



City of *Hastings* Michigan

(269) 945-2468
FAX (269) 948-9544

201 E. State Street 49058

Regular Council Meeting
October 12, 2026
Executive Summary

Item #	Summary
10A	Description: Items for Action by Unanimous Consent Recommended Action: Motion to approve the consent agenda as presented.
11A	Description: City Manager's Compensation Recommended Action: Motion to approve City Manager's compensation.
11B	Description: TAP Grant Funds for Trail Wayfinding Sign Project Recommended Action: Motion to approve \$10,000 in TAP Grant match funds for the Paul Henry Thornapple Trail Wayfinding Sign Project.
11C	Description: Life EMS 2027-2029 Proposal Recommended Action: Motion to accept the proposal from Life EMS, with the cost shared among participating municipalities by population, for an amount not to exceed \$131,123 , with an annual increase of 5.5% in 2028 and 4.5% in 2029.



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Item #	Summary
11D	Description: Design Engineering for CWSRF Funded Projects Recommended Action: Motion to approve design engineering services from Moore and Bruggink for CWSRF project items in an amount not to exceed \$180,500.
11E	Description: Factory Direct Item Purchase for TangleTown Playground Recommended Action: Motion to approve the purchase of factory direct playground items from Playgrounds by Leathers in the amount of \$265,091.05.

City of Hastings
COUNTY OF BARRY, STATE OF MICHIGAN

City Council Agenda
October 12, 2026

1. Regular meeting called to order at 7:00 PM
2. Roll call
3. Consider excusing Councilmember Devroy from October 12, 2026, regular meeting.
4. Pledge to the flag
- * 5. Approval of the agenda
- * 6. Approval of the minutes:
 - A. Approval of the minutes of the September 28, 2026, regular meeting.
 - B. Approval of the minutes of the September 28, 2026, closed session meeting.
- √ 7. Public Hearings: (None)
8. Public Comment:
9. Formal Recognitions and Presentations: (None)
- √ 10. Items for Action by Unanimous Consent:
 - * A. Consider the appointment of Russ Hammond to the Parks and Recreation Committee for a partial term ending December 31, 2026.
- √ 11. Items of Business:
 - * A. Consider approving City Manager's compensation.
 - * B. Consider approving **\$10,000** in TAP Grant match funds for the Paul Henry Thornapple Trail Wayfinding Sign Project.
 - * C. Consider approving the proposal from Life EMS, with the cost shared among participating municipalities by population, for an amount not to exceed **\$131,123**, with an annual increase of 5.5% in 2028 and 4.5% in 2029.
 - * D. Consider approving design engineering services from Moore and Bruggink for CWSRF project items in an amount not to exceed **\$180,500**.
 - * E. Consider approving the purchase of factory direct playground items from Playgrounds by Leathers in the amount of **\$265,091.05**.
12. Staff Presentations and Policy Discussions (None)

13. City Manager Report:

- Congratulations to Rob Neil, Streets Superintendent, on Michigan Public Services Institute (MPSI) graduation.

- * A. Fire Chief Jordan Monthly Report
- * B. Library Director Edelman Monthly Report

✓ 14. Reports and Communications:

- * A. Hastings Public Library Board of Trustees DRAFT Minutes – October 5, 2026
- * B. General Capital “Thank You” Letter for City and County Response to Tyden Lofts Incident.

15. Public Comment:

16. Mayor and Council comment:

17. Adjourn

- * Items with enclosures.
- ✓ Motion under agenda heading requires roll call vote.

Guidelines for Public Comment

Public Comment is welcomed and appreciated. Please follow these simple guidelines to ensure all have an opportunity to be heard.

All comments and questions will be made through the chair. All comments will be made in a courteous and civil manner; profanity and personal attacks will not be tolerated. Please limit the length of your comments to 3 minutes. If you are a member of a group, please appoint a spokesperson to speak on behalf of the group (those speaking on behalf of a group may be provided additional time). Please state your name before offering comment.

City of Hastings
COUNTY OF BARRY, STATE OF MICHIGAN

**City Council Meeting Minutes
September 28, 2026**

1. Regular meeting called to order at 7:00 PM
2. Oath of Office:
Debra Hatfield – 4th Ward Councilmember
3. Roll call

Councilmembers Present: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

City Staff and Appointees Present: Moyer-Cale, Boulter, Jaquays, Jordan, King and Perin
4. Pledge to the flag
5. Approval of the agenda.

Motion by McLean, with support from Bergeron, to approve the agenda as presented.
All ayes. Motion carried.
6. Approval of the minutes:
 - A. Approval of the minutes of the September 14, 2026, special meeting as presented.

Motion by Stenzelbarton, with support from Devroy, to approve the minutes of the September 14, 2026, special meeting as presented.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava
Nays: None
Absent: None
Motion carried.
 - B. Approval of the minutes of the September 14, 2026, regular meeting as presented.

Motion by Bergeron, with support from Hatfield, to approve the minutes of the September 14, 2026, regular meeting as presented.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava
Nays: None
Absent: None
Motion carried.

7. Public Hearings: (None)
8. Public Comment: (None)
9. Formal Recognitions and Presentations: (None)
10. Items for Action by Unanimous Consent:

- A. Consider approving the Mayor's appointment of Bill Mattson for the open position in the Hastings Parks Committee.

Motion by Barlow, with support from Shepler, to approve the Mayor's appointment of Bill Mattson for the open position in the Hastings Parks Committee.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

- B. Consider casting a ballot for George Bosanic and Valerie Kindle to serve three-year terms on the MML Liability & Property Pool Board.

Motion by Stenzelbarton, with support from Devroy, to cast a ballot for George Bosanic and Valerie Kindle to serve three-year terms on the MML Liability & Property Pool Board.

Discussion held.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

- C. Consider receiving and placing on file twelve (12) invoices totaling **\$996,383.77**.

Motion by Resseguie, with support from Barlow, to receive and place on file twelve (12) invoices totaling **\$996,383.77**.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

11. Items of Business:

- A. Consider accepting the proposal from Moore and Bruggink for professional services related to land acquisition due diligence in an amount not to exceed **\$31,900**.

Motion by Stenzelbarton, with support from Hatfield, to accept the proposal from Moore and Bruggink for professional services related to land acquisition due diligence in an amount not to exceed **\$31,900.**

Discussion held.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

- B. Consider approving the Airport Board's decision to pave the hangar approaches in an amount not to exceed **\$40,000.**

Motion by Barlow, with support from Resseguie, to approve the Airport Board's decision to pave the hangar approaches in an amount not to exceed **\$40,000.**

Comments from Gino Lucci, Hastings City/Barry County Airport Manager, providing details on this request.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

- C. Consider approving the purchase of three fire hydrants from East Jordan Iron Works in the amount of **\$9,315.63.**

Motion by Stenzelbarton, with support from Hatfield, to approve the purchase of three fire hydrants from East Jordan Iron Works in the amount of **\$9,315.63.**

Discussion held.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

- D. Consider approving Metro Elevator's proposal in the amount of **\$146,353** for elevator modernization, total project cost not to exceed **\$160,000.**

Motion by Resseguie, with support from Shepler, to approve Metro Elevator's proposal in the amount of **\$146,353** for elevator modernization, total project cost not to exceed **\$160,000.**

Discussion held.

Ayes: Barlow, Bergeron, Devroy, Hatfield, McLean, Resseguie, Shepler, Stenzelbarton and Tossava

Nays: None

Absent: None

Motion carried.

12. Staff Presentations and Policy Discussion: (None)

13. City Manager Report:

- The Conservation District has a grant to fund project to stencil warnings on storm drains. They would like to start work immediately.

Discussion held, with no objections from Council to proceed.

- The supply of iPad/laptop supplies for Council Members is running out. Councilmember McLean suggested researching differences in cost and have one or the other, not both device options.

A. Police Chief Boulter Monthly Report

Discussion held.

B. City Clerk/Treasurer Perin Monthly Financial Reports

C. Community Development Director King Monthly Report

- D. Chief Jordan reported a clarification that Hastings Fire Department was only on stand-by for the incident in South Haven. They were not on scene at a big fire there, as was reported on local television news.

14. Reports and Communications:

A. YMCA of Barry County Summer of 2026 Recap

B. Downtown Development Authority DRAFT Meeting Minutes – September 16, 2026

C. Hastings Fire Department Open House Flyer – October 4, 2026

Motion by Devroy, with support from Shepler, to approve and place on file items A-C. All ayes. Motion carried.

15. Public Comment:

Comments from Gino Lucci, representing Hastings City/Barry County Airport, announcing the Haunted Hangers event will take place Saturday, October 31, 2026, from 5:00 PM to 7:00 PM. If anyone wants to volunteer to hand out candy, contact Gino ahead of time. Airport pilots will also hand out candy.

16. Mayor and Council comments:

Comments from McLean regarding Tyden Lofts incident, wanting to recognize all the residents who were displaced and those who are still displaced.

Comments from Devroy about the Council Meeting from two weeks ago, regarding if correct procedures were followed during voting for the Fourth Ward Councilmember seat. Councilmember McLean agreed that the situation was contentious and confusing. Significant discussion was held involving Tossava, McLean, Devroy and Stenzelbarton regarding Council Rules of Procedure, and clarification and consistency going forward.

Comments from Hatfield, thanking the Council for the opportunity to serve and looks forward to working with the City.

Comments from Stenzelbarton, welcoming Hatfield to Council.

17. Closed Session

- A. Consider recessing to closed session as permitted by PA 267 of 1976, Section 15.268-8(d) to consider the purchase or lease of real property.

Motion by Stenzelbarton, with support from Resseguie, to recess to closed session as permitted by PA 267 of 1976, Section 15.268-8(d) to consider the purchase or lease of real property.

All ayes. Motion carried.

- B. Recess to closed session at 7:38 PM.

- C. Adjourn back to open session at 8:01 PM.

18. Adjourn:

Motion by Resseguie, with support from Devroy, to adjourn.

All ayes. Motion carried. Meeting adjourned at 8:02 PM.

Read and Approved:

David J. Tossava, Mayor

Linda Perin, City Clerk



Regular Council Agenda Item Memorandum

To: Hastings City Council

From: Sarah Moyer-Cale, City Manager

Subject: Approval of Local Match Contribution to Trail Wayfinding Sign Project

Meeting Date: October 12, 2026

Recommended Action:

Motion to approve **\$10,000** in TAP Grant match funds for the Paul Henry Thornapple Trail Wayfinding Sign Project.

Background Information:

West Michigan Trails is the recipient of a Transportation Alternative Program to pilot a program for consistent wayfinding signs along public trails. The program requires a 20% match, which is being funded through donations and contributions from local governments. This project will replace our existing trail signage and enhance the user experience by better guiding users through the trail and alerting them to facilities and amenities that are nearby.

Jennifer Antel, West Michigan Trails, will be present to answer any questions from the Council.

Financial Implications:

The city budgeted \$30,000 for this project. We also plan to improve banner signs, map signs, and other signage along the trail with remaining funds.

Attachments:

- Letter from Jennifer Antel, West Michigan Trails
- Wayfinding Sign Concepts Guide



September 30, 2026

Sarah Moyer-Cale
City Manager
City of Hastings

Dear Sarah,

Thank you for meeting with me last week to discuss the West Michigan Trails Wayfinding project. As we discussed, we are thrilled that the MDOT Transportation Alternatives Program (TAP) Pilot Project was officially obligated on September 21, marking an important milestone toward making consistent regional trail wayfinding a reality across West Michigan.

As discussed in our meeting last week, the project will move forward this winter, with a Request for Proposals (RFP) for an engineering consultant expected to be released by the end of the year. The Paul Henry Thornapple Trail will be the first trail included in the approximately 300-mile pilot project, which will test and implement the regional wayfinding system on trails throughout the region.

The \$2.7 million TAP project provides 80% federal funding, leaving a 20% local match, in addition to administrative costs, that must be covered. West Michigan Trails is actively working to raise the private funds needed for the project and is also asking local trail managers and right-of-way owners to participate financially. Our goal is to keep the cost to individual communities as limited as possible while creating a wayfinding system that benefits the entire regional trail network.

West Michigan Trails met with regional partners during the week of September 21 and was very pleased to have 100% participation from the communities and trail stakeholders involved in this pilot. This strong regional commitment demonstrates the value of working together across jurisdictional boundaries to create a more connected trail system.

As the project moves forward, West Michigan Trails will work closely with the engineering consultant and each local trail owner or manager to ensure that the signage design, placement, and content are appropriate and acceptable for their trail and community.

The project is based on the West Michigan Trails Regional Wayfinding Guide, developed through a regional process involving trail managers, municipalities, road agencies, state agencies, emergency services, and trail users. The goal is to create consistent signage across regional trails so that the trail system is safe, easy to navigate, understandable to users, and increasingly connected from the perspective of the person using the trail—not the jurisdiction in which they happen to be traveling.





West Michigan Trails
1345 Monroe Ave NW, Suite 244
Grand Rapids, MI 49505

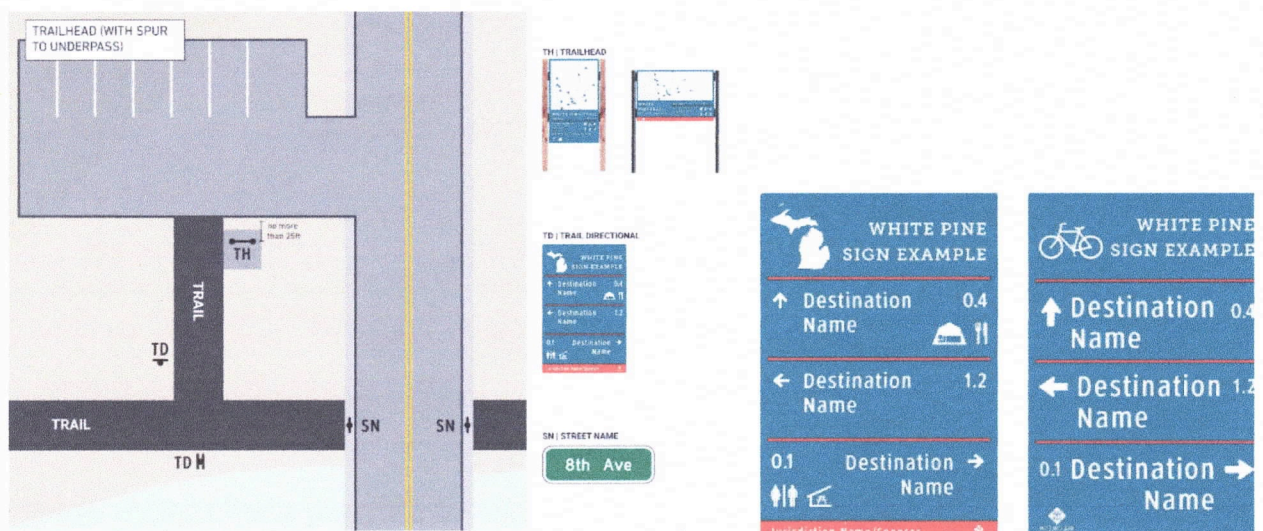
This TAP Pilot Project provides an exciting opportunity to test the Regional Wayfinding Guide and implement signage across approximately 300 miles of trails, while significantly limiting the cost to local stakeholders. We believe this is an important step toward creating a truly regional trail network and are excited to work with our partners to make this long-time goal a reality.

Per our discussion, West Michigan Trails is asking the City of Hastings to consider a commitment of \$10,000, over this and next budget year, toward the match of the project. Your participation will help us leverage the TAP investment and ensure that our regional wayfinding system moves forward successfully.

Thank you for your continued partnership and commitment to trails in West Michigan. We look forward to working with you, the engineering consultant, and our regional partners to bring this project to life.

Sincerely,

Jennifer Antel, Program Manager
West Michigan Trails & Greenways Coalition
Connecting people, trails, and communities



WAYFINDING SIGN CONCEPTS AND IMPLEMENTATION GUIDE

For West Michigan Trails and Bikeways



SEPTEMBER 2023

Acknowledgements

West Michigan Trails

John Morrison, Executive Director
Jennifer Antel, Project Manager

Stakeholder Steering Committee

Allegan County

Brandy Gildea, Allegan County Parks*
Dan Wedge, Allegan County Services

Barry County

Catherine Getty, Barry County, Blue Zones
Dan Patton, Barry County Parks*

Kent County

Kristin Bennett, City of Grand Rapids Transportation Programs*
Dan DeLoof, Kent County Parks Department
Mark Fitzpatrick, Ada Township Parks & Recreation Department*
Tim Haagsma, Kent County Road Commission
Laurel Joseph, Grand Valley Metro Council Transportation Planning

Janet Korn, Experience GR

David Marquardt, City of Grand Rapids Parks & Recreation
Brian Mulligan, Kent County Parks Department*

Jill Myer, Kent County Health Department

Carolyn Quiney, Kent County Health Department

Jon Re, City of Grand Rapids Transportation Programs

Mason County

Kathy Maclean, Spindrift Cycle Sports

Mecosta County

Jeff Abel, Mecosta County Parks

Muskegon County

Bob Lukens, Muskegon County CVB
Brian Mulnix, West Michigan Shoreline Regional Development Commission*
Jamie Pesch, City of Muskegon Planning Department
Newaygo County
Derek Wawsczyk, Newaygo County Road Commission

Oceana County

Joel Mikkelsen, Hart Montague Trail

Ottawa County

Aaron Bodbyl-Mast, Ottawa County Parks
Dan Callam, Outdoor Discovery Network
Jason Latham, Macatawa Area Coordinating Council
Alec Miller, Macatawa Area Coordinating Council
Curt Terhaar, Ottawa County Parks

Regional and State

Josh Debrun, MDOT Bicycle/Pedestrian Coordinator
Dennis Kent, MDOT Grand Region
Tyler Kent, MDOT Grand Region*
Steve Leiby, DALMAC Fund
Jill Sell, MDNR*
Mike Smith, MDOT Transportation Alternatives Program

Operations Staff Stakeholders

Angela Madden, Michigan Association of Ambulance Services
Kim Davey, Disability Advocates of Kent County
Katelyn Schaible, DHHS, Systems of Care
Jeff Marcinkowski, Fruitland Township
Josh Mattice, Kent County Parks Department
John Said, Ada Township
Julius Suchy, Ada Township
Jeff VanderBerge, Ada Township Trails Committee
Patrick Parkes, Disability Advocates of Kent County
Zach Christian-Rotramel, City of Grand Rapids

*Stakeholders that also attended the Operations Staff Meeting.

Toole Design Consultant Team

Katie O'Lone, Project Manager
Carli Goode, Planner
Sonia Haeckel, Wayfinding Advisor
Megan Seib, Senior Graphic Designer
Erin Williams, Senior Environmental Graphic Designer

West Michigan Trails Wayfinding Guide Process

Process The design developed for the West Michigan Wayfinding Sign Concepts and Implementation Guide followed a thorough process that included:

- A review of peer trail networks wayfinding signs
- Consideration of wayfinding best practices and state and national design guidelines
- Examining existing signs and branding
- Determining the sign types needed and designing a sign family
- Broad stakeholder input from both trail managers and the general public
- Developing implementation and design guidance
- Testing the sign plan with prototype corridor sign plans

Peer Network Review The project team reviewed several peer networks including: Ingham County Trail System, Great Lake to Lake Trails, Bridge to Bay, Traverse City Area Recreation Trail, and Northwest Illinois Trail.

Existing Conditions The project team reviewed the following wayfinding systems within West Michigan including Downtown Grand Rapids, City of Muskegon, Grand River Greenway, and Kent County. In addition, the following state and federal guidelines and standards were reviewed: MMUTCD Standards, Northeast Michigan Council of Governments Trail Wayfinding Signage, Michigan Motorized Trail Maintenance and Signing Handbook, and US Bicycle Route 20 and 35, which each cross through West Michigan.

Community and Stakeholder Engagement West Michigan's region covers a large region, so extensive community engagement helped build consensus for wayfinding among stakeholders, trail operators, and the general public. The project team worked with a stakeholder steering committee, held a special session with trail operations staff, and sought input from the general public.

Stakeholder Steering Committee Meetings The stakeholder steering committee consisted of West Michigan Trails, Michigan Department of Transportation (MDOT), Michigan Department of Natural Resources, and numerous townships, city, parks, and health departments within the Michigan Grand Region as well as various community partners. All stakeholder steering committee members are listed in the Acknowledgments section. The stakeholder steering committee met in July 2022, October 2022, January 2023, and March 2023.

Functional Field Testing In October 2022, the project team began the functional field test with the goal of showing varying types of branding, mapping, content, color schemes, and designs in order to further understand the public's likes and dislikes. Signs were installed at/along six locations: River Edges Trail, Millennium Park, White Pine Trail, North Bank Trail, Heritage Landing, and Middleville (Figure 6). The project team installed two sign types (directional sign and mile marker sign) from the three sign concepts for a total of six signs at each location.

Sign Family, Placement, and Planning Guidance

Sign Family

The sign family (Figure 10) includes both trail signs (trailhead, directional, trail ends, mile markers) and on-road signs (vehicular trailhead, confirmation, turn, directional).

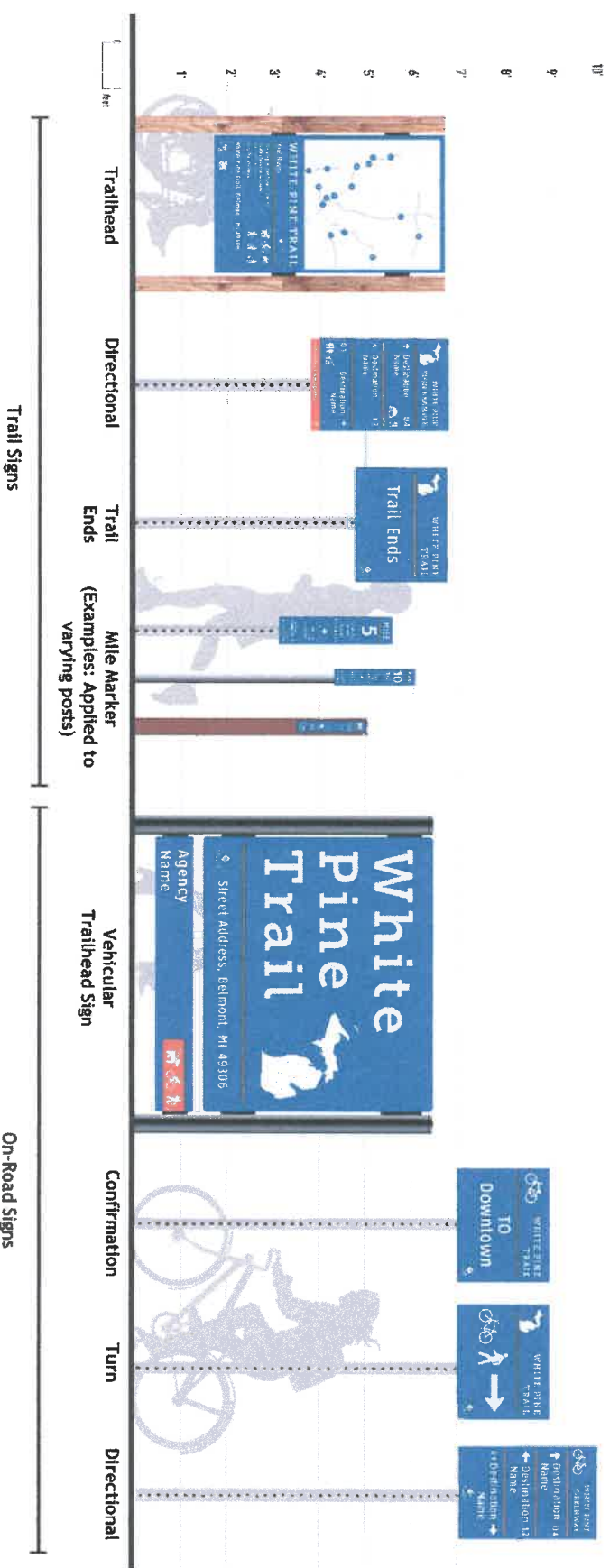


Figure 10: West Michigan Trails Wayfinding Sign Family

In addition, a variety of modular panels that can be added to other trails in the region are available for local jurisdictions to add to their existing signs to notify a trail user they are on a regional trail (Figure 11).

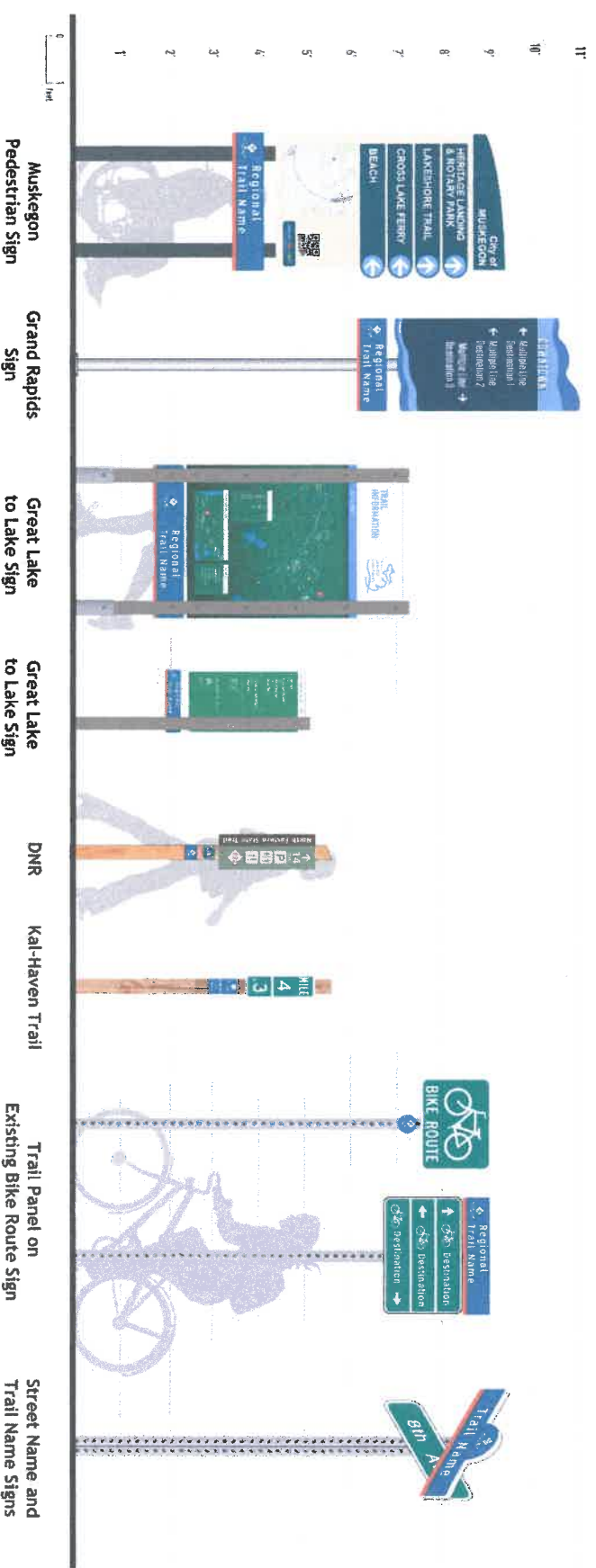
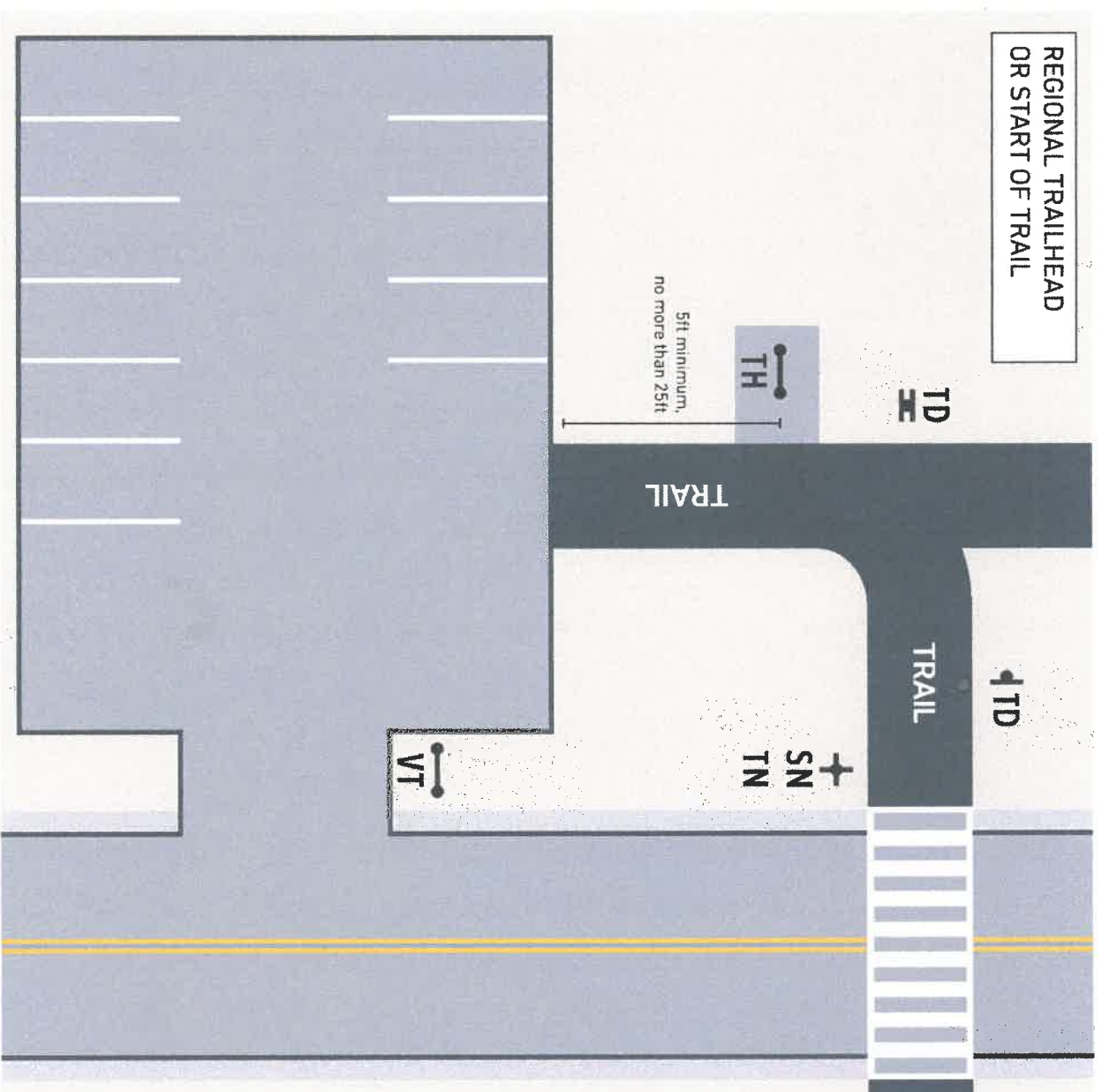


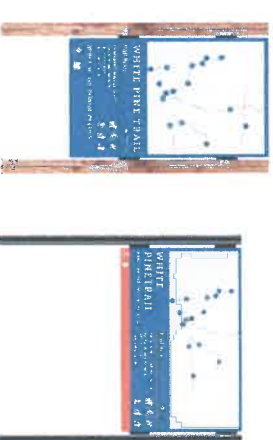
Figure 11: West Michigan Modular Regional Trail Sign Panels on Local Wayfinding Signs



VT | VEHICULAR TRAILHEAD



TH | TRAILHEAD



TD | TRAIL DIRECTIONAL



SN | STREET NAME
TN | TRAIL NAME





Regular Council Agenda Item Memorandum

To: Hastings City Council

From: Sarah Moyer-Cale, City Manager

Subject: EMS Proposal from Life EMS 2027 - 2029

Meeting Date: October 12, 2026

Recommended Action:

Motion to accept the proposal from Life EMS, with the cost shared among participating municipalities by population, for an amount not to exceed **\$131,123**, with an annual increase of 5.5% in 2028 and 4.5% in 2029.

Background Information:

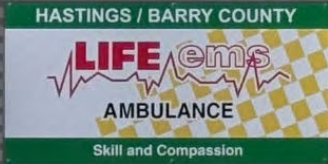
The agreement with Life EMS ends at the close of this calendar year. The City of Hastings, along with Baltimore Township, Carlton Township, Hastings Township, and tentatively including Rutland Township and Hope Township, issued a joint RFP for EMS services in our service area. Rutland Township is presently contracted with Thornapple Township for service. Hope Township is using Life EMS.

Financial Implications:

The City currently contributes \$93,504 annually for EMS service. If Rutland and Hope Township both participate in the coming years, that amount would be reduced to only \$70,278. If they do not participate, the amount would increase to \$131,123.

Attachments:

- Proposal from Life EMS
- Cost estimate spreadsheet by municipality based on participation



2026 EMERGENCY MEDICAL SERVICES (EMS) & ADVANCED LIFE SUPPORT (ALS) AMBULANCE SERVICE PROPOSAL

CITY OF HASTINGS
BALTIMORE TOWNSHIP
CARLTON TOWNSHIP
HASTINGS TOWNSHIP
HOPE TOWNSHIP



DATE :
August 14, 2026



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Executive Summary

August 14, 2026

Linda Perin
City Clerk/Treasurer
City of Hastings
201 East State St.
Hastings, MI 49058

Dear Ms. Perin:

On behalf of all of us at Life EMS Ambulance, ***thank you*** for allowing us to provide a response to the Notice of Request for Proposals Emergency Medical Services (EMS) & Advance Life Support (ALS) Ambulance Services for the City of Hastings, Baltimore Township, Carlton Township, Hastings Township, & Hope Township dated July 22, 2026 as well as provide this ***“Proposal Executive Summary”***. We appreciate the consideration of the Hastings/Barry County area municipalities towards ensuring a high-quality, stable and reliable level of paramedic ambulance response to your community and surrounding areas. Please let this Executive Summary serve as authorization to submit this Request for Proposal (RFP) response. Please note: we have provided four (4) copies of our RFP response, two are hard copies and two are found on flash drives. ***In addition, our responses to the RFP questions are in italics and have a light-yellow highlight so our answers can be differentiated from the RFP language.***

Life EMS employs the finest team of emergency medical service (EMS) professionals anywhere, with a leadership group representing over three centuries of experience in high-performance EMS delivery. This has resulted in a proven record of unmatched excellence in clinical performance, customer service, and community leadership as the largest, continuously operating, locally owned paramedic ambulance service in the West Michigan area.

The value that Life EMS brings Barry County communities in being “Nationally Known, Locally Owned”, is that all of our senior leadership call West Michigan home, hence critical decisions can be made quickly and efficiently without needing to get approval from a source not residing or housed in West Michigan. In addition, Life EMS has demonstrated over the last year that we have met and exceeded the important “Scope of Work” identified as “Section 3” of the proposal Table of Contents. Hence, our Life EMS response is based on proven performance, in the Hastings/Barry County area, not just promises. The reliability, quality, and cost effectiveness of what Life EMS has demonstrated to the Hastings/Barry County area is unmatched and brings the best overall value in EMS delivery to the municipalities identified in this RFP.

Life EMS is currently staffing two (2) twenty-four/seven staffed paramedic/Advanced Life Support (ALS) ambulances in our Hastings/Barry County operation. One of the two ambulances is staffed utilizing personnel on 12-hour shifts with the second crew being on 24-hour shifts. This configuration assists with workload management ensuring paramedics and EMT’s are prepared to meet their demanding jobs any time.

