

# AGREEMENT FOR SERVICES OF INDEPENDENT CONTRACTORS

between

**COUNTY OF SANTA BARBARA**

and

**CALSTAR Air Medical Services LLC (CALSTAR) and REACH Air Medical Services LLC (REACH)**

**THIS AGREEMENT** (hereafter Agreement) is made by and between the County of Santa Barbara, a political subdivision of the State of California (hereafter COUNTY or LEMSA) and CALSTAR Air Medical Services LLC (CALSTAR) and REACH Air Medical Services LLC (REACH) with an address at 4933 Bailey Loop, McClellan, CA (hereafter CONTRACTORS) wherein CONTRACTORS agree to provide and COUNTY agrees to accept the services specified herein.

**WHEREAS**, pursuant to Health and Safety Code section 1797.204, the local Emergency Medical Services (EMS) Agency shall plan, implement, and evaluate an emergency medical services system, in accordance with the provisions of this part, consisting of an organized pattern of readiness and response services based on public and private agreements and operational procedures; and

**WHEREAS**, Title 22 of the California Code of Regulations, section 100280 states that Air Ambulance means any aircraft specially constructed, modified or equipped, and used for the primary purposes of responding to emergency calls and transporting critically ill or injured patients whose medical flight crew has at a minimum two (2) attendants certified or licensed in advanced life support; and

**WHEREAS**, Health and Safety Code authorizes the Local EMS Agency (LEMSA) to adopt medical control policies and procedures governing the transportation of a patient who received care in the field from prehospital emergency medical personnel to specialty care centers utilizing authorized medical transportation providers including private air ambulances; and

**WHEREAS**, Title 22 of the California Code of Regulations section 100300 requires written agreements with air ambulance providers specifying conditions to routinely serve their jurisdiction; and

**WHEREAS**, CONTRACTORS are granted, through execution of this Agreement, authorization to provide air ambulance medical transport services within the County of Santa Barbara; and

**WHEREAS**, CONTRACTORS agree to only provide services when requested through the Santa Barbara County Public Safety Dispatch Center in accordance with Santa Barbara County's Air Medical Transport Policies which have been provided to CONTRACTORS and are available on the EMS website, [www.sbcphd.org/ems](http://www.sbcphd.org/ems); and

**WHEREAS**, CONTRACTORS will not usually operate ground rescue or transport, but may, from time to time, participate in the ground transfer of a patient utilizing the services of a locally approved ambulance provider if such transport method is deemed medically necessary; and

**WHEREAS**, CONTRACTORS represent that they are specially trained, skilled, experienced, and competent to perform the special services required by COUNTY and COUNTY desires to retain the services of CONTRACTORS pursuant to the terms, covenants, and conditions herein set forth.

**NOW, THEREFORE**, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

**1. DESIGNATED REPRESENTATIVE**

Nick Clay at phone number 805-681-5394 is the representative of COUNTY and will administer this Agreement for and on behalf of COUNTY. Randy Lyman, Chief Operating Officer, at phone number 916-921-4000 is the authorized representative for CONTRACTORS. Changes in designated representatives shall be made only after advance written notice to the other party.

**2. NOTICES**

Any notice or consent required or permitted to be given under this Agreement shall be given to the respective parties in writing, by personal delivery or facsimile, or with postage prepaid by first class mail, registered or certified mail, or express courier service, as follows:

To COUNTY: EMS Agency Director  
Local Emergency Medical Services Agency  
300 North San Antonio Road, Bldg 1  
Santa Barbara, CA 93110-1316  
(805) 681-5274

To CONTRACTORS: Chief Operating Officer  
CALSTAR Headquarters  
4933 Bailey Loop  
McClellan, CA 95652  
(916) 921-4000

Copy To: General Counsel  
CALSTAR Air Medical Services LLC  
REACH Air Medical Services LLC  
1001 Boardwalk Springs Place, Suite 250  
O'Fallon, MO 63368  
(636) 695-5335

or at such other address or to such other person that the parties may from time to time designate in accordance with this Notices section. If sent by first class mail, notices and consents under this section shall be deemed to be received five (5) days following their deposit in the U.S. mail. This Notices section shall not be construed as meaning that either party agrees to service of process except as required by applicable law.

**3. SCOPE OF SERVICES**

CONTRACTORS agree to provide services to COUNTY in accordance with EXHIBIT A attached hereto and incorporated herein by reference.

**4. TERM**

CONTRACTORS shall commence performance on July 1, 2019 and end performance upon completion, but no later than June 30, 2023 unless otherwise directed by COUNTY or unless earlier terminated.

## **5. FEES**

CONTRACTORS agree to reimburse the COUNTY for LEMSA quality improvement and contract monitoring oversight in accordance with the terms of EXHIBIT B attached hereto and incorporated herein by reference.

