

1 EMS AIRCRAFT SERVICES AGREEMENT WITH PHI HEALTH, LLC  
2 FOR AUTHORIZATION OF EMS AIRCRAFT SERVICES IN ALPINE, AMADOR,  
3 CALAVERAS, AND MARIPOSA COUNTIES  
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5 This agreement is entered into on January 1, 2026, by and between the Mountain Counties EMS  
6 Agency, hereinafter referred to as the "Agency", and PHI Health, LLC, hereinafter referred to as  
7 the "Provider" and shall be in effect until December 31, 2028.  
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9 Whereas, Title 22, California Code of Regulations, Division 9, Chapter 8, Section 100289  
10 identifies the local EMS agency as the agency which is responsible for approving utilization of  
11 specific EMS aircraft within its Region; and  
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13 Whereas, Title 22, California Code of Regulations, Division 9 Chapter 8, Section 100300,  
14 requires that a local EMS agency, which chooses to integrate EMS aircraft into its prehospital  
15 care system, must develop written agreements for those providers specifying conditions for  
16 routinely serving its Region and requires that EMS aircraft must be authorized by the local EMS  
17 agency in order to provide prehospital patient transport within the Region; and  
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19 Whereas, the Agency has been designated by a Joint Powers Agreement Board Policy as the  
20 local EMS agency for the purposes of classifying and authorizing EMS aircraft; and  
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22 Whereas, the Agency wishes to integrate EMS aircraft into its pre-hospital patient transport  
23 system;  
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25 Now therefore, it is agreed by and between the parties hereto as follows:  
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28 **1. DEFINITIONS**  
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- 30 1.1 Air Ambulance - Means any rotor or fixed wing aircraft specially constructed, modified  
31 or equipped, and used for the primary purposes of responding to emergency calls and  
32 transporting critically ill or injured patients whose medical flight crew has a minimum of  
33 two (2) attendants certified in advanced life support.  
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- 35 1.2 Air Ambulance Dispatch (AAD) - Means the dispatch center that has the responsibility to  
36 provide "on-line" dispatch duties as described in the EMS Aircraft Provider Dispatch  
37 Policy.  
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- 39 1.3 Available on Radio/Request (AOR) - The time the EMS Aircraft is available on  
40 radio/pager to respond as directed by the Authorized EMS Dispatch Center.  
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- 42 1.4 At Bedside (AB) - The time a crewmember has made physical contact with the patient.  
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- 44 1.5 Arrive Destination/On Scene Hospital (OSH) - The time the EMS Aircraft arrives at a  
45 health care facility or at the point where it is to rendezvous with another ambulance.  
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- 48 1.6 At Scene/On Scene (OS) - The time at which the responding EMS Aircraft is within one  
49 quarter nautical mile of the scene, and at an altitude of less than 1000 feet.

