



PAFFORD

MEDICAL SERVICES



Clark County ARKANSAS

**Request for Qualifications
EMERGENCY MEDICAL SERVICES**

AUGUST 7, 2025

**Pafford Medical Services, Inc.
3509 West 16th Street
Hope, AR 71801
(870) 777-7660**

PRESS COPY



Andrew Amante, CSO
Pafford Medical Services, Inc.
3509 West 16th Street
Hope, AR 71801
870-474-6036
andrew@paffordems.com

September 2, 2025

To Whom It May Concern,

Enclosed is a copy of Pafford Medical Services' proposal for Emergency Medical Services in Clark County. Please note that this copy has been redacted pursuant to Arkansas Code Annotated § 25-19-105(b)(9)(A), which exempts financial records and other sensitive proprietary information from public inspection where disclosure could give advantage to competitors.

These redactions are limited in scope and are intended only to protect confidential business information. All programmatic, operational, and service-related details remain available for review.

Thank you for your careful review and consideration.

Respectfully,

Andrew Amante
Chief Strategy Officer
Pafford Medical Services, Inc.



P: 800.451.8036
F: 870.777.8479



www.paffordems.com
info@paffordems.com



P.O. Box 1120
Hope, AR 71802



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

August 7, 2025

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Executive Summary

Pafford Medical Services, Inc. is pleased to present this proposal to Clark County, Arkansas, and the cities of Arkadelphia, Amity, Caddo Valley, Gurdon, Gum Springs, Okolona, and Whelen Springs in response to the Request for Qualifications for Emergency Medical Services. As one of the most experienced and trusted EMS providers in the region, Pafford brings a proven record of performance, deep operational capability, and a long-standing commitment to the communities we serve.

Since 1967, Pafford has delivered high-quality prehospital care across multiple states and jurisdictions, tailoring services to meet the unique needs of each community. Our approach combines clinical excellence, operational efficiency, and customer-centered service—ensuring that residents have reliable, timely access to emergency medical care at every level of acuity. Our experience serving both urban and rural areas equips us to design and deliver an EMS system that is responsive, resilient, and locally grounded.

For Clark County, Pafford proposes a dedicated deployment model that ensures 24/7 coverage across the county and its municipalities. All services will be delivered using fully licensed, advanced life support (ALS) ambulances staffed by certified professionals and overseen by an experienced medical director. Our operations will comply with all state and federal requirements, and we will maintain full transparency through regular reporting and collaboration with county and city leadership.

As a privately owned, financially sound organization, Pafford is capable of assuming all operational and financial responsibilities associated with implementation and long term operational viability. We offer a full-service billing operation, robust clinical training and quality assurance programs.

We view this proposal not simply as a contractual opportunity, but as the beginning of a long-term partnership. Our intent is to become an integrated and accountable part of the county's public safety and healthcare infrastructure—providing compassionate care, supporting first responders, and strengthening community health outcomes.

Pafford understands that the spirit of Clark County is what makes it truly exceptional. Our teams take pride in knowing the local roads, the unique character of each municipality, and the people who call this County home. With every shift, our promise is the same: to honor Clark County's trust by providing an unparalleled level of service, professionalism, and local insight that ensures you always come first.

We are grateful for your consideration and look forward to the opportunity to further discuss how Pafford can continue to serve the residents of Clark County with integrity, excellence, and purpose.

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Introduction

Pafford Medical Services, Inc. is honored to submit this proposal to Clark County and the Respective Cities of Amity, Arkadelphia, Caddo Valley, and Gurdon, Arkansas, for the provision of high-quality emergency medical services (EMS). Since our founding in 1967 in Magnolia, Arkansas, Pafford has grown into one of the nation's leading privately held EMS providers, with an enduring commitment to patient-centered care, operational reliability, and community partnership.

For over five decades, the Pafford family of companies has successfully delivered emergency and non-emergency ambulance services in urban, rural, and frontier environments across Arkansas, Louisiana, Mississippi, Oklahoma, and Texas. Today, we operate more than 250 ambulances, employ over 2,000 EMS professionals, and manage more than 250,000 ambulance responses annually across our service area. Pafford Medical Services covers more than 25% of the state's land mass and nearly 30% of its population, including numerous communities with similar service demands and expectations as Clark County.

Our experience and longevity in Arkansas afford us a deep understanding of the state's regulatory framework, Department of Health standards, and rural healthcare delivery challenges. We recognize that EMS is a vital public safety service and an essential link in the broader healthcare continuum. To that end, Pafford brings a full-service solution that prioritizes clinical excellence, rapid response, transparent billing practices, and accountable system performance.

This proposal affirms our ability and intent to:

- Deliver ALS services across the designated Emergency Operating Area 24/7/365.
- Maintain full regulatory compliance, robust insurance coverage, and strong financial capacity.
- Provide dedicated local personnel, integrated dispatch operations, and a fully equipped fleet.
- Build collaborative partnerships with first responders, hospitals, and community stakeholders.

Pafford takes no exceptions to the terms, specifications, or performance requirements outlined in the RFQ. We respectfully submit this proposal as a complete and responsive offering and look forward to the opportunity to continue to serve Clark County with the same standard of excellence we deliver in every community we serve.

Emergency Operating Area (EOA)

Pafford Medical Services have thoroughly reviewed and understood the terms outlined in the solicitation. We acknowledge and confirm that we take **no exception** to the terms stated.

Pafford has carefully reviewed the terms related to Emergency Operating Area (EOA) and understands that the Contractor will provide 24/7 emergency ALS ambulance service to the area of Clark County and its respective cities described in the solicitation.

Pafford affirms that service will be delivered without delay, discrimination, or denial based on ability to pay, insurance status, or location within the County or Cities. No request for service will be deferred due to staffing, resource limitations, or operational inconvenience.

Insurance Requirements

Pafford maintains insurance coverage that meets or exceeds the minimum specifications outlined in the RFQ. Our policies are issued by carriers rated "A" or higher by A.M. Best and licensed to conduct business in the State of Arkansas. Coverage includes:

- Commercial General Liability – \$2,000,000 per occurrence / aggregate
- Professional Medical Liability – \$2,000,000 per occurrence; \$5,000,000 aggregate
- Automobile Liability – \$2,000,000 combined single limit
- Workers' Compensation – Minimum \$1,000,000 coverage
- Umbrella/Excess Liability – Available to extend total coverage limits as needed

Certificates of insurance, naming Clark County and the Respective Cities as additional insureds are provided in the appendices of this proposal.

See Appendix A: Certificates of Insurance.

Performance Security

Pafford is prepared to furnish a performance bond or cash escrow account in the amount of **\$250,000**, as stipulated. This security will serve as a guarantee of contractual performance and continuity of service, mitigating risk to the County and Cities in the event of default, nonperformance, or transition. Evidence of our ability to provide this performance security is included in the appendices.

See Appendix B: Financial Documents

Financial Strength

Pafford is a privately held corporation with over five decades of successful EMS operations. Our financial records, including audited statements, demonstrate consistent solvency, positive cash flow, and long-term viability. This is, in part, made possible by the strength of the financial team, which is made up of a Chief Financial Officer, Certified Public Accountant, Controller, Director of Finance, Chief Accountant, Sr. Accountant, Jr. Accountant, and an accounts payable clerk.

Pafford Medical Services Inc. has partnered with a local bank that provides the immediate cash flow required to perform start-up activities without hesitation. Pafford Medical Services also has several supply partners that allow for immediate equipment needs and supplies. This strength comes from long-standing relationships and is proof that our financial position is stable and ready to take on the service contract for Clark County and its respective Cities.

The following are provided in **Appendix B** for the County's review:

- Balance sheets, income statements, and cash flow statements for the past two years
- A statement of unqualified opinion from a Certified Public Accountant (CPA)
- Disclosure of all material financial obligations and liabilities

Pursuant to Arkansas Code, Title 25, Chapter 19 § 25-19-105(b)(9)(A), Pafford requests that all financial documents presented herein be deemed **CONFIDENTIAL**. The labeling of this content as confidential information is intended to prevent unauthorized disclosure which may give a strategic advantage to other parties.

See Appendix B: Financial Documents

Billing Operations

Billing will be performed in-house by **Pafford Medical Billing Services (PMBS)**, our nationally recognized revenue cycle management division. We are experienced in billing Medicare, Medicaid, third-party payers, and self-pay patients. Compassionate billing policies, hardship programs, and discount structures are available to ensure access to care for all residents.

Billing Experience and Infrastructure

Pafford Medical Services brings more than 57 years of proven experience managing complex ambulance billing operations for both government and commercial payors. Our dedicated in-house billing division, PMBS, is headquartered in Hope, Arkansas, and staffed by a specialized team of over 100 patient account professionals who manage billing for internal operations and numerous external ambulance providers across the country. Pafford's billing infrastructure includes:

- Deep expertise in Medicare and Medicaid reimbursement protocols, including extensive experience billing these programs since their inception.
- Proven systems for efficient electronic claims submissions and processing with all major commercial insurance providers.
- Robust quality control procedures to ensure timely, accurate, and fully compliant billing practices that significantly reduce denials and enhance revenue recovery.

Billing Practices

Pafford employs a structured, proven approach to billing and collection, emphasizing thoroughness, compliance, and patient advocacy:

- 1. Initial Assessment and Verification:** Each Patient Care Report (PCR) undergoes meticulous validation to ensure correct payor identification and accurate financial categorization.
- 2. Third-Party Payor Identification and Billing:** Our team proactively identifies previously undeclared insurance coverages, systematically submitting claims electronically to Medicare, Medicaid, and commercial insurers for prompt adjudication.
- 3. Claim Adjudication Monitoring:** All claims are actively monitored and diligently pursued to resolution, with proactive follow-up directly addressing any denials through established relationships with insurers.
- 4. Direct Patient Billing:** Patients without third-party coverage receive clear, detailed statements supplemented by personalized outreach to address any concerns promptly. Patient account activities are reviewed every 30 days, facilitating timely resolution.
- 5. Compassionate Collection Practices:** Recognizing the financial difficulties that some patients face, Pafford provides flexible payment plans, discounts, or complete balance forgiveness to patients experiencing genuine hardship.

Billing & Collection Commitment

Pafford is committed to delivering billing and collection services characterized by professionalism, accuracy, and compassion. Our comprehensive approach ensures fair, transparent, and dignified treatment for every patient, regardless of their financial circumstances.

Balance Billing Mitigation

Pafford prioritizes compliance with federal and state regulations, including the **No Surprises Act (NSA)**, as well as state level regulations, which protects patients from unexpected or excessive medical bills. Specifically, our billing practices include:

- **Medicare and Medicaid Patients:** Acceptance of Medicare and Medicaid allowable rates as full payment, ensuring no balance billing or additional financial burdens for these patients.
- **Commercially Insured Patients:** Carefully structured rates aligned with market norms to ensure fairness and minimize the risk of unexpected out-of-pocket costs, supported by comprehensive compliance with NSA provisions.

We emphasize transparency and fairness, understanding that listed provider charges often differ significantly from actual patient costs due to regulatory protections. Pafford consistently aligns billing practices with these standards, ensuring clear expectations and financial fairness.

Managing Hardship Cases

To further demonstrate our patient-centered approach, Pafford employs specially trained Patient Advocates who handle financial hardship cases with sensitivity and discretion. Evaluations for reductions or complete waivers consider critical factors including:

- Employment status
- Income-to-expense ratios
- Pre-existing medical debts
- Hospital-approved charity considerations
- Federal poverty guidelines

Pafford's holistic billing and collection methodology extends our commitment to compassionate care beyond clinical interactions. By effectively managing financial constraints, we ensure that no patient is deprived of essential medical services due to economic hardship.

Experience and Qualifications

Pafford has provided EMS services in Arkansas since 1967 and **currently serves over 25% of the state's geography and nearly 30% of the state total population**. Pafford operate more than 250 ambulances across five states with direct contracts in rural, suburban, and urban environments. Our leadership team, clinical oversight staff, and operations personnel are seasoned professionals with extensive EMS and public safety backgrounds.

See Appendix J: Letters of Recommendation

Licensure and Regulatory Compliance

Pafford Medical Services, Inc. is fully licensed and meets all federal, state, and local regulatory requirements to operate Emergency Medical Services at the Advanced Life Support level. All Pafford operations—including clinical personnel, dispatch centers, facilities, and vehicles—maintain the necessary licenses, permits, certifications, and waivers as mandated by the Arkansas Department of Health, CMS, and other oversight bodies. Copies of our Arkansas Department of Health EMS Operations License and Clinical Laboratory Improvement Amendments (CLIA) waiver for Clark County operations are included in the appendices of this proposal.

See Appendix G: Licensure and Regulatory Compliance.

Business Identity and Accreditation

Pafford Medical Services, Inc. is a **100% women-owned** Arkansas corporation which operates under the names:

- Pafford Medical Services
- "Pafford EMS" and "Pafford Ambulance" (informally)

We are active members of numerous professional organizations, including the American Ambulance Association, where our CEO Jamie Pafford-Gresham currently serves as President. Pafford is a proud and active member of the Arkansas Ambulance Association, International Association of Emergency Dispatch, as well as numerous local and state Advisory Committees.

Outstanding / Pending Litigation

Pafford maintains a full-time in-house legal department to manage legal affairs and regulatory compliance. A complete list of outstanding and pending litigation over the past five years is included below. No pending legal action poses a material risk to our ability to perform under this contract.

Name	Case Number	Year	Case Type	Status
DARRIN CHAMPAGNE V PAFFORD	2022-09067	2022	Automobile Tort	Answered
ROBERDS V PAFFORD	29CV-23-01	2023	Negligence - Other	Mediation
KEISON JONES V PAFFORD	CT-1767-24	2024	Automobile Tort	Pending Removal From Case
JESSICA ANDERSON V PAFFORD	2024-01079	2024	Malpractice, Medical	Pending Removal From Case

Operational Expectations

Pafford Medical Services, Inc. understands that high-performance EMS is not achieved solely through compliance with minimum conditions, but through deliberate, accountable, and continuous operational excellence. We are committed to delivering emergency medical services in accordance with the expectations set forth by Clark County and the Respective Cities, and to exceeding these standards through innovation, professionalism, and a culture of service.

Staffing

Pafford will ensure that all ambulance units deployed within the Emergency Operating Area are staffed with qualified, credentialed personnel in accordance with Arkansas Department of Health regulations and the specifications outlined in this RFQ. Each emergency transport unit will be staffed with, at minimum an Arkansas-certified EMT-Paramedic and an Arkansas-certified EMT-Basic or higher

We will provide:

- **Fair and Reasonable Scheduling** to promote provider wellness and reduce fatigue.
- **Ongoing Education and In-Service Training** aligned with medical direction and emerging best practices.
- **Professional Conduct Standards**, including appearance, demeanor, and communication expectations for all staff.
- **Credential Maintenance and Auditing** to ensure all licenses, certifications, and continuing education requirements remain current and in good standing.

Equipment

Pafford will provide and maintain a fleet of modern, state-certified Type I and/or Type III ambulances, each equipped to meet or exceed Arkansas Department of Health standards and federal KKK-A-1822F specifications. All in-service vehicles will be equipped for ALS transport and will include:

- Cardiac monitors with 12-lead ECG capability
- Advanced airway management equipment (e.g., video laryngoscopes, CPAP/BiPAP)
- Ventilators & Mechanical CPR Devices
- Intravenous infusion pumps

All vehicles and equipment will be subject to regular inspection by County officials and internal quality control teams. Vehicles will be removed from service and replaced immediately if found to be unsafe or noncompliant.

See Appendix X: Vehicle Specifications

Vehicle Maintenance and Safety

Our dedicated Fleet Services division employs ASE-certified mechanics and utilizes a proactive maintenance program with electronic tracking of all service intervals, repairs, and safety inspections. Preventive maintenance will be performed in accordance with manufacturer specifications, and all repair activity will be documented and available for audit.

Pafford will keep a fleet of reserve vehicles on standby to guarantee uninterrupted service during both scheduled maintenance and unforeseen downtime. Periodically, a Type II ambulance may be deployed as a reserve or temporary replacement; these units are maintained to the same exacting standards and specifications as our primary ambulances.

Technology and Communications

All ambulances will be equipped with AVL/GPS tracking, mobile data terminals, and radio communications systems compatible with County dispatch and public safety systems. Pafford utilizes Street Eagle, ProQA, and FirstWatch FirstPass technology to monitor real-time compliance, safety, and performance data across the system.

Training and Clinical Oversight

All Pafford clinical providers operate understanding orders and protocols approved by the Medical Director and will receive periodic simulation-based and didactic training in:

- Advanced Cardiac Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Trauma Life Support (PHTLS or ITLS)
- Mass Casualty Incident response
- Infection control and emergency vehicle operations

Training documentation and credentialing records will be available to County officials upon request.

Integration with Public Safety Agencies

Pafford will actively maintain working relationships with law enforcement, fire departments, emergency management, hospitals, and regional EMS agencies.