ACCREDITED BY THE COMMISSION ON ACCREDITATION OF AMBULANCE SERVICE

ADMINISTRATIVE OFFICES	ALLEGAN COUNTY	IONIA COUNTY	KALAMAZOO COUNTY	LAKE COUNTY	MASON COUNTY	NEWAYGO COUNTY	OCEANA COUNTY	VAN BUREN COUNTY
1275 CEDAR ST. NE GRAND RAPIDS, MI 49503 (616) 458-0042	300 MONROE ST. ALLEGAN, MI 49010 (269) 673-5522	350 W. WASHINGTON ST. IONIA, MI 48846 (616) 527-9125	517 E. NORTH ST. KALAMAZOO, MI 49007 (269) 349-4411	792 WASHINGTON ST. BALDWIN, MI 49304 (231) 745-2715	4910 W. FIRST ST. LUDINGTON, MI 49431 (231) 843-2110	33 WESTWOOD FREMONT, MI 49412 (231) 924-1291	3966 N. OCEANA DR. HART, MI 49420 (231) 873-5880	31722 CR 388 GOBLES, MI 49055 (269) 628-9200

Cooperation is a key component of any successful emergency medical service (EMS) delivery system. Life EMS has a 46-year history of working closely with all aspects of the EMS system especially first responder agencies involved in EMS care delivery. We pledge to hold the trust and confidence of our fellow first response agencies so, ***together***, we can discuss and implement unique service models that best serve local needs and those that trust us with their care. Please see the four attached letters from a variety of West Michigan agencies including: Bronson Health Care, City of Kalamazoo Department of Public Safety, Saugatuck Township Fire Department, and Grand Haven Township Fire Department. These are four of the ten references requested to be listed in response to this RFP. One aspect of how we partner with Medical First Response (MFR) agencies is by providing on going education and training. Please see an email copy describing two recent EMT students from the Grand Haven Township Fire Department who recently graduated from one of our Life EMS training programs.

An additional way we improve emergency care both in and beyond the communities we serve results from our efforts to be transparent and forthcoming in our robust continuous quality improvement activities. Attached please find a letter from Emily Bergquist, Director of the State of Michigan Division of EMS and Systems of Care, that serves to demonstrate our commitment to improving EMS across all communities beyond those we directly serve. This stemmed from our internal discovery of fentanyl dosage error trends related primarily to pediatric and elderly patients.

Barry County Communities and the patients we partner to serve, today and into the future, will continue to benefit from capabilities and achievements exclusive in West Michigan to Life EMS including:

- West Michigan 101 Best and Brightest Companies to Work For (highlighting work environment/retention efforts)
- Fully accredited by the Commission on Accreditation of Ambulance Service
- Center of Excellence Accreditation through Medical Priority Dispatch for Control Center medical call processing
- Response time reducing predictive deployment software
- First Watch real-time views of mission critical data for quality improvement activities
- First in the nation to use next generation LIFEPAK 35 heart monitors/defibrillators
- Patient satisfaction feedback through EMS Survey Team
- Education and Innovation Centre providing high-quality, fully accredited EMS training that supports our Life EMS "talent pipeline".

We have included a Certificate of Insurance showing the Hastings/Barry County Communities as an additional insured to further demonstrate a level of confidence in our operation and liability protection for the municipalities.

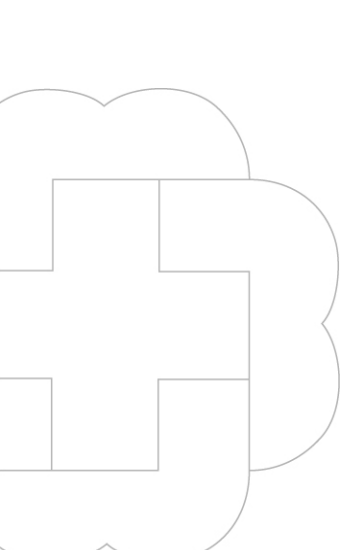
We would be happy to answer any questions or provide an oral presentation of the attached material. Thank you for your consideration.

Sincerely,



Mark D. Meijer
President

Enclosure

A large, light gray outline of a cross with rounded ends, positioned on the left side of the page.

Hana Jaquays
Assistant City Manager
201 E State St.
Hastings, MI 49058

August 6, 2026

Dear Hana,

This letter is in support of Life EMS to provide emergency medical, and other services, to your community and surrounding areas.

As a long-standing service vendor, Life EMS has consistently demonstrated a willingness to partner on process improvement and other collaborative topics that improve outcomes. From ALS & critical care interfacility work, behavioral health, and NICU/PICU transports – Life EMS is a dependable solution.

Life EMS has demonstrated a commitment to be transparent, fair and improvement oriented so that all parties are as effective as possible.

Thank you,

A handwritten signature in blue ink that reads "Phillip Kucharzyk".

Phillip Kucharzyk
Senior Director of Contract Administration

Purchasing Department
2825 Airview Blvd
Kalamazoo, MI 49002



Kalamazoo Department of Public Safety
Chief of Staff Ryan Tibbets
150 E. Crosstown, Suite A
Kalamazoo, Michigan 49001-2849

August 5, 2026

Hana Jaquays
Assistant City Manager
City of Hastings
201 East State Street
Hastings, Michigan 49058

Dear Manager Jaquays,

On behalf of the Kalamazoo Valley Intergovernmental Ambulance Agreement (KVIAA), I am pleased to offer this letter of support for Life EMS Ambulance in connection with the City of Hastings' Request for Proposals for emergency medical services within the city and surrounding Barry County townships.

KVIAA's relationship with Life EMS dates to the original intergovernmental agreement approved in September 2003 by the City of Kalamazoo, the City of Parchment, Oshtemo Charter Township, and Cooper Charter Township. Throughout this longstanding relationship, Life EMS has proven to be an exceptional and dependable emergency medical services provider.

Life EMS consistently demonstrates a strong commitment to high-quality patient care, professional conduct, and operational readiness. Its organization is supported by highly trained personnel, quality equipment, and an established ability to respond effectively to the needs of the communities it serves. Equally important, Life EMS has been a willing and collaborative partner to municipal governments, public safety agencies, fire departments, and other stakeholders throughout our service area.

Our experience has also shown Life EMS to be transparent and responsive in providing operational and performance data. This willingness to share information supports informed decision-making, accountability, and the continuous evaluation and improvement of the EMS system. Life EMS representatives are accessible, engaged, and committed to working through issues constructively with their community partners.

Based on more than two decades of positive experience, KVIAA strongly supports Life EMS and its proposal to continue providing emergency medical services to the City of Hastings and the surrounding townships. We believe Life EMS would continue to provide the professionalism, clinical quality, transparency, and collaborative partnership these communities expect and deserve.

Please feel free to contact me if additional information would be helpful.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Tibbets", followed by a stylized flourish.

Ryan Tibbets, Chief of Staff



SAUGATUCK TOWNSHIP FIRE DISTRICT

Proudly serving : Douglas | Saugatuck | Saugatuck Township



3342 Blue Star Highway
Saugatuck, MI 49453

August 8, 2026

Assistant City Manager Hana Jaquays
City of Hastings
201 E. State Street
Hastings, MI 49058

Via Email: hjaquays@hastingsmi.gov

Dear Assistant City Manager Jaquays:

I am writing to express my strong support for Life EMS as an Advanced Life Support (ALS) provider for the residents and visitors of the City of Hastings.

Background

In December 2022, the Saugatuck Township Fire District began experiencing an alarming trend of extended response times and, in some cases, a complete lack of ALS unit availability from one of our previous ALS providers. These issues appeared to be the result of an overextended system and staffing shortages, creating significant concerns regarding resource availability and patient care.

Based on my recommendation, the Saugatuck Township Fire District Administrative Board authorized a comprehensive evaluation of ALS services. Two ad hoc committees were formed, consisting of physicians, nurses, and fire service representatives, including myself. After thoroughly reviewing available options, both committees unanimously recommended that the District pursue a partnership with a single ALS provider capable of delivering reliable, high-quality patient care while demonstrating a strong commitment to collaboration with our organization.

Life EMS was unanimously selected. In 2023, Life EMS, under the leadership of Mr. Mark Meijer and his team, developed and implemented a six-month pilot program for the District. The program proved highly successful and was subsequently renewed. In early 2026, based on the positive outcomes and strong working relationship that had been established, the Administrative Board authorized a twelve-month ALS service agreement with Life EMS.

While there are many reasons to recommend Life EMS, including the professionalism of its personnel, the quality of its equipment, and the reliability of its operations, two factors distinguish the organization from other ALS providers.

Communication

Life EMS leadership is exceptionally accessible and responsive. Supervisors, senior administrators, and even Mr. Meijer himself have consistently demonstrated a willingness to engage in meaningful dialogue, address concerns promptly, and work collaboratively toward solutions. I cannot overstate the value of this level of communication and partnership in delivering effective emergency medical services.

Michigan-Based Partnership

As a Michigan-based ALS provider, Life EMS offers a level of accessibility and collaboration that can be difficult to replicate. Their proximity allows for efficient communication, timely problem-solving, and productive face-to-face meetings when needed. Our organization has participated in several in-person meetings at the Life EMS Hudsonville facility, and these interactions have proven invaluable in strengthening our partnership and enhancing service delivery.

By contrast, our efforts to establish similar collaborative relationships with other ALS providers were often unsuccessful. Life EMS has consistently demonstrated a willingness to engage, listen, and work together to improve outcomes for the communities we serve.

Based on our experience, Life EMS has proven to be a reliable, professional, and collaborative partner. I am confident they will provide the citizens and visitors of the City of Hastings with outstanding ALS service and patient care. For these reasons, I strongly support Life EMS and recommend them without reservation.

Sincerely,

Greg Janik

Fire Chief / Fire Marshal



GRAND HAVEN TOWNSHIP FIRE/RESCUE DEPARTMENT

13250 168TH Ave. Grand Haven, Michigan 49417
Office (616) 842-5988 Fax (616) 842-9617

August 10, 2026

Assistant Manager Hanna Jaquays
City of Hastings
201 East State St.
Hastings, MI 49058

REF: LIFE EMS Ambulance RFP

This is a letter of reference for LIFE EMS based on their performance and ability to deliver ambulance services in the Grand Haven area. Last January LIFE EMS was awarded the contract to deliver ambulance care throughout the greater Grand Haven area. Since LIFE EMS has assumed ambulance operations, they have provided excellent patient care and have met or exceeded our requirements. Based on our experience we have had a positive experience with Life EMS.

Life EMS leadership is approachable, committed to delivering a good service, and is invested in our community. The communication with their leadership team has been incredible. They make themselves available and have been extremely responsive. LIFE EMS has provided excellent staffing, and their staff conducts themselves in a professional manner. LIFE EMS has also put additional staffing on for special events, helped provide EMS continuing education and partners with us in joint mass casualty training. Overall our relationship with LIFE EMS has been extremely positive.

If you have any questions, please feel free to contact me directly. sschrader@ghtmi.gov or 616-638-1503

Warm Regards,

A handwritten signature in black ink, appearing to read "Shawn Schrader".

Shawn Schrader
Fire Chief
Grand Haven Township Fire/Rescue
13250 168th Ave.
Grand Haven, MI 49417

From: Shawn Schrader
Sent: Monday, November 24, 2025 6:46 PM
To: Mike McKelvey
Cc: Mark Meijer
Subject: [External]..RE: Life EMS - Fremont EMT Graduation

Thanks, Mike!

We are certainly proud of our team members, and I have received great feedback for this class. Kudos to the instructor!

Warm Regards,

Shawn



Shawn Schrader
Fire Chief
Grand Haven Township Fire/Rescue
13250 168th Ave.
Grand Haven, MI 49417

From: Mike McKelvey
Sent: Friday, November 21, 2025 9:33 AM
To: Shawn Schrader
Cc: Mark Meijer
Subject: Life EMS - Fremont EMT Graduation

Good morning Chief-

I'm pleased to share that last night marked a significant milestone for the Life EMS Education Program as we celebrated the graduation of the Fremont EMT class. Life EMS proudly recognized 21 graduates who have completed their training and are now ready to serve our communities with skill and compassion. Notably, two of these exceptional individuals hail from Grand Haven Township Fire/Rescue, adding to the strong legacy of service within our local departments.

Have a great weekend!

Thank you,
Mike McKelvey

Michael McKelvey
Vice President of Associate and Community Engagement





STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

August 19, 2024

Mark Meijer
President

James Becker
Director of Resource Performance

Life EMS Ambulance
1275 Cedar Street NE
Grand Rapids, MI 49503

Subject: Clinical Quality Improvement Efforts

Dear Life EMS Team,

As Director of the Division of EMS and Systems of Care at the Michigan Department of Health and Human Services (MDHHS), I want to express our gratitude for your willingness to share your work relative to medication dosing trends in specific populations. This, combined with education based on your work, acted as a catalyst for change in the EMS community. Efforts such as these provide have led to more competent, appropriate, and safe clinical care all over Michigan.

We truly appreciate your attention to these trends in EMS data, and we look forward to learning and sharing with you in the future.

Sincerely,

A handwritten signature in cursive script that reads "Emily Bergquist".

Emily Bergquist, EMT-P, I/C, MSA
Director, Division of EMS & Systems of Care



LIFEEMS-01

ASWOAP

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/3/2026

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.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 0019304-1 Hub International Midwest East 1591 Galbraith Ave SE Grand Rapids, MI 49546	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Homesite Insurance Company of Florida	11156
	INSURER B: Old Republic Insurance Company	24147
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROJECT ☒ LOC OTHER:			PMC-212237000-01	6/1/2026	6/1/2027	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 \$ 3,000,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			MWTB 319632 26	6/1/2026	6/1/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 100,000			XMC-226343000-01	6/1/2026	6/1/2027	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) ☒ Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A	MWC 319631 26	6/1/2026	6/1/2027	☒ 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

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Barry County Communities , City of Hastings, Baltimore Township, Carlton Township, Hastings Township, & Hope Township are additional insured per written contract.

CERTIFICATE HOLDER

CANCELLATION

City of Hastings, Baltimore Township, Carlton Township,
Hastings Township, & Hope Township

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



1. BACKGROUND

City of Hastings Police
T

individually.

RESPONSE – 1. BACKGROUND:

Life EMS has read and understands this background description



- City of Hastings
- Baltimore Township
- Carlton Township – Hastings Fire Service area & Village of Freeport
- Hastings Charter Township
- Hope Township (*see conditional participation below*)
- Rutland Township (*see conditional participation below*)

Conditional Participation – Hope Township and Rutland Township

Hope Township and Rutland Township have expressed interest in participating as part of the service area under this RFP. However, its inclusion in the final contract shall be contingent upon approval by their Township Board. A formal determination regarding participation is expected following review of submitted proposals.

RESPONSE – 2. SERVICE AREA:

Life EMS has read and understands this service area description and condition.



interventions to ensure appropriate level of care and seamless transition from the prehospital environment to more definitive care settings, if needed.

RESPONSE – 3. a. OPTIMAL PATIENT CARE:

Life EMS has a 46-year history of unmatched quality of patient care delivery. This is demonstrated in many ways including achieving one of the highest cardiac arrest survival rates both in Michigan and nationally as benchmarked against other EMS systems.

*Our commitment to Optimal Patient Care starts with the hiring process and selecting the best candidates to care for residents in the communities we serve. Important to recruiting great talent is the creation of a high-quality, “best in class” workplace. Life EMS continually has been selected both, in Michigan as well as nationally, as one of the Best and Brightest companies to work for. *Please see attached document.*

Life EMS Paramedics and EMT’s work with some of the best equipment available to pre-hospital care providers. This includes custom built ambulances and state of art equipment such as the recently released next generation EMS heart monitor, Life Pak 35. Life EMS was first in the nation to take delivery of these new life saving devices.

All Life EMS field providers receive orientation and training including working with a senior level provider during their training. The attention to new associate training provides them with necessary experience and knowledge to excel in patient care delivery prior to a definitive care settings.

Continuous quality improvement adds to the ongoing preparedness of providers. The Life EMS Clinical Performance Improvement Program, along with our dedicated staff, is structured to review patient care activities and provide feedback to each field provider to promote ongoing improvement in patient care delivery. Retraining may occur as part of the Clinical Performance reviews to ensure the provider has the necessary knowledge for patient care success.

**Attached documents described can be found in order of reference following this tabbed section.*

- b. System Adaptability – Capacity and flexibility for adjustments and changes necessary to meet system demand.

RESPONSE – 3. b. SYSTEM ADAPTABILITY:

*We at Life EMS have the capacity to respond to changes in the EMS system to meet demand and maintain units to respond. We have a great deal of flexibility to find ways to meet system demand, and our leadership has years of experience and is very attuned to making sure we find ways to adjust and adapt. Our flexible staffing plan includes a level of depth that allows us to move resources to where they are needed. Our staffing allows us to draw on our experienced team of associates and move them to where they are needed. Also, our growth over the years has allowed us to maintain and develop contiguous or near contiguous service areas. The proximity of service areas allows us the best chance to share resources across borders, including personnel and equipment, to maintain levels of service during system demand fluctuations. Our leadership in all areas is empowered to use our ample resources and move them for coverage, and our Control Center is very focused on ensuring we have adequate units deployed strategically to meet demand needs in all areas. *Please see attached our current West Michigan 911 service area map.*

One of the most immediate options for meeting response needs is to request mutual aid from nearby agencies. Life EMS has long been an advocate of sending mutual aid when it is in the best interest of the patient. Our ability to meet system demand is demonstrated by the very small number of responses where we requested mutual aid compared to the number of responses where we were requested to provide mutual aid for another Barry County service. For the year to date (YTD) period through June 30, 2026, we have requested mutual aid only 12 times in Hastings/Barry County. In that same reporting period, we were requested 129 times to respond in other Barry County service areas through mutual aid. Hence, a tenfold difference.

**Please see attached map of outside our contract service area Barry County responses.*

**Attached documents described can be found in order of reference following this tabbed section.*

- c. Fiscal Responsibility - Fair and reasonable fee proposal that supports service level requirements and demonstrates value to the residents and visitors.

RESPONSE – 3. c. FISCAL RESPONSIBILITY:

Life EMS establishes fees to ensure we are taking full advantage of 3rd party payers reimbursement amounts. We adjust rates additionally to help balance the number of uncollected accounts we incur from those who are uninsured, etc.

All rates are measured against a planned expense budget along with consideration of any community support that may be necessary to help support the cost of readiness of these services.

As we compare our fee schedule against other providers in the area, we are confident saying our fees are fair, reasonable, and often the lowest for the high level of service, quality and reliability we offer.

at all times for the duration of the Agreement and shall provide proof to the municipalities that their ALS service provider designation is current on an annual basis. All licenses and certifications shall remain current and in effect for the duration of the Agreement, inclusive of any Agreement extensions. Licenses and certifications shall be available for inspection by the municipalities upon request. The provider's service area, vehicles, and personnel shall be appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. A copy of the appropriate State of Michigan license to provide services in Michigan is required and must be submitted with the proposal.

RESPONSE – 3. A. COMPLIANCE & LICENSURE:

Life EMS is currently licensed by MDHHS and is authorized by BCEMCA. We understand this requirement to maintain these licenses and the authorizations must remain current and in effect for the duration of this agreement.

B. DEPLOYMENT PLAN

EMS shall provide emergency or medical transportation within the service area and EMS shall arrive with at least one (1) ambulance meeting the criteria set forth in Section E of the RFP. EMS shall transport patients to hospitals pursuant to the BCEMCA protocols. EMS shall fully cooperate with the personnel of the municipalities in providing emergency medical services at the scene of any emergency at which EMS is present and shall itself provide emergency medical services when so requested by the municipalities.

EMS shall at all times maintain two (2) twenty-four (24) hour ambulances to service the municipalities. At least one ambulance must be ALS. The ambulances are expected to be staged within the service area unless on a 911 call.**

Ambulances

- i. Be capable and equipped to transport a minimum of one (1) patient
- ii. Meet all applicable laws, rules, regulations, BCEMCA protocols, standards, guidelines, operational procedures, and licensing requirements as such may be amended from time to time, of any unit of government, including federal, state, county, or municipal governments or governing bodies or any applicable branch;
- iii. Be in good working condition, in a condition to ensure the safe and comfortable transportation of each patient, and be air conditioned in the patient compartment; and

iv. Be subject to periodic inspection by the “Municipalities” and be determined by the “Municipalities” and the requirements of the

RESPONSE – 3. B. DEPLOYMENT PLAN:

***It was confirmed through a question of Fire Chief Jordan on August 6, 2026 that the provider has flexibility to deploy units appropriately and that one of the two available ambulances may be used for transfers out of Pennock Hospital for further care as an important service to benefit local Hastings/Barry County residents.*

Life EMS understands and currently complies with this deployment plan requirement.

The ambulance requirements listed above are also included as the requirements of both MDHHS and the Commission on Accreditation of Ambulance Services (CAAS). Both bodies follow the Ground Vehicle Standards for Ambulances (GVS) standards.

**Please see attached the GVS table of contents, a MDHHS inspection form and an Ambulance Manufacturers Certification to certify the ambulance was built to the required specifications.*

Life EMS has the depth and ability to utilize other ambulances in our fleet of approximately 100 ambulances, to ensure continued service. The municipalities are welcome to inspect the ambulances at any time Hastings/Barry County benefit from the unmatched fleet depth and vehicle reliability.

**Attached documents described can be found in order of reference following this tabbed section.*

C. PERFORMANCE STANDARDS AND REPORTING REQUIREMENTS

EMS shall establish, monitor, report, and continuously improve system performance through defined operational and clinical benchmarks. All performance metrics shall be measured, documented, and reported in accordance with the requirements set forth herein. EMS shall participate in the development, review, and refinement of performance standards in coordination with the municipalities, and any designated oversight body.

All reports shall be submitted in electronic format upon request and must be compatible with reporting systems required by BEMCA. EMS shall comply with all applicable state reporting requirements and submit data in accordance with the National EMS Information System (NEMSIS) standards. Failure to comply with reporting requirements may result in contract enforcement actions, up to and including termination of the agreement upon ninety (90) days' notice.

Report content may be adjusted month-to-month to address specific system performance issues as determined by the municipalities and EMS.



Monthly Operational Reports

Monthly reports shall include, at a minimum:

- Average response time
- Average arrival to scene time
- Dispatch Performance: Call processing times and dispatch intervals
- System Status and Reliability: Number of calls per municipality, organized by priority of calls and non-transport and refusal of service

Annual Operational Reports

Annual reports shall include system-wide analysis and trend evaluation, including:

- Call volume and demand growth trends
- Response density and geographic coverage analysis
- System reliability and resource deployment effectiveness
- Recommendations for system improvement and optimization

CLINICAL PERFORMANCE STANDARDS

The Contractor shall establish, track, and meet clinical performance benchmarks consistent with BCMCA standards.

RESPONSE – 3. C. PERFORMANCE STANDARDS & REPORTING REQUIREMENTS:

*****In a clarification call with chief Jordan on August 6, 2026, it was identified that the 2-minute response time is actually the “out of chute time”. It was further reinforced that Life EMS tracks response times from “time of call” not when the crews/vehicle leave the station and that current response time performance meets or exceeds community expectations.***

Life EMS understands this requirement and currently complies with it. Please note that we can report this information in different formats or add other information as mutually agreed. *Please see attached copy of our current reporting.

Life EMS currently provides reporting to the communities as described above. We commit to continue developing the reporting content and frequencies as requested by this RFP and into the future.

Life EMS currently participates in BCEMCA meetings and clinical performance activities. We understand the importance of this activity and commit to ongoing work with BCEMCA.

**Attached documents described can be found in order of reference following this tabbed section.*

D. MEETINGS

Upon request, a supervisory member of EMS staff shall be available to meet with members of the municipality to discuss the effectiveness of the program, provide reports, and provide answers to any question or concern.

RESPONSE – 3. D. MEETINGS:

Life EMS currently meets this requirement. We understand this requirement and will be available for ongoing meetings, planned or unplanned, in the future, as we have demonstrated over the last year. We have a Deputy Director of Operations who is dedicated to our Ionia and Barry County operations, and who reports to a Director of Operations overseeing our Barry County operation as well as our Grand Rapids operation.

E. PERSONNEL

EMS staff shall meet the Department of Health and Human Services standards.

EMS shall perform a CCH (Complete Criminal History) on all of its Paramedics and Emergency Medical Technicians. Employees with a conviction for Criminal Sexual Conduct (CSC) or violation of the Controlled Substances Act shall not be allowed to work in the service area. Employees with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the service area. The provider shall perform a Complete Driving History on all of its Paramedics and Emergency Medical Technicians. Employees with one or more convictions for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Impaired (OWI), Operating While Under the Influence of Narcotic (OUIN), or any two or more convictions of any combination thereof, shall not be allowed to work in the service area. Employees with a conviction for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Impaired (OWI), Operating While Under the Influence of Narcotic (OUIN), in the last five (5) years shall not work in the service area. The provider shall indicate how personnel are screened for motor vehicle operator records and what additional criteria are used for qualification and/or disqualification in the screening.

Each ambulance shall be staffed by two (2) persons who shall meet all of the following criteria:

1. All EMS personnel shall comply with all laws, rules, regulations, protocols, standards, guidelines, operational procedures, and licensing requirements, as such may be amended

from time to time, of any unit of government, including federal, state, or local governments or governing bodies or agencies, to ensure the provision of an effective Michigan Ambulance Service.

3. No EMS personnel shall operate any vehicle or perform any services to be rendered pursuant to this agreement while having a blood alcohol content exceeding 0.00% or while under the influence of a controlled substance as such terms are defined under the Motor Vehicle Code of the State of Michigan.
4. Each EMS personnel shall be fit to operate an ambulance, including any requirements, standards, or guidelines established by any laws, regulations, standards, or protocols regulating the provision of such service.
5. EMS personnel shall be able to speak, read, and write English.
6. EMS shall comply with Federal and State and standards pertaining to equal employment opportunity.

RESPONSE 3. E. PERSONNEL:

Life EMS understands and currently meets or exceeds all aspects of this requirement and agrees to continue to meet or exceed these requirements in this RFP.

This is best demonstrated by the fact that Life EMS maintains one of the lowest turnover rates for paramedics anywhere: currently 4.64% for year-to-date 2026.

Life EMS maintains a fully credentialed and highly skilled, local Hastings area workforce dedicated to delivering exceptional clinical care within Barry County. The team comprises of 12 authorized paramedics, including supervisors, the deputy director, and the operations director, alongside 9 certified Emergency Medical Technicians (EMTs). This well-structured staffing ensures that all protocols and policies related to patient care are consistently met, promoting safety and quality in every emergency response.

Barry County operates as a division under East Operations, which primarily covers Ionia County for 911 emergency response. Both Barry County and East Operations fall under the broader umbrella of Life EMS Central Operations, serving Kent and Ottawa counties. This interconnected structure provides significant operational flexibility, enabling seamless support and resource sharing. For instance, when unexpected absences, planned time off, or high-demand situations arise—such as ambulances being dispatched to 911 emergencies or patient transfers—crews from East Operations or Central Operations can promptly step in to assist Barry County. This collaborative framework strengthens the system's ability to maintain continuous, reliable emergency medical services across the region.

Our ongoing success at Life EMS Ambulance rests on our ability to recruit and employ high-quality people at all levels that possess skill and compassion for others, while instilling comfort and confidence in the patients and customers we serve. This is accomplished through an intensive hiring, orientation, training and retention process within an organizational culture that promotes our trademark “skill and compassion”.

At Life EMS, our initial applicant screening process is comprehensive and designed to gather complete information to support informed hiring decisions. Each candidate is evaluated unbiased and uniquely, considering multiple factors to ensure the best fit for our team and community. A critical component of this evaluation is the background check, which provides insight into an individual’s past conduct. We adhere strictly to our internal guidelines when reviewing these records and maintain ongoing monitoring of all associates’ behavior and performance throughout their tenure.

**Please see attached Policy and Procedure Section 315 Background Checks.*

As part of our commitment to safety and integrity, we assess the seriousness of any past incidents alongside the time elapsed since they occurred. As to our applicant’s employability, upon determination an applicant meets safe hiring criteria, we include continuous monitoring towards ensuring consistent compliance with our policies and standards is maintained. This approach reflects our balanced perspective—acknowledging past mistakes while emphasizing accountability and sustained professionalism within our workforce.

We use a recruitment and selection software program that publishes Life EMS Ambulance positions prominently on the web through different recruitment vendors to maximize our reach. It includes a proven values, motivation and personality pre-assessment that is completed by an applicant. This assists us in selecting the most qualified applicants to be interviewed. The interview is a structured interview that focuses on core values and competencies of the position. The goal of using this tool is to hire the best qualified candidates to work with our already talented workforce.

Once selected, the potential associate completes the Life EMS post offer process, which includes a multiple step checklist. The steps include criminal background checks, driving record checks, and drug and alcohol tests and MDHHS license review, as examples of the detail we go through to employ a paramedic or EMT.

Specifically, the background check consists of County Criminal Search (last 7yrs), Global Watchlist search, National Criminal Search, Sex Offender search and Social Security Trace conducted by third party. Independent of this, a Motor Vehicle Record (MVR) is conducted at the time of hire, and all Life EMS associates are placed on a subscription list that notifies Life EMS if they receive any type of driving infraction, including blood alcohol charge with the State of Michigan. A quarterly audit is performed for current paramedics and EMTs companywide to confirm that their license is currently active and not under disciplinary review with MDHHS as well as a

monthly audit of paramedics and EMTs with the Office of the Inspector General (OIG).

*Once the steps of the post offer process are complete, Life EMS paramedics and EMT's receive a level of training, orientation, and patient contact exposures that far exceeds the requirements of area medical control authorities including Barry County. Every new associate begins employment with Life EMS by attending our Week of Welcome (WOW) orientation program. This is a five-day training program to familiarize new associates with the mission, values, and culture of Life EMS Ambulance while providing practical training for on-the-job responsibilities, software systems, and company policies. *Please see attached WOW outline.*

After completing WOW, each paramedic or EMT completes 3 full shifts as part of a three-person crew under direct observation. Subsequently they receive several orientation shifts for both mobility and EMT level job functions. These shifts prepare the medics for any role they may encounter during their employment. Once this phase is complete, the new paramedic or EMT enters an intense, structured, clinical field training and education program (FTEP) under the oversight of a paramedic Field Training Instructor (FTI). Program completion time for a paramedic varies but currently ranges from 5 – 11 months of “in system” training to ensure that adequate clinical depth and sufficient exposure to real world patient scenarios are achieved. Also, during the training process, we use Virtual Reality (VR) headsets with scenarios that allow the trainee to experience many different types of patient scenarios in an immersive VR environment.

*The FTEP program uses an online software called PowerReady to document all aspects of the training process. This includes a daily observation report completed by the FTI for each shift and allows the trainee and the FTI to see progress and monitor their performance. Upon completion of the training program, passing a final medical knowledge exam, and with the approval of their FTI, the medics must be signed off on a comprehensive skills checklist. A detailed program report is also generated in PowerReady to document the entire process. *Please see attached examples of both daily observation reports and the end program report.*

In October 2022, Life EMS put in place a new position of Corporate Training Coordinator. Patrick Cooney Davis is an experienced paramedic with a passion for training and education. Patrick has taken on this role and provides direction and oversight to all the FTI's at Life EMS. Patrick supports the FTI's and the trainees throughout the company to make sure everyone has what they need and can be as successful as possible in the training process. Patrick has brought a great deal of organization and innovation to our FTEP program.

In October of 2022, Life EMS opened the Innovation and Education Centre (Grand Rapids, MI) with the strategic vision of “Grow Our Own” to ensure an exclusive Life EMS talent pipeline for future operational growth. This building hosts a variety of programs and classes such as paramedic, EMT, CPR, and continuing education to

name a few. In 2025, we offered over 150 CPR classes, teaching CPR to over 1800 students in the Life EMS service areas. The Life EMS Education Program has recently expanded the paramedic program to the Kalamazoo area to compliment the EMT program and a host of continuing education programs. In addition, the Life EMS Education Program offers EMT programs in three area high schools.

The student graduations for 2025 are Paramedic 14, EMT 296 and MFR 42. For 2026 – Paramedic 26 (47 currently enrolled). EMT 192 (102 currently enrolled) and MFR 42.

*Our aggressive efforts in human resource practices and setting a standard of excellence are highlighted when Life EMS Ambulance has been recognized as one of “Best and Brightest Companies to Work for” in West Michigan (22 times) and in the nation (14 consecutive years). The Best and Brightest program honors organizations that display a commitment to excellence in human resource practices and employee enrichment which includes promoting a positive culture and overall compensation and benefit packages. Life EMS is proud to offer the most competitive compensation package in southwest Michigan which allows us to attract the most desirable paramedic candidates. *Please see attached Best and Brightest program award notices.*

In addition to direct wages and benefits, Associates receive an annual performance review and are eligible for an annual pay raise. Some of the other unique programs we offer celebrate accomplishments of associates such as providing a length of service bonus (up to \$1,100 annually), awarding a \$3,000 annual bonus to associates certified as a critical care paramedic, \$5,000 for Field Training Instructors, a \$500 Preceptor bonus and a \$500 EMT out of training bonus as well as acknowledging associates who have perfect attendance with extra paid time off and an attendance bonus.

We offer programs such as employee assistance services to all associates and their families to utilize for personal, work, or financial issues along with vendor discounts to several optical services, fitness centers and wireless phone companies.

Over the holidays, we send a letter to each associate with a gift card included and throughout the year we offer on-the-spot gift cards for a job well done or good ideas. The amount of gift cards we gave out in 2024 totaled over \$30,000 and \$50,000 in 2025 and \$40,000 year to date in 2026.

We provide an online resource portal that provides self-service options for associates to access their benefits and compensation information. Associates can login any time to make changes to payroll items such as address changes, tax exemptions, and direct deposits or they can add or change benefit options.

Since 2024, Life EMS partnered with Paws with a Cause to launch a wellness program called “Kicking back with Koko” Koko is a facility dog that visits Life EMS facilities on a regular basis to provide relief from stressors whether it be personal or work related.

*In addition, Life EMS also partnered with the organization, “2 the Rescue”. This organization specializes in emotional wellness for first responders. The training: Zero to 60: Career Survival & Emotional Wellness was offered to Life EMS associates, family members and friends with a focus on managing the everyday unique stressors while learning realistic, simple and successful methods to help first responders. *Please see attached program brochure and photos of onsite events at Life EMS.*

In 2025, Life EMS took a significant step forward by partnering with Blink to launch an innovative electronic communication platform designed to enhance connectivity among its associates. This all-in-one workplace app seamlessly integrates people, tools, and company culture, creating a vibrant digital environment where communication thrives. Associates can easily send messages to one another, engage in group discussions, or reach out to leadership to share questions, ideas, or concerns—whether they’re at their desks or on the go, thanks to the mobile app.

