

# **AMBULANCE SERVICE AGREEMENT**

## **Amendment No. 5**

**October 1, 2021**

**PINELLAS COUNTY  
EMERGENCY MEDICAL SERVICES AUTHORITY  
12490 Ulmerton Road – Suite 134  
Largo, Florida 33774-2700**

**AGREEMENT** made this 10 day of August, 2021, between **PARAMEDICS LOGISTICS FLORIDA, LLC**, a foreign limited liability company registered to do business in Florida and with its principal place of business at 289 Greenwich Avenue, Greenwich, CT 06830 ("Contractor"), **PARAMEDICS LOGISTICS OPERATING COMPANY, LLC**, a foreign limited liability company with its principal place of business at 289 Greenwich Avenue, Greenwich, CT 06830 ("Parent"), and the **PINELLAS COUNTY EMERGENCY MEDICAL SERVICES AUTHORITY**, a dependent special district established by Chapter 80-585, Laws of Florida, as amended ("Authority").

### RECITALS

1. On May 19, 2015, the Authority entered a five (5) year agreement for the exclusive provision of Advanced Life Support (ALS) Ambulance Services and related services in Pinellas County, Florida subsequent to a competitive proposal process.
2. On November 22, 2016 the Authority and Contractor entered into an agreement, Amendment No. 1, to add Basic Life Support (BLS) Ambulance Services.
3. On March 20, 2018 the Authority and Contractor entered into a consent to assignment agreement, Amendment No. 2.
4. On May 27, 2020 the Authority and Contractor entered into an agreement, Amendment No. 3, to transition the Tactical EMS program to the Pinellas County Sheriff's Office.
5. On June 23, 2020 the Authority and Contractor entered into an agreement, Amendment No. 4, provided for a three-year contract extension and mutually agreed improvements.
6. At this time, the Authority and the Contractor wish to enter into a three-year agreement related to stabilization of the workforce through salary increases for the Contractor's Paramedics and EMTs and emergency measures to reduce the use of mandatory overtime. Authority and Contractor wish to extend the agreement by one year to a total of three years to support stabilization of the workforce.
7. The Contractor is experiencing pressure to increase wages due to several Uncontrollable Circumstances including a high turnover rate due to a reliance on mandatory overtime to meet staffing levels; Paramedics and EMTs are leaving for higher wages available throughout the region; nationally Paramedic and EMT wages are increasing as well.
8. Increased responsibilities, stress and risk caused by COVID-19 is causing healthcare workers to leave the industry; COVID-19 is expected to remain in the United States for the foreseeable future which is causing a "new normal" for healthcare workers as they pursue work/life balance.

9. The Florida Constitutional Amendment increasing minimum wage will also drive wage increases to keep Paramedic and EMT wages above the minimum wage.

10. National backorders are affecting the ability of the Contractor to secure Ambulance chassis to replace Ambulances per the fleet plan.

11. Due to decreased fleet mileage during COVID-19, the Safe Useful Life of Ambulances may be extended to seven years.

**NOW, THEREFORE**, in consideration of the mutual promises and covenants of each other contained in this Agreement and other good and valuable consideration, receipt of which is hereby acknowledged, the parties do covenant and agree as follows:

#### **SECTION I. AMENDMENT TO CONTRACT DOCUMENTS**

The following Appendices incorporated into the Agreement by Section 103 of the Ambulance Service Agreement are hereby amended by substituting the attached corresponding revised Appendices, which are incorporated by reference herein, for the current Appendices:

<b>Appendix A</b>	Compensation Schedule
<b>Appendix F</b>	Staffing Calculations
<b>Appendix H</b>	Fleet Plan
<b>Appendix O</b>	Uniform Dress Code & Professional Conduct
<b>Appendix R</b>	Wage Plan

#### **SECTION II. AMENDMENT TO SECTION 201. WORDS AND TERMS**

Section 201 shall be amended by adding the following terms which shall be defined as:

**"Base Amount"** means the amount, set forth in Appendix A, paid monthly to Contractor by the Authority for the provision of Base Services. The Base Amount shall include Workforce Stabilization Funding in accordance with **Appendix A**.

**"Condition 3 Medical"** means the procedure to allow First Responder Transports during peak periods at the request of Contractor's Senior Management and the approval of the Executive Director or designee.