- Pafford Medical Services will provide opportunities for ambulance orientation at convenient and centralized locations within the County. Pafford will work with volunteer fire departments to arrange ambulance orientation during scheduled meetings or training nights.
- Pafford will provide tactical stand-by ambulance service at no charge for police and fire/ rescue events with a high probability of injury. These situations include but are not limited to structure fires, hostage situations, execution of high-risk warrants, and other situations as requested by fire or police personnel.
- Pafford will comply and participate with all City and County emergency plans and those established by hospitals and healthcare facilities within the County.
- Pafford will participate in all emergency drills as allied agencies, cities, and counties request.
- Pafford will replace all disposable medical supplies used by the Police and Fire Departments on ambulance calls within the County on a one-for-one basis with an equal quality product.
- Pafford will enter into mutual aid agreements with surrounding ambulance providers. Mutual aid will be initiated during times of disaster, unusually high or unexpected call volume, or when neighboring ambulance service is closer to a request for emergency medical services. It is our intention to work hand in hand with neighboring ambulance providers.
- Pafford will cooperate and work with established air ambulance providers throughout the region. It is our desire to focus on the ground ambulance service within Clark County while strengthening the relationship with existing air ambulance services. At the request of Clark County, Pafford has the capability to provide a helicopter air ambulance if needed or desired under the scope of this contract.

Provisions for Default and Early Termination

Pafford Medical Services acknowledges and accepts the default and termination provisions outlined in the RFQ. We recognize the essential nature of EMS and the County's need for a reliable, high-performing provider.

Pafford remains committed to exceeding expectations and maintaining the trust of Clark County and its communities.

Ambulance Operations

Desired Conditions

Pafford Medical Services, Inc. acknowledges the service benchmarks established by Clark County and Respective Cities. While not minimum requirements, these desired conditions reflect the County's commitment to a high-quality EMS system that is timely, efficient, clinically sound, and fully integrated with public safety. Pafford is committed to not only meeting these expectations but exceeding them wherever feasible through proactive system design, continuous quality improvement, and strategic resource allocation.

Operations and Coverage

Pafford Medical Services, Inc. agrees to provide Advanced Life Support (ALS) EMS Ground Transport Service to the unincorporated areas of Clark County and the Respective Cities of Arkadelphia, Gurdon, Amity, Caddo Valley, and others included within the designated Emergency Operating Area (EOA).

To meet the coverage and performance expectations outlined in this contract, Pafford proposes the deployment of **four (4) Advanced Life Support (ALS) ambulances** strategically stationed throughout Clark County.

- **One (1) ALS units in the City of Arkadelphia, AR**
- **One (1) ALS unit in the City of Arkadelphia, AR (12hr or Flex for peak demand)**
- **One (1) ALS unit in Gurdon, AR**
- **One (1) ALS unit in Caddo Valley, AR**

Regional Resource Integration

An additional two ALS unit based in Bismarck and Glenwood, Arkansas will be utilized when geographically closer to requests for service in the outer parts of the County and in times of aberrant volume within the county.

- **One (1) ALS unit in Bismarck, AR**
- **One (1) ALS Unit in Glenwood, AR**

These resources are further supported by additional reserve and system-wide ALS assets across southwest Arkansas, which can be activated during periods of high call volume, special events, mass casualty incidents, or when primary units are undergoing scheduled maintenance or repairs.

- Pafford will maintain all necessary licenses, permits, certifications, and other regulatory approvals required to operate under this agreement. Copies of all applicable documentation will be made available to Clark County upon request.
- Pafford will continue to accept Medicare and Medicaid assignments and adhere to all billing and reimbursement guidelines as outlined by federal and state payers, including Indian Health

Services. With extensive experience managing over 200,000 EMS claims annually, our billing department ensures accuracy, compliance, and efficiency in revenue cycle operations.

- Pafford will provide both emergency and non-emergency ambulance transport services within Clark County and the Respective Cities. We will prioritize dispatching the closest, most appropriate ambulance resource at the time of request—including mutual aid partners when necessary—to ensure timely and effective patient care.
- Pafford will participate in and comply with all County-level emergency response plans and preparedness initiatives, as well as emergency planning efforts by local municipalities, hospitals, and allied agencies.
- Pafford will engage in regular emergency preparedness drills and multi-agency training exercises in coordination with the County and Respective Cities to ensure operational readiness.
- Pafford will maintain adequate inventories of medical supplies, pharmaceuticals, and equipment at local stations in Clark County. Inventory levels will be actively managed using a computerized tracking and ordering system to ensure operational readiness and prevent supply shortages.

Response Time Requirements

Pafford Medical Services is committed to partnering collaboratively with Clark County and its respective cities and surrounding unincorporated areas to define and codify geographically appropriate response time objectives. We will strive to meet or exceed an average compliance level against these established goals. To ensure performance reliably exceeds historical baselines while accounting for the County’s mix of urban centers and rural terrain, we propose the following average response time targets:

	P1 (Emergency) AVG	P2 (Non-Emergency) AVG	Reliability
Arkadelphia	8 minutes 59 seconds	12 minutes 59 seconds	≥ 90% of calls
Caddo Valley	8 minutes 59 seconds	11 minutes 59 seconds	≥ 90% of calls
Gurdon	9 minutes 59 seconds	12 minutes 59 seconds	≥ 90% of calls

	P1 (Emergency) AVG	P2 (Non-Emergency) AVG	Reliability
Amity	15 minutes 59 seconds	18 minutes 59 seconds	≥ 90% of calls
Gum Springs	11 minutes 59 seconds	14 minutes 59 seconds	≥ 90% of calls
Okolona	17 minutes 59 seconds	20 minutes 59 seconds	≥ 90% of calls
Whelen Springs	16 minutes 59 seconds	19 minutes 59 seconds	≥ 90% of calls

Pafford commits to maintaining these as **average** response-time benchmarks or those mutual agreed upon by the County and Respective Cities.

Geographic Considerations & Zone Planning

- **Urban & Suburban Zones** (e.g., Arkadelphia, Gurdon): Leveraging existing station locations and dynamic “move-up” protocols, we will optimize coverage to achieve these average benchmarks.

- **Rural & Outlying Areas** (e.g., Amity, Whelen Springs, Caddo Valley, Okolona): We will collaborate with County officials to define zone boundaries that reflect travel distances, road conditions, and seasonal factors, ensuring the proposed averages remain realistic yet ambitious.

Monitoring & Reporting

- **Monthly Performance Reviews:** Detailed reports will track average response times by zone and priority to demonstrate adherence to targets.
- **Continuous Improvement:** Should any zone’s average exceed its target, Pafford will deploy reserve capacity, adjust deployment strategies, and engage in joint after-action reviews with County stakeholders to restore compliance expeditiously.

See Appendix I: Performance Reports

Response Time Calculation and Adjustments

Pafford accepts the County’s definitions for calculating and reporting response time. Our dispatch and compliance platforms (including AVL and QA software) allow for precise time-stamping and real-time performance tracking.

We also acknowledge that requests may be upgraded or downgraded based on dispatch protocols or field assessments, and agree to apply the appropriate response standard accordingly.

Response Time Exemptions

We recognize that rare events—such as declared disasters, mass casualty incidents, extreme weather, or incorrect dispatch information—may affect response performance. When such conditions occur, Pafford will promptly notify the County and submit documentation for exemption consideration, consistent with RFQ terms. Equipment failures, traffic, or staffing issues will not be cited as grounds for exemption.

Dispatch Operations

Pafford Medical Services provides comprehensive emergency dispatch services through **Pafford MedCom**, an IAED Accredited Center of Excellence (ACE)—one of only three such centers in Arkansas. Reaccredited in 2025, MedCom operates 24/7 as a secondary PSAP, staffed by certified emergency telecommunicators trained in ProQA and the Priority Dispatch System.

Pafford MedCom offers real-time call triage, dispatch, and pre-arrival medical instructions in accordance with national protocols. All emergency and non-emergency ambulance dispatching for Clark County will be managed by Pafford, ensuring consistent, protocol-driven operations.

To guarantee continuity of service, MedCom is supported by redundant communications centers in Jackson, Mississippi and Oklahoma City, Oklahoma. This infrastructure ensures uninterrupted dispatch operations under all conditions.

CAD-to-CAD Interface

We will implement a bidirectional Computer-Aided Dispatch (CAD) interface between Clark County's system and Pafford MedCom. This connection provides real-time visibility into units, incident statuses, and resource availability on both sides. Each party will bear its own setup and maintenance costs, ensuring transparent accountability without creating new county expenses.

Clinical Operations

Pafford Medical Services, Inc. is committed to delivering emergency medical care that is clinically sound, protocol-driven, and consistently aligned with Arkansas Department of Health regulations. Our approach to clinical operations ensures that every patient encounter reflects best practices in prehospital medicine, while promoting safety, accountability, and continuous system improvement.

EMS Medical Director

For Clark County operations, Pafford has appointed **Dr. Karl F. Wagenhauser, MD**, as local Medical Director. Dr. Wagenhauser is a Board-Certified Emergency Physician from Hot Springs, Arkansas with decades of experience in emergency medicine and an extensive background in providing medical oversight to EMS agencies across Arkansas and the surrounding region.

As Medical Director, Dr. Wagenhauser will:

- Oversee the development, implementation, and continuous refinement of clinical policies, protocols, and treatment guidelines.
- Ensure strict adherence to all applicable Arkansas statutes, Department of Health regulations, and EMS scope of practice standards.
- Provide oversight of clinical education, credentialing, and remediation programs for EMS personnel.
- Lead clinical quality improvement initiatives and participate in system performance reviews.

Dr. Wagenhauser will be fully integrated into the operational and strategic planning of Clark County EMS and will serve as the principal clinical liaison to county leadership, fire departments, and local hospitals. His role ensures that EMS services are grounded in evidence-based practices and aligned with local healthcare system priorities

Clinical Standards

Pafford will ensure that each emergency ambulance is staffed with a minimum of:

- One Arkansas-licensed EMT-Paramedic
- One EMT-Basic or higher-level provider

All EMS personnel will maintain current certifications in:

- Advanced Cardiac Life Support (ACLS)
- Pediatric Advanced Life Support (PALS or PEPP)
- Trauma life support (PHTLS, ITLS, or ATLS)
- Emergency vehicle operations and infection control

Clinical performance will be measured and benchmarked across patient assessment, medication administration, airway management, and adherence to protocol.

Training and Continuing Education

Our robust education programs includes regular in-service training, simulation-based skill labs, hands-on cadaver labs, and credential refreshers. Additional training modules address:

- High acuity cardiac and respiratory care
- Mass casualty response
- Patient documentation
- Interpersonal communication and cultural competence
- Safety, hygiene, and PPE compliance

Pafford delivers clinical education through in-person, virtual, and self-paced formats. Our Education Department offers over 100 distinct training programs designed to enhance knowledge and skills while earning the continuing-education credits required for credential recertification. These programs are organized into a comprehensive training calendar that targets key clinical performance metrics, incorporates new protocols or procedures as they arise, and implements directives from the local medical director to ensure established benchmarks are consistently achieved.

All training records will be maintained and available for audit upon request by Clark County.

Continuous Quality Improvement (CQI)

Pafford employs a system-wide Continuous Quality Improvement (CQI) program that monitors clinical, operational, and customer service performance. Key elements include:

- Clinical audits of high-acuity and time-sensitive cases
- Targeted review of cardiac arrest, trauma, pediatric, and airway cases
- Monitoring of patient satisfaction and complaint resolution
- Regular performance reviews with the Medical Director and QA team

Findings from CQI activities will inform internal education, operational adjustments, and reporting to the County as part of our collaborative system evaluation process.

See Appendix H: CQI Clinical Performance Indicators

Air Medical Operations

Pafford maintains extensive air medical capabilities through our dedicated aviation programs—**Pafford AirOne**, our rotor-wing air ambulance division, and **Pafford AirMed**, our fixed-wing air transport service. Both programs are designed to deliver rapid critical care transport across regional and long-distance settings and operate under strict clinical and aviation safety standards.

While Pafford possesses the infrastructure and expertise to deploy both rotor- and fixed-wing air ambulance services, our proposal for Clark County is exclusively focused on providing high-performance ground emergency medical services. It is our firm intention to support and enhance the county's current emergency response system through a reliable, clinically advanced, and locally grounded EMS operation.

In alignment with that focus, Pafford is committed to maintaining strong, cooperative relationships with existing air medical providers operating in the region, including Survival Flight and LifeNet Air. Pafford has long-standing and successful partnerships with both organizations and actively collaborates with their teams in other markets. These collaborative relationships ensure seamless patient care coordination, efficient scene and interfacility response, and mutual support during high-acuity or multi-patient incidents.

We look forward to continuing this collaborative spirit in Clark County and will coordinate closely with Survival Flight, LifeNet Air, and any other authorized HEMS providers to ensure timely, appropriate, and clinically integrated air medical transport when needed.

Community Integration

Pafford Medical Services, Inc. recognizes that EMS providers are not only responders, but also trusted community partners. We are committed to engaging the communities of Clark County and its Respective Cities through proactive outreach, public education, and cooperative service delivery that extends beyond emergency response.

Community Outreach and Public Education

Pafford will actively participate in public safety education and community wellness initiatives, including:

- **CPR and First Aid Training:** Free or low-cost courses for schools, civic groups, churches, and businesses.
- **Public Event Medical Standby:** Complimentary standby coverage for local parades, festivals, school sporting events, and civic functions.
- **Health Awareness Campaigns:** Participation in health fairs, senior wellness events, and injury prevention programs.
- **EMS Awareness Events:** Hosting of EMS Week activities, station tours, and youth engagement programs to promote understanding of emergency medical services.

Our outreach programs foster trust, improve health literacy, and ensure residents know what to expect from their EMS provider.

Local Economic Impact

Pafford prioritizes hiring from within the community and sourcing goods and services locally whenever possible. We understand the importance of economic development and job creation, and we are proud to contribute to the vitality of the communities we serve.

Special Operations and Disaster Response Capabilities

Pafford brings substantial experience and specialized resources to support Clark County and its Respective Cities during large-scale emergencies, natural disasters, and high-risk incidents. Our dedicated Special Operations Division is a multi-disciplinary unit equipped for rapid deployment anywhere in Arkansas and the surrounding region. Pafford maintains strategically located disaster response assets and equipment caches to ensure swift mobilization and sustained operations during critical incidents. Our team includes certified emergency management professionals and clinical personnel capable of supporting surge operations, field hospital deployments, and coordinated multi-agency response

Closing

Pafford Medical Services, Inc. is honored to submit this proposal to Clark County and the Respective Cities in response to the Request for Qualifications for Emergency Medical Services. Since 1967, our organization has proudly served communities across Arkansas, and we remain deeply committed to delivering clinically excellent, reliable, and community-focused EMS throughout the region.

We firmly believe that the residents of Clark County deserve a service provider with demonstrated experience, operational readiness, and a genuine commitment to public safety. Pafford brings the financial strength, robust infrastructure, medical leadership, and seasoned personnel required to meet this responsibility with integrity and professionalism.

Pafford is enthusiastic about the opportunity to partner with Clark County. We are confident that we are the right choice for this community, and we pledge to continue to serve as a responsive, cooperative, and highly professional partner. We will work hand-in-hand with all allied agencies and providers to ensure that Clark County residents have timely and equitable access to emergency medical care whenever they need it most.

We welcome the opportunity to provide an oral presentation of this proposal, which would give County and City stakeholders a valuable opportunity to ask questions, engage in open dialogue, and gain a deeper understanding of how Pafford would serve the community moving forward.

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CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX A

Certificate of Insurance (COI)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/21/2025

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.

