



***A TRUSTED AUTHORITY IN PROVIDING QUALITY PREHOSPITAL CARE***

Sterling Ambulance proposes to enter into contracts to provide 911 Emergency Medical Service to the Town of Hope. The details are outlined in the attached documents. Being located at 452 Payson Road in Union, Sterling Ambulance is only 1.2 miles to the Hope town line. Sterling Ambulance is staffed 24 hours a day/ 7 days a week with 2 ambulances, 1 wheelchair van, ALS Response Vehicle, and a utility vehicle. Our qualified and experienced staff strives to provide the highest level care to our patients while also maintaining the highest level of professionalism and compassion. Sterling Ambulance proposes these services listed for the sum of \$6,500.00 for each year of the 2 year contract. Sterling Ambulance is prepared to start 911 services with an effective date of July 1, 2013.

Sterling Ambulance is prepared to provide the Town of Hope with 24/7 emergency medical services. Along with that, we are prepared to assist and train with the Hope Fire Department in whatever capacity deemed necessary. We place a great emphasis on training and education. Our training and education programs span from helping our employees obtaining higher license levels, refresher training, and community outreach programs. Along with providing this service, Sterling Ambulance looks forward to establishing relationships with other local EMS and fire departments as part of building excellent communications and work place environments. To the Town Administrator and Board of Selectmen, we look forward to having an open and honest line of communication between the Town and Sterling Ambulance.

Sterling Ambulance was created in 2001 as a non-emergency ambulance transportation provider and mutual aid resource for local EMS services. In 2003, the property on Payson Road was purchased to give Sterling Ambulance a permanent home. In 2004, our first wheelchair van was purchased to provide additional options for medical transportation. In 2008, Sterling Ambulance became licensed to do emergency calls in the Towns of Union, Appleton, Washington, Hope, Rockport, and Rockland. In 2009, a second wheelchair van was added and the Town of Warren was added to our emergency license. Since its inception, the business and the owners have continued to give back to the communities we call home. Sterling Ambulance supports the Littlefield Home Orphanage, the Union and Appleton Little Leagues, and the Thompson Community Center. We are members of the Union Area Chamber of Commerce, Union Historical Society, the Owls Head Transportation Museum, and every August we can be found at the Union Fair. Throughout our 12 year history,

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**P.O. Box 187 Union, Maine 04862**  
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we have seen slow, steady growth, consistent with our business plan. Sterling Ambulance views this proposal as a positive avenue of growth for the company while continuing the history of service to the communities we call home. The mission of Sterling Ambulance is to provide a quality pre-hospital, post-hospital medical care experience to our clients.

The owners, Jason and Candace Wiley have had a “hands on” approach with the business that still continues today. Jason and Candace can be found in the office every day as well as running calls. Born and raised in Appleton, Jason started his EMS career with Union Ambulance in 1991. Through the years at Union, he rose through the license levels to Intermediate as well as being Ambulance Director. After spending almost 11 years as a guard at the Maine State Prison, and 9 years as a Reserve Police Officer for the Rockport Police Department, he had the opportunity to go to work for Seacoast Ambulance. At Seacoast, it was decided to purchase the company and change its name to reflect the history of that name in Union. In the last 12 years, Jason has obtained Paramedic licensure, Instructor-Coordinator certification, CPR/ACLS instructor certification. He is currently on the Board of Directors for the Thompson Community Center in Union and serves as Chairman of the Board.

Candace has over 30 years’ experience in the medical field. She started her career in the health care field as a CNA and through the years assisting with physical therapy and billing. She is a Notary Public and currently serves as Vice President/Office Manager overseeing the daily duties of employees, scheduling of wheelchair van appointments, and billing. Candace is actively involved in their daughter’s school activities.

David Mejia, our Operations Manager, came to us from Florida. He came to us with a tremendous amount of experience, working for a service doing 60,000 + calls per year. During his career in Florida, David obtained many credentials and accomplishments:

### **Current Certifications**

American Heart Association:

Basic Life Support

Basic Life Support Instructor

Advanced Cardiac Life Support

Advanced Cardiac Life Support Experienced Provider

Advanced International Trauma Life Support

Incident Command Systems 100, 200, 700, 800

Emergency Vehicle Operations Course

PIFT Paramedic

### **Accomplishments:**

Lead Advisor of the Nature Coast EMS Explorer Program

2009 Explorer Advisor of the Year

2009 National Star of Life Award Recipient

2009 VFW Citrus County, Florida EMT/Paramedic of the Year

2010 Instructor of Distinction

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Also part of this management team is Dean Camber. Dean operates our wheelchair vans and serves as our in-house mechanic. Dean has an exceptional amount of experience and talent working with diesel engines, fabrication and body work, and other general automotive skills. This allows us to have a maintenance plan to help prevent any breakdowns. Any breakdowns that do occur are kept to a minimum.

Expanding into 911 emergency services is the next logical step for Sterling Ambulance. Over the last 12 years, we have seen a slow, steady growth in our business and are ready to take the next step on our list of goals. Sterling Ambulance is ready to help serve the residents of the midcoast area by providing high quality, professional, and compassionate service at an affordable price.

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***THIS PROPOSAL IS INTENDED FOR THE TOWN OF HOPE ONLY***

Sterling Ambulance, located in Union, Maine is respectfully submitting this proposal to provide Basic Life Support and Advanced Life Support care to the Town of Hope for the benefit of its citizens.

