



October 25th, 2023

Assistant Fire Chief Greg Rolland
Nassau County Fire Rescue
96160 Nassau Place

Yulee, FL 32097

Chief Rolland,

I am writing to request a new Certificate of Public Convenience and Necessity (COPCN) to serve Nassau County. Our current COPCN is out of compliance due to the acquisition of Century Ambulance by RG Ambulance Service that was completed on September 14th, 2023. I am also seeking a name change on the COPCN to read "RG Ambulance Service, Inc. DBA Century Ambulance Service". If I can be of any assistance, please do not hesitate to contact me.

Sincerely,

Karen Robeson

General Manager

Century Ambulance Service

**INITIAL / RENEWAL APPLICATION FOR
CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY
NASSAU COUNTY, FLORIDA**

This initial/renewal application is for a Certificate of Public Convenience and Necessity ("COPCN") to provide emergency medical care and/or transportation or nonemergency transportation within Nassau County, Florida. Nassau County, Florida reserves the right to request additional information from the applicant once this application is submitted.

Application Type: Initial ☒ Renewal ☐

1. Name of business RG Ambulance Service, Inc. d/b/a Century Ambulance Service
2. Address 740 Greeland Avenue
City Jacksonville State Florida Zip Code 32221

P.O. Box _____
City _____ State _____ Zip Code _____
3. Phone number(s) 904-356-2828 X236
(Include area codes) _____ Business Office _____

Pager Number _____ Cell Phone Number _____
4. List names, addresses and day time phone numbers of (all) owner, partners, operator and/or board of directors of corporation.
See Attachment 1

5. State the experience of everyone listed in Paragraph 4.
See Attachment 1

6. Indicate the level applicant wishes to provide: (No 9-1-1 calls for service in Nassau County except as requested by Nassau County Fire Rescue)

☒ Type B – Basic Life Support Non-Transport (BLS Non-Transport)
☒ Type C – Basic Life Support Transport (BLS Transport)
☒ Type D – Advanced Life Support Non-Transport (ALS Non-Transport)
☒ Type E – Advanced Life Support Transport (ALS Transport)
☒ Type F – Prehospital Air Ambulance Service
☒ Type G – ALS Interfacility Transport Service
☒ Type H – BLS Interfacility Transport Service

7. List the geographical area in which you wish to provide the service being applied for herein (complete county or portion thereof):

Complete County

8. State the facts showing the demand or the need for the level of service in the geographical area being applied for:

Century provides intra-facility transports for BMC Nassau in addition to assisting with evacuations during hurricane season and any other needed MCI assistance

9. Give a detailed description of the equipment the applicant will utilize in the service (attach separate sheet if needed). Also, complete the vehicle roster attached.

See Attachment 2

10. Number of personnel to staff each unit? 2

11. Proof applicant is in compliance with all applicable federal, state and local requirements. (Attach copies of certificates) including ALS and / or BLS Ambulance provider license by the Florida Department of Health, Bureau of EMS)

12. State the address and description of each of the locations from which the applicant will operate and the hours of operation, staffing, and phone number for that location

Location Address	Description	Hours of operation	Staffing	Phone number
740 Greeland Ave	Station	24 Hours	4	904-356-2828
Jacksonville, FL 32221				

13. Does the service have "back-up" availability in case a unit breaks down or multiple calls? YES ☒ NO ☐ If Yes, explain procedure:

Century Ambulances operates over 35 vehicles in adjacent Duval County which provides the opportunity to add additional vehicles and backfill any coverage as necessary. Century Ambulance has been operating in North Florida since 1981.

14. Provide written documentation to assist Nassau County Fire Rescue and any other emergency services during a disaster situation.

15. Will your service transport patients out of county? yes

16. Will your service pick up from other counties? yes then return to Nassau County? yes

17. Type of service which will be provided (check appropriate blank):


Land ☒ Water ☐ Air ☐

18. Rate schedule – Provide a listing of all rates/charges for your service to provide the level applied for.

19. If a COPCN is issued to applicant, applicant agrees to the following:

- a. To indemnify Nassau County for any claims or losses arising out of applicant's operations;
- b. Applicant will comply with all state and county laws and regulations;
- c. Provide continuous and uninterrupted service to the extent and for the area authorized by the COPCN;
- d. Provide service to adjacent areas or routes within Nassau County, when requested to do so by public safety agencies, in an emergency situation or in accordance with established agreements;
- e. Keep posted at all the principal business locations in Nassau County a copy of the COPCN and any rate or fee schedule;
- f. Provide proof of insurance in amounts required by the Board of County Commissioner through the Risk Management Department;
- g. Keep such records as may be required by Nassau County Fire Rescue Department or Nassau County Board of County Commissioners, and
- h. Operate in conformance with state law and all rules and regulation hereunder.

To the best of my knowledge, all statements on this application are true and correct and the applicant agrees to the terms contained herein.


Signature of Applicant

Vice President

10/25/2023

Title

Date

STATE OF FLORIDA
COUNTY OF Duval

This foregoing instrument was acknowledged before me
this 25th day of October, 2023, by

Jorge Caraballo
as Vice President (title)

for BG Ambulance Service, Inc d/b/a Century Ambulance Service
(Company Name)


Notary Signature

NOTARY SEAL/STAMP

Personally Known ☒ OR Produced Identification ☐
Type of Identification produced:



Mail completed application and supporting documents to:
Nassau County Fire Rescue
Attn: Greg Roland, Assistant Chief
96160 Nassau Place
Yulee, FL 32097

For all questions or additional information please contact:
Greg Roland, Assistant Chief
groland@nassaucountyfl.com
904-530-6602



Attachment 1

Corporate Information

Corporate Officers

Ray Gonzalez, President & CEO
2766 NW 62nd St., Miami, FL 33147
Rgonzalez@mctflorida.com

Rene Gonzalez, CFO
2766 NW 62nd St., Miami, FL 33147
Regonzalez@mctflorida.com

Charles Maymon, Senior Vice President
2766 NW 62nd St., Miami, FL 33147
Cmaymon@transportationamerica.com

Jorge Curbelo, Vice President
2766 NW 62nd St., Miami, FL 33147
Jocurbelo@mdambulance.net

Karen Robeson, General Manager
740 Greeland Ave., Jacksonville, FL 32221
Karen.robeson@centuryamb.com



Company Profile and Experience

RG Ambulance Service, Inc. (RG) is a South Florida based, family-owned and operated medical transportation Company. RG has grown exponentially over the past two (2) decades in Florida, and currently operates in thirty-four (34) Florida Counties. RG will provide a "one-stop-shop" transportation solution for Taylor County, offering significant experience, qualitative performance record, and the technological components needed to provide the best service to the residents of Taylor County. Specifically, RG has extensive experience servicing the largest hospital organizations in Florida. In fact, aside from private accounts, with references like Baptist Health Systems, UF Health, Memorial HealthCare, Broward Health, and Hospital Corporations of America (HCA) and others, RG serves as the leading medical transportation services provider throughout the State of Florida.

Century Ambulance Service was founded in 1981 and has grown to be the largest ambulance provider in the Northern part of the State of Florida. Century Ambulance Service is currently licensed to operate ambulance and nonmedical transportation in thirty-four (34) Florida counties and transport over 1,200 patients every day in Florida.

Providing quality ambulance transportation services is not only Century's specialty, but quite frankly, our passion. Century Ambulance Service specializes in providing urgent/non-urgent transportation ambulance services, including but not limited to Advance Life Support (ALS) ambulance services, Basic Life Support (BLS) ambulance services, Critical Care Transportation (CCT) ambulatory, wheelchairs, and stretchers, twenty-four (24) hours a day, Monday through Sunday. Century Ambulance Service is uniquely qualified to exceed all of the service requirements and deliverables set forth in the information request of the COPCN transfer, and has all the requisite experience, qualifications, certifications, insurance, personnel, vehicles, equipment, and personnel requirements delineated in Agreement for Ambulance and Emergency and Non-Emergency Medical Services to service this Contract. Further, as evidenced by our existing business relationships, Century Ambulance Service operates in strict accordance with all applicable Federal, State, and County laws, ordinances, regulations, and administrative codes governing medical transportation services.

Century Ambulance Service has been acquired by RG Ambulance Service, Inc. in September 2023.



Century Ambulance Service and its affiliates employ over nine hundred (900) employees in the State of Florida, 190 of which serve Northern Florida. The Northern Florida Operation has the capability to deploy in excess of 50 vehicles per day. In the event of disaster Century Ambulance Service has the capability of drawing on other RG Ambulance operations throughout the state for additional resources. These factors ensure that we never have a disruption of service and significantly demonstrate back up ability.

Our senior management staff has a long history of providing all levels of medical transportation and has created transportations systems for providers of all sizes. Our experience, innovative delivery models and financial strength set us apart from our competitors.



Corporate Information

Ray Gonzalez, President & CEO
2766 NW 62nd Street, Miami FL 33147
rgonzalez@mctflorida.com

Rene Gonzalez, CFO
2766 NW 62nd Street, Miami, FL 33147
regonzalez@mctflorida.com

Charles Maymon, Senior Vice President
2766 NW 62nd Street, Miami, FL 33147
Cmaymon@transportationamerica.com
Cell: (678) 684-9291

Jorge Curbelo, Vice President
2766 NW 62nd Street, Miami, FL 33147
jocurbelo@mdambulance.net
Cell:(786) 255-4498

Brenton Allen, General Manager - West
740 Greeland Avenue, Jacksonville, FL 32221
Brenton.Allen@Centuryamb.com

Karen Robeson, General Manager - East
740 Greeland Avenue, Jacksonville, FL 32221
Karen.Robeson@Centuryamb.com
Cell: (904) 545-3611



Professional Experience - Services We Provide

We are proud to offer every level of service available from Basic Life Support to Critical Care Transport with our own staff members. The following are the vehicles used, staffing, levels of services and examples of equipment available:

Basic Life Support Ambulance (BLS) - BLS ambulances are licensed by the State of Florida and regulated by the Department of EMS. BLS ambulances are used for medical monitoring, restraint, special handling, monitor non medicated IV's, administer oxygen, suction and all BLS vehicles are equipped with AED's. BLS ambulances are staffed with one CPR certified, First Response certified driver and one Emergency Medical Technician minimally. A BLS ambulance may transport non-medical stretcher and BLS patients.

Advanced Life Support-Vehicles (ALS) - ALS ambulances are licensed by the State of Florida and regulated by the Department of EMS. ALS ambulances are used for medical monitoring, restraint, special handling, monitor medicated IV's, administer oxygen, suction, ECG defibrillation equipment, deep suction, front line meds capable of most acute emergencies and endotracheal intubations. ALS ambulances are staffed with one Emergency Medical Technician and one Paramedic. An ALS ambulance may transport non-medical stretcher, BLS, and ALS patients.