**"Safe Useful Life"** means with respect to type II or type III Ambulances, six (6) years; with respect to heavy-duty chassis Primary and Secondary Critical Care Transport Units, eleven (11) years; with respect to the Mental Health Transport Unit, Medical Supply Units, and EMS Supervisor Units, seven (7) years. Ambulance patient compartments may be "remounted" up to three (3) times provided the refurbished Ambulance meets all then current safety and operational standards and requirements as determined by the Authority.

In consideration of the Authority allowing the Contractor to “remount” a third time, Contractor will implement a hydraulic stretcher loading system in accordance with Appendix H and Appendix I. On a one-time basis, Type II and III Ambulances may be extended to seven (7) years of use based upon the availability of chassis and reduced mileage during COVID-19 in 2020.

“**Workforce Funding Audits**” means an annual audit provided by the Ambulance Contractor to the Authority, at the end of each Fiscal Year, documenting that Workforce Stabilization Funding was directed to the Contractor’s employees in accordance with **Appendix R**.

“**Workforce Stabilization Funding**” means the funding provided by the Authority to the Contractor for the express purpose of increasing the wage of its Paramedics, EMTs, and RNs assigned to field operations, communications, specialty transport teams, field supervision, and communications supervision. Such funding shall be provided in the Base Amount in accordance with **Appendix A**. Such funding shall be matched by the Contractor and utilized to implement the wage plan shown in **Appendix R**. Such funds shall not be used to provide Senior Management salary increases, benefit increases or bonuses.

“**Workforce Stabilization Transports**” means Transports not handled by the Contractor to stabilize the workload and Emergency, Downgraded Emergency and Non-Emergency Response Times of the Contractor’s Ambulances. Such Transports may, be authorized by the Authority at its sole discretion through its Executive Director or designee, utilize First Responder Transports, special rescue units staffed by First Responders, or mutual aid ambulances only to the extent necessary to ensure Emergency, Downgraded Emergency and Non-Emergency Response Times are met on a daily basis.

### **SECTION III. ADDITION TO SECTION 420. ETHICS AND COMPLIANCE**

Add Section 420(e).

**(e) Medicare Ground Ambulance Data Collection System.** Contractor shall assist the Authority by providing any data necessary to comply with the Medicare Ground Ambulance Data Collection System.

### **SECTION IV. ADDITION OF SECTION 424. WORKFORCE STABILIZATION – CONTRACTOR REQUIREMENTS**

In consideration of Workforce Stabilization Funding, Contractor agrees to the following:

1. Contractor shall ensure Workforce Stabilization Funding, as provided by the Authority and matched by the Contractor in accordance with **Appendix A**, is utilized to compensate its Paramedics, EMTs, and RNs assigned to field operations, communications, specialty transport teams, field supervisors, and communications supervisors and permanently adjust their pay scales and individual pay rates in accordance with **Appendix R**; and

2. Contractor shall ensure Workforce Stabilization Funding is not utilized for Senior Management salary increases, benefit increases or bonuses; and
3. Contractor waives its exclusive right to Transport all Patients in Pinellas County until such time as the workforce is sufficient in strength and numbers to maintain reasonable workloads, reduce the use of mandatory overtime, additional hours or shifts to meet the scheduled unit hours necessary to meet the anticipated demand for Ambulance Services; and
4. Contractor shall continue its unrelenting efforts to attract, recruit, and maintain a sufficient full-time work as required in section 407(c); and
5. Contractor shall cooperate with the Authority in implementing Workforce Stabilization Transports until such time as Emergency, Downgraded and Non-Emergency Response Times are meeting or exceed the contracted requirements and the workforce is sufficient in strength and numbers to maintain reasonable workloads, reduce the use of mandatory overtime, or additional hours or shifts to meet the scheduled unit hours necessary to meet the anticipated demand for Ambulance Services; and
6. Contractor shall notify the Executive Director when the declaration of a Condition 3 Medical would mitigate long Response Times during a spike in the demand for Ambulance Services; and
7. Contractor shall provide Workforce Funding Audits at the end of each Fiscal Year. In the event a Workforce Funding Audit shows there are unspent or inappropriately spent funds, the amount shall be returned to the Authority.