*Another component of wellness is having the staffing levels to limit excessive overtime and ensuring associates are allowed paid time off (PTO) a very high percent of the time it is requested. *Please see attached chart that tracks and trends the percentage of PTO requests that are approved compared to those we are unable to accommodate. As the report shows we continue to trend upward to achieve success at approving time off requests.*

*We believe our first impressions are lasting as we are generally with a patient for only 20-40 minutes. Personal appearance and grooming are an important part of our initial presentation that allows us to gain the confidence and trust of our patients and bystanders. Therefore, we provide uniforms for all Life EMS field personnel as described in Section 113 of the Life EMS Policy and Procedure Manual. In addition to being one of the many associate benefits, company furnished uniforms and an annual shoe/boot allowance of \$160, allow us to help manage the dress appearance of our associates with no associate out of pocket costs. Life EMS allows a green polo/golf shirt to associates to wear while working for relief of the hot weather usually between Memorial Day and Labor for associates and must be approved by Leadership. The green polo/golf shirt is professional and identifiable with the Life EMS logo, CAAS Logo and designated patches for EMT and paramedic. In addition, the attention to grooming is well defined in section 114 of the Life EMS Policy and Procedures Guidebook. *Please see attached policy sections.*

In all Life EMS operations, we currently employ over 500 active paramedics and EMT's as part of our approximately 800 strong work force.

We are proud to report that the average length of service for all licensed paramedics in our Central operation is 5.75 years. Also important to note that many of our licensed medics have a number of years of field experience with other agencies prior to joining Life EMS.



In addition to the paramedics and EMT certifications referenced above, there are a number of Life EMS associates who have additional specialized training and involvement in special programs as part of the overall health care services we provide in our service areas. They include:

- *Critical Care Paramedics*
- *Enhanced Paramedic Interfacility Care (EPIC)*
- *MDCH licensed Instructor Coordinators*
- *Local Law Enforcement and Michigan State Police Special Response Team (SRT) Medics*
- *American Heart Association CPR Instructors*

All Life EMS paramedics are provided additional certification in EPC, ACLS and PHTLS. Copies of all certifications are available upon request or, by on-site inspection.

Life EMS leadership staff routinely attends the American Ambulance Association Conference and Trade Show, Pinnacle Leadership and Management Conference and training provided by Safe Tech Solutions which provides the opportunity to learn, collaborate, understand innovative ideas, network with experts and peers and develop strategies and tools that can be implemented to create day to day performance improvements. These advanced learning opportunities are a small sample of those attended each year.

**Attached documents described can be found in order of reference following this tabbed section.*

F. DRUG TESTING

The provider shall have a random and probable cause drug-testing program for all personnel operating in the Municipalities.

RESPONSE – 3. F. DRUG TESTING:

*Life EMS understands this requirement and currently has a Policy and Procedure in place that complies with this requirement. *Please see attached Life EMS Policy and Procedure Section 314 Substance Abuse and Testing.*

**Attached documents described can be found in order of reference following this tabbed section*

G. CARE COMPLAINT RESOLUTION

In the event a complaint arises over the provision of emergency medical care, the procedure shall be as follows:

- (1) The complaint shall be forwarded to the EMS supervisor, for investigation and review. The complaint shall be investigated and a written report provided to the municipality



(2) within 15 days on company letterhead identifying the complaint and the corrective action taken to prevent in the future

(3) To be

RESPONSE – 3. G. CARE COMPLAINT RESOLUTION:

*Life EMS understands this requirement and has a Policy and Procedure in place to comply with this requirement. We understand the additional requirements of reporting findings to both the municipalities and if necessary BCEMCA. *Please see attached Life EMS Administrative Policies and Procedures Section 1003 describing the internal process. In addition, we proactively do patient satisfaction surveys to help gauge our performance and get feedback for continuous improvement, which is done by an independent organization, EMS Survey Team. The satisfaction surveys benchmark Life EMS against our own previous performance, as well as providers throughout Michigan and the nation. Attached please see Satisfaction Survey Summary for year-to-date 2026.*

**Attached documents described can be found in order of reference following this tabbed section*

H. INSURANCE

The provider shall comply with the insurance requirements specified in Section 6 of this RFP.

RESPONSE – 3. H. INSURANCE:

Please see response in Section 6 of this RFP.

I. MULTI-CASUALTY DISASTER

When notified by a 911 operation that a multi-casualty, life-threatening disaster or major emergency has occurred, EMS shall follow BCEMCA protocol.

RESPONSE – 3. I. MULTI-CASUALTY DISASTER:

Life EMS understands and will comply with this requirement. In addition, we agree to participate in ongoing disaster exercises sponsored by BCEMCA or any participating municipality.

J. PUBLIC SAFETY INCIDENT AND TRAINING STANDBY

EMS shall provide ambulance units as requested to standby at public safety emergency scenes such as fires, hazardous materials incidents, police tactical incidents, and police and fire training incidents as requested. These units shall not leave the incident unless released by the incident commander. The ALS ambulance units shall assist in medical evaluation, treatment and transport of emergency personnel as required.

RESPONSE – 3. J. PUBLIC SAFETY INCIDENT & TRAINING STANDBY:

Life EMS understands and will comply with this requirement. In addition, we agree to participate in ongoing training exercises to ensure competency in these activities.

Hastings Fire Department, fellow medical resources, and area hospitals or treatment facilities. EMS shall indicate what backup systems exist to facilitate dispatch communications in the event of a failure of the primary radio transmitter. EMS is responsible for making accommodations for the provider's dedicated units to communicate with Barry County Central Dispatch.

EMS is required to install and maintain location monitoring equipment compatible with Barry County Central Dispatch.

RESPONSE – 3. K. COMMUNICATIONS:

It was clarified with Chief Jordan on August 6, 2026 that Life EMS currently provides ongoing status updates to Barry County Central Dispatch regarding the location and availability of Life EMS paramedic ambulances in Hastings/Barry County to meet this question.

Life EMS currently has the required communications equipment to operate in Barry County. In addition, we currently have GPS vehicle tracking that is integrated with our Computer Aided Dispatch (CAD) thus providing additional detail on the current status of a vehicle, i.e. available, responding, transporting, not just where a vehicle may be currently located.

L. BASE OF OPERATIONS

EMS shall identify the location(s), which are to serve as the base of operations for this program. Base of operations must be located at or in a facility within the Hastings City Limits. Full coverage of services must be maintained during shift changeover.

RESPONSE – 3. L. BASE OF OPERATIONS:

Life EMS currently complies with this requirement as our station location is 504 S. Hastings Ave. Hasting, MI 48058.

A future purpose-built station location will be conditional on available property to build on. We commit to work with Hasting City as we plan a future EMS Station building.

M. OUT OF SERVICE AREA NOTIFICATION

EMS shall notify Central Dispatch and Hastings Fire Department when they are out of the service area and provide notification again when they have returned.

RESPONSE – 3. M. OUT OF SERVICE AREA NOTIFICATION:

Life EMS understands and currently complies with this requirement. As we currently notify Central Dispatch, who advises the Hasting Fire Department, as to ambulances in or out of service area.

the option to auto-renew for three additional one (1)-year terms, subject to mutual agreement and available funding.

Termination of the contract by either party (The municipalities or the service provider) shall require written notice a minimum of 90 days in advance.

RESPONSE – 3. N. TERM/TERMINATION:

Life EMS understands this requirement.

O. PATIENT FEES

EMS shall specify what ambulance user charges are to be assessed and include a current schedule of charges. EMS shall provide as part of their proposal, a comprehensive rate schedule for all services, materials, medications, and other actions or items that may be billed to a patient during their treatment and transport.

RESPONSE – 3. O. PATIENT FEES:

*Life EMS understands this requirement. *Please see the attached Life EMS Fee Schedule.*

**Attached documents described can be found in order of reference following this tabbed section*

P. PATIENT BILLING AND COLLECTION SYSTEM

EMS will be responsible for proper billing and collection practices. EMS collection practices shall be in accordance with all State collection laws and regulations. EMS's accounts receivable management system will be capable of timely response to patient and third-party payer inquiries regarding submission of insurance claims, dates and types of payments made, itemized charges and other inquiries. EMS shall have staff available at the local base of operations to provide an initial response to questions regarding patient bills. EMS will provide for interpreter service, relative to billing and collections, to parties having limited English proficiency.

RESPONSE – 3. P. PATIENT BILLING AND COLLECTION SYSTEM:

Life EMS understands this requirement and has demonstrated compliance.

To start, Life EMS provides emergency ambulance services to all emergency medical requests regardless of a patient's ability to pay. Our Customer Support Center is

committed to making the payment experience as convenient, secure, and accessible as possible for every patient. We offer multiple e-commerce payment solutions designed to meet patients where they are, reducing barriers to payment while improving overall satisfaction. Patients can make payments through a variety of secure channels, including online self-service portals, over-the-phone payments with trained customer service representatives, and in-person payment processing when needed. These flexible options accommodate patient preferences while maintaining compliance with industry security and payment processing standards.

Life EMS fully participates with the federal Medicare, State of Michigan Medicaid programs as well as Blue Cross Blue Shield of MI and Priority Health, two of the largest commercial insurers in the state. In addition, Life EMS directly bills all insurance companies regardless of network status, thus eliminating the need for the customer/patient to self-submit and send it to their insurance.

We cannot guarantee that someone will always be at the local base in Hastings. And if a Paramedic or EMT were there, they would not hold the intricate knowledge of billing to safely and accurately answer questions. However, anyone at the station could direct a customer to our Grand Rapids based Customer Support Center during business hours of 8:00am – 5:30pm. A customer may also leave an after-hours message, and their call or email at customerservice@lifeems.com, will be returned by the end of the next business day.

Our Customer Support Center has access to all patient account information. In addition, they utilize a language interpretation service to assist those customers who may have limited English proficiency. Life EMS is dedicated to ensuring all of our customers are treated with dignity and respect, helping them to navigate the complex and often confusing billing process.

Life EMS maintains a reputation for compassion when dealing with specific hardship cases in the billing process. Life EMS routinely initiates payment plans as well as write down or write off unpaid balances for specific patients/customers that have demonstrated unusual hardship circumstances and clearly have no ability to pay. Life EMS also coordinates with local non-profit organizations as a payment alternative, where the responsible person is allowed to perform community volunteer work in lieu of payment. This option encourages responsibility for the invoice to the benefit of the community.

Q. FEES FOR SERVICE

It is anticipated that the majority or all of the services provided shall be covered by patient billing. If EMS is proposing a subsidy or fee for the municipalities, please provide that information with RFP response submittal.

RESPONSE – 3. Q. FEES FOR SERVICE:

All of us at Life EMS Ambulance have been honored by the trust placed in us to bring our reliable, high-quality paramedic ambulance service to the Hastings/Barry County area under very short notice to ensure the community didn't face an interruption in



Advanced Life Support (ALS) response. In addition to the rapid start of our services to the area, we also immediately improved the training and pay/benefits of the local EMTs and paramedics along with deployment of much higher quality/reliable vehicles and equipment. In addition, we have dramatically improved working conditions that included significant investment in the station/housing environment.

Our experience serving the Hastings area this past year reinforces the need for community support, in addition to fee for service revenues, to help with the cost of readiness to ensure the continuous availability of high-quality paramedic ambulance response.

Hence, we are proposing:

*2027 Community Support \$207,000 *Annually*

*2028 Community Support \$207,000 *5.5% inc. (\$218,385 annually)*

*2029 Community Support \$207,000 *4.5% inc. (\$228,212 annually)*

**Please note – the above amounts are based on Life EMS having access to the patient transport volume in Rutland and Hope Townships which clearly is the best option for both of those municipalities from a response time, quality, and reliability perspective.*

If Life EMS does not have access to the transport volume referred to above, the base annual level of support would be \$259,000.

We understand and respect the fact that the communities involved may want to discuss/negotiate the above, including the three one-year renewals beyond 2029, and we are open to those discussions as we are committed to ensure the Hastings/Barry County area is best served in the most efficient, cost effective manner.

R. AUDIT

Should the municipalities deem it necessary, due to conflicting data information received by the service provider to actual field service data, an independent third-party audit of the raw data may be requested at the expense of the contractor to verify the provider is meeting the services and response times as required. This third-party audit may be requested at the end of a contract year should the municipalities find it necessary to verify conflicting information and data.

RESPONSE – 3. R. AUDIT:

Life EMS is confident of the accuracy of any reports or data provided in the performance of this contract. We are committed to full and complete transparency. As discussed with Chief Jordan on August 6, 2026 in conjunction with questions allowed through this proposal process, Life EMS clarified we are open to allow “an independent third-party audit...” however we will not cover the expense incurred by the municipalities for using a third-party for this function.



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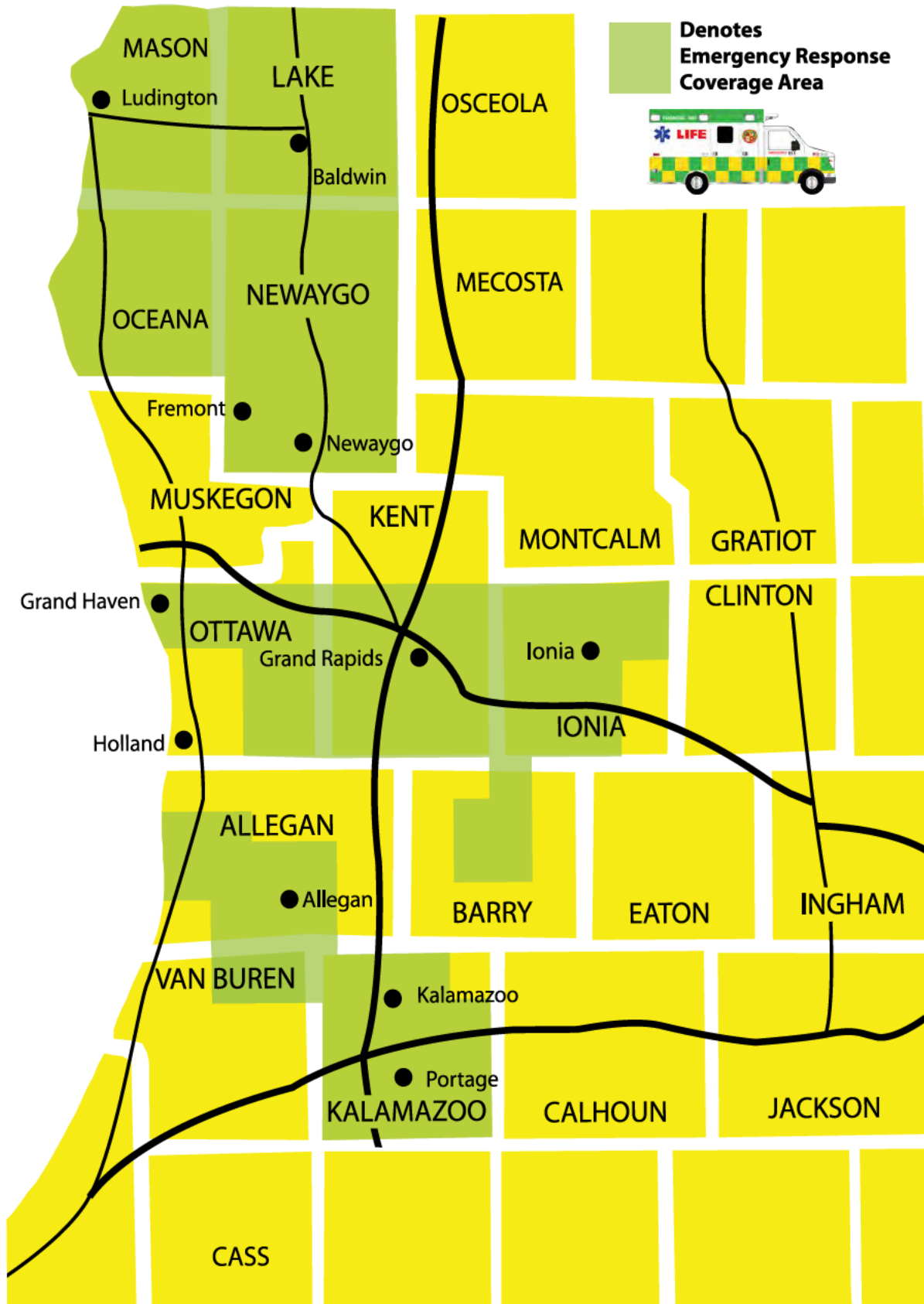
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AMBULANCE

Emergency Response Coverage Area





NON-BIRCH Area - TOT Summary

Life EMS Ambulance of Barry County
For the Period Beginning 01/01/2026 and Ending 06/30/2026

Incoming Mutual Aid Map

Response Plan ● MED 1 ● MED 3

Incoming Mutual Aid

Reporting Title	MED 1	MED 3	Total
Assyria Township	4	0	4
Castleton Township	8	12	20
Hickory Corners	13	11	24
Irving Township	1	1	2
Johnstown Township	4	8	12
Maple Grove Township	7	3	10
Orangeville Township	1	0	1
Prairieville Township	17	6	23
Thornapple Township	8	5	13
Woodland Township	11	5	16
Yankee Springs Township	2	2	4
Total	76	53	129

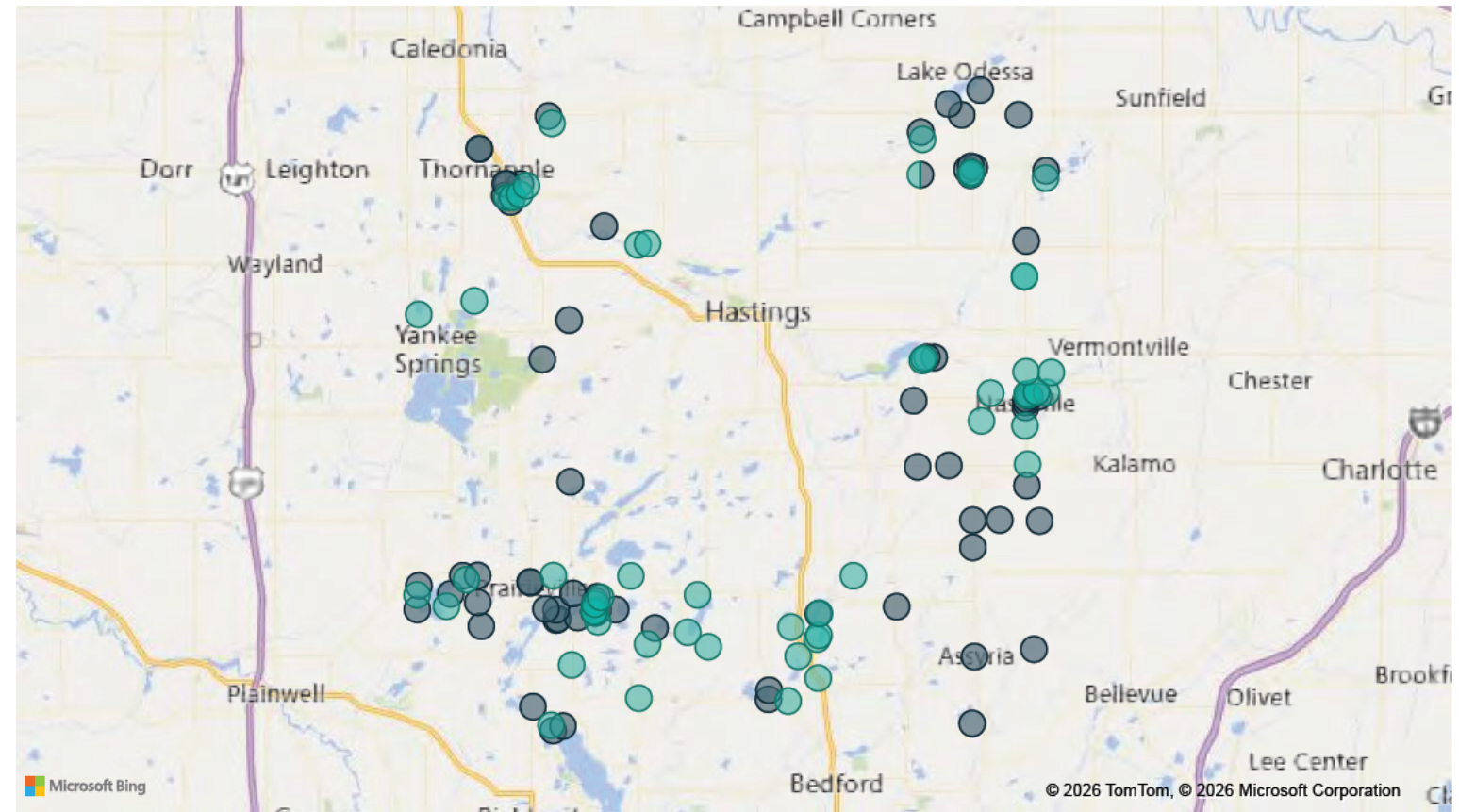


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Number: BETP20250909-07305

Inspector: Robert Rudzki

Date: Sep 9, 2025



Bureau of Emergency
Preparedness, EMS
and Systems of Care

Division of EMS and Systems of Care

P.O. Box 30207

Lansing, Michigan 48909-0207

Phone: (517) 241-3025

Email: MDHHS-MichiganEMS@michigan.gov

Website: www.michigan.gov/ems

1FDBW1XG9PKB07834

Expiration Date:

Vehicle Call Sign:

E-11

Vehicle Unit Number:

E-11

ALS Vehicle Critical Equipment

Agency Information

*Name of Agency:

Life EMS of Ionia County

*Type of Inspection:

ALS transport vehicle

*License Plate Number:

DF 26277

Vehicle Requirements

No.	Item			
1	Access for Loading and Unloading Patient in Supine Position	C	NC	NR
2	Ambulance Cot with Straps and Means of Securing Cot	C	NC	NR
3	Communication- State MEDCOM Compliant (HERN Required for all vehicles except non-transport BLS, and MFR)	C	NC	NR
4	External Warning System: Visual & Audio – Must be Operational	C	NC	NR
5	Fire Extinguisher: UL Listed w/Current Tag, 2-A-20 BC (1)	C	NC	NR
6	Flares or Equivalent Device (3)	C	NC	NR
7	Flashlight (1)	C	NC	NR
8	Patient Compartment: Climate and Lighting Must Be Maintained Within Vehicle Standards	C	NC	NR
9	Reflective Safety Wear for each Crewmember	C	NC	NR
10	Vehicle Starts/Runs	C	NC	NR
11	The life support agency name is displayed prominently on the left and right side of the vehicle	C	NC	NR

Airway

No.	Item
-----	------

12	Bag Valve Mask: Hand Operated Self-Expanding Bag with Oxygen Reservoir/Accumulator; Valve (Clear & Operable in Cold Weather); and Mask (Adult, Child, Infant, and Neonate Sizes) Child (450-750ml) (1 each) and Adult (= or >1000 ml) (1 each)	C	NC	NR
13	Capnography-Waveform (attached to the monitor or independent)	C	NC	NR
14	CPAP Masks - At least two sizes that will accommodate a bridge of nose to chin measurement of 3 ¼ inches to 5 inches.	C	NC	NR
15	End Tidal CO2 Detection Capability: Either Quantitative Capnography or Colorimetric – Adult (1)	C	NC	NR
16	Endotracheal Tubes and Equipment: Sizes 2.5, 3.0, 3.5, 4.0, 4.5, 5.0, 5.5, 6.0, 7.0, 8.0 Cuffed (2 of each size)	C	NC	NR
17	Laryngoscope Blades- Curved Sizes #2 and either #3 or #4 required for a total of two blades. Straight Sizes #0, #1, #2, and either #3 or #4 required for a total of four blades.	C	NC	NR
18	Laryngoscope Bulb, Batteries, and Handle (1 set)	C	NC	NR
19	Laryngoscope Handle (1) (Spare)	C	NC	NR
20	Magill Forceps: Adult & Pediatric (1 each)	C	NC	NR
21	Nasal Cannulas: Adult and Pediatric (1 each)	C	NC	NR
22	Nasal Canula Capnography- Adult Size (1)	C	NC	NR
23	Nasopharyngeal Airways: 1 Size between 16-24 fr and 1 Size between 26-34 fr	C	NC	NR
24	Non-Rebreather Masks: Adult, Child, and Infant (1 each)	C	NC	NR
25	Oropharyngeal Airway: 0-1, 2-3, 4-5 (1 each)	C	NC	NR
26	Oxygen On-Board w/Regulator Capable of 15 lpm, and Supplies	C	NC	NR
27	Oxygen Portable with Regulator Capable of 15 lpm, and Supplies	C	NC	NR
28	Pulse Oximeter (1)	C	NC	NR
29	Stylettes for Endotracheal Tubes: Adult and Pediatric (1 each)	C	NC	NR
30	Suction On-Board with a Regulator	C	NC	NR
31	Suction Portable (Can be manually powered)	C	NC	NR
32	Suction Tubing: Wide-Bore Tubing, Rigid Pharyngeal Curved Suction Tip and Tonsil and Flexible Suction Catheters 6F-16F (1 between 6F-10F and 1 between 12F-16F). 1 set for each mechanical suction device.	C	NC	NR
33	Supraglottic (Combitube, King, I-Gel) (1 of Each Adult Size Required)	C	NC	NR
34	Supraglottic Airway- Per MCA Selections in Airway Management Protocol 7-9 (1 each adult size required)	C	NC	NR
Type of SGA [-Gel]				
35	Tube Holder (1)	C	NC	NR

Trauma - Bandaging

No.	Item
-----	------

36	Arterial Tourniquet (commercial) (1)	C	NC	NR
37	Bandages - Triangular (4)	C	NC	NR
38	Band-Aids (assortment)	C	NC	NR
39	Burn Sheets - Sterile (2)	C	NC	NR
40	Dressing: Large Sterile Trauma (1)	C	NC	NR
41	Dressing - Occlusive: Sterile (aluminum foil, saturated gauze, etc.) (1)	C	NC	NR
42	Gauze Bandages: Rolled (6)	C	NC	NR
43	Gauze Pads - 4" x 4" Sterile (12)	C	NC	NR
44	Scissors - Bandage/Trauma (1 pair)	C	NC	NR
45	Tape: Hypoallergenic (1 roll)	C	NC	NR

Trauma - Splinting				
No.	Item			
46	Cervical Immobilizers: Infant, Child, Adult (2 each)	C	NC	NR
47	Head Immobilization Device (2) - Firm Padding or Commercial Device	C	NC	NR
48	Long Spine Immobilization Device (1) - Rigid Support	C	NC	NR
49	Rigid Splints - Short, Medium, and Long (Long must be at least 36 Inches each) (2 each)	C	NC	NR
50	Traction Splinting Device (1)	C	NC	NR

IV Requirements				
No.	Item			
51	14 Gauge Needle at Least Three Inches or MCA Approved Commercial Device for Pleural Decompression	C	NC	NR
52	14 Gauge Needle at Least Three and a Half Inches or Commercial Device for Pleural Decompression	C	NC	NR
53	Alcohol Wipes (12)	C	NC	NR
54	Extension Set (2)	C	NC	NR
55	Filter Needles	C	NC	NR
56	IM Needles - Sizes Suitable for Pediatric and Adult Patients	C	NC	NR
57	IO Supplies: Adult and Pediatric (1 each)	C	NC	NR
58	IV Solution and Supplies Secured	C	NC	NR
59	IV Administration Set: Macro Drip (4)	C	NC	NR
60	IV Catheters - Size 24-18 Gauge (4 each)	C	NC	NR
61	IV Fluids: NS (1) and Crystalloid Solution (2) Total of three liters	C	NC	NR

*IV Fluids Filled by:

☒ Hospital ☐ Wholesale

*Hospital or Wholesaler Name:

*If Obtained through Wholesaler - Tracking Log?

☒ Yes ☐ No ☒ Not Wholesale

*First Expiration Date of Fluids:

12/2025

62	Needles - Various Sizes	C	NC	NR
63	Tourniquets (2)	C	NC	NR

Drug Package

No.	Item			
64	Atomizer (1)	C	NC	NR
65	Drug Package in Climate Controlled Area	C	NC	NR
66	Drug Package Secured and Locked	C	NC	NR
67	Drug Package: Proof of Acquisition for additional Non-Sealed Medication through Hospital Pharmacy	C	NC	NR
68	Drug Package Sealed	C	NC	NR

*Hospital Filled By:

Metro

*Date Filled:

3/27/2025

*Expiration Date:

11/30/2025

69	Drug Package that is not Expired	C	NC	NR
70	MI-MEDIC Cards and Length Based Pediatric Dosing Tape	C	NC	NR
71	Nebulizer (1)	C	NC	NR
72	Syringes (1, 3, 5, 10, and 20 ML) - Multiple of each size	C	NC	NR

Cardiac Monitor/Defibrillator

No.	Item			
73	12 Lead EKG	C	NC	NR
74	Cardiac Monitor that is Portable, Battery Operated and Operational. Includes Patient Cable, Electrodes, and ECG Paper.	C	NC	NR

*Type:

LifePack 15

*Serial Number:

46609939

75	Defibrillation Pads- 2 sets of adult pads (or combination pads when applicable to the device) and 1 set of pediatric pads (when required by device for pediatric use).	C	NC	NR
76	Means to Defibrillate Adult Patients	C	NC	NR

Means to appropriately defibrillate pediatric and infant patients (device, pads and product indications must support defibrillation of all pediatric patients).

C

NC

NR

78

Transcutaneous Cardiac Pacemaker that includes Pediatric Capability (may integrate with Monitor/Defibrillator)

C

NC

NR

Miscellaneous - PPE & Other

No. **Item**

79 Alcohol-Based Hand Cleanser (Towlette, Spray, or Liquid) (1)

C

NC

NR

80 Disinfectant Cleaner for Bloodborne Pathogens EPA Registered (for vehicle cleaning) (1)

C

NC

NR

81 Documentation Tools (Pens, Tablet, Run Forms)

C

NC

NR

82 Gloves Non-Latex (1 Box or Pouch of three different Sizes)

C

NC

NR

83 HEPA Respirator or N-95 Masks (One for each crew member)

C

NC

NR

84 Personal Protection Equipment: Impervious Gown, Eye Protection (Full Peripheral Glasses, Goggles, or Face Shield), and Mask (One for each caregiver)

C

NC

NR

85 Sharps Container (Fixed) (1)

C

NC

NR

86 Sharps Container (Portable) (1)

C

NC

NR

Miscellaneous - Patient

No. **Item**

87 Blankets (2) with 1 being a Thermal Absorbent Blanket, or Appropriate Heat-Reflective Material (adult size)

C

NC

NR

88 Blood Pressure Cuff and Sphygmomanometer : Infant, Child, Adult, and Large Adult (Manual) (1 each)

C

NC

NR

89 Bottled Sterile Water or Bottled Normal Saline 0.9% (NS) (1 liter)

C

NC

NR

90 Ambulance Child Restraint System (1)

C

NC

NR

91 Cold Packs (2)

C

NC

NR

92 Emesis Container (1)

C

NC

NR

93 Glucometer or Blood Glucose Measuring Device with Reagent Strips

C

NC

NR

94 Heat Packs (2)

C

NC

NR

95 Infant Thermal Cap (1)

C

NC

NR

96 OB Kit: Sterile Contents (1) - (4 x 4 Dressing, Sterile Scissors or other Cutting Utensil, Bulb Suction, Clamps for Cord, Sterile Gloves, Blanket)

C

NC

NR

97 Oral Glucose Solution (1)

C

NC

NR

*Expiration Date

09/2027

98 Paper Bags- Appropriate size for clothing

C

NC

NR

99 Pillow (1)

C

NC

NR

100	Soft Restraints (May be cravats) (4)	C	NC	NR
101	Stethoscope (1)	C	NC	NR
102	Thermometer with Low Temperature Capability down to 86 Degrees (i.e. hypothermia) (1)	C	NC	NR
103	Towels (Adequate size for padding) (2)	C	NC	NR

Miscellaneous - Other Vehicle, Health & Safety Concerns

Other Health and Safety Concerns

MCA Approved Critical Equipment

MCA Approved Critical Equipment

No.	Item			
104	Active compression-decompression device	C	NC	NR
105	CPAP-Various Sizes	C	NC	NR
106	Cricothyrotomy Kit- Surgical, needle, or MCA approved commercial device	C	NC	NR
107	Gum Elastic Bougie (1)	C	NC	NR
108	Hemostatic Agent, FDA and MCA Approved (1)	C	NC	NR
109	Impedance Threshold Device (1)	C	NC	NR
110	Mechanicle CPR Device	C	NC	NR
*Manufacturer and Serial Number h/a				
111	Naloxone Leave Behind	C	NC	NR
*Hospital Filled By MCA				
*Date Filled h/a				
*Expiration Date 04/2028				
112	Pelvic Binder (Commercially Approved FDA Device) (1)	C	NC	NR
113	Trachea Hook (1)	C	NC	NR

Instructions and Signature

Instructions

The findings from this inspection will be submitted to the Michigan Department of Health and Human Services (MDHHS) to determine compliance with requirements for licensure. This inspection form does not indicate licensure status. The MDHHS upon determination of compliance with applicable statutory and regulatory requirements and standards, will issue the license in accordance with Part 209 of the Public Health Code (PA368 of 1978), as amended.

Items on this inspection form checked "NC" indicates that the item was not clean, was missing, or non-functional at the time of this inspection, causing MDHHS to consider each applicable vehicle to be in violation of Part 209 of the Public Health Code (PA 368 of 1978), as amended. Non-sterile items must be clean and functional. Sterile items must be intact in their package, usable, integrity of package must not be compromised, and must not be expired.

Instructions for Required Corrections

Non-Compliant (NC)

- If MDHHS makes the determination that a vehicle is non-compliant with equipment items, the agency has 24 hours to bring the vehicle into compliance. If the life support vehicle is not brought into compliance within that time period, the vehicle will be taken out of service. The life support agency shall demonstrate to the department, in writing, when the vehicle has been brought into compliance. A re-inspection may occur after the vehicle corrections are made within 15 days of notification.
- If a life support vehicle remains out of compliance for more than 15 calendar days from the date of inspection, then the vehicle license shall be automatically revoked.

Other Licensure Issues

- MDHHS may order a life support vehicle out of immediate service if it determines that the health, safety, and welfare of a patient may be in jeopardy due to non-compliance with equipment items, defective and non-functional equipment, or other applicable reasons. A notice of such action shall be issued to the life support agency by MDHHS based upon the deficiencies identified in the inspection report.
- A life support agency may immediately address potential violations during the inspection. The inspection report will reflect the action taken and MDHHS will consider that the indicator was met.

Documentation of completed corrections may be faxed or emailed to MDHHS
Email: FloryD@michigan.gov
Fax: 517-335-9434

Signature

The inspection was completed via video technology. A separate form will be signed by the agency representative to acknowledge and confirm the inspection. Including compliance with climate, and lighting.

The representative of the above service, acknowledge receipt of a copy of this inspection report, supplemental notes and corrective action statement (if applicable). Failure to correct the deficiencies within the established time frames will subject the service to administrative action and penalties as outlined in Sections 201 and 209 of the Michigan Public Health Code and the Administrative Rules thereunder.

Comments:

Filter needles in sealed regional medication box.

Passed

Total: 0 deficiencies of 113 items



Michigan Department of Health and Human Services
Bureau of EMS, Trauma and Preparedness
Division of EMS and Trauma
P.O. Box 30207
Lansing, MI 48909-0207
MDHHS-MichiganEMS@Michigan.gov
Phone: (517) 241-3025
Fax: (517) 335-9434

Website: www.michigan.gov/ems

Notes:

1. To obtain a title, the remounter must apply for a title with the Michigan Department of Secretary of State (or other similar entity outside the State of Michigan) and show proof of the certificate of origin for the chassis and the final stage manufacturer. More information can be found on the Michigan Department of Secretary of State website: www.michigan.gov/sos.

Section 1: New Ambulance

For a vehicle that is a new chassis with a newly built patient compartment.

