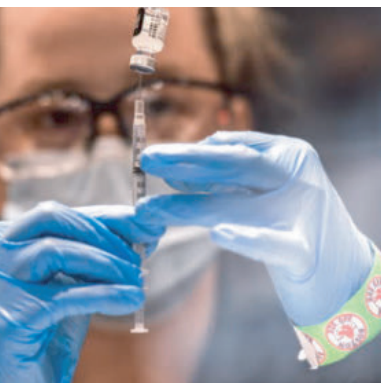
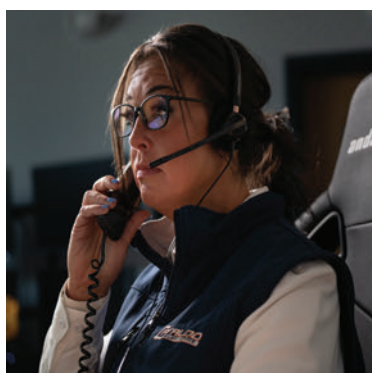
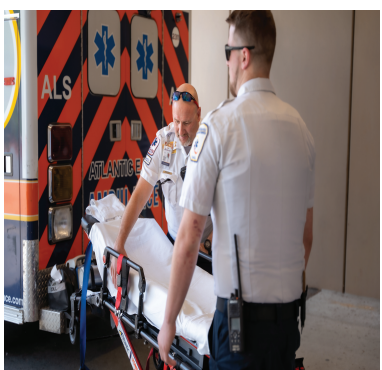




Working in Partnership with the Town of Plaistow

Proposal for

Paramedic Level
Ambulance Transportation Services





PROVIDING EXCEPTIONAL CARE THROUGH CLINICAL EXCELLENCE

137 Washington Street, P.O. Box 435, Somerville, MA 02143

Business Office • 617.625.0126
Business Fax • 617.625.0941
24 Hour Service • 617.625.0042

www.cataldoambulance.com

August 31, 2023

Chief Knutsen,

Thank you for considering Cataldo Ambulance Service for the provision of emergency ambulance services to the Town of Plaistow. Attached is our formal response to the request for a proposal. If chosen, we will deliver on the specifications established within your formal RFP and will establish a long-standing relationship with the citizens and community leaders in Plaistow.

Advanced Life Support Ambulance Proposal

One (1) Dedicated Advanced Life Support Ambulance 24/7/365. Cataldo having a separate base location	\$1,300,000.00	Annual
One (1) Dedicated Advanced Life Support Ambulance 24/7/365. Ambulance housed at Fire Department	\$1,150,000.00	Annual

We believe our response to your RFP represents the most advantageous approach to providing emergency ambulance services, along with an opportunity to offer further community involvement and collaboration that has become the signature of the Cataldo family business.

Cataldo Ambulance Service, Inc. was established in 1977, by Bob and Diana Cataldo. It remains privately held by the Cataldo family. The organization maintains its original corporate base in Somerville and 24 base locations across the Eastern Massachusetts region. Cataldo maintains a fleet of more than 160 vehicles, servicing them with their own staff of highly trained EV mechanics, overseen by a Master EVT mechanic, and two state-of-the-art fleet maintenance facilities in Chelsea and Lynn.

Cataldo is not involved in any litigation, pending mergers, or financial difficulties that might affect our ability to perform contractually. Cataldo has never been dismissed or disqualified from a contractual agreement or contract bid. Cataldo has never held a provisional license.

Should you have any questions regarding this proposal or the organization at large, please feel free to reach out to Robert White, Senior Director of Operations at rwhite@cataldoambulance.com | 978-408-4225 | 25 Eastern Ave Malden MA 02148.

We look forward to working with you as you progress through your selection process.

Thank you.

Sincerely,

Dennis R. Cataldo

President & CEO, Cataldo Ambulance Service, Inc



RFP & Contract

TOWN OF PLAISTOW, NH
145 Main St, Plaistow, NH 03865



Request for Sealed Proposals

PARAMEDIC LEVEL AMBULANCE TRANSPORT SERVICE

RFP No. TOPFD 2023-01

August 8th, 2023



TOWN OF PLAISTOW

Fire Department



27 Elm Street
Plaistow, NH 03865

Phone: (603) 382-5012
Fax: (603) 382-7913

Chris Knutsen
Fire Chief

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SECTION 1: NOTICE TO PROPOSERS

The Town of Plaistow, NH, will receive sealed proposals for a **Paramedic Level Ambulance Transport Service** at the Town Offices, 145 Main St, Plaistow, NH 03865 until 2:00 pm on August 31st, 2023.

An original *and* two (2) copies of the Proposals shall be submitted in sealed envelopes, shall include on the face of the envelope the name, address, and telephone contact of the Proposer, and shall clearly be marked **“Paramedic Level Ambulance Transport Service, Attention Chris Knutsen, Plaistow Fire Chief.”**

All timely proposals will be opened and read aloud on Thursday, August 31st, 2023, at 2:00 pm, 145 Main Street, 2nd floor, Plaistow, NH 03865.

No proposal may be withdrawn after it is filed unless the Submitter makes a request in writing to the Town prior to the time and date set for the opening of proposals or unless the Town fails to award or issue a notice of intent to award a Contract within sixty (60) days after the date and time set for opening proposals.

The Fire Chief will submit a list of all qualified proposals, along with his recommendation to the Town Manager for approval to negotiate and enter into a final contract or reject all of the proposals. The Town of Plaistow reserves the right to reject any and all proposals.

SECTION 2: INTRODUCTION AND GENERAL INFORMATION

The Town of Plaistow is seeking a vendor to provide one (1) full-time staffed paramedic level and equipped 911 response/transport ambulance to service the town, 24 hours a day, 365 days a year for a one-year contract.

The proposal shall include the TOTAL cost of the contract, NOT including off-setting fees collected from insurance claims. Therefore, projected revenue from insurance claims shall not be included in the total cost of the contract for the purposes of this proposal. Once and if a successful bidder is awarded, projected revenue will then be negotiated for the final contract amount.

The Town of Plaistow is located on the southern New Hampshire border in Rockingham County, about 30 miles north of Boston, MA, and 12 miles west of the coastline. The town is home to an elementary, regional middle, and regional high school. There are approximately 7,800 permanent residents. According to the American Community Survey (2017-2021) the median age is 44.3 years and there are 2,507 residents over the age of 55.

The three-year call for service average is approximately 950 per year with around 600 transports accruing annually.



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Fire Chief

SECTION 3: DEFINITIONS

301: 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 a paramedic; and 2) equipped with the required communications 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 State, or the provision of such treatment by other qualified and licensed medical or nursing personnel.

Ambulance. Any vehicle permitted by the Contractor and The Town 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 Town.

Arrival at Incident Location. Means the time an ALS ambulance crew or ALS first responder notifies the Dispatch Center that the ambulance or ALS first responder 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 or ALS first responder 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 or ALS first responder arrives at the designated staging location. If an ambulance or ALS first responder 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 dispatch center.

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, and other techniques described in the Basic/Advanced Emergency Medical Technician curriculum or otherwise approved by the State pursuant to the law of the State.

CAD. Computer aided dispatch.



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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 Contract 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 Contract 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 Contract date which is or becomes applicable to the Contract, operations, the Contractor or the Town, 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 Town, 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 Contract date, of any governmental permit, license, consent, certificate of need, authorization or approval, which is or becomes applicable to the Contract, operations, the Contractor or the Town, which shall include without limitation the imposition of standards or limitations which impose requirements more stringent than those previously applicable to the Contract, operations, the Contractor or the Town, to the extent that such denial, delay, suspension, termination, interruption, imposition, modification or failure is not the result of a material breach of the Contract, willful or negligent action or lack of reasonable diligence of the Contractor or of the Town, 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 the vendor providing the ambulance service, including the Contractor's successors.

County. Rockingham County, a geographic and political subdivision of the State of New Hampshire.

Dedicated Special Events Coverage. Means the posting of an ALS ambulance at a location of a scheduled special event within the Town.

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.

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 Contract by the other party. Direct damages shall be offset by any insurance recoveries



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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 Contract, 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.

Dispatch Determinant. The level of concern for a medical response using the answers to key questions and additional information obtained by the EMD Dispatcher. There are six dispatch determinant categories

Echo – Highest level response for a life-threatening complaint

Delta – Life threatening complaint

Charlie – Serious but not life-threatening complaint

Bravo – Serious but not life-threatening complaint

Alpha – Non-Serious or not life-threatening complaint

Omega – Lowest level response for non-serious or not life-threatening complaint

E-911 Dispatch System. Emergency Communications District which receives all requests for emergency medical services, fire service, and law enforcement for the given jurisdiction.

EMS. Means Emergency Medical Services.

Emergency Request. A request for emergency services received at dispatch 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 Contract 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.



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Request for Proposal (RFP). The document issued by the Town requesting detailed proposals to provide the services described in the RFP and the Contract.

Material Breach of the Contract. A material failure or refusal by either party to perform its respective duties and obligations required by the Contract and applicable law, which causes substantial harm to the non-breaching party.

Medical Priority Dispatch System. A way of categorizing and prioritizing EMS Incidents using CAD and ProQA software.

Modification. A written amendment to the Contract, executed by the Contractor and the Town.

Non-Emergency Transports. Requested medical transport 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 Town.

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 Contract by the Contractor, other than Response Damages.

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, canceled, or has arrived at a nearby staging designation.

State. Means the State of New Hampshire.

Town. The Town of Plaistow.



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SECTION 4: DUTIES AND RESPONSIBILITIES OF CONTRACTOR

401: General Duty

- a. Beginning on 03/01/2024 at 00:00:01 hours and continuing for the term of the Contract (12-months), the Contractor shall provide and pay for all administration, insurance, professional expertise, labor, materials, vehicles, and equipment necessary to respond to and transport from all emergency and non-emergency calls referred to the Contractor by the local dispatch center. In responding to emergency requests, the Contractor shall satisfy the response time requirements set forth in Section 406.

Cataldo Ambulance Service agrees with the above.

- b. The Contractor is to have personnel located within their own dispatch center in order to facilitate all emergency and non-emergency calls and the deployment of ambulances. The Contractor is to be responsible for all associated expenses of having onsite operations within their dispatch center.

Cataldo Ambulance Service agrees with the above.

- c. 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 Rules and Regulations for conducting services described herein.

Cataldo Ambulance Service agrees with the above.

- d. 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.

Cataldo Ambulance Service agrees with the above.

- e. The Contractor shall be responsible for billing medical services and be allowed to keep all fees collected. Fees for services shall not exceed the following matrix:

1. ALS: \$2,200
2. BLS: \$1,800
3. Mileage: \$45 per mile
4. No Charge for patient refusals or cancelled calls for service

Cataldo Ambulance Service agrees with the above rate schedule.

- f. The Contractor shall provide a standby ALS ambulance for standby upon request of the Town to include Fire and Law Enforcement scenes, when requested, and dedicated special events.

Cataldo Ambulance Service agrees with the above.

- g. 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.

Cataldo Ambulance Service agrees with the above.



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- h. The Contractor shall comply with all Local Emergency Operation Plans for the Town, or successor plans adopted and approved by the Town, or the New Hampshire Department of Safety, Division of Homeland Security & Emergency Management whenever the provisions or such plan or plans are in effect. The Contractor further agrees to participate in at least one (1) community disaster drill per calendar year, as directed by the Town, or New Hampshire Department of Safety, Division of Homeland Security & Emergency Management.

Cataldo Ambulance Service agrees with the above.

- i. 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.

Cataldo Ambulance Service agrees with the above.

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 Town, regardless of ability to pay.

Cataldo Ambulance Service agrees with the above.

- b. The Contractor shall transport the patient to the patient's choice of hospital as long as that hospital is within a 20-mile driving distance and there is not a medical/trauma reason to change the destination.

Cataldo Ambulance Service agrees with the above.