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PRODUCER Arthur J. Gallagher Risk Management Services, LLC 615 E Britton Rd Oklahoma City OK 73114	CONTACT NAME: Aubra Thompson	
	PHONE (A/C, No, Ext): 405-615-7726	FAX (A/C, No):
	E-MAIL ADDRESS: aubra_sartin@ajg.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Old Republic Insurance Company	24147
	INSURER B: TDC Specialty Insurance Company	34487
	INSURER C: Ironshore Specialty Insurance Company	25445
	INSURER D	
	INSURER E	
	INSURER F	

COVERAGES CERTIFICATE NUMBER: 672809882 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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> COCUR		MFP027002500	7/1/2025	6/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 \$
	GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ <input type="checkbox"/> LOC OTHER					
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		MWTB31356124	6/1/2025	6/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		MF026992500 HC7CADBIPL001	7/1/2025 7/1/2025	6/1/2026 6/1/2026	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 Each/Agg \$ \$4M/\$4M
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N <input type="checkbox"/> N/A	MWC31356224	6/1/2025	6/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E L EACH ACCIDENT \$ 1,000,000 E L DISEASE - EA EMPLOYEE \$ 1,000,000 E L DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability		MFP027002500	7/1/2025	6/1/2026	Each \$1,000,000 Agg \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Clark County, AR 401 Clay St. Arkadelphia AR 71923	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

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CERTIFICATE OF LIABILITY INSURANCE

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7/21/2025

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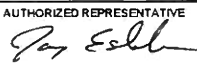
PRODUCER Arthur J. Gallagher Risk Management Services, LLC 615 E Britton Rd Oklahoma City OK 73114		CONTACT NAME: Aubra Thompson PHONE (A/C No. Ext): 405-615-7726 FAX (A/C. No): E-MAIL ADDRESS: aubra_sartin@ajg.com	
INSURED Pafford Medical Services, Inc PO Box 1120 Hope, AR 71802		INSURER(S) AFFORDING COVERAGE NAIC # INSURER A: Old Republic Insurance Company 24147 INSURER B: TDC Specialty Insurance Company 34487 INSURER C: Ironshore Specialty Insurance Company 25445 INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER: 738925098** **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 SUBR: INSP WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	X COMMERCIAL GENERAL LIABILITY X CLAIMS-MADE <input type="checkbox"/> OCCUR		MFP027002500	7/1/2025	6/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/POP AGG \$ 1,000,000 \$
GENL AGGREGATE LIMIT APPLIES PER X POLICY <input type="checkbox"/> PROJ <input type="checkbox"/> LOC OTHER						
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS X H RENT AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		MWTB31356124	6/1/2025	6/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B C	X UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE		MFX026992500 HC7CADBIPL001	7/1/2025 7/1/2025	6/1/2026 6/1/2026	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 Each/Agg \$ \$4M/\$4M
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below		MWC31356224	6/1/2025	6/1/2026	X PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability		MFP027002500	7/1/2025	6/1/2026	Each Agg \$1,000,000 \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER City of Arkadelphia, AR 700 Clay St Arkadelphia AR 71923	CANCELLATION 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 
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CERTIFICATE OF LIABILITY INSURANCE

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7/21/2025

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PRODUCER Arthur J. Gallagher Risk Management Services, LLC 615 E Britton Rd Oklahoma City OK 73114	CONTACT NAME: Aubra Thompson PHONE (A/C, No, Ext): 405-615-7726 E-MAIL ADDRESS: aubra_sartin@ajg.com	FAX (A/C, No)
INSURED Pafford Medical Services, Inc PO Box 1120 Hope, AR 71802	PAFFMED-01 INSURER A: Old Republic Insurance Company	24147
	INSURER B: TDC Specialty Insurance Company	34487
	INSURER C: Ironshore Specialty Insurance Company	25445
	INSURER D INSURER E INSURER F	

COVERAGES **CERTIFICATE NUMBER:** 1736415507 **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	ADOL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO. JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		MFP027002500	7/1/2025	6/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		MWTB31356124	6/1/2025	6/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		MFX026992500 HCTCADDIPL001	7/1/2025 7/1/2025	6/1/2026 6/1/2026	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 Each/Agg \$ \$4M/\$4M
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	MWVC31356224	6/1/2025	6/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E L EACH ACCIDENT \$ 1,000,000 E L DISEASE - EA EMPLOYEE \$ 1,000,000 E L DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability		MFP027002500	7/1/2025	6/1/2026	Each \$1,000,000 Agg \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101. Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER City of Gurdon, AR 103 E Maple Street Gurdon AR 71743	CANCELLATION 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
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CERTIFICATE OF LIABILITY INSURANCE

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7/21/2025

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PRODUCER Arthur J. Gallagher Risk Management Services, LLC 615 E Britton Rd Oklahoma City OK 73114	CONTACT NAME: Aubra Thompson PHONE (A/C, No, Ext): 405-615-7726 E-MAIL ADDRESS: aubra_sartin@ajg.com	FAX (A/C, No)
	INSURER(S) AFFORDING COVERAGE	
INSURED Pafford Medical Services, Inc PO Box 1120 Hope, AR 71802	INSURER A: Old Republic Insurance Company	NAIC# 24147
	INSURER B: TDC Specialty Insurance Company	NAIC# 34487
	INSURER C: Ironshore Specialty Insurance Company	NAIC# 25445
	INSURER D	
	INSURER E	

COVERAGES **CERTIFICATE NUMBER:** 932345385 **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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		MFP027002500	7/1/2025	6/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		MWTB31356124	6/1/2025	6/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per acc ent) \$ PROPERTY DAMAGE (Per accident) \$
B C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$		MFX026992500 HC7CADBIPL001	7/1/2025 7/1/2025	6/1/2026 6/1/2026	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 Each/Agg \$ \$4M/\$4M
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below		MWC31356224	6/1/2025	6/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E L EACH ACCIDENT \$ 1,000,000 E L DISEASE - EA EMPLOYEE \$ 1,000,000 E L DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability		MFP027002500	7/1/2025	6/1/2026	Each \$1,000,000 Agg \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER City of Caddo Valley, AR 137 Malvern Rd Arkadelphia AR 71923	CANCELLATION 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
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PRODUCER Arthur J. Gallagher Risk Management Services, LLC 615 E Britton Rd Oklahoma City OK 73114	CONTACT NAME: Aubra Thompson	FAX (A/C. No.)
	PHONE (A/C. No., Ext): 405-615-7726	E-MAIL: aubra_sartin@ajg.com
INSURED Pafford Medical Services, inc PO Box 1120 Hope, AR 71802	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Old Republic Insurance Company	24147
	INSURER B: TDC Specialty Insurance Company	34487
	INSURER C: Ironshore Specialty Insurance Company	25445
	INSURER D	
	INSURER E	

COVERAGES CERTIFICATE NUMBER: 1114289159 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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR		MFP027002500	7/1/2025	6/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		MWTB31356124	6/1/2025	6/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B/C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE		MFX026992500 HCTCADDIPL001	7/1/2025 7/1/2025	6/1/2026 6/1/2026	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 Each/Agg \$ \$4M/\$4M
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> Y <input type="checkbox"/> N/A	MWVC31356224	6/1/2025	6/1/2026	<input checked="" type="checkbox"/> PER STATUTE OTH-ER E L EACH ACCIDENT \$ 1,000,000 E L DISEASE - EA EMPLOYEE \$ 1,000,000 E L DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability		MFP027002500	7/1/2025	6/1/2026	Each \$1,000,000 Agg \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER City of Amity, AR 121 E Thompson St. Amity AR 71921	CANCELLATION 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
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CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX B

Financial Statements

Pursuant to Arkansas Code, Title 25, Chapter 19 § 25-19-105 (b) (9) (A), Pafford requests that all financial documents presented herein be deemed CONFIDENTIAL. The labeling of this content as confidential information is intended to prevent unauthorized disclosure which may give a strategic advantage to other parties.

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CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX C

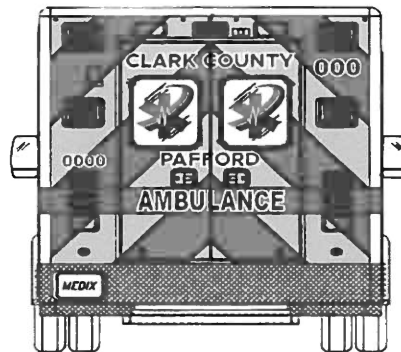
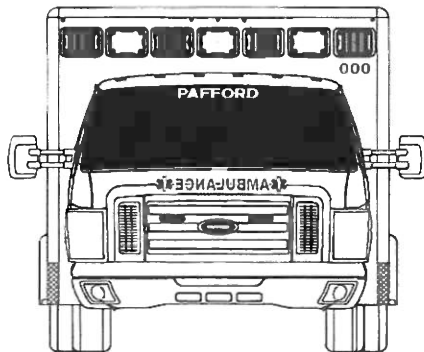
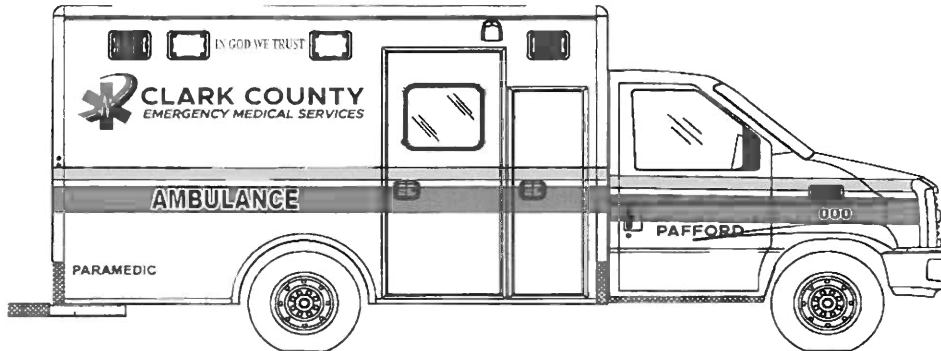
Vehicle Specifications

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Graphic shown for illustrative purposes only. Final branding elements (colors, logos, lettering) will be agreed upon in collaboration with County



Ambulance Graphics Proof V1 Proof Date: 7/24/25 Client Name: Andrew Amante Company: Pafford EMS Phone: 908.892.5269
 Email: andrew@paffordems.com Southwest Contact: Travis George Stock No: Clark County Type 3 Proof



245 Ponderosa Lane Burleson, TX 76028 • www.texaswrapco.com • 817-516-5977

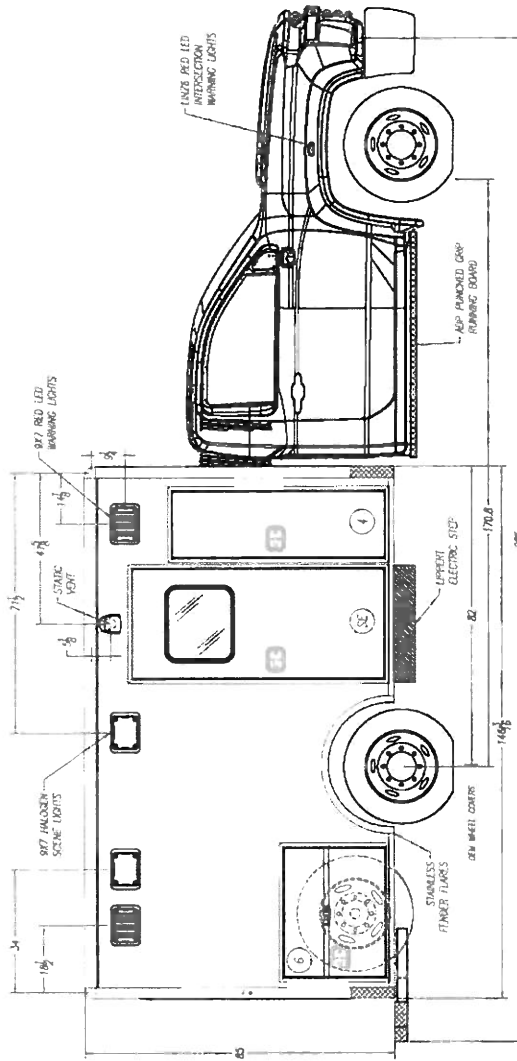
Customer Approval Date: _____
 Installation Q.A.: _____

Southwest Approval: _____
 Date: _____

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Dealer: SWAS Approved By: Date: Customer: PAFFORD 22-RP1465-69 **A**

ALL COMPARTMENT/ENTRY DOORS TO HAVE POWER LOCKS WIRE TO OEM
 ALL WARNING, SCENE, AND TAIL LIGHTS TO HAVE CHROME BEZELS
 ALL GREEN DIMENSIONS ARE TAKEN FROM EDGE OF TRAIL
 SURFACE PRIOR TO CORNER CAP BEING APPLIED



COMPARTMENT SIZES		NOTE: THE DIMENSIONS BELOW ARE OVERALL INTERIOR SIZES FOR EACH SPECIFIED COMPARTMENT TUB	
PJ	COMPARTMENT TYPE	WIDTH	HEIGHT
4	ALS/BATTERY COMPARTMENT	18 3/4"	15 1/2"
6	OPTIONAL SPARE TIRE COMPARTMENT	38 3/4"	21 1/2"
COMPARTMENT / ENTRY DOOR SIZES			
NO	COMPARTMENT / ENTRY DOOR TYPE	WIDTH	HEIGHT
4	ALS/BATTERY COMPARTMENT DOOR	18"	50 3/4"
6	OPTIONAL SPARE TIRE COMPARTMENT DOOR	35 3/4"	37 3/4"
SE	SIDE ENTRY DOOR	29 3/4"	69 3/4"

COMPARTMENT & ENTRY DOORS		COMPARTMENT TUBS	
NO	PART NUMBER	NO	PART NUMBER
4	71-AL0310	4	41-101372
6	71-118461	6	41-118457
SE	71-118178		

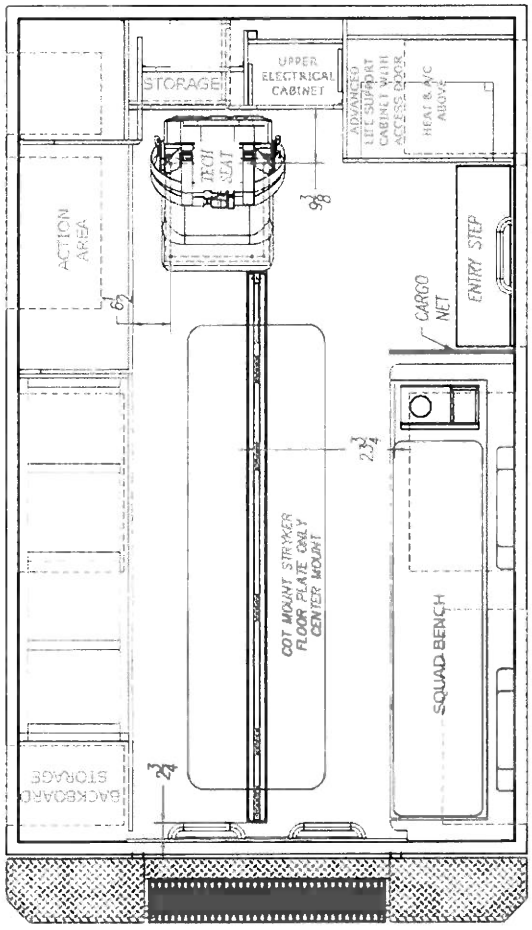
CHEVY C/K 3500 - GAS - 171" W.B.
 146" RP90 TYPE I AMBULANCE
 CURB SIDE EXTERIOR

EXAMINER: L STANSBURY 3/26/2023 5/16"=1"
 PROSPECTOR: L STANSBURY 3/23/2023 3/16"=1"
 SCALE: B

3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 FAX: 574-266-6669
 WWW.MEDIXAMBULANCE.COM

"LET US SHOW YOU THE MEDIX DIFFERENCE"

Dealer: SWAS **Approved By:** **Date:** **Customer:** PAFFORD **22-RP1465-69** **D**



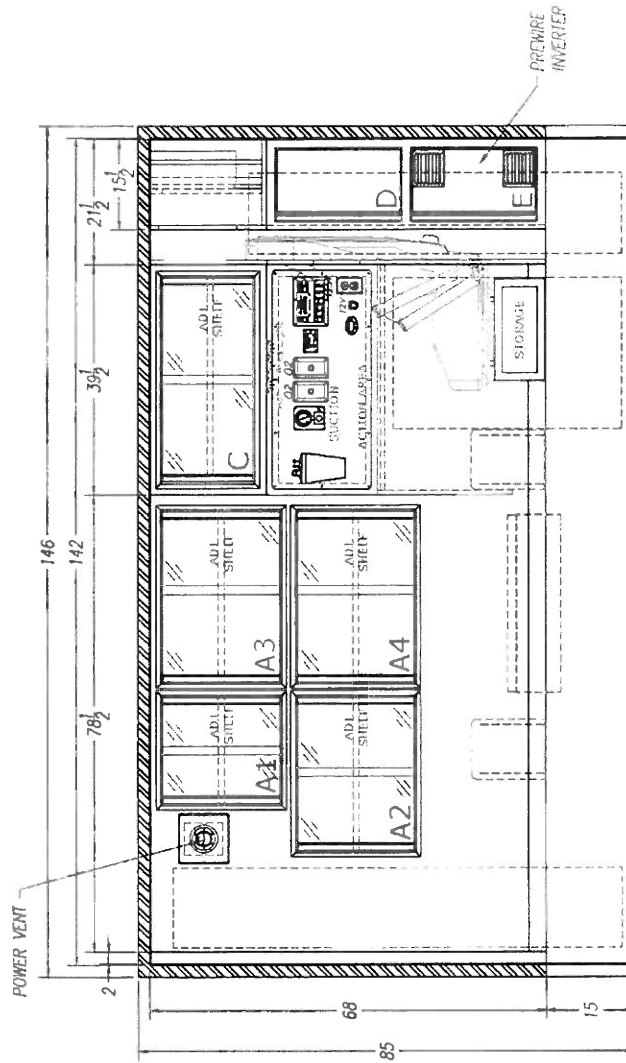
CHEVY C/K 3500 - GAS - 171" W.B.
146" RP90 TYPE I AMBULANCE
PATIENT AREA PLAN

DESIGNED BY	I. STANSBURY	DATE	1/26/2023	SCALE	1/2" = 1'
CHECKED BY	I. STANSBURY	DATE	3/1/2023	REVISION	B

NOT A CONTRACT. SEE CONTRACT AND SPECIFICATIONS FOR ALL DETAILS AND CONDITIONS.