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51 1.7 Authorization - The process required by Title 22, Chapter 8 of the California Code of  
52 Regulations that local EMS agencies must follow in order to allow EMS aircraft  
53 providers to provide service within an EMS agency's local Region.  
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- 55 1.8 Authorizing EMS Agency - Means the local EMS Agency which approves utilization of  
56 specific EMS Aircraft within its Region.  
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- 58 1.9 Call Rec'd/Time of Call (TOC) - The time the callback number, location, and  
59 symptom(s)/type of incident have been received at the medical dispatch center such that a  
60 proper dispatch can be determined and made.  
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- 62 1.10 C.A.M.T.S. - The Commission on Accreditation of Medical Transportation Services. A  
63 national independent commission committed to patient care and the safety of the  
64 transport environment.  
65
- 66 1.11 County Air Resource Center (C.A.R.C.) - The designated County communications center  
67 that is responsible for receiving all field requests for air ambulance resources, requesting  
68 air ambulance resources, and coordinating the communication between responding  
69 ground and EMS aircraft resources.  
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- 71 1.12 Dispatched (DSP) - The time the responding crew is initially alerted to the incident and  
72 has received enough information to respond appropriately i.e. location, map page  
73 numbers.  
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- 75 1.13 Emergency Medical Services Aircraft - Means any aircraft utilized for the purpose of  
76 prehospital emergency patient response and transport. EMS aircraft includes air  
77 ambulances and all categories of rescue aircraft.  
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- 79 1.14 Emergency Medical Services Landing Site - A site at, or as near as practical, to a medical  
80 emergency; a transfer point; or a site at or near a medical facility pre selected and  
81 approved by an officer authorized by a public safety agency, (as defined in Section  
82 21662.1 PUC), using criteria deemed reasonable and prudent by that public safety  
83 agency, used for the landing and taking off of EMS helicopters, but not designed  
84 exclusively for helicopter flight operations. PUC 21662.1(b) "Public safety agency"  
85 means any city, county, state agency, or special purpose district authorized to arrange for  
86 emergency medical services.  
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- 88 1.15 Enroute (ER) - The time the EMS Aircraft with crew has lifted off and is physically en  
89 route to the incident.  
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- 91 1.16 From Scene/ Enroute Hospital (ERH) - The time the EMS Aircraft departs from the scene  
92 en route to a facility or rendezvous point.  
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- 95 1.17 Region or "Region Based" - Refers to the geographical area over which the Mountain  
96 Counties EMS Agency's authority extends. Current member counties are Alpine,  
97 Amador, Calaveras, and Mariposa.  
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**2. GEOGRAPHIC DESCRIPTION OF AREA AUTHORIZED TO SERVE**

Having successfully completed the application process for the authorization of EMS aircraft in the geographic region of the Agency, the Provider is hereby authorized by the Agency to provide prehospital patient transport service within each County that comprises the Agency's Region upon the completion of this written agreement.

**3. MISCELLANEOUS REQUIREMENTS**

- 3.1 The Provider shall abide by all sanctions listed in this Agreement including those that are based upon the performance of the Air Ambulance Dispatch Center maintained or under contract with Provider.
- 3.2 The Provider shall be in compliance with current rotor wing and critical care air medical service standards in the "Accreditation Standards of CAMTS"
- 3.3 The Provider shall utilize and maintain medical communications with local EMS first responders, EMS ambulance providers, and Base Hospitals as specified by Agency policy.
- 3.4 The Provider shall respond to field requests for EMS Aircraft services within the Region only when made by a County Air Resource Center or a dispatch center authorized by the Agency.
- 3.5 The Provider shall maintain or contract with an Agency approved AAD center 24 hours a day, 365 days per year.
- 3.6 At a minimum, the Provider shall provide medical staffing for one authorized air ambulance twenty-four (24) hours a day, 365 days per year, excluding time out of service due to maintenance requirements or inclement weather.
- 3.7 The Provider shall comply with requests for information, (i.e. medical dispatch records, patient care records, unusual occurrence reports and resolve of same, and operations policies) about patient transports within the Agency's Region and provide evidence of appropriate quality assurance information in a timely fashion to the Agency as permitted by the California Confidentiality of Medical Information Act, California Civil Code sections 56-56.37.  
  
Provider shall grant appropriate, view-only access by Agency to Providers ePCR system for quality improvement and quality assurance purposes.  
  
Provider shall ensure all nurse and flight crew members, are accredited per Agency policy.
- 3.8 The Provider shall allow the Agency, upon reasonable notice to the Provider, access to on-site inspection of the EMS medical equipment carried on the aircraft, the medical dispatch records/recordings, and access to appropriate medical records for investigation

- 148 and review of complaints or unusual occurrence reports.  
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150 3.9 The Provider shall maintain a drug and solution inventory, basic and advanced life  
151 support medical equipment and supplies, a list of which will be provided to and approved  
152 by the Agency Medical Director.  
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154 3.10 The Provider shall attend meetings on a quarterly basis to discuss safety issues and  
155 policies and procedures regarding EMS aircraft operations.  
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157 3.11 The Provider shall participate as a member of any Agency committee where air  
158 ambulance quality improvement/assurance is included as a regular topic, including but  
159 not limited to the Continuous Quality Improvement (CQI) Committee meetings.  
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161 3.12 The Provider shall ensure that their AAD provides real time updates to 'EMResource'  
162 regarding aircraft status.  
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164 3.13 The Provider shall notify the Agency no later than 30 days prior to moving the base of  
165 operation if the base of operations is located within the Agency's Region.  
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#### 167 **4. SANCTIONS**