## **6. INDEPENDENT CONTRACTORS**

It is mutually understood and agreed that CONTRACTORS (including any and all of its officers, agents, and employees), shall perform all of its services under this Agreement as independent CONTRACTORS as to COUNTY and not as an officer, agent, servant, employee, joint venture, partner, or associate of COUNTY. Furthermore, COUNTY shall have no right to control, supervise, or direct the manner or method by which CONTRACTORS shall perform their work and function. However, COUNTY shall retain the right to administer this Agreement so as to verify that CONTRACTORS are performing their obligations in accordance with the terms and conditions hereof. CONTRACTORS understand and acknowledge that they shall not be entitled to any of the benefits of a COUNTY employee, including but not limited to vacation, sick leave, administrative leave, health insurance, disability insurance, retirement, unemployment insurance, workers' compensation and protection of tenure. CONTRACTORS shall be solely liable and responsible for providing to, or on behalf of, their employees all legally-required employee benefits. In addition, CONTRACTORS shall be solely responsible and save COUNTY harmless from all matters relating to payment of CONTRACTORS's employees, including compliance with Social Security withholding and all other regulations governing such matters. It is acknowledged that during the term of this Agreement, CONTRACTORS may be providing services to others unrelated to the COUNTY or to this Agreement.

## **7. STANDARD OF PERFORMANCE**

CONTRACTORS represent that they have the skills, expertise, and licenses/permits necessary to perform the services required under this Agreement. Accordingly, CONTRACTORS shall perform all such services in the manner and according to the standards observed by a competent practitioner of the same profession in which CONTRACTORS are engaged. All products of whatsoever nature, which CONTRACTORS deliver to COUNTY pursuant to this Agreement, shall be prepared in a first class and workmanlike manner and shall conform to the standards of quality normally observed by a person practicing in CONTRACTORS's profession. CONTRACTORS shall correct or revise any errors or omissions, at COUNTY'S request without additional compensation. Permits and/or licenses shall be obtained and maintained by CONTRACTORS without additional compensation.

## **8. DEBARMENT AND SUSPENSION**

CONTRACTORS certify to COUNTY that they and their employees and principals are not debarred, suspended, or otherwise excluded from or ineligible for, participation in federal, state, or county government contracts. CONTRACTORS certify that they shall not contract with a subcontractor that is so debarred or suspended.

## **9. TAXES**

CONTRACTORS shall pay all taxes, levies, duties, and assessments of every nature due in connection with any work under this Agreement and shall make any and all payroll deductions required by law. COUNTY shall not be responsible for paying any taxes on CONTRACTORS's behalf, and should COUNTY be required to do so by state, federal, or local taxing agencies, CONTRACTORS agree to promptly reimburse COUNTY for the full value of such paid taxes plus interest and penalty, if any. These taxes shall include, but not be limited to, the following: FICA (Social Security), unemployment insurance contributions, income tax, disability insurance, and workers' compensation insurance.

## **10. CONFLICT OF INTEREST**

CONTRACTORS covenant that CONTRACTORS presently have no employment or interest and shall not acquire any employment or interest, direct or indirect, including any interest in any business, property, or source of income, which would conflict in any manner or degree with the performance of services required to be performed

under this Agreement. CONTRACTORS further covenant that in the performance of this Agreement, no person having any such interest shall be employed by CONTRACTORS. CONTRACTORS must promptly disclose to COUNTY, in writing, any potential conflict of interest. COUNTY retains the right to waive a conflict of interest disclosed by CONTRACTORS if COUNTY determines it to be immaterial, and such waiver is only effective if provided by COUNTY to CONTRACTORS in writing.

#### **11. OWNERSHIP OF DOCUMENTS AND INTELLECTUAL PROPERTY**

COUNTY shall be the owner of the following items incidental to this Agreement upon production, whether or not completed: all data collected on behalf of the COUNTY, all documents of any type whatsoever, all photos, designs, sound or audiovisual recordings, software code, inventions, technologies, and other materials, and any material necessary for the practical use of such items, from the time of collection and/or production whether or not performance under this Agreement is completed or terminated prior to completion. CONTRACTORS shall not release any of such items to other parties except after prior written approval of COUNTY. However, all patient care records shall remain the exclusive property of CONTRACTORS, whether or not provided to COUNTY.