AMBULANCE INFORMATION			
Year 2023	Make Ford	Style Type II	Vin 1FDBW1XG9PKB07834
Sold To (Name of Life Support Agency) Life EMS			
Date Sold 10/19/2023		Date Delivered 10/19/2023	

MANUFACTURER'S INFORMATION		
Name of Final Stage Manufacturer AEV		
National Highway Traffic Safety Administration (NHTSA) ID Number 000100		
Street Address 101 AEV Lane		
City Jefferson	State NC	Zip Code 28640



Michigan Department of Health and Human Services
Bureau of EMS, Trauma and Preparedness
Division of EMS and Trauma
P.O. Box 30207
Lansing, MI 48909-0207
MDHHS-MichiganEMS@Michigan.gov
Phone: (517) 241-3025
Fax: (517) 335-9434

Website: www.michigan.gov/ems

FINAL STAGE MANUFACTURER CERTIFICATION		
I certify the ambulance described herein meets all applicable requirements of administrative rule 325.22181, pursuant to Part 209 of P.A. 368 of 1978, as amended (see Rule on next page of this form).		
Type of Standard Vehicle Meets: ☐ Federal Triple K-A-1822 (excluding paint scheme) ☐ NFPA in Entirety ☒ CAAS/ GVSA in Entirety ☐ CAAS/GVSA Section F – Ambulance Remount (Remounts ONLY)		
Name of Final Stage Manufacturer AEV	Phone Number 336-846-8010	
Name of Person Certifying Compliance (Print) Debbie Blevins		
Street Address 101 AEV Lane		
City Jefferson	State NC	Zip Code 28640
Signature of Person Certifying Compliance <i>Debbie Blevins</i>		Date 10/19/2023
NOTARY PUBLIC		
Notary Public Name (Print) <i>Jody L Richardson</i>	State NC	County Ashe
Subscribed and sworn to me this: Day: 19 Month: October Year: 2023		
Signature of Notary Public <i>Jody L Richardson</i>		

JODY L RICHARDSON
NOTARY PUBLIC
ASHE COUNTY
North Carolina

My Commission Expires **APRIL 18, 2026**



Primary BIRCH Area - Response Summary
Life EMS Ambulance of Barry County
For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

915

Total Transports

659

Cancelled PTA

33

Outgoing TOT

12

Treat/No Transport

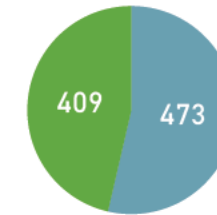
207

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	549	63.10%	00:40:38
No Transport	214	24.60%	00:16:33
Corewell Health Hospital - Butterworth	29	3.33%	01:34:13
Bronson Hosp - Kalamazoo	18	2.07%	01:23:02
University of Michigan Health - West	18	2.07%	01:25:18
Beacon Health - Kalamazoo Hosp	17	1.95%	01:14:35
Corewell Health Hospital - Blodgett	9	1.03%	01:30:22
Bronson Hosp - Battle Creek	7	0.80%	01:05:03
Corewell Health Hospital - Helen Devos Children's	5	0.57%	01:32:57
TRINITY HEALTH SAINT MARY'S - GRAND RAPIDS	2	0.23%	01:35:07
Trinity Health Hospital - Southwest	1	0.11%	01:38:09
University of Michigan Health - Sparrow Eaton Hospital	1	0.11%	00:53:26
University of Michigan Health - Sparrow Ionia Hospital	1	0.11%	00:56:51

Response Priorities

● MED 1 ● MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1	17	91	110	78	49	27	23	19	16	8	5	6	5	3	7	9	473	0:08:07
MED 3	15	42	120	68	42	34	29	13	7	15	3	7	6	3	5		409	0:08:23



NON-BIRCH Area - TOT Summary

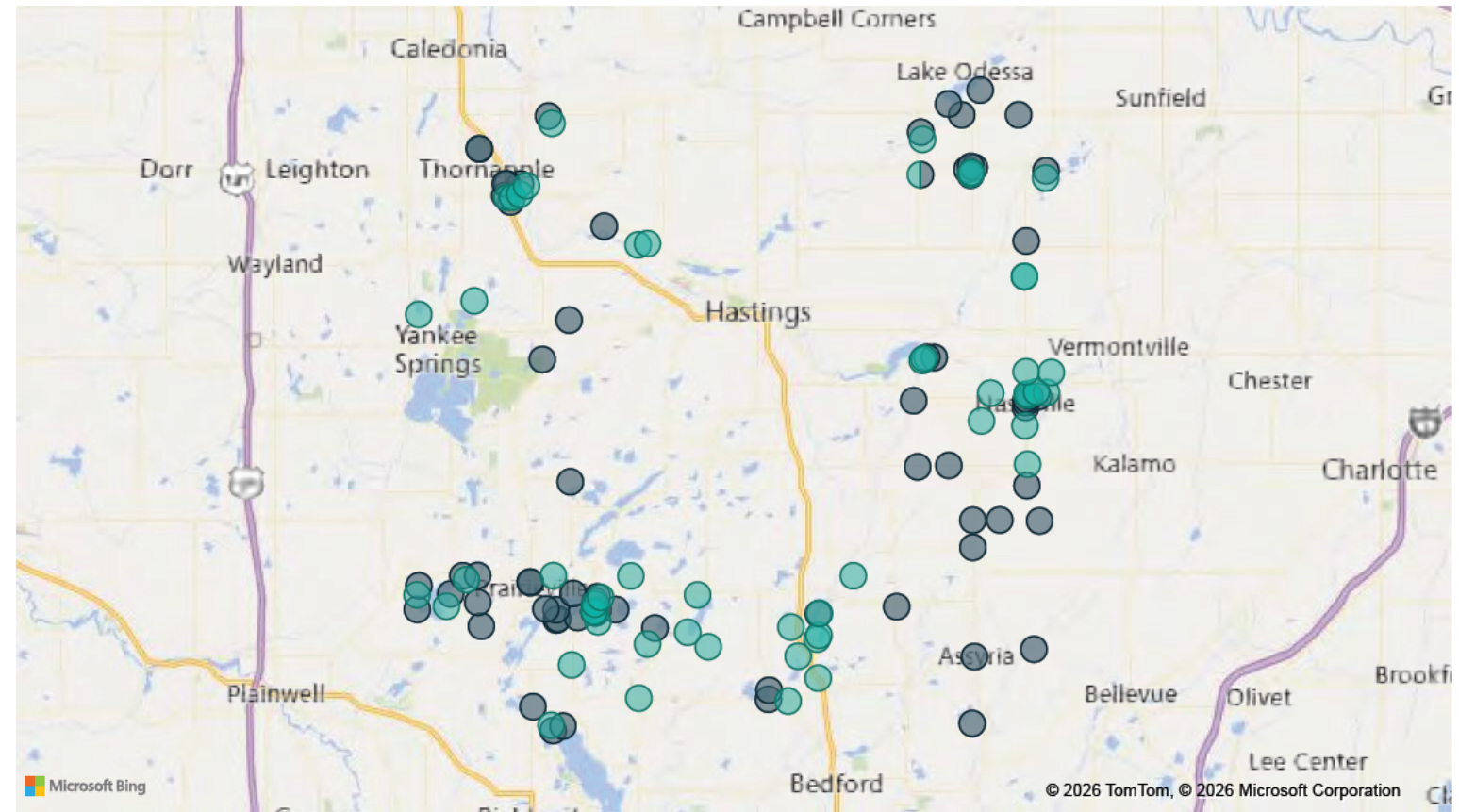
Life EMS Ambulance of Barry County
For the Period Beginning 01/01/2026 and Ending 06/30/2026

Incoming Mutual Aid Map

Response Plan ● MED 1 ● MED 3

Incoming Mutual Aid

Reporting Title	MED 1	MED 3	Total
Assyria Township	4	0	4
Castleton Township	8	12	20
Hickory Corners	13	11	24
Irving Township	1	1	2
Johnstown Township	4	8	12
Maple Grove Township	7	3	10
Orangeville Township	1	0	1
Prairieville Township	17	6	23
Thornapple Township	8	5	13
Woodland Township	11	5	16
Yankee Springs Township	2	2	4
Total	76	53	129





Primary BIRCH Area - Fractile
 Life EMS Ambulance of Barry County
 For the Period Beginning 01/01/2026 and Ending 06/30/2026

Responses Falling Within Each 2 Minute Interval

Community	Response Plan	0 2	2 4	4 6	6 8	8 10	10 12	12 14	14 16	16 18	18 20	20 22	22 24	24 26	>26	TOT	E	Total
Baltimore Township	MED 1				5	6	6	7	4	2	1							31
	MED 3		1		1	3	4	5	3		4	1				1		23
Carlton Township	MED 1				9	4	4	2			1	1	2					23
	MED 3				1	3	8	5	1	3	3	1		1		1		27
City of Hastings	MED 1	17	90	92	32	9	3	4		3			1			5		256
	MED 3	15	41	114	53	11	9	5	1	1						3		253
Hastings Township	MED 1		1	16	30	28	6	3	2	1					1	2		90
	MED 3			5	11	24	12	7	1	1	2							63
Hope Township	MED 1				1	1	5	7	13	10	6	4	3	5	2		9	66
	MED 3							7	6	2	6	1	7	5	3			37
Rutland Township	MED 1			2	1	1	3											7
	MED 3			1	2	1	1		1									6



City of Hastings - Response Summary

Life EMS Ambulance of Barry County

For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

520

Total Transports

380

Cancelled PTA

11

Outgoing TOT

8

Treat/No Transport

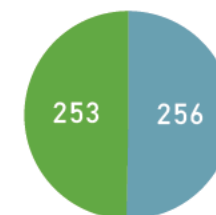
120

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	332	66.27%	00:37:06
No Transport	123	24.55%	00:15:30
Corewell Health Hospital - Butterworth	21	4.19%	01:31:31
University of Michigan Health - West	11	2.20%	01:18:24
Corewell Health Hospital - Blodgett	6	1.20%	01:21:50
Bronson Hosp - Kalamazoo	3	0.60%	01:28:31
Corewell Health Hospital - Helen Devos Children's	3	0.60%	01:30:47
Bronson Hosp - Battle Creek	1	0.20%	01:09:42
Trinity Health Hospital - Southwest	1	0.20%	01:38:09
TRINITY HEALTH SAINT MARY'S - GRAND RAPIDS	1	0.20%	01:32:50

Response Priorities

MED 1 MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1	17	90	92	32	9	3	4		3			1			5		256	0:04:48
MED 3	15	41	114	53	11	9	5	1	1						3		253	0:05:26



Baltimore Township - Response Summary

Life EMS Ambulance of Barry County

For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

55

Total Transports

30

Cancelled PTA

1

Outgoing TOT

1

Treat/No Transport

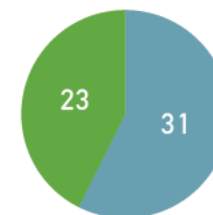
23

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	24	45.28%	00:46:08
No Transport	23	43.40%	00:19:25
Corewell Health Hospital - Butterworth	2	3.77%	02:05:52
Beacon Health - Kalamazoo Hosp	1	1.89%	01:04:45
Bronson Hosp - Battle Creek	1	1.89%	01:07:52
Bronson Hosp - Kalamazoo	1	1.89%	01:27:14
Corewell Health Hospital - Blodgett	1	1.89%	01:54:50

Response Priorities

MED 1 MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1				5	6	6	7	4	2	1							31	0:11:24
MED 3		1		1	3	4	5	3		4	1				1		23	0:13:04



Carlton Township - Response Summary Life EMS Ambulance of Barry County For the Period Beginning 01/01/2026 and Ending 06/30/2026

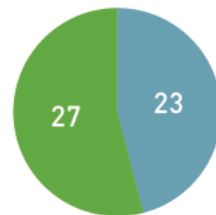
Total Requests	Total Transports	Cancelled PTA	Outgoing TOT	Treat/No Transport
53	27	2	1	23

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	22	44.90%	00:49:46
No Transport	22	44.90%	00:18:53
Corewell Health Hospital - Butterworth	2	4.08%	01:20:57
Corewell Health Hospital - Blodgett	1	2.04%	01:35:34
University of Michigan Health - Sparrow Ionia Hospital	1	2.04%	00:56:51
University of Michigan Health - West	1	2.04%	01:27:53

Response Priorities

MED 1 MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1				9	4	4	2			1	1	2					23	0:10:53
MED 3				1	3	8	5	1	3	3	1		1		1		27	0:13:38



Hastings Township - Response Summary

Life EMS Ambulance of Barry County
For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

101

Total Transports

73

Cancelled PTA

10

Outgoing TOT

0

Treat/No Transport

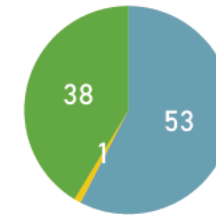
18

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	64	69.57%	00:44:14
No Transport	20	21.74%	00:19:47
Corewell Health Hospital - Butterworth	3	3.26%	01:40:57
University of Michigan Health - West	3	3.26%	01:49:21
Beacon Health - Kalamazoo Hosp	1	1.09%	01:30:45
Bronson Hosp - Battle Creek	1	1.09%	01:20:06

Response Priorities

MED 1 MED 2 MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1		1	15	13	17	2	2	1	1					1			53	0:08:12
MED 3			5	10	12	4	4	1	1	1							38	0:09:20



Thornapple Manor - Response Summary

Life EMS Ambulance of Barry County
For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

62

Total Transports

57

Cancelled PTA

0

Outgoing TOT

2

Treat/No Transport

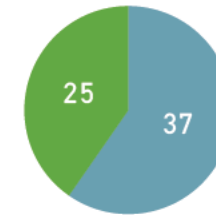
2

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	51	85.00%	00:42:06
Bronson Hosp - Battle Creek	3	5.00%	00:58:55
No Transport	3	5.00%	00:17:26
Corewell Health Hospital - Blodgett	1	1.67%	01:51:54
University of Michigan Health - Sparrow Eaton Hospital	1	1.67%	00:53:26
University of Michigan Health - West	1	1.67%	01:25:51

Response Priorities

● MED 1 ● MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1			1	17	11	4	1	1							2		37	0:08:36
MED 3				1	12	8	3			1							25	0:10:26



Hope Township - Response Summary

Life EMS Ambulance of Barry County
For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

109

Total Transports

86

Cancelled PTA

8

Outgoing TOT

0

Treat/No Transport

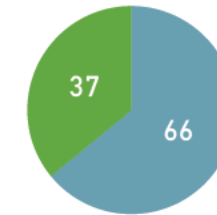
15

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
Corewell Health Hospital - Pennock	50	48.54%	00:50:32
No Transport	17	16.50%	00:15:29
Beacon Health - Kalamazoo Hosp	15	14.56%	01:14:10
Bronson Hosp - Kalamazoo	14	13.59%	01:21:34
Corewell Health Hospital - Helen Devos Children's	2	1.94%	01:36:12
University of Michigan Health - West	2	1.94%	01:25:35
Bronson Hosp - Battle Creek	1	0.97%	01:00:59
Corewell Health Hospital - Butterworth	1	0.97%	01:34:04
TRINITY HEALTH SAINT MARY'S - GRAND RAPIDS	1	0.97%	01:37:25

Response Priorities

● MED 1 ● MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1				1	1	5	7	13	10	6	4	3	5	2		9	66	0:17:52
MED 3							7	6	2	6	1	7	5	3			37	0:19:33



Rutland Township - Response Summary

Life EMS Ambulance of Barry County

For the Period Beginning 01/01/2026 and Ending 06/30/2026

Total Requests

16

Total Transports

6

Cancelled PTA

3

Outgoing TOT

0

Treat/No Transport

7

Transport Destinations

Destination Facility	Count	Destination Percentage	Average Time on Task
No Transport	7	53.85%	00:10:04
Corewell Health Hospital - Pennock	6	46.15%	00:46:59

Response Priorities

MED 1 MED 3



Responses Falling Within Each 2 Minute Interval

Response Plan	0-2	2-4	4-6	6-8	8-10	10-12	12-14	14-16	16-18	18-20	20-22	22-24	24-26	>26	TOT	E	Total	Average
MED 1			2	1	1	3											7	0:08:28
MED 3			1	2	1	1		1									6	0:08:33

BACKGROUND CHECKS

SECTION 315

POLICY

In order to ensure the highest degree of safety for our associates and patients by adequately screening the background of our personnel, Life EMS shall perform all necessary background checks, including criminal history record, driving record, and other required background checks prior to any service performed by a potential associate. Each associate must satisfactorily complete the background check process prior to performing any services.

PROCEDURE

Criminal History Record Background Checks: An associate who is convicted of a felony or a misdemeanor, the nature of which may affect the associate's ability to perform their job, is subject to disciplinary review to see if termination is needed. During the course of employment, background checks may be routinely performed on an associate to review any changes to criminal history records.

When an associate is charged with a felony or a misdemeanor that affects their ability to perform their job, the associate may be suspended, with or without pay, pending an independent investigation by Life EMS. Life EMS has the discretion to take disciplinary action based on the outcome of its investigation.

Driving Record: As part of our daily operations, the company relies on the safe driving skills of the associates. Therefore, associates whose job required them to operate a company vehicle or drive on company business are required to have a valid driver's license. Driving record reports will be routinely obtained on all associates. During the course of employment, if an associate's driving record becomes unacceptable due to points, accidents, suspensions, or revocation, they may be subject to disciplinary action, up to and including termination.

At all times during employment, associates must meet the following criteria while operating company vehicles:

1. They must have a valid Michigan driver's license.
2. They must be approved as a driver under our fleet vehicle insurance policy.
3. They must observe all traffic laws.
4. They must not use their hands to operate any electronic device.
3. They must not be under the influence of alcohol or drugs.
4. They must be free from physical or mental impairments that may adversely affect the person's ability to drive and pose a danger to self or others, if those impairments cannot be reasonably accommodated.

Any changes in a personal driving record (such as a suspension, conviction for speeding or any conviction for a moving traffic violation) must be reported to a supervisor immediately. Failure to do so may result in disciplinary action, up to and including termination.

Review of OIG Exclusions: The Department of Health and Human Services, Office of Inspector General (OIG) reports those individuals or organizations that have been excluded from participating in federal health care programs. Those on the excluded list are not permitted to provide services

that will be billed to a federal health care program (such as treating Medicare/Medicaid patients) and are not permitted to be involved in billing or related functions.

As part of its application screening process, Life EMS searches the OIG's database to find out if an applicant is excluded. Exclusion from any federal health care program constitutes grounds for disqualification of employment. Life EMS will conduct periodic re-checks of the OIG exclusion database. In the event that a current associate is found to appear on the exclusion list, termination of employment may be required.

<u>In-Person</u>	Day 1: Monday August 10	
TIME	Presentation	Presenter
8:00-9:30	Founding Culture	Mark
9:30-11:15	Intro/ESO/Edu/Photo/I 9 confirmation	Mariah
11:15 - 11:30	MHS	MacKenzie
11:30 - 12:00	Benefits/ADP	Mariah
12:00-12:30	Lunch (Provided)	
12:30-1:15	Intro to Billing	Katie
1:15 - 2:00	Tour/Control Center	Robyn
2:00 - 2:30	QI	James Becker
2:30 - 3:00	Respect & Compassion	Mariah
3:00 - 3:30	CPR Skills Tests	Gary

<u>In-person</u>	Day 3: Wednesday August 12	
TIME	Presentation	Presenter
8:00 AM - 5:00 PM	Skills Day	TBD

<u>Report to local base</u>	Day 5: Friday August 14	
TIME	Presentation	Presenter
Home base	Skills Day	Local trainers

KZ MOB/BHT/VRT: 7:45 AM - 2:45 PM

GR MOB/BHT: 6:45 AM - 3:45 PM

All ALS/GR VRTs: 8 AM - 5 PM

Dispatch will report to 1275 Cedar St Tuesday - Thursday 8 AM - 5 PM

<u>In-person</u>	Day 2: Tuesday August 11	
TIME	Presentation	Presenter
8:00-9:30	Equipment Orientation	TBD
9:30-11:00	Vehicle Operations	TBD
11:00-12:00	Emergency Vehicle Operator- Ambulance Course	TBD
12:00-12:30	<i>Lunch (Provided)</i>	
12:30-5:00	Emergency Vehicle Operator- Ambulance Course	TBD

*You will be outside for half of the day. Still dress business casual/uniform but wear comfortable dress shoes

<u>In-person</u>	Day 4: Thursday August 13	
TIME	Presentation	Presenter
8:00 AM - 5:00 PM	Skills Day	TBD

Daily Observation Report

#30

Central Ops Paramedic FTEP

Completed



Paramedic

Form #: 30
Location: GR

Phase: Phase 2
Shift: 12 Hour

Form Date: 11/05/2025
Hours: 12

Completed Activities

11/05/2025 Call

Skills Hospital Alert (STEMI, Stroke, Trauma, Sepsis) ; Stroke ;
Comments 22 male, one sided weakness, difficulty thinking of words. Gave a. Really good report to butterworth trauma team. Did well with assessment, treatment plan, transport priority.

11/05/2025 Call

Description Mark this activity completed once the trainee has demonstrated competency in the procedure described.

Skills Albuterol ; Ipratropium Bromide (Atrovent) ; Respiratory Distress ; Oxygen ;
12-Lead ECG Placement and Interpretation ; EtCO2 - Waveform Monitoring ;
 Nebulized Medication ;

Comments 66 male diff breather. Did well with assessment, treatment plan, transport priority.

Performance

Professional

Customer Service (Relationships with Patient, Bystander, Public) 1 2 3 4 5 6 7
Provides service for, and communicates with any group, regardless of diversity, in a professional, respectful, and non-discriminatory manner.

Teamwork (Relationships w/ EMS, First Responders, Public Safety, other HCP) 1 2 3 4 5 6 7
Demonstrates respect and courtesy to all team members.

Engagement 1 2 3 4 5 6 7
Is interested, self-motivated or has a "can-do" attitude.

Customer Service 1 2 3 4 5 6 7

Operational

Operational Readiness 1 2 3 4 5 6 7
Hair, jewelry, tattoos and/or piercings are within the Uniform and Dress Policy.

Vehicle Operation 1 2 3 4 5 6 7
Uses lights and sirens at appropriate and necessary times.

Response and Deployment 1 2 3 4 5 6 7
Locates scene and arrives within a reasonable amount of time. Relates starting location to common destination areas.

Patient Care Reporting 1 2 3 4 5 6 7
Reports are organized and include most relevant details.

Clinical

Scene Management 1 2 3 4 5 6 7
Able to direct team members to specific tasks when prompted.

Patient Assessment 1 2 3 4 5 6 7
Obtains required and indicated vital signs, continues on-going assessment, and reevaluates interventions and procedures.

Treatment Plan 1 2 3 4 5 6 7
Familiar with most clinical care protocols and procedures for credentialed level and seeks clarification of protocol/procedure when unfamiliar.

Summary

Performance Summary. Performance Category Average:

4

Form Creator Narrative

very slow day today. Still working on differentials but doing really well!

Review History

User Name	Date	Workflow Stage	Action
 Hill, Gabe	11/09/2025	Create	-
 Hill, Gabe	11/09/2025	Start	Submitted
	11/09/2025	Trainee Review	Accepted



Kathryn Geers
Paramedic

Exit Type: Successful

Form Date: 10/29/2025

Program Date Range:
12/17/2024 - 10/29/2025
Total Hours: 1252.5

Training Officers:

Askew, Magen (72 hours); Cooney-Davis, Patrick (4 hours); Daniels, Eric (12 hours); Fitzsimmons, James (140 hours); Heyboer, Jason (357 hours); Humphrey, Jessica (14.5 hours); Jahnke, Zack (24 hours); Olsen, Devon (574 hours); Parker, Keara (12 hours); Portner, Hudson (12 hours); Teitsma, Jordan (10 hours); VanderMeulen, Jennifer (9 hours); Williams, Brian (12 hours);

Locations:

GR (1230.5 hours); IO (22 hours);

Shifts:

12 Hour (1018.5 hours); 14 Hour (234 hours); Not Specified (0 hours);

Completed Activities

Date	Activity type	Form	Trainer	Call Number
12/17/2024	Other	Daily Observation Report #1	VanderMeulen, Jennifer	
Skills		EVOC ;		
Attachments		17344820921555116704974818366792.jpg (1512 KB) 17344820683178668684837312232735.jpg (1715 KB) 17344820834531112743628044014999.jpg (1879 KB) 17344820555512304439507552175598.jpg (1967 KB)		
12/23/2024	Call	Daily Observation Report #3	Askew, Magen	
Skills		Wash Vehicle ;		
12/25/2024	Call	Daily Observation Report #4	Askew, Magen	4292298
Call Types		Interfacility Transfer ;		
Comments:		bls transfer from zeeland to blodget		
12/25/2024	Call	Daily Observation Report #4	Askew, Magen	4392179
Call Types		17A03 - Falls - Med 3 ;		
Comments:		first bls 911 report, e/m hip pain post op refused pain meds		
12/28/2024	Call	Daily Observation Report #6	Askew, Magen	
Skills		Fueling Procedure ;		
12/28/2024	Call	Daily Observation Report #6	Askew, Magen	
Skills		Safety Restraints Systems ;		
12/28/2024	Call	Daily Observation Report #6	Askew, Magen	
Skills		10-41 and 10-42 Procedures ;		
Comments:		can successfully check out radios/equipment as well as end of shift duties		
12/28/2024	Call	Daily Observation Report #6	Askew, Magen	
Skills		Patient Compartment Cleaning and Decontamination ;		
12/28/2024	Call	Daily Observation Report #6	Askew, Magen	4283925
Call Types		Interfacility Transfer ;		
Comments:		bls transfer from snf to dialysis center		
12/28/2024	Call	Daily Observation Report #6	Askew, Magen	4295854
Call Types		26O28 - Sick Person (Specific Diagnosis) - Med 3 ;		
Comments:		female out of group home for nausea		
12/29/2024	Call	Daily Observation Report #7	Askew, Magen	4296553
Call Types		19C07 - Heart Problems / A.I.C.D. - Med 2 ;		
Comments:		e/f afib w/ rvr recent infection, struggles w/ establishing vascular access. PCR and turn over report required minimal assistance.		
01/05/2025	Call	Daily Observation Report #10	Fitzsimmons, James	
Skills		Uniform and PPE Check ;		

End Program

Central Ops Paramedic FTEP

Completed

Must have a pen, when found to not have a pen you must take it upon yourself to find one. Uniform otherwise satisfactory.

01/05/2025	Observed	Daily Observation Report #10	Fitzsimmons, James
Skills		Scene Management 🧯 ;	
Comments:		Katie was asked to demonstrate her previous skills working as EMT and new skills as a paramedic as she is comfortable, so that I may gauge what she has experienced in her first month at Life EMS. Katie often seems most comfortable in a non-leadership role within the team. When found with no assigned tasks Katie will wait quietly and idle until given a task. We discussed the importance of leadership and delegation of duties as a Paramedic going forward and will work on this as the situations present themselves.	
01/06/2025	Call	Daily Observation Report #11	Fitzsimmons, James
Skills		☑ Code 20 (Distress Call) 🍏 ;	
01/06/2025	Call	Daily Observation Report #11	Fitzsimmons, James
Skills		☑ Basic Radio Functions 🍏 ;	
01/06/2025	Call	Daily Observation Report #11	Fitzsimmons, James
Skills		☑ Vehicle Controls 🍏 ;	
01/06/2025	Call	Daily Observation Report #11	Fitzsimmons, James
Skills		☑ Safe Backing 🍏 ;	
01/06/2025	Observed	Daily Observation Report #11	Fitzsimmons, James
Performance Categories		Vehicle Operation ;	
Comments:		Katie was asked to drive a non -emergent priority 3 patient from a facility to Butterworth ER so that I could gauge her skills from previous years worked as an EMT on an ALS ambulance and what she has learned thus far at Life EMS. Katie seems nervous and/or very timid when operating the ambulance in non-emergency mode. Often stopping in the road when uncertain of the route and driving past indicated turns. We will work on this. Navigating the LOGIS software is choppy. General direction and orientation in the Grand Rapids area is difficult and she does not know many major roads or landmarks outside of Butterworth ER or US131. I gave Katie a Kent County map 1 day ago and asked her to find the resources given to her last month during WOW to mark posts, hospitals, landmarks and/or major roads and highways to help her learn the area. I am waiting to see when she will begin to utilize the tools given to her.	
01/09/2025	Call	Daily Observation Report #12	Fitzsimmons, James
Skills		☑ Vehicle Safety Check and Reporting Problems 🍏 ;	
01/09/2025	Observed	Daily Observation Report #12	Fitzsimmons, James
Performance Categories		Vehicle Operation ;	
Comments:		Today was dedicated strictly to driving and navigation. We reviewed routes, major streets and highways, landmarks, hospital locations and layouts, LOGIS usage, confident driving techniques and strategies during normal operations, non-emergency transports and priority responses and transports. Overall, Katie is still very timid and appears nervous. This may continue as Katie is someone new to the downtown areas of GR but has worked in a closely neighboring ambulance service for some time. LOGIS is still choppy, we will review its use and functions again in the morning on our next shift - I want Katie to take the time to stop and look at the route and get her bearing BEFORE putting the ambulance in drive and moving. I haven't seen any progress toward utilizing her map and navigational resources provided during WOW week - she has now received physical copies of the google drive WOW navigational documents from Jessica Humphrey. She states she has highlighters to start marking her map for study. During down time Katie needs to self initiate study and ask questions as they arise. I know she will agree that I talk all the time and am not afraid to converse about anything and everything. Today was smoother with a more experienced EMT partner (tia) to help with learning the role of an EMT when I am running an ALS call.	
01/13/2025	Observed	Daily Observation Report #13	Fitzsimmons, James
Performance Categories		Vehicle Operation 2 ;	
Comments:		Katie did run a red light while using lights and sirens (32nd and Kalamazoo). We have previously discussed that this rarely ever, if not never, and option while appearing an ambulance in emergency mode.	
01/13/2025	Observed	Daily Observation Report #13	Fitzsimmons, James
Performance Categories		Patient Assessment 3 ;	
Comments:			

Performance Categories	Customer Service (Relationships with Patient, Bystander, Public) 5 ; Teamwork (Relationships w/ EMS, First Responders, Public Safety, other HCP) 4 ; Engagement 4 ; Operational Readiness 5 ; Patient Care Reporting 5 ; Response and Deployment 5 ; Scene Management 5 ; Patient Assessment 5 ; Treatment Plan 4 ;			
Comments:	93 female unwitnessed fall with head and left lower leg injury.			
10/22/2025	Call	Daily Observation Report #118	Heyboer, Jason	4607116
Performance Categories	Customer Service (Relationships with Patient, Bystander, Public) 5 ;			
Comments:	MVA with head lac. discovered the pt to be in Bigeminal PVC's.			
10/22/2025	Call	Daily Observation Report #118	Heyboer, Jason	4607223
Performance Categories	Customer Service (Relationships with Patient, Bystander, Public) 5 ;			
Comments:	64 Female orthostatic hypotension and cardiac dysrhythmia.			
10/27/2025	Call	Daily Observation Report #119	Heyboer, Jason	4612260
Performance Categories	Customer Service (Relationships with Patient, Bystander, Public) 5 ; Teamwork (Relationships w/ EMS, First Responders, Public Safety, other HCP) 5 ; Engagement 5 ; Customer Service 5 ; Operational Readiness 5 ; Vehicle Operation 4 ; Response and Deployment 5 ; Patient Care Reporting 5 ; Scene Management 4 ; Patient Assessment 5 ; Treatment Plan 6 ;			
Comments:	60 male psych evaluation. Delusional with possible TBI. Believes wife is intentionally poisoning him			
10/27/2025	Call	Daily Observation Report #119	Heyboer, Jason	4612336
Performance Categories	Customer Service (Relationships with Patient, Bystander, Public) 5 ; Teamwork (Relationships w/ EMS, First Responders, Public Safety, other HCP) 5 ; Engagement 6 ; Customer Service 6 ; Operational Readiness 6 ; Response and Deployment 5 ; Patient Care Reporting 5 ; Scene Management 5 ; Patient Assessment 6 ; Treatment Plan 6 ;			
Comments:	88 male vertigo acute dizziness and vomiting.			
10/27/2025	Call	Daily Observation Report #119	Heyboer, Jason	4612441
Performance Categories	Customer Service (Relationships with Patient, Bystander, Public) 5 ; Teamwork (Relationships w/ EMS, First Responders, Public Safety, other HCP) 5 ; Engagement 5 ; Customer Service 5 ; Operational Readiness 5 ; Response and Deployment 5 ; Patient Care Reporting 5 ; Scene Management 5 ; Patient Assessment 5 ; Treatment Plan 5 ;			
Comments:	68 female altered x 1 day per family. Oriented x0 at EMS contact.			

Performance

Professional			Low	Average	High	Time Spent
Date	Form	Trainer				
Customer Service (Relationships with Patient, Bystander, Public)			3	4.7	6	0m
Date	Form	Trainer				
Teamwork (Relationships w/ EMS, First Responders, Public Safety, other HCP)			2	4.5	6	10m
Date	Form	Trainer				
Engagement			3	4.6	6	0m
Date	Form	Trainer				
Customer Service			5	5	5	0m
Operational			Low	Average	High	Time Spent
Date	Form	Trainer				
Operational Readiness			2	4.8	6	0m
Date	Form	Trainer				
Vehicle Operation			2	4.4	6	0m

Date	Form	Trainer				
Response and Deployment			3	4.3	5	0m
Date	Form	Trainer				
Patient Care Reporting			3	4.5	6	60m
Clinical			Low	Average	High	Time Spent
Date	Form	Trainer				
Scene Management			2	4.2	5	55m
Date	Form	Trainer				
Patient Assessment			3	4.4	6	100m
Date	Form	Trainer				
Treatment Plan			2	4.3	6	50m

Forms

Form Name	Date	Completed By	Workflow Stage
End Phase	10/29/2025	Humphrey, Jessica	Completed
End Phase	10/29/2025	Humphrey, Jessica	Completed
Daily Observation Report #119	10/27/2025	Heyboer, Jason	Completed
Daily Observation Report #118	10/22/2025	Heyboer, Jason	Completed
Daily Observation Report #117	10/19/2025	Heyboer, Jason	Completed
Daily Observation Report #116	10/18/2025	Heyboer, Jason	Completed
Daily Observation Report #115	10/17/2025	Heyboer, Jason	Completed
Daily Observation Report #114	10/14/2025	Heyboer, Jason	Completed
Daily Observation Report #113	10/13/2025	Heyboer, Jason	Completed
Daily Observation Report #111	10/09/2025	Heyboer, Jason	Completed
Daily Observation Report #112	10/08/2025	Humphrey, Jessica	Completed
Daily Observation Report #110	10/05/2025	Heyboer, Jason	Completed
Daily Observation Report #109	10/04/2025	Heyboer, Jason	Completed
Daily Observation Report #108	10/03/2025	Heyboer, Jason	Completed
Daily Observation Report #107	09/30/2025	Heyboer, Jason	Completed
Daily Observation Report #106	09/25/2025	Heyboer, Jason	Completed
Daily Observation Report #105	09/24/2025	Heyboer, Jason	Completed
Daily Observation Report #104	09/21/2025	Heyboer, Jason	Completed
Daily Observation Report #103	09/20/2025	Heyboer, Jason	Completed
Daily Observation Report #102	09/19/2025	Heyboer, Jason	Completed
Daily Observation Report #101	09/16/2025	Humphrey, Jessica	Completed
Daily Observation Report #100	09/15/2025	Humphrey, Jessica	Completed
Daily Observation Report #99	09/11/2025	Heyboer, Jason	Completed
Daily Observation Report #98	09/10/2025	Heyboer, Jason	Completed
Daily Observation Report #97	09/07/2025	Heyboer, Jason	Completed
Daily Observation Report #96	09/06/2025	Heyboer, Jason	Completed
Daily Observation Report #95	09/05/2025	Heyboer, Jason	Completed
Daily Observation Report #94	09/02/2025	Heyboer, Jason	Completed
Daily Observation Report #93	09/01/2025	Heyboer, Jason	Completed
Daily Observation Report #92	08/28/2025	Heyboer, Jason	Completed

From: Kelly Sipila <Kelly@TheBestAndBrightest.com>
Sent: Wednesday, April 15, 2026 3:47 PM
To: Kelly Sipila <Kelly@TheBestAndBrightest.com>
Subject: [External]..2026 West Michigan Best and Brightest Information

WELCOME TO THE BEST AND BRIGHTEST COMMUNITY!