Critical Care Transport Vehicle (CCT) - CCT ambulances are licensed by the State of Florida and regulated by the Department of EMS. CCT ambulances are used for medical monitoring, restraint, special handling, monitor medicated IV's, administer oxygen, suction, ECG Defibrillation equipment, deep suction, front line meds capable of most acute emergencies and endotracheal intubations. CCT ambulances are staffed with one CCT Emergency Medical Technician and one CCT Paramedic minimally. Based on the patient's condition, additional personnel may be added to transport (not hospital staff). The CCT staff is trained in interpretation of twelve lead EKG's, lab values, monitoring of arterial lines, and has a fully rounded understanding of drugs that are found in a hospital critical care setting. Certified Intensive Care Paramedics undergo three months of rigorous classroom training on top of 40 hours of on-line instruction in cardiology, trauma, pediatrics, obstetrics, medical and airway/ventilation as approved by the Cleveland Clinic Critical Care Curriculum. The Cleveland



Clinic Certification is nationally recognized and currently only practiced by Century Ambulance Paramedics in the State of Florida.

Our CCT units carry an additional thirty-two drugs normally found in a hospital critical care setting over the required ACLS drugs. We utilize LTV ventilators and B-Braun pumps. A CCT ambulance may also transport non-medical stretcher, BLS, ALS, and CCT patients.

Bariatric- All Century Ambulance Service Units are outfitted with stretchers capable of transporting patients up to 700 lbs. Our specially designed bariatric stretchers are capable of transporting patients up to 1,400 lbs.





Expertise, Experience of Key Personnel

Century Ambulance Service proposes the following Management Structure for its Key Personnel to assist in the various areas of required expertise. Below, please find a summary of the qualifications of Century's Key Personnel. Finally, please also note that the requested detailed Resumes of each Key Personnel is also provided herein.

Management Chart

NAME	TITLE
Ray Gonzalez	President & C.E.O.
Rene Gonzalez	C.F.O.
Dr. Colby Redfield	Medical Director
Charles Maymon	Senior Vice President
Jorge Curbelo	Vice President
Brenton Allen	General Manager - West
Karen Robeson	General Manager - East
Santa Wessels	Patient Business Services Director
William Alzate	System Integration Manager

Summary of the Qualifications of Century's Key Personnel

RAY GONZALEZ, CEO

Raymond Gonzalez began his career in transportation in 1989, following in the footsteps of his father, José Gonzalez, who started the family's first transportation company over 42 years ago. The self-owned transportation business started as a small, minority-owned company serving the Miami-Dade County area ... but today, it is one of the largest transportation providers in South Florida. Mr. Gonzalez' business acuity and foresight into the community needs allowed him to respond to market opportunities with quality service and transportation solutions, as evidenced by the rapid growth of MCT Express, Inc. from originally being issued ten (10) ambulances over 17 years ago, to its current fleet which operates one-hundred-ninety-two (192) ambulances statewide. Co-owner and



founder of the largest privately owned transportation system in Miami-Dade County and South Florida. This system includes: MCT Express, Inc (trade name Miami-Dade Ambulance Service), American Ambulance, All County Ambulance, United Medical Transportation, Medical Care Transportation, Super Nice STS, Advanced Transportation Solutions, Transportation America, Limousines of South Florida, American Shuttle d/b/a SuperShuttle Miami, Super Nice Cab, Miami-Dade Taxi and Spray Masters. With the most recent addition to this extensive portfolio, Century Ambulance Service, whom provides ambulance transportation to the Northern Region of Florida. Mr. Gonzalez is serves as CEO of RG Ambulance Service, Inc.

RENE GONZALEZ, CFO

Rene Gonzalez brings over 28 years of financial management experience to his role as Chief Financial Officer of RG Ambulance Service, Inc. His daily responsibilities include budgetary management, accounting oversight, billing and reconciliations. He also has an extensive background in maintenance and repair ensuring a high quality of service is maintained on the company's fleet of over 1800 vehicles including all transportation divisions. Mr. Gonzalez also administers the tasks of establishing security protocols and fare reporting procedures to the County in which he serves. Mr. Gonzalez routinely uses his financial acumen and business knowledge to secure financial relationships with some of the largest financial institutions in America.

DR. COLBY REDFIELD, Medical Director

CHARLES MAYMON, Senior Vice President

Charles Maymon is our Senior Vice President of Ambulance operations. Charles has forty-five years of private sector ambulance experience and is versed in all aspects of delivery of private sector EMS services. Charles will lead the team that will be responsible for delivering service to Taylor County. Charles is proud to work with an outstanding team of EMS professionals outlined below.

JORGE CURBELO, Vice President

Ensuring that the high quality and standards set forth by the County and State regulatory agencies are applied to every aspect of day-to-day operations,



Jorge Curbelo oversees all administrative management tasks for all Ambulance divisions. Mr. Curbelo honed his skills in leadership and attention to detail over his tenure with MCT Express, Inc. Mr. Curbelo's expertise includes work as a Field Training Officer in a BLS division, and as a certified instructor in various EMS disciplines. Above all, Mr. Curbelo believes that patient care is the top priority. Today, he is an asset to RG Ambulance Service and brings volumes of knowledge not only in the training and supervision of staff but with years of excellent training credentials.

BRENTON ALLEN, General Manager – West

Brent joined Century Ambulance in 2021 as the Operations Manager for Columbia County running our 911 services prior to being promoted to our General Manager - West. Brent oversees the Columbia County 911 system as well as the Taylor County 911 System. He has spent the last 12 years working and teaching Emergency Medical Services. Prior to coming to Century Ambulance, Brent worked for Union County Emergency Services as an EMT and Paramedic before being promoted to captain. Following his time in Union County, Brent worked as a Flight Paramedic for ShandsCair and the University of Florida and ultimately became a Clinical Base Lead for the program as well. While working at ShandsCair, Brent completed his Bachelor of Science from the University of Florida in Fire Science and Emergency Services Management with a specialization in Emergency Services and a certificate in Emergency Management. Brent has also been an adjunct instructor of EMS at Santa Fe College for the last 10 years. Brent brings extensive experience in Emergency Medical Services, Critical Care Transport, and EMS Education to our team.

KAREN ROBESON, General Manager – East

Karen arrived at Century Ambulance Service in 1999, working first as a paramedic before transferring to the Communication Center where she worked in every position within the department and held the title of Director of Communications before moving to Business Development. Throughout her career she has specialized in customer relations and management. Currently, Karen is Century Ambulance General Manager – East and oversees all day-to-day operations for Century Ambulance along the east coast. Prior to Century, Karen was a police and fire dispatcher and has been awarded for outstanding



leadership within Century. Karen also received her Bachelor of Science in Business Administration at Florida State College of Jacksonville.

SANTA WESSELS, Patient Business Services Director

Ms. Wessels manages all aspects of patient and third-party billing services. This includes private facilities, patients, governmental agencies, and benefit programs provided through both private and public insurers. Ms. Wessels' vast knowledge as an EMT, combined with her consultant work in the billing field, makes her a valued asset to RG Ambulance Service. Ms. Wessels also has an extensive knowledge of Medicare, Medicaid, Insurance, and contract billing guidelines with the ability to manage and coordinate all departmental activities. Currently, Ms. Wessels is responsible for planning, organizing, directing and controlling the operations and activities of the billing office.

WILLIAM ALZATE, System Integration Manager

Mr. Alzate is a System Integration Manager with extensive knowledge of Medicare, Medicaid, Insurance, and contract billing guidelines with the ability to manage and coordinate all departmental activities. Mr. Alzate is a technical advisor for the Company responsible for analysis and individual requirements for database solutions, and leads the IT Department in developing, implementing, and maintaining applications, as well as document system components and user instructions. Mr. Alzate also integrates data from multiple sources into simplified reports and processes, and oversees the planning, schedule, and execution of all stages of enterprise software, hardware and system implementations. Mr. Alzate's responsibilities also include the analysis and reporting of clinical, financial, and related data using SQL, Access, Excel, and Crystal Reporting, and the planning, organizing, directing, and controlling the operations and activities of the billing office, under the direction of the Patient Business Services Director. Mr. Alzate supports and maintains the general EMS Computer Automated Dispatch (CAD) applications for RG Ambulance Service and coordinates all phases of the monthly billing functions for the assigned Long Term Care sites, which include month-end closing, preparation and processing of "clean" claims, review of necessary documentation and prior authorization, electronic submission of claims, analysis, and follow-up and collections of outstanding receivable balances. Primary focus will be on Medicare, Medicaid, Managed Care insurance plans and Medicare No-pay claims.



As noted above, the detailed Resumes of each Key Personnel is found on the proceeding pages.



Raymond Gonzalez
Chief Executive Officer

RG Ambulance Service, Inc. d/b/a Century Ambulance Service

EDUCATION

Passenger Assistance Training & Wheelchair Securement	1995
Defensive Driving Instructors School	1990
Miami Southwest Sr. High School – Diploma	1987

AFFILIATIONS

American Ambulance Association – Member
Miami-Dade County STS Task Force and Oversight Committee Member
Passenger Transportation Association of South Florida, Member
Greater Miami Chamber of Commerce, Member
National Federation of the Blind of Florida, Member

EXPERTISE IN TRANSPORTATION

- Co-owner and founder of the largest privately owned transportation system in Miami-Dade County and South Florida. This system includes Miami-Dade Ambulance, Medical Care Transportation, Super Nice STS, Advanced Transportation Solutions, Transportation America, American Shuttle, Super Nice Cab, Miami-Dade Taxi and Spray Masters.
- CEO of Miami-Dade Ambulance, which is the incumbent provider of ambulance services for JHS and as part of a Strategic Alliance, also services the Miami-Dade County's Back-up 911 Contract, in addition to private ambulance work throughout Miami-Dade County.
- CEO of Advanced Transportation Solutions, ATS, which is the STS broker for Miami-Dade County. It manages over 6,500 trips daily and is a 50-million-dollar annual contract.
- CEO of SuperShuttle Miami, which is the Exclusive Shared Ride transportation provider for Miami-Dade County at Miami International Airport
- Twenty-Eight years of business management
- Manages transportation of ambulance, non-emergency, fixed-route, paratransit, shuttle, and taxi services.
- Designed and implemented procedures to handle pre-arranged and on-demand services to Medical patients and Participants of Social Service Agencies
- Assisted Miami-Dade County officials in developing a landmark taxi ordinance that revolutionized the local industry and improved on the quality of service for visitors and locals alike.
- Negotiated and finalized contracts with over 250 different entities in Miami-Dade County within the last 8 years.

PROFESSIONAL TRANSPORTATION EXPERIENCE

MCT Express, Inc. Miami, Florida

Chief Executive Officer 2001-Present

Medical Care Transportation Miami, Florida

Chief Executive Officer 1995 to Present

*Oversight of managing a fleet of 1,100 vehicles with over 2,000 employees, and administrative staff.

*Increased product line to include provision of services to healthcare, social service, and private sector.

*Responsible for the completion of over 25MM annual trips and fiscal management of over \$150MM in annual revenue



Rene Gonzalez
Chief Financial Officer

RG Ambulance Service, Inc. d/b/a Century Ambulance Service

EXPERTISE IN TRANSPORTATION

- Co-owner and founder of the largest privately owned transportation system in Miami-Dade County and South Florida. This system includes: MCT Express, Inc., Super Nice Cab, Medical Care Transportation, Miami- Dade Taxi and Spray Masters.
- Thirty years of business management.
- Manages transportation of ambulance, non-emergency, fixed-route, paratransit, shuttle, and taxi services.
- Developed and operates a fully integrated technical support system for our family run transportation/companies.
- Manages various state-of-the-art maintenance facilities, including complete auto-body, repair and maintenance shops.
- Responsible for fiscal management of over \$150 million annually.