- c. The Town may choose to transport patients who are critical and/or the response time for the contractor will exceed the 8-minute performance standard. When the Town transports, the response time standard will stop for the contractor when the transportation time starts. The Contractor shall be responsible for penalties exceeding the 8-minute performance standard up to the transport time.

Cataldo Ambulance Service agrees with the above for the first request for ambulance service within the town. Any and all calls while the dedicated unit is tied up on this original call are not to fall under 402: c.

403: Communication Equipment

- a. The Contractor shall, at its sole expense, install in all units, radio communication equipment capable of communicating with the contractor's dispatch center on the contractor's own assigned channel.

Cataldo Ambulance Service agrees with the above.

- b. The Contractor shall, at its sole expense, assign portable radios to the EMS crew on the ambulance, capable of transmitting and receiving on the frequencies that the Town utilizes for primary, secondary, and scene communication.

Cataldo Ambulance Service agrees with the above.

- c. The Contractor shall, at its sole expense, install in all units, radio communication equipment capable of transmitting and receiving on the frequencies that the Town utilizes for primary, secondary, and scene communication.

Cataldo Ambulance Service agrees with the above.

- d. The Contractor shall, at its sole expense, install in all units, radio communication equipment capable of transmitting and receiving on the frequencies that the area hospitals utilize for communication.

Cataldo Ambulance Service agrees with the above.

- e. The Contractor shall allow New Hampshire E-911 to install a computer screen and all necessary equipment to receive ProQA data for EMD Pending calls for service in the Contractors dispatch center.

Cataldo Ambulance Service agrees with the above.



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404: Notification

- a. The Contractor shall notify the Plaistow Dispatch Center and Plaistow Fire Chief immediately whenever the following occurs:
 1. Any vehicle accidents involving a Contractor's vehicle;
 2. Any property damage involving a Contractor's vehicle;
 3. When the ambulance is out-of-service for any reason

Cataldo Ambulance Service agrees with the above.
- b. The Contractor shall notify the Plaistow Fire Chief anytime a complaint has been made against the contractor's service or any of their employees. This notification shall include a plan of how the situation will be mitigated.

Cataldo Ambulance Service agrees with the above.

405: Available Ambulances and Staffing

- a. The Contractor shall, at all times under this proposal, make available not less than one ambulance for an emergency response. It is understood that when this one ambulance is committed to a call for service or standby, the contractor has satisfied the ambulance requirement.
- Cataldo Ambulance Service agrees with the above.**
- b. The first position on the ambulance shall be staffed, at all times, with at least one New Hampshire licensed paramedic care provider. This position shall be filled with "full-time" employees. Part-time or per-diem staff can be used to fill in paid time off or backfill for training for this position.
- Cataldo Ambulance Service agrees with the above.**
- c. The second position on the ambulance shall be staffed, at all times, with at least one New Hampshire licensed EMT-Basic, EMT-Advanced or Paramedic level provider. This position shall be filled with "full-time" employees. Part-time or per-diem staff can be used to fill in paid time off or backfill for training for this position.

Cataldo Ambulance Service agrees with the above.

406: Response Time Standards

- a. As used herein, the term emergency request shall include any response by the Contractor on a Charlie, Delta, or Echo Level request as called into the Contractor's communication center, including responses (1) resulting in transportation of patient(s), (2) resulting in no services being rendered, and 3) the emergency request is cancelled after the lapse of the contracted response time 8 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%)
 1. Response time standards for Alpha, Bravo, and Omega level requests will not be monitored for performance.

Cataldo Ambulance Service agrees with the above.
 - b. If, in each thirty (30) day period, the Contractor fails to respond to emergency requests within the applicable performance requirement, as set forth above, it shall pay response damages set forth in Sections 703 and 704.
- Cataldo Ambulance Service does not agree with the above statement, or the damages listed below.**
- c. Response time exemptions. It is understood that on occasion unusual factors beyond the Contractor's control affect the achievement of the required response time standards. For purposes of determining



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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.
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. The request for service is outside the Town's jurisdiction.
4. The ambulance is already committed to a call for service.
5. The ambulance is returning from a hospital following a transport.
6. The response time for an emergency request may also be excluded when the Plaistow Fire Chief 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 dispatcher centers.

Cataldo Ambulance Service agrees with the above.

- d. The response time clock shall begin once (1) Concord E-911 sends the ProQA data for a "EMD Pending" to the Contractors dispatch center computer (2) The requesting Town's dispatch center notifies the Contractor's dispatch center. Whichever time is earlier will be used.

Cataldo Ambulance Service agrees with the above.

- e. The response time clock shall stop once the responding ambulance notifies the Town's dispatch center that they have (1) arrived in staging or (2) arrived at the scene.

Cataldo Ambulance Service agrees with the above.

407: Ambulance Specifications

- a. All maintenance and repair records and inventory records shall be available for inspection by the Plaistow Fire Chief.

Cataldo Ambulance Service agrees with the above.

- b. The ambulance shall conform to the State Rules and Regulations.

Cataldo Ambulance Service agrees with the above.

- c. Equipment shall be available to allow the ambulance to travel in inclement weather conditions, including snow or ice.

Cataldo Ambulance Service agrees with the above.

- d. The 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.

Cataldo Ambulance Service agrees with the above.

- e. 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 in the Ordinance.

Cataldo Ambulance Service agrees with the above.

- f. All ambulances shall be staffed with at least one paramedic and equipped with all the necessary BLS/ALS equipment to include but not limited to (1) 12-lead EKG transmission to hospitals (2)



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Mechanical Ventilator with BiPAP capabilities (3) Waveform Capnography (4) at least one IV pump (5) a stair chair.

Cataldo Ambulance Service agrees with the above.

408: Personnel

- a. The Contractor understands 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.

Cataldo Ambulance Service agrees with the above.

- b. Personnel shall wear a uniform that clearly identifies the individual's name, level of EMS certification, and company logo. The wearing of someone else's uniform or name badge is strictly prohibited.

Cataldo Ambulance Service agrees with the above.

- c. Each Paramedic will obtain and maintain certification or licensing as follows:

1. Appropriate state issued driver's license;
2. New Hampshire issued Paramedic license;
3. CPR card;
4. Advanced Cardiac Life Support (ACLS);
5. Pre-hospital Pediatric Life Support or Pediatric Advanced Life Support (PALS);
6. Pre-hospital Trauma Life Support (PHTLS) or the advanced level of International Trauma Life Support (ITLS);
7. Tactical Combat Casualty Care (TCCC) or Rescue Task Force (RTF) response

Cataldo Ambulance Service agrees with the above.

- d. Each EMT-Basic or EMT-Advanced will obtain and maintain certification or licensing as follows:

1. Appropriate state issued driver's license;
2. New Hampshire issued EMT/AEMT license
3. CPR card
4. Pre-hospital Trauma Life Support (PHTLS) or the advanced level of International Trauma Life Support (ITLS)
5. Tactical Combat Casualty Care (TCCC) or Rescue Task Force (RTF) response

Cataldo Ambulance Service agrees with the above.

- e. 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, motor skills, or maintain a positive attitude.

Cataldo Ambulance Service agrees with the above.

- f. 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.

Cataldo Ambulance Service agrees with the above.



TOWN OF PLAISTOW

Fire Department



27 Elm Street
Plaistow, NH 03865

Phone: (603) 382-5012
Fax: (603) 382-7913

Chris Knutsen
Fire Chief

409: Quality Improvement Program

- a. The Contractor shall develop and implement a comprehensive quality improvement program for the EMS System. This program shall include a committee consisting of stakeholders within the EMS System and the Town. The stakeholders include, but are not limited to, representatives from the Town, resource hospital, dispatch centers, and the Contractor. These stakeholders shall have the opportunity to meet at least quarterly. Quality Improvement summary reports shall be electronically delivered to the Plaistow Fire Chief on a monthly basis.

Cataldo Ambulance Service agrees with the above.

410: First Responders

- a. The Contractor shall cooperate and coordinate its activities and services with First Responders for the purpose of ensuring quality patient care.

Cataldo Ambulance Service agrees with the above.

411: Replacement of Equipment

- a. The Contractor shall replace disposable equipment that is used during a call by the Plaistow Fire Department on a one for one basis. If the situation permits, this exchange shall occur on the scene. If time does not allow, the contractor shall arrange the delivery of equipment to the Town. There shall be no additional cost associated with the replacement of disposable equipment.

Cataldo Ambulance Service agrees with the above.

412: Ambulance Housing

- a. The Contractor, at its sole expense, will house the ambulance and staff inside the Town of Plaistow.

Cataldo Ambulance would like to suggest partnering with the Town of Plaistow and its Fire Department to house the dedicated ALS unit at the Plaistow Fire Department. This will allow us to reduce the cost of the ambulance by \$150,000 per year.

SECTION 5: THE TOWN DUTIES AND RESPONSIBILITIES

501: General Duties

- a. The Town shall monitor the response time performance pursuant to the requirements of and upon the intervals set forth in Section 406.

SECTION 6: INSURANCE AND INDEMNIFICATION

601: Minimum Insurance Requirements

- a. On or before 03/01/2024, the Contractor shall obtain and provide certain insurance coverage by insurers duly licensed and authorized to operate in the State of New Hampshire. The Contractor shall provide the following insurance coverage and maintain such coverage during the contract period:
 1. Automobile liability, combined single limit, in the amount of \$2,000,000.
 2. General liability in the amount of \$1,000,000 per occurrence, \$3,000,000 aggregate.
 3. Medical professional liability claims made in the amount of \$1,000,000 per occurrence \$3,000,000 aggregate.
 4. Worker's compensation in the amount of the statutory limits plus \$1,000,000 employers' liability, Part B Workers' Compensation.
 5. Excess liability coverage in the amount of \$10,000,000.



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Chris Knutsen
Fire Chief

- b. The Contractor shall have the Town named as additional insured per the insurance policy.

Cataldo Ambulance Service agrees with the above insurance requirements and will have the coverage in place for March 1, 2024.

- c. Complete copies of the Contractor's required insurance policy shall be delivered to or otherwise made available for inspection by the Town 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 Contract.

Cataldo Ambulance Service agrees with the above.

602: Indemnification

- a. The Contractor shall indemnify, defend, save and hold harmless the Town, 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 Contract 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.

Cataldo Ambulance Service agrees with the above.

- b. It is not the intention of the parties that the Contractor shall indemnify the Town against the Town's own negligence or the negligence of the Town's employees, officers, volunteers or agents.

Cataldo Ambulance Service agrees with the above.

SECTION 7: PAYMENT AND OTHER FINANCIAL PROVISIONS

701: Payment

- a. The Town shall submit claims for damages on a monthly basis pursuant to Section 703 and 704.
- b. LD = Lame Duck. The Town shall submit one claim for damages at the time of breach of contract pursuant to Section 705.

Cataldo Ambulance Service does not agree with the above statement, or the damages listed below.

702: Reserved

703: Response Time Damages

- a. 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 (notification to arrival at scene/staging) to emergency requests shall be performed in less than 8 minutes as set forth in Section 406.

Cataldo Ambulance Service agrees with the above section a.

- b. Failure of the Contractor to meet response time requirements will result in a penalty levied against the contractor. A penalty letter from the Town will be sent to the Contractor and must be paid to the town 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.

Cataldo Ambulance Service does not agree with the above statement and will not agree to a contract with the below fines as listed.



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Chris Knutsen
Fire Chief

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 90.0%	\$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

Cataldo Ambulance Service does not agree with the above statement, or the damages listed above.

704: Ambulance Availability Damages

- a. The Contractor's failure to provide the available ambulance as required in Section 405 will result in performance damages to be assessed per emergency request as follows:

<u>Ambulance availability level</u>	<u>Damages (not cumulative)</u>
Level 0 (request pending)	\$1,000
Level 0 (FD/mutual aid transports)	\$2,500 per emergency

Cataldo Ambulance Service does not agree with the above statement and will not agree to a contract with the above fines as listed.