#### **SECTION V. ADDITION OF SECTION 505.WORKFORCE STABILIZATION – AUTHORITY REQUIREMENTS**

The Authority agrees to the following:

1. Authority shall provide Workforce Stabilization Funding in accordance with **Appendix A.**
2. Authority, at its sole discretion, may implement Workforce Stabilization Transports to the extent necessary to ensure Emergency, Downgraded Emergency and Non-Emergency Response Times meet or exceed the contractual standard and the Contractor has met the requirements of Section 424 on a consistent basis; and
3. Authority retains the right to declare an EMS Emergency, State of Emergency, or Disaster in accordance with the Agreement. During such a declaration or event, Contractor shall cooperate with the Authority in implementing mandatory overtime

and staffing requirements until such time as the emergency is mitigated or mutual aid resources have arrived to supplement local resources.

4. The Authority shall not compensate the Contractor for Workforce Stabilization Transports.

#### **SECTION VI. APPENDIX H – FLEET PLAN**

The Authority acknowledges there is a national backorder of Ambulance chassis and Vehicles that will impact the timing Vehicle replacements specified in **Appendix H**. Contractor shall make good faith efforts to purchase Ambulance chassis and Vehicles to comply with **Appendix H** to the extent possible.

#### **SECTION VII. APPENDIX O – UNIFORM DRESS CODE & PROFESSIONAL CONDUCT**

Contractor shall implement uniform changes to ensure Operations and Critical Care Team personnel can be readily identified in the field in accordance with **Appendix O**.

#### **SECTION VIII. AMENDMENT TO SECTION 901. TERM**

Section 901 of the Ambulance Service Agreement are hereby amended to read as follows:

The term of this Agreement shall be for three (3) years, commencing October 1, 2021 and terminating at midnight, September 30, 2024. The Agreement may be renewed by written agreement of the parties and upon no less than a twelve (12) month written notice from Authority to Contractor, for one additional two (2) year period after this extension. This option shall be exercised only if all terms and conditions remain the same or changes are mutually agreed by the Parties, and the Authority grants approval. The provisions of Article VII shall continue to be effective during any extension period and shall not be renegotiated unless mutually agreed by the Parties. The effective date of the Agreement shall be October 1, 2021.

[Signature Page to Follow]

IN WITNESS WHEREOF the parties hereto, by and through their undersigned authorized officers, have caused this Agreement to be executed on this 10 day of August, 2021.

ATTEST:  
KEN BURKE, CLERK



PINELLAS COUNTY EMERGENCY  
MEDICAL SERVICES AUTHORITY

by:   
Deputy Clerk

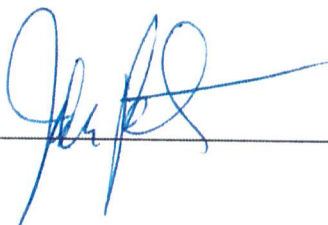
by:   
Chairman


**APPROVED AS TO FORM**

By: Jason C. Ester  
Office of the County Attorney

WITNESS:

PARAMEDICS LOGISTICS FLORIDA, L.L.C.

by: 

by:   
Mark Postma, Vice President

**Appendix A**  
**FY21-22 COMPENSATION SCHEDULE**  
**SUBJECT TO THE FY21-22 INFLATION ADJUSTMENT**

<b>MONTHLY BASE SERVICES &amp; STOP-LOSS</b>	
Base Services Amount (monthly base transport volume = 10,400)	\$ 2,969,479.31
Stop-Loss Payment Rate (per Base Service Transport)	\$ 265.42
(Per BLS Non-Emergency Transport is \$10.00 less – effective January 1, 2017)	\$ 255.42
Primary Critical Care Transport Base Amount	\$ 95,676.41
Mental Health Transport Services Base Amount	\$ 28,650.81
Workforce Stabilization Funding FY21-22 (no inflation adjustment)	\$ 200,000.00
Workforce Stabilization Funding FY22-23 (no inflation adjustment)	\$ 300,000.00
Workforce Stabilization Funding FY23-24 (no inflation adjustment)	\$ 400,000.00
<i>Note: Workforce Stabilization Funding is in addition to the existing salary and benefits provided by the Contractor to its workforce as a baseline.</i>	
<b>ADDITIONAL SERVICES</b>	
Reserve Critical Care Transport Call-Out Charge (per hr., 3 hr. min.)	\$ 211.68
Dedicated Standby Rate (per hr., per Ambulance, 3 hr. min.)	\$ 130.32
Dedicated Standby Rate/Multiple Patient Transport (per hr., per Paramedic)	\$ 65.14
Long Distance Transport Base (per transport)	\$ 369.06
Long Distance Transport Mileage Charge (per mi. over 25 mi.)	\$ 3.54
Secondary Mental Health Transport Unit (per hr.)	\$ 60.33
Disaster & Specialized Response Unit (per hr.)	\$ 130.32
Community Paramedic (per hr., per Paramedic)	\$ 60.31
Logistics Support (per hr., per person) including delivery	\$ 30.66