PROFESSIONAL EXPERIENCE

RG Ambulance Service, Inc.

Chief Financial Officer

MCT Express, Inc.

Chief Financial Officer

Medical Care Transportation

Chief Financial Officer

Transportation America

Chief Financial Officer

SuperShuttle Miami

Chief Financial Officer

Super Nice Cab

Chief Financial Officer

Spray Master

Vice President

Advanced Transportation Solutions

Chief Financial Officer

Miami, Florida

2019-Present

Miami, Florida

2001-Present

Miami, Florida

1995 to Present

Miami, Florida

2001-Present

Miami, Florida

2011 – Present

Miami, Florida

1989 to Present

Miami, Florida

1988 to Present

Miami, Florida

2001 to 2012

*Initiated an aggressive, Preventative Maintenance Program for vehicles resulting in a decrease of vehicle road calls from 10 to 2 calls weekly.

*Directs maintenance of company-owned vehicles.

*Developed human resources policies.

*Administers a major fiscal budget.



Charles Maymon
Senior Vice President

RG Ambulance Service, Inc. d/b/a Century Ambulance Service

Charles has 46 years of private sector EMS experience. He began his career in 1975 in Miami, FL and has worked with a multitude of private sector agencies over the span of his career. He has helped to build and shape all of the organizations that he has been involved with and has expertise in Operations Management, Accounts Receivable, Fleet Maintenance, and Systems Status Management.

EXPERIENCE

12/2019 Transportation America – Senior Vice President

- Manages cross-functional collaboration to drive engagement and keep members on course to achieve demanding company targets all through daily metric reviews.
- Applies performance data to evaluate and improve operations, target current business conditions, and forecast needs. Daily review of payroll hour's vs Unit Hour Utilization vs On-Time performance. Applies excellent problem-solving process development and strategic implementation skills to lead and support all areas of operations. Areas of operations covered four stations over 1,000 team members.
- Supports top-level decision-making and strategy planning, forging productive relationships with top leaders and service as key advocate for various personnel issues.
- Chairs weekly meetings with executive leadership to identify opportunities for improvement, establish milestones and tailor products to individual markets.

01/1999 American Ambulance, Falck Southeast II Regional CEO – Eastern Seaboard

- Responsible for managing company operations from the New England region of the US to the southernmost station in Florida. Establishing operational practices and procedures, implementing sales and marketing campaigns, assuring financial targets are met, recruiting managers, inspecting EMS stations, and reporting to senior management.

STRENGTHS

- Leadership
- Communication
- Teamwork
- Business Planning
- Adaptability
- Time Management



**Jorge Curbelo, EMT
Vice President**

RG Ambulance Service, Inc. d/b/a Century Ambulance Service

EDUCATION & CERTIFICATION

State of Florida Certified Emergency Medical Technician

Florida Medical Training Institute, Doral, FL June 2005

Obtained all necessary training while maintaining a 3.8 GPA in Emergency Medical Technician Program

FEMA ICS-100

International Academy of Emergency Medical Dispatcher Certification

American Heart & Safety Institute - CPR Instructor

American Heart & Safety Institute - BLS Instructor

Member of the Barry University Emergency Medical Program Advisory Board.

Florida Ambulance Association - Member

American Ambulance Association- Member

Certified Ambulance Documentation Specialist (CADS)

Responsible for overseeing the day-to-day Administrative functions of the Operations and Communications Department along with the Marketing Staff to ensure optimal performance and customer safety and satisfaction. Working with the management team to develop, implement, and maintain necessary reports and documentation to ensure compliance with established goals and objectives.

Vice President

RG Ambulance Service, Inc.

July 2023 -Present

General Manager

MCT Express, Inc.

January 2015 -2023

Operations Manager

MCT Express, Inc.

September2013 – January 2015

Quality Assurance Manager

MCT Express, Inc.

January 2010 – January 2013

Field Training Supervisor

MCT Express, Inc.

December 2008 – January 2010

Emergency Medical Technician

MCT Express, Inc.

July 2008 – December 2008

Park Manager I

Miami-Dade County Parks and Recreation

February 2006 – May 2008

Recreation Specialist

Miami-Dade County Parks and Recreation

May 2004 – February 2006

Park Service Aid

Miami-Dade County Parks and Recreation

June 2001 – May 2004



Santa Wessels
Billing Director

Professional Skills:

American Medical Response, Manager of Patient Business Services, April 2002 to Present

- Provide leadership and supervision to a team in day-to-day activities and assist with the coordination of activities of the entire PBS Team.
- Solve practical problems, collect data, establish facts, and draw valid conclusions" follow all standard operating procedures; maintain quality and meet and exceed goals; maintain confidentiality of all information in accordance with HIPPA, as well as establish policies governing the release of information; ensure compliance of guidelines provided by Government agencies and corporate policies.
- Resolve conflict and assure effective teamwork; demonstrate leadership and the ability to motivate and coach assigned staff.Kronos Timekeeper payroll specialist: review and update daily punch detail; print and distribute to staff.
- Enforce local policies; responsible for operational effectiveness and goal achievement of assigned staff; supervise and direct activities of the Supervisor and maintain a positive work environment.

American Medical Response, Supervisor Patient Business Services: 1997-2002

- Responsible for billing all American Medical Response companies in West Palm Beach, Dade, Broward and Monroe County
- Effectively supervise all individuals and all their activities relating to their employment or daily task in the ambulance transportation business in Dade County
- Effectively process Dade County Fire Department Billing
- Effectively meet and comply with all County and Company policies.

Supervisor: Randle Eastern Ambulance 1993-1997

- Maintain working knowledge of all Medicare/Medicaid guidelines.
- Attend work groups; task force groups; conduct interviews; performance evaluations.
- Effectively monitor and coordinate all ambulance transportation through private ambulance company and Metro Dade County Fire Rescue.
- Supervise 13 employees responsible for accurately billing all ambulance transports.

Administrative Assistant 1992-1993

- Responsible for scheduling all meetings and travel arrangements.
- Typing letters, Memos, answering all calls and handling CEO's day-to-day activities.

Emergency Operator 1990-1992 Randle-Eastern Ambulance Service, Inc.

- Effectively answer 911 emergency telephone calls, ambulance requests from Hospitals, Nursing Homes and Private Residents. Enter all information into (CAD) Computer Aided Dispatch Program and dispatch via radio to ambulances in a timely manner.
- Effectively supervise that all billing and compliance information was accurately entered into system.

Switchboard Operator 1988-1990

- Effectively answer all incoming telephone calls and transfer them to the appropriate party using AT&T System 25.

Certificates and Training:

- Completion of Multiple Medicare and Medicaid Ambulance Specialty Seminars
- Completed seminars in leadership for managers and supervisors.
- Certified AM2000 Queue Processing Specialist
- Completed multiple training classes and seminars in the workplace, code of conduct, counseling and discipline, ethics and compliance, sexual harassment, HIPPA, etc.
- Computer Skills: Microsoft Word, Excel, Nationwide Network with American Medical Response, Kronos Timekeeper Payroll System



William Alzate
System Integration Manager

SYSTEMS ENGINEERING | BUSINESS INTELLIGENCE | SOFTWARE/RDBMS DEVELOPMENT

- Diligent project manager offering a proven record of success leading all phases of diverse technology projects; MBA, SA and BI credentials; and computer programming and business finance experience.
- Business strategist: plan and manage projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
- Excellent communicator: leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- Expert in agile and waterfall project management methodologies. Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets.

Skill Summary

Project Management
Custom Software Development
Database Design (RDBMS)
Systems Engineering
System Migrations/Integrations
BI Development

IT Project Lifecycle
Requirements Analysis
ROI Analysis
Costing & Budgeting
Project Scheduling
Testing/QA/Rollout/Support

Value-Added Leadership
Cross-Functional Supervision
Team Building & Mentoring
Client Relations & Presentations
Business & IT Planning
Billing & Claims

Professional Experience

MCT Express & Affiliated Entities – Oct 2008 to Present

System Integration Manager

- ❖ Analyze departmental and individual requirements for database solutions; develop, implement, and maintain applications; document system components and user instructions; and serve as a technical advisor to the company.
- ❖ Integrate data from multiple sources into simplified reports and processes.
- ❖ Plan, schedule and execute all stages of enterprise software, hardware and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards and cost targets.
- ❖ Analyze and report on clinical, financial, and related data using SQL, Access, Excel, and Crystal Reporting.
- ❖ Responsible for planning, organizing, directing, and controlling the operations and activities of the billing office, under the direction of the Patient Business Services Director.
- ❖ Support and maintain general EMS Computer Automated Dispatch (CAD) applications.
- ❖ Coordinates all phases of the monthly billing functions for the assigned Long Term Care sites, which include month-end closing, preparation and processing of "clean" claims, review of necessary documentation and prior authorization, electronic submission of claims, analysis, and follow-up and collections of outstanding receivable balances.
- ❖ Primary focus will be on Medicare, Medicaid, Managed Care insurance plans and Medicare No-pay claims.

American Medical Response – Oct 2000 to Oct 2008

Patient Business Services - Supervisor

- ❖ Developed on hoc report/queries as requested. This included reports for Medicare, Medicaid, PPO, HMO and commercial side of the AMR business.
- ❖ Coordinated and supervised all staff duties and functions within the department with the goal of increasing productivity and the effectiveness of staff efforts.
- ❖ Responsible for mentoring, conducting performance evaluations, counseling and providing disciplinary actions to assigned personnel with a goal of developing a team-oriented approach with positive results.



Counties Served

RG Ambulance Service, Inc.

Century Ambulance Service (Northern Florida)

- Baker County
- Broward County
- Clay County
- Columbia County (County 911 Emergency Medical Services)
- Duval County
- Flagler County
- Madison County
- Nassau County
- St. John's County
- Suwannee County
- Taylor County (County 911 Emergency Medical Services)
- Union County

RG Ambulance Service, Inc.

American Ambulance (Central Florida)

- Seminole County
- Orange County
- Osceola County
- Polk County
- Flagler County
- Lake County
- Sumter County

RG Ambulance Service, Inc.

All County Ambulance (Treasure Coast Florida)

- St. Lucie County
- Indian River County
- Okeechobee County
- Martin County
- Highlands County
- Hendry County



Quality Assurance/Quality Control

Century Ambulance is committed to providing the highest quality of service within our industry. Century Ambulance realizes and understands that our reputation is based on the quality of service and safety we provide to patients entrusted to us during non-emergency transports. We maintain the highest standard of service and safety by adhering to a rigorous Quality Improvement Program. Quality management encompasses all aspects of preparing the employee to provide patient care and transportation in accordance with company, state and local standards and protocols regardless of the level of service offered. American's quality management is an on-going process of monitoring employee performance and compliance with policies and regulations.

Utilizing our Zoll CAD system we have the capability of running compliance reports on an hourly, daily, and monthly time frame. Our performance goals are pre-established parameters of the compliance report and measured against our contracted goal.



Quality Assurance and Quality Improvement Procedure

QUALITY ASSURANCE AND QUALITY IMPROVEMENT PROCEDURE

PURPOSE:

At Century Ambulance we are dedicated in providing patients with the best possible care. This can best be accomplished by a continuous Quality Assurance and Quality Improvement Program. The QA/QI Program helps establish a standard of care and identifies needs for training, ensure proper documentation management and professional care is provided.