- b. These damages are exempted when the ambulance has already been committed to a call for service or outside the service area returning from a hospital transport.

705: Lame Duck / Breach of Contract Damages

- a. Should the Contractor not succeed itself at the end of the term of the contract, the Town shall depend upon the Contractor to continue to provide all services required under the contract until the successor contractor assumes service responsibilities. Under these circumstances, the Contractor will, for the remaining term of the contract, serve as a "lame duck" contractor. To ensure continued performance fully consistent with the requirements of the contract 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 the contract in order to maximize profits during such lame duck period.
2. 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.



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Chris Knutsen
Fire Chief

3. 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.
- b. Should the Contractor end services outlined in Section 4 prior to the expiration of the contract and without a 120-day written notice, the contractor will be considered breach of the contract. The Contractor may separate from the contract with or without cause, and without damage assessments as long as there is a 120-day written notice mailed to the Town.

Lame Duck / Breach of Contract
Accumulated until expiration of contract

Damages
\$1,320 per day

Cataldo Ambulance Service agrees with the above Lame Duck/Breach of Contract Damages.

SECTION 8: THE TOWN'S RIGHT TO TERMINATE CONTRACT

801: Termination for Cause

- a. The Town may, subject to the Contract, terminate the Contract because of any one or more of the following material breaches of the Contract:
 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 Contract.
 3. The Contractor has intentionally falsified any information it is required to provide under the Contract.
 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.



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Chris Knutsen
Fire Chief

802: Termination for Convenience

- a. This contract may be terminated without cause by either party with no less than one hundred-twenty (120) days written notice.

803: Town Rights – Cumulative; Survival

- a. The Town's rights and remedies as provided in the contract are cumulative, except as otherwise expressly provided by the Contract, and shall survive the termination of the Contract.

804: End of Contract

- a. Contractor acknowledges that the Town shall initiate a competitive procurement for the award of the Town's Emergency Medical Services Transport Services at the end of this Contract. When this action is taken and if the provider is not judged to be the successful proposer, the Town shall depend on the Contractor to continue provision of all services required under this Contract until the subsequent successful provider Contract begins. During that period, the current Contractor shall continue operations at the same level of effort and performance as were in effect prior to the award of the new Contract. The Contractor shall be prohibited from making any changes to the 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.

SECTION 9: MISCELLANEOUS

901: Dispute Resolution Forum

- a. Any dispute arising under the Contract which is not resolved informally by the Town and the Contractor, or under the terms of the Contract, shall be prosecuted further, if at all, only in the Courts located in Rockingham County, New Hampshire.

902: Severability

- a. If any term or provision of the Contract, or the application thereof to any party or circumstance, shall be invalid or unenforceable to any extent, the remainder of the Contract, 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 Contract shall be valid and enforceable to the fullest extent permitted by law.

903: Third Party Beneficiaries

- a. This Contract is solely for the benefit of the Contractor and the Town 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 Contract.



TOWN OF PLAISTOW

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Chris Knutsen
Fire Chief

904: Non-Discrimination in Employment

- a. The Contractor will not discriminate against any applicant for employment because of age, race, color, religion, sex or national origin. The 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. The Contractor will post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

905: Notices

- a. All notices, consents and agreements required or permitted by this Contract 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:

**Town of Plaistow
145 Main Street
Plaistow, NH 03865**



TOWN OF PLAISTOW

Fire Department



27 Elm Street
Plaistow, NH 03865

Phone: (603) 382-5012
Fax: (603) 382-7913

Chris Knutsen
Fire Chief

By submission of this PROPOSAL, each SUBMITTER certifies, and in the case of a joint PROPOSAL, each party thereto certifies as to his own organization, that the PROPOSAL has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this PROPOSAL with any other SUBMITTER or with any competitor.

SUBMITTER understands that the TOWN reserves the right to reject any or all proposals and to waive any informalities.

The undersigned hereby certifies under the penalties of perjury that this Proposal is in all respects bona fide, fair, and made without collusion or fraud with any other person. As used in this section the word "person" shall mean any natural person, joint venture, partnership, corporation, or other business or legal entity. The undersigned further certifies under penalty of perjury that the said undersigned is not presently debarred from doing public work within the State under the provisions of applicable debarment provisions of State Laws or any rule or requisition promulgated hereunder.

04-2621862

Social Security Number or
Federal Identification Number

Legal Name of Company: Cataldo Ambulance Service, Inc.

Certifying Official (printed name): Robert M. White

Certifying Official (signature): _____

Certifying Official Title: Senior Director of Operations

Postal Mailing Address: 137 Washington St. Somerville, Ma. 02143

Email Address: rwhite@cataldoambulance.com

Telephone: 978-408-4225 Office or **Mobile** (circle one)

About Cataldo

PROVIDING EXCEPTIONAL CARE THROUGH CLINICAL EXCELLENCE SINCE 1977



WHY CHOOSE CATALDO?

ABOUT US

- Family owned and operated
- Steady and responsible growth since 1977
- Providing Advanced Life Support since 1982
- 24 base locations, eleven owned by the company
- 911 provider for 18 municipalities
- Two geo-diverse, redundant communications centers
- Boston area and North Shore divisions for optimum customer relations

VEHICLES

- Over 100 late model, custom designed, ambulances
- Over 40 late model, ADA equipped wheelchair vans
- Incident Support and Fire Rehab Unit capable of remote communications
- Fully equipped Mass Casualty Incident Support Units
- Two dedicated, stand-alone, fleet maintenance facilities
- Full time ASE/EVT Certified Master Mechanic

EDUCATION

- All field staff must complete a 40 hr orientation and practical field training program
- State accredited training facilities located in Malden, Danvers, Winthrop and Newburyport
- All BLS units equipped and staff trained in the use of NARCAN
- Incident Command Training (ICS) training for all field personnel
- Multiple Simulation Training Labs

94%

EMERGENT RESPONSE TIMES
< 5 MINUTES

98%

EMD DETERMINATE ACHIEVED
< 120 SECONDS



137 Washington Street, Somerville, MA 02143 info@cataldoambulance.com

Operations Key Contacts



KEVIN TURNER
COO



DAN RIENDEAU
*Senior Director of
Field/Special Operations*



ROB WHITE
*Senior Director of
Operations*



RICH BUCK
*Director of
Communications*



TORI SACCO
*Operations
Manager*



ERIC DWAN
*Operations
Manager*



LAUREN SIMMONS
*Chair Car Operations
Manager*

SmartCare Key Contacts



BRENDEN HAYDEN
*VP Mobile Health
Services*



KAREN HOST
*SmartCare Program
Director*

Clinical Key Contacts



KAREN HOST
*Senior Clinical
Director*



SHAILAGH EPPS
Clinical Manager



JEFFREY CICCONE
Clinical Manager



RACHEL TARADASH
QA Specialist



MICHEAL HANLEY-
MCCARTHY
QA Specialist



EMILY MCDONALD
QA Specialist



CARLA ORTA
QA Specialist



GREGG SCOTT
QA Specialist

Additional Key Contacts



SCOTT MEAGHER
Education Director



DEVIN KIM
Onboarding Lead



WAYNE WELCH
CTO



KRISTEN ALBRECHT
*Director of
Strategy*



EMMA HARVEY
*Marketing
Coordinator*



MARIAH MULCAHY
*Manager of Workplace Experience
& Community Outreach*



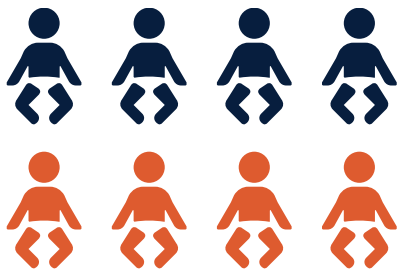
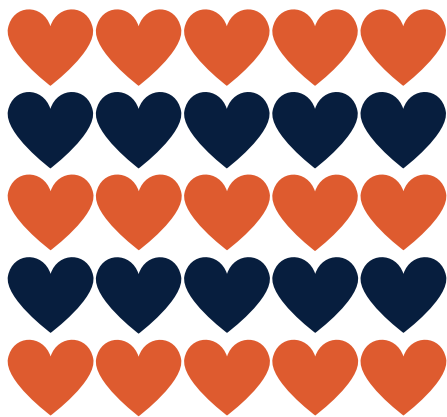
2022 Year in Review

911 Responses 127,629

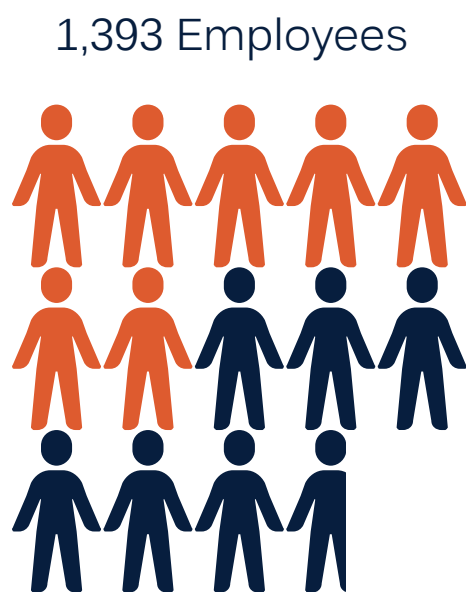
Non-emergent Transports 80,651

Emergency Transports 71,719

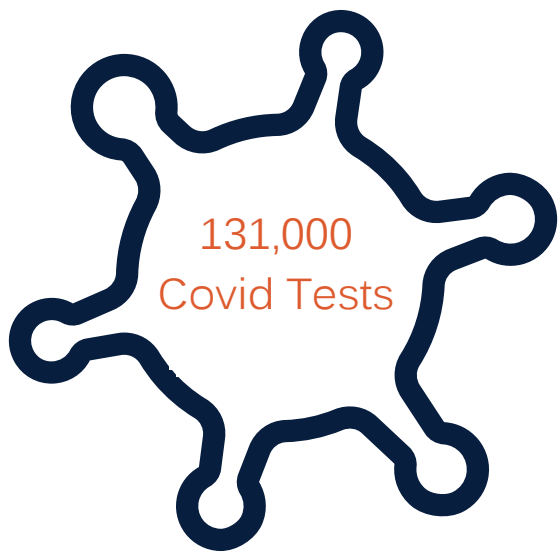
25 Cardiac Saves



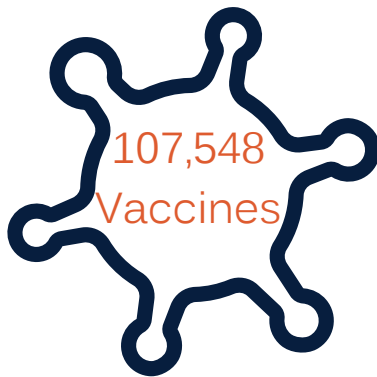
8 Babies Delivered



1,393 Employees



131,000 Covid Tests



107,548 Vaccines



1,410 Covid Clinics

Communties Served



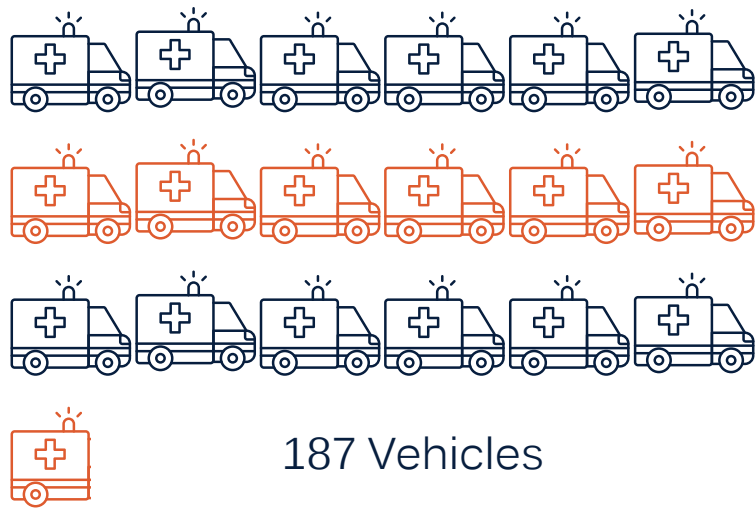
Mobile Integrated Health Patient Contacts 8,340

Medical Triage Calls 5,238

Monoclonal Antibody Treatments 881



941 Classes



187 Vehicles

PROUDLY SERVING OUR COMMUNITIES FOR 46 YEARS



Robert Shields, DNP, RN, NE-BC, CCRN, CEN, NRP
Sr. Director of Nursing, Patient Care Services
Critical Care Transport Team | Emergency Communication Center | Life Support Programs
300 Longwood Avenue, FE-045
Boston, MA 02115
617-355-8410 | Page 0159 | Fax 617-730-4696
robert.shields@childrens.harvard.edu childrenshospital.org/criticalcare

August 29, 2023

To Whom It May Concern:

I have been asked to write this letter of support for Cataldo Ambulance Service. I have been involved in Emergency Medical Service (EMS) since 1989 and have witnessed many changes occur within the industry over the last 3 decades. In my current role as Sr. Director for Patient Care Services overseeing the Critical Care Transport Program at Boston Children's Hospital, I have had a business relationship with Cataldo Ambulance Service for 20 years, they provided backup service for the transport team and are the preferred provider for the hospital and satellites. I would like to highlight some of their areas of excellence that I believe make them a great choice to partner with to fulfill your medical transportation needs.

