both federal and state government. The granting authorities have indicated their desire and requirement for a written interlocal cooperation agreement between the various governments as a condition of future grants to be received by the Task Force; and

WHEREAS, the Interlocal Cooperation Agreement which is attached hereto as Exhibit A, specifies the terms of the agreement.

NOW, THEREFORE BE IT RESOLVED by the Board of County Commissioners of Blount County, Tennessee, meeting in session assembled this 21st day of May, 2015, that approval is hereby given for Blount County to enter into the Interlocal Cooperation Agreement attached hereto as Exhibit A (which copy is hereby incorporated herein by reference).

BE IT FURTHER RESOLVED that the Blount County Commissioners, by their actions, authorize the Blount County Mayor to execute said Interlocal Cooperation Agreement on behalf of Blount County, Tennessee.

BE IT FURTHER RESOLVED THAT THIS RESOLUTION TAKES EFFECT FROM AND AFTER ITS PASSAGE, THE PUBLIC WELFARE REQUIRING IT; AND THAT ANY PRIOR RESOLUTION TO THE CONTRARY IS HEREBY DECLARED VOID.

CERTIFICATION OF ACTION ATTEST

_____ _____

Commission Chairman County Clerk

Approved: _____

Vetoed: _____ _____ _____

County Mayor Date

Approved as to form:

_____

Craig L. Garrett
Attorney for Blount County Government

INTERLOCAL COOPERATION AGREEMENT
FIFTH JUDICIAL DISTRICT DRUG AND VIOLENT CRIME TASK FORCE

This Agreement is entered into by the undersigned parties on behalf of the governing bodies such parties represent by virtue of the office the individual holds at the time this Agreement is signed. The governing bodies represented herein are part of the Fifth Judicial District Drug and Violent Crime Task Force of the State of Tennessee.

WHEREAS, Tennessee Code Annotated, Section 12-9-101, *et seq.*, authorizes public agencies to enter into inter-local cooperation agreements; and

WHEREAS, Tennessee Code Annotated, Section 8-7-110, as amended by the Public Acts of 2004, authorizes any law enforcement officer or assistant district attorney general or district attorney general criminal investigator hired or assigned to a drug task force to enforce the laws of the State of Tennessee related to the investigation and prosecution of drug cases by conferring the same rights, powers, duties and immunities in every jurisdiction within the judicial district as such officer has within the officer's own jurisdiction; and

WHEREAS, the local governments that are parties to this Agreement are to avail themselves of all authority conferred by these statutes, and any other provisions of law, to create and operate a drug task force for the Fifth Judicial District Drug and Violent Crime Task Force; and

WHEREAS, it is deemed in the public interest by the parties hereto that such a multi-jurisdictional task force be operated.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties agree as follows:

1. **PURPOSE:** The purpose of the Fifth Judicial District Drug and Violent Crime Task Force (hereinafter "DTF") is to consolidate the effort, information, experience and resources of the individual law enforcement agencies within the district in order to effectively investigate drug cases and violent crime cases. This Agreement does not prohibit, or otherwise restrict the law enforcement agencies which are parties to this Agreement, from continuing to investigate drug cases within the jurisdiction in which such agency operates.

2. **BOARD OF DIRECTORS:** The DTF shall be governed by the Board of Directors (hereinafter "Board"). The Board shall be comprised of the chief law enforcement officer for each city and/or county within the Fifth Judicial District that is a party to this Agreement. Other local governmental entities within the Fifth Judicial District may become a party to this Agreement through written notification to the Board of Directors, and approval by the governing body of the entity and acceptance of this Agreement's terms and conditions. Such added parties may then designate a representative for the Board according to the provisions outlined herein. The District Attorney General for the Fifth Judicial District shall also be a voting member of the Board.

Meetings. The Board or the DTF Director will establish the time, date and place for its regular meetings. Regular meetings shall be held a minimum of four times per year. Special meetings of the Board shall be called upon the request of the Chairman or of one-third of the Board members. Notices of all meetings of the Board shall be sent by the Director of the DTF by e-mail or by regular mail at least ten (10) days prior to the meeting. Notice of any particular meeting may be given to some Board members in one manner and to the remaining Board members in a different manner.