Congratulations on your well-deserved recognition as a 2026 Winner of West Michigan's Best and Brightest Companies to Work For!

We've truly enjoyed working with you this year and are proud to celebrate your organization's success alongside this incredible community of winners.

Be sure to register for the upcoming Awards celebration!

[CELEBRATION PACKAGES AND REGISTRATION LINK](#)

[WINNERS PACKET](#)

[WINNER LOGOS](#)

[PRESS RELEASE](#)

BEST AND BRIGHTEST WEST MICHIGAN CELEBRATION: June 4, 2026

We are excited to share details about the upcoming in-person 2026 Best and Brightest West Michigan celebration, which will be held on **June 4, 2026 at the JW Marriott Grand Rapids**. This event will be a wonderful opportunity to celebrate the achievements of the region's top companies and connect with fellow industry leaders.

CORP! Magazine

We are partnering with CORP! Magazine this year for promotion of your Best and Brightest win. Please see details attached on page 6 in the winner's packet.

To be featured in the special issue, please complete the editorial questionnaire by **May 1, 2026**: [West Michigan's Best and Brightest Companies To Work For Questionnaire | Corp! Magazine](#)

If you have any questions, please let me know how we can assist.

Thank you,



Kelly Sipila

Vice President

Office: 866.321.1822

Direct: 586.393.4379

Address: 719 Griswold St., Suite 630, Detroit, MI 48226

[Book time with Kelly Sipila](#)



Igniting Greatness in Companies and Their People

This email is from an outside source. Do not open attachments or click links unless you know the sender and are expecting the email.

From: Kelly Sipila <Kelly@TheBestAndBrightest.com>
Sent: Monday, March 2, 2026 5:15 PM
To: Kelly Sipila <Kelly@TheBestAndBrightest.com>
Subject: [External]..2026 Best and Brightest in the Nation Information

WELCOME TO THE BEST AND BRIGHTEST COMMUNITY!

Congratulations on your well-deserved recognition as a 2026 Winner the Best and Brightest Companies to Work For in the Nation!

We've truly enjoyed working with you this year and are proud to celebrate your organization's success alongside this incredible community of winners.

We are thrilled to see your company recognized at the prestigious National level.

All winning organizations will be featured in the Corp! Magazine All Winners Issue 2026 and the Wall Street Journal in February 2027.

To celebrate this remarkable achievement, you can purchase one of our celebration packages to showcase your win of this highly sought-after program.

[ORDER CELEBRATION PACKAGE HERE](#)

[WINNER PACKET](#)

[WINNER LOGOS](#)

[PRESS RELEASE](#)

BEST AND BRIGHTEST NATIONAL SUMMIT: March, 2027

We are excited to share details about the upcoming in-person 2026 Best and Brightest West Michigan celebration, which will be held in March, 2027 in Detroit, MI.

This event will be a wonderful opportunity to celebrate the achievements of the region's top companies and connect with fellow industry leaders.

More details to come soon!

Congratulations on your win! We look forward to celebrating your success!

If you have any questions, please let me know.

Thank you,



Kelly Sipila

Vice President

Office: 866.321.1822

Direct: 586.393.4379

Address: 719 Griswold St., Suite 630, Detroit, MI 48226

[Book time with Kelly Sipila](#)



Igniting Greatness in Companies and Their People

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2 THE RESCUE

LIFE SAVING TRAINING

**FREE
TRAINING!**

**Food
Provided!**

Zero To 60: Career Survival & Emotional Wellness

June Training Sessions

Kalamazoo

June 18th

1800 - 2100

517 E. North St.

RSVP to John Pinkster
jpinkster@lifeems.com

Grand Rapids

June 25th

1800 - 2100

1050 Fuller Ave. NE

RSVP to Tedd Van Solkema
tvansolkema@lifeems.com

This seminar will educate through “boots on the ground” experiences and will provide responders and their loved ones with a clear picture on why this profession leads to destructive and unhealthy lifestyle habits. 2 The Rescue will demonstrate how our inability to manage the cumulative stress from daily exposures to adrenaline and trauma negatively affects our safety, decision-making and one’s ability to remain ethically solid.

You, your work family and your loved ones will be armed with tools to manage the everyday unique stressors and will be able to recognize the warning signs for chronic and post-traumatic stress and suicidal behavior. You will learn realistic, simple and successful methods to help rescue the rescuers!

3 C.E. Credits Available

“Thank you for offering the 2 The Rescue class to associates. My husband and I attended the class. It opened our eyes to several things, and we found a few changes we could make in our family life! This was a great opportunity. I wish I could have experienced this class years ago when I started my career in EMS. I hope in the future this class will be offered again to associates and possibly even in our EMT or Paramedic classes.”

~Life EMS Associate

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AMBULANCE

www.twotherescue.com

2 THE RESCUE

LIFE SAVING TRAINING

**FREE
TRAINING!**

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Provided!**

Zero To 60: Career Survival & Emotional Wellness

September Training Sessions

**Grand Rapids
September 24th
1800 - 2100**

1050 Fuller Ave. NE
RSVP to Tedd Van Solkema
tvansolkema@lifeems.com

**Kalamazoo
September 25th
1800 - 2100**

517 E. North St.
RSVP to John Pinkster
jpinkster@lifeems.com

**Freesoil
September 26th
1800 - 2100**

6050 N. US 31
RSVP to Tedd Van Solkema
tvansolkema@lifeems.com

This seminar will educate through “boots on the ground” experiences and will provide responders and their loved ones with a clear picture on why this profession leads to destructive and unhealthy lifestyle habits. 2 The Rescue will demonstrate how our inability to manage the cumulative stress from daily exposures to adrenaline and trauma negatively affects our safety, decision-making and one’s ability to remain ethically solid.

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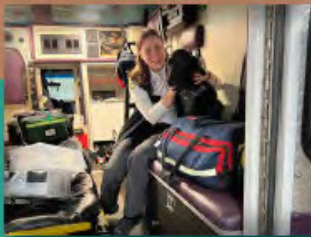
3 C.E. Credits Available

“Thank you for offering the 2 The Rescue class to associates. My husband and I attended the class. It opened our eyes to several things, and we found a few changes we could make in our family life! This was a great opportunity. I wish I could have experienced this class years ago when I started my career in EMS. I hope in the future this class will be offered again to associates and possibly even in our EMT or Paramedic classes.”

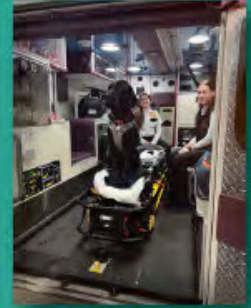
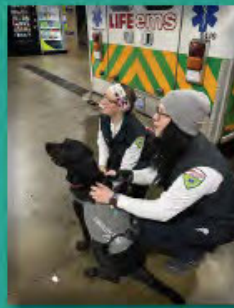
~Life EMS Associate

LIFE *ems*
AMBULANCE

www.twotherescue.com



KALAMAZOO



KICKING BACK WITH KOKO (AND FLYNN)

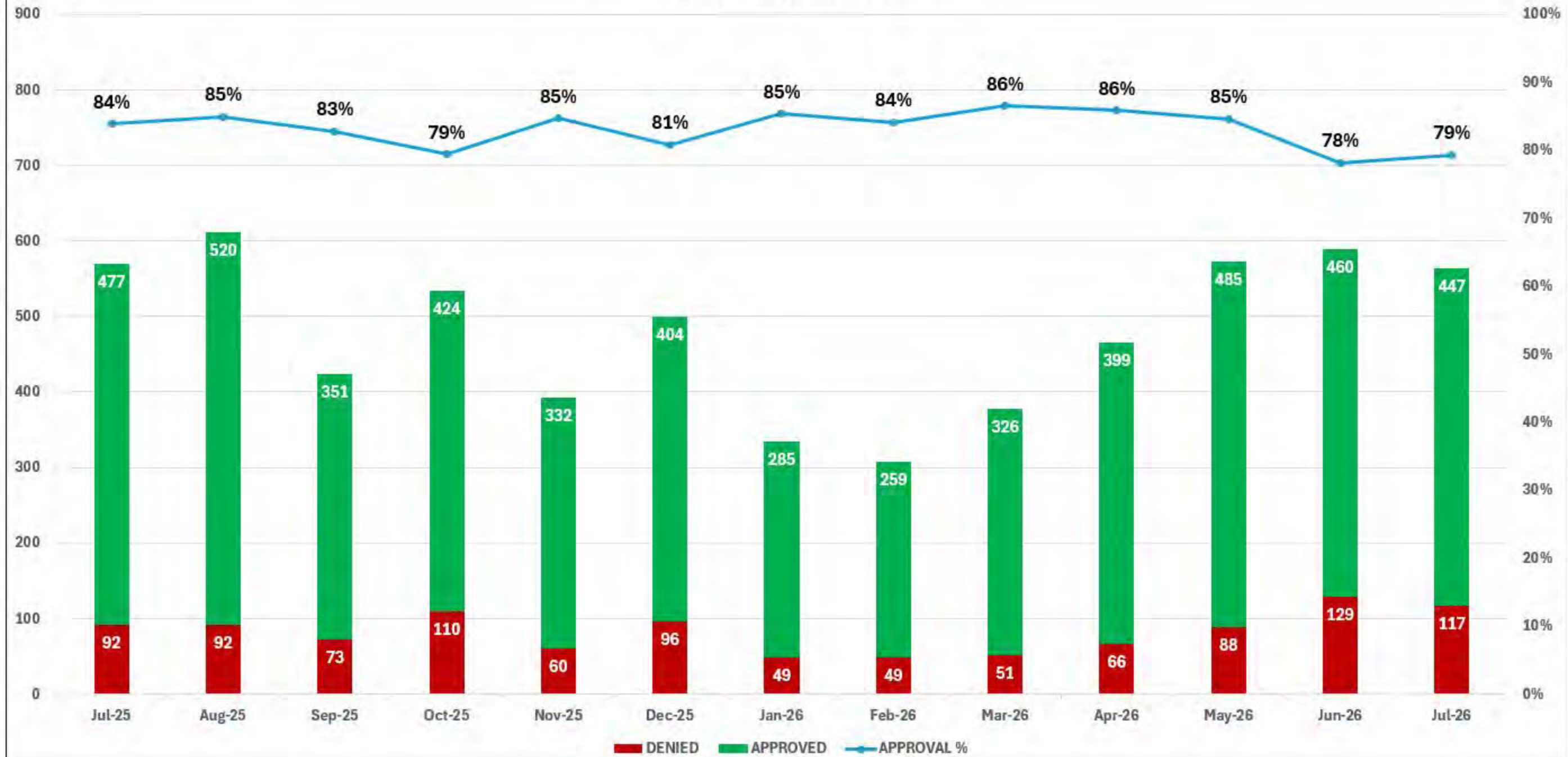


Thank you to Kelly, Koko, and Flynn for braving the thunderstorm and visiting our Kalamazoo station last week! Koko doesn't do very well in storms so she brought her friend Flynn for support. ❤️



ALL LIFE EMS AMBULANCE FIELD UNITS

TIMEOFF REQUEST REVIEW



UNIFORMS

SECTION 113

POLICY

Many Life EMS associates are required to wear uniforms in the performance of their regular duties. Full- and part-time associates will be provided with uniforms for their position where necessary. It is the responsibility of each associate to care for their uniform properly to maximize both its appearance and longevity.

PROCEDURE

Your supervisor will advise you of the type of uniform required for your position and will arrange for you to obtain the appropriate uniforms. Should a uniform become tattered through normal use, it will be replaced at no cost to you. Please contact your supervisor if you require a replacement uniform.

Uniforms remain the property of Life EMS and must be returned upon separation of employment.

Uniforms are not to be worn when you are off duty, except when you are proceeding directly to and from the workplace. (Also, do not wear your uniform coat over civilian clothes.)

Uniforms are not to be worn in any establishment that serves beer, wine, or liquor by the glass unless responding to call or approved in advance by the leadership team.

Any time you are in uniform, you must follow the guidelines in Section 114 for appearance and grooming.

APPEARANCE AND GROOMING

SECTION 114

POLICY

Life EMS considers it very important for our associates to be well groomed, neat, and dressed appropriately for their positions. We have only basic rules of appearance and grooming because we trust the common sense and good judgment of our associates to present themselves in a professional manner to patients/customers, visitors, and fellow associates with regard to attire, personal hygiene and appearance during work hours. However, we reserve the right to decide what is or is not appropriate appearance.

PROCEDURE

Hygiene:

Associates are expected to meet the following standards for personal hygiene during work hours:

1. Maintain personal cleanliness.
2. Oral cleanliness.
3. Use deodorant / antiperspirant to minimize body odor.
4. No heavily scented odors from body sprays, lotions, or cigarette smoke.
5. Clean and trimmed fingernails.
6. Wash hands after eating or using the restrooms.

Guidelines for All Associates:

1. Hair will be cleaned and appropriately combed for the natural style. If colored, it must be an appropriate hair color for a professional work environment. The company reserves the right to determine if a hair color is not work appropriate.
2. Men's mustaches and sideburns will be neat and trimmed. Mustaches cannot be any longer than the corner of your mouth and sideburns must be trimmed no lower than the bottom of the ear. Any other facial hair, including beards and goatees, is not allowed.
3. If earrings are worn, they must be of the stud type. No other visible piercings are permitted for men or women.
4. Tattoos are allowed; however, they must be non-offensive in nature and must be smaller than the palm of the hand to remain uncovered. The company reserves the right to decide whether a tattoo is offensive and must be covered.

Specific Guidelines for All Uniformed Associates:

1. Company-furnished uniform shirt (white uniform or golf/polo shirt) and pants will be cleaned, pressed, and creased.
2. A white crew neck T-shirt will be worn under all standard uniform shirts. No turtlenecks allowed.
3. Shirts will be buttoned up to one button from the collar.
4. Pants will be long enough to strike the top of the shoes (the part covering the top of the foot).
5. Belt will be provided by the company and must be worn as part of the uniform.
6. Socks will be black or dark blue.
7. Boots will be black and kept polished. You will receive an annual boot allowance to replace worn or scuffed boots.
8. Company-designated name tags are to be worn centered directly above the right shirt pocket cover.
9. All long hair will be secured back so as not to interfere with work performance.

SUBSTANCE ABUSE AND TESTING

SECTION 314

POLICY

In an effort to ensure a safe environment for our patients and associates alike, Life EMS requires that the use, sale, purchase, possession, distribution, or being under the influence of legal or illegal drugs or alcohol on company property, in company vehicles, or during work hours (including break time and lunch) is strictly prohibited.

PROCEDURE

Life EMS will test associates for the following reasons:

1. **Pre-employment:** All applicants must undergo a pre-employment physical that includes testing for drugs and alcohol prior to beginning work as an associate of Life EMS.
2. **Reasonable Cause:** An associate is suspected of being under the influences of drugs or alcohol.
3. **Post Accident:** An associate is involved in an accident with company property or equipment.
4. **Random:** All associates are subject to random drug and alcohol testing.

The following conduct is strictly prohibited:

1. Using, selling, buying, soliciting, transporting, or possessing illegal drugs. **IMPORTANT NOTE:** Although use of marijuana is legal in Michigan under certain circumstances, it is illegal under federal law. Therefore, it is considered an illegal drug for the purposes of this policy.
2. Using or being under the influence of legal drugs that are being used illegally (including a drug prescribed for another person).
3. Using or being under the influence of legal drugs that can adversely affect the ability of the associate to perform their job safely. (It is the associate's responsibility to obtain advice and instructions from the prescribing physician before performing job duties.)
4. Consuming alcoholic beverages of any kind for at least eight (8) hours prior to the beginning of their shift. **CAUTION:** Absorption and elimination rates differ in individuals; therefore, eight hours may not be a sufficient amount of time.
5. Using, possessing, or being under the influence of alcohol at any time during work hours.

An associate who has reason to believe that another associate is engaged in substance abuse must report this fact to their supervisor immediately.

Any associate who takes prescription drugs or over-the-counter medications that contain warnings of drowsiness or an impact on the ability to operate a vehicle must notify their supervisor in writing before performing any job duties. Associates taking such prescription or over-the-counter medications may be subject to drug screening before being approved to return to work.

Associates are considered "under the influence" of alcohol if their blood alcohol level exceeds 0.0. A blood alcohol test result that registers an alcohol concentration level above 0.0 will be considered a positive result and will result in immediate termination.

When an associate refuses to submit to a drug and/or blood alcohol test completed through blood or urinalysis test, the refusal will be treated as insubordination and will be grounds for termination.

Life EMS may terminate any associate that 1) abuses drugs or alcohol off duty and reports to work in a condition that affects, or is likely to affect, their ability to perform their job or 2) is at work with a detectable amount of drugs or controlled substances in their system.

Substance Abuse Counseling: Associates who admit they have a substance abuse problem and who want to go through a drug or alcohol rehabilitation program for the first time may be conditionally reinstated to their job after successfully completing the substance abuse rehabilitation program and maintaining the preventative course of conduct prescribed by the associate's drug or alcohol counselor and doctor.

Associates who do not follow the preventative maintenance treatments prescribed by their drug or alcohol counselor or who engage in drug or alcohol use will be subject to immediate termination.

CUSTOMER COMMENTS / SATISFACTION

LIFE EMS ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION 1003

Reference: Operations SOG 101-1

This Procedure is for all incoming comments. This includes patients, family of patients, public safety officials, or health care professionals.

Use a Life EMS online incident report to document the customer comments.

Complaints

All customer complaints require immediate investigation and follow up with the customer. It is important to inform the complainant that you will immediately investigate. If possible give them an estimated time when they can expect a call back with the results of the investigation.

Remember, empathize with the caller and never argue or question the legitimacy of their complaint. Reinforce our goal of 100% Customer/Patient satisfaction and that we will investigate the events. If you did not take the original call contact the complainant to advise them who you are and you are in possession of their complaint and will be doing the follow up on it.

As soon as able, advise the associates involved that there has been a complaint. Schedule and interview with them to find out what happened and whenever possible interview any witnesses, i.e. public safety first responders. Also utilize any support documentation to provide further documentation, such as AVL, CAD, etc.

The Director of Operations will review each incident and decide if the incident can be resolved locally or if additional administrative involvement is required.

Compliments

Compliments deserve the same aggressive attention as do complaints.

When compliments are received the local Director of Operations, or their designee, will mail a thank you letter or card informing them of the compliment to the associate's home and our thanks for their dedication to skill and compassion. Sending this note to their home will also serve to inform the associate's immediate family of the important role their spouse or significant other plays in the work place.

The compliment will be published in the biweekly *Pulse* and placed in the associate's personnel files.

Independent Surveys

Life EMS contracts with an independent agency to perform customer/patient satisfaction survey and analysis. This tool benchmarks our performance against other ambulance providers from around the country. Our surveys are sent out randomly to our patients and are formatted to protect the individual's identity.

A patient may elect to submit their name and request to be contacted by a member of our management group. In this situation, the Director of Operations responsible for that division is notified and receives a copy of the completed survey so they may contact the patient or family member and provide the necessary follow-up as described above.

Life EMS receives monthly reports that track our trends and benchmark ourselves against other ambulance providers in the country. These reports are reviewed at operations level meetings where decisions are made for any needed changes in service delivery. The associates are presented with the survey results at their monthly medic meetings. It is in this forum that the associates are informed of any operational changes as a result of survey feedback.



Life EMS Ambulance

Grand Rapids, MI

Client 3834



1515 Center Street

Lansing, MI 48096

(517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

Patient Experience Report

January 01, 2026 to July 31, 2026

Your Score

93.39

Your Patients in this Report

2142

Number of National Database Patients in this Report

30981

Total EMS Organizations

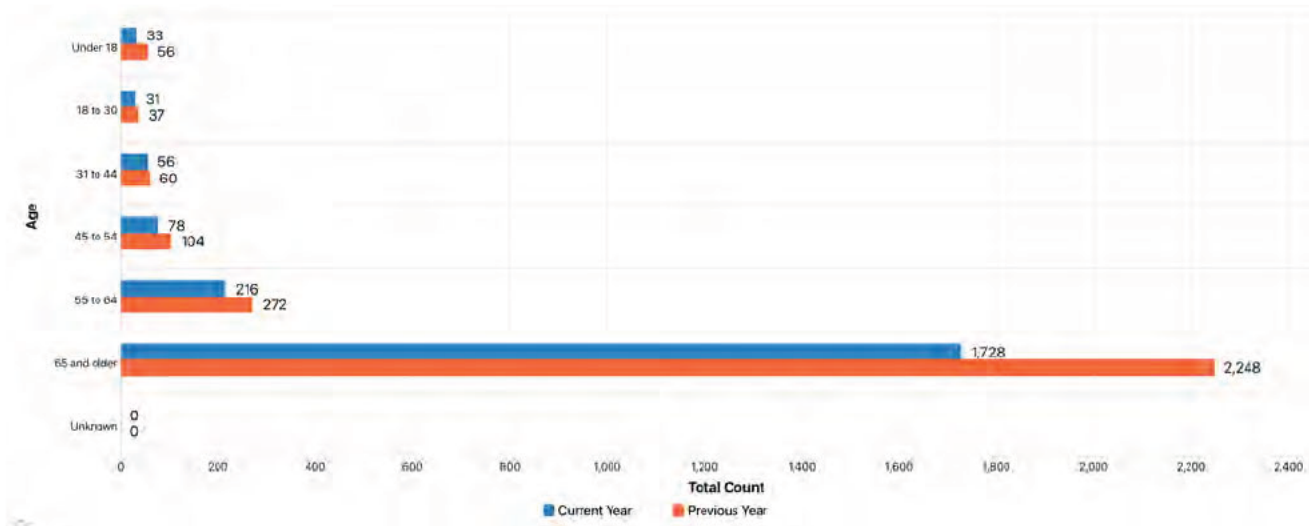
258



Demographics

This report provides basic information about the patient's age and gender.

Age



Gender





Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference.

Dispatch Composite

	Current	+/-	Previous	National DB
Helpfulness of the person you called for ambulance service	94.08	+0.37	93.71	94.67
Concern shown by the person you called for ambulance service	93.85	+0.20	93.65	94.38
Extent to which you were told what to do until the ambulance arrived	93.01	+0.73	92.28	93.25
Overall Composite Score	93.65	+0.44	93.21	94.10

Ambulance Composite

	Current	+/-	Previous	National DB
Extent to which the ambulance arrived in a timely manner	92.51	+0.61	91.90	93.81
Cleanliness of the ambulance	94.99	+0.09	94.90	95.73
Comfort of the ride	85.56	-0.18	85.74	89.01
Skill of the person driving the ambulance	94.45	+0.21	94.24	95.25
Overall Composite Score	91.88	+0.18	91.70	93.45

Medic Composite

	Current	+/-	Previous	National DB
Care shown by the medics who arrived with the ambulance	95.34	+0.00	95.34	95.79
Degree to which the medics took your problem seriously	95.32	-0.05	95.37	95.74
Degree to which the medics listened to you and/or your family	95.14	+0.17	94.97	95.40
Skill of the medics	94.98	-0.11	95.09	95.66
Extent to which the medics kept you informed about your treatment	93.46	+0.07	93.39	94.21
Extent to which medics included you in the treatment decisions (if applicable)	93.14	-0.17	93.31	93.96
Degree to which the medics relieved your pain or discomfort	91.45	+1.06	90.39	92.42
Medics' concern for your privacy	94.14	+0.14	94.00	94.79
Extent to which medics cared for you as a person	95.13	+0.25	94.88	95.62
Overall Composite Score	94.23	+0.15	94.08	94.84

Billing Office Staff Composite

	Current	+/-	Previous	National DB
Professionalism of the staff in our billing office	90.24	+0.47	89.77	90.33
Willingness of the staff in our billing office to address your needs	89.84	-0.08	89.92	89.96
Overall Composite Score	90.04	+0.19	89.85	90.15



Overall Experience Composite

	Current	+/-	Previous	National DB
How well did our staff work together to care for you	94.25	+0.18	94.07	95.00
Extent to which our staff eased your entry into the medical facility	94.36	+0.23	94.13	95.02
Appropriateness of Emergency Medical Transportation treatment	94.09	+0.12	93.97	94.96
Extent to which the services received were worth the fees charged	89.29	+0.40	88.89	90.28
Overall rating of the care provided by our Emergency Medical Transportation service	94.48	+0.09	94.39	95.08
Likelihood of recommending this ambulance service to others	94.21	+94.21	0.00	94.53
Overall Composite Score	93.45	+0.36	93.09	94.14



Benchmark Comparison By Question

	Your Score	CAAS	MHR	Michigan
Helpfulness of the person you called for ambulance service	94.08	94.58	94.16	94.21
Concern shown by the person you called for ambulance service	93.85	94.36	94.10	94.17
Extent to which you were told what to do until the ambulance arrived	93.01	93.14	92.77	92.85
Extent to which the ambulance arrived in a timely manner	92.51	93.48	92.83	93.02
Cleanliness of the ambulance	94.99	95.51	94.99	95.09
Comfort of the ride	85.56	88.21	86.91	87.25
Skill of the person driving the ambulance	94.45	95.12	94.64	94.77
Care shown by the medics who arrived with the ambulance	95.34	95.72	95.40	95.50
Degree to which the medics took your problem seriously	95.32	95.66	95.39	95.49
Degree to which the medics listened to you and/or your family	95.14	95.33	95.02	95.10
Skill of the medics	94.98	95.54	95.26	95.34
Extent to which the medics kept you informed about your treatment	93.46	94.00	93.60	93.69
Extent to which medics included you in the treatment decisions (if applicable)	93.14	93.73	93.26	93.37
Degree to which the medics relieved your pain or discomfort	91.45	92.15	91.75	91.88
Medics' concern for your privacy	94.14	94.68	94.33	94.39
Extent to which medics cared for you as a person	95.13	95.60	95.33	95.41
Professionalism of the staff in our billing office	90.24	90.37	90.45	90.54
Willingness of the staff in our billing office to address your needs	89.84	89.99	90.17	90.29
How well did our staff work together to care for you	94.25	94.82	94.56	94.61
Extent to which our staff eased your entry into the medical facility	94.36	94.94	94.61	94.68
Appropriateness of Emergency Medical Transportation treatment	94.09	94.77	94.38	94.48
Extent to which the services received were worth the fees charged	89.29	89.71	89.33	89.47
Overall rating of the care provided by our Emergency Medical Transportation service	94.48	95.01	94.66	94.74
Likelihood of recommending this ambulance service to others	94.21	94.49	94.16	94.23
Overall Score	93.22	93.79	93.42	93.52

Life E.M.S. Ambulance Barry County

RATE SCHEDULE:

Prehospital Care and Transportation Rates Effective January 1, 2027

Non Emergency (No ALS services) (PHYSICIAN AUTHORIZATION REQUIRED.)	\$599.00
ALS Non Emergency (PHYSICIAN AUTHORIZATION REQUIRED.)	\$889.00
Emergency (No ALS services)	\$829.00
ALS-1 Emergency	\$989.00
ALS 2 Emergency	\$1,139.00
SCT/NICU	\$1,139.00
On Scene Treatment W/Meds -NO TRANSPORT	\$699.00
ALS Assessment/No Transport	\$649.00
Lift Assist/Patient Assist	\$189.00
Bariatric Lift Assist	\$189.00
Bariatric Service (in addition to standard base rate)	\$669.00
Special Equipment/Handling/Haz Mat	\$109.00 +
Treatment/Waiting Time After 30 Minutes per 30 Minute Increments	\$142.00

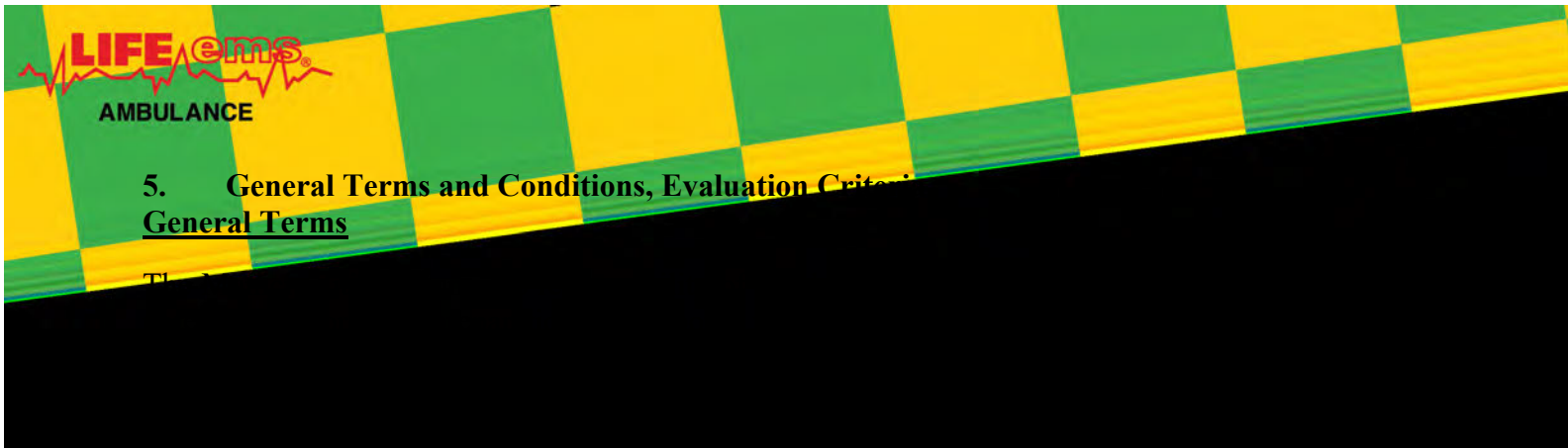
Mileage (Divided by number of patients: Loaded miles only):

Mileage	\$25.00/mile
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Public Bid Opening

August 14, 2026 at 10AM



- a. Cancel, revise, or amend the RFP;
- b. Reject any proposal or bid or all proposals or bids submitted in response hereto in whole or in part for any or no reason;
- c. To waive any irregularities in any proposal or bid;
- d. To award the whole or part of the work or goods that are the subject of this RFP to that offeror whose proposal or bid is, as determined in the sole discretion of the Municipalities, to be in the best interest of the Municipalities considering such factors as it may deem pertinent.

Sealed proposals or bids must be received on or before **August 14, 2026 at 10AM** at the office of the City Clerk/Treasurer. Date and time will be recorded on delivery. The deadline is for physical delivery to the specified location; postmarks or other indicators of sending or delivery will not be accepted. Electronic submittals will be accepted and may be sent to City Clerk Perin lperin@hastingsmi.gov. All electronic submittals must be received on or before **August 14, 2026 at 10AM**

Proposals or bids are to be delivered to:

City of Hastings
Office of the City Clerk/Treasurer
201 East State Street
Hastings, MI 49058

Any questions regarding the RFP must be submitted before **August 7, 2026 at 10AM**

If necessary, an addendum to the RFP will be provided to all holders of the RFP of record.

No proposal or bid may be withdrawn for a period of sixty (60) days after the opening of the proposals or bids, except as provided in the RFP.

Proposals must be submitted in accordance with the instructions and requirements contained in this RFP. Failure to do so may result in the proposal or bid being considered non-responsive and it may be rejected. An offeror must promptly notify the Office of the City Clerk/Treasurer of any ambiguity, inconsistency, or error, which may be discovered upon examination of the RFP. An offeror requesting clarification or interpretation of this RFP should contact **Assistant City Manager Jaquays** (269) 945-6006 or **Fire Chief Jordan** at 269-945-5384 Ext 3.



Any proposal submitted shall be deemed conclusive assurance that the proposer does not discriminate in any manner against any class of protected persons under federal or state law. This includes non-discrimination on the basis of gender, race, national origin, age, and other categories specified by law. Non-discrimination applies to consideration for employment and services.

Proposals must explicitly and completely describe and present all components of the price proposed for work or goods. The Municipalities are exempt from State of Michigan Sales and Use Taxes.

Ownership of all data, materials, and documentation originated and prepared for the Municipalities pursuant to the RFP shall belong exclusively to the Municipalities and be subject to public inspection in accordance with the Michigan Freedom of Information Act.

No information regarding the contents of responses to the RFP will be released prior to award. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.

Any interpretation, correction, or change of the RFP will be made by an addendum. Interpretations, corrections, or changes to this RFP made in any other manner will not be binding and offerors must not rely upon such interpretations, corrections, or changes. The City Clerk/Treasurer will issue Addenda. Addenda will be emailed, faxed, or mailed to all known recipients of the RFP.

The Municipalities may make investigations to determine the ability of the offeror to perform or supply the services and/or items as described in this RFP.

The successful offeror must comply with all applicable City, State, and Federal laws, codes, provisions, and regulations.

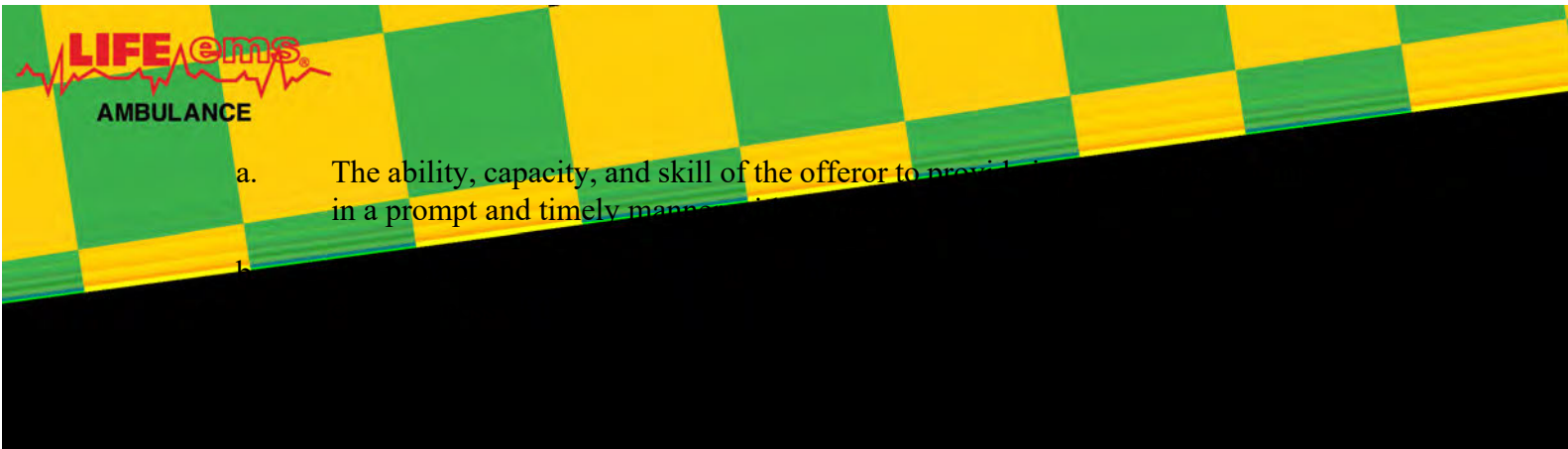
Responses to this RFP must be in the prescribed format as requested in the submission requirements.