MEDIX
 3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 SPECIALTY VEHICLES, INC. FAX: 574-266-6669
 "LET US SHOW YOU THE MEDIX DIFFERENCE"
 WWW.MEDIXAMBULANCE.COM

Dealer: SWAS Approved By: Date: Customer: PAFFORD 22-RP1465-69 **E**



INTERIOR CABINET STORAGE

ITEM	HEIGHT	WIDTH	DEPTH
A1	20 3/4"	18 3/4"	15"
A2	20 3/4"	24 3/4"	15"
A3-A4	20 3/4"	28 3/4"	15"
C	18 3/4"	15 3/4"	13"
D	21 3/4"	12 3/4"	18 3/4"
E	21 3/4"	12 3/4"	18 3/4"

SPECIAL NOTE

CHEVY C/K 3500 - GAS - 171" W.B.
146" RP90 TYPE I AMBULANCE

DESCRIPTION: STREET SIDE INTERIOR

DATE: 3/17/2023

BY: JSTANSBURY

REVISED: 3/23/2023

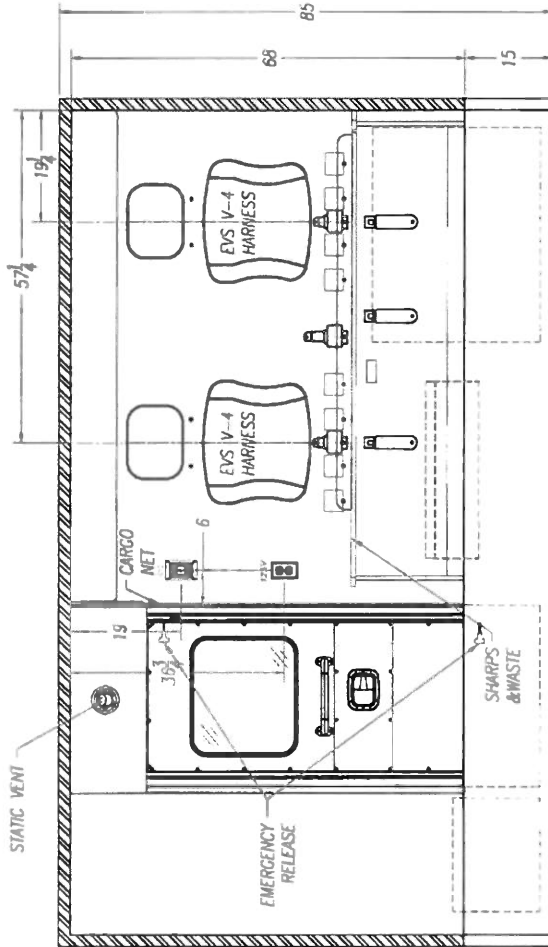
BY: JSTANSBURY

REVISED: B

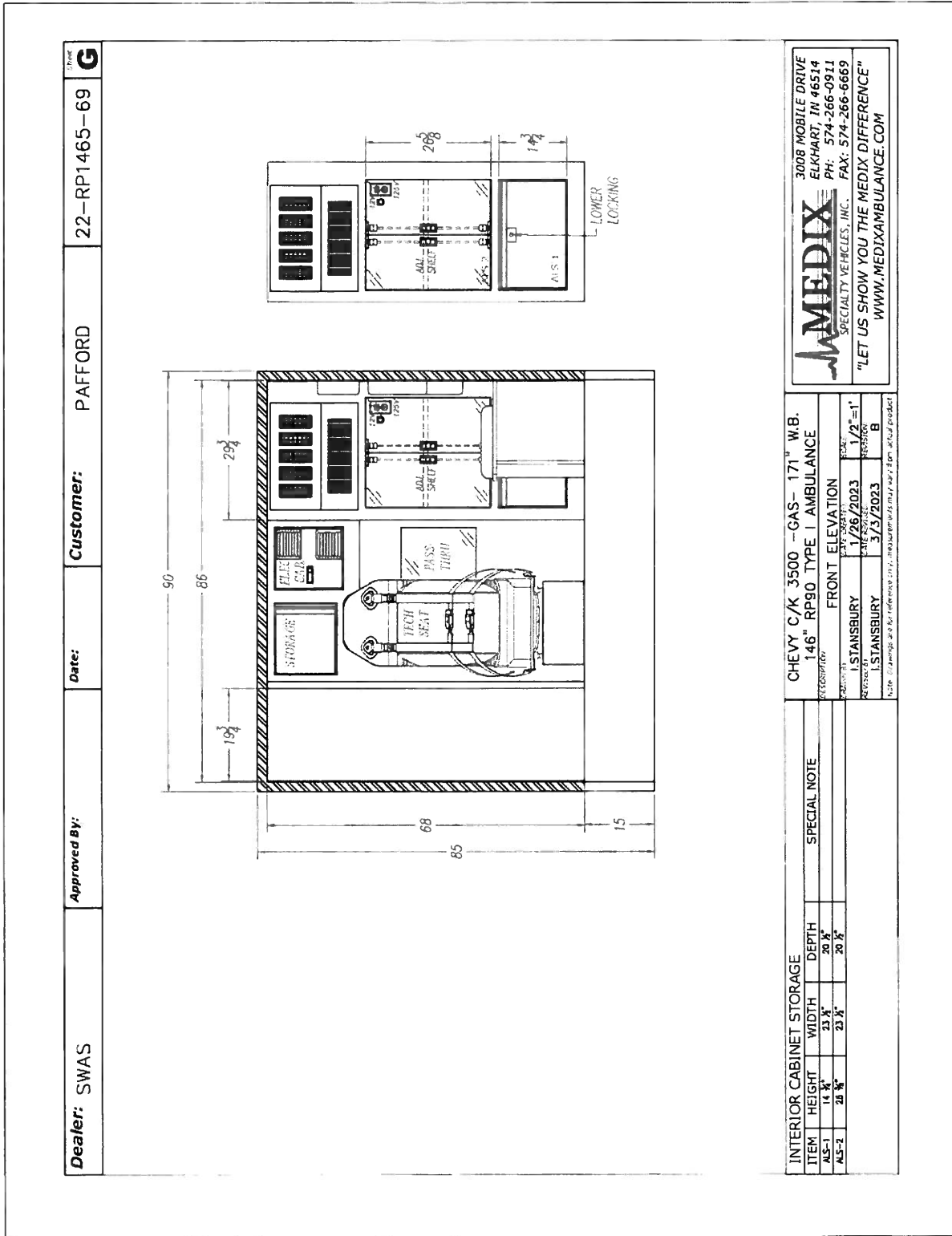
Note: All items are subject to change without notice. All dimensions are in inches unless otherwise specified.

MEDIX
SPECIALTY VEHICLES, INC.
3008 MORTLE DRIVE
ELKHART, IN 46514
PH: 574-266-0911
FAX: 574-266-6669
"LET US SHOW YOU THE MEDIX DIFFERENCE"
WWW.MEDIXAMBULANCE.COM

Dealer: SWAS Approved By: Pafford Date: 22-RP1465-69 **F**



4" SEATBELT PLATE LOCATION	WELD SHOP	33	INCHES	NOTE: THIS DIMENSION IS FROM THE BOTTOM OF THE WALL TO THE BOTTOM OF THE 4" PLATE
	CABINET SHOP			NOTE: THE HOLE FOR THE TOP SEATBELT BOLT IS 1/4" FROM THE TOP OF THE SQUAD BEHIND TO THE CENTER OF THE SEATBELT BOLT
NOTE: READ THE DIMENSIONS FROM BOLT TO LEFT AS VIEWED	BOTTOM	57 1/2"	35 1/2"	19 1/2"
	TOP	57 1/2"	39"	19 1/2"
<p>CHEVY C/K 3500 - GAS - 171" W.B. 146" RP90 TYPE I AMBULANCE CURB SIDE INTERIOR</p> <p>DATE ORDERED: 1/26/2023 DATE SHIPPED: 3/13/2023</p> <p>ORDER NO: I-STANSBURY REVISED BY: I-STANSBURY</p> <p>3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 SPECIALTY VEHICLES, INC. FAX: 574-266-6669 "LET US SHOW YOU THE MEDIX DIFFERENCE" WWW.MEDIXAMBULANCE.COM</p>				



Dealer: SWAS
 Approved By:
 Date:
 Customer: PAFFORD
 22-RP1465-69
 THE G

INTERIOR CABINET STORAGE			
ITEM	HEIGHT	WIDTH	DEPTH
ALS-1	14 1/2"	23 1/2"	20 1/2"
ALS-2	20 1/2"	23 1/2"	20 1/2"

SPECIAL NOTE

CHEVY C/K 3500 - GAS - 171" W.B.
 146" RP90 TYPE I AMBULANCE

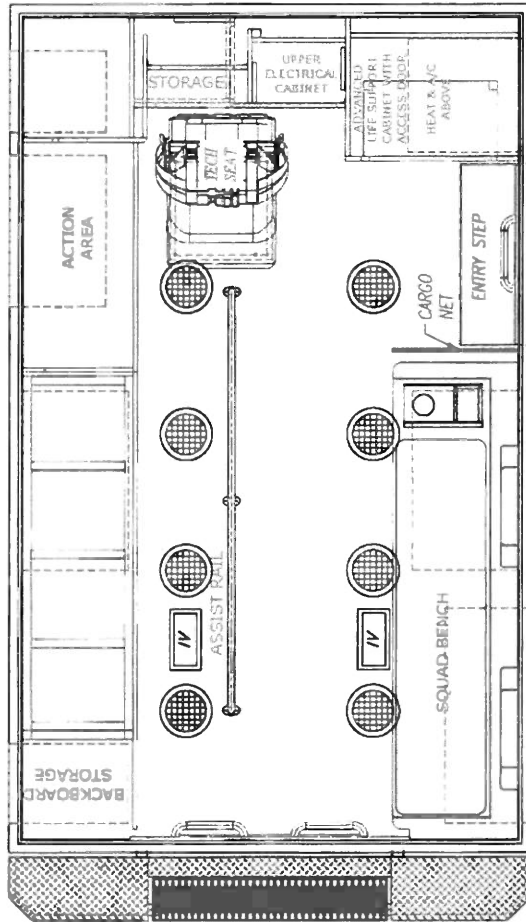
FRONT ELEVATION

DESIGNED BY	J. STANSBURY
DATE	3/26/2023
REVISED BY	J. STANSBURY
DATE	3/23/2023
SCALE	1/2" = 1'
REVISION	B

3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 FAX: 574-266-6669
MEDIX
 SPECIALTY VEHICLES, INC.
 "LET US SHOW YOU THE MEDIX DIFFERENCE"
 WWW.MEDIXAMBULANCE.COM

Note: Dimensions are for reference only. Manufacturer's manual may vary. Actual product.

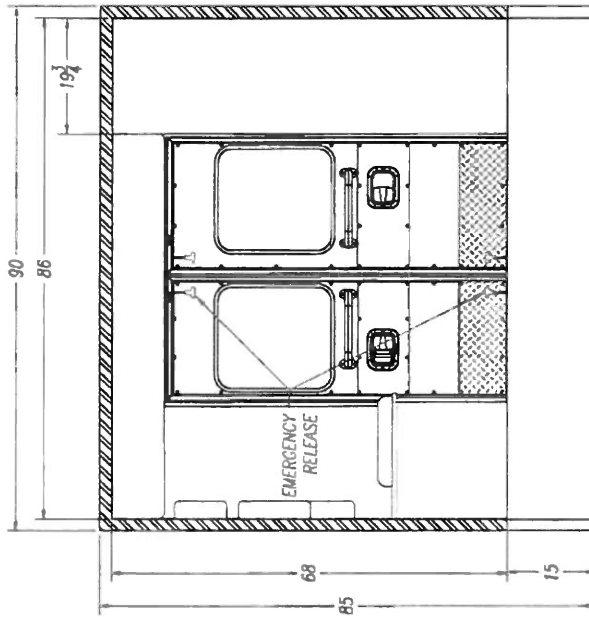
Dealer: SWAS **Approved By:** **Date:** **Customer:** PAFFORD 22-RP1465-69 **H**



CHEVY C/K 3500 - GAS - 171" W.B.
146" RP90 TYPE I AMBULANCE
CEILING LAYOUT
DATE: 1/25/2023 **REVISED:** 3/3/2023
BY: LSTANSBURY **BY:** LSTANSBURY

MEDIX
 3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 SPECIALTY VEHICLES, INC.
 FAX: 574-266-6669
 "LET US SHOW YOU THE MEDIX DIFFERENCE"
 WWW.MEDIXAMBULANCE.COM

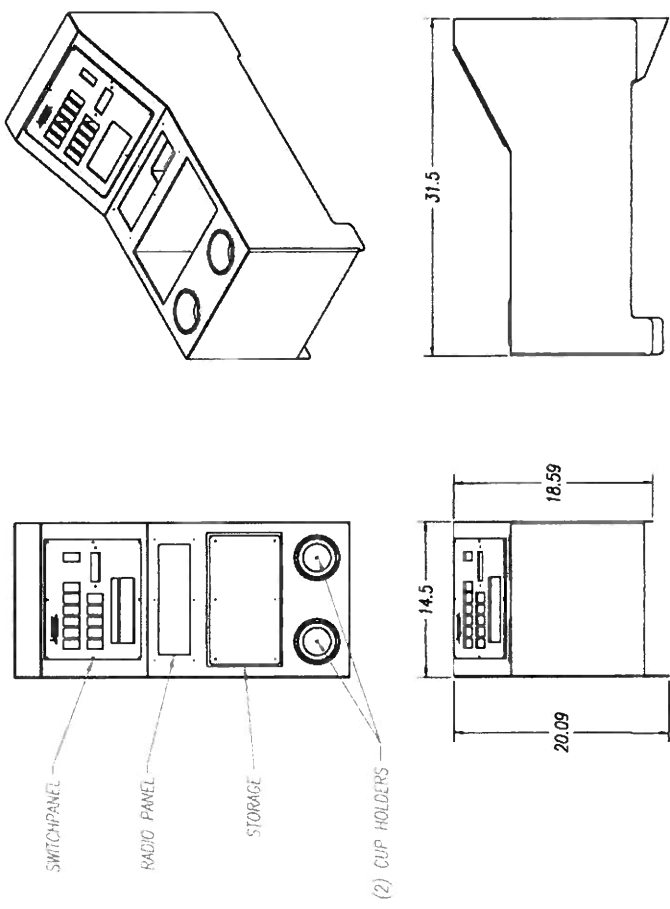
Dealer: SWAS
 Approved by:
 Date:
 Customer: PAFFORD
 22-RP1465-69



CHEVY C/K 3500 - GAS - 171" W.B. 146" RP90 TYPE I AMBULANCE	
DESCRIPTION:	REAR ELEVATION
DATE:	1/26/2023
BY:	3/3/2023
SCALE:	1/2" = 1'
PROJECT:	B

3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 SPECIALTY VEHICLES, INC. FAX: 574-266-6669
"LET US SHOW YOU THE MEDIX DIFFERENCE"
 WWW.MEDIXAMBULANCE.COM

Dealer: SWAS Approved By: Date: Customer: PAFFORD 22-RP1465-69 ^{Sheet} J



CHEVY C/K 3500 - GAS - 171" W.B.
 146" RP90 TYPE I AMBULANCE

COMPANY:	FRONT CONSOLE		
DATE:	DATE ORDERED:	SCALE:	
I. STANSBURY	1/26/2023	1/2" = 1"	
I. STANSBURY	3/5/2023	REVISED:	B

3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 SPECIALTY VEHICLES, INC. FAX: 574-266-6669
 "LET US SHOW YOU THE MEDIX DIFFERENCE"
 WWW.MEDIXAMBULANCE.COM



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX D

Equipment

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PAFFORD
MEDICAL SERVICES



STRYKER POWER-LOAD SYSTEM

The ZOLL X Series monitor/defibrillator addresses EMS needs now and moving forward. The X Series delivers the capabilities Pafford expects from a full-featured monitor designed for use with all patient types, from neonates through adults.

- Real CPR Help® technology nearly triples the odds of our patients surviving cardiac arrest*
- Open 12-lead capabilities reduces time-to-balloon by interfacing with all leading ECG management and STEMI systems*
- Cutting-edge open communication, including integrated WiFi, simplifies transmission and charting*
- Remote view functionality allows clinicians to see real-time data from the X-Series screen via a cellular or WiFi connection*



PAFFORD
MEDICAL SERVICES



STRYKER POWER-PRO XT AMBULANCE COT

Industry-leading powered ambulance cots featuring a battery-powered hydraulic system that raises and lowers the cot at the touch of a button.