**Appendix F**  
**STAFFING CALCULATIONS**  
**Full Time Staffing Calculations**

Perform the following steps to calculate the Full Time Staffing requirement:

**1. Count System Transports for Reporting Month**

- Include Emergency, Downgraded, Non-Emergency, Scheduled and Long Distance
- Exclude Dedicated Standbys, CCT, MHT, and any Outside Work Transports

**2. Calculate the Staffing Requirement as follows:**

- Paramedics - Monthly Transports divided by 1,000 and multiplied by 10 (10 FTEs needed per 1,000 Transports), equals the number of Full Time Equivalents (FTEs) needed. Example: (8,000 Transports / 1,000 x 10) = 80 FTEs.
- EMTs - Monthly Transports divided by 1,000 and multiplied by 11 (11 FTEs needed per 1,000 Transports), equals the number of Full Time Equivalents (FTEs) needed. Example: (8,000 Transports / 1,000 x 11) = 88 FTEs.
- FTEs multiplied by the 80% requirement, equals the total number of Full Time Paramedics or Full Time EMTs necessary to fulfill the minimum contract requirements. Example: 80 FTEs x 80% = 64 Full Time Paramedics, and 88 FTEs x 80% = 70 Full Time EMTs.
- Round to the nearest whole person.

**3. List all Full Time Paramedics and EMTs assigned as Field Personnel**

- Include only Full Time Paramedic and EMT personnel, who handle System Transports.
- Exclude CCT, MHT, Outside Work dedicated personnel, EMS Communications Center personnel and hours.
- Report Paramedic and EMTs separately.
- Format the Report, selecting only work hours assigned to field operations during the reporting month, in the following manner:

Counter	EMS Id	P or E	Full Name	# Hours Worked	# Hours Paid Time Off	Total Hours
1	34-1032	P	Doe, John	168	8	176

**4. Calculation of Liquidated Damages**

- Subtract the number of full-time EMTs and Paramedics (calculated separately) from the number of full-time EMTs and Paramedics required (80% FTE). Multiply the difference by One Thousand dollars. Example: (64 FTE goal - 62 Actual Full Time Paramedics) x \$1,000.00 = \$2,000.00.