The Municipalities may request additional information, clarification, or presentations from any of the offerors after review of the proposals received.

The Municipalities have the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of offeror.

Only the Municipalities will make news releases or other public announcements pertaining to this RFP or the proposed award of a contract.

Evaluation Criteria



- d. Compliance by the offeror with laws and ordinances regarding prior contracts, purchases, or services.
- e. The conditions, if any, specified in offeror's proposal; i.e. what expectations or requirements the offeror might have of the Municipality as a condition of, or related to the proposal.
- f. Compliance by the offeror with the Municipality's insurance requirements policy.
- g. Price.

Selection Process

- a. Sealed proposals will be publicly opened immediately after the deadline for submitting proposals.
- b. Proposals will be opened at Hastings City Hall, 201 East State Street, Hastings.
- c. Proposals not submitted timely will not be opened or considered.
- d. Compliance with submittal forms, insurance requirements, and price will be publicly announced at the proposal opening.
- e. The Municipalities will evaluate proposals according to the evaluation criteria noted in the RFP and prepare a recommendation to their respective legislative bodies
- f. The Municipalities will make the final, binding decision as to the award of the contract or the rejection of any or all proposals.
- g. The Municipalities may request additional information or clarification from any offeror. Failure to supply the requested additional information may result in the proposal being rejected or not considered further.



EMS shall maintain during the life of the contract, worker's compensation insurance, including employer's liability coverage in accordance with all applicable statutes of the State of Michigan.

COMMERCIAL GENERAL LIABILITY INSURANCE:

EMS shall maintain during the life of the contract, commercial general liability insurance on an "occurrence basis" with limits of liability of not less than \$2,000,000 per occurrence and/or aggregate combined single limit, personal injury, bodily injury and property damage.

Coverage shall include the following extensions:

- (A) Contractual Liability;
- (B) Products & Completed Operations Coverage;
- (C) Independent Contractors Coverage;
- (D) Broad Form General Liability Extensions or equivalent

PROFESSIONAL LIABILITY

EMS shall maintain during the life of the contract, professional liability insurance, with limits of not less than \$2,000,000 per occurrence

MOTOR VEHICLE LIABILITY:

EMS shall maintain during the life of the contract, motor vehicle liability insurance, including Michigan No-Fault Coverage's, with limits of liability of not less than \$2,000,000 per occurrence combined single limit Bodily Injury and Property Damage. Coverage shall include all owned, non-owned, and hired vehicles.

RESPONSE – 6. INSURANCE REQUIREMENTS:

**Please see attached Certificate of Insurance demonstrating our compliance to this requirement. Also note the communities listed as additional insured on the policy.*

**Attached documents described can be found in order of reference following this tabbed section*



LIFEEMS-01

ASWOAP

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/3/2026

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.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 0019304-1 Hub International Midwest East 1591 Galbraith Ave SE Grand Rapids, MI 49546	CONTACT NAME:		
	PHONE (A/C, No, Ext): (616) 233-4111	FAX (A/C, No): (616) 233-4110	
INSURED Life EMS, Inc. 1275 Cedar St N E Grand Rapids, MI 49503-1378	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Homesite Insurance Company of Florida		11156
	INSURER B: Old Republic Insurance Company		24147
	INSURER C:		
	INSURER D:		
INSURER E:			
INSURER F:			

COVERAGES

CERTIFICATE NUMBER:

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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROJECT ☒ LOC ☐ OTHER:			PMC-212237000-01	6/1/2026	6/1/2027	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 \$ 3,000,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			MWTB 319632 26	6/1/2026	6/1/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 100,000			XMC-226343000-01	6/1/2026	6/1/2027	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) ☒ Y / N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		MWC 319631 26	6/1/2026	6/1/2027	☒ 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

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Barry County Communities , City of Hastings, Baltimore Township, Carlton Township, Hastings Township, & Hope Township are additional insured per written contract.

CERTIFICATE HOLDER

CANCELLATION

City of Hastings, Baltimore Township, Carlton Township,
Hastings Township, & Hope Township

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



1. Company history- Years in business, nature of business, locations of business, location of headquarters, number of employees

RESPONSE – COMPANY INFORMATION 7. 1. COMPANY HISTORY:

Life EMS provides compassionate, high-quality ambulance service with personnel and regional support facilities covering over 5,200 square miles in eleven (11) Michigan Counties of primary paramedic response area that include the Greater Grand Rapids, Kalamazoo, Ottawa, Ionia, as well as Mason, Newaygo, Lake, Oceana, and Barry Counties along with portions of Allegan and Van Buren Counties. The headquarters is located at 1275 Cedar St, Grand Rapids MI 49331. Grand Rapids is the location where Life EMS was founded. Our local ownership and community-based staff of over 800 associates, enhances our ability to be highly responsive to our customer needs.

We reflect back, as we enter our 46th year of operation, on our humble beginnings in early 1980 with a run volume of zero calls (requests for ambulance service) per day. The equipment we started with consisted of three vehicles, all used, with initially just one fully equipped unit in service. Our dispatch center/business office consisted of a card table with a telephone and radio microphone resting on top. There was also a coffee maker nearby that sat atop some lumber and cement blocks acting as a table for our “reception” area.

We were able to survive through these small beginnings through dedication, perseverance, and superior patient/customer satisfaction, which allowed us to grow through the numerous challenges faced by any new business as well as those many hurdles, political and otherwise, that are specific to the pre-hospital care environment. Along the way Life EMS has proven itself by its performance to be worthy of a reputation as one of the highest quality and most progressive pre-hospital care services anywhere in the county including being routinely named one of the “Best and Brightest” places to work.

Today our state-of-the-art, ACE Accredited, Control Center is a “Center of Excellence” that features real time GPS/AI driven predictive deployment, multiple back-up systems for safety and security and efficiently handles tens of thousands of requests for service each year. These requests for service occur throughout the Life EMS Ambulance area of operations that include urban, suburban, and rural communities.

Operationally, Life EMS maintains a fleet of more than ninety (90) licensed and fully equipped custom built ambulances and non-transport ALS/Integrated Care Paramedic response units. These units are equipped with the latest pre-hospital care equipment

available. This includes the “Next Gen” Lifepak 35 portable heart monitor/defibrillator/pacer using the latest heart attack recognition software (Life EMS was the first EMS operation nationally to deploy this life saving technology) along with transport ventilators, tablet computers and Stryker Power Load stretcher system for crew and patient safety. Deployment of our medic units is performed by our state-of-the-art paramedic and emergency medical dispatcher (EMD) staffed Control Center utilizing the latest in AI driven predictive deployment technology and integrated, fully featured 911 secondary PSAP equipment.

Our Mobility Division provides safe, affordable wheelchair transportation services throughout our service areas. A fleet of over fifty (50) specially equipped vans, mid-sized buses, and passenger vehicles, are utilized to safely provide access for the physically challenged as well as ambulatory patients to doctor appointments, nursing facilities, shopping, etc. Unique to Life EMS is our Behavioral Health Transport (BHT) service that provides safe, respectful transport of behavioral health clients. Life EMS also excels in partnering with multiple health systems to provide specialized, custom transport platforms such as critical care.

Life EMS demonstrates a strong commitment to community. This is evidenced by our long history of providing CPR classes, high school EMT classes, preparedness demonstrations, and Camp 911 summer day camps, led by our staff, as well as medical support for special events such as festivals and athletic contests. Life EMS Ambulance is one of the largest American Heart Association (AHA) Community Training Centers in Michigan. In addition, the Life EMS Innovation & Education Centre provides a full range of educational opportunities including MFR, EMT, and fully accredited paramedic training, including innovative class formats such as our ten-week EMT academy.

Our philosophy at Life EMS Ambulance has always been to provide the highest quality care with the lowest out-of-pocket cost. Hence, the best value for those we serve. The Life Care Plus Membership program extends this tradition by providing a way to fight rising health insurance co-payments and deductibles (the amount you pay).

Life Extra Care is a personal response system locally monitored by Life EMS that helps provide a safer environment for elderly loved ones wishing to live independently, including providing an extra level of safety when on the go.

Life EMS Ambulance has experienced a number of “firsts” over the years. These firsts range from our pioneering efforts in the design of innovative safety concept ambulances to patient care product development in partnership with the Stryker corporation evidenced most recently by our deployment of the aforementioned “Next Gen” Lifepak 35. Life EMS team members are in leadership roles, in local, state, and national business, healthcare, and community related organizations.

Commitment to the highest level of quality performance is something all Life EMS Associates practice every day. This is demonstrated further by the fact that Life EMS of Grand Rapids and Life EMS of Kalamazoo were two of the first seventeen ambulance operations from across the country, and the first in west Michigan, to become fully



accredited by the Commission on Accreditation of Ambulance Services (CAAS). Transparency through our sharing of performance data, with communities trusting us to serve them, is unmatched.

Any success we achieve is a result of the efforts of our associates employed throughout West Michigan that are unmatched in dedication and expertise in healthcare delivery. This has allowed us to develop some innovative service delivery models incorporating partnerships with municipal, hospital, corporate and volunteer organizations. Tandem365 is a great example of the aforementioned community collaboration that has resulted in a unique coordinated care model to best serve the needs of the frail elderly in a respectful, high quality of life environment.

In addition, Life EMS is one of the seven owners/founders of Mobile Health Resources (MHR). MHR operates one of the largest, most respected national patient satisfaction survey programs for ambulance providers, through EMS Survey Team, utilized by Life EMS to further ensure we are delivering on “Skill and Compassion” when people need it most.

Life EMS is committed to continue this tradition of being in the forefront of innovation in our field. This, combined with our mission of providing compassionate, cost-effective care, provides the best service possible custom tailored to the communities we serve.

2. Name of company as it appears on the Ambulance License.

RESPONSE – COMPANY INFORMATION 7. 2. AMBULANCE LICENSE:

*The name of the company as it appears on the license for Barry County is Life EMS of Ionia County, Inc. *Please see attached Life EMS of Ionia County, Inc, State of Michigan, Advanced Life Support License and that Barry County is listed on the Service Areas of the license.*

**Attached documents described can be found in order of reference following this tabbed section*

3. Department of Health and Human Services vehicle license

RESPONSE – COMPANY INFORMATION 7. 3. VEHICLE LICENSE:

**Please see attached Life EMS of Ionia County, Inc, State of Michigan Licensed Life Support Vehicle Listing. We currently deploy 2 ambulances in Barry County and 5 ambulances in Ionia County.*

**Attached documents described can be found in order of reference following this tabbed section*

4. Authorization to conduct business in Michigan (Ambulance)

RESPONSE – COMPANY INFORMATION 7. 4. AUTHORIZATION TO CONDUCT BUSINESS:

**Please see attached copy of Life EMS Michigan Articles of Incorporation dated August 27, 1979.*

**Attached documents described can be found in order of reference following this tabbed section*

5. Corporate Address/Mailing address

RESPONSE – COMPANY INFORMATION 7. 5. CORPORATE ADDRESS:

*Life EMS of Ionia County, Inc.
1275 Cedar St. NE
Grand Rapids, MI 49503*

6. FEIN and Corporate Identification

RESPONSE – COMPANY INFORMATION 7. 6. CORPORATE IDENTIFICATION:

Tax ID# is 38-3244971

7. Contact person for company

RESPONSE – COMPANY INFORMATION 7. 7. CONTACT PERSON:

*Mark D. Meijer
President
Life EMS Ambulance*

8. Name and Title of person authorized to sign legal documents on behalf of the company.

RESPONSE – COMPANY INFORMATION 7. 8. PERSON AUTHORIZED TO SIGN ON BEHALF OF COMPANY:

*Mark D. Meijer
President
Life EMS Ambulance*



RESPONSE – OPERATIONAL INFORMATION 7. 1. AUTHORIZATION OF PROPOSAL SUBMISSION:

**Please see attached signed Executive Summary from Mark Meijer. The Executive Summary includes a statement authorizing this response to the RFP.*

**Attached documents described can be found in order of reference following this tabbed section*

2. Workforce Matrix

- Total size of company workforce (Full, part-time and Casual)
- Total number of office administrators
- Total number of full-time Paramedics and Part-time paramedics
- Total number of Full-time Emergency Medical Technicians (EMT) & Part-time EMTs
- Proposed staffing for the Municipalities

RESPONSE – OPERATIONAL INFORMATION 7. 2. WORKFORCE MATRIX:

**Please see the attached Life EMS Organizational Chart describing the overall personnel structure of Life EMS Ambulance.*

Please note that associates do move between operations as needed to assist with open shifts due to vacations, sick time, etc. Also, some associates serve multiple roles such as supervisors that are also acting as a paramedic on duty.

**Please see attached a Matrix that shows the number of current associates in each Life EMS operation. Below please find the numbers, in parentheses, specific to Barry County operations only.*

Proposed staffing for the Municipalities

Life EMS currently staffs two (2) twenty-four seven staffed paramedic/Advanced Life Support (ALS) ambulances in the Hastings/Barry County area. One of the two ambulances is staffed with 12-hour shifts and the other 24-hour shifts. This configuration assists with workload management ensuring paramedics and EMT's are best prepared to meet their demanding jobs.

**Attached documents described can be found in order of reference following this tabbed section*

3. Copy of any currently held Performance Bonds

RESPONSE – OPERATIONAL INFORMATION 7. 3. PERFORMANCE BONDS:

Life EMS does not currently hold any Performance Bonds. We do have letters of credit for the City of Kalamazoo (a form of performance bond), two of our older work comp policies and for our new Catalyst captive insurance.

professional references who can speak to your company's stability, social responsibility, financial status, strengths, deficiencies, history, business plan, customer service reputation, community involvement and potential for growth / sustainability.)

** Please include Names, addresses, contact information, professional positions, type of affiliation*

RESPONSE – OPERATIONAL INFORMATION 7. 4. PROFESSIONAL REFERENCES:

**Please see attached a list of 10 professional references that you may contact in review of Life EMS stability, social responsibility, financial status, strengths, deficiencies, history, business plan, customer service reputation, community involvement and potential for growth / sustainability. We have included letters from 4 of these 10 references with the Executive Summary.*

**Attached documents described can be found in order of reference following this tabbed section*

5. Ambulance Types and Models

- Year, make and models of all vehicles to be used in the service area during the contract term.
- Provide maintenance and vehicle replacement policy

RESPONSE – OPERATIONAL INFORMATION 7. 5. AMBULANCE TYPES & MODELS

**Attached please find the ambulances assigned only to the Barry & Ionia County Operation. Note on the list that one of the units was retired as of 8/6, replacing it with a new ambulance on that same date. Also note that the new one, even though it's a 2024 chassis, is still brand new. This was the result of supply chain challenges brought on by the pandemic. We had purchased the new chassis in 2024 but the ambulance up fit was delayed and not completed until recently. Also please note that the 2018 E350 ambulance is scheduled to be replaced this fall with a brand-new ambulance.*

**Next please see attached, the entire list of Life EMS ambulances. This identifies all body styles including custom built E-350 modular ambulances (largest percentage of fleet are E-350s), custom built Ford transit ambulances, and some Ford E-450 and F-550 modular ambulances. As noted in the previous paragraph, we are still catching up due to many of the supply chain challenges at Ford and the ambulance up-fitters. The result was the purchase of 35 new ambulances, both replacement and additions, for 2025 and 2026. We will be following an ongoing aggressive catch up plan into the 2027 budget calendar year.*

Life EMS ambulance fleet traveled over 4 million miles last year. It is only with aggressive preventative maintenance that we can travel that many miles with unmatched reliability.

We utilize a maintenance software program called Fleetio. This program not only tracks maintenance that is completed but it also recommends which ambulances are due for service and what maintenance cycle they're scheduled to have.

**Please see attached Maintenance Program SECTION 1210 from the Life EMS Administrative Policy and Procedure manual. Also please see attached is the listing of maintenance intervals used for our preventative maintenance program.*

Please note that maintenance, as described in this section, goes beyond just vehicles and includes the important medical equipment such as Heart Monitors, Suction Units, Stretchers, etc. It also describes maintenance on specific critical infrastructure items such as Generators and Uninterruptible Power Sources (UPS) that are necessary to ensure ongoing operations during a loss of power for facilities like our state of the art, 24-hour Control Center.

Any time a vehicle or a piece of medical equipment malfunctions, either during the routine daily check or during a response, an incident report is completed. The appropriate staff are notified. This includes manufacturer if it is determined to be a defect. The item is red tagged and removed from service until the appropriate service person repairs and further inspects the piece of equipment or vehicles.

*Vehicle replacement is both a planned replacement or a nonscheduled replacement. Nonscheduled means it is not just a mileage or age trigger to replace the vehicle. Maintenance records along with consult with the vehicle Preventative Maintenance staff impact the decision of vehicle replacement. If a vehicle has proven to be problematic, regardless of its age or mileage, it is replaced. *Attached please find our current Working Ambulance Replacement list which demonstrates the level of preplanning necessary to properly manage our fleet.*

**Attached documents described can be found in order of reference following this tabbed section*

6. Patient schedule of fees

RESPONSE – OPERATIONAL INFORMATION 7. 6. PATIENT SCHEDULE FEES

**Attached please find rates effective January 1, 2027, which will be the beginning of this contract term. Rates will be adjusted at least annually to maximize changing reimbursements from 3rd party payers and increases and increases in ongoing cost of operations.*

**Attached documents described can be found in order of reference following this tabbed section*

7. Submission Requirements

Respondents shall

1. Company history- Years in business, nature of business, locations of business, location of headquarters, number of employees

RESPONSE – COMPANY INFORMATION 7. 1. COMPANY HISTORY:

Life EMS provides compassionate, high-quality ambulance service with personnel and regional support facilities covering over 5,200 square miles in eleven (11) Michigan Counties of primary paramedic response area that include the Greater Grand Rapids, Kalamazoo, Ottawa, Ionia, as well as Mason, Newaygo, Lake, Oceana, and Barry Counties along with portions of Allegan and Van Buren Counties. The headquarters is located at 1275 Cedar St, Grand Rapids MI 49331. Grand Rapids is the location where Life EMS was founded. Our local ownership and community-based staff of over 800 associates, enhances our ability to be highly responsive to our customer needs.

We reflect back, as we enter our 46th year of operation, on our humble beginnings in early 1980 with a run volume of zero calls (requests for ambulance service) per day. The equipment we started with consisted of three vehicles, all used, with initially just one fully equipped unit in service. Our dispatch center/business office consisted of a card table with a telephone and radio microphone resting on top. There was also a coffee maker nearby that sat atop some lumber and cement blocks acting as a table for our “reception” area.

We were able to survive through these small beginnings through dedication, perseverance, and superior patient/customer satisfaction, which allowed us to grow through the numerous challenges faced by any new business as well as those many hurdles, political and otherwise, that are specific to the pre-hospital care environment. Along the way Life EMS has proven itself by its performance to be worthy of a reputation as one of the highest quality and most progressive pre-hospital care services anywhere in the county including being routinely named one of the “Best and Brightest” places to work.

Today our state-of-the-art, ACE Accredited, Control Center is a “Center of Excellence” that features real time GPS/AI driven predictive deployment, multiple back-up systems for safety and security and efficiently handles tens of thousands of requests for service each year. These requests for service occur throughout the Life EMS Ambulance area of operations that include urban, suburban, and rural communities.

Operationally, Life EMS maintains a fleet of more than ninety (90) licensed and fully equipped custom built ambulances and non-transport ALS/Integrated Care Paramedic response units. These units are equipped with the latest pre-hospital care equipment

available. This includes the “Next Gen” Lifepak 35 portable heart monitor/defibrillator/pacer using the latest heart attack recognition software (Life EMS was the first EMS operation nationally to deploy this life saving technology) along with transport ventilators, tablet computers and Stryker Power Load stretcher system for crew and patient safety. Deployment of our medic units is performed by our state-of-the-art paramedic and emergency medical dispatcher (EMD) staffed Control Center utilizing the latest in AI driven predictive deployment technology and integrated, fully featured 911 secondary PSAP equipment.

Our Mobility Division provides safe, affordable wheelchair transportation services throughout our service areas. A fleet of over fifty (50) specially equipped vans, mid-sized buses, and passenger vehicles, are utilized to safely provide access for the physically challenged as well as ambulatory patients to doctor appointments, nursing facilities, shopping, etc. Unique to Life EMS is our Behavioral Health Transport (BHT) service that provides safe, respectful transport of behavioral health clients. Life EMS also excels in partnering with multiple health systems to provide specialized, custom transport platforms such as critical care.

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*Life EMS of Ionia County, Inc.
1275 Cedar St. NE
Grand Rapids, MI 49503*

6. FEIN and Corporate Identification

RESPONSE – COMPANY INFORMATION 7. 6. CORPORATE IDENTIFICATION:

Tax ID# is 38-3244971

7. Contact person for company

RESPONSE – COMPANY INFORMATION 7. 7. CONTACT PERSON:

*Mark D. Meijer
President
Life EMS Ambulance*

8. Name and Title of person authorized to sign legal documents on behalf of the company.

RESPONSE – COMPANY INFORMATION 7. 8. PERSON AUTHORIZED TO SIGN ON BEHALF OF COMPANY:

*Mark D. Meijer
President
Life EMS Ambulance*



STATE OF MICHIGAN

Bureau of Emergency
Preparedness, EMS
and Systems of Care

Pursuant to Act 368 of 1978, as amended, this license to operate a
Life Support Agency in the State of Michigan is issued to:

LIFE EMS OF IONIA COUNTY INC

Effective Date
09/10/2025

Expiration Date
09/30/2026

Highest Level
Advanced Life Support

Service Type
Ambulance Operation

EMS Agency ID
341013

Licensed Vehicles
See Attached Vehicle List

Service Area(s):
Ionia County MCA, Barry County MCA

**THIS LICENSE IS VALID FOR 60 DAYS
PAST THE LISTED EXPIRATION DATE**

PLEASE POST IN A PROMINENT PLACE



Bureau of Emergency
Preparedness, EMS
and Systems of Care

STATE OF MICHIGAN

Licensed Life Support Vehicle Listing

LIFE EMS OF IONIA COUNTY INC

Effective Date

09/09/2025

Expiration Date

09/30/2026

EMS Agency ID

341013

Level	VIN	Type	Year	Make	Plate No.
Advanced Life Support	1FDBW1XG9PKB07834	Ground Transport	2023	FORD	DF26277
Advanced Life Support	1FDWE3FS4KDC63038	Ground Transport	2019	FORD	DD24715
Advanced Life Support	1FDWE3FS0EDB21290	Ground Transport	2014	FORD	DA54814
Advanced Life Support	1FM5K8D85EGB43938	Non Transport	2014	FORD	DA13777
Advanced Life Support	1FDBW1XGORKA36008	Ground Transport	2024	FORD	DF67984
Advanced Life Support	1FDBW1XG9RKA54930	Ground Transport	2024	FORD	DF67981
Advanced Life Support	1FDWE3FS9KDC58661	Ground Transport	2019	FORD	DD14119
Advanced Life Support	1FDWE3FS6KDC04086	Ground Transport	2019	FORD	DC72417



Michigan Department of Commerce

Lansing, Michigan

To All To Whom These Presents Shall Come:

*I, William J. McLaughlin, Director, Michigan Department of Commerce,
Do Hereby Certify That Articles of Incorporation of _____*

LIFE EMS, INC.

*were duly filed in this office on the _____ 29th day of _____ August, 19 79,
in conformity with Act 284, Public Acts of 1972, as amended.*

*In testimony whereof, I have hereunto set my
hand and affixed the Seal of the Department,
in the City of Lansing, this _____ 29th day
of _____ August, 19 79.*

William J. McLaughlin
Director

STATE OF MICHIGAN
DEPARTMENT OF TREASURY
CORPORATION DIVISION
LANSING, MICHIGAN

218 454

Do Not Write In Spaces Below — For Department Use	
DATE RECEIVED: AUG 27 1979	FILED Michigan Department of Commerce AUG 29 1979 <i>William J. McLaughlin</i> DIRECTOR

ARTICLES OF INCORPORATION
OF
LIFE EMS, INC. ✓

These Articles of Incorporation are signed and acknowledged by the Incorporator for the purpose of forming a corporation for profit under the provisions of Act 284 of the Public Acts of 1977, ^{as amended,} known as the Michigan Business Corporation Act, as follows:

ARTICLE I

The name of this corporation is:

Life Ems, Inc.

ARTICLE II

The purposes of this corporation are to engage in any activity within the purposes for which corporations may be organized under the Michigan Business Corporation Act, being Act 284 of the

Public Acts of 1972, including, but not by way of limitation, the follows:

To buy, own, improve, sell, exchange and lease real estate and interests in real estate, and personal property and interests in personal property;

To erect, alter, maintain and manage buildings, structures and other improvements on real estate; and

To mortgage and encumber real estate and interest in real estate.

ARTICLE III

The total authorized capital stock of Fifty Thousand Dollars (\$50,000.00), consisting of fifty thousand (50,000) shares of common stock of the par value of One Dollar (\$1.00) per share.

The authorized shares of stock are all of one class with equal voting powers, and each such share shall be equal with every other such share.

ARTICLE IV

The address of the initial Registered Office is:

465 Old Kent Building
Grand Rapids, Michigan 49503

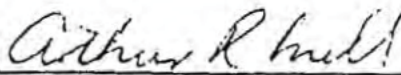
The name of the initial Resident Agent is Arthur R. Snell.

ARTICLE V

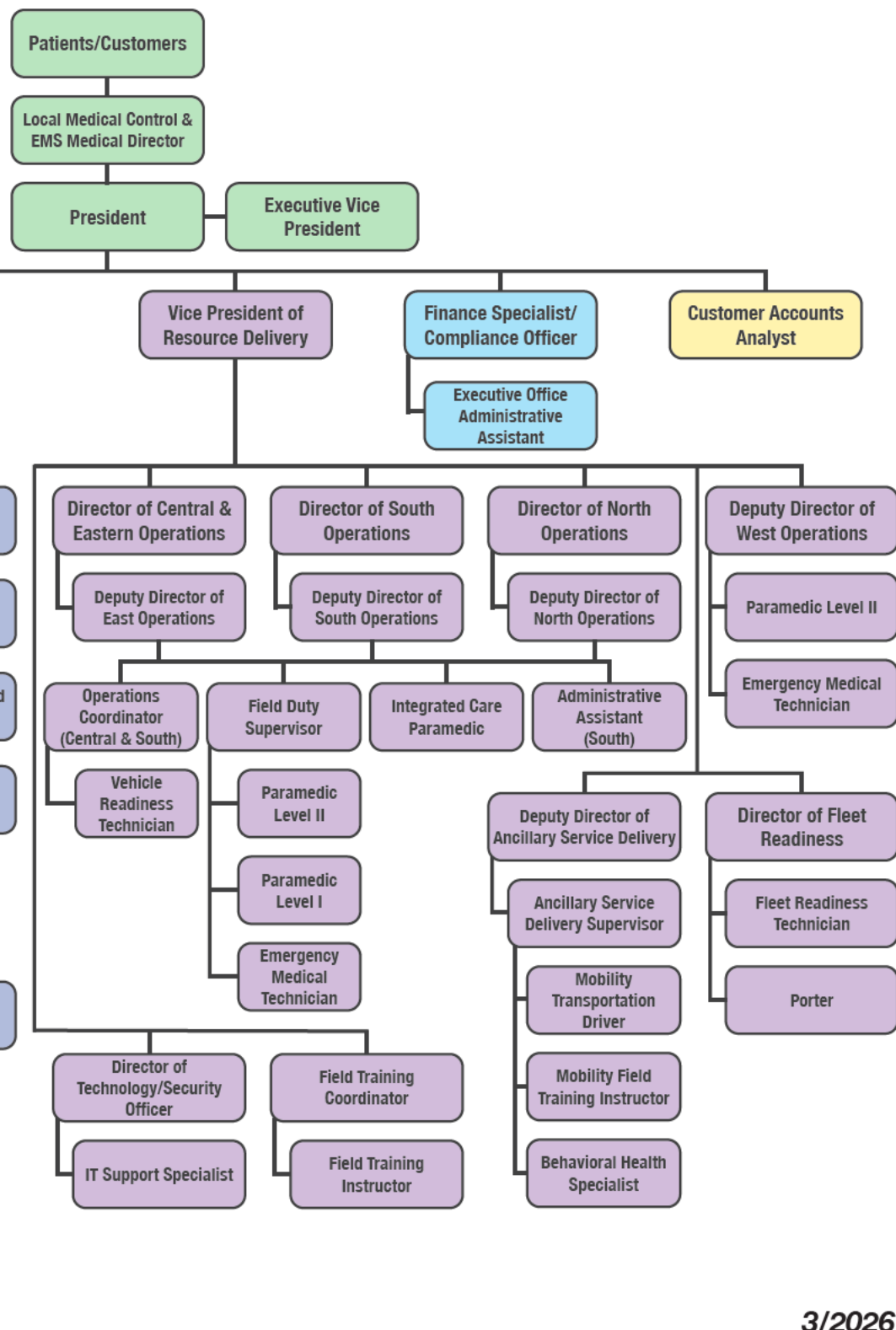
The name and address of the Incorporator is as follows:

<u>Name</u>	<u>Address</u>
Arthur R. Snell	465 Old Kent Building Grand Rapids, Michigan 49503

The undersigned, as Incorporator, has caused these Articles of Incorporation to be signed this 24TH day of August, 1979.



Arthur R. Snell



Life EMS Ambulance All Operations Associate Counts as of 8/3/2026

Operation	Barry Co.	Ionia Co.	Kent/Ottawa Co.	Newaygo Co.	Lake Co.	Mason Co.	Oceana Co.	Kalamzoo Co.	Allegan Co.	Van Buren Co.
Full Time Paramedics	4	7	74	12	7	4	9	38	6	3
Part Time/Casual Paramedics	3	3	33	7	2	4	6	15	1	1
Full Time EMT's	7	12	84	9	3	8	8	38	9	3
Part Time/Casual EMT's	2	4	30	6	4	6	1	31	2	0
Supervisors*	1	5	13	4	3	2	2	9	2	0
Total Ambulance Providers by Operation	17	31	234	38	19	24	26	131	20	7
All Operations Ambulance Provider Count	547									

*Please note that some positions serve mutiple roles. For example: Field supervisors may also be operating as a Field Paramedic.

All Operations Support

All Operations Leadership

President	1
Vice Presidents	4
Directors	8
Deputy Directors	5
Operations Coordinator	2
Tandem Manager	1
Field Training Coordinator	1
CFO	1
IT	1
Leadership Total Count	24

Other Life EMS Services and Support

Exec Admin Assistant	1
Complian Officer	1
VRTs	8
MHS	3
Control Center (Dispatch) Associates	34
Accounts Recievable Associates	36
Accounts Payable Associates	1
Human Resources associates	7
Data and QI Associates	1
Health and Safety Coordinator	1
Educatons Center Associates	19
Fleet Readines (mechanics)	10
Mobilty and BHC associates	76
Other Services and Support Total	198

Life EMS Ambulance

List of Contracts / References

8-3-2026

Below please find a variety of some of the major facilities, governmental jurisdictions, or other organizations we have served in the last five years. Life EMS grants permission to contact any or all these organizations.

1. Kalamazoo Valley Intergovernmental Ambulance Agreement
Contact: Ryan Tibbets, Chief of Staff, Kalamazoo Department of Public Safety– tibbetsr@kalamazoocity.org
2. Paramedic Ambulance Service Agreement, Fennville Area Communities
Contact: Tony Schippa, Saugatuck Township Representative – tonyschippa@gmail.com
3. Grand Haven Area Communities Ambulance Services Agreement
Contact: Shawn Schrader, Fire Chief, Grand Haven Township Fire Department – sschrader@ghtmi.gov
4. Corewell Health Pediatric & Neonatal Services Agreement
Contact: Gabriel Laney, Director of Critical Care Services, Corewell Health Helen DeVos Children's Hospital – Gabriel.laney@helendevoschildrens.org
Ajay Khilanani, MD, Critical Care Transport Director, Helev DeVos Children's Hospital – ajay.khilanani@helendevoschildrens.org
5. Trinity Health EMS Agreement for Ambulance and Medical Transport Services
Contact: Kristy Perez, Administrative Director for Critical Care, Trinity Health of Grand Rapids – perezkl@trinity-health.org
6. Bronson Methodist Health Care System and Life EMS Service Agreement
Contact: Phillip Kucharzyk, Senior Director of Contract Administration, Bronson Healthcare Group – kucharzp@bronsonhg.org
7. Paramedic Ambulance Service Agreement, Oceana County
Contact: Bob Walker, County Commissioner, Oceana County – rwalker@oceana.mi.us
8. Network180 Transport Service Agreement
Contact: Beverly Ryskamp, Chief Operating Officer, Network180 - beverly.ryskamp@network180.org

9. Western Michigan University

Contact: Matt Kulik, Associate Athletic Director, Facilities and Operations,
Western Michigan University – Mathew.kulik@wmich.edu

10. City of Hastings Ambulance Service Agreement

Contact: Mark Jordan, Fire Chief
Hastings Fire Department – mjordan@hastingsmi.gov

Ambulance Types and Models

Barry and Ionia County

Division	Year	Make	Model	License Level	Notes
IO/BC	2019	Ford	E350	ALS	
IO/BC	2019	Ford	E350	ALS	
IO/BC	2024	Ford	Transit	ALS	
IO/BC	2014	Ford	E350	ALS	*retired 8/6/26
IO/BC	2024	Ford	E350	ALS	*replaced above unit 8/6/26
IO/BC	2024	Ford	Transit	ALS	
IO/BC	2018	Ford	E350	ALS	*will be replaced later this year
IO/BC	2023	Ford	Transit	ALS	
IO/BC	2014	Ford	Explorer	ALS	*Non Transport

All Life EMS Ambulances and Non Transport Vehicles

[illegible]

Year	Make	Model
2023	Ford	Transit
2023	Ford	Transit
2023	Ford	Transit
2022	Ford	Transit
2022	Ford	Transit
2022	Ford	Transit
2022	Ford	Transit
2022	Ford	E350
2022	Ford	E350
2022	Ford	E350
2022	Ford	Transit
2022	Ford	Transit
2022	Ford	Transit Modular
2021	Ford	E350
2021	Ford	E350
2021	Ford	E350
2021	Ford	E350
2021	Ford	E350
2021	Ford	E350
2021	Ford	E350
2020	Ford	Transit
2020	Ford	Transit
2020	Ford	Transit
2020	Ford	Transit
2020	Ford	Transit Modular
2020	Ford	Transit
2020	Ford	Transit
2019	Ford	E350
2019	Ford	E350
2019	Ford	E350
2019	Ford	E350
2019	Ford	E350
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2019	Ford	E350
2018	Ford	E350
2018	Ford	E350
2018	Ford	E350

Year	Make	Model
2018	Chevrolet	C4500
2018	Ford	E350
2018	Ford	E350
2017	Ford	E350
2017	Ford	F550
2017	Ford	E350
2017	Ford	E350
2017	Ford	E350
2016	Chevrolet	C4500
2016	Chevrolet	C4500
2012	Mercedes Sprinter	3500
2012	Mercedes Sprinter	3500
2010	Ford	E450
2024	Ford	Escape/non-transport ALS
2019	Ford	Escape/non-transport ALS
2018	Ford	Explorer/non-transport ALS
2018	Ford	Escape/non-transport ALS
2017	Ford	Explorer/non-transport ALS
2017	Ford	Explorer/non-transport ALS
2016	Ford	Explorer/non-transport ALS
2015	Ford	Explorer/non-transport ALS
2014	Ford	Explorer/non-transport ALS
2013	Ford	Explorer/non-transport ALS
2013	Ford	Explorer/non-transport ALS

MAINTENANCE PROGRAM

LIFE EMS ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION 1210

The goal of this program is to eliminate any equipment or vehicle failures while providing care to our communities.

