

Council of the City of York, PA  
Session 2014  
Resolution No.

INTRODUCED BY: Henry Hay Nixon

DATE: November 18, 2014

**WHEREAS**, the Agreement between the City of York Pennsylvania and ARMAR, Inc., d/b/a White Rose Ambulance, to provide emergency medical response in the City of York will expire on December 31<sup>st</sup> 2014; and

**WHEREAS**, the City wishes to continue its Agreement with ARMAR, Inc., d/b/a White Rose Ambulance for emergency medical response services for the calendar year 2015 in the amount of \$276,000. Funds will be paid from the General Fund.

**NOW, THEREFORE, BE IT RESOLVED**, by the Council of the City of York, Pennsylvania that the Mayor is authorized and the Controller is authorized and directed to enter an agreement, a copy of which is attached hereto and made a part hereof, with ARMAR, d/b/a White Rose Ambulance on behalf of the City of York, Pennsylvania.

PASSED FINALLY:

BY THE FOLLOWING VOTE:

YEAS: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

NAYS: \_\_\_\_\_.

\_\_\_\_\_  
Carol Hill-Evans, President of Council

ATTEST:

\_\_\_\_\_  
Dianna L. Thompson-Mitchell, City Clerk

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**WHEREAS**, the City wishes to continue its Agreement with ARMAR, Inc., d/b/a White Rose Ambulance for emergency medical response services for the calendar years 2015 – 2019. Year one and two will be in the amount of \$124,440. Year three and four will be in the amount of \$132,600. Year five will be in the amount of \$138,900. Funds will be paid from the General Fund.

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NAYS: \_\_\_\_\_

\_\_\_\_\_  
Carol Hill-Evans, President of Council

ATTEST:

\_\_\_\_\_  
Dianna L. Thompson-Mitchell, City Clerk



November 17, 2014

David P. Michaels, Fire Chief  
City of York Department of Fire/Rescue  
43 South Duke Street  
York, PA 17401

RE: Ambulance Service - Request for Proposal

Dear Chief Michaels,

As you are aware, our most current ambulance service agreement expired on December 31, 2013. Under a mutual agreement, we extended this agreement for an additional year, which is set to expire effective December 31, 2014. We have no agreement to extend that agreement past that time.

Per your written request, the following is our submission for the attached Request for Proposal (RFP) for emergency medical service (EMS) effective for services starting on January 1, 2015. These prices are predicated on providing the level of service as specifically outlined in the Request for Proposal.

White Rose Ambulance is a privately held for-profit business and was established in 1975. Our main headquarters and response station is located at 54 North Harrison Street in the City of York. It has operated at several locations throughout the City of York since that time. A more detailed history of the company and other municipalities served is provided on the attached documents.

The following is the cost to provide 911 emergency medical service under the different options:

**One (1) Year Option (For Year 2015):**

2015	\$276,000.00 per year (\$23,000.00 per month billed monthly in advance)
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**Three (3) Year Option\* (For Years 2015-2017):**

2015	\$110,400.00 per year (\$9,200.00 per month billed monthly in advance)
2016	\$115,920.00 per year (\$9,660.00 per month billed monthly in advance)
2017	\$124,440.00 per year (\$10,370.00 per month billed monthly in advance)

\* PLEASE NOTE: This option was not listed on the RFP

**Five (5) Year Option (For Years 2015-2019):**

2015	\$124,440.00 per year (\$10,370.00 per month billed monthly in advance)
2016	\$124,440.00 per year (\$10,370.00 per month billed monthly in advance)
2017	\$132,600.00 per year (\$11,050.00 per month billed monthly in advance)
2018	\$132,600.00 per year (\$11,050.00 per month billed monthly in advance)
2019	\$138,900.00 per year (\$11,575.00 per month billed monthly in advance)

White Rose reserves the right to withdraw this proposal at any time prior to an executed written agreement.

This proposal supersedes all previous proposals and/or price quotations that were submitted prior to this date and are hereby withdrawn.

This proposal is submitted with the City of York's understanding that it will not unnecessarily (without just cause) block any White Rose Ambulance mergers or acquisition with another local ambulance service. Since Wellspan Health System's withdrawal last year from the EMS marketplace in York and Adams Counties, along with the ambulance industry's declining reimbursement climate, it will remain increasingly difficult for any ambulance service not to consider a partnership with other healthcare organizations.