**Appendix H**  
**VEHICLE REPLACEMENT PLAN**  
**Oct 2021 to Sept 2024**

Existing	Maintain, Remount or Replace
<b>Ambulances – Type III</b>	
Three (3) 2015 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Remount three (3) in FY21-22 to maintain three (3) 2022 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulance or Equivalent
Eleven (11) 2016 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Remount eleven (11) in FY21-22 to maintain eleven (11) 2022 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulance or Equivalent
Sixteen (16) 2017 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Remount fourteen (14) in FY22-23 to maintain fourteen (14) 2022 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulance or Equivalent  Remount two (2) in FY23-24 to maintain (2) 2022 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulance or Equivalent
Fifteen (15) 2018 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Remount twelve (12) in FY23-24 to maintain twelve (12) 2022 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulance or Equivalent  Maintain three (3) 2018 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulance or Equivalent
Ten (10) 2019 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Maintain ten (10) 2019 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances
Twelve (12) 2021 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Maintain twelve (12) 2021 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances
Seven (7) 2022 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances	Maintain seven (7) 2021 GMC/Chevrolet C4500/AEV or Ford E450/AEV Type III Ambulances
<b>Ambulance – Type II</b>	
One (1) 2018 Ford Transit Van Type II Ambulance	Replace one (1) in FY22-23 to maintain one (1) 2022 Ford Transit Van Type II Ambulances
Ten (10) 2017 Ford Transit Van Type II Ambulances	Replace ten (10) in FY22-2.3 to maintain ten (10) 2021 Ford Transit Van Type II Ambulances
Nine (9) 2019 Ford Transit Van Type II Ambulances	Maintain nine (9) 2019 Ford Transit Van Type II Ambulances
<b>Primary Critical Care Unit</b>	
One (1) 2021 Ford F550 or Dodge 5500/AEV Medium Duty Type I Ambulance	Maintain one (1) 2021 Ford F550 or Dodge 5500/AEV Medium Duty Type I Ambulance
<b>Secondary Critical Care Unit</b>	
One (1) 2015 International/AEV or Freightliner/AEV Critical Care Ambulance (Remount)	Maintain one (1) 2015 International/AEV or Freightliner/AEV Critical Care Ambulance
<b>EMS Supervisor Units</b>	
Three (3) 2016 Chevrolet Tahoe	Replace two (2) in FY22-23 to maintain (2) 2022 Chevrolet Tahoe Truck or Equivalent
Two (2) 2021 Chevrolet Tahoe	Maintain two (2) 2021 Chevrolet Tahoe
One (1) 2020 Ford F-250	Maintain one (1) 2020 Ford F-250

**Appendix H**  
**VEHICLE REPLACEMENT PLAN**

<b>Mental Health Transport Units</b>	
One (1) 2018 Ford Transit	Maintain one (1) 2018 Ford Transit
One (1) 2019 Ford Transit	Maintain one (1) 2019 Ford Transit
<b>Medical Supply Units</b>	
One (1) 2020 Ford Transit Cutaway Van	Maintain one (1) 2020 Ford Transit Cutaway Van
One (1) 2020 Ford Transit Cargo Van	Maintain one (1) 2020 Ford Transit Cargo Van
<b>Fleet Maintenance Unit</b>	
One (1) 2015 Chevy Silverado Pickup	Replace one (1) in FY23-24 to maintain (1) 2023 Chevrolet 1500 Pick up or Equivalent
<b>Utility Vehicles</b>	
One (1) 2015 Kubota with Patient Care Box, Cot Mount and Trailer	Replacement not required

**Note: The vehicle replacement plan is subject to the availability of appropriate chassis.**

**Appendix O**  
**UNIFORM DRESS CODE & PROFESSIONAL CONDUCT**  
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In order to promote the professional appearance and standards of the Authority's Ambulance Services, the following dress code is applicable to all uniformed Personnel.

**Dress Uniform**

Managers and Directors may wear a formal dress uniform, informal dress uniform, duty uniform or business attire at their discretion relative to their work assignment.

Supervisors may wear a formal dress uniform, informal dress uniform or duty uniform at their discretion relative to their work assignment.

Uniformed Personnel shall wear informal dress uniforms only during funerals, memorial services, parades, public education, award banquets, dignitary standbys, patient reunions, media interviews, or similar formal settings.

"Formal" means long sleeved dress uniform shirt, dress uniform pants, tie and dress shoes. "Informal" means short sleeved shirt, regular uniform pants, no tie and uniform boots. A combination of formal and informal dress uniform is not allowed.

- White short sleeved uniform shirt or long-sleeved dress uniform shirt as indicated.
- The left sleeve patch placement will be the American Flag, (always in the highest position), and Sunstar patch immediately below it; and on the right sleeve the State EMT, State Paramedic or standard Registered Nurse patch.
- Black tie or black crossover uniform tie if indicated.
- Black uniform BDU-style work pants or black dress pants as indicated.
- Black belt with garrison type belt buckle
- Nameplate over right breast pocket (silver for EMTs and Paramedics, gold for Supervisor, Manager or Director).
- A "Serving Since" tab may be attached to the Nameplate. It may show the starting year the individual was certified as an EMT or Paramedic.
- Metal collar insignia (without Star of Life) will be worn according to rank as follows:
  - Silver medical caduceus on each collar for EMTs, Paramedics and RNs
  - Silver double bars for Coordinators
  - Gold Single bar for Assistant Supervisors
  - Gold Double bar for Supervisors
  - Gold Leaf Insignia for Shift Commanders and Managers
  - Gold Single star for Directors
  - Gold Two stars for Director of Operations
  - Gold Three stars for Chief Operating Officer
  - Military titles are not to be used at any time – Lieutenant, Captain, etc.
- Badge as approved by the Executive Director, worn over heart. Silver cloth/material patch style badge affixed to uniform shirt for EMTs and Paramedics, and gold metal badges for Supervisors, Shift Commanders, Managers and Directors.
- Up to two service or certification pins may be worn over the left breast pocket as follows:

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**UNIFORM DRESS CODE & PROFESSIONAL CONDUCT**  
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- Silver Field Training Officer Pin
- Advanced Cardiac Life Support
- International Trauma Life Support
- Emergency Medical Dispatch
- National Registry
- Years of Service Pin
- Pinellas County EMT or Paramedic of the Year
- Black military style boots or sturdy shoes with dark socks (sneakers are not allowed) or black dress shoes with dark socks as indicated
- Sunstar baseball cap must not be worn
- At no time shall personnel display the Ambulance Contractor's company name or trademark. Only the Authority's logo and trade name may be displayed.
- Only Contractor issued uniforms shall be worn

**Duty Uniform**

Uniformed Personnel shall wear Duty Uniforms at all times while in view of the public, operating or riding in a Vehicle as follows:

- Uniformed Personnel requirements apply to Field Personnel on BLS or ALS Ambulances, Critical Care Units, Communications Center, and Standby Units
- Uniform Style Short Sleeved Polo Shirt
  - Royal Blue upper chest and back and sleeves
  - Navy blue lower chest and back
  - Reflective white stripe mid-line
  - Reflective white "EMS" on back
  - Sunstar Paramedics Logo embroidered on Left Chest
  - American flag embroidered on right sleeve
  - Name and Rank embroidered over right breast per specification
  - Black for Field
  - Capitalized First Initial, period and Last Name on Right Chest
  - Capitalized Rank/Assignment below the Name
  - Gold Embroidered Name and Rank
    - CHIEF OPERATING OFFICER
    - DIRECTOR OF OPERATIONS
    - DIRECTOR OF CLINICAL SERVICES
    - DIRECTOR OF COMMUNICATIONS
    - DIRECTOR OF SUPPORT SERVICES
    - OPERATIONS MANAGER
    - OPERATIONS SUPERVISOR
    - COMMUNICATIONS SUPERVISOR
    - PARAMEDIC – ASSISTANT SUPERVISOR

**Appendix O**  
**UNIFORM DRESS CODE & PROFESSIONAL CONDUCT**  
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- Silver Embroidered Name and Rank
    - CLINICAL SERVICES COORDINATOR
    - COMMUNICATIONS TRAINING COORDINATOR
    - PARAMEDIC - FIELD TRAINING OFFICER
    - EMT - FIELD TRAINING OFFICER
  - White Embroidered Name and Rank
    - PARAMEDIC
    - PARAMEDIC - SYSTEM STATUS CONTROLLER
    - EMT - SYSTEM STATUS CONTROLLER
    - EMERGENCY MEDICAL TECHNICIAN
  - Red Embroidered Name and Rank
    - CRITICAL CARE NURSE
    - CRITICAL CARE PARAMEDIC
- 
- Black BDU-style uniform work pants
  - Black belt with garrison type belt buckle
  - Pinellas County EMS Certification photo identification will be displayed.
  - Black military style boots or sturdy shoes with dark socks (sneakers are not allowed)
  - Issued jackets, rain gear and other personal protective equipment shall be worn as the situation dictates. Black or reflective jackets and rain gear.
  - A Sunstar baseball cap may be worn
  - A Tampa Bay Buccaneers, Lightning, Rays or Rowdies baseball cap may be worn during the week of semi-final/playoff championship games and national championship games (i.e. Stanley Cup, Super Bowl, or World Series) when a Tampa Bay team is playing.
  - At no time shall personnel display the Ambulance Contractor's company name or trademark. Only the Authority's logo and trade name may be displayed.
  - Only Contractor issued uniforms shall be worn

**Specialized Work Uniforms**

Uniformed personnel shall wear Specialized Work Uniforms upon assignment to a specialized unit or team as follows:

**CME or EMS Academy Instructor**

- County Red CME Instructor Polo Shirt
- Black uniform BDU-style work pants
- Follow Duty Uniform Standards for belt, shoes and accessories.