Unless otherwise specified in Exhibit A, CONTRACTORS hereby assigns to COUNTY all copyright, patent, and other intellectual property and proprietary rights to all data, documents, reports, photos, designs, sound or audiovisual recordings, software code, inventions, technologies, and other materials prepared for COUNTY and provided by CONTRACTORS pursuant to this Agreement (collectively referred to as "Copyrightable Works and Inventions"). COUNTY shall have the unrestricted authority to copy, adapt, perform, display, publish, disclose, distribute, create derivative works from, and otherwise use in whole or in part, any Copyrightable Works and Inventions. CONTRACTORS agrees to take such actions and execute and deliver such documents as may be needed to validate, protect and confirm the rights and assignments provided hereunder. CONTRACTORS warrant that any Copyrightable Works and Inventions and other items provided under this Agreement will not infringe upon any intellectual property or proprietary rights of any third party. CONTRACTORS at their own expense shall defend, indemnify, and hold harmless COUNTY against any claim that any Copyrightable Works or Inventions or other items provided by CONTRACTORS hereunder infringe upon intellectual or other proprietary rights of a third party, and CONTRACTORS shall pay any damages, costs, settlement amounts, and fees (including attorneys' fees) that may be incurred by COUNTY in connection with any such claims. This Ownership of Documents and Intellectual Property provision shall survive expiration or termination of this Agreement.

#### **12. NO PUBLICITY OR ENDORSEMENT**

CONTRACTORS shall not use COUNTY's name or logo or any variation of such name or logo in any publicity, advertising or promotional materials without written consent of COUNTY. CONTRACTORS shall not use COUNTY's name or logo in any manner that would give the appearance that the COUNTY is endorsing CONTRACTORS. CONTRACTORS shall not in any way contract on behalf of or in the name of COUNTY. CONTRACTORS shall not release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the COUNTY or its projects, without obtaining the prior written approval of COUNTY.

#### **13. COUNTY PROPERTY AND INFORMATION**

All of COUNTY's property, documents, and information provided for CONTRACTORS's use in connection with the services shall remain COUNTY's property, and CONTRACTORS shall return any such items whenever requested by COUNTY and whenever required according to the Termination section of this Agreement. CONTRACTORS may use such items only in connection with providing the services. CONTRACTORS shall not disseminate any COUNTY property, documents, or information without COUNTY's prior written consent.

#### **14. RECORDS, AUDIT, AND REVIEW**

CONTRACTORS shall keep such business records pursuant to this Agreement as would be kept by a reasonably prudent practitioner of CONTRACTORS's profession and shall maintain such records for at least four (4)

years following the termination of this Agreement. All accounting records shall be kept in accordance with generally accepted accounting principles. COUNTY shall have the right to audit and review all such documents and records at any time during CONTRACTORS's regular business hours or upon reasonable notice. In addition, if this Agreement exceeds ten thousand dollars (\$10,000.00), CONTRACTORS shall be subject to the examination and audit of the California State Auditor, at the request of the COUNTY or as part of any audit of the COUNTY, for a period of three (3) years after final payment under the Agreement (Cal. Govt. Code Section 8546.7). CONTRACTORS shall participate in any audits and reviews, whether by COUNTY or the State, at no charge to COUNTY.

If federal, state or COUNTY audit exceptions are made relating to this Agreement, CONTRACTORS shall reimburse all costs incurred by federal, state, and/or COUNTY governments associated with defending against the audit exceptions or performing any audits or follow-up audits, including but not limited to: audit fees, court costs, attorneys' fees based upon a reasonable hourly amount for attorneys in the community, travel costs, penalty assessments and all other costs of whatever nature. Immediately upon notification from COUNTY, CONTRACTORS shall reimburse the amount of the audit exceptions and any other related costs directly to COUNTY as specified by COUNTY in the notification.

#### **15. INDEMNIFICATION AND INSURANCE**

CONTRACTORS agree to the indemnification and insurance provisions as set forth in EXHIBIT C attached hereto and incorporated herein by reference.

#### **16. NONDISCRIMINATION**

COUNTY hereby notifies CONTRACTORS that COUNTY's Unlawful Discrimination Ordinance (Article XIII of Chapter 2 of the Santa Barbara County Code) applies to this Agreement and is incorporated herein by this reference with the same force and effect as if the ordinance were specifically set out herein and CONTRACTORS agree to comply with said ordinance.

#### **17. NONEXCLUSIVE AGREEMENT**

CONTRACTORS understand that this is not an exclusive Agreement and that COUNTY shall have the right to negotiate with and enter into contracts with others providing the same or similar services as those provided by CONTRACTORS as the COUNTY desires.

#### **18. NON-ASSIGNMENT**

CONTRACTORS shall not assign, transfer or subcontract this Agreement or any of their rights or obligations under this Agreement without the prior written consent of COUNTY and any attempt to so assign, subcontract or transfer without such consent shall be void and without legal effect and shall constitute grounds for termination.

#### **19. TERMINATION**

A. By COUNTY. COUNTY may, by written notice to CONTRACTORS, terminate this Agreement in whole or in part at any time, whether for COUNTY's convenience, for nonappropriation of funds, or because of the failure of CONTRACTORS to fulfill the obligations herein.