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169 4.1 The Provider shall comply with the requirements listed below or submit to the  
170 corresponding sanctions.  
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172 4.1.1 Provider must abide by all Policies and Procedures adopted by the Agency  
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174 4.1.2 The Provider shall respond to field requests for EMS Aircraft services within the  
175 Region only when made by a County Air Resource Center.  
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177 4.2 The Provider shall comply with the requirements listed below:  
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179 4.2.1 Provide to the Agency electronic Patient Care Record (ePCR) information which  
180 shall conform to the Agency database structure, NEMESIS Compliant ePCR  
181 program with revision V3.5.1 or higher data dictionary reporting standards, on the  
182 15<sup>th</sup> day of each month for the prior month's data.  
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184 4.2.2 Provide to the Agency electronically, dispatch data in accordance with Agency  
185 policy 620.30 by the 15<sup>th</sup> day of each month for the prior months data.  
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188 4.3 Upon the recommendation of the Agency, when the Provider's ability to respond to  
189 emergency calls has been terminated due to failure to abide by the requirements in this  
190 agreement, there shall be a review before the MVEMSA Joint Powers Agency Board of  
191 Directors concerning whether this non-compliance constitutes a major breach of the  
192 terms of this agreement.  
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#### 194 **5. PROVIDER FEES**

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196 5.1 The Provider shall pay an annual renewal fee for the authorization of a single aircraft and

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for each additional authorized air ambulance operated by the Provider in accordance with the current Agency fee schedule.

**6. INDEMNIFICATION AND INSURANCE**

6.1 Provider shall provide evidence of insurance for each of the categories below. To the extent of the risks, liabilities, and indemnities assumed by the Provider under this Agreement, Provider will include Agency, its employees and Board of Directors as additional insureds on the general liability and automobile liability policies. Provider shall notify the Agency no less than 30 days prior to reduction or change in its liability coverage

<input type="checkbox"/>	<b>General Liability</b> (Including operations, products and completed operations, as applicable.)	<b>\$20,000,000</b> - per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, the general aggregate limit either must apply separately to this project or must be twice the required occurrence limit.
<input type="checkbox"/>	<b>Automobile Liability</b>	<b>\$5,000,000</b> –Motor Vehicle Liability Insurance per accident for bodily injury and property damage.
<input type="checkbox"/>	<b>Workers’ Compensation</b>	<b>As required by the State of California</b>
<input type="checkbox"/>	<b>Employers’ Liability</b>	<b>\$1,000,000</b> - each accident, <b>\$1,000,000</b> policy limit bodily injury by disease, <b>\$1,000,000</b> each employee bodily injury by disease.
<input type="checkbox"/>	<b>Professional Liability</b> (Errors and Omissions)	<b>\$5,000,000</b> - per claim.
<input type="checkbox"/>	<b>Cyber Liability</b>	<b>\$5,000,000</b> per each claim for Privacy and Network Security, <b>\$1,000,000</b> per each claim for Technology Errors and Omissions  If the cyber liability coverage is on a claims-made basis, Provider will purchase tail coverage for a period of three years after expiration or termination of this Agreement.

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6.2. Provider shall submit a copy of and maintain a current air taxi/commercial operator’s certificate, and notify the Agency within 24 hours of any change in the status of this certificate.

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6.3 **No Third Party Liability:** The Agency, shall not be liable for any costs or expenses incurred by Provider as a result of this agreement. Provider shall bear all costs associated with its provision of services under this agreement. Each party to this agreement shall be responsible for its own acts and omissions and those of its officers, employees, and agents. Neither party to this agreement shall be responsible for the acts or omissions of entities or individuals not a party to this agreement. Neither party to this agreement agrees to release, hold harmless, or indemnify the other party from any liability that may arise from or relate to this agreement.