**Materials Management**

- High-visibility Green/Yellow/Orange t-shirt with Sunstar logo on left breast and back of shirt.
- Black BDU-style uniform work pants or shorts.

**Appendix O**  
**UNIFORM DRESS CODE & PROFESSIONAL CONDUCT**  
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Mental Health Transport Unit

- Dark Green polo shirts (Sunstar logo over right breast).
- Black uniform BDU-style work pants
- Follow Duty Uniform Standards for belt, shoes and accessories.

Standbys

- Certified Personnel shall not wear shorts or tee shirts.

**Uniform Cleanliness and other Requirements**

Cleanliness

- Uniform shirts and pants are to be clean, pressed and fit correctly.
- Permanently stained, yellowed shirts or shirts with faded patches shall not be worn.
- Plain, white tee shirts must be worn under white uniform shirts
- Plain, solid dark blue or black tee shirts may be worn under duty uniform polo shirts.
- Uniform Shirts are to be tucked in at all times.
- All buttons other than the collar button are to be buttoned at all times while on duty.
- A spare uniform shall be available in the event the primary uniform is soiled.

Accessories

- Chained wallets and long dangling key devices from the belt are not allowed.
- Portable radios and pagers shall be attached to the belt while on duty.
- Black leather or nylon EMT Holsters for gloves and scissors may be worn.
- A plain, white, long sleeved, turtleneck shirt may be worn underneath white uniform shirts during cold weather.
- A plain, dark blue or black, long sleeved, turtleneck or tee shirt may be worn underneath white uniform shirts during cold weather.
- Except as provided herein, no jewelry of any type may be worn while on duty. The items are as follows: a wedding ring, a wristwatch, a medical alert bracelet may be worn. Earrings shall be of the post type and of a conservative style. No more than one earring per earlobe is permitted. Other piercing jewelry, including tongue piercing is not permitted. Necklaces shall not be visible while in uniform.

Personal Appearance

- Personnel shall have a neat, clean and kempt appearance with particular attention to good oral hygiene, clean hands and fingernails.
- Personnel shall maintain their hair in a clean and groomed condition. Personnel with long hair must keep it pulled back to prevent it from falling into their eyes or interfering with personal protective equipment. Facial hair will be permitted so long as it is maintained in a clean, neat manner and does not interfere with safety equipment.
- Personnel shall not use excessive makeup or perfume while on duty.

**Appendix O**  
**UNIFORM DRESS CODE & PROFESSIONAL CONDUCT**  
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**Exceptions**

Exceptions or permanent changes to the dress codes identified in this appendix may be approved upon application and written approval of the Executive Director prior to the implementation of any temporary or permanent uniform change.

Transition to black pants – all existing Navy Blue BDU-style and dress pants may be worn until they are replaced through their normal replacement cycle.

**Professional Conduct Requirements**

<b>Requirement</b>	<b>Liquidated Damages</b>
CAD system or interface modules (Contractor's components) not operational for more than eight (8) consecutive hours.	\$500 per occurrence
Failure to meet Production Standards – Section 401(a)	\$500 per occurrence
Contractor's Personnel prompting a First Responder to downgrade the Response of an Ambulance to an Emergency Request.	\$250 per incident
EMS Headquarters cleanliness – Work areas (EMS Communications Center, Materials Warehouse and Bays, Fleet, Administrative offices, gym, and locker rooms) shall be kept neat and clean.	\$100 per occurrence
Radio Communications – EMS Communications Center personnel shall monitor the working fire tactical radio channel within one minute of receipt of an Emergency Request or Downgraded Request and answer any First Responder inquiry for location or estimated time of arrival (ETA) not answered by Field Personnel (i.e. Ambulance being exchanged for a closer unit or not yet assigned.)	\$100 per occurrence
Radio Communications – Field Personnel shall monitor the working Fire Tactical radio channel within one minute of being assigned to an Emergency Request or Downgraded Request and answer any First Responder inquiry for location or estimated time of arrival (ETA).	\$100 per occurrence
Uniforms and Professional Appearance – Field Personnel shall be clean, neat and dressed, in accordance with Appendix O, whenever in public view. Field Personnel shall be in uniform whenever operating or riding in a Vehicle.	\$100 per occurrence
Vehicle Operations at EMS Headquarters – Vehicles shall not be operated or parked in the public parking lots at EMS. Vehicles are to enter and exit from the electric gate in front of the fleet garage and only operate within the secure parking and materials warehouse area.	\$100 per occurrence
Vehicle stocking and cleanliness – Vehicles shall be clean inside and out and stocked with medical equipment and supplies, as required in Appendix I, prior to being placed into service.	\$100 per occurrence
Late submission of Annual Report - Section 417 (c)	\$100 per day