SCOPE:

This policy applies to all RG Ambulance Service, Inc. QA/QI Auditors.

DEFINITIONS:

"QA" Quality Assurance refers to administrative and procedural activities implemented in a quality system so that requirements and goals for a product, service or activity will be fulfilled. It is the systematic measurement, comparison with a standard, monitoring of processes and an associated feedback loop that confers error prevention.

"QI" Quality improvement consists of systematic and continuous actions that lead to measurable improvement.

"PCR" Patient care report

"EPCR" Electronic patient care report

PROCEDURE:

Live QA:

Live QA will be performed on all ePCR's. All ePCR's are to be completed immediately after the trip is submitted from the field crew members.

Crew members are required to submit all ePCR's as soon as they complete the trip. This ensures that discrepancies and/or deficiencies may be address before the end of the crew member's shift.




The Live QA team reviews the following:




- Signatures (Where the correct signatures obtained)
- Patient Demographics (First/Last Name, Phone Number,
- Insurance
- Next of Kin (All patients under the age of 18 are required to have next of kin)
- Review of narrative for completeness, accuracy and content

The Live QA or does **NOT** perform a comprehensive clinical QA/QI on the PCR, rather they perform a cursory review. Clinical review is completed in another procedure. The Live QA or forwards potential clinical issues to the Training Supervisor for review after the Live QA phase has been completed.

Preparing the PCR for Live QA

- 1) Open and log into TabletPCR (Logging in opens the TabletPCR – Inbox interface.)
- 2) Once logged in, all PCRs pending review will be listed in the Pending PCRs section in the bottom half of TabletPCR – Inbox
- 3) PCRs are selected by clicking once (1x) on each transport number.
✓ A checkmark appears to the left side of each PCRs selected.
- 4) Click the "Request PCR"  button at the bottom of the TabletPCR – Inbox
- 5) The PCRs will populate the "PCRs checked out to your Inbox" section in the top half of the TabletPCR - Inbox
*** Tip: By double clicking on the run will also populate the PCR in your inbox***
- 6) Open the PCR in TabletPCR by double clicking the run number (or selecting the run number and clicking the "Open" button  at the top of the TabletPCR - Inbox)
- 7) Upon clicking "Open" the TabletPCR Interface replaces the TabletPCR - Inbox
The TabletPCR interface allows for individual review of each PCR section and allows the Live QA or to communicate with the crew members via a "QA Comments" button. 
- 8) The sections of the PCR that are reviewed (in order) are Trip, Patient, Outcome, and Review


Live QA Review "Trip" section

- 1) Upon opening the PCR for review, as outlined in the preparing the PCR for review on the previous page, navigate to the "Trip" section of the PCR in TabletPCR by clicking on the "Trip" button. 




- 2) Scan the information contained in this section looking for any misinformation (e.g. Run Number, Response Mode, Unit Type...)
- 3) Look at pick-up address information and compare it to the information in RescueNet Dispatch Call Taking Tab 1

Live QA Review "Patient" section

- 1) Navigate to the "Patient" section of the PCR in TabletPCR by clicking on the "Patient" button. 
- 2) Scan the information contained in this section looking for any misinformation (e.g. weight 1200 lbs., missing demographics, missing guarantor/NOK information)
- 3) Look for insurance information and compare it to the patient's insurance information in RescueNet Dispatch's
- 4) Review Medical Necessity Questionnaire to compare with narrative.

****Note that if it is listed here, it should be in the narrative****

Live QA Review "Outcome" section

- 1) Navigate to the "Outcome" section of the PCR in TabletPCR by clicking on the "Outcome" button. 
 - 2) Confirm drop-off destination.
- Review times for any discrepancy's or any out of the normal times.

****If extended amount of time shows on scene or at destination notes should have been documented in RescueNet Dispatch's Call Taking module on Tab 6 for those delays****

- 3) Review Signatures and evaluate the signatures as follow.

Facility Acceptance

- **Confirm the crew did NOT sign.**
- Confirm (as much as possible) the "Name of Signer" matches the signature.
- Confirm the "Person Signing" title is present in the narrative.

Transport (Patient Only)

- **Confirm the signer is NOT a minor.**

Exception: Emancipated minors can sign, however this must be documented in the narrative

Transport (Other Than Patient)

- Confirm the relationship is entered.



- Confirm “Reason Unable to Sign” is filled out appropriately if anyone other than the patient signed or if a crew signature is present.

No Authorized Representative Signature Available – (Crew Member Signing for Patient)

- Confirm the crew signature.
- Confirm the “Reason Unable to Sign” is filled out appropriately and it is documented in the narrative that no available authorized representative is able to sign and why.


Refusal (Treatment/ Recommended Destination)

- Confirm treatments refused are documented clearly in narrative and why
- Confirm in narrative what services are only available at other facility that are not available at recommended destination.

Refusal (No Transport)

- This signature is only to be used on patients not being transported and going against medical advice.

Live QA Review “Review” section

- 1) Navigate to the “Review” section of the PCR in TabletPCR by clicking on the “Review” button 
- 2) Review both crew members signatures are present.
- 3) Brief review of narrative for “Chief Complaint” and “Medical Necessity”
 - Narrative is in chronological order (Simple Narrative)
 - “Medical Necessity” remember in the patient tab “Medical Necessity Questionnaire” that information must be in the narrative.
 - Review for any information on signature requirements



Vehicles

Century Ambulance Service maintains a robust ambulance fleet. We have an intensive fleet maintenance program, which is periodic based on miles driven and mimics aircraft style maintenance replacing parts before the end of their useful life. This system reduces the likelihood we would have a mechanical failure. Additionally, having this large pool of vehicles and sister operations to the south allows Century Ambulance to draw on other resources if necessary, preventing any disruption in service. Vehicle schedule has been placed as





Attachment 2

Equipment List



Equipment List

Spotlight	Manual BP Cuffs (all sizes)
Med Radio	1 Stethoscope Adult
Unit Supplies	Glucometer w/ Supplies
Flashlight w/ Batteries	IV Box w/ Supplies
Smartphone w/ Charger	Airway Box w/ Supplies (ALS)
Clipboard w/ Paperwork	Drug Box w/ Supplies
Fuel Card	Pediatric Box w/ Supplies
Vehicle Insurance / Registration	Narcotics Box w/ Supplies and Log (ALS)
Extraction Tools	Drug Box / Log (ALS)
Jumper Cables	IV Pump (ALS)
Facility Access Card	Ventilator w/ Bag and Stand (ALS)
Medical SOG	Jump Bag w/ Supplies
Spare Stryker Battery	Portable Suction w/ Supplies
Neonate/Pediatric Restraint	Installed Suction w/ Supplies
2 Backboards	Gloves (all sizes)
1 Shortboard or KED	Disposable Lines
CID Bag w/ Supplies	2 Blankets
Stair Chair	4 Pillow
Scoop Stretcher	Stryker Stretcher w/ Battery
Traction Splints w/ Supplies (adult & child)	Main O2
Pulse Oximeter w/ Supplies (BLS)	Portable O2
Cardiac Monitor w/ Supplies	Spare Portable O2



Inspection Report

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Ron DeSantis
Governor

Joseph A. Ladapo, M.D., Ph.D.
State Surgeon General

Vision: To be the Healthiest State in the Nation

April 7, 2023

Mr. Smith,

Congratulations on your outstanding Compliance Monitoring site survey conducted by the Bureau of Emergency Medical Oversight on March 29, 2023. We found no deficiencies during our site survey. Your vehicles and service records were outstanding. Thank you for being a role model of excellence as an EMS provider in the state of Florida.

Also, please extend my sincere gratitude to your staff for their assistance and for the overall contribution to your service and community. Your continued support of emergency medical services is deeply appreciated.

Please take a moment to complete the survey, via the link below, for your Regional EMS Coordinator's site visit; this will help us ensure quality customer service and improve our processes.

<https://www.surveymonkey.com/r/ReviewerJeff>

Again, thank you for your assistance in the Compliance Monitoring program and I look forward to hearing from you.

Sincerely,

Jeff Guadiana

Jeff Guadiana
Bureau of Emergency Medical Oversight

CC: Ty Carhart

Enclosures
ALS/BLS Inspection
Records and Facilities
Narrative



STATE OF FLORIDA
DEPARTMENT OF HEALTH · EMERGENCY MEDICAL SERVICES
Inspection Narrative (Section 401.31, F.S.)



Service Name: **Century Ambulance**

Date: **3/29/23**

Phone:

County: **Duval**

Type of Inspection: Reinspection / Announced
☐ ☒

Type of Service:

Unit(s) #:

Page **1** of **1**

Comments (Use additional sheet if necessary)

Personnel Records Inspection---- **Records in good order.**

Service Records and Facilities Inspection---- **Recommend extra supplies in bays be organized and stored.**
Recommend daily narcotic inventory on main station supply.

BLS Vehicle Inspection---- **No issues found**

ALS Vehicle Inspection---- **No issues found**

If there is anything the Department can do to assist you in the future please, feel free to call anytime.

Compliance Officer: **Jeff Guadiana**

STATE OF FLORIDA
DEPARTMENT OF HEALTH · EMERGENCY MEDICAL SERVICES
BASIC LIFE SUPPORT VEHICLE INSPECTION REPORT (SECTION 401.31, F.S.)

Service Name: **Century** Inspection Date: **3 / 29 / 23** Phone: () -
County: **Duval** Type of Inspection: ☐ Initial ☐ Reinspection ☐ Random ☐ Complaint ☒ Announced ☐ Unannounced
Vehicle Information: ☒ Transport ☐ Non-Transport Unit# **C113** Year/Make Permit Type **als/bls** Permit# **020867/005021**
VIN **gkb15128** Tag#

Inspection Codes:
1 = Item meets inspection criteria.
1a = Item corrected during inspection to meet criteria.
2 = Items not in compliance with inspection criteria.