Quorum. Except as otherwise provided herein, a majority of the Board members in person or by proxy shall constitute a quorum for the transaction of business. Except as otherwise provided herein, a majority of the quorum will rule.

Compensation. Members of the Board will serve without additional compensation.

Authority. The Board is responsible for the overall policy and direction of the DTF. The duties of the Board include, but are not limited to, the following:

1. Selecting a DTF Director. Such person may be assigned from a participating law enforcement agency or governmental entity or hired in addition to assigned personnel.

2. Approving assignment, discharge, suspension, or transfer of DTF personnel.

3. Overseeing the finances of the DTF to ensure compliance with the procedures required by the State Comptroller, federal grants and any internal financial policies established by the Board.

4. Review annually all Memorandums of Understandings, Inter-agency Agreements and Inter-local Agreements.

Officers of the Board. One member of the Board will be elected by the Board members as Chairman. The Board may elect other officers as the Board deems appropriate.

Voting. Each member of the Board will have an equal vote in the conduct of its business. Voting by proxy or thru an assigned designate will be allowed if the Board member elects this option at any time prior to the date a vote of the Board is taken. A vote by a proxy or assigned designate of a Board member will have the same force and effect as a vote by such Board member in person. Any action authorized in writing by all of the Board shall be an act of the Board with the same force and effect as if the same had been passed by unanimous vote of a duly called meeting of the Board.

Nonliability of Board members. The Board members shall not be personally liable for the debts, liabilities or other obligations of the DTF.

3. **DRUG TASK FORCE DIRECTOR:** The Board shall employ a Director to supervise the day-to-day business of the DTF. The Director shall be responsible for implementing policies approved by the Board and for reporting to the Board at each meeting. The Director's compensation and authority shall be determined by the Board. The Director shall not be entitled to vote at Board meetings. The duties of the Director include, but are not limited to, the following:

    1. Select a DTF Office Manager, and/or other necessary office personnel, and receive approval from the Board for such selection(s).

    2. Approve expenditure of DTF funds and maintain account of such funds as required by the State Comptroller, federal grant and internal financial procedures established by the Board.

    3. Ensure the timely preparation of all reports on DTF activities.

    4. Prepare press releases and press information pertaining to the DTF.

    5. Prepare policies and procedures for DTF personnel, and receive approval from the Board for the implementation of such policies and procedures.

    6. Enter into agreements, leases, and/or contracts on behalf of the DTF. The Director does not have to seek approval from the Board for agreements, leases and/or contracts pertaining to the day-to-day operations of the DTF; however, such agreements, leases and/or contracts must be accounted for within the budget and/or quarterly financial statement provided to the Board. The Board may set a maximum financial obligation which may be implemented through the authority of the Director, to set a standard by which approval must be sought prior to the implementation of agreements, leases and/or contracts pertaining to the DTF.

4. **FINANCES:** The financial matters of the DTF shall be conducted in accordance with all applicable state and federal laws.

Judicial District Drug Fund. A joint fund shall be established for the monies necessary for DTF operations. Such fund shall be maintained in the office of the Trustee in the county designated by the Board. This fund shall be known as the "Judicial District Drug Fund." All monies including, but not limited to, local government contributions, fines, grant proceeds, seizures and forfeitures for the benefit of the DTF shall be deposited in this fund.

Disbursement of Judicial District Drug Fund. Monies from the Judicial District Drug Fund may be disbursed upon request by the DTF Director. Disbursements shall be subject to the limitations established by the Board in accordance with state and federal law.

Contributions and Distribution of Income: All contributions by individual agencies that are members of the DTF along with any individualized agreements relating to the distribution of income and/or seized assets between the DTF and individual agencies, will be pursuant to Memorandums of Understanding between the DTF and the respective individual agencies. These agreements will be approved by the District Attorney General, the chief law enforcement officer of the respective agency and the Director of the DTF. All distribution of income and/or seized property will comply with any and all applicable Tennessee state law.

Budget. The DTF Director shall prepare an annual budget on or before April 1st of each year designating the manner in which the Judicial District Drug Fund shall be disbursed. Such budget shall be approved by the Board prior to disbursement.

Purchasing. The Board may adopt policies and procedures concerning purchasing. The purchasing procedure of the DTF must comply with the purchasing procedure of the county wherein the DTF headquarters is located as well as any other applicable state and/or federal law.