1. **For Convenience.** COUNTY may terminate this Agreement in whole or in part upon thirty (30) days written notice. During the thirty (30) day period, CONTRACTORS shall, as directed by COUNTY, wind down and cease their services as quickly and efficiently as reasonably possible, without performing unnecessary services or activities and by minimizing negative effects on COUNTY from such winding down and cessation of services.

2. **For Nonappropriation of Funds.** Notwithstanding any other provision of this Agreement, in the event that no funds or insufficient funds are appropriated or budgeted by federal, state or COUNTY governments, or funds are not otherwise available for payments in the fiscal year(s) covered by the term of this Agreement, then COUNTY will notify CONTRACTORS of such occurrence and COUNTY may terminate or suspend this Agreement in whole or in part, with or without a prior notice period. Subsequent to termination of this Agreement under this provision, COUNTY shall have no obligation to make payments with regard to the remainder of the term.
  3. **For Cause.** Should CONTRACTORS default in the performance of this Agreement or materially breach any of its provisions, COUNTY may, at COUNTY's sole option, terminate or suspend this Agreement in whole or in part by written notice. Upon receipt of notice, CONTRACTORS shall immediately discontinue all services affected (unless the notice directs otherwise) and notify COUNTY as to the status of its performance. The date of termination shall be the date the notice is received by CONTRACTORS, unless the notice directs otherwise.
- B. **By CONTRACTORS.** Should COUNTY fail to pay CONTRACTORS all or any part of the payment set forth in EXHIBIT B, CONTRACTORS may, at CONTRACTORS's option terminate this Agreement if such failure is not remedied by COUNTY within thirty (30) days of written notice to COUNTY of such late payment.
- C. Upon termination, CONTRACTORS shall deliver to COUNTY all data, estimates, graphs, summaries, reports, and all other property, records, documents or papers as may have been accumulated or produced by CONTRACTORS in performing this Agreement, whether completed or in process, except such items as COUNTY may, by written permission, permit CONTRACTORS to retain. Notwithstanding any other payment provision of this Agreement, COUNTY shall pay CONTRACTORS for satisfactory services performed to the date of termination to include a prorated amount of compensation due hereunder less payments, if any, previously made. In no event shall CONTRACTORS be paid an amount in excess of the full price under this Agreement nor for profit on unperformed portions of service. CONTRACTORS shall furnish to COUNTY such financial information as in the judgment of COUNTY is necessary to determine the reasonable value of the services rendered by CONTRACTORS. In the event of a dispute as to the reasonable value of the services rendered by CONTRACTORS, the decision of COUNTY shall be final. The foregoing is cumulative and shall not affect any right or remedy which COUNTY may have in law or equity.

## **20. SECTION HEADINGS**

The headings of the several sections, and any Table of Contents appended hereto, shall be solely for convenience of reference and shall not affect the meaning, construction or effect hereof.

## **21. SEVERABILITY**

If any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

## **22. REMEDIES NOT EXCLUSIVE**

No remedy herein conferred upon or reserved to COUNTY is intended to be exclusive of any other remedy or remedies, and each and every such remedy, to the extent permitted by law, shall be cumulative and in addition to any other remedy given hereunder or now or hereafter existing at law or in equity or otherwise.

**23. TIME IS OF THE ESSENCE**

Time is of the essence in this Agreement and each covenant and term is a condition herein.

**24. NO WAIVER OF DEFAULT**

No delay or omission of COUNTY to exercise any right or power arising upon the occurrence of any event of default shall impair any such right or power or shall be construed to be a waiver of any such default or an acquiescence therein; and every power and remedy given by this Agreement to COUNTY shall be exercised from time to time and as often as may be deemed expedient in the sole discretion of COUNTY.

**25. ENTIRE AGREEMENT AND AMENDMENT**

In conjunction with the matters considered herein, this Agreement contains the entire understanding and agreement of the parties and there have been no promises, representations, agreements, warranties or undertakings by any of the parties, either oral or written, of any character or nature hereafter binding except as set forth herein. This Agreement may be altered, amended or modified only by an instrument in writing, executed by the parties to this Agreement and by no other means. Each party waives their future right to claim, contest or assert that this Agreement was modified, canceled, superseded, or changed by any oral agreements, course of conduct, waiver or estoppel.

**26. SUCCESSORS AND ASSIGNS**

All representations, covenants and warranties set forth in this Agreement, by or on behalf of, or for the benefit of any or all of the parties hereto, shall be binding upon and inure to the benefit of such party, its successors and assigns.