- Pneumatically Assisted Backrest. Significantly reduces operator effort and increases patient comfort.*
- Fold-Down Siderails. A Stryker innovation. Siderails are designed to provide patients with a greater sense of security*
- Retractable head section enables navigation in tight spaces in any height position*
- Foot-End Controls. Controls are duplicated on both upper and lower lift bars to accommodate operators of all sizes.*
- Easy-to-use manual back-up system*



PAFFORD
MEDICAL SERVICES



ARROW EZ-IO®

When seconds count, Pafford utilizes the Arrow® EZ-IO Intraosseous Vascular Access System. This revolutionary device is a safe, fast, and effective method of delivering life-saving fluids or medication when vascular access is difficult to obtain in emergent, urgent, or medically necessary situations for up to 24 hours.

The EZ-IO® System provides rapid access to multiple potential sites:

- Bilateral proximal humerus*
- Bilateral proximal tibia*
- Bilateral distal tibia*



PAFFORD
MEDICAL SERVICES



LUCAS

CHEST COMPRESSION SYSTEM

Deliver high-performance, continuous chest compressions with less strain, micromanagement, and risk for the caregiver. The LUCAS chest compression system, provides benefits both to the cardiac arrest patient and the resuscitation team.

-Low-profile back plate for fast, smooth patient application

-Support structure accommodates larger patients

-A median of only 7 seconds of interruption demonstrated when transitioning from manual to mechanical CPR in clinical use

-Makes QI/QA documentation faster and easier with emailed post-event reports



PAFFORD
MEDICAL SERVICES



ZOLL Z-VENT

The Z-Vent ventilator is easy to use, portable, durable, and rugged. Designed to be lightweight and energy-efficient. The Z-Vent is ideal for all types of transport: ground ambulances, critical care, and air transports. Weighing less than 10 pounds (4.5kg), with a battery runtime of 10 hours,

The Z-Vent is the ideal portable ventilator supporting infants through adults. The ruggedized housing is built to military standards, withstanding the elements that our EMS personnel may face on any given day. With an integrated energy-efficient compressor, Z Vent helps conserve oxygen during transports where every bit of oxygen counts.



PAFFORD
MEDICAL SERVICES



ZOLL X-SERIES CARDIAC MONITOR

The ZOLL X Series monitor/defibrillator addresses EMS needs now and moving forward. The X Series delivers the capabilities Pafford expects from a full-featured monitor designed for use with all patient types, from neonates through adults.

-Real CPR Help® technology nearly triples the odds of our patients surviving cardiac arrest

-Open 12-lead capabilities reduces time-to-balloon by interfacing with all leading ECG management and STEMI systems

-Cutting-edge open communication, including integrated WiFi, simplifies transmission and charting

-Remote view functionality allows clinicians to see real-time data from the X Series screen via a cellular or WiFi connection



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX E

Service Area

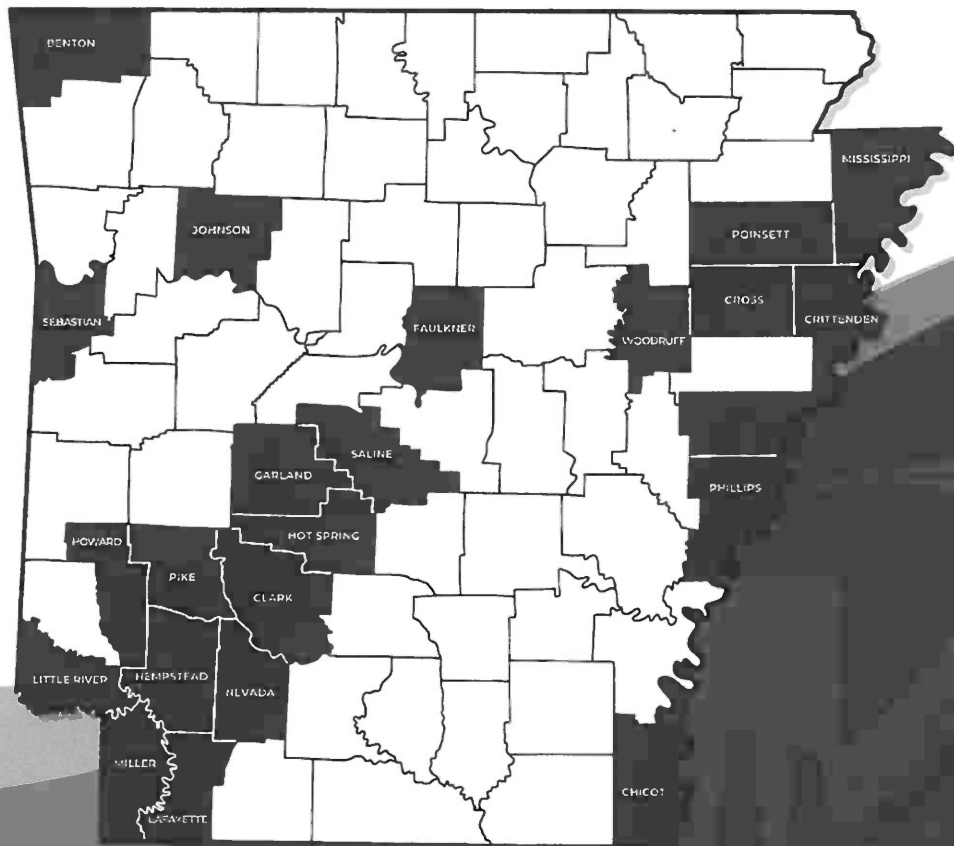
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PAFFORD

MEDICAL SERVICES

ARKANSAS OPERATIONS



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Hempstead County

Arkansas COUNTY POPULATION 19,343

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

1997 - Present (27 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECC

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

12

STATIONS

Hope

508 E. #rd Street
Hope, AR 71801



GOVERNANCE

Hon. Jerry Crane
P.O. Box 1420
Hope, AR 71802

CONTRACT MANAGER

J.R. Wilson, City Manager
P.O. Box 1346
Hope, AR 71802

Benton County

Arkansas COUNTY POPULATION 311,013

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

2017 - 2022 (Transfer Contract)

2022- Present (9 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

76

STATIONS

Rogers North

308 N. 24th St. Rogers, AR 72758

Gentry FD

521 W. 3rd St., Gentry, AR 72734

Gravette FD

309 1st Ave NE, Gravette, AR 72736

Rogers South

1907 S. 17th St. Rogers, AR 72758

Cave Springs FD

142 Healing Springs Rd
Cave Springs, AR 72719

Highfill FD

1218 W. 1st Ave., Gentry, AR 72734



GOVERNANCE

Hon. Barry Moehring
215 East Central Ave.
Bentonville, AR 72712

CONTRACT MANAGER

Robert McGowen
215 E. Central Ave.
Bentonville, AR 72712
(479) 271-1004

Howard County

Arkansas COUNTY POPULATION 12,533

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE 2018 - Present (8 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

9

STATIONS

Nashville

120 W. Sypert St.
Nashville, AR 71852
870-845-4410



GOVERNANCE

Hon. Brent Pinkerton
421 North Main St.
Nashville, AR 71852

CONTRACT MANAGER

Hon. Brent Pinkerton
421 North Main St.
Nashville, AR 71852

Mississippi County

Arkansas COUNTY POPULATION 38,663

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE
2009 - Present (16 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

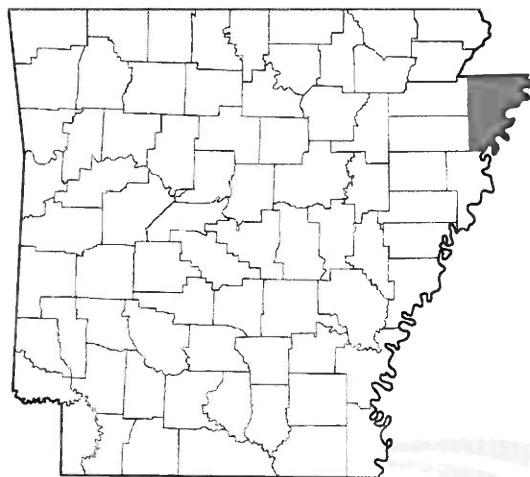
TOTAL STAFF

33

STATIONS

Blytheville

931 S Division
Blytheville, AR 72315



GOVERNANCE

Hon. John Nelson
200 West Walnut
Blytheville, AR 72315

CONTRACT MANAGER

Hon. John Nelson
200 West Walnut
Blytheville, AR 72315

Lee County

Arkansas COUNTY POPULATION 8,201

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

1985 - Present (40 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

3

STATIONS

Marianna

42 Liberty St.
Marianna, AR 72360



GOVERNANCE

Hon. Terry Sandefer
15 East Chestnut Street
Marianna, AR 72360

CONTRACT MANAGER

Hon. Terry Sandefer
15 East Chestnut Street
Marianna, AR 72360

Woodruff County

Arkansas COUNTY POPULATION 5,964

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

2014 - Present (11 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

8

STATIONS

Augusta

210 Main St.
Augusta, AR 72006

McCrary

119 Kimberly Dr.
McCrary, AR 72101



GOVERNANCE

Hon. Michael John Gray
P.O Box 300
Augusta, AR 72006

CONTRACT MANAGER

Hon. Michael John Gray
P.O Box 300
Augusta, AR 72006

Chicot County

Arkansas COUNTY POPULATION 9,538

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

2019 - Present (6 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

13

STATIONS

Lake Village

2729 Hwy 65/82
Lake Village, AR 71653



GOVERNANCE

Hon. Tom Mosley
108 Main Street
Lake Village 71653

CONTRACT MANAGER

Hon. Tom Mosley
108 Main Street
Lake Village 71653

Faulkner County

Arkansas COUNTY POPULATION 129,951

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE
2022 - Present (3 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF
60

STATIONS

Conway Central
180 Exchange Ave
Conway, AR 72032

Conway FD #1
1401 Caldwell St.,
Conway, AR 72034

Conway FD #2
725 E. German Ln.,
Conway, AR 72032

Conway FD #4
622 Salem Rd.,
Conway, AR 72034

Conway FD #6
2201 S. Donaghey Ave
Conway, AR 72034

Greenbrier FD
6 North Broadview St
Greenbrier, AR 72058

Vilonia FD
7 Bise St., Vilonia, AR
72173

Mayflower FD
2 Ashmore St.,
Mayflower, AR 72105



GOVERNANCE

Hon. Allen Dodson
801 Locust Avenue
Conway, AR 72034

CONTRACT MANAGER

Hon. Allen Dodson
801 Locust Avenue
Conway, AR 72034

Johnson County

Arkansas COUNTY POPULATION 26,129

Backup Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

SERVICE DATE

2017 - Present (8 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

20

STATIONS

Clarksville

304 Porter Industrial Blvd
Clarksville, AR 72830



GOVERNANCE

Hon. Herman Houston
517 CR 3333,
Clarksville, AR 72830

Lafayette County

Arkansas COUNTY POPULATION 6,095

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

2021 - Present (4 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

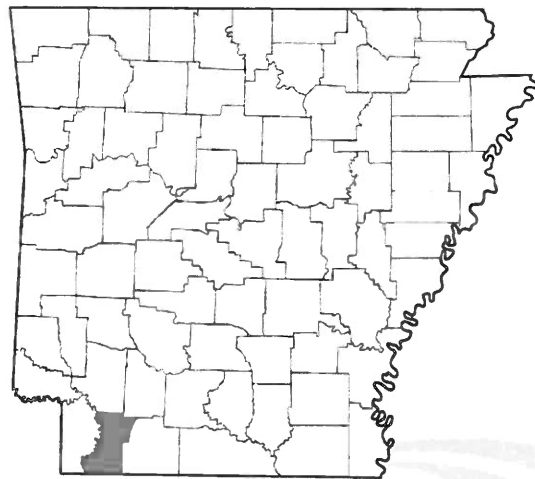
8

STATIONS

Lewisville

1416 E 6th St.

Lewisville, AR 71845



GOVERNANCE

Hon. Valarie Clark
1 Courthouse Square
Lewisville, AR 71845

CONTRACT MANAGER

Hon. Valarie Clark
1 Courthouse Square
Lewisville, AR 71845

Little River County

Arkansas COUNTY POPULATION 11,805

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE
2021 - Present (4 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

10

STATIONS

Ashdown

770 S Locust St.
Ashdown, AR 71822



GOVERNANCE

Hon. Larry Cowling
351 North Second
Ashdown, AR 71822

CONTRACT MANAGER

Hon. Larry Cowling
351 North Second
Ashdown, AR 71822

Nevada County

Arkansas COUNTY POPULATION 8,120

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE 2021 - Present (4 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

8

STATIONS

Prescott

864 E Main St.
Prescott, AR 71857



GOVERNANCE

Hon. Mike Otwell
215 East 2nd Street S.
Prescott, AR 71857

CONTRACT MANAGER

Hon. Mike Otwell
215 East 2nd Street S.
Prescott, AR 71857

Phillips County

Arkansas COUNTY POPULATION 14,961

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE

1985 - Present (40 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

12

STATIONS

Helena

102 Professional Plaza
Helena, AR 72342



GOVERNANCE

Hon. Clark Hall
620 Cherry Street
Helena, AR 72342

CONTRACT MANAGER

Hon. Clark Hall
620 Cherry Street
Helena, AR 72342

Pike County

Arkansas COUNTY POPULATION 10,208

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE
2022 - Present (3 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

8

STATIONS

Glenwood

206 Hwy 70 W,
Glenwood, AR 71943

Murfreesboro

1007 N Washington Ave.
Murfreesboro, AR 71958



GOVERNANCE

Hon. Eddie Howard
P.O. Box 239
Murfreesboro, 71958

CONTRACT MANAGER

Hon. Eddie Howard
P.O. Box 239
Murfreesboro, 71958

Saline County

Arkansas COUNTY POPULATION 129,574

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE
2021 - Present (4 Year)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF
56

STATIONS

Salem
1785 Salem Rd., Benton, AR 72019

East End FD
21900 Baxley Ln. Little Rock, AR 72206

Benton
1209 Ferguson Dr., Benton, AR 72015

Collegeville FD
1307 Dunn Cir., Alexander, AR 72002

Bryant FD #2
1601 S. Reynolds Rd., Bryant, AR 72022

Bryant FD #3
2620 Northlake Rd. Alexander, AR 72002



GOVERNANCE

Hon. Matthew Brumley
200 North Main Street
Benton, AR 72015

CONTRACT MANAGER

Jerry Cohen
102 South Main Street
Benton, Arkansas 72015

Miller County

Arkansas COUNTY POPULATION 42,415

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

CONTRACT DATE
2023 - Present (2 Years)

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- Public Safety Answering Point (PSAP)
- ZOLL Z-Vent
- Automated CPR Device
- ZOLL X-Series ECG

CONTRACT SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

12

STATIONS

Miller North

8055 US-67
Texarkana, AR 71854

Fouke FD

104 S. Snell Street
Fouke, AR 71837



GOVERNANCE

Hon. Cathy Hardin Harrison
400 Laurel Street
Suite 115
Texarkana, AR 71854

CONTRACT MANAGER

Hon. Cathy Hardin Harrison
400 Laurel Street
Suite 115
Texarkana, AR 71854

Clark County

Arkansas COUNTY POPULATION 21,274

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

SERVICE DATE

April 2025 - Present

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- ZOLL Z-Vent Ventilator
- Automated CPR Device
- ZOLL X-Series Cardiac Monitor
- Power Stretcher and Load Systems

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care Transportation
- Non-Emergent Medical Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point (PSAP)

TOTAL STAFF

22

STATIONS

Curdon
101 N. 2nd Street
Curdon, AR 71743

Arkadelphia
42 Red Hill Rd.
Arkadelphia, AR 71923



GOVERNANCE

Hon. Troy Tucker
401 Clay Street
Arkadelphia, AR 71923

Garland County

Arkansas COUNTY POPULATION 99,784

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

SERVICE DATE June 2025 - Present

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- ZOLL Z-Vent Ventilator
- Automated CPR Device
- ZOLL X-Series Cardiac Monitor
- Power Stretcher and Load Systems

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care
Transportation
- Non-Emergent Medical
Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point
(PSAP)

TOTAL STAFF

31

STATIONS

Piney

401 Mid America Blvd., Piney, AR 71913

Fountain Lake

107 Mondou Road, Hot Springs, AR 71901

Hot Springs

5321 Central Avenue, Lake Hamilton, AR 71913

70 West FD

2900 Airport Road, Hot Springs, AR 71913



GOVERNANCE



Crittenden County

Arkansas COUNTY POPULATION 47,139

Emergency Medical Services, 9-1-1, Secondary PSAP, Special Operations, Disaster Response Services, Special Event Medicine.