Accounting and Reporting. The DTF must maintain the finances and records pertaining to such finances in accordance with state and federal law. The DTF Director shall file a quarterly financial report with the Board.

Audit. An annual audit shall be conducted of the funds maintained by the DTF. The audit will be made by the State Comptroller or a private accountant employed via a majority vote of the Board.

5. **PROPERTY OF THE DTF:** The DTF shall have the authority to maintain control over personal and real property.

Personal Property and Equipment. The personal property and equipment contributed to or purchased by the DTF shall remain the property of the DTF for so long as the DTF is operational. The property and equipment supplied through employees assigned to the DTF that remain employees of a law enforcement agency and/or governmental entity shall remain the property of the law enforcement agency and/or governmental entity unless otherwise designated in writing.

Real Property. The DTF has the authority to purchase real property and hold such property in the name of the DTF. Any purchase of real property made by the

DTF must be made with the authorization of the Director after receipt of approval by a majority of the Board.

Disposal of DTF Property. Obsolete or surplus property of the DTF may be disposed of at the discretion of the DTF Director. In the event the DTF is dissolved or disbanded, real and personal property in the custody and control of the DTF shall be disposed of by the Board to the law enforcement agencies and/or governmental entities that are parties to this agreement or in accordance with state law as a Court of competent jurisdiction in any county in which the DTF operates within the Fifth Judicial District shall direct.

6. **PERSONNEL:** Any assignment of a law enforcement officer, assistant district attorney general, or district attorney general investigator assigned to the DTF shall have such assignment in writing provided by the chief law enforcement official of the assigning jurisdiction; including, but not limited to, sheriff departments, police departments, task forces, state law enforcement agencies and district attorney general's office, and shall not become effective until approved by the Board. As stated herein, the Director has the authority to hire personnel for the DTF, including agents and/or office staff, after receiving approval for such hire from the Board. Pursuant to Tennessee Code Annotated, Section 8-7-110, any law enforcement officer employed by or assigned to the DTF must meet the minimum certification requirements of the peace officers standards and training commission; provided, however, that such officer shall not be entitled to receive a police pay supplement for that certification.

Commission. The director of the DTF shall have the authority to commission personnel assigned to or hired by the DTF with the approval of the District Attorney General for the Fifth Judicial District.

Status and Benefits. Any law enforcement officer assigned to the DTF shall remain an employee of the law enforcement agency making the assignment for the purpose of compensation and benefits. Salaries of such officers shall be paid by the respective law enforcement agency making the assignment. A law enforcement officer assigned to the DTF shall retain all rights, privileges and benefits including, but not limited to, insurance, retirement, seniority, promotional consideration and Worker's Compensation with the assigning agency.

Assignment and Transfer. Each law enforcement agency and/or governmental entity that is a party to this Agreement may recommend law enforcement officers for assignment to the DTF. The officer, the assigning agency, the Director or the Board may request assignment changes regarding the officer's position with the DTF. Any assignment or change in assignment pertaining to an officer with respect to the DTF shall be subject to Board approval. Any law enforcement officer assigned by the DTF shall follow the policies and procedures of the assigning agency as well as those established by the Director for the DTF.

7. **AUTHORITY OF DTF AGENTS:** Any law enforcement officer or assistant district attorney general or district attorney general criminal investigator assigned

to or hired by the DTF shall have the same rights, powers, duties and immunities in every jurisdiction within the judicial district as such officer has within the officer's own jurisdiction. Such individuals shall also have the same rights, powers, duties and immunities statewide as such officer has within the Fifth Judicial District; provided, that investigations conducted outside the officer's jurisdiction originated within the officer's own jurisdiction and is immediately necessary to an ongoing investigation; or by working in cooperation with another judicial district or multi-judicial district task force or law enforcement agency; or where there exists a mutual aid agreement between the judicial districts or multi-judicial district task forces approved by each district attorney general. *See* Tennessee Code Annotated, Section 8-7-110. Any law enforcement officer, who is employed directly by the Fifth Judicial District Drug and Violent Crime Task Force and has been conferred law enforcement powers, shall have all the police powers necessary to enforce all State laws, including all traffic laws, the power to serve and execute warrants, arrest offenders and issue citations.