**27. COMPLIANCE WITH LAW**

CONTRACTORS shall, at their sole cost and expense, comply with all County, State and Federal ordinances and statutes now in force or which may hereafter be in force with regard to this Agreement. The judgment of any court of competent jurisdiction, or the admission of CONTRACTORS in any action or proceeding against CONTRACTORS, whether COUNTY is a party thereto or not, that CONTRACTORS have violated any such ordinance or statute, shall be conclusive of that fact as between CONTRACTORS and COUNTY.

**28. CALIFORNIA LAW AND JURISDICTION**

This Agreement shall be governed by the laws of the State of California. Any litigation regarding this Agreement or its contents shall be filed in the County of Santa Barbara, if in state court, or in the federal district court nearest to Santa Barbara County, if in federal court.

**29. EXECUTION OF COUNTERPARTS**

This Agreement may be executed in any number of counterparts and each of such counterparts shall for all purposes be deemed to be an original; and all such counterparts, or as many of them as the parties shall preserve undestroyed, shall together constitute one and the same instrument.

**30. AUTHORITY**

All signatories and parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles and capacities herein stated and on behalf of any entities, persons, or firms represented or purported to be represented by such entity(ies), person(s), or firm(s) and that all formal requirements necessary or required by any state and/or federal law in order to enter into this Agreement have been fully complied with. Furthermore, by entering into this Agreement, CONTRACTORS hereby warrant that they shall

not have breached the terms or conditions of any other contract or agreement to which CONTRACTORS are obligated, which breach would have a material effect hereon.

**31. SURVIVAL**

All provisions of this Agreement which by their nature are intended to survive the termination or expiration of this Agreement shall survive such termination or expiration.

**32. PRECEDENCE**

In the event of conflict between the provisions contained in the numbered sections of this Agreement and the provisions contained in the Exhibits, the provisions of the Exhibits shall prevail over those in the numbered sections.

**33. HIPAA**

The parties are Covered Entities as defined under the *Health Insurance Portability and Accountability Act of 1996* (HIPAA), Public Law 104-191. As such, both parties are directly subject to the privacy and security requirements of HIPAA. The parties agree to use and disclose protected health information in compliance with HIPAA regulations including for treatment activities, payment activities of a health care provider, or health care operations of another covered entity involving either quality or competency assurance activities or fraud and abuse detection and compliance activities.



Agreement for Services of Independent CONTRACTORS between the **County of Santa Barbara** and **CALSTAR Air Medical Services LLC (CALSTAR)/REACH Air Medical Services LLC (REACH)**.

**IN WITNESS WHEREOF**, the parties have executed this Agreement to be effective July 1, 2019.

**ATTEST:**

Mona Miyasato  
County Executive Officer  
Clerk of the Board

By: \_\_\_\_\_  
Deputy Clerk

**COUNTY OF SANTA BARBARA:**

Steve Lavagnino

By: \_\_\_\_\_  
Chair, Board of Supervisors

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

**RECOMMENDED FOR APPROVAL:**

Van Do-Reynoso, MPH, PhD  
Public Health Department

By: \_\_\_\_\_  
Department Head

**APPROVED AS TO ACCOUNTING FORM:**

Betsy M. Schaffer, CPA  
Auditor-Controller

By: \_\_\_\_\_  
Deputy

**APPROVED AS TO FORM:**

Michael C. Ghizzoni  
County Counsel

By: \_\_\_\_\_  
Deputy County Counsel

**APPROVED AS TO FORM:**

Risk Management

By: \_\_\_\_\_  
Risk Management

**APPROVED AS TO FORM:**

Nicholas Clay  
EMS Agency Director

By: \_\_\_\_\_

Agreement for Services of Independent CONTRACTORS between the **County of Santa Barbara** and **CALSTAR Air Medical Services LLC (CALSTAR)**.

**IN WITNESS WHEREOF**, the parties have executed this Agreement to be effective July 1, 2019.

**CONTRACTORS:**

CALSTAR Air Medical Services LLC.  
REACH Air Medical Services LLC.