SERVICE DATE

August 2025 - Present

RELEVANT TECHNOLOGIES

- Computer Aided Dispatch (CAD)
- ZOLL Z-Vent Ventilator
- Automated CPR Device
- ZOLL X-Series Cardiac Monitor
- Power Stretcher and Load Systems

SERVICE SNAPSHOT

- Basic & Advanced Life Support
- Critical & Specialty Care
Transportation
- Non-Emergent Medical
Transportation
- Community Healthcare Services
- Special Event Medicine
- Public Safety Answering Point
(PSAP)

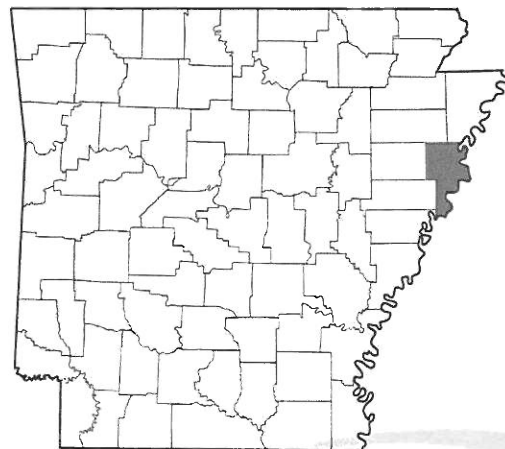
TOTAL STAFF

50

STATIONS

Marion

4001 Commercial Center Dr.
Marion, AR 72364



GOVERNANCE

Hon. Woody Wheelless
100 County Square
Marion, AR 72364

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CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX F

Management Team

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Jamie Pafford-Gresham

Hope, Arkansas | jamie@paffordems.com | www.paffordems.com

President & Chief Executive Officer

Visionary healthcare executive and certified EMT with 35+ years of leadership in emergency medical services (EMS), rural healthcare access, and strategic financial oversight. As President & CEO of Pafford Medical Services—one of the nation’s largest privately owned ambulance services—Jamie has built a legacy of operational excellence, sustainable growth, and mission-driven leadership. Known nationally for her policy work and rural EMS advocacy, she currently serves as President of the American Ambulance Association and contributes to multiple state and national advisory boards

PROFESSIONAL EXPERIENCE

Pafford Medical Services, Inc. | Arkansas, Mississippi, Oklahoma, Texas, U.S. Virgin Islands
President & CEO | 1996–Present
Hope, Arkansas

- Lead one of the largest privately owned EMS organizations in the U.S., with multi-modal operations across five states.
- Oversee daily operations serving more than 80 communities with 24/7 ALS emergency medical coverage by ground and air.
- Direct financial strategy and ensure fiscal accountability across all divisions, while identifying and evaluating new growth opportunities.
- Spearhead industry legislative initiatives on Capitol Hill and at the state level, advancing reimbursement models such as Upper Payment Limit (UPL) and balance billing legislation.
- Foster a values-driven company culture rooted in compassion, integrity, and excellence.

INDUSTRY LEADERSHIP

American Ambulance Association (AAA)

President | 2025–Present

Previous Roles: Chair, Government Affairs Committee; Board Member

- Nationally recognized for rural EMS policy expertise
- Regular contributor to legislative dialogue on ambulance reimbursement and rural healthcare equity.
- Recipient of two AAA President’s Awards for exceptional service and leadership.

Arkansas Ambulance Association

Board Member | Ongoing

Arkansas 911 Advisory Board

Governor-Appointed Member | Ongoing

Arkansas Rural Economic Development Commission

Past Chair, Governor-Appointed

Mississippi Ambulance Alliance

Board Member

Oklahoma Ambulance Alliance

Board Member

COMMUNITY INVOLVEMENT

University of Arkansas – Hope & Texarkana

Board of Visitors Trustee

Hempstead County Economic Development Corporation

Board Member

Miss Arkansas Foundation

Co-Chair, Board of Directors

HONORS & AWARDS

- *Fifty Over 50, Class of 2025* – AMP Arkansas Money & Politics
- *Top 50 Women Leaders in Arkansas, 2024* – Women We Admire
- *Top 100 Women of Impact, 2023* – Women’s Foundation of Arkansas
- *President’s Award* – American Ambulance Association
- *Citizen of the Year, 2025* – Hope, Arkansas Chamber of Commerce
- *Business of the Year, 2021* – Hope, Arkansas Chamber of Commerce
- *HomeGrown Business of the Year, 2023* – Hempstead County Economic Development Corporation

PROFESSIONAL AFFILIATIONS

- American Ambulance Association (AAA)
- Arkansas Ambulance Association
- Arkansas 911 Advisory Board
- National Association of EMTs (NAEMT)
- Arkansas Rural Economic Development Commission

Ben Gresham

Hope, Arkansas | Ben@paffordems.com | (870) 777-7660 | www.paffordems.com

Vice President

Experienced EMS professional and respected organizational presence with more than 35 years of service in emergency medical operations. As Vice President of Pafford Medical Services, Ben provides steady, hands-on support across key operational areas, ensuring smooth field operations, dependable fleet performance, and well-equipped teams. With a background rooted in risk oversight, equipment procurement, and fleet management, he continues to be a trusted problem solver and advisor within the company's multi-state network.

PROFESSIONAL EXPERIENCE

Pafford Medical Services, Inc.

Vice President | 1988–Present

Hope, Arkansas

- Provides day-to-day operational support and guidance on an as-needed basis, offering solutions for fleet, equipment, and facilities challenges across the service area.
- Brings decades of institutional knowledge and technical expertise to tasks involving fleet readiness, equipment purchasing, and risk management.
- Serves as a sounding board and go-to problem solver for team members, stepping in to troubleshoot issues as they arise.
- Assists in maintaining compliance with operational safety standards and ensuring crews have the tools they need to deliver high-quality care.

Southwest Ambulance Sales

Co-Owner / Partner | April 2024–Present

- Supports regional ambulance sales operations, advising on procurement processes, fleet buildouts, and client support.
- Leverages field experience to inform functional vehicle designs that meet the evolving needs of EMS providers

MedicBuilt (Ambulance Remount Company)

Co Owner / Strategic Partner | June 2023–Present

- Collaborates with remount teams to ensure quality, safety, and efficiency in ambulance design and rebuild processes.
- Offers consultation on vehicle layout, mechanical performance, and field-tested improvements.

PROFESSIONAL AFFILIATIONS

- Arkansas Advisory Council for EMS (Governor-Appointed EMS Advocate)
- American Ambulance Association – Member
- Arkansas Ambulance Association – Member
- National Association of EMTs – Member
- Hope Airport Advisory Committee – Board Member

COMMUNITY INVOLVEMENT

- Garrett Memorial Baptist Church, Hope, AR – Deacon
- Longstanding contributor to community and civic projects across Hempstead County
- Active in supporting rural infrastructure development through airport and transportation initiatives

CERTIFICATIONS

- Emergency Medical Technician (EMT) – State of Arkansas

EDUCATION & BACKGROUND

- Began EMS career while still in high school, becoming a certified EMT at 18
- Over 35 years of experience supporting EMS fleet operations and service delivery
- Lives in Hope, Arkansas, with deep ties to the community, church, and the family business

Clay Hobbs

Hope, Arkansas | Clay@paffordems.com | (318) 548-6078 | www.paffordems.com

Chief Operating Officer

Seasoned EMS executive with over 30 years of experience in emergency medical services and a proven record of operational leadership. As Chief Operating Officer of Pafford Medical Services, Clay brings deep expertise in communication systems, fleet coordination, and strategic growth. Known for his attention to detail and ability to optimize processes, Clay has successfully led teams through scalable expansion while maintaining a strong focus on service quality and operational excellence.

PROFESSIONAL EXPERIENCE

Pafford Medical Services, Inc.

Chief Operating Officer | 2018–Present

Hope, Arkansas

- Direct all operational aspects of one of the nation's largest privately owned EMS providers, ensuring consistency, safety, and quality across multi-state service areas.
- Lead initiatives to improve internal processes, resource allocation, and communication strategies to support organizational growth and service Delivery.
- Guide the organization through sustained, year-over-year growth with an emphasis on high-quality, mobile healthcare delivery.
- Collaborate with executive leadership on long-range planning and performance monitoring.

Director of Operations | 2009–2018

- Oversaw day-to-day operations across Pafford's service footprint, streamlining processes and improving team coordination and efficiency.
- Championed changes that enhanced service delivery and internal structure.

Director of Communication | 2003–2009

- Managed the company's communication infrastructure, including system protocols and operational coordination.
- Played a key role in modernizing emergency communications, dispatch operations, and internal response protocols.

CERTIFICATIONS

- CCEMTP – Critical Care Emergency Medical Transport Program, *University of Maryland Baltimore County*
- EMD – Emergency Medical Dispatcher

PROFESSIONAL AFFILIATIONS

- American Ambulance Association – Member
- Arkansas Ambulance Association – Member
- Louisiana Ambulance Association – Member
- Louisiana Rural Ambulance Alliance – Member
- National Association of EMTs – Member

EDUCATION & BACKGROUND

- Brings over three decades of hands-on and leadership experience in EMS
- Recognized for strong operational acumen, people-focused management, and strategic foresight
- Based in Hope, Arkansas, where he continues to drive excellence across departments and service areas

Kenneth Simpson

Weatherford, TX • (817) 523-2865 • kennethsimpson10@gmail.com • linkedin.com/in/kenneth-simpson-td

Executive Vice President

Forward-thinking and passionate healthcare executive who drives innovations to improve patient experiences, health outcomes, and costs. Transforms underperforming operations through meticulous strategies and cross-functional initiatives. Empathetic leader who advances organizational culture and empowers teams by connecting with stakeholders at all levels.

CORE COMPETENCIES

Healthcare Operations Management • Strategic Planning • P&L Management • Stakeholder Engagement • People Leadership
Continuous Improvement • Board Relations • Contract Negotiation • Staff Development & Mentorship • Financial Planning
Data Analysis • Key Performance Indicators (KPIs) • Turnarounds • Relationship Management • Organizational Culture

EXPERIENCE

PAFFORD MEDICAL SERVICES, INC. | Arkansas, Mississippi, Oklahoma, Texas 09/2021-PRESENT
Executive Vice President

- Standardizing operational processes across four states with ~250,000 annual requests for service
- Improved staffing and employee engagement through communication and compensation alignment
- Reinforcing an innovative culture of data driven decision making
- Collaborating with stakeholders to modify infrastructure for improved scalability and efficiency
- Empowering clinical leadership to drive clinical initiatives
- Engage department leadership in accountability for change management and outcomes
- Enhance internal team cohesiveness to drive performance and team satisfaction

MEDSTAR MOBILE HEALTHCARE Ft. Worth, TX 09/2020-09/2024
Chief Executive Officer

- Selected by the board of directors as Interim CEO and appointed full-time (09/2021) to orchestrate healthcare services across 14 cities with 1M+ residents and ~250,000 requests for service annually
- Bolster cross-organizational leadership and technical competencies for 550-person workforce and four direct reports through empathetic mentorship and extensive professional development opportunities
- Manage \$75M P&L, critically analyzing financials to maintain a balanced budget across all organizational operations
- Oversaw supply chain, fleet and procurement functions and managed vendor partnerships at a strategic level
- Drove business growth and enhanced patient care by building mutually beneficial relationships with hospital partners and governmental bodies; collaborate with key stakeholders on developing innovative healthcare solutions

Selected Achievements

- Significantly improved pay structures for all employees and hiring practices after modeling new reimbursement options and securing approval from city officials, fire chiefs, and board members for first rate increase in 10 years
- Holistically boosted employee engagement, grew headcount from 468 to 375 during period of high industry attrition
- Increased availability of the Human Resources team by outsourcing rudimentary department tasks
- Reduced re-admissions for cardiac care patients by 61% after introducing processes in \$5M mobile health business segment, enabling team members to visit patients at home and educate on proper care practices for various diseases
- Improved revenue collections 8% by outsourcing routine billing department activities, enabling internal SMEs to focus on identifying collections discrepancies; enhanced billing system technical tools to support SME activities

MEDSTAR MOBILE HEALTHCARE Ft. Worth, TX 04/2017-09/2020
Chief Operations Officer

- Directed daily healthcare operations across 14 cities, including 12th largest in the US; optimized EMS and mobile health program performance, utilizing data analytics to strengthen ambulance services and supply chain practices
- Propelled operational excellence by prioritizing employee-oriented strategies for professional development, succession planning, and recruitment/retention
- Enhanced field services by developing and evaluating individualized KPIs for operational metrics to gather and leverage key insights while improving accountability

Selected Achievements

- Boosted EMS performance for time-dependent responses while strengthening call triage effectiveness; implemented technology tools and dashboards to streamline practices for support team
- Improved EMS efficiency by leveraging unique, non-traditional deployment strategies, such as sending specialized, low-cost teams and specialists to address non-life-threatening 911 calls
- Captured 7% cost reduction in medical supplies following implementation of recurring dual vendor pricing strategy
- Fostered continuous learning environment across all business units after instituting cultural initiative focused on

- professional development; oversaw trainings for supervisory team members.
- Successfully navigated catastrophic events, including COVID-19 pandemic, 2021 winter storm emergency, and 1-55 mass casualty event by rapidly delivering support resources that empowered leaders to effectively coordinate teams

AMERICAN MEDICAL RESPONSE (AMR) | Roswell, GA

05/2013-04/2017

Regional Director

- Selected by senior leadership to turn around, stabilize, and lead Rural/Metro's Georgia markets pre-AMR acquisition.
- Steered operations for cross-functional workforce of 800 servicing ~250K patients annually; strengthened operational performance via development of new policies & procedures based on gathered feedback from all levels of operations.
- Continually refined operational practices by working with team leaders to develop and analyze KPIs.
- Oversaw legislative strategy; cultivating relationships with local & state lobbyists and elected officials; conducted presentations for key stakeholders to improve contractual terms. Appointed to regional EMS advisory board.

Select Achievements

- Stabilized Georgia market operations with 5% YoY market growth and \$180M+ in gross charges by improving contract compliance and leading key business initiatives. Successfully maintained contract with Regional EMS Board by engaging with city managers and elected officials to secure buy-in for holistic improvement plans.
 - Secured ~\$2M in annual revenue after championing new model for North Fulton Hospital's internal & external transportation functions in collaboration with hospital C-suite leadership.
- Bolstered organizational morale and decreased HR complaints by 90%; established culture of open communication and accountability; introduced leadership coaching and mentorship programs to drive professional growth.
- Exceeded budget expectations by ~200% by identifying and capitalizing on synergies and operational consolidation opportunities, resulting in significant expense reductions.

RURAL/METRO AMBULANCE (NKA: AMERICAN MEDICAL RESPONSE) | Nashville & Memphis, TN 02/2012-05/2015

Market General Manager

- Promoted to spearhead turnaround efforts for underperforming Nashville market; managed \$20M P&L responsibility
- Oversaw cross-functional workforce of 50 field employees with 7.5K annual transports, as well as communications, billing, marketing, and fleet management functions.
- Improved efficiency metric performance by 150% through continuous employee engagement; cultivated relationships with teams to establish positive workplace culture and mentor employees on mission-critical best practices.
- Drove Nashville market to positive EBITA for first time in five years, increasing new volume 200%.

RURAL/METRO AMBULANCE | Memphis, TN

06/2008-2/2012

Paramedic

- Delivered critical medical care throughout Shelby County while completing Juris Doctor at Memphis Law School.

EDUCATION

THE UNIVERSITY OF MEMPHIS CECIL C. HUMPHREYS SCHOOL OF LAW | Memphis, TN

Juris Doctor

Graduated in top 15% of class.

UNIVERSITY OF MEMPHIS | Memphis, TN

Bachelor of Arts

COLUMBIA STATE COMMUNITY COLLEGE | Columbia, TN

Paramedic Certificate

SELECT BOARD POSITIONS

- Finance Committee Chair, North Central Texas Trauma Regional Advisory Council (06/2023-Present)
- Board Member, Fort Worth Bicycle Support Group (10/2020-Present)
- Board Member, MedStar Foundation (09/2022-01/2024)
- Treasurer, Academy of International Mobile Healthcare Integration (09/21-Present)

Tracy Wold

Hope, Arkansas | twold@paffordems.com | (318) 548-1093 | www.paffordems.com

Chief Financial Officer

Veteran EMS executive with over 28 years of leadership in ambulance administration, rural healthcare strategy, and financial operations. As Chief Financial Officer of Pafford Medical Services, Tracy brings a career-spanning track record of transforming ambulance services, securing federal and state contracts, and navigating complex regulatory environments. Recognized for his work across Louisiana's public, private, and hospital-based EMS systems, Tracy has led major operational turnarounds and built sustainable, employee-centered service models across the South.