- Cataldo Ambulance Service has proven time and time again that they are a great logistical partner to help navigate through complex situations to provide optimal care and safe medical transportation to our patients and families, always placing them as the priority.
- Cataldo Ambulance Service continues to partner for special requests such as end of life Make a Wish, and other unique circumstances that require medical transportation.
- Cataldo Ambulance Service's senior leadership is available 24/7 to discuss and help navigate through time sensitive situations.
- Cataldo Ambulance Service is timely, responsive and attentive to all requests made by Boston Children's Hospital.
- Cataldo Ambulance Service is transparent in their communication, they provide accurate ETA's, notify of delays and if they are unable to accommodate a transfer request they will work with other services to transfer the patient.
- Cataldo Ambulance Service utilizes technology that assigns the most appropriate crew to the transport request. The customer is able to view the location of the ambulance in real time.
- The ambulances are clean, well maintained, and staffed with employees who represent the company well.

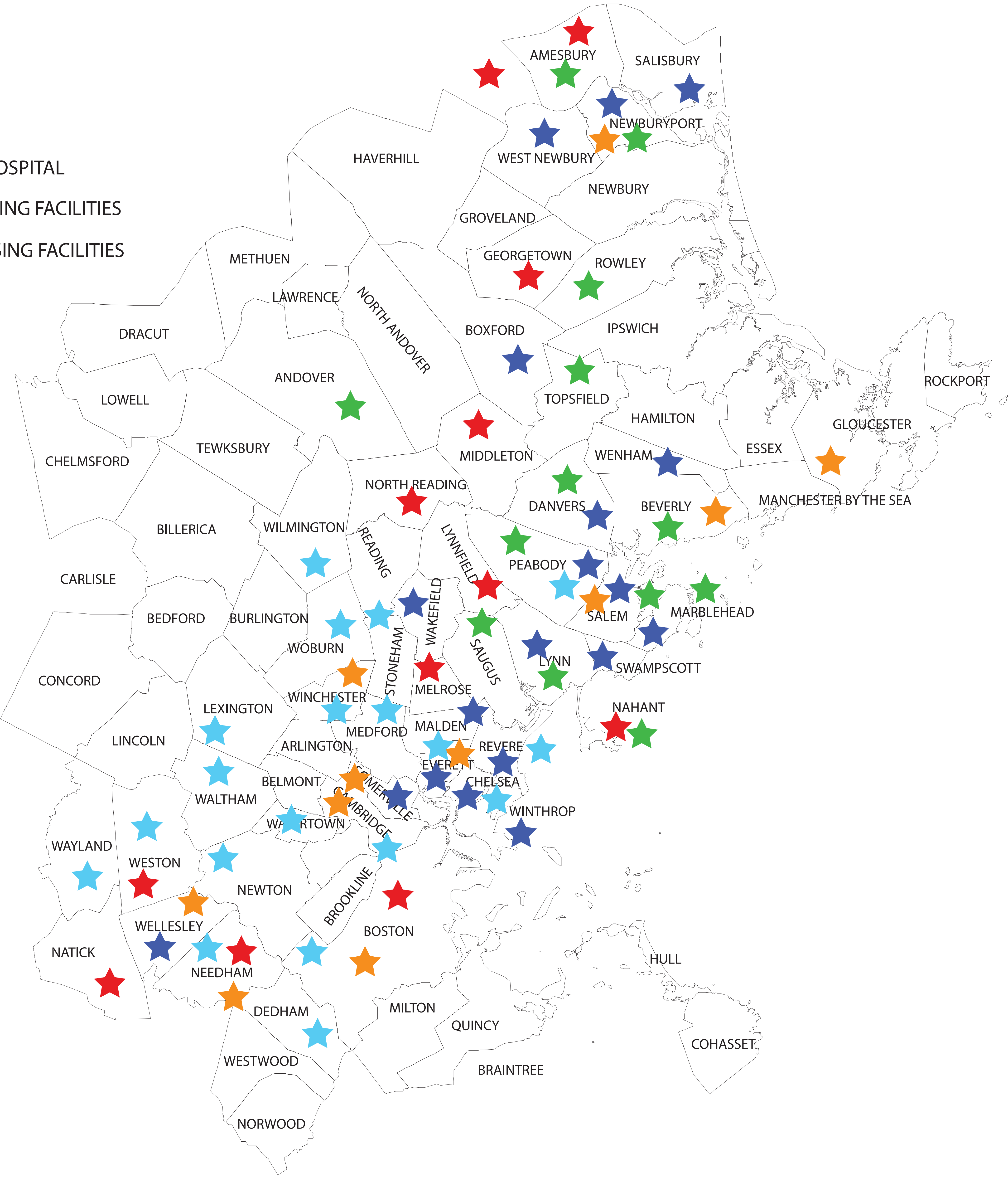
When choosing an ambulance vendor to partner with to meet all your medical transportation needs, it is important to align with a partner that shares similar values and places the patient and family first. Someone who is responsive to requests and communicates effectively and transparently. Cataldo Ambulance Service is a family owned and operated business and has been our medical transport partner for 20 years because of those reasons.

Sincerely,

On The Map

SERVICE AREAS

- ★ PRIMARY 911
- ★ BACK UP 911
- ★ INSTITUTIONAL/HOSPITAL
- ★ LTC-SKILLED NURSING FACILITIES
- ★ LTC-SKILLED NURSING FACILITIES



Cataldo/Atlantic Ambulance Municipal Contract Information

	City or Town	Contract Administrator Name and Address	Contact Phone	Served Since	Years of Service	Initial Contract End Date	Extensions listed in contract	Final Contract Date	Population	Projected 2023 Responses	Projected 2023 Transports	Actual 2022 Responses	Actual 2022Transports	Staffing Configuration
Boxford	Town of Boxford (East side)	Chief Brian Geiger 585 Main St. Boxford, Ma. 01921	978-352-2346	9/1/2017	6	6/6/2022		6/6/2025	8,282	521	222	516	220	ALS Units respond from Danvers
Chelsea	City of Chelsea	Chief Leonard A. Albanese 311 Chestnut St. Chelsea, Ma. 02150	617-466-4600	7/1/1983	40	6/30/2024	w/ (2) 1 yr renewals @dis cretion of the City	6/30/2026	38,203	8,044	5,000	7,964	4,950	1 ALS 24/7 & 1 BLS 16/7
Everett	City of Everett	Chief Scott Dalrymple 384 Broadway Everett, Ma. 02149	617-394-2348	7/1/1979	44	6/30/2018	w (2) 2yr, (1) 1yr renewals	6/30/2025	37,269	7,541	4,411	7,466	4,367	1 ALS 24/7
Holyoke	City of Holyoke	Chief John Kadlewicz 600 High Street Holyoke, MA 01040	413-534-2250	9/29/2022	1	9/29/2023	w/ (3) 1 yr automatic renewals	9/29/2026	39,878	12,000	8,760	3,427	2,073	3 ALS 3 BLS (Overnight - 2 ALS, 1 BLS)
Lynn	City of Lynn	Chief Stephen Archer 725 Western Av. Lynn, Ma. 01905	781-593-7528	7/1/2007	16	6/30/2025		6/30/2025	94,201	17,786	10,217	17,610	10,116	1 ALS 24/7 2 BLS 24/7 BLS 16/5 S-TH, 24 Fr & Sa BLS 8 hours M-F 1
Malden	City of Malden	Chief William Sullivan 200 Pleasant St. Malden, Ma. 02148	781-397-7000	7/1/1999	24	6/30/2025		6/30/2025	55,712	9,621	5,836	9,526	5,778	2 - 24 P/B units
Marblehead	Town of Marblehead	Chief Jason Gilliland One Ocean Avenue Marblehead, MA 01945	781-631-0142	12/1/2008	15	6/30/2024	w (1) 1yr renewal	6/30/2025	20,530	2,361	1,149	2,338	1,138	1 ALS 24/7
Melrose	City of Melrose	Chief Edward Collina 562 Main St. Melrose, MA 02176	781-979-4500	7/1/2008	15	6/30/2020		6/30/2023	28,054	664	433	657	429	Mutual Aid Agreement
Nahant	Town of Nahant	Chief Dean Palombo 67 Flash Road Nahant, Ma. 01908	781-581-1235	7/1/2007	16	6/30/2022	w evergreen 1 yr renewals	6/30/2026	3,512	108	51	107	50	Units respond from Lynn
Newburyport	City of Newburyport	Chief Christopher LeClaire 0 Greenleaf Street Newburyport, MA 01950 978-465- 4427	978-465-4427	7/1/2013	10	6/30/2022		7/1/2024	18,197	2,467	1,327	2,443	1,314	2 PB ALS 24/7 shared with Salisbury and West Newbury
Peabody	City of Peabody	Chief Joseph Daly 47 Lowell Street Peabody, MA 01960	978-538-1217	7/1/2008	15	6/30/2022	w (1) 2yr renewal if exercised by Mayor	6/30/2024	53,004	10,143	5,608	10,043	5,552	3 PB ALS 24/7 & 1 BLS 12/7. Units are also able to do ALS transfers out of Lahey North
Revere	City of Revere	Chief Chris Bright 400 Broadway Revere, Ma. 02151	781-284-0014	7/1/1999	24	12/31/2025	w/ (2) 1 yr renewals	12/31/2027	53,400	9,585	5,811	9,490	5,753	1 ALS 24/7, 1 ALS 16/7, 1 BLS 12/7
Salem	City of Salem	Acting Chief Al Dionne 48 Lafayette Street Salem, MA 01970	978-744-6990	12/1/2008	15	7/31/2022		7/31/2025	43,350	7,414	4,252	7,341	4,210	1 ALS 24/7 & 1 BLS 24/7
Salisbury	Town of Salisbury	Chief Scott Carrigan 37 Lafayette Rd, Salisbury, MA 01952	978-465-3631	7/1/2013	10	6/30/2022		6/30/2024	9,465	1,583	840	1,567	832	ALS Units respond from Newburyport
Somerville	City of Somerville	Chief Charles Breen 266 Broadway Somerville, Ma. 02145	617-623-1700	9/1/1977	46	8/31/2023		8/31/2023	81,175	9,370	5,730	9,277	5,673	2 - 24 PB units
Stoneham	Town of Stoneham	Matthew Grafton 25 Central Street Stoneham, MA 02180	617-428-5296	7/1/2021	2	6/30/2024	w/ (2) 1 yr renewals @dis cretion of the City	6/30/2026	23,625	3,548	1,978	3,513	1,958	1 ALS & BLS 24/7
Swampscott	Town of Swampscott	Chief Graham Archer 76 Burrill St, Swampscott, MA 01907	781 595-4050	1/1/2015	8	6/30/2020		6/30/2023	15,184	1,547	867	1,532	858	1 ALS 24/7
Wakefield	Town of Wakefield	Stephen P. Maio 1 Lafayette Street, Wakefield, MA 01880	781-246-6390	11/29/2019	4	11/28/2022		11/28/2025	27,041	3,747	2,264	3,710	2,242	1 ALS & BLS 24/7
Wellesley	Town of Wellesley	Chief Rick Delorie 457 Worcester St, Wellesley, MA 02481	781- 235-1300	12/15/2016	7	12/31/2021	w (1) 1yr renewal	12/31/2025	28,747	2,527	1,413	2,502	1,399	1 ALS 24/7
West Newbury	Town of West Newbury	Chief Mike Dwyer 403 Main Street West Newbury, MA 01985	978-363-1111	7/1/2013	10	6/30/2024		6/30/2024	4,688	294	135	291	134	ALS Units respond from Newburyport
									Total Resident Population	Total Projected Responses	Total Projected Transports	Total Actual 2022 Responses	Total Actual 2022Transports	
									683,517	110,872	66,303	101,320	59,046	
		3												