Rating Categories:
1 = Lifesaving equipment, medical supplies, drugs, records or procedures
2 = Intermediate support equipment, medical supplies, drugs, records or procedures
3 = Minimal support equipment, medical supplies, records or procedures



Name	EMT/PARA/DRIVER	CERTIFICATE NUMBER	Crew credentials: Section 401.27(1) And 401.281, F.S.
1. Dixon	emt	571863	
2. prado, adam	driver		
3.			
			Minimum = One EMT and One Driver

I. VEHICLE REQUIREMENTS (Sections 316 and 401, F.S., Chapter 64J-1, F.A.C. and KKK-A-1822)	Rating	Description	Rating
1. Exhaust System	1	d. Roller gauze	1
2. Exterior Lights:		e. ABD (minimum 5x9 inch) pads	1
A. Head lights (high and low beam)	1	2. One pair of Bandage Shears	1
B. Turn signals	1	3. One set each, patient restraints – wrist and ankle	1
C. Brake Lights	1	4. One each blood pressure cuffs: infant, pediatric, and adult.	1
D. Tail Lights	1	5. One stethoscope: pediatric and adult	1
E. Back-up lights and audible warning device	1	6. Blankets	1
3. Horn	1	7. Sheets. (not required on non-transport vehicles)	1
4. Windshield wipers	1	8. Pillows with waterproof covers and pillowcases or disposable single use pillows. (Not required on non-transport vehicles.)	1
5. Tires	1	9. One disposable blanket or patient rain cover.	1
6. Vehicle free of rust and dents	1	10. One long spine board and three straps or equivalent.	1
7. Two-way radio communication – radio test	1	11. One short spine board and two straps or equivalent.	1
A. Hospital (cab and patient compartment)	1	12. One each adult and pediatric cervical immobilization device (CID), approved by the medical director of the service. This approval must be in writing and made available by the provider for the department to review.	1
B. Dispatch Center	1	13. Set of padding for lateral lower spine immobilization of pediatric patients or equivalent.	1
C. Other EMS units	1	14. Two portable oxygen tanks, "D" or "E" cylinders, with one regulator and gauge. Each tank must have a minimum pressure of 1000 psi.	1
8. Emergency Lights	1	15. Each transparent oxygen masks; adult, child and infant sizes, with tubing	1
9. Siren	1	16. Set of pediatric and adult nasal cannulae with tubing.	1
10. Two ABC fire extinguishers fully charged and inspected in brackets. Minimum 5 lbs each.	1	17. One each hand operated bag-valve mask resuscitators, adult and pediatric accumulator, including adult, child and infant transparent masks capable of use with supplemental oxygen.	1
11. Doors open properly, close securely.	1	18. One portable suction, electric or gas powered, with wide bore tubing and tips, which meet the minimum standards as published by the GSA in KKK-A-1822 specifications.	1
12. Rear and side view mirrors.	1	19. Assorted sizes of extremity immobilization devices.	1
13. Windows and windshield	1	20. One lower extremity traction splint. (Pediatric and Adult)	1
		21. One sterile obstetrical kit to include, at minimum, bulb syringe, sterile scissors or scalpel and cord clamps or cord-ties.	1
		22. Bum sheets.	1
		23. One flashlight with batteries.	1
		24. Occlusive dressings.	1
		25. Assorted sizes of oropharyngeal airways. Pediatric and Adult	1
		26. One installed oxygen with regulator gauge and wrench, minimum "M" size cylinder. (Other installed oxygen delivery systems, such as liquid oxygen, as allowed by medical director. This approval must be in writing and available to the department for review.)	1
		27. Sufficient quantity of gloves – suitable to provide barrier protection from biohazards for all crew members.	1
		28. Sufficient quantity of each for all crewmembers – Face Masks – both surgical and respiratory protective.	1
		29. Assorted pediatric and adult sizes rigid cervical collars as approved in writing by the medical director and available for review by the department.	1
		30. Nasopharyngeal airways, French or mm equivalents (infant , pediatric , and adult	1
		31. One approved biohazardous waste plastic bag or impervious container per Chapter 64J-1, F.A.C.	1
		31a. Pediatric length based measurement device for equipment selection and drug dosage	1
		32. One per crewmember, safety goggles or equivalent meeting A.N.S.I.Z87.1 standard.	1
		33. One bulb syringe separate from obstetrical kit.	1
		34. One thermal absorbent reflective blanket.	1
		35. Two multi-trauma dressings.	1
		GENERAL SANITATION (Section 401.26(2)(c), F.S.	
		I. Vehicle and Contents <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	

II. TRANSPORT VEHICLE REQUIREMENTS (Section 401, F.S., and Chapter 64J-1, F.A.C. and KKK-A-1822).	Rating	Description	Rating
1. Primary stretcher and three straps.	1		
2. Auxiliary stretcher and two straps.	1		
3. Two ceiling mounted IV holders.	1		
4. Two no-smoking signs.	1		
5. Overhead grab rail.	1		
6. Squad bench and three sets of seat belts.	1		
7. Interior lights.	1		
8. Exterior floodlights.	1		
9. Loading lights.	1		
10. Heat and air conditioning with fan.	1		
11. Word-"Ambulance" – sides, back and mirror image front.	1		

III. MEDICAL EQUIPMENT FOR TESTING (Chapter 64J-1, F.A.C., and KKK-A-1822)	Rating	Description	Rating
1. Installed suction. (Transport only)	1		
Items 4, 14, 17, 18 and 26 in section II must be tested.	1		

IV. MEDICAL SUPPLIES AND EQUIPMENT (Chapter 64J-1, F.A.C., GSA KKK-A-1822)	Rating	Description	Rating
1. Bandaging, dressing and taping supplies:	1		
a. Rolls adhesive, silk or plastic tape.	1		
b. Sterile gauze pads, any size	1		
c. Triangular bandages	1		

Comments:

I, the undersigned representative of the above service, acknowledge receipt of a copy of this inspection narrative, applicable supplemental inspection reports and corrective action statement (if applicable). In addition, I am aware of the deficiencies listed (if any) and understand that failure to correct the deficiencies within the established time frames will subject the service and its authorized representatives to administrative action and penalties as outlined in Section 401, F.S., and Chapter 64J-1, F.A.C. Copy of Inspection report and Corrective Action Statement Received by:

Person in Charge: **Aaron Smith** Date: **3/29/23**
Inspected By: **Jeff Guadiana** Date: **3/29/23**

STATE OF FLORIDA
DEPARTMENT OF HEALTH · EMERGENCY MEDICAL SERVICES
ADVANCED LIFE SUPPORT VEHICLE INSPECTION REPORT (SECTION 401.31, F.S.)

Service Name: **Century Ambulance**

Inspection Date: **3 / 29 / 23** Unit No. _____

Inspection Codes:

- 1 = Item meets inspection criteria.
1a = Item corrected during inspection to meet criteria.
2 = Items not in compliance with inspection criteria.

Rating Categories:

- 1 = Lifesaving equipment, medical supplies, drugs, records or procedures
2 = Intermediate support equipment, medical supplies, drugs, records or procedures
3 = Minimal support equipment, medical supplies, records or procedures



LS EQUIPMENT AND MEDICATIONS
(Reference Chapter 64J-1, F.A.C.)

MEDICATIONS	WT/VOL	QTY	MEDICAL EQUIPMENT (Cont.)	
1. Atropine Sulfate			n. Intraosseous needles 15 or 16 gauge and three way stop-cocks. As allowed by medical director.	1
2. Dextrose, 50 percent	25 gm/50ml		o. Syringes from 1 ml. To 20 ml.	1
3. Epinephrine HCL	1:1,000 1 mg/ml		p. DC battery powered portable monitor defibrillator capable of delivering energy below 25 watts/sec with adult and pediatric paddles (or pediatric paddle adapters) and EKG printout and spare battery.	1
4. Epinephrine HCL	1: 10,000 1 mg/10cc		q. Adult and pediatric monitoring electrodes.	1
5. Ventricular dysrhythmic			r. Pacing electrodes, if monitor or defibrillator requires.	1
7. Naloxone (Narcan)	1 mg/ml 2 mg amp.		s. Electronic waveform capnography capable of real-time Monitoring and printing record of the intubated patient	1
8. Nitroglycerin	0.4 mg spray pump		t. Method of blood glucose monitoring approved by medical director.	1
9. Diazepam	5 mg/ml		u. Pediatric length based measurement tape for equipment selection and drug dosage.	1
10. Inhalant, Beta Adrenergic agent with nebulizer apparatus, approved by medical director	In nebulizer apparatus		v. Approved sharps container per Chapter 64J-1, F.A.C.	1
IV SOLUTIONS MINIMUM QTY	MINIMUM AMMOUNTS		w. Flexible suction catheters size 6-8, 10-12, and 14, French	One each 1
1. Lactated Ringers or Normal Saline	In any combination	1	Other ALS Requirements	
Medical Equipment			1. Standing orders – authorized by current medical director within last 24 months	1
a. Laryngoscope handle with batteries		1	2. Controlled substances stored in a locked drug compartment.	1
b. Laryngoscope blades, adult, child and infant sizes		1	3. Controlled substance written vehicle log:	1
c. Pediatric IV arm board or splint appropriate for IV stabilization		1	A. Inventory conducted at beginning and end of shift.	1
d. Disposable endotracheal tubes; adult, child and infant sizes (Two each within the ranges 2.5mm – 5.0mm shall be uncuffed; range 5. mm – 7.0mm; 7.5mm – 9.0mm)		1	B. Log consecutively, permanently numbered pages.	1
e. Pediatric and adult endotracheal tube stylets.		1	C. Log on each vehicle specifies:	1
f. Pediatric and adult Magill forceps.		1	1. Vehicle unit or number;	1
g. Device for intratracheal meconium suctioning in newborns		1	2. Name of employee conducting inventory;	1
h. Tourniquets		1	3. Date and time of inventory;	1
i. IV cannulae between 14 and 24 gauge		1	4. Name, weight, volume or quantity and expiration date of each controlled substance;	1
j. Micro drip sets		1	5. Run report no. (if administered);	1
k. Macro drip sets		1	6. Each amount administered or disposed;	1
l. IV pressure infuser		1	7. Printed name and signature of administering Paramedic or other authorized licensed professional.	1
m. Needles between 18 and 25 gauge		1	8. Printed name and signature of person witnessing the disposal of each unused portion.	1

Comments:

I, the undersigned representative of the above service, acknowledge receipt of a copy of this inspection narrative, applicable supplemental inspection reports and corrective action statement (if applicable). In addition, I am aware of the deficiencies listed (if any) and understand that failure to correct the deficiencies within the established time frames will subject the service and its authorized representatives to administrative action and penalties as outlined in Section 401, F.S., and Chapter 64J-1, F.A.C. Copy of Inspection report and Corrective Action Statement Received by:

Person in Charge: Aaron Smith Date: 3/29/23

Inspected By: Jeff Guadiana Date: 3/29/23

The provider's medical director may determine quantities. Quantities must be sufficient to meet the services protocols.

STATE OF FLORIDA
DEPARTMENT OF HEALTH · EMERGENCY MEDICAL SERVICES
SERVICE RECORDS AND FACILITIES INSPECTION REPORT (SECTION 401.31, F.S.)