Vehicle Maintenance

The following personnel and businesses will complete maintenance.

Life EMS Fleet Readiness Technicians in Grand Rapids and Kalamazoo operations.

Local vendors in Grand Rapids, Kalamazoo, Mears, or other rural areas as approved by the Director of Fleet Readiness.

Tracking of vehicle maintenance will be the responsibility of the Director of Fleet Readiness. Life EMS uses an internet-based fleet maintenance tracking software for tracking and documenting all fleet maintenance activities. Set mileage intervals for the purpose of preventative maintenance are set within the software and the software helps maintenance staff know what needs to be done.

All brake and steering systems services are performed based strictly on the basis of inspection results. Trying to establish a mileage interval for these services has proved fruitless due to the wide variation of vehicle usage and driver influence.

Charging system/alternators are replaced at a set mileage interval.

Fuel filters are replaced at a set mileage interval.

Belts and belt tensioners, idlers, pulleys, and vacuum pump are replaced at a set mileage interval.

Transmission fluid (including torque converter) and filter are change at a set mileage interval.

Differential fluid is changed, and the housing flushed at a set mileage interval.

Shock absorbers are replaced at a set mileage interval.

Water pump and coolant hoses in the engine compartment are replaced at a set mileage interval.

Engine coolant is checked for protection level.

Air climate control systems are checked for proper operation.

The most important part of our program is the routine service and inspection (PM). Through this the maintenance technicians have a chance to discover flaws before they cause issues or failure.

General Ambulance Equipment

Most of our equipment is disposable and or has no moving parts so preventative maintenance is not required beyond our daily start of shift inspections. However, as an additional level of safety we carry duplicates of many items including bag valve masks, laryngoscope handles and blades as examples. Follow daily checklist procedures to ensure these items are in stock on the ambulance and working as required.

Below is a list of equipment that requires additional routine inspection and maintenance.

Heart Monitors

Life EMS maintains a maintenance agreement with Stryker for all of our heart monitors, batteries and battery support systems. The Stryker technician will track inspection intervals and report all activity to the Vice President of Resource Delivery. Any problems that occur with Stryker products will be reported to the Director of Operations or their designee. They will then contact the Stryker service representative to repair. Devices are removed from service and tagged as such while they are awaiting repair. For extended repair, we often obtain a loaner device from Stryker that we can use in the meantime.

Suction Units

Life EMS utilizes various portable suction units. Manufacturers generally do not recommend any preventative maintenance for these units beyond routine cleaning after use. These units are inspected daily at the start of shift inspections. Any problems with the suction units will be reported to the Director of Operations or their designee. Repairs will be completed by the Life EMS maintenance department or the item will be replaced.

Stretchers

Life EMS utilizes Stryker brand stretchers. Stryker recommends, based on call volume in our operation, that stretchers be inspected on a quarterly basis. These inspections are completed by the Life EMS maintenance department as part of our overall fleet maintenance program. Stretchers are inspected during every ambulance preventative maintenance service (which exceeds the quarterly manufacturer recommendation). Stretcher inspection is tracked in the fleet maintenance software. Results are recorded in the software and inspection forms are kept on file in the fleet maintenance department. If needed, the Stryker maintenance technicians are called upon for more complex repairs on our stretchers.

Radios

Life EMS utilizes Motorola manufactured radios. We have relationships with the Motorola authorized service centers listed below for radio maintenance. Please contact these facilities for any radio maintenance needs.

Maintenance Schedule

Intervals

Every 3,500 miles
Every 3,500 miles
Every 16,000 miles
Every 20,000
Every 30,000
Every 30,000
Every 50,000
Every 50,000
Every 60,000
Every 75,000
Every 100,000
Every 100,000
Every 100,000
Every 200,000
Every 200,000
Every 12 month(s)

Service Tasks

PM A SERVICE AND INSPECTION
STRETCHER INSPECTION/REPAIR
PM B BG OIL SERVICE
PM D AIR FILTER
PM F SERVICE TRANSMISSION
PM I FUEL FILTER REPLACEMENT DIESEL
PM H FUEL PUMP MODULE REPLACE GAS
PM G DIFF SERVICE
PM K ENGINE TUNE UP
PM P REPLACE ALTERNATOR
PM M REPLACE BELTS, TENSIONER AND IDLER
PM E COOLANT ADDITIVE
PM N REPLACE WATER PUMP
PM Q REPLACE RADIATOR, WATER PUMP AND HOSES
PM L SHOCKS/STRUT REPLACE
PM V A/C INSPECTION AND RECHARGE

Working Ambulance Replacement List

Date Updated: 8/10/26

Division	Amb #	VIN of old unit	New Amb VIN	Model	Add-on or Rplcmt?	Status	Notes
GHM	501	5866	6001	Transit	Add-on	DONE	
KZ	40	5937	8355	E350	Replacement	DONE	
GR	268	6960	8387	E350	Replacement	DONE	
GR	310	7491	6014	Transit	Replacement	DONE	Current 275/6935 becomes 310. New Transit 6014 becomes 275.
NW	101	3383	8298	E350	Add-on	Radios installed, prepping truck	Online application completed, await inspection
KZ	34	883	8342	E350	Replacement	DONE	
KZ	36	693	8301	E350	Replacement	DONE	
KZ	42	4086	8306	E350	Add-on	DONE	
IO	E5	1290	2096	E350	Replacement	Radios installed, prepping truck	Online application completed, await inspection
MS	Medic 5	4085	2574	E350	Add-on	Radios installed, prepping truck	Online application completed, await inspection
GR Sprinter	311	6212	2615	Transit	Replacement	Pending from AEV	This line and below not received yet
GR Sprinter	301	4904	4476	Transit	Replacement	Pending from AEV	
GR	273	3172	3749	Transit	Replacement	Pending from AEV	
GR	255	4081	3402	Transit	Replacement	Pending from AEV	
GR	272	192	AEV	E350	Replacement	Pending from AEV	
FV	934	N/A	4543	Transit	Add-on	Pending from AEV	
LK	803	7486	2484	E350	Replacement	Pending from AEV	
BC	E10	4086	2521	E350	Replacement	Pending from AEV	
KZ	42	N/A	4622	Transit	Add-on	Pending, AEV chassis	
LK	802	6482	AEV	E350	Replacement	Pending, AEV chassis	
MS	Medic 2	N/A	4253	E350	Add-on	Mason County purchase	27CF34049G AEV build #
GR	308	4158	AEV	F550	Replacement	New bari unit	

Life E.M.S. Ambulance Barry County

RATE SCHEDULE:

Prehospital Care and Transportation Rates Effective January 1, 2027

Non Emergency (No ALS services) (PHYSICIAN AUTHORIZATION REQUIRED.)	\$599.00
ALS Non Emergency (PHYSICIAN AUTHORIZATION REQUIRED.)	\$889.00
Emergency (No ALS services)	\$829.00
ALS-1 Emergency	\$989.00
ALS 2 Emergency	\$1,139.00
SCT/NICU	\$1,139.00
On Scene Treatment W/Meds -NO TRANSPORT	\$699.00
ALS Assessment/No Transport	\$649.00
Lift Assist/Patient Assist	\$189.00
Bariatric Lift Assist	\$189.00
Bariatric Service (in addition to standard base rate)	\$669.00
Special Equipment/Handling/Haz Mat	\$109.00 +
Treatment/Waiting Time After 30 Minutes per 30 Minute Increments	\$142.00

Mileage (Divided by number of patients: Loaded miles only):

Mileage	\$25.00/mile
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With Rutland & Hope

Municipality	2020 Population	% of Total	Cost Share 2027	Cost Share 2028	Cost Share 2029
City of Hastings	7,514	34.0%	\$ 70,278.24	\$ 74,143.54	\$ 77,479.89
Baltimore Township	1,947	8.8%	\$ 18,210.24	\$ 18,210.24	\$ 20,076.30
Irving Township	-	0.0%	\$ -	\$ -	\$ -
Rutland Township	4,136	18.7%	\$ 38,683.90	\$ 38,683.90	\$ 42,647.97
Carlton Township	2,368	10.7%	\$ 22,147.84	\$ 22,147.84	\$ 24,417.41
Hastings Township	3,013	13.6%	\$ 28,180.51	\$ 28,180.51	\$ 31,068.26
Hope Township	3,154	14.3%	\$ 29,499.28	\$ 29,499.28	\$ 32,522.17
Total	22,132	100%	\$ 207,000	\$ 218,385	\$ 228,212

W/O Rutland & Hope

Municipality	2020 Population	% of Total	Cost Share 2027	Cost Share 2028	Cost Share 2029
City of Hastings	7,514	50.6%	\$ 131,122.89	\$ 138,334.65	\$ 144,559.71
Baltimore Township	1,947	13.1%	\$ 33,976.08	\$ 35,844.77	\$ 37,457.78
Irving Township	-	0.0%	\$ -	\$ -	\$ -
Rutland Township		0.0%	\$ -	\$ -	\$ -
Carlton Township	2,368	16.0%	\$ 41,322.73	\$ 43,595.48	\$ 45,557.28
Hastings Township	3,013	20.3%	\$ 52,578.29	\$ 55,470.10	\$ 57,966.25
Hope Township		0.0%	\$ -	\$ -	\$ -
Total	14,842	100%	\$ 259,000	\$ 273,245	\$ 285,541



Regular Council Agenda Item Memorandum

To: Hastings City Council

From: Sarah Moyer-Cale, City Manager

Subject: Design Engineering for CWSRF Funded Projects

Meeting Date: October 12, 2026

Recommended Action:

Motion to approve design engineering services from Moore and Bruggink for CWSRF project items in an amount not to exceed **\$180,500**.

Background Information:

Moore and Bruggink have been working on the project application and other prep work for this project for several years. They are very familiar with the project scope and details. This approval will allow work to commence on the CWSRF funded project elements including Benton St, Madison St, and Clinton.

Financial Implications:

This cost is not budgeted but can be reimbursed through loan proceeds.

Attachments:

- Proposal dated 10/6/26



Moore+Bruggink
Consulting Engineers

October 6, 2026

*Proposal – CWSRF Utility
Improvements*

Ms. Sarah Moyer-Cale
City of Hastings
201 E State Street
Hastings, Michigan 49058

Dear Ms. Moyer-Cale,

Moore & Bruggink, Inc., is pleased to provide a proposal for design engineering services for the Clean Water State Revolving Funds (CWSRF) Utility Improvements projects located on Benton Street, East Clinton Street, Dibble Street and East Madison Street in the City of Hastings, Barry County, Michigan.

We completed a CWSRF project plan for the City that included these streets and understand that funding has been awarded. We have thoroughly reviewed the project limits and determined the extent of the improvements required.

Based on this background, our services for design and construction engineering will include the following:

1. Site Review & Soil Borings: We will review the site and specify soil boring locations to determine the makeup of the existing roadways and underlying soils within the roadways. We will then have our sub consultant, Soils & Structures, perform the soil borings and log the results for review and design purposes. A project of this scale typically requires 10 soil borings to characterize the existing pavement cross section, underlying soil composition, and ground water levels.
2. Topographic Survey: Our experienced survey crew will perform a full topographic and boundary survey of the roadways where improvements are to be made. The survey will also include locating the fronts of every home to facilitate lead water service line replacement in certain locations. This survey will give us a base map of the roadway improvement areas and allow us to log all construction-related items. This information will serve as a base for the design of the planned improvements.
3. Prepare Plans: Based on work items 1 and 2 above, we will prepare preliminary removal and improvement plans, detail sheets, and cost estimates for City review.
4. Preliminary Neighborhood Meeting: Upon completion of the topographic survey, base plan preparation, geotechnical investigation, and preliminary design, a rough layout of the proposed roadway, sidewalk, and utility improvements will be prepared and presented at a neighborhood public meeting. The intent of this



meeting will be to introduce the projects to the public, outline project goals, and bring specific property owner concerns to the forefront early on in the design stage.

5. Prepare and Apply for All Permits: We anticipate that a Michigan Department of Environment, Great Lakes, and Energy (EGLE) Part 41 wastewater system permit, an EGLE Act 399 water supply system permit, an MDOT right-of-way permit for work in the M-37 right-of-way, and a Soil Erosion and Sedimentation Control (SESC) permit will be required for the project. Moore & Bruggink will provide all documentation for the permit applications and submit the applications on behalf of the City.
6. Contract Quantities: We will confirm the project scope and compile pay items with quantities for the projects. We will finalize the engineer's estimate of project costs prior to bidding and review with the City to confirm project budgets. We will identify and discuss any areas of potential project savings with you and your staff.
7. Bid Documents: We will prepare contract documents that meet City and EGLE requirements. These documents include progress schedules, maintenance of traffic requirements, construction special provisions, and a detailed engineer's estimate. These documents will be uploaded to Bid Express® for advertisement and electronic bidding.
8. Bid Services: Moore & Bruggink will respond to questions from bidders throughout the bid process and issue addendums if necessary. We will review and verify the low bid and will prepare an award recommendation along with an overall project budget for the City.

Moore & Bruggink understands the City's requirements for budgets and project financial planning. There are many project variables in establishing fees. However, we only charge for our time required by our client needs. Based on our experience in projects such as this and based on a typical project with good communication and detailed bid packages, we are providing a not-to-exceed budget for your use as follows:

Design Phase

– Soil Borings (Soils & Structures)	\$11,500.00
– Topographic & Boundary Survey	\$38,000.00
– Permitting, Design and Bid Package Preparation	\$128,042.00
– Miscellaneous (mileage, printing, etc.)	<u>\$2,958.00</u>
Total Design Engineering Cost:	\$180,500.00

For your reference, we have attached our level of effort breakdown for design engineering for the project.

We can provide a detailed schedule for the work after EGLE issues the draft milestone schedule for the funding.



Ms. Moyer-Cale
October 6, 2026
Page 3

We estimate that the work described herein can commence within three weeks of your authorization to proceed.

We look forward to being of service to you on this project. If you have any questions or concerns, please let me know.

Sincerely,

Ryan M. Arends, P.E.
Project Manager

Attachments



October 2026

Task	Project Manager Arends	Design Engineer	CAD Tech	Chief Surveyor Green	Survey Crew	Clerical	Total Hours
Design Phase							
<u>Preliminary Design</u>							
Kickoff Meeting	3	3				1	7
Survey and Base Plans	4	8	80	24	180	10	306
Soil Borings	1	2	2			2	7
60% Plans and Specifications	40	120	160				320
Preliminary Estimate	4	16					20
Progress Meeting/Informational Meeting with City	6	6				2	14
80% Plans and Specifications	24	80	80			8	192
Prepare & Submit EGLE Permits	8	16	16				40
<u>Final Design</u>							
Revisions to Plans	24	80	100				204
Revisions to Specifications	8	16				3	27
Revisions to Estimate	2	4					6
Progress Meeting/Infomational Meeting with City	4	4				2	10
Prepare Bid Package & Solicit Bids	8	16				16	40
Subtotal Design Hrs.	136	371	438	24	180	44	1,193
Subtotal Labor Cost							\$166,011.00
Reimbursable Expenses							\$2,989.00
Soil Borings (Soils & Structures)							\$11,500.00
Total Road Design Engineering Cost							\$180,500.00



Regular Council Agenda Item Memorandum

To: Hastings City Council

From: Sarah Moyer-Cale, City Manager

Subject: Factory Direct Item Purchase for TangleTown Playground

Meeting Date: October 12, 2026

Recommended Action:

Motion to approve the purchase of factory direct playground items from Playgrounds by Leathers in the amount of **\$265,091.05**.

Background Information:

Demolition has started on the playground. For the new build, we will be purchasing equipment from three sources. Factory-manufactured items will come from two sources, and materials for items to be constructed by volunteers will come from another source.

This is the first and most expensive order. We plan to purchase a shipping container to put in the parking lot to store these items until the build. We can then use the container for other storage needs at the compost facility.

Ordering now will protect against future price increases. This quote is \$10K more than it was in the spring.

Financial Implications:

Nearly 90% of the funds have been raised for this project to date. The working budget is attached.

Attachments:

- Invoice from Leathers for factory-direct items
- Working budget

LEATHERS & ASSOCIATES, INC.

PO Box 3364

Jupiter, FL 33469

+18775646464

<http://www.leathersassociates.com>

INVOICE

BILL TO

Hastings, MI #1623

TangleTown

124 W Woodlawn

Hastings, MI 49058

INVOICE # 12588**DATE** 10/06/2026**DUE DATE** 10/09/2026**TERMS** Due on receipt

DESCRIPTION	QTY	RATE	AMOUNT
Horizontal Ladder -Full Diag	1	2,148.30	2,148.30
Ring Trek - Full Diagonal	1	2,104.90	2,104.90
Horizontal Ladder - Half Diag	1	1,877.05	1,877.05
10' x 20' x 10' Shade Canopy Rec	1	7,146.72	7,146.72
20' x 20' x 10' Shade Canopy Sqr	1	9,813.80	9,813.80
5" Swing- 2 Bay	1	12,048.47	12,048.47
5" Swing- 4 Bay	1	21,269.36	21,269.36
5" Swing Add-A-Baby	1	4,655.00	4,655.00
Heavy Duty Swing Hangers 3.5" OD	2	49.59	99.18
Wood beam swing hangers	4	24.83	99.32
360 Tot Bucket Swing Seat	2	149.24	298.48
Strap Swing Seat	7	60.15	421.05
Small 2-5 Inclusive Swing Seat	1	1,095.19	1,095.19
Large 5-12 Inclusive Swing Seat	1	1,095.19	1,095.19
Team Swing	1	2,651.17	2,651.17
Shackle w/Bolt	62	8.23	510.26
Allen Wrench for Shackles	2	5.78	11.56
5" OD Stamped Steel Pipe Hanger	2	60.99	121.98
Slide Foot- SPI0117	1	162.75	162.75
HW,SS2SF 12pc HW Set - Attach slide support	1	20.27	20.27
Deck Mounting Kit- SPI00129	1	89.78	89.78
3' Straight Double Slide	1	952.35	952.35
6' Straight Slide	1	1,387.10	1,387.10
6' Straight Wave Slide	1	1,506.70	1,506.70

Make checks payable to Leathers & Associates. We also accept credit cards. Credit card payments will be assessed a 3% fee. A finance charge of 1.5% per month is added to any outstanding balances after due date.

DESCRIPTION	QTY	RATE	AMOUNT
10' turn-right spiral tube	1	13,660.73	13,660.73
Climbinator	1	2,100.00	2,100.00
Wobbler Kit	1	2,221.97	2,221.97
Spring See-Saw	1	1,674.40	1,674.40
Spring Assembly w/ plate, boot, J-bolts	3	474.39	1,423.17
See-Saw Seat	1	7,023.80	7,023.80
Climbing Rock Holds 12/set	4	64.12	256.48
31.5"x23.5" Cat, Dog & Rabbit Touch Panel	1	173.05	173.05
31.5"x23.5" What Time Clock Panel	1	224.32	224.32
Doghouse Maze Panel	1	225.24	225.24
31.5"x23.5" Clockwork Play Panel	2	932.42	1,864.84
Ball Maze Panel	1	494.53	494.53
31.5" x 23.5" Cascade Turn Panel	1	585.64	585.64
Flat Chimes (Low Octave) with Posts	1	1,129.99	1,129.99
Flat Chimes (High Octave) w/ Posts	1	1,204.36	1,204.36
Bell Tree w/Posts	1	807.97	807.97
Bongo Tree w/ posts	1	810.58	810.58
Rain Wheel w/ posts	1	696.53	696.53
31.5"x23.5" RotoGen Piano Musical Play Panel	1	1,420.38	1,420.38
Electronic Guitar Play Panel	1	1,431.80	1,431.80
31.5"x23.5" Electronic Drums Musical Play Panel	1	1,336.02	1,336.02
Coil Climber/60	1	933.40	933.40
Sandstone Boulder	1	19,514.31	19,514.31
Staggered Stumps	1	8,437.00	8,437.00
Mushroom Step 11.5" 18" dia.	6	793.80	4,762.80
Inclusive Orbit	1	15,054.13	15,054.13
Vista Arc Dome 2	1	39,076.80	39,076.80
Hammock Net - Custom	1	1,953.60	1,953.60
Fire Pole	1	910.00	910.00
Parallel bars	1	1,293.50	1,293.50
Triangle net -post mount	2	821.10	1,642.20
Square net - half Diag - post mount	1	738.00	738.00
Square Net Half Diag One Deck	1	723.60	723.60
Climbing Wall Cable	1	183.65	183.65
Tunnel Net - Custom/Metal Frame	1	21,393.00	21,393.00
Communication Board	1	1,885.00	1,885.00
Cozy Cocoon	1	6,097.00	6,097.00
Shipping	1	28,141.33	28,141.33

Ways to pay



SUBTOTAL	265,091.05
TAX	0.00
TOTAL	265,091.05

Make checks payable to Leathers & Associates. We also accept credit cards. Credit card payments will be assessed a 3% fee. A finance charge of 1.5% per month is added to any outstanding balances after due date.

[View and pay](#)

BALANCE DUE

\$265,091.05

Revenue		Budget	To Date	
City of Hastings	\$	251,000.00	\$	56,691.38
Donations	\$	734,700.00	\$	647,809.64
Total	\$	985,700.00		88%

Expenses

Professional Services

Leathers Professional Fees	\$	83,793.51	\$	56,773.51
Leathers travel costs	\$	2,800.00		

Construction Costs

Playscape materials - Factory Direct	\$	265,121.25		
Playscape materials - Playground Plastics #1	\$	251,748.09		
Playscape materials - Playground Plastics #2	\$	16,742.85		
Playscape materials - Penchura	\$	56,945.00		
Playscape materials - PIP	\$	228,368.13		
Demolition expense	\$	7,000.00		
Site Preparation	\$	30,000.00		
Site Lighting and Installation	\$	15,000.00		
Construction Contengency	\$	20,000.00		

Miscellaneous

Design Reveal Event	\$	200.00	\$	201.00
Tools	\$	2,000.00		
Y on the Fly/Kids Activities	\$	5,000.00		
Volunteer Meals	\$	-		
Website	\$	534.00	\$	534.90
Ribbon Cutting/Dedication Event	\$	250.00		
Other	\$	200.00	\$	131.97

Total Cost Estimate	\$	985,702.83	\$	57,641.38
	\$	985,700		

\$ 86,890.36

Sarah Moyer-Cale

From: Bo Bellocchi
Sent: Tuesday, October 6, 2026 2:56 PM
To: Sarah Moyer-Cale
Cc: Robert Neil
Subject: Re: Factory Direct order

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: External Email

I would definitely order as soon as you can to save on costs. Especially with the size of the playground, each little increase is going to snowball to a lot.

They usually take about 14-16 weeks from ordering to arrive onsite so you'd have some time to get the storage figured out.

I would definitely expect this to go up another 20-30k from now to the end of the year roughly speaking.

BoTyler Bellocchi
Project Manager
Leathers & Associates, Inc.

www.leathersassociates.com

From: Sarah Moyer-Cale
Sent: Tuesday, October 6, 2026 2:51 PM
To: Bo Bellocchi
Cc: Robert Neil
Subject: RE: Factory Direct order

Hi Bo,

I was going to ask about this. I can get approval to order this as early as the 13th, will that help us save on costs? I don't know how quickly this stuff starts to ship. We were talking about putting a shipping container on site to store everything until the build.

Thanks,

Sarah Moyer-Cale
City Manager
201 E. State St
Hastings, MI 49058



From: Bo Bellocchi
Sent: Tuesday, October 6, 2026 2:23 PM
To: Sarah Moyer-Cale ·
Subject: Factory Direct order

CAUTION: External Email

Hi Sarah,

Every year about this time manufacturers increase prices, we made the updates to anything increased so far and I had Melissa from our office invoice this, but I would definitely expect these to keep going up each day. We check each manufacture every day.

Thank you!

BoTyler Bellocchi
Project Manager
Leathers & Associates. Inc.

www.leathersassociates.com



Regular Council Agenda Item Memorandum

To: Hastings City Council

From: Sarah Moyer-Cale, City Manager

Subject: Rob Neil – MPSI Graduation

Meeting Date: October 12, 2026

Congratulations to Rob Neil for completing the Michigan Public Services Institute training! This course includes three week-long sessions for three years. Training is focused on management, service excellence, and leadership skills for public works professionals.





City of *Hastings* Michigan

(269) 945-2468
FAX (269) 948-9544

201 E. State Street 49058

Fire Department Council Report

September 2026

Calls for Service

In September, the department responded to 130 calls for service: 71 within the city, 56 in the townships, and 3 mutual aid requests. Our members spent approximately 549 hours responding to calls.

Year to date, the department has responded to 1,096 calls for service.

The department also issued 549 burn permits in the township.

Public Safety

We continue to offer smoke and carbon monoxide detectors at no charge to residents. However, once our current supply is depleted, the state will no longer fund this program. This leaves local fire departments responsible for finding alternative ways to fund this important, life-saving initiative.

We are currently working with alternative vendors to explore options that will allow us to continue providing this service to our residents.

Training

Training was somewhat lighter in September because our members spent many hours responding to and managing the events at Tyden Lofts. We postponed one training course to give our members additional time at home after the extended response.

We will resume our normal training schedule in October.

Paid On-Call Members

We have experienced several changes among our paid on-call staff over the past couple of months.

Two members are currently on leave due to non-department-related injuries. We also said goodbye to Andrew Van, who moved to Grand Rapids.

We welcomed two new members to the department: Makenzie Knight, a certified EMT, and Aaron Dekkinga, who is beginning his involvement in fire and EMS. We welcome them both and look forward to working with them.

We continue to seek community members who are interested in joining the fire department. If you have ever considered serving your community through fire and EMS, we encourage you to reach out.



City of *Hastings* Michigan

(269) 945-2468
FAX (269) 948-9544

201 E. State Street 49058

Department Activities

During September, the department conducted 8 building inspections. We also completed and approved the new COA, allowing occupancy to proceed as planned.

We continued our Knox Box inspection process and maintained our work with Riverwalk Apartments and other facilities throughout the district.

As reflected in the call reports, call volume remained high throughout the month. In addition to our regular call volume, the department responded to the Hazmat incident at Tyden Lofts, which ultimately became a **three-week-long ordeal** and required a significant commitment of department resources.

Chief's Comments

As chief of the department, I am extremely proud of the men and women who serve this community. During the Hazmat incident, some of our members worked 36 hours without a break to help ensure residents' and the community's safety. While we were dealing with the situation at Tyden Lofts, the rest of the city and district did not stop. Our members had to leave the incident several times to respond to other calls throughout the district. An event of this magnitude significantly adds to the workload our members already manage daily. Their dedication, professionalism, and willingness to meet our residents' needs first are truly commendable.

I also want to note the new reports we now have in place. These reports provide greater transparency and allow everyone to see the work our department does each month.

Thank you to all our members for their continued dedication and service to our community.

Respectfully,

Mark Jordan
Fire Chief



City of *Hastings* Michigan

(269) 945-2468
FAX (269) 948-9544

201 E. State Street 49058



NERIS Analysis Report

Hastings
9/1/2026 - 9/30/2026



Primary Incident Type Summary

Type	Count	Percent
FIRE	3	2.31%
HAZSIT	47	36.15%
MEDICAL	49	37.69%
NOEMERG	19	14.62%
PUBSERV	10	7.69%
RESCUE	2	1.54%
Grand Total	130	100.0%

District Summary

District	FIRE	HAZSIT	MEDICAL	NOEMERG	PUBSERV	RESCUE	Total	Percentage
Baltimore Twp	0	3	1	1	0	0	5	3.85%
Carlton Twp	0	3	0	0	1	0	4	3.08%
Freeport	0	0	0	1	0	0	1	0.77%
Hastings Twp	1	4	3	1	0	1	10	7.69%
Irving Twp	0	1	0	1	0	0	2	1.54%
Rutland Twp	1	9	22	3	0	0	35	26.92%
Thomapple	0	0	0	2	0	0	2	1.54%
Ward 1	0	2	4	0	3	0	9	6.92%
Ward 2	1	3	6	1	1	1	13	10.00%
Ward 3	0	5	6	4	0	0	15	11.54%
Ward 4	0	17	7	5	5	0	34	26.15%
TOTAL	3	47	49	19	10	2	130	100.0%

Aid Breakdown

Aid Direction	HAZSIT	MEDICAL	NOEMERG	PUBSERV	RESCUE	FIRE	Total	Percent
NONE	46	49	15	10	2	2	124	95.4%
GIVEN	0	0	3	0	0	0	3	2.3%
RECEIVED	1	0	1	0	0	1	3	2.3%
Grand Total	47	49	19	10	2	3	130	100.0%



City of *Hastings* Michigan

(269) 945-2468
FAX (269) 948-9544

201 E. State Street 49058



NERIS Units Report

Hastings
9/1/2026 - 9/30/2026



Unit Response Total Summary

Unit	Total	Percent of Total
831	37	16.23%
832	14	6.14%
833	6	2.63%
834	5	2.19%
835	61	26.75%
837	38	16.67%
838	23	10.09%
839	15	6.58%
POV	26	11.40%
T36	2	0.88%
Tanker864	1	0.44%
Grand Total	228	100.00%

Unit Average Time on Call

Unit	Average Time on Call	Average FIRE Time on Call	Average MEDICAL Time on Call	Average Other Time on Call
831	01:27:12	NA	00:10:20	01:34:11
832	00:32:13	00:42:00	NA	00:29:33
833	00:23:00	NA	NA	00:23:00
834	00:25:12	00:39:00	NA	00:16:00
835	02:24:13	00:39:00	00:20:54	02:55:21
837	00:25:47	00:39:00	00:24:48	00:26:37
838	00:28:05	NA	00:28:21	00:27:20
839	04:55:52	NA	NA	04:55:52
POV	00:24:16	00:15:00	00:25:27	00:24:00
T36	00:37:30	NA	NA	00:37:30
Tanker864	00:10:00	NA	NA	00:10:00



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MI - Hastings Fire Department

Monthly Report

SEPTEMBER 1 – SEPTEMBER 30, 2026

YTD: JAN 1 – SEP 30, 2026 | LIFETIME SINCE: JAN, 2024

HAAS ALERT



Safety Impact

Drivers Alerted

1,268

YTD: 9,633
LIFETIME: 28,509

Driver Speed Reduction

6.6%

All Safety Cloud

10.3%

My State

19.2%

Similar Organizations

Responder-to-Responder (R2R)

R2R Alerts Sent

0

YTD: 0
LIFETIME: 0

R2R Alerts Received

0

YTD: 0
LIFETIME: 0

Event Totals

Incidents

90

YTD: 646
LIFETIME: 1,943

Average Time On-scene

19.2 min

YTD: 21.9 min
LIFETIME: 21.7 min

Response Totals

Runs

91

YTD: 644
LIFETIME: 2,074

Responding Time

376 min

YTD: 3,146 min
LIFETIME: 10,058 min

Average Time-to-Scene

4.1 min

YTD: 4.9 min
LIFETIME: 4.9 min

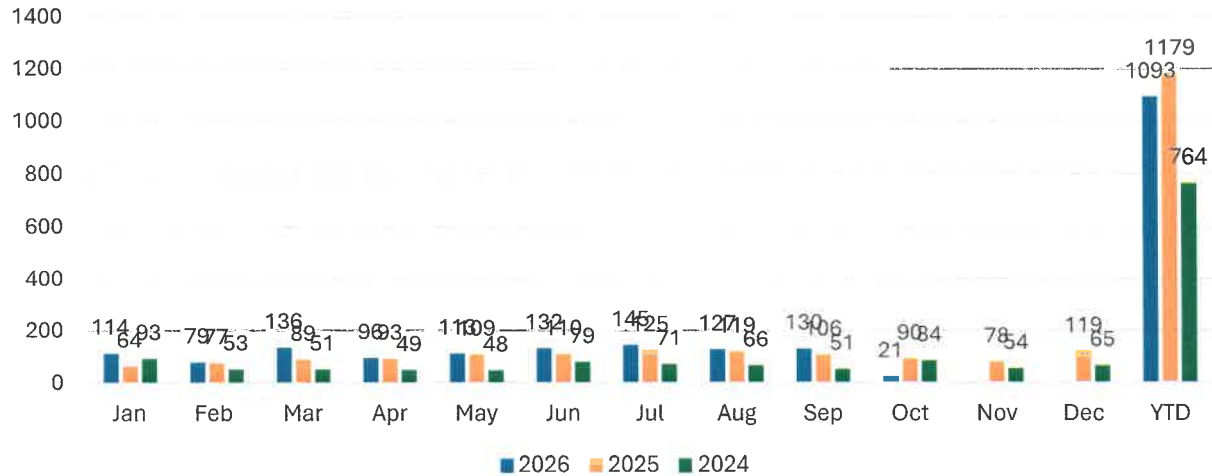


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Hastings Fire 3 Year Comparison





Library Director's Report – September 2026 October 5, 2026 Board Meeting

Highlights

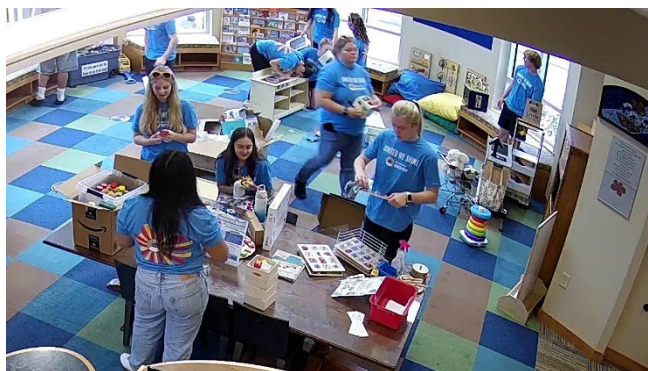
September saw the end of the Library's window replacement project. The last pane was reinstalled on September 14 and all remediation of the prior installation issues was completed. I am happy to report that none of the additional window work cost the Library any additional money and the warranty did not begin until the project was officially completed. Needless to say, we are all very excited that the project is complete.

We're not quite out of construction mode though. Work on the new handicapped accessible parking spaces on State St. began September 17, and minor interior construction on the Makerspace started September 24.

On September 15, we held an Open House to celebrate library card sign-up month. More than 40 patrons came through the doors to learn about all HPL has to offer. Everyone was encouraged to explore the whole building with a passport that took them from Children's to Teen, to Adult, the Community Room, Community Garden, Makerspace, and more. They also enjoyed cookies from The Cookie Store and Locally Rooted, and five lucky attendees won Barry Bucks.

Library of Things was a big hit at the Open House with 11 items checked out during the event. We also gave out a small goody bag of HPL swag to new cardholders at the event, and continued to offer them to other new signups throughout the month.