Base Locations

Chelsea Ops. Center	111 Crescent Ave Chelsea, MA 02150 617-887-3404	Peabody	90 Foster St Peabody, MA 01906 781-873-2307
Everett	642 Broadway St Everett MA, 02149 617-389-4100	West Peabody	597 Lowell St Peabody, MA 01960 978-548-6081
Malden	25 Eastern Ave Malden, MA 02148 617-887-3404	Lynn	5 Stetson St Lynn, MA 01902 781-592-9112
Somerville	4 Joy St Somerville, MA 02143 781-523-9715	Saugus	180 Walnut St Saugus MA, 01906 781-231-1592
Revere	385 American Legion Hwy Revere, MA 02151 781-853-6704	Marblehead	8 Sewall St Marblehead, MA 01945 781-990-0584
Wakefield	55 Broadway St Wakefield, MA 01880 781-587-0455	Salem	296 Canal St Salem MA, 01970 978-607-0121
Needham	30 Charles St Needham, MA 02492 339-777-5639	Newburyport Serving Salisbury & West Newbury	18 Graf Rd Units 9-11 Newburyport MA, 01950
Wellesley	457 Worcester St Wellesley, MA 02481 781-489-5517	Swampscott	86 Burrill St Swampscott, MA 01907 781-584-6396
Holyoke	397 Hampden St Chicopee, MA 01013 <hr/> 490 South St Holyoke Ma 01040	Danvers	135 Maple St Danvers, MA 01915 978-774-2651
Haverhill	242 Neck Road Haverhill Ma 01835	Beverly	133 Brimball Ave Beverly MA, 01923 978-524-8774
		Stoneham* Effective 10/15/22 450 Main St Unit 2	25 Central St Stoneham MA, 02180 781-435-0375



Base Locations

SmartCare

Chelsea	132 Hawthorne St Chelsea, MA 02150 617-884-2789
Chicopee	339 Hampden St Chicopee MA, 01013
Attleboro	38 Forest St, Attleboro MA 02703
Somerville	4 Joy St Somerville, MA 02143 781-523-9715
Worcester	45 Grosvenor St Worcester, Ma 01610 774-389-0700

Cataldo Education Center

Malden	109 Madison St Malden MA, 02148
Winthrop	22 Woodside Ave Winthrop MA 02152

Vehicles



Type	Veh #	Year	Make	VIN	Mileage
Ambulances (83)					
AMBULANCE	1209	2022	FORD	1FDBR1CG0NKA27011	6,714
AMBULANCE	1312	2022	FORD	1FDXE4FN7NDC21925	23,796
AMBULANCE	1313	2022	FORD	1FDXE4FN2NDC21928	19,503
AMBULANCE	1314	2022	FORD	1FDXE4FN2NDC40270	9,381
AMBULANCE	1207	2021	FORD	1FDBR1CGXMKA76652	14,951
AMBULANCE	1310	2021	FORD	1FDXE4FN2MDC38808	39,857
AMBULANCE	1311	2021	FORD	1FDXE4FN9MDC38806	26,871
AMBULANCE	2209	2021	FORD	1FDBR1CGXMKA76649	20,671
AMBULANCE	2213	2021	FORD	1FDBR1CG8MKA76651	21,478
AMBULANCE	2214	2021	FORD	1FDBR1CG1MKA76653	18,065
AMBULANCE	2215	2021	FORD	1FDBR1CG8MKA76648	14,451
AMBULANCE	1207	2021	FORD	1FDBW2XM7GKB52251	15,123
AMBULANCE	1230	2020	FORD	1FDBR1CG4LKB02323	56,457
AMBULANCE	1205	2020	FORD	1FDBR1CG2LKA46110	63,293
AMBULANCE	1225	2020	FORD	1FDBR1CG1LKB02330	64,358
AMBULANCE	1294	2020	FORD	1FDBR1CG9LKA46119	74,439
AMBULANCE	2310	2020	FORD	1FDXE4FN0MDC16337	83,811
AMBULANCE	1204	2019	TRANSIT	1FDYR2CM1KKA14799	111,957
AMBULANCE	1307	2019	FORD	1FDXE4FS8KDC44955	53,844
AMBULANCE	1308	2019	FORD	1FDXE4FS7KDC41503	92,470
AMBULANCE	2205	2019	TRANSIT	1FDYR2CM8KKA14802	76,435
AMBULANCE	2206	2019	TRANSIT	1FDYR2CM1KKA14804	98,727
AMBULANCE	2207	2019	FORD	1FDYR2CM3KKA14805	86,542
AMBULANCE	2302	2019	FORD	1FDWE3FS2KDC33312	104,506
AMBULANCE	2308	2019	FORD	1FDXE4FS9KDC41501	103,900
AMBULANCE	2309	2019	FORD	1FDXE4FS0KDC41502	88,453
AMBULANCE	2351	2019	FORD	1FDWE3FS3KDC60096	33,199
AMBULANCE	1202	2018	TRANSIT	1FDBW2XXMJKB06548	80,846
AMBULANCE	1203	2018	TRANSIT	1FDBW2XXM7JKB23081	119,521
AMBULANCE	2203	2018	TRANSIT	1FDBW2XM6JKB06546	128,460
AMBULANCE	2204	2018	TRANSIT	1FDBW2XM6JKB06547	119,925
AMBULANCE	2301	2018	FORD	1FDWE3FS5JDC21587	129,825
AMBULANCE	1263	2017	FORD	1FDBW2XM2HKA87973	118,536
AMBULANCE	1286	2017	FORD	1FDBW2XM9HKA87971	123,400
AMBULANCE	1380	2017	FORD	1FDWE3FS1HDC28868	127,672
AMBULANCE	2311	2017	FORD	1FDXE4FS6HDC31209	117,131
AMBULANCE	1316	2017	FORD	1FDWE3FS5HDC00202	181,691
AMBULANCE	1301	2017	FORD	1FDXE4FS2HDC65194	60,881
AMBULANCE	1303	2017	FORD	1FDXE4FS2HDC31210	89,425
AMBULANCE	2201	2017	RAM PROMS	3C6URVHG9HE550491	91,654
AMBULANCE	2208	2017	FORD	1FDBW2XM8HKB32821	89,423
AMBULANCE	2249	2017	FORD	1FDBW2XM6HKB32820	123,086
AMBULANCE	2318	2017	FORD	1FDXE4FS1HDC57748	96,132
AMBULANCE	1251	2016	FORD	1FDBW2XM9GKB07800	141,935
AMBULANCE	1206	2016	FORD	1FDBW2XM9GKB22796	133,391
AMBULANCE	1302	2016	FORD	1FDXE4FS7GDC09489	126,823
AMBULANCE	2245	2016	FORD	1FDBW2XM0GKB07801	147,831
AMBULANCE	1217	2016	TRANSIT	1FDBW2XG6GKB39212	131,592
AMBULANCE	1304	2016	FORD	1FDWE3FS4GDC24957	144,990
AMBULANCE	1306	2016	FORD	1FDWE3FS0GDC24955	154,553
AMBULANCE	2210	2016	FORD	1FDBW2XM5GKB25887	183,457
AMBULANCE	2337	2016	FORD	1FDWE3FS9GDC34934	202,237
AMBULANCE	2255	2016	FORD	1FDBW2XM7GKB11487	129,450
AMBULANCE	2306	2016	FORD	1FDWE3FS6GDC24958	157,100
AMBULANCE	2307	2016	FORD	1FDWE3FS3GDC24934	103,900
AMBULANCE	2350	2016	FORD	1FDWE3FS4GDC00660	190,143
AMBULANCE	2356	2016	FORD	1FDWE3FS0GDC55753	187,753
AMBULANCE	2357	2016	FORD	1FDWE3FS9GDC55752	178,340
AMBULANCE	1215	2016	TRANSIT	1FDBW2XM6GKB55951	138,964
AMBULANCE	1318	2015	FORD	1FDWE3FS2FDA24982	233,205
AMBULANCE	1378	2015	FORD	1FDWE3FS3FDA23386	187,814
AMBULANCE	2259	2015	RAM PROMS	3C6URVHG1FE511665	117,897
AMBULANCE	2304	2015	FORD	1FDWE3FS9FDA33307	182,460
AMBULANCE	1344	2015	FORD	1FDRF3GT5FEC84045	145,621
AMBULANCE	1348	2014	FORD	1FDXE4FS3EDA93849	134,761
AMBULANCE	1233	2014	FORD	1FDSS3EL1EDA77544	122,354
AMBULANCE	1265	2014	FORD	1FDSS3EL0EDB07147	197,414
AMBULANCE	108	2014	FORD	1FDSS3EL0EDB07146	163,567
AMBULANCE	1244	2014	FORD	1FDSS3EL4EDB07197	205,724