Service Name: Century Ambulance Inspection Date: 3 / 29 / 23 Phone: ()
 County: Duval Type of Inspection: ☐ Initial ☐ Reinspection ☐ Random ☐ Complaint ☒ Announced ☐ Unannounced
 License Type: als ☒ Transport ☐ Nontransport Date of Last Inspection: 6 / 11 / 2019 License Expiration Date: 9 / 14 / 23

Inspection Codes: 1 = Item meets inspection criteria.
 1a = Item corrected during inspection to meet criteria.
 2 = Items not in compliance with inspection criteria.
 Rating Categories: 1 = Lifesaving equipment, medical supplies, drugs, records or procedures
 2 = Intermediate support equipment, medical supplies, drugs, records or procedures
 3 = Minimal support equipment, medical supplies, records or procedures



I. ADMINISTRATIVE AND RECORDS STORAGE (Chapter 64J-1, F.A.C.)			
1. Records storage and security.	1		
2. Records storage for 5 years.	1	4. Items are stored in a climate controlled (i.e. – heated and air conditioned) location.	1
II. RECORDS (Section 401, F.S., Chapter 64J-1, F.A.C.)		5. The area is clean and sanitary.	1
1. Current service license on display. (Chapter 64J-1, F.A.C.)	1	B. Observe if the following requirements for controlled substances are being met:	
2. Vehicle/Aircraft Records (Chapter 64J-1, F.A.C.) To Include:		1. The requirements listed in Items 105 above are being met.	1
A. Registration.	1	2. Medical director has registered storage areas with DEA (Chapter 64J-1, F.A.C.)	1
B. Verification of vehicle permit.	1	C. Written operating procedures for the storage and handling of fluids and medications specify the following:	
3. Previous Inspection Forms, (Chapter 64J-1, F.A.C.)	1a	1. Security procedures.	1
4. Personnel Records for each EMT, paramedic (Chapter 64J-1, F.A.C.) To Include:		2. Items stored in a climate controlled location (i.e. – Heated and air conditioned)	1
A. Date of employment.	1	3. Deteriorated or expired items stored in a quarantine area, separate from usable items.	1
B. Record of training.	1	4. Inventory procedures.	1
C. Current professional certification.	1	D. Written operating procedures for the storage and handling of controlled substances specify the following:	
D. Documentation of completion of the 1988 D.O.T. Air Medical Crew National Standard Curriculum-Advanced, for Paramedic Crew members (Chapter 64J-1, F.A.C.)	1	1. Storage procedures.	1
5. Ambulance driver record (for each per Section 401.281(1), F.S.) To include: Statements attesting to A.B.C.		2. The positions that have access to controlled substances.	1
A. 18 years old.	1	3. Shift change inventory procedures for vehicles.	1
B. Not addicted to alcohol or controlled substances.	1	4. Procedures to be used for the documentation of use, disposal of excess and resupply of vehicles with controlled substances.	1
C. Free from physical or mental defect or disease that would impair ability to drive.	1	5. Procedures used for inventory discrepancies.	1
D. Driving record verification.	1	F. Verify that the following occurs with regard in controlled substances:	
E. Possess valid class "D" or chauffeur license.	1	1. Storage records are maintained on file at the location where he controlled substances are stored.	1
F. Is trained in safe operation of emergency vehicle – 16 hour E.V.O.C.	1	2. All required inventories and records are maintained at least two years.	1
G. Possesses a valid American Red Cross First Aid and Personal Safety card or its equivalent.	1	3. Records are maintained separately from other records.	1
H. Possesses a valid American Red Cross or American Heart Association CPR or ACLS card.	1	8. Equipment substitutions when authorization by medical director (Chapter 64J-1, F.A.C.)	1
NOTE: Current EMT or paramedic certification is evidence of compliance with items A, B, C and G above. (Section 401.27(4), F.S.)		9. Biomedical Waste operating procedures (Section 381.80, F.S. and Chapters 64J-1, F.A.C.) to include:	1
6. Medical Director (Section 64J-1, F.A.C.)	1	A. Proper handling	1
A. Qualifications: Current ACLS certification or board certification in emergency medicine (Chapter 64J-1, F.A.C.)		B. Proper storage	1
B. Duties and responsibilities (Chapter 64J-1, F.A.C.)	1	C. Proper disposal	1
1. Write/review operating procedures for patient care.	1	10. EMS providers disaster plan integrates both local and regional disaster plan (Chapter 64J-1, F.A.C.)	1
2. Written quality assurance program operating procedures that require the following:		11. Adult and pediatric CID approval in writing by medical director (Chapter 64J-1, F.A.C.)	1
a. Prompt review of run reports.	1	12. If an EMS provider maintains an air ambulance license or has permitted aircraft, the following record requirements that apply (Section 401.251 F.S. and Chapter 64J-1, F.A.C.)	XX
b. Direct observation of personnel.	1	A. Emergency protocol for overdue aircraft, when radio communications cannot be established, or when aircraft cannot be located.	XX
3. Documentation of implementation of #2 above.	1	B. Documentation of flight done every 15 minutes while enroute to and from patient's location.	XX
4. Documented of participation in direct contract time with EMS Field Level Providers for a minimum of 10 hours per year.	1	C. Safety committee to include:	
		1. Membership of one pilot, one flight medical crew member, medical director, EQ representative and one hospital administrator (if hospital based).	XX
7. Inventory, storage and security procedures for medications, fluids and controlled substances (Sections 499, 893, F.S., and Chapters 64J-1, F.A.C.)	1	2. Written safety procedures.	XX
A. Observe if the following requirements for medications and fluids are being met:	1	3. Meetings held quarterly to review safety policies, procedures, unusual occurrences, safety issues, and audit compliance with safety policies and procedures.	XX
1. Storage area is secured by a locking mechanism.	1	4. Safety audit results communicated to all program personnel.	XX
2. All items are inventoried at least monthly.	1	5. Minutes of meetings recorded and retained on file for 2 years.	XX
3. Deteriorated or expired items are stored in a quarantine area, separate from usable items.	1		

Comments: Recommend station narcotics inventoried daily, and narcotic tracking sheets have printed log numbers on pages

I, the undersigned representative of the above service, acknowledge receipt of a copy of this inspection narrative, applicable supplemental inspection reports and corrective action statement (if applicable). In addition, I am aware of the deficiencies listed (if any) and understand that failure to correct the deficiencies within the established time frames will subject the service and its authorized representatives to administrative action and penalties as outlined in Section 401, F.S., and Chapter 64J-1, F.A.C. Copy of Inspection report and Corrective Action Statement Received by:

Person in Charge: Aaron Smith Date: 3/29/23

Inspected By: Jeff Guadiana Date: 3/29/23



Attachment 3

Corporation in Good Standing

State of Florida

Department of State

I certify from the records of this office that RG AMBULANCE SERVICE, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on February 28, 2012.


The document number of this corporation is F12000000938.

I further certify that said corporation has paid all fees due this office through December 31, 2023, that its most recent annual report/uniform business report was filed on April 24, 2023, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Seventeenth day of July, 2023*




Secretary of State

Tracking Number: 9006782268CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>



Attachment 4

Vehicle List

Year	Make	Model	VIN
2016	Ford	Transit	1FDYR2CM9GKB15130
2012	Ford	E450	1FDXE4FS5CDA90660
2013	Chevy	CG33503	1GB6G5CL3D1184136
2019	Ford	Transit	1FDYR2CM4KKA02422
2014	Chevy	CG33503	1GB3G2CL0E1158788
2023	Chevrolet	CG3500	1GB3GRC73P1121331
2012	Chevy	CG33503	1GB3G2CL5C1107090
2008	Chevy	CG33503	1GBJG316981198558
2016	Ford	Transit	1FDYR2CM2GKB15129
2016	Ford	Transit	1FDYR2CM0GKB15128
2016	Ford	Transit	1FDYR2CM2GKB24994
1996	Ford	E-350 III	1FDKE30F6THA95598
2014	Chevy	CG33503	1GB3G2CLXE1160919
2012	Chevy	CG33503	1GB6G5CL1C1182772
2011	Ford	E350	1FDSS3EL1BDA78916
2011	Ford	E350	1FDSS3ELXBDA78915
2012	Chevy	CG33503	1GB6G5CL3C1180327
2012	Chevy	CG33503	1GB6G5CL6C1178331
2012	Chevy	CG33503	1GB6G5CL2C1180013
2013	Chevy	CG33503	1GB6G5CL3D1129833
2012	Chevy	CG33503	1GB6G5CL2C1180139
2010	Chevy	CG33503	1GB9G5B63A1124085
2010	Chevy	CG33503	1GB6G2B64A1112898
2016	Ford	Transit	1FDYR2CM9GKB15127
2016	Ford	Transit	1FDYR2CM2GKB15132
2012	Ford	E450	1FDXE4FS0CDA79811
2012	Ford	E450	1FDXE4FS2CDA79812
2014	Chevy	CG33503	1GB3G2CL3E1198086
2014	Ford	E350	1FDSS3EL6EDB14278
2013	Chevy	CG33503	1GB3G2CL3D1189368
2016	Ford	Transit	1FDYR2CMXGKA86026
2016	Ford	Transit	1FDYR2CM3GKA86028
2016	Ford	Transit	1FDYR2CM0GKB15131
2007	Chevy	CG33503	1GBJG316071229646
2012	Ford	E450	1FDXE4FS5CDA55875
2023	Chevrolet	CG3500	1GB3GRC71P1159611
2003	Ford	E450	1FDXE45FX3HB58593
2019	Ford	Transit	1FDYR2CM4KKA07362
2016	Ford	Transit	1FDYR2CM6GKB24996
2016	Ford	Transit	1FDYR2CM8GKB24997
2016	Ford	Transit	1FDYR2CMXGKB24998

Year	Make	Model	VIN
2008	Chevy	CG33503	1GBJG316581197374
2016	Ford	Transit	1FDYR2CG7GKA08989
2014	Ford	E-350	1FDSS3EL7EDA47156
2009	Chevy	G4500	1GBE4V1939F409578
2014	Chevy	CG33503	1GB3G2CL2E1171302
2014	Ford	E350	1FDSS3EL0EDB14406
2002	Ford	E450	1FDXE45F42HA76714
2010	Chevy	CG33503	1GB6G2B63A1112813
2014	Chevy	CG33503	1GB3G2CLXE1171595
2013	Chevy	CG33503	1GB6G5CL4D1160430
2015	Ford	E-350	1FDWE3FS9FDA13994
2014	Ford	E-350	1FDSS3EL9EDB14405
2014	Ford	E350	1FDSS3EL6EDB14314
2004	Chevy	G4500	1GBC4V1124F508418
2019	Ford	E350	1FDWE3FS0KDC58810
2019	Ford	E350	1FDWE3FS4KDC58809
2019	Ford	E350	1FDWE3FS4KDC58812
2018	Ford	E350	1FDWE3FSXJDC36604
2014	Mercedes	Sprinter	WD3PE7CC1E5924529
2014	Mercedes	Sprinter	WD3PE7CC5E5924534
2014	Mercedes	Sprinter	WD3PE7CC7E5924535
2014	Mercedes	Sprinter	WD3PE7CC1E5925261
2014	Mercedes	Sprinter	WD3PE7CC5E5925862
2014	Mercedes	Sprinter	WD3PE7CC3E5924533
2015	Ford	E-350	1FDWE3FS5FDA13992
2015	Ford	Transit	1FDYR2CM5FKA63056
2015	Ford	Transit	1FDYR2CM6FKA63065
2016	Ford	Transit	1FDYR2CMXGKB15122
2016	Ford	Transit	1FDYR2CG3GKA08990
2022	Chevrolet	C3500HD	1GB3WRE78NF337014
2014	Chevy	CG33503	1GB3G2CL1E1171338
2022	Chevrolet	C3500HD	1GB3WRE70NF336990
2021	Chevrolet	G3500	1HA3GRC70MN002034
2021	Chevrolet	G3500	1HA3GRC74MN002053
2014	Chevy	CG33503	1GB3G2CL1E1161103
2014	Chevy	CG33503	1GB3G2CL2E1170005
2019	Freightliner	M-2	1FVACWFC7KHKR7857
2022	International	MV	3HAEWMML9NL314252



Attachment 5

State License



STATE OF FLORIDA
DEPARTMENT OF HEALTH
BUREAU OF EMERGENCY MEDICAL OVERSIGHT

ADVANCED LIFE SUPPORT SERVICE LICENSE

This is to certify that: RG AMBULANCE SERVICE, INC. DBA CENTURY Provider Number # 10068
Name of Provider

