

**FIRST AMENDMENT TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
ROYAL AMBULANCE, INC.**

THIS AMENDMENT TO THE AGREEMENT, entered into this ____ day of _____, 2023, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Royal Ambulance, Inc., hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for non-emergent patient transport services on September 20, 2021, for the term of November 1, 2021, through October 31, 2024, in an amount not to exceed \$200,000; and

WHEREAS, the parties wish to amend the Agreement to expanding services to Aging and Adult Services and Behavioral Health and Recovery Services and increasing the maximum amount payable by \$250,000, to an amount not to exceed \$450,000.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

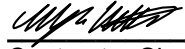
1. Section 3, Payments of the agreement is amended to read as follows:

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed FOUR-HUNDRED AND FIFTY THOUSAND DOLLARS (\$450,000). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement. All invoices must be approved by the Chief Nursing Officer or their designee. Invoices for SMMC must be sent to: SMMC-Accounts-Payable@smcgov.org. Invoices for AAS must be sent to: HS_AAS_AP@smcgov.org. Invoices for BHRS must be sent to: Klorica@smcgov.org. Processing time may be delayed if invoices are not submitted electronically.

2. Original Exhibit A and original Exhibit B are replaced with Revised Exhibit A, (rev.12/16/22) and Revised Exhibit B, (rev. 12/16/22) respectively, copies of which are attached hereto and incorporated into the Agreement by this reference.
3. **All other terms and conditions of the agreement, between the County and Contractor shall remain in full force and effect.**

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Royal Ambulance, Inc.



Contractor Signature

01/10/2023

Date

Ryan Wittmer

Contractor Name (please print)

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Revised Exhibit A
(rev. 12/16/22)

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

Contractor's Transportation hub will coordinate all applicable inter-facility transports.

Whether County of San Mateo needs a patient transported:

- From County of San Mateo or a nearby county to SMMC, Aging and Adult Services (AAS), or Behavioral and Recovery Services (BHRS) designated locations.
- From a SMMC, AAS or BHRS to a health care facility or other destination in County of San Mateo or any other county.
- Non-urgent to and potentially from SMMC, AAS, BHRS and County of San Mateo operated facilities. This includes waiting with the patient when required.

Contractor will provide access to a single point of contact for all transportation needs including:

- A 24/7 contact center accessible by dialing (877) 995-6161.
- All levels of medical transportation including Basic Life Support, Critical Care Transport and Specialty Care Transport.
- All levels of non-medical transportation through Contractor's partner network for wheelchair, gurney, ambulatory (both Door through Door and Curb to Curb) rideshare services.

Ride Sharing Program Management

Contractor are official Lyft Partners and also work with many vetted traditional taxi companies in the Greater Bay Area. By tracking utilization, analyzing patient flow patterns, and improving patient access to care.

On-going Project Management and End User Support

Contractor will provide a dedicated Customer Success Manager for project management and customer support who will partner with your organization on:

- Project Kickoff Assessment and Go Live:
 - Conduct an initial planning session with stakeholders to understand current processes, align on project goals, define ideal future state, develop a rollout plan, identify technology integration needs, and clarify scope.
 - Develop a project plan for implementation and go live and provide ongoing execution support.
- Training:
 - Deliver in person or virtual training for staff who will be ordering and/or coordinating transportation, with periodic refreshers.
 - Provide train-the-trainer sessions for leaders including detailed training on covered services and triaging appropriate levels of service.
- Performance Management and Improvement:
 - Co-develop LEAN process improvement initiatives that align the transportation ecosystem with the strategic objectives of the organization.
 - Conduct quarterly business reviews to share best practices and analyze opportunities for strategic growth, cost savings, and overall performance.
 - Develop customized reports and analytics to support strategic decision making.
 - Provide support for transportation strategy and planning, outside of the Communication Center.
 - Gather end user feedback to optimize workflows and end user experience.