Type	Veh #	Year	Make	VIN	Mileage
Ambulances Continued					
AMBULANCE	1305	2014	FORD	1FDXE4FS4EDA17864	110,938
AMBULANCE	2305	2014	FORD	1FDXE4FS1EDB20983	188,525
AMBULANCE	2313	2014	FORD	1FDXE4FS5EDA98339	195,400
AMBULANCE	2317	2014	FORD	1FDWE3FSXEDA75256	231,431
AMBULANCE	1238	2013	FORD	1FDSS3EL0DDA69420	191,687
AMBULANCE	1309	2013	FORD	1FDXE4FS4DDA15014	187,171
AMBULANCE	2312	2013	FORD	1FDWE3FS9DDA74887	222,522
AMBULANCE	2364	2013	FORD	1FDXE4FS5DDB07295	178,254
AMBULANCE	2367	2013	CHEVY EXPR	1GB6G5CU3D1130816	215,200
AMBULANCE	1249	2012	FORD	1FDSS3EL7CDA97861	201,171
AMBULANCE	1315	2012	FORD	1FDXE4FS1CDA59941	203,874
AMBULANCE	1229	2011	FORD	1FDSS3EL6BDB29505	214,621
AMBULANCE	1208	2011	FORD	1FDSS3ES3BDA24010	228,885
AMBULANCE	1354	2010	FORD	1FDWE3FS4ADA81838	240,375
Buses (23)					
Bus	1501	2020	FORD	1FDEE3F60KDC49961	23,657
Bus	22	2020	FORD	1FDVU4X83LKA31650	25,890
Bus	7508	2018	FOREST	1FDEE3FS4JDC29790	70,445
Bus	5504	2017	FORD	1FDES8PM7HKB28464	64,585
Bus	7502	2017	FORD	1FDEE3FS0HDC37766	68,245
Bus	7511	2017	STARC	1FDEE3FS2HDC57372	52,350
Bus	1406	2016	FORD	1FBAX2CM3GKA00328	84,521
Bus	2502	2016	FORD	1FDEE3FL4GDC17155	88,541
Bus	5506	2016	FORD	1FDES8PM6GKB07944	140,125
Bus	5502	2016	FORD	1FDES8PM7GKB03532	99,008
Bus	5503	2016	FORD	1FDES8PM8GKB07945	84,042
Bus	5508	2016	FORD	1FDEE3FLXGDC24112	10,819
Bus	5509	2016	FORD	1FDEE3FL4GDC24106	109,546
Bus	7501	2016	FORD	1FDEE3FL3GDC10679	37,293
Bus	7506	2016	ELKHART	1FDEE3FS4GDC39518	32,347
Bus	2501	2015	FORD	1FDEE3FL9FDA05091	78,321
Bus	5507	2015	FORD	1FDEE3FLXFDA27827	38,324
Bus	7507	2015	FORD	1FDEE3FL7FDA05087	33,735
Bus	7509	2015	FORD	1FDEE3FL9FDA23915	86,827
Bus	7510	2015	FORD	1FDEE3FL7FDA05090	55,430
Bus	5501	2014	FORD	1FDEE3FSXEDA05848	96,441
Bus	7505	2014	FORD	1FDEE3FL5EDA17124	10,020
Bus	7503	2013	FORD	1FDEE3FL4DDA23012	43,562
Chair Cars (24)					
Chair Car	1414	2022	FORD	1FDAX2C85NKA61087	201
Chair Car	1415	2022	FORD	1FDAX2C89NKA58774	186
Chair Car	2402	2022	FORD	1FDAX2C88NKA59575	7,150
Chair Car	1407	2020	FORD	1FBAX2C80LKA35969	33,317
Chair Car	2401	2019	FORD	1FBAX2CM5KKB05624	76,725
Chair Car	2410	2018	FORD	1FDZK1CM0JKA11992	47,612
Chair Car	5403	2018	FORD	1FDZX2CM7JKB47124	49,208
Chair Car	1410	2018	FORD	1FDZK1CM9JKA11991	99,768
Chair Car	1401	2017	FORD	1FDZX2CM3HKA62369	125,806
Chair Car	1408	2017	FORD	1FDZX2CMXHKA62370	161,367
Chair Car	2434	2017	FORD	1FDZX2CM8HKA62366	147,501
Chair Car	1413	2016	FORD	1FDZX2CM1GKB49055	73,075
Chair Car	1403	2016	FORD	1FDZX2CM8GKA50104	132,520
Chair Car	1411	2016	FORD	1FTYR2CM2GKA08294	140,354
Chair Car	8503	2016	FORD	1FBVU4XG5GKB42559	136,784
Chair Car	1402	2015	TRANSIT	1FBZX2CM3FKA92767	125,232
Chair Car	1405	2015	TRANSIT	1FBZX2CM3FKA92770	165,012
Chair Car	2424	2015	FORD	1FBZX2CMXFKA92765	132,105
Chair Car	2425	2015	FORD	1FDZX2CM1FKA92766	155,044
Chair Car	2460	2015	RAM PROMS	3C6TRVPG4FE515254	138,420
Chair Car	1412	2015	FORD	1FDZX2CM1FKA72539	101,939
Chair Car	5401	2014	FORD	1FTNS2EW2EDA11672	117,709
Chair Car	5402	2014	FORD	1FTNS2EW8EDA11675	133,410
Chair Car	1404	2013	FORD	1FTNS2EW3DDB11410	145,647

Type	Veh #	Year	Make	VIN	Mileage
Mules (3)					
Mule	C1	2017	Kawasaki	JK1AFCV13HB501139	N/A
Mule	C2	2011	Kawasaki		N/A
Mule	C3	2002	GEM	5ASAK27422FO29921	N/A
Supervisor/Class V/Non-Transport ALS Units (13)					
Class V	1105	2022	FORD F-150	1FTFW1P80NKE97654	1,745
Class V	2107	2022	FORD F-150	1FTFW1P84NKE97656	4,892
Class V	1108	2022	FORD F-150	1FTFW1P86NKE97657	546
Class V	1109	2022	FORD F-150	1FTFW1P82NKE97655	612
Class V	2104	2022	Ford Explorer	1FM5K8AB1MGC30685	26
Class V	2105	2021	Ford Explorer	1FM5K8AB2MGB83151	13,349
Class V	2106	2021	Ford Explorer	1FM5K8AB0MGC22707	13,527
Class V	1102	2020	Ford F-150	1FTEW1P43LKE10612	53,563
Class V	2102	2019	Ford F-150	1FTEW1P4XKKD75968	43,214
Class V	1101	2018	Ford Explorer	1FM5K8D8XJGB24540	78,521
Class V	2103	2017	Ford Explorer	1FM5K8ARXHDG05919	153,547
Class V	1104	2017	Ford Explorer	1FM5K8AR8HDG05918	148,654
Class V	2101	2016	Ford	1FM5K8ARXGGB97512	133,219
Support Vehicles (10)					
Support	1605	2022	FORD ESCAPE	1FMCU9H4NUA13239	8,012
Support	1606	2021	FORD CUTAWAY	1FDWE3FN6MDC31561	16,961
Support	101	2020	Ford F-250	1FT7X2BN0LED51657	67,778
Support	1602	2018	Ford Focus	1FADP3K26JL213764	64,706
Support	1601	2017	Ford Transit	1FDBW5PM9HKA52994	55,683
Support	2601	2017	Ford F-250	1FT7X2B67HEE52792	42,855
Support	1324	2013	Ford	1FDXE4FS6DDA15015	64,987
Trailer	T1	2017	Trailer	5JX1A2022HE208156	N/A
Trailer	T4	2017	Trailer	5JX1Z2020HE208570	N/A
Trailer	T2	2010	Trailer	5A3C612SXAL000661	N/A


Technologies in Use



EMS AnyWare

Cataldo Ambulance Service has invested in a software, available to our contracted municipalities, that reports and tracks opiate related activity in your community, in real time. What does this mean for you? This means that you and your Opiate Task Force or designees can receive real time notifications of opiate- related overdoses or suspected overdoses in which enough suspicion was raised to administer Narcan by the ambulance crews on scene. This occurs through email alerts shortly after the incident has occurred.

See the sample email report below. The patient name is “starred out” due to privacy regulations. The email comes with a heading of “Potential Opiate Overdose |City or Town, and is detailed as shown below.



CATALDO EMS HAS SENT YOU AN ALERT FROM EMS ANYWARE.

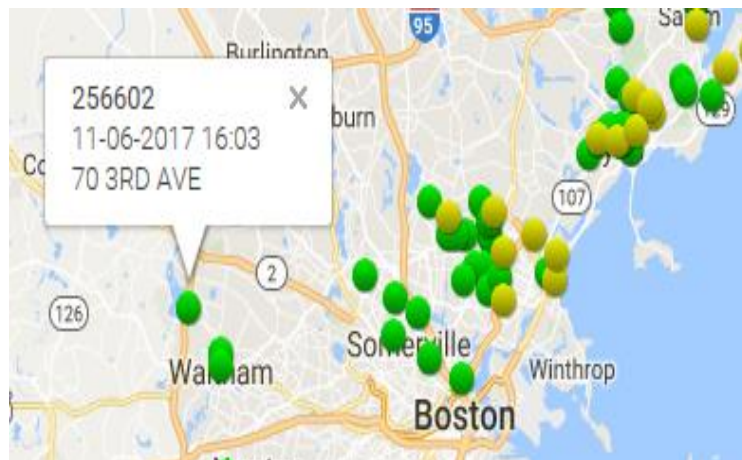
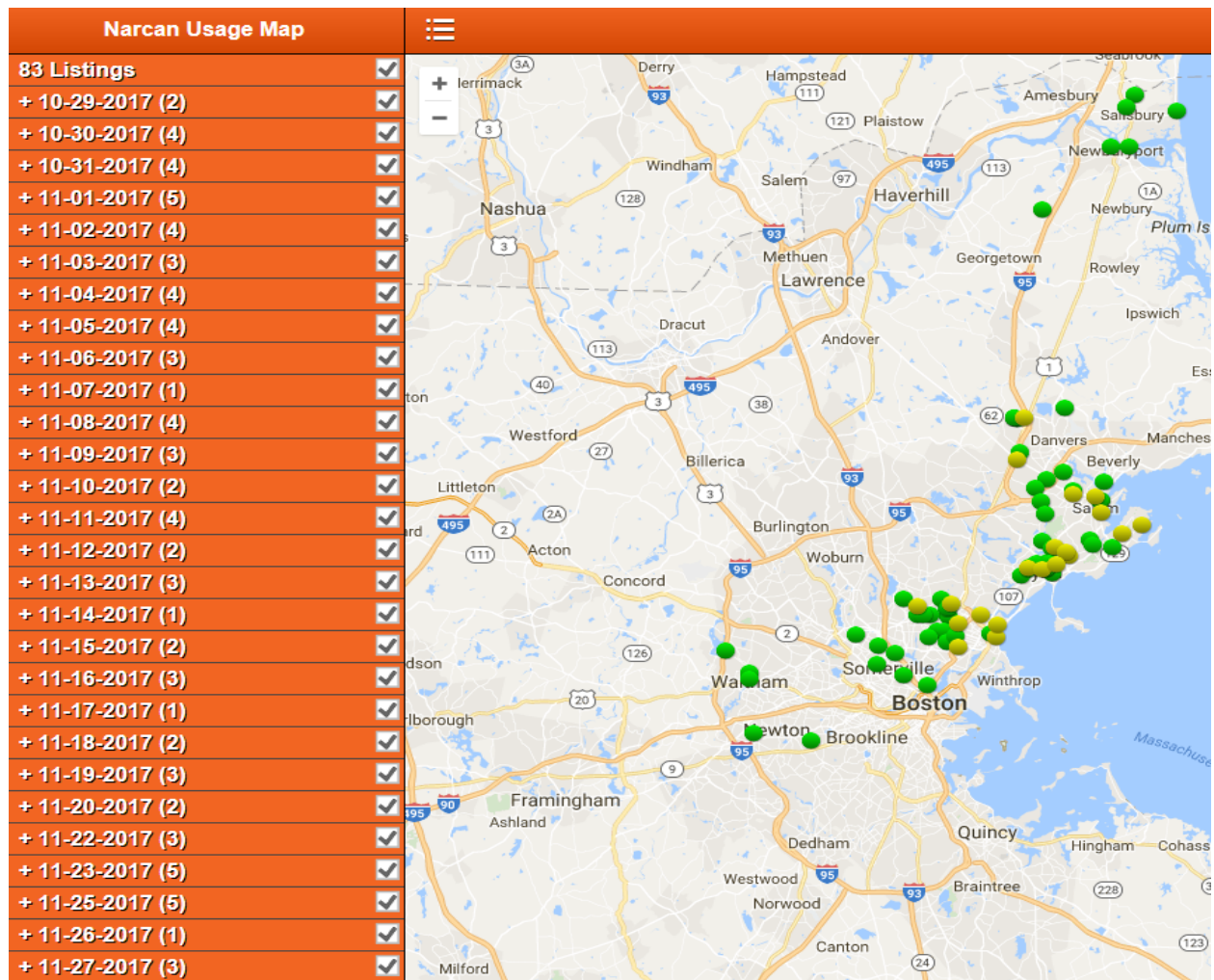
[21:06] Unit ATL P-19 documented Narcan at 111 MIDDLETON RD, DANVERS, MA, 01923 for Run 275120