740 GREELAND AVENUE JACKSONVILLE, FL 32221
Address

has complied with Chapter 401, Florida Statutes, and Chapter 64J-1, Florida Administrative Code, and is authorized to operate as an Advanced Life Support Service subject to any and all limitations specified in the applicable Certificate(s) of Public Convenience and Necessity and/or Mutual Aid Agreements for the County(s) listed below:

BAKER, BROWARD, CLAY COLUMBIA, DUVAL, FLAGLER, MADISON, ST. JOHNS, SUWANEE, TAYLOR, UNION
County (s)

Michael Hall, Section Administrator
Emergency Medical Services
Florida Department of Health

THIS CERTIFICATE EXPIRES ON: 09/10/2025

This certificate shall be posted in the above mentioned establishment

Emergency Medical Services License Application Profile Report

PROVIDER DATA

Name: RG AMBULANCE SERVIC, INC. DBA CENTURY
Manager Name: Jorge Curbelo, Vice President
Mailing Address: 2766 NW 62ND STREET
JACKSONVILLE, FL 32221
Physical Address: 740 Greeland Avenue
JACKSONVILLE, FL 32221

ID NUMBER: 10068
COUNTY: DUVAL
Service Type
For Profit
Private

Phone: 904-356-0835
Fax: 904-361-3063
Email: jcurbelo@mdambulance.net

LICENSE DATA

Certification Number: 5066
Status: CLEAR
Service Type: ALS

Date Issued: 09/11/2023
Expires: 09/10/2025

Amount Required: \$1,375.00
Amount paid: \$1,375.00

PRIMARY MEDICAL DIRECTOR DATA

Name: REDFIELD, COLBY SCOTT
Phone: 904-356-0835
Address: 740 Greeland Avenue
JACKSONVILLE FL 32221

License Number: ME 126222
DEA Reg. #: FR0952019
Contract End Date: 09/14/2024

License Expires: 01/31/2024
DEA Reg. Expires: 04/30/2024

SECONDARY MEDICAL DIRECTOR DATA

Name:
Phone:
Address:

License Number:
DEA Reg. #:
Contract End Date:

License Expires:
DEA Reg. Expires:

INSURANCE DATA

Insurance Company	Type of Insurance	Insurance Expiration Date
Hartford Fire Ins. Co.	Vehicle Liability	01/01/2024
Hartford Fire Ins. Co.	Professional Liability	01/01/2024

SERVICE AREA DATA

County of Service	Date Certificate of Public Convenience and Necessity Expires
SUWANEE-NE	09/14/2024
BAKER-als	04/01/2025
TAYLOR-alsbls	08/07/2024
COLUMBIA-ift	08/17/2024
BROWARD-alsbls	12/14/2023
FLAGLER-alsblsift	09/13/2025
MADISON-alsift	01/31/2025
ST. JOHNS	09/14/2024
UNION-alsblsNE	09/14/2025
CLAY-NEIFT	09/14/2025
DUVAL-alsbls	09/20/2025

VEHICLE DATA

Permit #	Type	Sub-Type	Make	Model	Year	License Status	Issue Date	Vehicle Identifier	Permit Fee
25344	ALS	T	CHEVY CG33803	TYPE 3	2010	Clear	09/11/2023	1GB9C5B63A1124085	25.00
25345	ALS	T	FORD F350	TYPE 1	2012	Clear	09/11/2023	1FDRF3GT7CEA16416	25.00
25346	ALS	T	FORD F350	TYPE 1	2012	Clear	09/11/2023	1FDRF3GT8CEC34574	25.00
25347	ALS	T	CHEVY CG33803	TYPE 3	2012	Clear	09/11/2023	1GB6G5CL3D1129833	25.00
25348	ALS	T	CHEVY CG33803	TYPE 3	2012	Clear	09/11/2023	1GB6G5CL3C1180327	25.00
25349	ALS	T	CHEVY CG33803	TYPE 3	2012	Clear	09/11/2023	1GB6G5CL1C1182772	25.00
25350	ALS	T	CHEVY CG33803	TYPE 3	2013	Clear	09/11/2023	1GB6G5CL4D1160430	25.00
25351	ALS	T	CHEVY CG33503	TYPE 3	2013	Clear	09/11/2023	1GB3GCL3D1189368	25.00
25352	ALS	T	CHEVY CG33803	TYPE 3	2012	Clear	09/11/2023	1GB6G5CL2C1180013	25.00
25353	ALS	T	CHEVY CG33803	TYPE 3	2012	Clear	09/11/2023	1GB6G5CL2C1180139	25.00
25354	ALS	T	CHEVY CG3308	TYPE 3	2012	Clear	09/11/2023	1GB6G5CL6C1178331	25.00
25355	ALS	T	CHEVY CG33503	TYPE 3	2014	Clear	09/11/2023	1GB3G2CLOE1158788	25.00
25356	ALS	T	CHEVY CG33803	TYPE 3	2014	Clear	09/11/2023	1GB3G2CLXE1171595	25.00
25357	ALS	T	CHEVY CG33803	TYPE 3	2014	Clear	09/11/2023	1GB3G2CL361198086	25.00
25358	ALS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/11/2023	1FDYR2CM3GKA86028	25.00
25359	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CM2GKB24994	25.00
25360	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CM6GKB24996	25.00
25361	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CM8GKB24997	25.00
25362	ALS	T	CHEVY	TYPE 3	2007	Clear	09/11/2023	1GBJG316071229646	25.00
25363	ALS	T	FORD	TYPE 3	2012	Clear	09/11/2023	1FDWE3FSOCDA55868	25.00
25364	ALS	T	FORD	TYPE 3	2013	Clear	09/11/2023	1FDWE3FS8DDA77889	25.00
25365	ALS	T	FORD	TYPE 2	2016	Clear	09/11/2023	1FDYR2CM2GKB15129	25.00
25366	ALS	T	FORD TRANSIT 350	TYPE 2	2016	Clear	09/11/2023	1FDYR2CM0GKB15128	25.00
25367	ALS	T	FORD TRANSIT 350	TYPE 2	2016	Clear	09/11/2023	1FDYR2CM9GKB15127	25.00
25368	ALS	T	FORD TRANSIT 350	TYPE 2	2016	Clear	09/11/2023	1FDYR2CM7GKB15126	25.00
25369	ALS	T	FORD	CONNECT	2014	Clear	09/11/2023	NMOGE9E72E1149440	25.00
25370	ALS	T	FORD	CONNECT	2014	Clear	09/11/2023	NMOGE9E77E1157811	25.00
25371	ALS	T	FORD	F450/TYPE 1	2012	Clear	09/11/2023	1FDXE4FS5CDA55875	25.00
25372	ALS	T	MERCEDES	SPRINTER/TYPE 2	2014	Clear	09/11/2023	WD3PE7CC1E5925261	25.00
25373	ALS	T	MERCEDES	SPRINTER/TYPE 2	2014	Clear	09/11/2023	WD3PE7CC7E5924535	25.00
25374	ALS	T	MERCEDES	SPRINTER/TYPE 2	2014	Clear	09/11/2023	WD3PE7CC1E5924529	25.00
25375	ALS	T	CHEVY	CG33803/TYPE 3	2013	Clear	09/11/2023	1GB6G5CL3D1184136	25.00
25376	ALS	T	FORD	E350	2018	Clear	09/11/2023	1FDWE3FSXJDC36604	25.00
25377	ALS	T	FORD	TYPE 2	2019	Clear	09/11/2023	1FDTR2CM4KKA07362	25.00
25378	ALS	T	FORD	TYPE 2	2019	Clear	09/11/2023	1FDYR2CM4KKA02422	25.00
25379	ALS	T	FORD	TYPE 2	2019	Clear	09/11/2023	1FDYR2CM6KKA07363	25.00
25380	ALS	T	FORD	TYPE 2	2019	Clear	09/11/2023	1FDYR2CM6KKA07363	25.00
25381	ALS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/11/2023	1FDYR2CMXGKB24998	25.00
25382	ALS	T	CHEVY	CG33503 TYPE 3	2010	Clear	09/11/2023	1GB6G2B64A1112898	25.00
25383	ALS	T	FORD	E450 TYPE 3	2012	Clear	09/11/2023	1FDXE4FS0CDA79811	25.00
25384	ALS	T	FORD	E450 TYPE 3	2012	Clear	09/11/2023	1FDXE4FS2CDA79812	25.00
25385	ALS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/11/2023	1FDYR2CMXGKA86026	25.00
25386	ALS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/11/2023	1FDYR2CMOGKB15131	25.00
25387	ALS	T	FORD	F350 TYPE 2	2012	Clear	09/11/2023	1FDYR2CM9GKB15130	25.00
25388	ALS	T	FORD	E450 TYPE 3	2012	Clear	09/11/2023	1FDXE4FS5CDA90660	25.00
25389	ALS	T	CHEVY	CG33803/TYPE 3	2012	Clear	09/11/2023	1GB3G2CL5C1107090	25.00