Trip Reports and Analytics

Contractor will provide decision making analytics including:

- Trip Information (To and from destinations, Distance travelled, Utilization by day and time of day, Type of transport, Payer breakdown, Cost of transports, Timeliness by Service Level and Priority, Reasons for transport).
- Trends & analysis of system performance, volume, and ordering behavior.
- Strategic insights on same day returns, cost savings opportunities, referral opportunities, and other transportation related strategies.

Transition of Service

If County of San Mateo elects to transition providers, Contractor will ensure a smooth operational changeover. So that the patients of San Mateo County are not adversely impacted, Contractor will set up logistical meetings with the new team to make sure processes are not interrupted.

Required Response Time

Contractor shall provide the services in the table of Exhibit C within the response time 80% of the time.

In the rare occasion that a response time requirement cannot be met, Contractor's communication center provides the soonest available time to the caller for approval. If the caller does not approve, Contractor's communication center will begin calling Contractor's extensive list of partners to secure a faster response time and then communicate back to the caller the new estimated time of arrival.

Revised Exhibit B
(rev. 12/16/22)

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

Non-Medical Level of Service	Base Rate	Mileage
Ambulatory/Rideshare Transports (curb to curb)	\$2.00	\$1.21/mile \$0.22/minute
Companion Transports (door through door)	\$45.00	\$2.50/mile \$0.75/minute after 1st hour
Gurney Transports	\$165.00	\$5.00
Wheelchair Transports	\$65.00	\$5.00
Wheelchair & Gurney Bariatric Surcharge (250-400lbs)	\$200	N/A
Medical Level of Service	Base Rate	Mileage
Basic Life Support Non-Emergent Transports	\$875.07	\$22.89
Basic Life Support Emergent Transports	\$1,400.10	\$22.89
Critical Care Transports	\$2,843.97	\$22.89
Over 250-mile transport return leg	N/A	\$5.00
Bariatric Surcharge (250-500lbs)	\$350	N/A
Wait Charges for Round Trip Transports	Rate	
Wheelchair Wait Time	\$50.00/30 minutes	
Basic Life Support (BLS) and Gurney Wait Time (after 30 min)	\$60.00/30 minutes	
Critical Care Transport (CCT) Wait Time	\$100.00/30 minutes	

Mileage: All mileage shall be billed and paid based on "loaded miles," that is, those miles for which the patient is on board the vehicle. For long distance transports Facility will be responsible for the additional miles beyond the closest most appropriate facility.

Rideshare: Additional rideshare costs passed through to County of San Mateo:

- 10% Lyft Concierge fee to cover Lyft's costs in administering its ridesharing platform.
- 15% Quality Assurance Fee to cover the Contractor's cost to administer services to County of San Mateo.
- Tolls will be added to the fare. If an agent cancels a pre-scheduled ride within 30 minutes of the pickup window, a cancellation fee (\$5.00) will be applied. Otherwise, pre-scheduled rides can be cancelled without penalty.

Companion transports:

An additional \$20 surcharge will be applied to trips on federal holidays, to the airport, and rides between 7pm and 6:59am. A \$25 cancellation fee will apply if the trip is cancelled within 2 hours of scheduled pickup. A \$45 no show fee will apply if the passenger is not at the pickup location at the time of driver pickup.

Non-Medical Transport:

Rates are subject to change based on the market conditions by written notice of 30 days.

Department and Payment Information:

- San Mateo Medical Center (SMMC):
SMMC shall be obligated to pay the Contractor in an amount not to exceed TWO HUNDRED THOUSAND DOLLARS (\$200,000) for the term of this Agreement

B. Aging and Adult Services (AAS):

AAS shall be obligated to pay the Contractor in an amount not to exceed ONE HUNDRED FIFTY THOUSAND DOLLARS (\$150,000) for the term of this Agreement.

C. Behavioral Health and Recovery Services (BHRS):

BHRS shall be obligated to pay the Contractor in an amount not to exceed ONE HUNDRED THOUSAND DOLLARS (\$100,000) for the term of this Agreement.