## **Scope of Services**

### **A. Services**

Sterling Ambulance is prepared to act as the Town of Hope's First Responders. We currently staff at the BLS and ALS level on a daily basis. Monday and Tuesday is staffed with an Advanced EMT level crew and a Paramedic Level crew. Wednesday, Thursday, Friday is staffed with two paramedic crews. On Saturday and Sunday, staffing consists of an Advanced EMT crew with a Paramedic on call as needed. Our day shift runs from 0800 to 1800. At night, we staff with a combination BLS, ALS, and non EMS licensed drivers from 1800 to 0800. Crews are on call and must be available to respond. With the addition of Hope, an additional crew will be put on as an on call at night and weekends so when the primary crew is out on a call, the secondary crew will report to Sterling base for coverage until the primary crew returns.

Sterling Ambulance's Quality Assurance consists of a Paramedic level provider, a BLS level provider, our office manager, and Dr. James Kilgour as our Service's Medical Director. Any patient care issues and Paramedic Inter-Facility Transfers are reviewed monthly by the Medical Director.

### **B. Personnel**

Sterling Ambulance staffs its ambulances with 2 crew members each consisting of, at a minimum, a Basic-EMT level attendant and a non EMS licensed driver. Minimum requirements for all non EMS licensed drivers must be at least 23 years of age, have a clean driving record, and CPR/AVOC certification. Our staff consists of 5

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employees on the day shift, Monday through Friday. Advanced EMTs have a minimum of 3 years' experience, Paramedics range from 14-20 years' experience; Basic EMTs have a minimum of 1 year experience. Non EMS licensed drivers range from 1-10 years' experience.

### **C. Response Times**

Sterling Ambulance expects its average response time to be in the 10-15 minute range with quicker response times in the South Hope area. Expected response times are based on time call received to time on scene. To the Hope Corner Fire Station is 10-12 minutes (7.8 miles). Response time to Hope Elementary School is 5 minutes (1.4 miles). During daytime operating hours, our expectation is to have an ALS ambulance responding in less than 2 minutes. Sterling Ambulance has a policy of no more than 10 MPH over the posted speed limit with lights and sirens activated. These times are for both BLS and ALS service.

No one service can guarantee 100 percent coverage of all calls. Mutual aid is a necessity. Additional resources may be needed in the event of a mass casualty incident, multiple, simultaneous calls, or a sudden, unexpected mechanical breakdown. At the time of this proposal, no agreements have been put in place with any other services. However, with providing emergency medical services to the Town of Hope, agreements would be sought from Union Ambulance, Camden First Aid, and Northeast Mobile Health. These are the closest available resources to the Town of Hope.

Sterling Ambulance strives to provide a quality service. Our ambulances are on the road 7 days a week, much of that is in the Hope, Rockport, and Rockland area. Our staff is ready and willing to offer any mutual aid assistance needed in any of these communities. We look forward to working with all area services as this process moves forward.

### **D. Vehicles and Equipment**

Sterling Ambulance has 2 ALS equipped ambulances, one non-emergency handicapped accessible wheelchair van, an ALS Response Vehicle, and a utility/plow truck. Our current inventory consists of a 2001 Ford E-450 Type III ambulance, 2006 Ford E-450 Type III ambulance, 2006 Ford E-350 wheelchair van, 2004 Ford F-250 4x4 pick up, and a 1999 GMC 2500 plow truck. We are currently in the process of replacing a wheelchair van that was taken out of service. At a minimum, one ambulance is dedicated to covering emergency calls. Vehicles are replaced based on mileage and age. Ambulances are replaced at 160-170,000 miles with newer lower mileage units. Defibrillator/monitors are on a 5 year replacement schedule and power stretchers are on a 7-8 year replacement schedule. Other miscellaneous equipment and supplies are replaced on an as needed basis. All equipment and vehicles respond from 452 Payson Road, Union.

## **Cost**

Sterling Ambulance proposes a cost of \$6,500.00 per year to the Town of Hope.

## **Financial Management, Billing, and Service Reports**

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In April 2013, ambulance billing was outsourced to T.G. Higgins Business Services, PA in Winterport, Me. Collections are handled through Absolute Credit in Bangor, Me. after 90 days of nonpayment. Sterling Ambulance will make payment arrangements on any outstanding invoices.

## References

Sterling Ambulance is licensed to respond to emergencies in 7 towns. Those towns are Union, Appleton, Washington, Hope, Warren, Rockport, and Rockland. We also respond to the Knox County Airport to assist Vinalhaven EMS with their emergency transports that get flown off the island.

### Non-Municipal References

Debbie Anderson      207-785-5935

Paul Lafrance        207-785-4419

Bill Packard         207-691-2659

## Value Added Services/Options

Sterling Ambulance looks forward to the opportunity to working with the Hope Fire Department. Any fire department related responses is figured into the Town's assessment fee. Annual CPR and Bloodborne Pathogen training are also included.

Sterling Ambulance has established an EMS Citizen's Academy that is offered free to the public. This includes general overview of medical emergencies, ambulance operations, and hands-only cpr. Our community outreach programs are available to the public and any organization throughout the year.

Sterling Ambulance can be present at any Town-sponsored function as a "non-dedicated unit" free of charge. Non-dedicated means that the ambulance would need to respond to an emergency call if needed.

Community Paramedicine is an ongoing topic of interest and we are currently researching all options relating to this issue. Sterling Ambulance does respond to well-being checks as needed.

Sterling Ambulance currently does not offer an Extrication or Technical Rescue Team. We do offer to respond as EMS Support for any call out for these specialized teams.

## Transition Provisions

Sterling Ambulance is currently licensed to respond to emergency calls in the Town of Hope. 911 dispatchers can take the information and pass it on to our dispatch center. Once Sterling Ambulance is notified of the call, crew will deal directly with Knox dispatch via radio and/or phone. Sterling Ambulance will look into setting up an alert tone through Knox dispatch to be installed in radios and/or pagers to streamline the flow of information.

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