25390	ALS	T	CHEVY	CG33803/TYPE 3	2008	Clear	09/11/2023	1GBJG316981198558	25.00
25391	ALS	T	FORD	F450/TYPE 1	2011	Clear	09/11/2023	1FDSS3EL1BDA78916	25.00
25392	ALS	T	FORD	F450/TYPE 1	2011	Clear	09/11/2023	1FDSS3EL1BDA78915	25.00
25393	ALS	T	BRAUN	FREIGHTLINER	2021	Clear	09/11/2023	1FVACWFC7KHKR7857	25.00
25394	ALS	T	FORD	CRESTLINE	2019	Clear	09/11/2023	1FDWE3FS4KDC58809	25.00
25395	ALS	T	FORD	CRESTLINE	2019	Clear	09/11/2023	1FDWE3FS4KDC58812	25.00
25396	ALS	T	FORD	CRESTLINE	2019	Clear	09/11/2023	1FDWE3FS0KDC58810	25.00
25397	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CG7GKA08989	25.00
25398	ALS	T	CHEVY	G4500	2009	Clear	09/11/2023	1GBE4V1939F409578	25.00
25399	ALS	T	CHEVY	G4500	2004	Clear	09/11/2023	1GBC4V1124F508418	25.00
25400	ALS	T	FORD	E350	2015	Clear	09/11/2023	1FDWE3FS9FDA13994	25.00
25401	ALS	T	FORD	E350	2015	Clear	09/11/2023	1FDWE3FS5FDA13992	25.00
25402	ALS	T	FORD	E350	1996	Clear	09/11/2023	1FDKE30F6THA95598	25.00
25403	ALS	T	CHEVROLET	G3500	2010	Clear	09/11/2023	1GB6G2B63A1112813	25.00
25404	ALS	T	FORD	E450	2003	Clear	09/11/2023	1FDXE45FX3HB58593	25.00
25405	ALS	T	FORD	E450	2002	Clear	09/11/2023	1FDXE45F42HA76714	25.00
25406	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CMXGKB15122	25.00
25407	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CG3GKA08990	25.00
25408	ALS	T	INTERNATIONAL	MV	2022	Clear	09/11/2023	3HAEWMMML9NL314252	25.00
25409	ALS	T	FORD	TRANSIT	2016	Clear	09/11/2023	1FDYR2CM2GKB15132	25.00
25410	ALS	T	FORD	E350	2014	Clear	09/11/2023	1FDSS3EL7EDA47156	25.00
25411	ALS	T	FORD	E350	2014	Clear	09/11/2023	1FDSS3EL9EDB14405	25.00
25412	ALS	T	FORD	E350	2014	Clear	09/11/2023	1FDSS3EL0EDB14406	25.00
25413	ALS	T	FORD	E350	2014	Clear	09/11/2023	1FDSS3EL6EDB14314	25.00
25414	ALS	T	FORD	E350	2014	Clear	09/11/2023	1FDSS3EL6EDB14278	25.00
25415	ALS	T	CHEVROLET	TYPE 3	2023	Clear	09/11/2023	1GB3GRC73P1121331	25.00
7069	BLS	T	CHEVY CG33503	TYPE 3	2008	Clear	09/11/2023	1GBJG316981198558	25.00
7070	BLS	T	CHEVY CG33503	TYPE 3	2012	Clear	09/11/2023	1GB3G2CL5C1107090	25.00
7071	BLS	T	FORD E450	TYPE 3	2012	Clear	09/11/2023	1FDXE4FS5CDA90660	25.00
7072	BLS	T	FORD E450	TYPE 3	2012	Clear	09/11/2023	1FDXE4FS5CDA90660	25.00
7073	BLS	T	FORD E450	TYPE 3	2012	Clear	09/11/2023	1FDXE4FS2CDA79812	25.00
7074	BLS	T	MERCEDES SPRINTER	TYPE 2	2014	Clear	09/11/2023	WD3PE7CC3E5924533	25.00
7075	BLS	T	MERCEDES SPRINTER	TYPE 2	2014	Clear	09/11/2023	WD3PE7CC2E5924534	25.00
7076	BLS	T	MERCEDES SPRINTER	TYPE 2	2014	Clear	09/12/2023	WD3PE7CC5E5925862	25.00
7077	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CM0GKB15131	25.00
7078	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CM9GKB15130	25.00
7079	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CM2GKB15129	25.00
7080	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CM0GKB15128	25.00
7081	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CM9GKB15127	25.00
7082	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CM7GKB15126	25.00
7084	BLS	T	FORD TRANSIT 350	TYPE 2	2016	Clear	09/12/2023	1FDYR2CM6GKB24996	25.00
7085	BLS	T	FORD TRANSIT 350	TYPE 2	2016	Clear	09/12/2023	1FDYR2CM8GKB24997	25.00
7086	BLS	T	FORD	ECONOLINE TYPE1	2011	Clear	09/12/2023	1FDSS3EL1BDA78916	25.00
7087	BLS	T	FORD	ECONOLINE TYPE1	2011	Clear	09/12/2023	1FDSS3EL1BDA78915	25.00
7088	BLS	T	CHEVY	CG33803	2012	Clear	09/12/2023	1GB6G5CL3D1129833	25.00
7089	BLS	T	CHEVROLET	CG33503 TYPE 3	2010	Clear	09/12/2023	1GB6G2B64A1112898	25.00
7090	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CMXGKA86026	25.00
7091	BLS	T	FORD	TYPE 2	2019	Clear	09/12/2023	1FDR2CM4KKA07362	25.00
7092	BLS	T	FORD	TYPE 2	2019	Clear	09/12/2023	1FDYR2CM4KKA02422	25.00

7093	BLS	T	FORD	TYPE 2	2019	Clear	09/12/2023	1FDYR2CM6KKA07363	25.00
7094	BLS	T	FORD	TYPE 2	2019	Clear	09/12/2023	1FDYR2CM2KKA02421	25.00
7095	BLS	T	FORD	TYPE 2	2016	Clear	09/12/2023	1FDYR2CM2GKB24994	25.00
7096	BLS	T	FORD	TYPE 2	2016	Clear	09/12/2023	1FDYR2CM3GKA86028	25.00
7097	BLS	T	CHEVROLET	3500	2007	Clear	09/12/2023	1GBJG316071229646	25.00
7098	BLS	T	FORD	TRANSIT TYPE 2	2016	Clear	09/12/2023	1FDYR2CMXGKB24998	25.00
7099	BLS	T	FORD	F350/TYPE 1	2012	Clear	09/12/2023	1FDWE3FSOCDA55868	25.00
7100	BLS	T	FORD	F350/TYPE 1	2012	Clear	09/12/2023	1FDRF3GT8CEC34574	25.00
7101	BLS	T	CHEVY	CG33803	2013	Clear	09/12/2023	1GBG65CL3D1184136	25.00
7102	BLS	T	CHEVY	CG33803	2014	Clear	09/12/2023	1GB3G2CLOE1158788	25.00
7103	BLS	T	CHEVY	CG33803	2012	Clear	09/12/2023	1GBG5CL1C1182772	25.00
7104	BLS	T	CHEVY	CG33803/TYPE 3	2012	Clear	09/12/2023	1GBG5CL3C1180327	25.00
7105	BLS	T	CHEVY	CG33803/TYPE 3	2012	Clear	09/12/2023	1GBG5CL6C1178331	25.00
7106	BLS	T	CHEVY	CG33803/TYPE 3	2012	Clear	09/12/2023	1GBG5CL2C1180013	25.00
7107	BLS	T	CHEVY	CG33803/TYPE 3	2012	Clear	09/12/2023	1GBG5CL2C1180139	25.00
7108	BLS	T	FORD	F350/TYPE 1	2018	Clear	09/12/2023	1FDWE3FSXJDC36604	25.00
7109	BLS	T	CHEVY	CG33803/TYPE 3	2014	Clear	09/12/2023	1GB3G2CL361198086	25.00
7110	BLS	T	FORD	F450 TYPE 1	2012	Clear	09/12/2023	1FDXE4FS5CDA55875	25.00
7111	BLS	T	FORD	F350/TYPE 1	2013	Clear	09/12/2023	1FDWE3FS6JDA77889	25.00
7112	BLS	T	FORD	E350	2015	Clear	09/12/2023	1FDWE3FS9FDA13994	25.00
7113	BLS	T	FORD	TRANSIT	2015	Clear	09/12/2023	1FDYR2CM5FKA63056	25.00
7114	BLS	T	FORD	TRANSIT	2015	Clear	09/12/2023	1FDYR2CM6FKA63065	25.00
7115	BLS	T	FORD	E350	1996	Clear	09/12/2023	1FDKE30F6THA95598	25.00
7116	BLS	T	FORD	E450	2003	Clear	09/12/2023	1FDXE45FX3HB58593	25.00
7117	BLS	T	FORD	E450	2002	Clear	09/12/2023	1FDXE45F42HA76714	25.00
7118	BLS	T	FORD	TRANSIT	2016	Clear	09/12/2023	1FDYR2CMXGB15122	25.00
7119	BLS	T	FORD	TRANSIT	2016	Clear	09/12/2023	1FDYR2CG3GKA08990	25.00
7120	BLS	T	FORD	TRANSIT	2016	Clear	09/12/2023	1FDYR2CM2GKB15132	25.00
7121	BLS	T	FORD	E350	2014	Clear	09/12/2023	1FDSS3EL7EDA47156	25.00
7122	BLS	T	FORD	E350	2014	Clear	09/12/2023	1FDSS3EL9EDB14405	25.00
7123	BLS	T	FORD	E350	2014	Clear	09/12/2023	1FDSS3ELOEDB14406	25.00
7124	BLS	T	FORD	E350	2014	Clear	09/12/2023	1FDSS3EL6EDB14314	25.00
7125	BLS	T	FORD	E350	2014	Clear	09/12/2023	1FDSS3EL6EDB14278	25.00
7126	BLS	T	CHEVROLET	TYPE 3	2023	Clear	09/12/2023	1GB3GRC73P1121331	25.00
Count of vehicles with status of "Issued"									
Total		BLS	ALS (Transport)	ALS (Non-Transport)	AIR				
129		57	72	0	0				



Attachment 6

Letter of Agreement for Assistance



October 25th, 2023

Assistant Fire Chief Greg Rolland
Nassau County Fire Rescue
96160 Nassau Place
Yulee, FL 32097

Dear Sir,

This letter is in response to Century Ambulance Service's Certificate of Public Convenience and Necessity (COPCN) request and the requirement of the COPCN application. Should a temporary situation arise which poses a serious or imminent threat to the public health, safety, welfare, or public need and convenience, Century Ambulance Service agrees to assist and will abide by the orders of the Fire Chief.

Sincerely,

A handwritten signature in black ink that reads 'Karen Robeson'. The signature is fluid and cursive, with the first name 'Karen' being more prominent than the last name 'Robeson'.

Karen Robeson
General Manager
Century Ambulance Service



Attachment 7

Current Rates



Rate Schedule

Service	Charge
Ambulance Mileage	\$17.00
ALS-NE Base	\$948.20
ALS-E Base	\$1326.60
BLS-NE	\$816.89
BLS-E	\$988.90
SCT Base	\$2032.80
Oxygen	\$55.00
Ambulance Wait Time (BLS)	\$110.00
Ambulance Wait Time (ALS)	\$150.00
per ½ hour	
NMS Base	\$125.00
NMS Mileage (1-49)	\$3.50
NMS Mileage (50+)	\$5.00
WCS Base	\$65.00
WCS Mileage (1-49)	\$2.75
WCS Mileage (50+)	\$4.00
WCA Base	\$37.50
WCA Mileage (1-75)	\$2.50
WCA Milage (75+)	\$3.50
Out of Town	\$200.00
Rate + 1.5 x milage total	



Attachment 8

Certificate of Liability Insurance



RGAMBUL-01

MMOSSENGREN

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/26/2023

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

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

PRODUCER Integrated Transportation Resources, Inc. 1041 Perque Crossing Court Suite A O Fallon, MO 63366	CONTACT NAME: Maximus Mossengren	
	PHONE (A/C, No, Ext): (636) 561-0048	FAX (A/C, No):
	E-MAIL ADDRESS: mmossengren@itr-inc.net	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Palms Insurance Company, Limited	
INSURED RG Ambulance Service, Inc. DBA Century Ambulance Service 740 Greenland Ave. Jacksonville, FL 32221	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X		CSIPAH0138-00	9/14/2023	9/14/2024	EACH OCCURRENCE \$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
							MED EXP (Any one person) \$ 5,000
							PERSONAL & ADV INJURY \$ 1,000,000
							GENERAL AGGREGATE \$ 3,000,000
							PRODUCTS - COMP/OP AGG \$ 3,000,000
							Aggregate \$ 3,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						
	<input checked="" type="checkbox"/> OTHER: Professional Liability						
	AUTOMOBILE LIABILITY						
	<input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$
							BODILY INJURY (Per person) \$
							BODILY INJURY (Per accident) \$
							PROPERTY DAMAGE (Per accident) \$
							\$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR						EACH OCCURRENCE \$
	EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						AGGREGATE \$
	<input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N <input type="checkbox"/> N/A						PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/>
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. EACH ACCIDENT \$
							E.L. DISEASE - EA EMPLOYEE \$
							E.L. DISEASE - POLICY LIMIT \$
A	SAM	X		CSIPAH0138-00	9/14/2023	9/14/2024	Aggregate 500,000
A	HIPPA	X		CSIPAH0138-00	9/14/2023	9/14/2024	Sublimit 100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
The certificate holder is listed as additional insured on the above General Liability policy.

CERTIFICATE HOLDER

CANCELLATION

Nassau County BOCC 96135 Nassau PI Yulee, FL 32097	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 