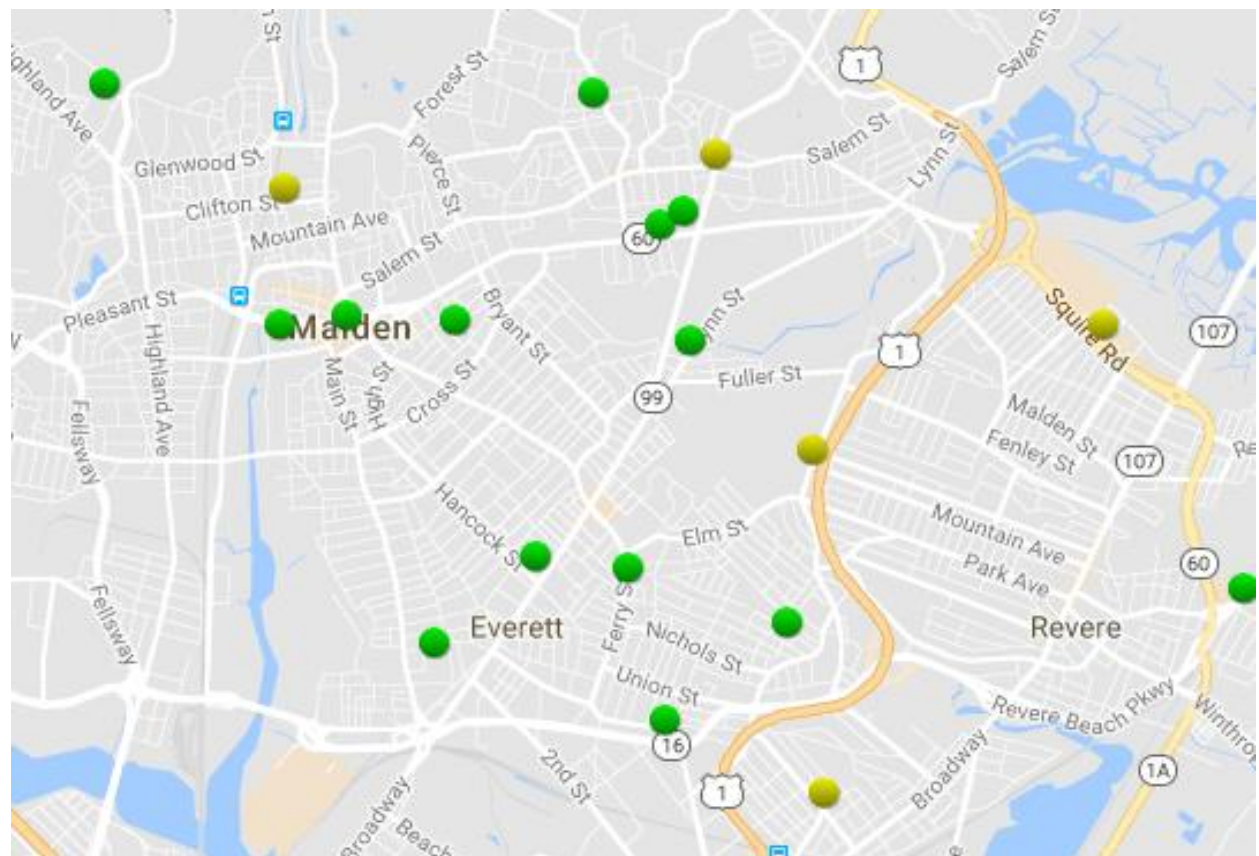
Trip Information

Transport Service	CATALDO AMBULANCE SERVICE INC
Date Of Service	2017-11-27
Trip Leg	0767-A
Run Number	275120
Unit	ATL P-19
Vehicle	264
Call Type	ALS
Priority	1 - EMERGENCY: HOT RESPONSE
Nature Of Call	SICK PERSON
Cancellation	NA
Patient	WIL***, STE***
Ordering Facility	911-DANVERS FIRE DEPT.
Scheduled Pickup	2017-11-27 20:34:31.000
Pickup	CAB HEALTH & RECOVERY SERVICES 111 MIDDLETON RD No Room/Suite DANVERS, MA 01923
Destination	BEVERLY HOSPITAL 85 HERRICK ST No Room/Suite BEVERLY, MA 01915

As well as the incident notifications, a daily morning report is automatically emailed to you and your designees showing a rolling 30-day trend of all opiate overdoses in the Cataldo/Atlantic Service area

combined. This map has many options controlled by you. You have the ability to zoom in and out, look at pinpoints for information as well as search by day, days or weeks to look for trends.





Technologies in Use



EMS AnyWare

See attached

Zoll Respond (GPS)

See attached

ZOLL Respond allows crews to connect directly with medical facility staff via live stream video communications, ensuring the patients receive the best possible care on site, and when they arrive at their destination.

- Provides automatic data transfer between Dispatch and your crews in the field
- Gives dispatch and your crews robust communication options (such as chat and push to talk)
- Provides modernized mapping for turn-by-turn directions and easy navigation
- Allows supervisors to know where vehicles are located, and quickly travel to a scene if needed

StatCall: CAD Integration and two-way connectivity

CAD Interoperability

- Share a call directly into your partners system.
- Integrate with disparate CAD systems and track trip statuses.
- Bidirectional integration makes your CAD a Single Source of Truth for all transports.
- Streamline the search for proper transportation resources.

Dispatch Integration

- Transport request data is mapped from the hospital directly into your dispatch system
- Eliminate manual data entry when taking transport requests
- Optimize throughput with load leveling technology
- Eliminate batching, optimize throughput, be on time
- Medical Necessity forms are electronically completed and imported

Online Learning System

Cataldo utilizes an online learning system designed to guide EMS professionals easily through the recertification process, including state and department specific training. EMS Training Officers have access to fully review class records, eliminating "surprises" and ensuring full compliance with certification standards.

The platform is custom designed for the demands of the modern pre-hospital provider including live virtual instructor-led training and engaging course materials. All classes are designed to educate and engage, not simply to check the box. Students are engaged in a format that focuses on the presenter, an experienced EMS educator. In addition, we supplement this with materials designed to enhance learning.

Ferno Power Stretchers

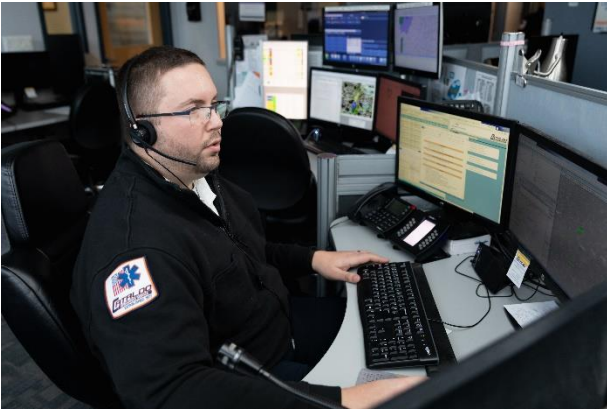
The POWER X1 Ambulance Cot offers more power, stability, maneuverability, and speed than any competitive powered cot.

With an unassisted lift capacity of 700 lb, the POWER X1 is the ultimate solution for everyday and bariatric transport. Its industry-leading battery technology provides high-powered, reliable performance on every call. The POWER X1 is cross-compatible, as it can be used with a range of cot fastening systems—including both FERNO and Stryker solutions.





StatCall: Integrated Patient Flow Software



Optimizing the Medical Transportation Scheduling Process

StatCall provides an interface between Cataldo's CAD system and healthcare partner transportation requests. Using StatCall, all necessary information required to schedule a transport is communicated directly between the requesting facility and Cataldo's CAD system. This automation improves efficiency and accuracy, and supports an improved transportation request process for healthcare professionals and their patients.

Load Leveling with Trip Quotas

The StatCall system is designed to ensure patient transport requests are aligned with transportation availability. This eliminates bottlenecks and reduces cancellations or the need to reschedule transports.

Transparency

Cataldo adds value for its healthcare partners by providing transparency at the transport request level. The StatCall dashboard provides status, location, and patient details for facility related transport requests. Real time automated alerts notify the requesting facility when a relevant status update occurs for their patient transport request. ETAs, on-scene alerts, and patient status alerts are provided. This helps to eliminate redundant or unnecessary communication between facility staff and the dispatch and transportation network.

StatCall is offered as a resource for all Cataldo transportation partners.

Smart Response on Your Mobile Device

Leverage a mobile data application that:

- Provides automatic data transfer between Dispatch and your crews in the field
- Gives dispatch and your crews robust communication options (such as chat and push to talk)
- Provides modernized mapping for turn-by-turn directions and easy navigation
- Allows supervisors to know where vehicles are located, and quickly travel to a scene if needed



Automatic Data Transfer

When ZOLL Respond is connected with RescueNet Dispatch, data is transferred from the Communications Center and the field crews automatically. No need for crews to try and remember or write down critical information when traveling to a scene, as the details are at their fingertips. This direct transfer saves time, increases efficiency, and reduces possible data entry errors, allowing crews to focus on taking care of the patient.



Robust Communication Options and Enhanced Mapping Features

View and respond to trips through cloud based mapping navigation to the pick-up and drop off points throughout your trip using any Android or iOS mobile device, decreasing time to scene. ZOLL Respond allows crews to connect directly with medical facility staff via live stream video communications, ensuring the patient receives the best possible care both on site and when they arrive at the hospital.












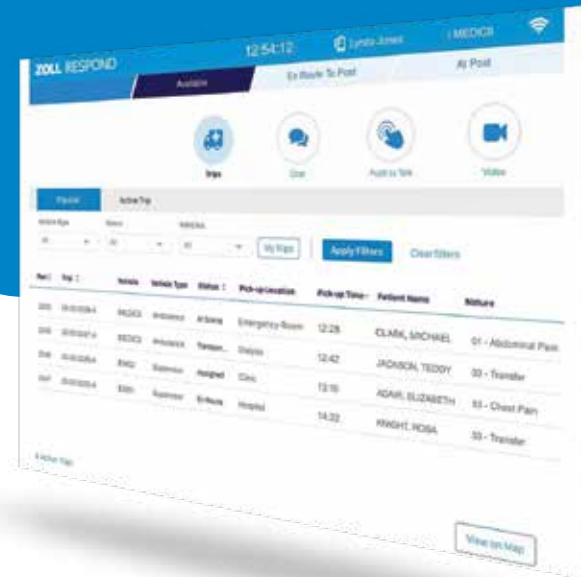
Minimize Communications Center Chatter

Because ZOLL Respond is integrated with RescueNet Dispatch, dispatchers can use chat and push to talk (PTT) with field crews via the ZOLL Respond chat services, and the automatic data transfer eliminates the need to pass data multiple times. The detailed supervisor view ensures supervisors have all the necessary information at their fingertips to reduce radio usage; seeing where their crews and vehicles are, their current response state, and trip details.

How Does ZOLL Respond Work?