**7. NON-DISCRIMINATION**

Provider shall abide by all Federal and State non-discrimination laws regarding governmental agency contracts and sub-contracts as outlined in the Non-Discrimination Statement below:

During the performance of this contract, Provider and its subcontractors shall not unlawfully discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical handicap, medical condition, marital status, age (over 40) or sex. Provider and subcontractors shall insure that the evaluation and treatment of their employees and applicants for employment are free of such discrimination. Provider and subcontractors shall comply with the provisions of the Fair Employment and Housing Act (Gov. Code, Section 12900 et seq.) and the applicable regulations of the Fair Employment and Housing Commission implementing Government Code, Section 7285.0 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code, Section 12990, set forth in Chapter 5 of Division 4 of Title 2 of the California Administrative Code are incorporated into this contract by reference and made a part hereof as if set forth in full. Provider and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement. Provider shall include the non-discrimination and compliance provisions of this clause in all subcontracts to perform work under the contract.

**8. REVOCATION, TERMINATION AND NON-RENEWAL OF AGREEMENT**

- 8.1 The Agency may revoke, or decline to renew this agreement for failure to comply with provisions, standards, or requirements of state law or regulations, of Agency policies and procedures, or of any requirements of this agreement. Suspension is not necessarily a condition precedent to revocation, or non-renewal.
- 8.2 Before revocation or non-renewal, the Agency shall give written notice to the Provider specifying why such action is contemplated and give the Provider a reasonable period to cure (not more than thirty (30) days) to comply with the provisions in question (if applicable) or to show cause against such action.
- 8.3 Should Provider fail to show just cause against such action, a hearing shall be set by Agency. Hearings conducted pursuant to this agreement shall be conducted before a hearing officer designated by the Agency Board of Directors. At the conclusion of said

264 hearings the hearing officer shall submit within seven (7) days following the hearing, a  
265 written summary of the evidence and proposed findings and conclusions for  
266 considerations by the Agency. The Provider and Agency agree to bear their own costs  
267 and expenses incurred in connection with such a hearing.  
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269 8.4 In hearings conducted pursuant to this agreement, evidence must be relevant, and of such  
270 nature as responsible persons are accustomed to rely on in the conduct of serious affairs.  
271 So far as practical, the hearing shall be conducted under section 11513 of the  
272 Government Code and witnesses may be examined under Section 776 of the Evidence  
273 Code.  
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275 8.5 The Agency shall issue a written decision within thirty (30) days after conclusion of the  
276 hearing. This decision may be appealed to the Board of Directors of the Agency in  
277 writing, within fifteen (15) days of the receipt of the decision and must be heard and  
278 decided by the Board within thirty-five (35) days of the receipt of the written appeal.  
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## 280 **9. AGREEMENT TERM AND MODIFICATION**

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282 9.1 The term of this agreement shall begin on, January 1, 2026, and remain in effect until  
283 December 31, 2028 unless this agreement is otherwise terminated as allowed by this  
284 agreement.  
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286 9.2 The Agreement may be changed, renewed, canceled or otherwise modified at any time by  
287 mutual written executed agreement of the parties hereto upon the approval of Agency  
288 Board of Directors or as otherwise specified in this agreement.  
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290 9.3 The Provider or Agency may terminate this Agreement upon ninety (90) days written  
291 notice to the other party to this Agreement.  
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293 9.4 Neither AGENCY nor PROVIDER shall assign this AGREEMENT to any another party  
294 without obtaining the prior written consent of all other parties to this AGREEMENT.  
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## 296 **10. COMPLAINTS**

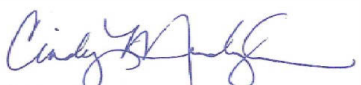
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298 The Agency shall notify the Provider of any complaints received by this office. The Agency  
299 shall investigate the complaint to determine whether the complaint is valid and whether it relates  
300 to compliance with this Agreement.  
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IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT the day and year first above written.

Mountain Counties EMS Agency

PHI Health, LLC

By:   
Cindy Murdaugh

By:   
Paul Julian

Title: Executive Director

Title: President

Date 12/19/2025

Date 11/10/25