By: \_\_\_\_\_  
Authorized Representative

Name: \_\_\_\_\_  
Randy Lyman

Title: \_\_\_\_\_  
Chief Operating Officer

**Exhibit A**  
**CONTRACTORS Responsibilities**

**A. Fundamental Requirements.** The Contractor shall:

1. Provide locally approved Air Ambulance services 24 hours a day, 7 days a week within the boundaries of Santa Barbara County, subject to availability of aircraft and weather conditions (hereafter, "Services").
2. Make all commercially reasonable efforts to provide and maintain locally approved Air Ambulance services 24 hours a day, 7 days a week within the boundaries of Santa Barbara County, targeting an annual in service rate of ninety percent (90%).
3. When air transport is not possible or practical, the CONTRACTORS may, from time to time provide patient care using a SBCEMSA approved ground ambulance transport provider, when available. The circumstances requiring the use of ground transport may include, but are not limited to: weather, unexpected mechanical issues, and patient size and weight limitations.
4. To respond to 911 calls only when officially requested by County Public Safety Communication Center (County Dispatch) in accordance with Santa Barbara County dispatch procedures.
5. To comply with all applicable COUNTY requirements, including all protocols, policies and procedures as well as applicable state and county regulations.
6. To provide Services in the Contract Service Area including all areas within Santa Barbara County, but excluding areas where flight is not authorized due to superseding Federal, State, and/or Local requirements. To appoint a Medical Director responsible for personnel assigned to CALSTAR-REACH in Santa Barbara County. The Medical Director shall be licensed and authorized to practice in the State of California and should have experience in both air and ground emergency medical services. The Medical Director shall be Board Certified in Emergency Medicine or eligible to sit for the Emergency Medical boards and ensure medical flight personnel meet all training and medical qualifications required. The Medical Director shall be actively involved in the on-going Training and Quality Improvement (QI) Program and shall maintain regular communications with the EMS Agency Medical Director.
7. Provide a current copy of its Medical Protocols and Standardized Procedures to the LEMSA upon changes and submit any and all changes of its Medical Protocols to LEMSA.

**B. Staffing** The Contractor shall:

1. Provide air medical transport service with two (2) State of California Registered Nurses, working under the Nurse Practice Act, or one (1) State of California Registered Nurse and one (1) Santa Barbara County Accredited Paramedic.
2. Require nurse medical staff follow CONTRACTORS Medical Protocols and Standardized Procedures.
3. Ensure that all CALSTAR/REACH Registered Nurses maintain all State and CONTRACTORS required professional licenses and certifications including those set forth by the Commission on Accreditation of Medical Transport Systems (CAMTS). Ensure that all flight nurses maintain critical and specialty care skill levels by participating in monthly, quarterly and annual clinical trainings per company and CAMTS Standards.
4. Ensure paramedic staff shall adhere to LEMSA policies and procedures. A copy of the LEMSA policies and procedures has been provided to CONTRACTORS at [www.countyofsb.org/phd/ems](http://www.countyofsb.org/phd/ems).
5. Ensure that all CALSTAR/REACH paramedics maintain all State and CONTRACTORS required professional licenses and accreditations including Flight Paramedic - Certified (FP-C) or Critical

Care Paramedic – Certified (CCP-C). Ensure that all flight paramedics maintain critical and specialty care skill levels by participating in monthly, quarterly and annual clinical rotations and trainings per company and CAMTS Standards.

6. Ensure that all Santa Barbara County CALSTAR/REACH pilots meet the minimum standard set forth by the FAA and CAMTS.
7. Maintain current accreditation with the Commission on Accreditation of Medical Transport Systems (CAMTS) during the term of this Agreement.
8. Follow all Federal, State, and Local requirements concerning safety and infection control.

**C. Training.** The Contractor shall:

1. Participate in County training requirements.
2. Provide EMS system personnel with educational updates and instructor-led orientations to ensure prehospital and appropriate hospital providers are oriented to helicopter operations.
3. Support EMS Update through presentation of case reviews and providing instructors for skill labs.
4. Participate in multi-agency Mass Casualty Incident (MCI)/Disaster training exercises and drills.

**D. Patient Care Record Data Collection and Reporting.** The Contractor shall:

1. Comply with COUNTY requirements (pursuant to 22 CCR §100302) for record keeping and data collection. Data collection system must be capable of exporting NEMSIS/CEMSIS data to the Santa Barbara County data system. All patient care reports will be treated as confidential information used for the purposes of evaluating and improving the overall EMS system.

**E. Performance Measures and Reports.** The Contractor shall:

1. Report operational metrics, through a mutually agreed upon computer aided dispatch (CAD) platform, on or before the 15<sup>th</sup> day of every month for the preceding month to COUNTY as follows:
  - a. For all 911 response requests, time from dispatch request to time flight was accepted or declined. Targeted time of ten (10) minutes while taking into account timely but comprehensive review of static and dynamic risk associated with the request.
  - b. An Estimated Time to Arrival (ETA) within 4 minutes of flight acceptance, ninety percent (90%) of the time; and report compliance with these standards to the LEMSA for review at Contract Compliance Committee.
  - c. Time reported over scene, with a target of within six (6) minutes of provided ETA for ninety percent (90%) of responses, and report compliance to LEMSA for review at Contract Compliance Committee, with exemptions to be approved by SBCEMSA for unforeseen dynamic factors.
2. Provide Annual Reports to the Designated Representative no later than on or before the 31<sup>st</sup> of January for the preceding year, which at a minimum must include:
  - a. Total flights performed, regardless of original or destination location including 9-1-1 scene flights and interfacility flights;
  - b. Out of service report; and
  - c. Training report that includes all multi-agency training exercises participated in and training courses conducted.