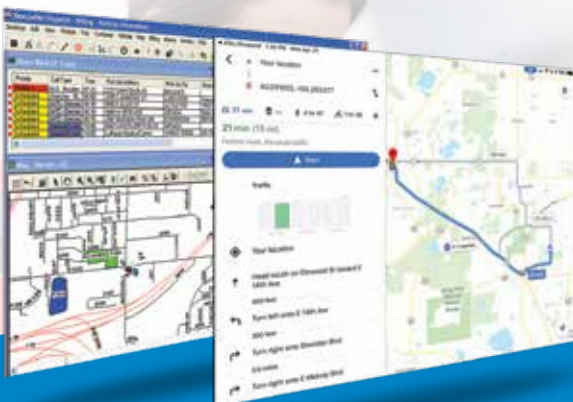
Features include:

-  iOS and Android smart device compatible
-  Automatic trip status updates
-  Secure communication across users (chat, push to talk and live stream video)
-  Trip management
-  Integrated cloud-based mapping, turn-by-turn navigation and live traffic
-  Mileage calculation
-  Visible and audible trip response alerts
-  @Work – GPS and incident reporting functionality from your mobile device
-  Supervisor function, including:
 - Filter vehicles by type and location
 - Point in time snapshot of vehicles
 - Street view of where crews are and the surrounding area
 - Vehicle select and to-scene routing assistance
 - Full system picture view



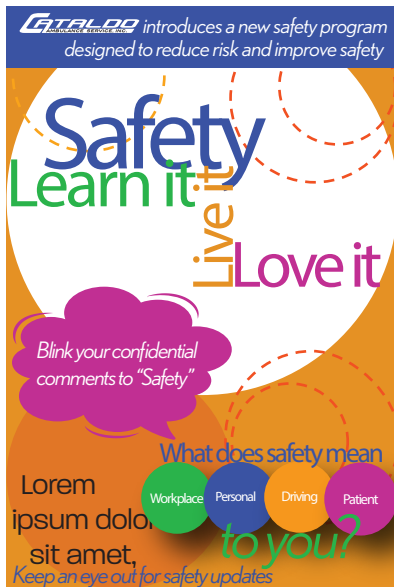
Route-to-Scene

- When a crew requests assistance, supervisors can select the active vehicle and trip, and ZOLL Respond automatically configures the route on their smart device



Additional Initiatives

Additional Initiatives



Cataldo is committed to numerous initiatives designed to engage staff, build community and contribute to important causes. As an example, the internal safety initiative called "Safety: Learn it, Live it, Love it!" has contributed to increased awareness of safety and a reduction in workplace accidents or strains.

EMS spirit is alive and well all year but is especially visible during the annual EMS Week celebration. Crews are treated to homemade breakfasts and lunch BBQs, and special events help emphasize teamwork.

Through coordinated recruitment, cataldo was able to recruit and hire over 2000 vaccination support personnel to staff local vaccination sites.

Cataldo also sponsors an annual charity golf event, raising over \$900,000 for the American Cancer Society. Over the last 31 years, Cataldo has invited friends and colleagues to participate in a day of fun, for a good cause.



Stick-it to COVID



CATALDO EDUCATION CENTER HIGHLIGHTS



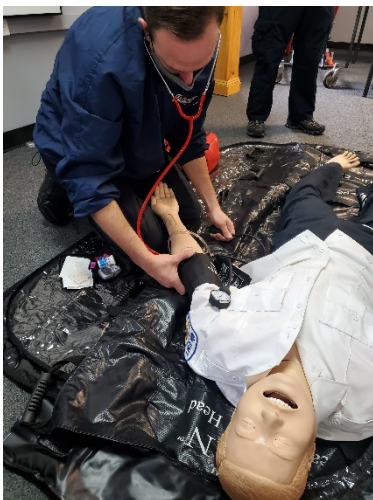
As a Massachusetts EMS Accredited Training Institution (ATI), the Cataldo Education Center is dedicated to developing and providing education for EMS, healthcare professionals, and our municipal partners in care. We offer a wide variety of courses throughout the year to accommodate our audience. CEC is currently in the process of expanding our ATI from BLS to ALS and expects to be holding paramedic programs in the future.

EMT Programs - In the last year alone, we have offered more than 10 EMT Courses – including our new Rapid Response Accelerated EMT Course offering, allowing students to

complete the course in 5 weeks – preparing them for real-world situations with our simulators and scenario-based learning. Recently, the CEC has begun close work in our communities, collaborating with local high schools and vocational schools to offer initial EMT Courses to seniors who are interested in the field of Emergency Medicine.

American Heart Association - The CEC is an Authorized Training Site for the American Heart Association, sponsoring BLS, ACLS, PALS, PEARS, First Aid, HeartSaver, and more.

National Association of Emergency Medical Technicians (NAEMT) – The CEC is an authorized training center with the NAEMT. CEC offers regularly scheduled programs in AMLS, PHTLS, EPC, and more. These NAEMT programs offer variety to field credentialed providers and allow an alternative pathway to providers looking to recertify.



Prodigy – With the need for online education access being so prevalent, the CEC has collaborated with Prodigy EMS to provide online training options to employees and municipal partners. This learning management platform offers the ability to train at your own pace - with classes provided live as well as distributive – all from the comfort of your home or department training room. These courses are CAPCE accredited and perfect for your recertification needs.

Simulation – Our state-of-the-art simulators allow for high-quality simulation training in many different medical procedures and patient cases. These wireless, self-contained simulators are ready to come to your training room and run scenarios designed to challenge your providers in a safe space, allowing for practice in the following realms: Airway, Cardiac, Vascular Access, CPR, Medical, and Trauma Assessment. The newest member of our simulator family is our new Maternal Birthing Simulator, which offers several birthing scenarios rarely seen in the field.

Continuing Education – As Massachusetts state protocols change and expand, the CEC works to keep your employees on the leading edge of patient care. Through 2 to 3-hour course sessions, we cover topics from CPAP for BLS Providers to Bloodborne Pathogens and ALS/BLS Interface. We also offer courses in Tactical Training Response, First Responder, and more!

Recertification Assistance – We know how confusing Recertification can be. CEC offers assistance with navigating the State and National sites. Providers are welcome to sign up for a session and site with one of our knowledgeable Training Officers to ensure compliance with NREMT and NRP recertification metrics.

UPGRADE YOUR EMS CAREER

Paramedic Training Program



**NO COST TRAINING OPTIONS
FOR CATALDO TEAM MEMBERS**



NOW ENROLLING

WHAT IS INCLUDED

- ✓ Textbook & laptop
- ✓ Access to online platforms and learning tools
- ✓ Branded uniform
- ✓ Certifications for ACLS, PALS, IFT, AMLS, GEMS, EPC and PHTLS

PROGRAM REQUIRMENTS

CPR and State EMT or AEMT Certification

Minimum one year EMS field experience

18 years of age

Ability to read, write, speak and understand the English language



More Information:

www.cataldoambulance.com/paramedicprogram

Full Incident Support: Tango Two



Tango Two Incident Support Unit

The truck is equipped to provide rehab for any size event, over an extended period of time, using a self-contained system. The truck includes a Tango team, including a team leader, trained to provide rehab and medical treatment for first responders on the scene. Tango team members are required to participate in regularly scheduled, specialized training in order to be aware the most up to date procedures and rehab applications.

Provides Incident Logistics, Communications, and Rehab Support

- Climate controlled and equipped with mobile communications between Command and Ambulance operations including self-contained two-way radios and computer aided dispatching (CAD)
- Radio cache of UHF and VHF portable radios
- Cross-band repeater is also equipped within the unit along with a portable cross band reapter that can be set up remotely.
- Radio programming is available on the truck from a certified COML (communication leader)
- Enclosed shelter area climate controlled for all seasons, portable shelters both open and enclosed
- TV and internet access
- Oxygen multilators
- Rescue task force equipment for four task force members
- Portable heaters for remote heating, generators, misting fans, and lighting

The vehicle is stocked with:

- Coolers with fluids for hydration
- Towels for passive cooling
- Rescue wipes for chelating; cleaning agents to help to lift away known and potential carcinogens from the skin
- Rehab tracking cards for patients
- Snacks: energy bars, candy and food with high metabolic content



Our Services

- Comprehensive medical assessment
- In-home blood acquisition and analysis
- In-home patient care testing
- Advanced in-home procedures
- Chronic disease management
- Wound care and assessment
- In-home medication treatment, including antibiotics.
- Medication reconciliation and education
- Collaboration with Primary Care Physician (PCP)
- Home safety assessment
- Transportation referrals
- Psychosocial assessment
- Coordination with other health care providers (VNA, Hospice, OT/PT, etc)



Contact Us



SmartCare-MIH@cataldoambulance.com



cataldoambulance.com/smartcare



Delivering the Future of Healthcare

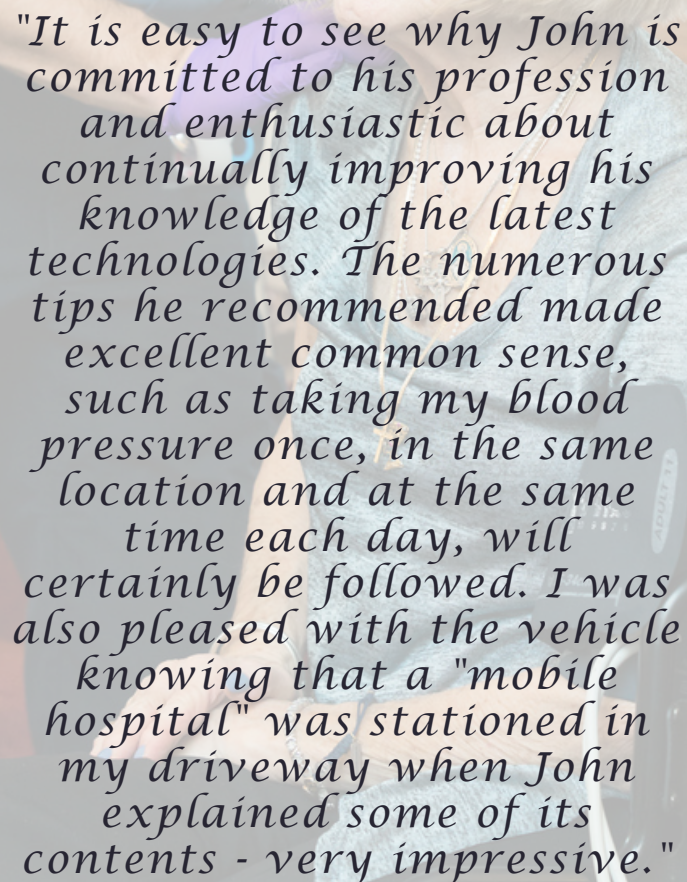
cataldoambulance.com/smartcare



Why Choose SmartCare?

Many medical issues can be safely managed by experienced providers in the out-of-hospital setting. This advanced care results in more timely diagnosis and treatment while preventing a disruptive trip to the ER. Let's face it, who wouldn't want to be treated in their own bed as opposed to the ER where oftentimes, due to overcrowding, patients may lay for hours in uncomfortable stretchers in a hallway. SmartCare also maintains the same quality of care as the ER and SmartCare clinicians undergo constant monitoring to assure that the highest level of care is safely delivered. In many settings, such as skilled and long-term care facilities, SmartCare works closely with the existing care team to augment their medical services.

SmartCare providers are available 24/7 and can respond throughout the state of Massachusetts, Rhode Island, and Southern New Hampshire. Partnering with several patient management organizations, SmartCare can deliver timely bedside care through our on-duty paramedics. Every SmartCare visit results in detailed patient instructions and guidance for follow-up. Our multi-state coverage and short response times make SmartCare the perfect solution for all of your non-emergent out-of-hospital medical needs

A paramedic in a blue SmartCare uniform is attending to a patient. The paramedic is wearing a stethoscope and has a SmartCare patch on his sleeve. The patient is a woman with blonde hair, looking up at the paramedic.

"It is easy to see why John is committed to his profession and enthusiastic about continually improving his knowledge of the latest technologies. The numerous tips he recommended made excellent common sense, such as taking my blood pressure once, in the same location and at the same time each day, will certainly be followed. I was also pleased with the vehicle knowing that a "mobile hospital" was stationed in my driveway when John explained some of its contents - very impressive."

What is SmartCare?

SmartCare is a highly effective patient management program that utilizes EMTs and Paramedics to care for patients in the out-of-hospital setting. SmartCare clinicians undergo advanced training in several specialty diagnostic and treatment options that can better serve patients and prevent unnecessary ER trips. In the current 911 system, an ambulance response typically results in transport to the hospital. With a SmartCare response, our clinical experts will assess and engage with medical oversight to determine the best treatment option for the patient. In most cases, this results in comprehensive treatment and the ability to safely keep the patient on site or in their homes. SmartCare clinicians service patients in the home, skilled and long-term nursing, and assisted living setting.