PROFESSIONAL EXPERIENCE

Pafford Medical Services, Inc. – Hope, AR

Chief Financial Officer | 2019–Present

- Oversee multi-state ambulance operations, including ground, air, Mobile Integrated Health, and disaster response assets.
- Manage financial performance across Arkansas, Louisiana, Mississippi, Oklahoma, Pennsylvania, and the U.S. Virgin Islands.
- Lead budgeting, organizational development, contract negotiations (FEMA, state, federal), and strategic planning.
- Serve as liaison to national ambulance associations and Medicaid finance bodies.

Pafford EMS – Ruston, LA

Director of Operations / CFO | 2015–2020

- Directed regional service across 5 Louisiana parishes and 6 Mississippi counties.
- Oversaw three helicopters, a fixed-wing operation, and rural EMS deployments.
- Led budgeting, fleet oversight, employee communications, payroll, and capital project planning.

Jackson Parish Ambulance Service – Jonesboro, LA

EMS Director | 2003–2015

- Revamped municipal ambulance provider into a financially sustainable and high-performing EMS system.
- Resolved billing failures, introduced modern operations, and expanded service delivery.
- Managed workforce development, vehicle acquisition, and infrastructure expansion (including new headquarters facility).

Hardtner Medical Center – Olla, LA

EMS Supervisor | 2002–2003

- Transitioned hospital-based ambulance program from BLS to ALS.
- Implemented protocols, obtained DEA licenses and CLIA waivers, and trained billing staff.
- Introduced 12-lead EKG capabilities and elevated patient satisfaction scores through clinical upgrades.

SELECTED ACCOMPLISHMENTS

- Transformed Jackson Parish Ambulance Service from a struggling provider into a self-sustaining, high-performance municipal EMS system through billing reform, strategic hiring, and operational expansion.
- Negotiated FEMA and state-level contracts that increased revenue and reimbursement for disaster deployments, enhancing financial stability across multiple EMS systems.
- Secured Medicaid UPL funding and contributed to the development of ambulance-specific reimbursement models across Louisiana, working with DHH and CMS.
- Oversaw EMS certification conversions and led regulatory modernization to transition services from BLS to ALS, significantly improving clinical capabilities and patient outcomes.
- Directed capital projects, including fleet upgrades and the development of a new EMS headquarters in Jackson Parish, improving operational efficiency and staff morale.
- Served as Treasurer for three statewide EMS associations simultaneously, recognized for fiscal responsibility and strategic input on legislative matters.
- Implemented hiring and benefit structures that reduced employee turnover and fostered long-term retention in rural EMS markets.

CERTIFICATIONS & EDUCATION

- Nationally Registered Paramedic
- Certified EMS Expert Witness
- ACLS, PALS, and CPR Instructor
- B.S. in Accounting & Business Administration – Northwestern State University, 1997

CORE EXPERTISE

- Revenue Recapture & Budget Stabilization
- Federal & State Contract Negotiation (FEMA, UPL, Medicaid)
- Organizational Turnaround & Expansion Strategy
- Rural EMS System Design & Implementation
- Workforce Development & Employee Relations
- Risk Mitigation, Workers' Compensation, and Health Benefit Programs

PROFESSIONAL AFFILIATIONS

- Treasurer – Louisiana Ambulance Association
- Treasurer – Louisiana Rural Ambulance Alliance
- Treasurer & Executive Board – Louisiana Emergency Response Network (LERN)
- Louisiana Certification Commission – Member
- AAA Medicaid Finance Committee – Vice Chair

Andrew Amante

Dallas, Texas | Andrew@paffordems.com | (870) 474-6036 | www.paffordems.com

Chief Strategy Officer

Forward-thinking EMS strategist with over 20 years of experience in emergency medical services leadership. As Chief Strategy Officer at Pafford Medical Services, Andrew oversees high-level initiatives focused on growth, compliance, risk management, and special operations.

Known for his expertise in corporate planning, regulatory adherence, and operational preparedness, Andrew is a certified EMS professional who combines practical field experience with strategic oversight to advance the future of mobile healthcare.

PROFESSIONAL EXPERIENCE

Pafford Medical Services, Inc.

Chief Strategy Officer | 2017–Present

Hope, Arkansas

- Leads the end-to-end development of all RFP, RFI, and technical proposal responses
- Leads strategic planning efforts for company growth, innovation, and expansion initiatives across multiple states
- Oversees risk management and special operations programs, aligning emergency preparedness protocols with industry best practices
- Develops and maintains comprehensive corporate policies, standard operating procedures, and compliance frameworks
- Serves as a key liaison for accreditation, auditing, and EMS compliance efforts, ensuring operational excellence across departments
- Supports internal leadership development and system-wide performance monitoring

MedicOne

Texas State Director of Operations | 2015–2017

Dallas, Texas

- Managed and directed all MedicOne EMS operations in the State of Texas
 - Oversaw all marketing and business development operations
 - Led strategic planning and implementation
 - Authored policies, procedures, and protocols for various disaster/emergency contingencies as well as general operational procedures and guidelines.
-

Rural/Metro Corporation

General Manager | 2014–2015

Nashville, Tennessee

- Managed and directed EMS operations for the Middle Tennessee Region
- Handled marketing and business development initiatives
- Executed strategic planning and implementation efforts
- Oversaw contract management and negotiation
- Assessed and managed performance metrics to ensure optimal operations
- Analyzed financial records and key metrics to meet strategic and financial goals

Monmouth-Ocean Hospital Services Corporation (MONOC)

Coordinator of Transportation Services | 2008–2014

Neptune, New Jersey

- Managed and directed high-acuity transportation and EMS services:
- Coordinated logistics of domestic and international fixed-wing medical transports and repatriations
- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) analysis & improvement projects
 - Led hospital quality improvement initiatives
 - Barnabas Health System - SBMC - In-patient Perception of Care Committee
 - Emergency Patient Perception of Care Committee. Focusing on "Left-without-being-seen" (LWOBS) analysis & improvement.
- Collected and reviewed operational and compliance data to identify performance trends and areas for improvement
- Assisted in streamlining patient logistics workflows to improve and support day-to-day operational efficiency.

Northern Division Operations Manager

- Managed day-to-day operations of staff in MONOC's Northern Division
- Assessed ambulance fleet for compliance with licensing regulations
- Responded to emergency and non-emergency calls
- Investigated motor vehicle accidents and other legal matters; authored investigative briefs; determined and enforced disciplinary findings

Special Operations Division Manager

- Planned and managed special and large-scale events
- Managed day-to-day operations of Event Venue Medical Teams - Garden State Arts Center
- Led emergency management and preparedness for Local Emergency Planning Committees (LEPC):
 - Essex County, NJ OEM
 - Union County, NJ OEM
 - Hospital OEM Liaison – Barnabas Health
- Assisted with NJ EMS Task Force training and deployment operations

CERTIFICATIONS

- **IFSAC / ProBoard Firefighter II**
- **Emergency Medical Technician (EMT)**
- **Technical Rescue Specialist**
- **Certified Compliance Officer (CACO) – National Academy of Ambulance Compliance**
- **Certified Ambulance Coder & Biller (CAC) – National Academy of Ambulance Compliance**

PROFESSIONAL AFFILIATIONS

- **International Association of Emergency Medical Service Chiefs (IAEMSC)**
- **National Emergency Medical Services Management Association (NEMSMA)**
- **Arkansas Ambulance Association**
- **Louisiana Ambulance Association**
- **Louisiana Rural Ambulance Alliance**
- **Association of Texas EMS Professionals**

EDUCATION

- **Fredericks College – Emergency Management & Disaster Preparedness**
- **Columbia Southern University – Emergency Services Management / Fire Administration**

Jason Likens

Oklahoma City, OK | jlikens@paffordems.com | (870) 777-7660 | www.paffordems.com

Chief Development Officer

Nationally recognized EMS executive with nearly 30 years of leadership experience across metropolitan and rural systems, Jason Likens brings exceptional depth in strategic planning, system optimization, and public-private partnership development. His decade-long tenure with EMSA—one of the nation's largest metropolitan EMS providers—saw him rise through every level of clinical and operational leadership, shaping his nationally-informed perspective.

As Chief Development Officer at Pafford Medical Services, Jason draws on his diverse background in urban system management, rural service expansion, and corporate-level operations to lead enterprise-wide initiatives that enhance care delivery, efficiency, and community integration. His leadership is rooted in a unique blend of frontline EMS expertise, entrepreneurial growth strategy, and data-informed decision-making.

A long-time advocate for using integrated analytics to drive outcomes, Jason believes in breaking down data silos to create scalable solutions that ultimately improve the human experience. His philosophy—that better data leads to better outcomes for people—guides his leadership approach and continues to influence EMS system design and strategy on a national scale.

PROFESSIONAL EXPERIENCE

Pafford Medical Services, Inc.

Chief Development Officer | Year–Present

Oklahoma City, OK

- Leads organizational initiatives focused on service expansion, performance metrics, and strategic partnerships
- Designs EMS system models tailored to both rural and urban needs, collaborating with regional stakeholders and municipal leaders
- Oversees contract design, performance benchmarks, and project implementation for new service areas
- Collaborates cross-functionally with operations, compliance, and communications teams to align development with operational capacity

Samaritan EMS

Chief Operations Officer | 2014–2016

- Grew company operations from 2 to 6 locations, expanding revenue from approximately \$750K to \$4 million annually
- Successfully navigated the organization through three ownership transitions while maintaining operational continuity and growth trajectory
- Led strategic expansion initiatives and operational optimization across multiple service areas

- Developed scalable operational frameworks that supported rapid growth and eventual acquisition by Pafford EMS in 2020

Paramedic Plus

Corporate Director of System Analytics | 2011–2013

- Served as corporate problem solver, providing strategic support to executive leadership across multiple operations including Pinellas County Florida (Sunstar System), Fort Wayne Indiana (TRAA System), Alameda County California, and ETMC-EMS in East Texas
- Led multi-faceted, multidisciplinary initiatives focusing on operational efficiencies, clinical effectiveness, and key impact areas for each operation
- Collaborated with OU School of Medicine, Dr. John Sacra (Corporate Medical Director), and research teams to launch the "What Really Matters Most" initiative, investigating clinical calls where paramedic interventions have the greatest impact on patient outcomes, post-event quality of life, and community impact

EMSA as a Paramedic Plus Contractor – Oklahoma & Tulsa Metro

Director of Clinical Services | 2009–2011

- Completely revamped new hire training and refresher training programs, achieving near 100% first-time completion rate through systematic curriculum redesign and competency-based assessment protocols
- Reduced overall academy duration from 6 weeks to 3 weeks while maintaining training quality and improving knowledge retention through innovative instructional methodologies
- Implemented comprehensive quality assurance programs that standardized clinical protocols and improved patient care consistency across the system
- Developed and executed strategic clinical initiatives that enhanced system-wide performance metrics and patient satisfaction scores
- Co-led EMSA to achieve CAAS (Commission on Accreditation of Ambulance Services) accreditation with the first-ever perfect score, demonstrating exceptional operational and clinical excellence
- Received "Lions Share" award for writing or collaborating on nearly two-thirds of the categorical documentation requirements for accreditation, including clinical protocols, training standards, and quality improvement processes
- Managed clinical staff development programs that improved employee retention and advanced career progression pathways
- Established data-driven clinical performance monitoring systems that enabled real-time quality improvement and evidence-based decision making

Risk and Safety Manager | 2007–2009

- Dramatically reduced on-duty motor vehicle collisions and on-the-job injuries
- Participated in two peer-reviewed studies examining the Howler System and road safety, both published in professional journals

Clinical Coordinator | 2004–2007

- Trained hundreds of paramedics and EMTs
- Restructured the Field Training Officer (FTO) program to create a more engaging, welcoming, and sustainable environment for new employees

Lead Field Training Officer | 2002–2004

- Formalized review processes to include rubric systems, establishing competencies in both skills and specific clinical illness categories
- Promoted to lead FTO within one year of initial FTO appointment

Field Training Officer | 2001–2002

- Promoted to FTO rank within six months of joining EMSA

Paramedic | 2000-2001

- Began full-time paramedic career at EMSA following graduation from paramedic school

Health and Safety Manager

Large Manufacturing Firm | 1997-2000

Oklahoma City, OK

- Managed health and safety operations while pursuing paramedic certification
- Discovered passion for Emergency Medical Services during this period

Early EMS Career

EMT-Basic | 1995-1997

Various Rural Oklahoma Agencies

- Prague EMS
- Sinor EMS
- Remington Park EMS
- Oklahoma Healthcare Authority (Data Entry Clerk while pursuing vocational certifications for industrial safety)

EDUCATION & TRAINING

- Paramedic School Graduate | 2000 (18 months of training and internships)
- Vocational Certifications | Industrial Safety (1995-1997)

CERTIFICATIONS

- Nationally Registered Paramedic (NREMT)

PROFESSIONAL AFFILIATIONS

- Region 6 & 8 Trauma Advisory and Planning Boards
- National Registry of EMTs

KEY ACHIEVEMENTS

- First-ever perfect CAAS accreditation score for EMSA
- "Lions Share" award recipient for accreditation documentation
- Published research on Howler System and road safety
- Near 100% first-time completion rate for training programs
- Significant reduction in workplace injuries and vehicle collisions
- Co-developer of "What Really Matters Most" clinical outcomes research initiative



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX G

Licensure & Regulatory Compliance

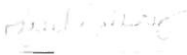
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Arkansas Department of Health Section of EMS

Pafford Medical Services-Clark Co.
42 Red Hill Rd.
Arkadelphia, AR 71923

as a licensed ambulance service authorized to provide Paramedic emergency medical services pursuant to Act 435 of 1975 and Rules pertaining to Emergency Medical Services and is subject to all applicable rules of the Arkansas State Board of Health and directions of the Division of Emergency Medical Service now or hereafter.

This Service Licensure 819 effective
04/04/2025 to 05/31/2026


Genee Alberry RN, BSN
Secretary of Health


Christine Kresse
Section Chief, Emergency Medical Services



CENTERS FOR MEDICARE & MEDICAID SERVICES
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS

CERTIFICATE OF WAIVER

LABORATORY NAME AND ADDRESS

PAFFORD MEDICAL SERVICES CLARK COUNTY
24 RED HILL ROAD
ARKADELPHIA, AR 71923

CLIA ID NUMBER

04D2321852

EFFECTIVE DATE

04/11/2025

LABORATORY DIRECTOR

DR. MICHAEL SEYMOUR

EXPIRATION DATE

04/10/2027

Pursuant to Section 353 of the Public Health Services Act (42 U.S.C. 263a) as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown hereon (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures. This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.



Gregg Brandash, Director
Division of Clinical Laboratory Improvement & Quality
Quality & Safety Oversight Group
Center for Clinical Standards and Quality

If this is a Certificate of Waiver, it certifies the laboratory to perform only examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.

PLEASE CONTACT YOUR STATE AGENCY FOR ANY CHANGES TO YOUR CURRENT CERTIFICATE.
FOR MORE INFORMATION ABOUT CLIA, VISIT OUR WEBSITE AT WWW.CMS.GOV/CLIA.



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX H

Continuous Quality Improvement (CQI)

Key Performance Indicators

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TRANSPORT REPORT CARD
Page 1

Criteria
-Measurable
-Must be improvable
-Reflect value to patients

Report Card Score
Score: 100
90-94 100%
85-89 90%

Relief
1.55%

Cardiac Arrest

Element	Score	Goal	Weighted Value	Weighted Score
End-Tidal CO2 Recorded (eVitals.16)	null	90%	4%	null
CodeStat Review within 72 hours of event	null	90%	4%	null

Respiratory Distress Bundle (acuity level 1, 2, 3)

Element	Score	Goal	Weighted Value	Weighted Score
End-Tidal CO2 Recorded (eVitals.16)	null	90%	4%	null
Use of Albuterol when wheezing recorded (Pediatric)	null	90%	4%	null
Chest/Lungs Assessment (eExam.08)	null	90%	4%	null
Pulse Oximetry Recorded (eVitals.12)	null	90%	4%	null
Total GCS Score Recorded (eVitals.23)	null	90%	4%	null

Airway Management

Element	Score	Goal	Weighted Value	Weighted Score
Airway ETT Placement Verification recorded(Airway.002)	null	90%	5%	null
End-Tidal CO2 Recorded (eVitals.16) on any successful intubation	null	90%	5%	null

Acute Coronary Syndrome Bundle

Element	Score	Goal	Weighted Value	Weighted Score
STEMI Scene time less than 15 minutes	null	90%	4%	null
STEMI Center Prenotification (eDisposition.24)	null	90%	4%	null
First Medical contact to ECG less than 15 minutes	null	90%	4%	null
ASAA Administration (eMedications.03)	null	90%	4%	null



TRANSPORT REPORT CARD
Page 2

Criteria
-Measurable
-Must be improvable
-Reflect value to patients

Report Card Score
30%
80-99 %
95-99 %
100 %
Relief
100 %
0-95 %
30%

Element	Score	Goal	Weighted Value	Weighted Score
Hypoglycemia Treatment for BG<60	null	90%	4.00%	null

Element	Score	Goal	Weighted Value	Weighted Score
Stroke Scene time less than 15 minutes for positive stroke screen	null	80%	4%	null
Blood Glucose level documented(eVitals.18)	null	90%	4%	null
Vitals Stroke Scale Score Recorded(eVitals.29)	null	90%	4%	null
Time last seen normal recorded (eSituation.18)	null	90%	4%	null

Element	Score	Goal	Weighted Value	Weighted Score
Safety Trauma Center Prenotification(Disposition.24)	null	90%	4%	null
Scene Time less than 15 minutes	null	50%	4%	null
Field Triage scale recorded(eInjury.01, eInjury.20, eInjury.03, eInjury.04, eInjury.05)	null	90%	4%	null

Element	Score	Goal	Weighted Value	Weighted Score
Safety Responses non-RLS Rate(NEMSOA Safety-01)	null	50%	4%	null

Element	Score	Goal	Weighted Value	Weighted Score
ePCR Submission Compliance Completed within 24 hours	null	100%	5%	null
High Acuity(ROSC, STEMI, Stroke, Trauma) cases at time of drop-off	null	95%	5%	null



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX I

Performance Reports

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CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX J

Letters of Recommendation

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Matt Brumley



Saline County Judge

April 1, 2025

To Whom It May Concern:

I am pleased to write this letter of recommendation for Pafford Ambulance Service. Our county has had the opportunity to work with Pafford for the past three years, and I have been consistently impressed with their dedication to providing high-quality emergency medical services.