**F. Continuous Quality Improvement (CQI).** The Contractor shall:

1. Participate in Countywide CQI program in accordance with State regulations and SBCEMSA Policy.
2. CONTRACTORS CQI plan must address Santa Barbara County specific population, demographic, and operational concerns.
3. CQI data shall be submitted to COUNTY upon request and in a format to be determined by COUNTY.

**G. Operations (Deployment).** The Contractor shall:

1. Utilize aircraft that meet International Civil Aviation Organization (ICAO) noise abatement standards and follow ICAO noise abatement procedures whenever possible.
2. Adhere to hospital noise abatement paths for helipad landing and take-off and follow hospital policies pertaining to helicopter operations so long as such operations do not pose a flight safety risk as determined by the pilot in command (PIC).
3. Follow the Helicopter Association International, Fly Neighborly Program designed to help reduce noise impacts to the community.
4. Adhere to all applicable Santa Barbara County EMS policies, as amended from time to time.
5. Assure that flight planning includes the use of a Flight Risk Assessment Tool, comprehensive weather analysis and FAA requirements to communicate with the Operational Control Center.
6. Monitor specified VHF/UHF communication frequencies during response to emergency medical calls, and use communication frequencies in accordance with County Dispatch specifications at all times.
7. Utilize the assigned Santa Barbara County Base Hospitals for coordination of patient destination for 911 responses originating or ending in Santa Barbara County. Notify COUNTY of significant air medical transport critical care service problems or changes in a timely manner, including but not limited to:
  - a. Changes of available Air Medical Transport unit(s), Air Medical Transport Unit availability, via a method approved by COUNTY;
  - b. Base Hospital complaints;
  - c. Changes in base location;
  - d. Radio frequency interference which causes operational problems; and
  - e. To the extent allowed by law, any personnel actions taken as a result of direct violation of the COUNTY and CONTRACTORS protocols, policies, and/or procedures related to services provided under this agreement.
8. CONTRACTORS's dispatch center must maintain local aircraft availability twenty-four hours per day (24/7) as approved by COUNTY and immediately acknowledge response availability when contacted by COUNTY dispatch.
9. For Contractor's Vehicle stock:
  - a. Secure or furnish all services, maintenance, and supplies necessary for the provision of services pursuant to this Agreement.
  - b. Notify and work with COUNTY when evaluating equipment that can be used in the field for definitive medical care or intervention.
  - c. Meet SBCEMSA Policy 404 & 404A (must, at a minimum, meet "ALS Rescue Helicopter" inventory) requirements, as amended from time to time, but shall not exceed helicopter specifications and performance requirements or limit patient care or access/egress to the helicopter.

10. Appoint a representative(s) or designee(s) to be the liaison with the COUNTY, Base Hospital(s) and receiving facilities who shall be responsible for any data collection and continuous QI requirements of the LEMSA, including participation on the Helicopter Utilization Review Committee and other EMS committees as deemed necessary by the LEMSA. Safety reports and standards.
11. Participate in disaster response planning and training as requested by LEMSA.
12. Participate in applicable committees in accordance with SBCEMSA Policy 110, as amended from time to time.

**H. Administrative & Fiscal.** The Contractor shall:

1. For business office, billing, and collection practices:
  - a. Provide COUNTY with up to date business office contact information to include: address and phone number, office hours, and office location.
  - b. Provide COUNTY with up to date company policies and FAQs regarding billing and collection practices.

### **County's Responsibilities**

The County seeks to ensure that reliable, high quality air transport is available to all residents and visitors on an uninterrupted bases. To accomplish this purpose, the County will:

- A. Oversee and enforce the CONTRACTORS' performance as a provider of Air Medical Services within County;
- B. Provide medical direction and control of the EMS System;
- C. Provide access to emergency medical dispatch services through an approved dispatch center that meets performance measures and standards that meet or exceed best practices. Provide CONTRACTORS access to Computer Aided Dispatch (CAD) data for response time reporting and other related.
- D. Coordinate with EMS system stakeholders to facilitate EMS system optimization.
- E. Establish county EMS policies to promote the coordinated response of ground and air EMS resources.
- F. Develop and maintain EMS policies to facilitate timely activation of air ambulance resources, to include designating areas for simultaneous dispatch of ground and air EMS resources.
- I. Facilitate Health Information Exchange (HIE) to integrate pre-hospital and hospital data systems, when available.
- J. The COUNTY reserves the right to conduct on-site visits to ensure compliance with local policies and/or procedures and this AGREEMENT.

**EXHIBIT B**

**PAYMENT ARRANGEMENTS**

CONTRACTORS shall pay to COUNTY \$24,758 upon execution of this Agreement for the period July 1, 2019 through June 30, 2020, and CONTRACTORS shall pay COUNTY, annually for the period of the Agreement. This payment shall increase by 3% annually for the term of the agreement.