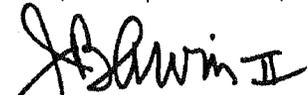
In order to provide consistently high level of EMS performance, a good balance of clinical excellence, response time, reliability, economic efficiency and customer service is needed. I am confident that we have proved our leadership and excellent performance in all of these areas over the past twenty-eight years as your EMS provider.

Additionally, even though the scope of providing EMS has significantly expounded throughout the past few decades, it is my opinion that we have done an exceptional job at managing the costs of providing EMS to the City of York and keeping your costs under control (see attached rate history).

Thank you for allowing White Rose Ambulance to submit this proposal for emergency medical services for the City of York. It has been an honor working with you, the Mayor and to be the contracted provider of 911 ambulance service since January 1, 1997. Our team at White Rose Ambulance looks forward to continuing our relationship and providing the City of York with *"Incredible Service 24-Hours A Day."*

I am available to discuss this RFP with you at any time. If you have any questions regarding this proposal, please do not hesitate to contact me.

Respectfully submitted,



James B. Arvin, II  
President/CEO  
White Rose Ambulance

*"Incredible Service 24-Hours A Day"*



## Serving South Central Pennsylvania For Nearly 40 Years

White Rose Ambulance was established in 1975 as a non-emergency patient transport company. Currently we provide 24 hour emergency Basic Life Support (BLS) and Advanced Life Support (ALS) ambulance service to the greater York area and non-emergency ambulance service to South Central Pennsylvania and Northern Maryland. We also provide long distance transportation anywhere in the continental United States.

We have been the sole provider of emergency medical services to the City of York since January 1, 1987. In December 2008, we signed a new five year agreement.

On January 16, 1991, we merged our service with Ambulance Services of York County and September 30, 1996, we acquired RTS Ambulance Service in Chambersburg, PA.

On September 5, 1995, White Rose Ambulance expanded our service by offering wheelchair accessible van transportation to those in need of medical transportation but do not require an ambulance.

We put our first Advanced Life Support Mobile Intensive Care Unit (MICU) into service on April 10, 1996.

On November 8, 2003, we expanded our 911 response to provide coverage to North York Borough.

In 2006 we entered an agreement to be the South-central Pennsylvania Strike Force Primary response agency in York County.

In February 2010 we signed a preferred provider agreement with Wellspan Health System to exclusively provide ambulance and wheelchair van service to all of the Wellspan facilities. In May 2010 we went into service in Gettysburg by providing mobile intensive care unit service to Gettysburg Hospital.

Effective May 1, 2012, White Rose Ambulance provided emergency medical service to Eastern York County covering Hallam Borough, Hellam Township and Wrightsville Borough

We currently make over 40,000 responses a year utilizing our 24 Pennsylvania licensed ambulances and 10 wheelchair vans. We provide employment for approximately 115 Emergency Medical Technicians, Paramedics, Registered Nurses and support staff. All billing and dispatching is done in-house by our own staff.

The following are some of the many reasons why White Rose Ambulance has remained the leader in emergency medical services for nearly 40 years.

- \* 24 hour service with ambulance crews **ON DUTY IN STATION.**  
(emergency and non-emergency crews)
- \* Local and long distance medical transportation
- \* Contracted 911 Service
- \* 24 hour Dispatch Center to assist you with scheduling ambulance and wheelchair van transportation
- \* 24 ambulances licensed by the Pennsylvania Department of Health & 10 Paratransit (wheelchair) vehicles

- \* Strike Force Truck & Team to respond to Mass Casualty Incidents (Primary response unit for York County)
- \* Private radio dispatched, York County 911 radio dispatched and cellular telephone service
- \* Full staff of PA certified Emergency Medical Technicians, Paramedics and Pre Hospital Registered Nurses
- \* Licensed for Basic and Advanced Life Support ambulance service by the Pennsylvania Department of Health, Division of EMS (License No. 03131)
- \* Ambulances are housed in our heated facilities located in York at 54 N. Harrison St., 1231 Wallace Street, 44 Walnuts Springs Road in Hellam, PA and 941 Fairfield Road in Gettysburg, PA
- \* Ambulances are thoroughly cleaned after each shift
- \* All vehicles are equipped with DriveCam cameras to record accidents and unsafe driving behavior.
- \* All vehicles are equipped with automatic vehicle locators (ALV), a GPS unit for real-time tracking location & speed of trucks
- \* All vehicle maintenance is done by our own staff of mechanics to assure reliable service. Routine maintenance and safety inspections are done every 3,000 miles.
- \* Fully insured with \$3 million each occurrence, \$4 Million aggregate for Automobile, General and Professional Liability
- \* Competitive rates
- \* Full office staff to assist with billing and insurance questions
- \* The latest in computerized billing and computer-aided dispatch (CAD) system equipment and software
- \* Claims submission direct to insurance companies for our patients' convenience
- \* We are **Medicare, Medical Assistance** and most other private insurance company providers (All Capital Blue Cross products, All Highmark products, Gateway, Unison, Keystone, Tricare, etc.)