Pafford Ambulance Service is an outstanding provider of emergency medical transportation, known for their reliability, professionalism, and compassionate care. They have been instrumental in assisting our county by providing timely and effective responses during emergencies. Their staff, including paramedics and EMTs, is exceptionally well-trained, knowledgeable, and compassionate toward patients, ensuring both safety and comfort.

What sets Pafford apart is their commitment to customer service and their ability to quickly adapt to dynamic situations. They consistently provide efficient, reliable, and compassionate care to all patients. Additionally, their team communicates effectively with all parties, ensuring a smooth and coordinated approach during emergency responses.

Throughout our partnership, Pafford Ambulance Service has demonstrated a strong commitment to quality and patient care, which makes them a trusted partner for our business. I wholeheartedly recommend Pafford Ambulance Service to any organization in need of superior medical transportation and emergency services.

If you require any further information or have specific questions, please feel free to contact me directly

Sincerely,

A handwritten signature in black ink, appearing to read 'Matt Brumley'.

Matt Brumley
Saline County Judge

Saline County Courthouse, 200 North Main Street, Suite 117, Benton, AR 72015
501-303-5640 www.salinecounty.org
matt.brumley@salinecounty.org



OFFICE OF EMERGENCY MANAGEMENT
102 SO MAIN ST LEVEL B
BENTON, ARKANSAS 72015

Jerry Cohen
Director OEM/911
Saline County Office of Emergency Management
102 South Main Street, Level B
Benton, Arkansas 72015
501-317-2106
Jerry.cohen@salinecounty.org

March 24, 2025

To Whom It May Concern,

I am writing to offer my highest recommendation for Pafford Ambulance Service. Over the past three years, our county has had the privilege of working closely with Pafford Ambulance Service, and I have consistently been impressed by their professionalism, expertise, and unwavering commitment to excellence.

Pafford Ambulance Service has proven to be a reliable and efficient partner in providing emergency medical transportation. Their team of highly trained paramedics and EMTs ensures the highest standards of care for our clients. They consistently go above and beyond to meet our needs, and their dedication to patient safety and satisfaction has made them an invaluable resource to our county.

Throughout our collaboration, Pafford Ambulance Service has demonstrated an exceptional work ethic and a strong commitment to professionalism. They have always responded promptly and with great care to every situation, and their operational efficiency is unparalleled.

I am confident that Pafford Ambulance Service will continue to deliver exceptional service and maintain the high standards they have set. I wholeheartedly recommend them to any organization in need of top-tier emergency medical transportation and related services.

Please feel free to contact me should you have any questions or require further information.

Sincerely,

Jerry Cohen
Director OEM/911
Saline County Office of Emergency Management



City of Hope



P.O. BOX 1346
HOPE, AR 71802-1346
PHONE: 777-3434

POLICE DEPARTMENT

Chief of Police
Kimberly Tomlin

RE: Pafford EMS

Dear Sir or Madam,

I would like to offer to you my recommendation of Pafford Ambulance Services as an exemplary candidate for your city's emergency medical services provider.

The City of Hope Police Department has worked with Pafford for more than 20 years. Throughout that time, our 911 Hempstead County Public Safety Answering Point has communicated with Pafford Dispatch employees on a daily basis. They are well-trained and easy to work with and they work hard to deliver high quality medical services to our citizens. Pafford's First Responders provide a fast, coordinated response and are knowledgeable, professional, and kind.

Pafford Ambulance Services has a sound reputation in Hope, Arkansas for always being there for our community, even outside of the normal call to service. Every festival, community event, or multi-agency need brings the Pafford Team to the table; often times contributing more than is asked of them to meet the need. They are truly "givers" to the communities they work in.

As the Chief of Police of Hope Police Department, and an employee of City of Hope for many years, I can tell you that you will not be disappointed with the service provided by Pafford Ambulance Service. Owners Ben and Jamie Gresham not only provide outstanding service, but they are closely involved in our local community on many projects. Our partnership with them and their team has truly been a benefit to our community.

I am confident that if you give them the opportunity, Pafford Ambulance Service will provide your citizens a first-rate service that you can be proud of.

Sincerely,

Kimberly Tomlin
Chief of Police
Hope Police Department



CHI St. Vincent

300 Werner Street
Hot Springs, AR 71913

P 501.622.1000
F 501.622.1199

CHISVincent.com

To Whom It May Concern,

This letter provides a recommendation for Pafford Medical Services and is based on our experience working with them at CHI St. Vincent Emergency Department.

As a key healthcare provider in our community, we rely heavily on reliable and efficient ambulance services to ensure timely patient care and transport. Pafford Medical Services has consistently demonstrated a high level of professionalism, expertise, and reliability in their operations, which has greatly supported our Emergency Department

Their teams are well-trained, compassionate, and responsive, and their communication with our Emergency Department staff has been seamless. Pafford consistently arrives on time, prepared with the necessary equipment, and provides essential updates regarding the patient's condition, allowing our medical team to be better prepared for immediate care upon arrival.

Based on our ongoing relationship and experience with Pafford Medical Services, I would recommend them to any organization or individual in need of emergency medical transportation. They are a trusted and essential service in the provision of quality healthcare and the communities we serve

Should you require any further information, please do not hesitate to contact me directly.

Sincerely,

Renee Fechuch MSN, RN

Renee Fechuch MSN, RN

Clinical Director of Nursing

(Emergency Department, Critical Care, Hospital-Based Clinics)

Office 501-622-4525 or Cell 501-617-1361

Hot Springs

Infirmery

Morrilton

North

Medical Group



Cathy Harrison
County Judge

Office of Emergency Management

Miller County, Arkansas
409 Hazel St. Texarkana, AR 71854
Cell (870) 840-8540 Office (870) 772-2591
www.millercountyar.com



Travis Loehr
Director

Dear County Official,

I am honored to provide this letter of recommendation for Pafford EMS. Since beginning operations in Miller County in late 2023, Pafford EMS has been a vital asset to our emergency response system, not only by providing outstanding pre-hospital care but also by strengthening the capabilities of our volunteer first responders.

One of the most impactful contributions Pafford EMS has made to our community is their commitment to ongoing education and training. They have implemented quarterly training meetings for our local first responders, ensuring they stay up to date with the latest medical protocols, treatment guidelines, and life-saving techniques. This proactive approach has enhanced the overall quality of emergency medical care in our county and has helped bridge the gap between volunteer first responders and advanced life support services.

Pafford EMS has also fostered a strong working relationship with our fire departments and other emergency service agencies, ensuring a seamless transition of patient care in the field. Their dedication to professional development, continuing education, and teamwork has made a measurable difference in the effectiveness of our emergency medical response.

The partnership between Pafford EMS and our volunteer responders has been invaluable in maintaining a high standard of care for the residents of Miller County. Their investment in training and collaboration speaks volumes about their commitment to not just meeting, but exceeding, the expectations of the communities they serve.

I have no hesitation in recommending Pafford EMS for consideration in Garland County. Their professionalism, reliability, and dedication to both patient care and first responder education make them an outstanding EMS provider. Should you have any questions or require further information, please feel free to contact me at 870-840-8540 or Travis.loehr@millercountyar.com

Sincerely,

Handwritten signature of Travis Loehr in black ink.

Travis Loehr
Director, Miller County Emergency Management



Benton County
Judge Barry Moehring
County Judge
215 E. Central Ave.
Bentonville, AR. 72712
www.BentonCountyAr.gov

March 24, 2025

To Whom It May Concern,

Please allow this letter to serve as a very strong recommendation for Pafford EMS, with whom we have two current contracts. Our first contract, which has a four-year term, went into effect on 1/26/2023. This contract, which is in collaboration with the cities of Cave Springs, Decatur, Gentry, and Highfill, provides three full-time ambulances for the Mid-West and West sides of Benton County.

Our second contract went into effect on 12/27/2023 and provides 1.5 full-time ambulances for Southeast Benton County. It has a four-year term and collaborates with Benton County, the City of Lowell, and several volunteer fire departments

Our relationship with Pafford EMS has grown over the last few years into a full-blown partnership, resulting in more ambulances rolling in Benton County than ever before. Our two organizations work together cooperatively and professionally to provide the best EMS coverage for our citizens that we have ever had.

As with every partnership of this magnitude, there have been challenges that both sides have worked diligently to overcome. I've always appreciated Pafford's solution-oriented approach to addressing mutual issues.

Again, I offer my strongest recommendation for Pafford EMS and would happily answer any questions you might have.

Sincerely,


Barry Moehring
Benton County Judge



Carl Minden
Chief of Police

Bryant Police Department
312 Roya Lane Bryant, AR 72022

Phone: (501) 943-0943 Fax: (501) 943-0977



J. W. Plouch
Assistant Chief

March 24, 2025

Pafford Medical Services
3509 W. 16th St.
Hope, AR 71801

Re: Letter of Recommendation

Dear Pafford Medical Services,

On behalf of the Bryant Police Department, I would like to express our strong support for the invaluable services Pafford Medical Services provides to our community. Your team's professionalism, reliability, and commitment to care have greatly enhanced our emergency response efforts.

We are grateful for the outstanding collaboration between our departments, and your role in ensuring the safety and well-being of our residents is deeply appreciated. Thank you for your continued service, and we look forward to our continued partnership.

Sincerely,

Carl Minden
Chief of Police

CM/cym

Turtle Creek Fire Department

Office of the Chief
5900 Hwy 67
Benton, AR 72015

To: Whom it may concern

From: Chris A. Jarvis, Fire Chief

Re: Letter of Recommendation

Date: 05/14/2025

Let me say it is a privilege to write a letter of recommendation for Pafford EMS. As fire chief for one of the busiest volunteer departments in our county and as President of the Saline County Firefighters Association, I can tell you the EMS system for our county was in absolute shambles until Pafford arrived. Once Pafford assumed the role of EMS provider for the county there was a complete turn around in response times, number of available EMS units and quality of care. We went from frequently waiting anywhere from 45-60 minutes for an ambulance down to only 5-10 minutes in our rural area. Pafford EMS has met every need the fire departments have asked for. This includes training, equipment, supplies and even a rehab unit.

As a Paramedic and Nurse Practitioner I have worked both in and out of the hospital setting. I can assure you that Pafford sets their quality level high and meets it every time. Pafford EMS is an active participant in our Firefighter Association meetings and always keeps us posted on new developments and equipment in EMS. You will not be disappointed. I have even been a Pafford patient and would give them 5 stars for my care. Feel free to call me if you have any questions, (501) 240-7020.

Thank You,

Chris A. Jarvis, Fire Chief, Turtle Creek FD

MSN/APRN, NREMT-Paramedic



CLARK COUNTY, ARKANSAS

RFQ: Emergency Medical Services

APPENDIX K

Required RFQ Documents

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Emergency Medical Services RFQ

Request for Qualifications ("hereinafter RFQ") shall be submitted in sealed envelopes labeled: "Emergency Medical Services RFQ" with the name and address of the individual or business entity ("hereinafter Firm(s)").

RFQs shall be submitted in accordance with the attached Clark County and the Respective Cities specifications and RFQ documents attached hereto. Each Firm is required to fill in every blank and shall supply all information requested; failure to do so may be considered as basis of rejection.

The undersigned hereby offers to furnish and deliver the articles or services as specified, at the terms stated herein, and in strict accordance with the specifications and general conditions of this RFQ, all of which are made a part of the offer.

Name of Firm: Pafford Medical Services, Inc.

Contact Person: Clay Hobbs

Title: Chief Operating Officer

Business Address: 3509 West 16th Street

City: Hope State: AR Zip code: 71801

Email: clay@paffordems.com

Phone: (318) 548-6078

X Clay Hobbs

Signature

Date: July 25, 2025

Clark County and Cities

Page 2

Clark County and the Clark County Cities RFQ
Emergency Medical Services
Section B: Firm References

The following information is required from all Firm(s) so all RFQs may be reviewed and properly evaluated

Company Name: Pafford Medical Services, Inc Owner: Jamie Pafford-Gresliam
Business Address: 3509 West 16th Street, Hope, AR 71801
Number of years in business: 58 How long in present location: 26
Total number of current employees: 1700 Full time: 600 Part time:
Number of employees you plan to use to service this contract: 24 Full time: 8 Part time:

Please list local commercial and/or governmental references that you have previously performed similar contract services for within the past five (5) years:

- 1 Company Name: City of Hope, Arkansas
 City, State, Zip: Hope, AR 71801
 Contact Person: JR Wilson, City Manager
 Telephone: (870) 777-6701
 Fax Number:
 Email Address: Citymanager@hopcarkansas.net
- 2 Company Name: Phillips County, Arkansas
 City, State, Zip: Helena, AR 72342
 Contact Person: Hon. Clark Hall, County Judge
 Telephone: (870) 338-5500
 Fax Number:
 Email Address: Philcojudge@suddenlink.com
- 3 Company Name: Saline County, Arkansas
 City, State, Zip: Benton, AR 72015
 Contact Person: Hon. Matt Brumley, County Judge
 Telephone: (501) 303-5640
 Fax Number:
 Email Address: Matt.brumley@salinecounty.org
- 4 Company Name: City of Conway, Arkansas
 City, State, Zip: Conway, Arkansas
 Contact Person: Bart Castleberry, Mayor
 Telephone (501) 450-6110
 Fax Number:
 Email Address: bart.castleberry@conwayarkansas.gov

Clark County and Cities

Clark County and the Clark County Cities RFQ
Emergency Medical Services
Section C: Statement of Disclosure

Firm must disclose any possible conflict of interest with Clark County and Respective Cities, including, but not limited to, any relationship with any Clark County and the Respective Cities employee. Your response must disclose if a known relationship exists between any principal or employee of your firm and any Clark County and the Respective Cities employee or County and the Respective Cities elected official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your proposal to be eligible for consideration.

PLEASE CHECK ONE OF THE FOLLOWING AS IT APPROPRIATELY APPLIES TO YOUR FIRM:

- NO KNOWN RELATIONSHIP EXISTS
- RELATIONSHIP EXISTS (Please explain) Pafford's President & CEO, Jamie Pafford-Gresham, sits on the Arkansas 911 Advisory Board potentially alongside agency officials from Clark County.

PLEASE FILL OUT THE SECTION BELOW:

1. I, as an officer of this Firm, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and
2. My Firm shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

Name

(Printed)

Clay Hobbs, COO

X *Clay Hobbs*

Signature

Date: July 25, 2025

Clark County and Cities

Page 11

Clark County and the Clark County Cities RFQ
Emergency Medical Services
Section D: Authorized Negotiator Information

At the discretion of the County and Respective Cities, one or more Firm(s) may be asked for more detailed information before final ranking of the firms, which may also include oral interviews.

NOTE: Each Firm shall submit to the County and the Respective Cities a primary contact name, email address, and phone number (preferably a cell phone number) who the County and the Respective Cities selection committee can contact for clarification or interview via telephone.

PRIMARY CONTACT INFORMATION:

Name of Firm: Pafford Medical Services, Inc.

Name: Clay Hobbs

Title: Chief Operating Officer

Primary Phone #: (Cell Phone): Secondary Phone #: (318) 548-6078

Email Address: clay@paffordems.com

Is the primary contact (listed in part 1) able to legally bind contracts? YES NO (choose one)

If no, please list contact that can legally bind a contract for the firm:

Name:

Title:

Primary Phone #: (Cell Phone)

Secondary Phone #:

Email Address

Name

(Printed)

Clay Hobbs

X *Clay Hobbs*

Signature

Date: July 25, 2025

Clark County and Cities

Page 12