Year 1	Payment Due July 1, 2019	\$24,758
Year 2	Payment Due July 1, 2020	\$25,500
Year 3	Payment Due July 1, 2021	\$26,265
Year 4	Payment Due July 1, 2022	\$27,053

## EXHIBIT C

### Indemnification and Insurance Requirements

#### INDEMNIFICATION

CONTRACTORS agree to indemnify, defend (with counsel reasonably approved by COUNTY) and hold harmless COUNTY and its officers, officials, employees, agents and volunteers from and against any and all claims, actions, losses, damages, judgments and/or liabilities arising out of this Agreement from the acts, errors or omissions of any person or entity acting on behalf of CONTRACTORS and for any costs or expenses (including but not limited to attorneys' fees) incurred by COUNTY on account of any claim except where such indemnification is prohibited by law. CONTRACTORS's indemnification obligation applies to COUNTY's active as well as passive negligence but does not apply to COUNTY's sole negligence or willful misconduct.

#### NOTIFICATION OF ACCIDENTS AND SURVIVAL OF INDEMNIFICATION PROVISIONS

CONTRACTORS shall notify COUNTY immediately in the event of any accident or injury arising out of or in connection with this Agreement. The indemnification provisions in this Agreement shall survive any expiration or termination of this Agreement.

#### INSURANCE

CONTRACTORS shall procure and maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the CONTRACTORS, their agents, representatives, employees or subcontractors.

##### A. Minimum Scope of Insurance

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 covering CGL on an "occurrence" basis, including products-completed operations, personal & advertising injury, with limits no less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if CONTRACTORS have no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. **Workers' Compensation:** as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
4. **Professional Liability (Errors and Omissions)** Insurance appropriate to the CONTRACTORS'S profession, with limit of no less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

If the CONTRACTORS maintain higher limits than the minimums shown above, the COUNTY requires and shall be entitled to coverage for the higher limits maintained by the CONTRACTORS. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the COUNTY.

##### B. Other Insurance Provisions



The insurance policies are to contain, or be endorsed to contain, the following provisions:

1. **Additional Insured** – COUNTY, its officers, officials, employees, agents and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the CONTRACTORS including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the CONTRACTORS's insurance at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used).
2. **Primary Coverage** – For any claims related to this Agreement, the CONTRACTORS's insurance coverage shall be primary insurance as respects the COUNTY, its officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by the COUNTY, its officers, officials, employees, agents or volunteers shall be excess of the CONTRACTORS's insurance and shall not contribute with it.
3. **Notice of Cancellation** – CONTRACTORS shall not cancel coverage for any of the above required insurance policies, without prior written notice to the COUNTY.
4. **Waiver of Subrogation Rights** – CONTRACTORS hereby grant to COUNTY a waiver of any right to subrogation which any insurer of said CONTRACTORS may acquire against the COUNTY by virtue of the payment of any loss under such insurance. CONTRACTORS agree to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the COUNTY has received a waiver of subrogation endorsement from the insurer.
5. **Deductibles and Self-Insured Retention** – Any deductibles or self-insured retentions must be declared to and approved by the COUNTY. The COUNTY may require the CONTRACTORS to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.
6. **Acceptability of Insurers** – Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum A.M. Best's Insurance Guide rating of "A- VII".
7. **Verification of Coverage** – CONTRACTORS shall furnish the COUNTY with proof of insurance, original certificates and amendatory endorsements as required by this Agreement. The proof of insurance, certificates and endorsements are to be received and approved by the COUNTY before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the CONTRACTORS's obligation to provide them. The CONTRACTORS shall furnish evidence of renewal of coverage throughout the term of the Agreement. The COUNTY reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
8. **Failure to Procure Coverage** – In the event that any policy of insurance required under this Agreement does not comply with the requirements, is not procured, or is canceled and not replaced, COUNTY has the right but not the obligation or duty to terminate the Agreement. Maintenance of required insurance coverage is a material element of the Agreement and failure to maintain or renew such coverage

or to provide evidence of renewal may be treated by COUNTY as a material breach of contract.

9. **Subcontractors** – CONTRACTORS shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and CONTRACTORS shall ensure that COUNTY is an additional insured on insurance required from subcontractors.
10. **Claims Made Policies** – If any of the required policies provide coverage on a claims-made basis:
  - i. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
  - ii. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of contract work.
  - iii. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the CONTRACTORS must purchase “extended reporting” coverage for a minimum of five (5) years after completion of contract work.
11. **Special Risks or Circumstances** – COUNTY reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. CONTRACTORS agree to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of COUNTY to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of COUNTY.