8. **IMMUNITIES OF DTF AGENTS:** Notwithstanding any other provision of law to the contrary, concerning members of judicial district task forces relating to the investigation and prosecution of alleged drug violations, if a claim or suit should be filed against an individual and it is proven that: (1) at the time of the alleged incident the individual was a member of the DTF who was properly certified to the board of claims pursuant to state law; and (2) the alleged liability arose out of the individual's activities as a DTF member; then it shall be conclusively deemed that the individual was not an employee, agent or servant of a local government but was a volunteer to the state. To the extent any conflict exists concerning liability or jurisdiction of the members of the DTF relating to the investigation and prosecution of, but not limited to, drug cases between the provisions established by state law and any mutual aid or interlocal agreement entered into by the DTF, then state law shall take precedence over any such agreement. *See* Tennessee Code Annotated, Section 8-7-110.

9. **QUALIFICATIONS FOR CERTIFYING MEMBERS OF THE TASK FORCE AND MEMBERS OF THE BOARD OF DIRECTORS: QUALIFICATIONS FOR CERTIFYING MEMBERS OF THE TASK FORCE AND MEMBERS OF THE BOARD OF DIRECTORS:** Pursuant to Tennessee Code Annotated Section 8-42-101(3)(C), the DTF will comply with all requirements of Chapter 0620-3-5 of the Rules of the Tennessee Department of Finance and Administration relating to the qualifications for certifying members and board of directors of judicial drug task forces relating to the investigation and prosecution of drug cases for the purpose of state liability protection.

10. **DURATION AND TERMINATION OF AGREEMENT:** The duration of this Agreement is perpetual. A party to this Agreement may withdraw at any time by providing written notice to the Board at least thirty (30) days prior to such withdrawal. The DTF may be dissolved upon the vote of a majority of the Board and the approval of the District Attorney General of the Fifth Judicial District. Upon such vote, the DTF will wind up its affairs in accordance with the provisions outlined herein.

11. **CONSTRUCTION:** Should any of the provisions or portions of this Agreement be held unenforceable or invalid for any reason, the remaining provisions and portions of the Agreement shall be unaffected by such holding.

12. **EFFECT:** This Agreement shall take effect as of May 30, 2015, upon the adoption of the terms of this Agreement by the Board in existence prior to such effective date. Such entities seeking to be parties to this Agreement shall be made such upon receipt by the Board of the minutes of the meeting of the governing body of such party showing agreement to the terms outlined herein. If a participating entity does not seek approval of this Agreement prior to May 30, 2015, such entity will be removed from participation on the Board or as an assigning agency of the DTF. The members of the Board and parties to this Agreement will be determined by the signatures affixed hereto by the representative assigned by the governmental agency after approval by the government body of the terms of this Agreement. If a signature and date does not appear by a party's agency, then such agency is not represented on the Board.

IN WITNESS WHEREOF, the parties by their duly authorized representatives designated by the following signatures:

_____DATE:_____
MICHAEL L. FLYNN, DISTRICT ATTORNEY GENERAL, FIFTH JUDICIAL DISTRICT

_____DATE:_____
JAMES L. BERRONG, SHERIFF OF BLOUNT COUNTY, TENNESSEE

_____DATE:_____
TONY A. CRISP, CHIEF OF POLICE FOR CITY OF MARYVILLE, TENNESSEE

_____DATE:_____
PHILLIP POTTER, CHIEF OF POLICE FOR CITY OF ALCOA, TENNESSEE

APPROVED:

_____DATE:_____
ED MITCHELL, MAYOR OF BLOUNT COUNTY, TENNESSEE

_____DATE:_____
TOM TAYLOR, MAYOR FOR CITY OF MARYVILLE, TENNESSEE

_____DATE:_____
DON MULL, MAYOR FOR CITY OF ALCOA, TENNESSEE

APPROVED AS TO FORM:

_____DATE:_____
CRAIG L. GARRETT, ATTORNEY (Attorney for Blount County, Tennessee)

_____DATE:_____
_____, ATTORNEY (Attorney for City of Maryville, Tennessee)

_____DATE:_____
_____, ATTORNEY (Attorney for City of Alcoa, Tennessee)