Some of the many facilities that we provide Preferred Provider Agreements to are:

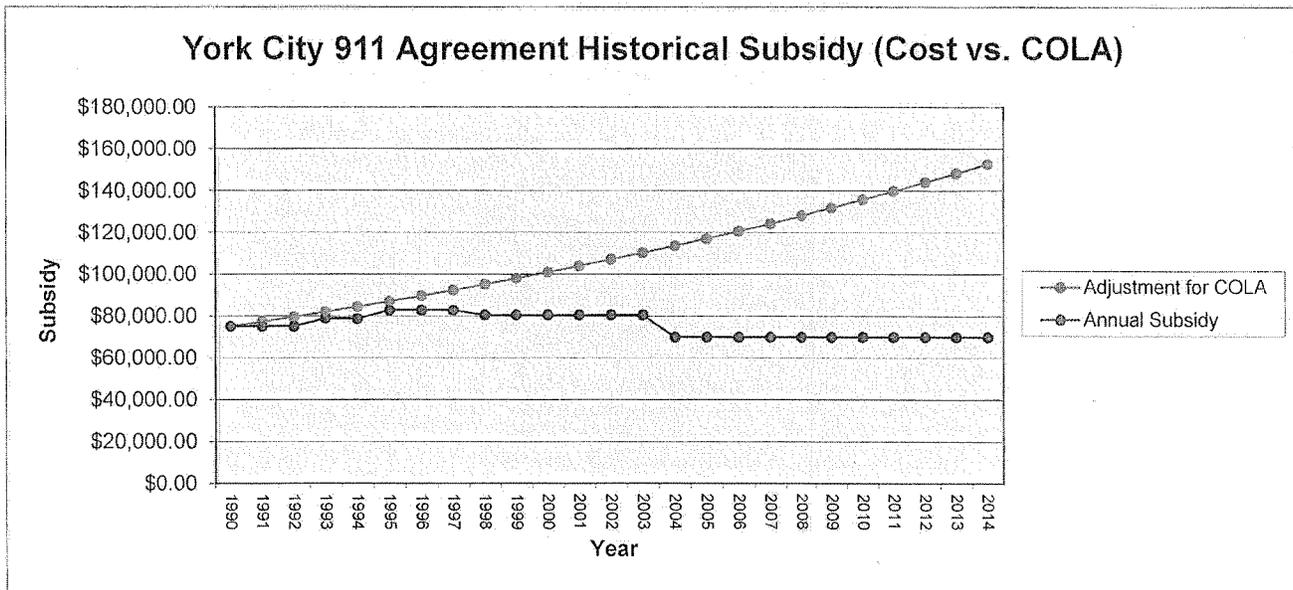
York County Coroner's Office  
 York County Mental Health & Medical Retardation  
 York County Hospital & Home (Pleasant Acres)  
 Wellspan Health including York & Gettysburg  
 Memorial Hospital  
 HEALTHSOUTH Rehabilitation Hospital  
 York Lutheran Home (all locations)  
 Normandie Ridge  
 Misericordia Convalescent Home  
 Colonial Manor Rehabilitation Home  
 Asercare Hospice  
 Apple Hill Surgical  
 Heartland Hospice  
 Surgical Center of York  
 Select Specialty Hospital of Central Pennsylvania

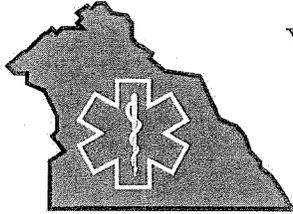
Also, we are the sole 911 provider for the City of York, North York Borough, Hallam Borough, Hellam Township & Wrightsville Borough.