**Appendix R  
WAGE PLAN**

**Paramedic**

<b>Date</b>	<b>Pay Range Minimum</b>	<b>Annual Minimum</b>	<b>Pay Range Maximum</b>	<b>Annual Maximum</b>	<b>Hourly Rate Increase</b>
10/01/20 Baseline	\$19.04	\$43,564	\$28.97	\$66,283	\$1.00
10/01/21	\$22.04	\$50,428	\$31.97	\$73,147	\$3.00
10/01/22	\$24.04	\$55,004	\$33.97	\$77,723	\$2.00
10/01/23	\$26.04	\$59,580	\$35.97	\$82,299	\$2.00

**Emergency Medical Technician**

<b>Date</b>	<b>Pay Range Minimum</b>	<b>Annual Minimum</b>	<b>Pay Range Maximum</b>	<b>Annual Maximum</b>	<b>Hourly Rate Increase</b>
10/01/20 Baseline	\$15.26	\$34,915	\$22.14	\$50,656	\$1.00
10/01/21	\$17.26	\$39,491	\$24.14	\$55,232	\$2.00
10/01/22	\$19.26	\$44,067	\$26.14	\$59,808	\$2.00
10/01/23	\$20.26	\$46,355	\$27.14	\$62,096	\$1.00

**System Status Controller**

<b>Date</b>	<b>Pay Range Minimum</b>	<b>Annual Minimum</b>	<b>Pay Range Maximum</b>	<b>Annual Maximum</b>	<b>Hourly Rate Increase</b>
10/01/20 Baseline	\$19.76	\$45,211	\$30.21	\$69,120	\$1.00
10/01/21	\$22.76	\$52,075	\$33.21	\$75,984	\$3.00
10/01/22	\$24.76	\$56,651	\$35.21	\$80,560	\$2.00
10/01/23	\$26.76	\$61,227	\$37.21	\$85,136	\$2.00

## Appendix R WAGE PLAN

### Vehicle Supply Technician / Mental Health Technician

Date	Pay Range Minimum	Annual Minimum	Pay Range Maximum	Annual Maximum	Hourly Rate Increase
10/01/20 Baseline	\$13.89	\$31,780	\$19.38	\$44,341	\$1.00
10/01/21	\$14.89	\$34,068	\$20.38	\$46,629	\$1.00
10/01/22	\$15.89	\$36,356	\$21.38	\$48,917	\$1.00
10/01/23	\$16.89	\$38,644	\$22.38	\$51,205	\$1.00

### Fleet Technician

Date	Pay Range Minimum	Annual Minimum	Pay Range Maximum	Annual Maximum	Hourly Rate Increase
10/01/20 Baseline	\$20.42	\$46,721	\$30.92	\$70,745	\$1.00
10/01/21	\$23.42	\$53,585	\$33.92	\$77,609	\$3.00
10/01/22	\$25.42	\$58,161	\$35.92	\$82,185	\$2.00
10/01/23	\$27.42	\$62,737	\$37.92	\$86,761	\$2.00

### Lube Technician

Date	Pay Range Minimum	Annual Minimum	Pay Range Maximum	Annual Maximum	Hourly Rate Increase
10/01/20 Baseline	\$15.92	\$36,425	\$15.92	\$36,425	\$1.00
10/01/21	\$16.92	\$38,713	\$16.92	\$38,713	\$1.00
10/01/22	\$17.92	\$41,001	\$17.92	\$41,001	\$1.00
10/01/23	\$18.92	\$43,289	\$18.92	\$43,289	\$1.00