## City of York Historical Subsidy Adjusted for Inflation

Year	Contract	Annual Subsidy Adjusted for Inflation	COLA	City of York Actual Subsidy	Percent of Initial Year
1990	#1	\$75,200.00	6.10%	\$75,200.00	100.0%
1991	#1	\$77,456.00	3.10%	\$75,200.00	97.1%
1992	#1	\$79,779.68	2.90%	\$75,200.00	94.3%
1993	#2	\$82,173.07	2.70%	\$78,960.00	96.1%
1994	#2	\$84,638.26	2.70%	\$78,900.00	93.2%
1995	#2	\$87,177.41	2.50%	\$82,908.00	95.1%
1996	#2	\$89,792.73	3.30%	\$82,908.00	92.3%
1997	#2	\$92,486.51	1.70%	\$82,908.00	89.6%
1998	#3	\$95,261.11	1.60%	\$80,603.00	84.6%
1999	#3	\$98,118.94	2.70%	\$80,603.00	82.1%
2000	#3	\$101,062.51	3.40%	\$80,603.00	79.8%
2001	#3	\$104,094.39	1.60%	\$80,603.00	77.4%
2002	#3	\$107,217.22	2.40%	\$80,603.00	75.2%
2003	#4 Ext	\$110,433.74	1.90%	\$80,603.00	73.0%
2004	#5	\$113,746.75	3.30%	\$70,000.00	61.5%
2005	#5	\$117,159.15	3.40%	\$70,000.00	59.7%
2006	#5	\$120,673.92	2.50%	\$70,000.00	58.0%
2007	#5	\$124,294.14	4.10%	\$70,000.00	56.3%
2008	#5	\$128,022.97	0.10%	\$70,000.00	54.7%
2009	#6	\$131,863.66	2.70%	\$70,000.00	53.1%
2010	#6	\$135,819.56	1.50%	\$70,000.00	51.5%
2011	#6	\$139,894.15	3.20%	\$70,000.00	50.0%
2012	#6	\$144,090.98	2.10%	\$70,000.00	48.6%
2013	#6	\$148,413.71	1.50%	\$70,000.00	47.2%
2014	#7 Ext	\$152,866.12	1.70% *	\$70,000.00	45.8%

\* Assumption Based on Predicted COLA





# YORK REGIONAL Emergency Medical Services

*Community Centered • Community Driven*

November 3, 2014

The Honorable C. Kim Bracey, Mayor  
Members of the Council of the City of York  
c/o Chief David P. Michaels  
York City Department of Fire & Rescue  
43 S. Duke St.  
York, PA 17401

Dear Chief Michaels,

Thank you for the opportunity to review the request for proposal for emergency ambulance service in the City of York. Unfortunately, due to the requirement to provide service beginning on January 1, 2015, we will not be able to submit a bid. We are not able to muster the required resources to meet the demands of the RFP in this time-frame. Additionally, we are not able to submit a bid to provide service for one year only, regardless of how much time we have to prepare to provide such service.

In addition to the challenging time frame, the RFP contained requirements that drive up the cost to provide service and appear to offer little benefit to the City of York. These requirements do, however, provide protection to the current vendor from competition. In the event that the contract is re-bid during 2015, we would encourage the City of York to carefully evaluate the base station radio requirement in section 5e and the office requirements in section 5f. I would be happy to discuss this with you in more detail, if desired.

In the event that the city opens this contract for bid again in 2015, we remain very interested in working with the City of York to develop a deployment plan, from City fire stations, that meets the needs of all of the parties involved.

Yours in Service,

Ted Hake B.S., NREMT-P

EMS Chief



# GRANTLEY FIRE & EMS

November 13, 2014

Fire Chief David Michaels  
Department of Fire/Rescue Services  
43 S. Duke St.  
York, PA 17401

Dear Chief,

I would like to thank you for the opportunity to submit a proposal to York City for providing EMS services. Although we feel we could have offered a very competitive proposal, the short time frame of the start date has proved to be a challenge for our department. It is with much regret that I must inform you that Grantley Fire Company will not be able to provide York City with a proposal for EMS services at this time.

Should there be any other way that Grantley Fire Company is able to assist the Department of Fire Rescue Services or York City please do not hesitate to contact me. We look forward in continuing to work with you and your staff in the future through our mutual aid agreement.

Respectfully,

Joseph Myers  
EMS Operations Manager  
Grantley Fire Company

Grantley Fire & EMS • 918 Virginia Avenue • York, PA 17403-3564  
phone: 717.843.4112 • fax: 717.845.4114 • web: [www.grantleyfire.com](http://www.grantleyfire.com)

*Serving The York Community Since 1926*