On September 17, United Way Day of Caring volunteers hit the library and helped with numerous projects inside and out. More than 40 volunteers from Hastings High School, Rehmann, Barry ISD, and the Barry-Eaton District Health Department weeded, dusted, washed down window frames, sanitized toys, and more. We are extremely grateful for this community support. The photo at right shows some of the kids from the high school cleaning toys, assembling toys, and dusting.



I am sad to report that Tess Allarding, the Assistant Director, has accepted a position at the East Lansing Public Library and will be leaving us. Her last day here will be Friday, October 23, 2026. I am, however, really excited for Tess as she is moving to a collection management position, the type of library work she really enjoys. I will miss her help and perspective, and her willingness to put up with my bad puns. We all wish her well.

Do you know Barry Bear? Barry has been all around the county recently and made a stop at HPL. He had quite the time exploring all we have to offer. Check it out on the Barry County Chamber & Economic Development Alliance Facebook page. See [video 1](#) and [video 2](#).

As part of our efforts around community education, we have once again created a display to aid local residents with the upcoming mid-term elections in November. Sample ballots covering the City of Hastings, Hastings Charter Township, and Rutland Township are now available. Information on voting locations is also posted, and we are planning to make a computer available for patron use for voting information. The website will soon have information as well. Thank you to Celeste for working on the display.



Come with Barry to explore ALL that Hastings Public Library has to offer!



Project Updates

Handicapped Parking: Construction started September 17 on the new curb and ramp for the accessible parking. Drakes Construction is completing that work, while the City will assist with new striping and signage for the spaces.

Makerspace: Construction on the wall separating the Makerspace from the upstairs workroom started and should be complete by early October. Staff is working on programming for the new space, learning how to use the new Cricut machine, and mapping out walk-in and appointment sessions for patrons.

Training and Informational Webinars

(W) – Webinar; (IP) – In person event

Here is what the staff did in September:

- **Leading Through Change (IP):** Tess and David attended this session sponsored by LLC to help library leadership prepare and guide their teams through the upcoming ILS upgrade. The new system is in development and expected to launch in early September 2027. Along with a new system for staff, patrons will see a new online catalog and new mobile app.
- **Adaptive Umbrella - Accessibility in Libraries (W):** Tess and David attended this free 5-hour set of webinars covering assistive technologies, accessibility, collection development, and more. We definitely came away with ideas for new things to try, and are proud to say we are already doing so much of what was discussed.
- **Homeless Training – How to Manage Problematic Behavior (W):** Erin watched this session and came away with good insights on how to better manage interactions with homeless patrons. David will be watching in early October and we'll plan to update all staff at a future meeting.
- **The Leadership Exchange – Shaping the Future Workforce (IP):** David attended this session sponsored by the Barry County Chamber. Reps from local companies and schools talked about workforce development challenges, with an emphasis on CTE. My priority was to hear the community's needs and make them aware that we are here as a partner to help fulfill those needs through programming and providing resources.

Assistant Director: Tess Allerding

I would like to start this report with the bittersweet news that this will be my last board report, as I have accepted a position at East Lansing Public Library. My last day at HPL will be Friday, October 23rd, the same day as our annual Volunteer Party. All Board members are invited and encouraged to attend, so we can celebrate the work you do for the Library! I am working with David and Chloe to make the transition as smooth as possible, and wrap up as many ongoing projects as I can. The posting has gone out for my position, and I plan to help David with interviewing candidates.

At the beginning of the month, I accompanied David at a training put on by Lakeland called Leading Through Change. This training served as a kick-off to the ILS Migration Project, where all Lakeland libraries will be switching from Sierra to the Polaris ILS. There were a few helpful tidbits to help quell staff anxiety about this change. Many questions about how Lakeland will manage the project were brought up during this training, and we are hoping to get answers to those questions soon. As of this writing, we have not received any further communication about next steps in the project, but we do know that the tentative launch date is September 2027.

Construction for the accessible parking spaces on State Street began on September 17th, and I am happy to report that the construction aspect of the project is complete. Drake's Concrete

Construction did a fantastic job at getting the project done quickly. We are now waiting on the City to paint the spaces and install the appropriate signage. While we do not have final numbers yet, we are expecting the project to come in far under the estimate of \$20,000, so we will have some extra grant money to put toward other accessibility projects.

Ken is continuing to work on 3D printing signs for the end of our shelves. He is moving forward with signing Adult Fiction, while I work to finish up weeding Adult Nonfiction and shifting the collection so that he can create signs for that collection. We have purchased additional wooden book easels to have books front-facing throughout Adult Nonfiction. Ideally, we will be able to do the same in Adult Fiction in the future.

I'd like to end this report by saying what a pleasure it has been to work with the Board throughout my time as Assistant Director here. To have a supportive Board is truly a blessing, and I greatly appreciate all the work, time, and effort the Board has put forth to make the Library a success.

Youth Librarian: Erin Quada

After a programming break in August, September picked up speed both with programming and other responsibilities in the department. I placed a few books orders and have been receiving shipments to help keep our shelves full and fresh. I have been coordinating volunteers, delving deeper into event and program planning, updating the storybook walk, and working on other projects that are nearing completion.

Programs

- The return of storytimes has brought many families back into the library on both Wednesdays and Fridays. Several new families have begun to attend regularly, too. It is always nice to see new and familiar faces every week.
- We held a few programs for teens (6-12 grade) including a video game tournament, a homecoming clinic specifically for high schoolers, and our quarterly Cookies and Crafts. As with most teen programs, attendance varied greatly between the programs, but the teens that attend always enjoy themselves and appreciate the opportunities.
- The Rooftop Garden wrapped up the season this month. We had better participation once school started back up. The participants definitely appreciated harvesting and enjoying the fruits of our labors (tomatoes, peppers, and a lone radish).
- We started our first homeschool-specific program this month in partnership with Thornapple Credit Union. The monthly Homeschool Financial Academy offers a theme each session with lessons designed to teach kids of different age ranges (5-8; 9-12; 13-18) appropriate financial skills. We have had a lot of interest and appreciation from the homeschool families.

- STEAM at the Library is back for our first ever fall series. We partner with Barry County 4-H and Pierce Cedar Creek Institute to offer a variety of activities monthly centered around a theme. This month the theme was UV light and plants. This session was a great blend of science and art and the kids were fully engaged throughout the program.



Outreach

- Reach Out and Read (ROAR) is an outreach program where I coordinate volunteers to visit the same classroom each month to read to students who need extra attention or are at risk of falling behind in reading. I provide books and resources at each location and dropped everything off early in the month. I have had a lot of interest this year from young kindergarten and kindergarten teachers all the local elementary schools and have eight volunteers lined up to start (or have already started) reading at the schools. The time and dedication of these volunteers is greatly appreciated by the students, the teachers, the principals, and myself!

Updating Spaces

- The Friends of HPL donated \$1,000 to the youth department to refresh the toys in the Children's Room. I have spent most of the money and purchased a new kitchen playset with accompanying cookware, dishes, and food; new puzzles for a variety of ages and abilities, new vehicles and trucks, dramatic play clothes for dressing up, a standing magnetic board with storage boxes at the base with a magnetic gear set, and more. All of the new toys were unpackaged, assembled, cleaned, and placed in the rotunda by HHS Student Council members during United Way's Day of Caring. A huge shout out to those students and their advisor, Justine Kramer!



- The Matthai Family- Jordan, Ellie, Henry, and Agnes- donated a Fresh Mart Pretend Grocery Store with additional accessories including a shopping cart! Jordan personalized the set for the Library making it the “Little Market at HPL” with custom signs, money, graphics, and more. He also



mounted the entire thing to a base with casters, improving the stability and usability in the space. We cannot thank them



enough for their very thoughtful and generous

donation! (Pictured are Ellie and Jordan when they dropped off the market and two kids who were the first to play with it).

- All of the new items have been a huge hit with families and kids. They appreciate the update and new options for kids. We aren't quite done, but its already a huge improvement!

Programming Coordinator: Barbara Haywood

Program Summary

HPL's programming continues to provide opportunities for lifelong learning, community connection, exploration, and discovery through diverse topics including environmental education, Michigan and local history, literature, music, gardening, and specialized educational programs.

- Library of Michigan Rare Book Collection — September 3: 1 attendee
 - A virtual presentation from the Library of Michigan provided an opportunity to explore the state's rare book collection and learn more about Michigan's literary and historical resources.
- Lift Every Voice Book Club — September 8: 8 attendees
 - James by Percival Everett. The Book Club provides opportunities for participants to explore books and discuss race, history, identity, justice, and diverse experiences which encourages thoughtful conversation, new perspectives, and community connection.
- Seed Saving & Seed Swap — September 21: 4 attendees
 - Although the workshop presenter was ill, the program continued by highlighting HPL's Seed Library and related library resources, including local, cooperative, and Libby resources. The program resulted in a meaningful community connection

beyond the four attendees. One participant was looking for guidance on improving their property and planning the planting of a new small forest. The conversation led to a recommendation and ongoing connection with the Barry Conservation District, providing the participant with a local resource for further planning and property improvement.

- The Hidden Life of Trees: Nature's Unsolved Mysteries — September 28: 34 attendees
 - Hosted in partnership with the Barry County Bird Club, this program featured Dr. Ellen Holste, founder of EnviroSpeak LLC. Ellen holds a master's degree in Forestry and dual Ph.D. training in Forestry and Ecology from Michigan State University and is a Certified Interpretive Guide & Trainer. The engaging presentation explored the science of trees and their importance to people, plants, animals, and birds. The partnership connected the topic of forest ecology to local birding and wildlife interests.
- Vinyl on the Turntable — 9 attendees total, 2 sessions:
 - Ed Englerth hosted an afternoon & evening listening event combining music, discussion, and Q&A about the history, themes, musicians, and stories behind the music and music industry. The new program had 4 at the afternoon & 5 at the evening program with the potential to build an ongoing vinyl community, attracting both new and returning participants. One new attendee brought a record of their own to share, and the September sessions extended into additional discussion and conversation among music enthusiasts. Attendees also made a noted effort to add the October events to their calendars, indicating continued interest in the program.
- History Hounds — 6 attendees total:
 - September's History Hounds programs explored a diverse range of Michigan and Great Lakes history, including Manoomin (wild rice), Harriet Quimby and women's aviation, Dow Gardens, and the role of dogs and cats aboard Great Lakes ships. The programs connected natural history, women's history, horticulture, maritime history, and historical research, with Howling Winds: Canine Companions on the Great Lakes Ships drawing the largest attendance at 3.

Digital Content

As of October 1, 2026, HPL's eBook reading app Libby now requires a PIN for usage. OverDrive initiated this change to improve app security and all patrons have been alerted to the change. Libby also has a new partner collection. Clinton-Macomb Public Library joined the shared collection, bringing the total to 17 lending-library partners. The new Libby update will automatically add all partners to users' apps, expanding access to digital materials without requiring patrons to add each library individually.

Marketing Coordinator: Bobby Brown

Unavailable

Circulation Supervisor: Chloe Lewis

Management Cohort: On September 8th, I attended the in-person session five of the Library of Michigan Management Cohort located at the Library of Michigan in Lansing. This session focused on peer review and the improvement of public speaking, with each individual in the cohort giving a five-minute speech on a topic of their choice and then receiving feedback from those in the cohort, as well as our mentor.

I learned a lot of interesting information from a variety of topics discussed in each speech, and I believe the delivery of my speech went well. I'm also excited to put into action the recommendations on improvement that I was given. 😊

The wrap-up session for this cohort is in October.

Humanity: September 1st at the staff meeting, I was finally able to introduce Humanity to all staff. The transition to the new scheduling app has gone smoothly and I feel that staff has handled the transition and change quite well!

Cash Register Reconciliation: In mid-September, I began shadowing Tess on Monday mornings to learn the money procedure and routine. Since then, I have also completed the money process myself with some assistance. I will continue to learn and assist as needed in the future.

Open House: On September 15th we had the Library Open House. It was an enjoyable evening talking to some patrons and getting to know some volunteers more! Thank you to the staff that assisted me in prepping the swag bags that we were able to handout to new cardholders! There were also 11 Library of Things items checked out during the time of the open house!

September Display Case: Lake set a fun display this month showcasing many of the interesting things we find in returned books. Some of these items have accumulated over the last few years. It's a favorite display of both patrons and staff.

Things Left In Books II

Patrons of Hastings Public Library

1896-2026

Mixed Media: paper, ink, marker, plastic, tape, cardboard, photography, cloth, thread, watercolor, rubber, magnets, metal, paint, yarn, ribbon, feathers.

The second work in a collaborative series by the readers of Barry County, *Things Left In Books* was curated by HPL's librarians. Since the showing of *Things Left In Books I*, library staff have continued to collect bookmarks from returned items. A few favorite pieces from the original work were carried into this second work, but the vast majority were collected in the past three years. The curators are pleased to present this series as a microcosm of daily life and folk art in rural America.

Included here are 3 forms of faux currency, 150 purpose-made bookmarks (both mass-produced and homemade), a 52-year-old receipt, and a love note. Not on display are a \$20 bill, 10 family photographs, 1 open house invitation, and detailed results of a blood panel.

This is an interactive work; additional bookmarks have been left here for patrons to take, that the cycle may continue.



HASTINGS PUBLIC LIBRARY

Explore • Imagine • Grow



Upcoming Programs and Events – October 2026

- 1, Thursday:
 - 5pm: Movie Memories
 - 6:30pm: Using the Public Land Survey in Genealogy Research
- 2, Friday, 10:30am: Preschool Storytime
- 3, Saturday, 11am: Pirate Tea Party
- 5, Monday:
 - 10am: Crafting Passions
 - 4:30pm: Library Board Meeting
- 6, Tuesday:
 - 10am: Baby Café
 - 2pm: Mahjong
 - 5pm: Chess
- 7, Wednesday:
 - 10:30am: Itsy Bitsy Book Club
 - 2pm: Cybersecurity Basics – Digital Literacy
 - 6:30pm: Writers Night
 - 7pm: Women on the Water (Chicago to Mackinac, Virtual @ HPL)
- 8, Thursday:
 - 5pm: Movie Memories
 - 7pm: Great Michigan Gathering Watch Party (Virtual @ HPL)
- 9, Friday:
 - 10:30am: Preschool Storytime
 - 3:30pm: Kids Video Game Play
- 10, Saturday, 10am: Teen RPG
- 12, Monday, 10am: Crafting Passions
- 13, Tuesday:
 - 10am: Baby Café
 - 2pm: Mahjong
 - 4pm: STEAM
 - 5pm: Chess
 - 6:30pm: Lift Every Voice Book Club
- 14, Wednesday
 - 10:30am: Itsy Bitsy Book Club
 - 3:30pm: Spooky Cookie Decorating
 - 5pm: Author Book Reading – Meet the Witch of Middleville
- 15, Thursday:
 - 1pm: Novel Ideas Book Club

- 5pm: Movie Memories
- 16, Friday, 10:30am: Preschool Storytime
- 17, Saturday:
 - 10am: Dungeons and Dragons and Warhammer
- 19, Monday:
 - 10am: Crafting Passions
 - 4pm: LEGO Club
- 20, Tuesday: Library CLOSED for Staff Training
- 21, Wednesday:
 - 10:30am: Itsy Bitsy Book Club
 - 1pm: Homeschool Financial Academy
 - 3:30pm: DIY Costume Shop
 - 6pm: Bones in the Wild – Discover & Clean
 - 6:30pm: Writers Night
- 22, Thursday:
 - 2pm: Vinyl on the Turntable
 - 5pm: Movie Memories
- 23, Friday, 10:30am: Preschool Storytime
- 24, Saturday:
 - 10:30am: Rockin' Tots
- 26, Monday:
 - 10am: Crafting Passions
 - 5:30pm: Birding in Panama with Doug Klein
- 27, Tuesday:
 - 10am: Baby Cafe
 - 2pm: Mahjong
 - 5pm: Chess
 - 6pm: Vinyl on the Turntable
- 28, Wednesday:
 - 10:30am: Itsy Bitsy Book Club
 - 5pm: Acoustic Jam
 - 6pm: Enchanted Bones – Decorating with Woodland Bone Creations
- 29, Thursday:
 - 5pm: Movie Memories
- 30, Friday:
 - 10:30am: Preschool Storytime
 - 12pm: Half-day Movie

HASTINGS PUBLIC LIBRARY
 DETAIL REVENUES AND EXPENDITURES WITH COMPARISON TO BUDGET
 FOR THE 2 MONTHS ENDING AUGUST 31, 2026
 17 % OF THE FISCAL YEAR HAS ELAPSED

FUND 271 - LIBRARY FUND

OPERATING REVENUES	Fund	THIS MONTH ACTUAL 31-Aug-26	THIS YEAR FISCAL YTD 31-Aug-26	REVISED BUDGET 2026-2027	THIS YEAR YTD % OF BUDGET	LAST YEAR FISCAL YTD 31-Aug-25	REVISED BUDGET 2025-2026	LAST YEAR YTD % OF BUDGET	LAST YEAR FULL YEAR ACTUAL
271-100-502-000	UNIVERSAL SERVICE FUND - ERATE	-	9,087	26,813	34%	9,548	16,367	58%	16,368
271-100-540-000	STATE AID	-	7,444	14,000	53%	7,435	13,500	55%	14,680
271-100-566-000	STATE GRANT - LIBRARY OF MICH	-	1,295	-	0%	-	-	0%	324
271-100-581-222	COUNTY GRANTS	-	-	-	0%	-	-	0%	1,090
271-100-583-000	CONTRIBUTIONS FROM OTHR TWNSHP	2,497	2,497	455,000	1%	74,335	435,000	17%	572,473
271-100-584-000	GENERAL GRANTS - OTHER	-	-	-	0%	-	-	0%	22,090
271-100-649-000	PRINTING/FAX FEES	1,728	2,549	9,000	28%	1,477	8,100	18%	11,127
271-100-651-000	NON-RESIDENT FEES	225	275	800	34%	125	850	15%	1,225
271-100-658-000	PENAL FINES	-	-	7,000	0%	7,236	7,600	95%	7,236
271-100-659-000	OVERDUE FINES	89	324	1,200	27%	329	1,200	27%	1,966
271-100-665-000	INTEREST EARNED ON DEP & INVST	3,939	7,768	20,000	39%	4,389	10,000	44%	22,186
271-100-667-000	FACILITY RENTALS	10	210	1,200	18%	115	1,200	10%	1,735
271-100-672-000	OTHER REVENUE	302	588	2,500	24%	1,116	2,000	56%	5,411
271-100-674-000	PRIVATE CONTRIBTNS & DONATIONS	2,150	4,340	20,000	22%	693	18,000	4%	48,854
271-100-674-010	BCF CONTRIBUTIONS	-	-	17,000	0%	-	16,000	0%	17,074
271-100-699-101	TRANSFERS IN - GENERAL FUND	-	194,022	194,022	100%	-	180,124	0%	180,124
TOTAL OPERATING REVENUES		10,939	230,400	768,535	30%	106,797	709,941	15%	923,963

LIBRARY OPERATIONS	Fund	THIS MONTH ACTUAL 31-Aug-26	THIS YEAR FISCAL YTD 31-Aug-26	REVISED BUDGET 2026-2027	THIS YEAR YTD % OF BUDGET	LAST YEAR FISCAL YTD 31-Aug-25	REVISED BUDGET 2025-2026	LAST YEAR YTD % OF BUDGET	LAST YEAR FULL YEAR ACTUAL
271-790-702-000	FULL-TIME WAGES	9,032	17,096	123,812	14%	19,475	113,880	17%	118,555
271-790-703-000	ADMINISTRATR/SUPERVSR SALARIES	4,231	10,576	56,100	19%	9,616	50,003	19%	52,306
271-790-704-000	PART-TIME WAGES	11,980	22,213	170,495	13%	17,348	114,977	15%	124,061
271-790-704-010	PART-TIME WAGES- LIBRARY MAINT	-	-	-	0%	1,225	7,560	16%	6,780
271-790-709-000	SOCIAL SECURITY TAXES	1,964	3,883	24,550	16%	3,706	21,910	17%	23,383
271-790-712-000	CASH IN LIEU OF BENEFITS	369	923	4,800	19%	923	2,400	38%	4,800
271-790-713-000	OVERTIME	7	7	100	7%	26	50	52%	78
271-790-716-000	MERS DEFINED CONTRIBUTIONS	561	1,401	10,909	13%	1,352	6,277	22%	7,073
271-790-717-010	MERS DEFINED BENEFIT HYBRID PLN	1,207	2,014	7,614	26%	1,513	10,111	15%	10,241
271-790-718-000	HEALTH INSURANCE - PREMIUMS	2,732	5,465	40,000	14%	5,779	53,976	11%	30,549
271-790-718-010	HEALTH INSURANCE - HSA	137	275	1,815	15%	342	2,054	17%	1,851
271-790-719-000	DENTAL INSURANCE PREMIUM	210	419	2,800	15%	485	3,571	14%	2,712
271-790-724-000	LIFE INSURANCE	38	75	550	14%	75	510	15%	451
271-790-751-000	PROCESSING SUPPLIES	564	680	1,600	43%	693	1,400	50%	1,674
271-790-756-000	REPAIR & MAINTENANCE SUPPLIES	-	-	400	0%	13	350	4%	238
271-790-760-000	MAINTENANCE SUPPLS - CUSTODIAL	-	-	450	0%	29	438	7%	633
271-790-761-000	BUILDING SUPPLIES	444	444	1,750	25%	185	1,650	11%	1,335
271-790-762-000	WELLNESS/MEDICAL SUPPLIES	-	-	200	0%	7	275	3%	7
271-790-765-000	SMALL TOOLS	-	-	50	0%	10	-	0%	43

LIBRARY OPERATIONS	Fund	THIS MONTH ACTUAL 31-Aug-26	THIS YEAR FISCAL YTD 31-Aug-26	REVISED BUDGET 2026-2027	THIS YEAR YTD % OF BUDGET	LAST YEAR FISCAL YTD 31-Aug-25	REVISED BUDGET 2025-2026	LAST YEAR YTD % OF BUDGET	LAST YEAR FULL YEAR ACTUAL
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HASTINGS PUBLIC LIBRARY
 DETAIL REVENUES AND EXPENDITURES WITH COMPARISON TO BUDGET
 FOR THE 2 MONTHS ENDING AUGUST 31, 2026
 17 % OF THE FISCAL YEAR HAS ELAPSED

FUND 271 - LIBRARY FUND

271-790-766-000	DISPOSABLE TECHNOLOGY	134	134	2,200	6%	375	1,750	21%	1,665
271-790-767-000	CLOTHING	-	-	400	0%	(84)	400	-21%	589
271-790-770-000	PROGRAMMING SUPPLIES	63	306	3,500	9%	856	3,250	26%	4,411
271-790-771-000	MAKERSPACE SUPPLIES	112	112	750	15%	-	-	0%	508
271-790-772-000	PROMOTIONS SUPPLIES	-	-	300	0%	-	300	0%	-
271-790-777-000	OFFICE SUPPLIES	7	7	850	1%	182	850	21%	775
271-790-778-000	PAPER	-	-	750	0%	5	580	1%	510
271-790-791-000	SUBSCRIPTIONS AND PUBLICATIONS	260	283	2,330	12%	1,161	2,048	57%	2,175
271-790-792-000	SOFTWARE SUBSCRIPTIONS	30	2,060	8,988	23%	2,060	7,788	26%	8,060
271-790-793-000	OVERDRIVE	-	9,343	9,343	100%	9,002	9,002	100%	9,002
271-790-795-000	DIGITAL COLLECTION	55	55	1,082	5%	-	-	0%	-
271-790-798-000	LIBRARY CARDS	-	-	1,200	0%	-	-	0%	-
271-790-802-000	PROFESSIONAL SERVICES	-	-	4,150	0%	-	1,500	0%	1,450
271-790-806-000	LEGAL SERVICES	-	-	5,500	0%	-	500	0%	9,901
271-790-809-000	CONTRACTED IT SERVICES	2,300	2,300	21,660	11%	1,200	14,400	8%	15,850
271-790-812-000	HR CONTRACTED SERVICES-EAP	-	-	360	0%	-	350	0%	340
271-790-813-000	DELIVERY SERVICES	-	776	3,125	25%	722	2,700	27%	3,050
271-790-814-000	PRE-EMPLOYMENT SCREENINGS	163	163	525	31%	-	-	0%	264
271-790-816-000	SECURITY SERVICES	-	300	325	92%	300	325	92%	300
271-790-817-000	LAKELAND LIBRARY CO-OP SERVICE	-	786	3,190	25%	640	2,900	22%	2,999
271-790-818-000	MAINTENANCE CONTRACTS	1,475	1,475	9,175	16%	1,413	8,603	16%	8,780
271-790-823-000	OTHER CONSULTING SERVICES	541	891	5,400	17%	350	1,750	20%	18,953
271-790-825-000	LATE/SERVICE FEES	-	-	-	0%	11	-	0%	11
271-790-829-000	CUSTODIAL/CLEANING SERVICES	2,684	2,684	25,200	11%	933	10,920	9%	15,283
271-790-850-000	TELEPHONE	593	1,181	7,085	17%	1,038	5,540	19%	6,770
271-790-851-000	MAIL/POSTAGE	-	5	400	1%	-	250	0%	312
271-790-852-000	INTERNET/TELECOMM SERVICES	505	1,010	7,625	13%	1,010	7,019	14%	6,693
271-790-861-000	TRANSPORTATION - MILEAGE REIMB	126	126	1,128	11%	181	940	19%	558
271-790-879-000	WEBSITE	-	-	2,925	0%	-	1,113	0%	2,163
271-790-881-000	ADVERTISING	347	347	1,070	32%	36	1,058	3%	36
271-790-887-000	SPEAKERS/PERFORMERS	-	758	2,500	30%	100	2,000	5%	1,075
271-790-890-000	ILS FEES	-	3,088	14,889	21%	3,011	14,180	21%	12,276
271-790-891-000	LICENSES AND FEES	227	227	900	25%	539	860	63%	886
271-790-892-000	SOFTWARE LICENSES	521	521	1,350	39%	-	1,905	0%	1,426
271-790-895-000	REGISTRATION FEES/ANNUAL CERT	-	-	-	0%	-	-	0%	68
271-790-900-000	PRINTING AND PUBLISHING	67	67	500	13%	84	730	12%	225
271-790-906-000	PROMOTIONS/MARKETING	220	220	500	44%	54	500	11%	504
271-790-909-000	TRAINING	-	-	750	0%	-	600	0%	195
271-790-910-000	PROFESSIONAL DEVELOPMENT	-	-	600	0%	324	300	108%	404
271-790-911-000	CONFERENCES	-	-	3,050	0%	975	2,850	34%	1,782

LIBRARY OPERATIONS	Fund	THIS MONTH ACTUAL 31-Aug-26	THIS YEAR FISCAL YTD 31-Aug-26	REVISED BUDGET 2026-2027	THIS YEAR YTD % OF BUDGET	LAST YEAR FISCAL YTD 31-Aug-25	REVISED BUDGET 2025-2026	LAST YEAR YTD % OF BUDGET	LAST YEAR FULL YEAR ACTUAL
271-790-912-000	MEETINGS	-	-	-	0%	51	400	13%	258
271-790-915-000	MEMBERSHIPS	-	125	1,665	8%	210	1,529	14%	1,581
271-790-916-000	DUES AND FEES	-	166	1,550	11%	227	1,435	16%	1,571

HASTINGS PUBLIC LIBRARY
 DETAIL REVENUES AND EXPENDITURES WITH COMPARISON TO BUDGET
 FOR THE 2 MONTHS ENDING AUGUST 31, 2026
 17 % OF THE FISCAL YEAR HAS ELAPSED

FUND 271 - LIBRARY FUND

271-790-918-000	WATER/SEWER	-	-	-	0%	963	5,500	18%	-
271-790-918-590	SEWER	325	649	4,200	15%	-	-	0%	3,801
271-790-918-591	WATER	229	459	3,100	15%	-	-	0%	2,123
271-790-919-000	WASTE DISPOSAL	65	130	803	16%	83	602	14%	682
271-790-920-000	ELECTRIC	2,747	9,573	31,024	31%	5,825	28,035	21%	28,619
271-790-921-000	NATURAL GAS	83	253	6,956	4%	161	5,500	3%	7,249
271-790-929-000	GROUND REPAIR AND MAINTENANCE	-	88	2,950	3%	212	4,500	5%	1,744
271-790-929-010	SNOWPLOWING/SNOW REMOVAL	-	-	1,900	0%	-	900	0%	770
271-790-930-000	BUILDING REPAIR & MAINTENANCE	120	120	7,500	2%	1,456	6,150	24%	13,490
271-790-931-000	EQUIPMENT REPAIR & MAINTENANCE	-	298	750	40%	-	1,200	0%	57
271-790-933-000	SOFTWARE MAINTENANCE AGREEMENTS	-	-	525	0%	521	-	0%	521
271-790-935-000	PROPERTY LIABILITY INSURANCE	-	8,312	8,172	102%	7,782	14,400	54%	7,782
271-790-939-000	WORKERS COMPENSATION INSURANCE	-	86	800	11%	107	735	14%	426
271-790-941-000	PRINTER/COPIER LEASE/MAINT	-	-	4,100	0%	-	4,100	0%	4,081
271-790-944-000	INSPECTION SERVICES	-	-	940	0%	-	680	0%	583
271-790-950-000	COLLECTION SERVICES	20	20	300	7%	20	300	7%	236
271-790-955-000	MISCELLANEOUS	-	-	-	0%	-	-	0%	120
271-790-962-000	LOST/DAMAGED MATERIALS FEES	-	15	150	10%	-	100	0%	232
271-790-965-000	PROPERTY TAX REIMBURSEMENT	-	-	125	0%	-	100	0%	217
271-790-974-010	LAND IMPROVEMENTS - NON-DPRCBL	-	-	16,500	0%	-	-	0%	-
271-790-975-000	BLDG & BLDG IMP - DEPRECIABLE	-	-	-	0%	-	110,000	0%	51,776
271-790-975-010	BLDG & BLDG IMP - NON-DEPRECBL	-	-	6,000	0%	-	-	0%	5,696
271-790-978-010	TECHNOLOGY - NON-DEPRECIABLE	2,501	2,710	9,603	28%	-	3,000	0%	3,518
271-790-980-000	EQUIPMENT/FURNITURE - DEPREC	-	-	-	0%	-	-	0%	5,455
271-790-980-010	EQUIPMENT/FURNITURE - NON-DEPR	-	(290)	2,000	-15%	37	3,400	1%	14,299
271-790-982-000	COLLECTION MATERIALS - BOOKS	2,668	3,827	20,400	19%	3,126	17,000	18%	21,172
271-790-982-010	COLLECTION MATERIALS - A/V	83	225	2,500	9%	375	2,250	17%	2,118
271-790-982-020	COLLECTION MATS - BEYOND BOOKS	250	275	2,000	14%	344	1,000	34%	3,531
TOTAL LIBRARY OPERATIONS		52,996	121,739	740,083	16%	110,778	713,969	16%	710,728
TOTAL EXPENDITURES & OUT TRANSFERS		52,996	121,739	740,083	16%	110,778	713,969	16%	710,728
TOTAL REVENUE & INCOMING TRANSFERS		10,939	230,400	768,535	30%	106,797	709,941	15%	923,963
NET REVENUES OVER EXPENDITURES		(42,057)	108,660	28,452		(3,981)	(4,028)		213,235

August 2026 R&E Notes

		THIS MONTH ACTUAL 31-Aug-26	THIS YEAR FISCAL YTD 31-Aug-26	REVISED BUDGET 2026-2027	THIS YEAR YTD % OF BUDGET	Notes
OPERATING REVENUES	Fund					
271-100-649-000	PRINTING/FAX FEES	1,728	2,549	9,000	28%	Printing is off to a strong start with a significant payout from Princh

		THIS MONTH ACTUAL 31-Aug-26	THIS YEAR FISCAL YTD 31-Aug-26	REVISED BUDGET 2026-2027	THIS YEAR YTD % OF BUDGET	Notes
LIBRARY OPERATIONS	Fund					
271-790-920-000	ELECTRIC	2,747	9,573	31,024	31%	already outpacing forecast
271-790-978-010	TECHNOLOGY - NON-DEPRECIABLE	2,501	2,710	9,603	28%	assistive listening hardware for community room; planned LY but did not ship in time; was covered by donation in last fiscal year

HASTINGS PUBLIC LIBRARY
Invoices for August 2026
Prepared for the October 5, 2026 Board Meeting

Account Name	Vendor/Category	Amount	Total	Notes
Salaries & Wages			\$ 25,618.31	
Social Security Taxes			\$ 1,964.22	
Fringe Benefits			\$ 4,884.55	
Total Wages and Benefits:			\$ 32,467.08	
Supplies			\$ 1,190.70	
	Processing	\$ 564.02		
	Makerspace	\$ 111.94		filament
	Building/Repair/Maint	\$ 444.26		trash bags, toilet paper, hand soap
	Programming	\$ 63.49		
	Office	\$ 6.99		
Collection Materials - Books			\$ 2,667.87	
	Brodart	\$ 1,417.40		
	Amazon	\$ 669.62		
	Cengage Large Print	\$ 580.85		
Collection Materials - AV			\$ 82.64	
Collection Materials - Library of Things			\$ 250.00	Children's Museum pass; covered by Friends
Collection Materials - Electronic			\$ 55.45	
	OverDrive (e-books, audio)	\$ 55.45		
Subscriptions & Publications			\$ 259.74	
	Grand Rapids Press	\$ 259.74		
Utilities			\$ 4,546.83	
	City - water	\$ 229.44		
	City - sewer	\$ 324.72		
	Consumers - electric	\$ 2,746.90		
	Consumers - natural gas	\$ 82.65		
	MEI Internet	\$ 504.95		
	MEI Phones	\$ 201.92		
	Fusion Land Lines	\$ 390.92		
	Granger Waste Services	\$ 65.33		recycling
Contracted IT Services			\$ 2,300.00	
	Clark Technical Services	\$ 1,200.00		monthly IT
	Clark Technical Services	\$ 300.00		History portal troubleshooting
	Clark Technical Services	\$ 800.00		setup for 2 new laptops
Disposable Technology			\$ 134.31	
Technology - non-depreciable			\$ 2,500.77	assistive listening hardware for Community Room
Software Subscriptions			\$ 30.00	
	Duo	\$ 30.00		Monthly Duo 2-factor authentication for VPN (2FA)
Software Licenses			\$ 521.25	Cassie public PC/print management annual renewal
Custodial/Cleaning Services	Key Cleaning		\$ 2,684.07	
Building Repair & Maintenance			\$ 120.20	
	Locksmith	\$ 120.20		additional keys cut
Maintenance Contracts			\$ 1,475.00	
	DHE Plumbing & Mechanical	\$ 1,475.00		quarterly maintenance
Consulting Services			\$ 541.00	
	Mid Michigan Library League	\$ 541.00		Board Training
Pre-employment screening			\$ 163.00	
Transportation - mileage reimburs.			\$ 125.86	
Community Promo & Ads			\$ 346.66	Indeed job postings
Promotions/Marketing			\$ 220.00	Lily the Frog graphics
Printing Expense			\$ 66.52	Plaques for art project and garden

HASTINGS PUBLIC LIBRARY
Invoices for August 2026
Prepared for the October 5, 2026 Board Meeting

Account Name	Vendor/Category	Amount	Total	Notes
Dues, Fees, and Licenses			\$ 227.03	
	MPLC Movie License	\$ 227.03		covered by patron donation
Collection Services			\$ 19.70	
Total Invoices (without wages & benefits):			\$ 20,528.60	

CITY OF HASTINGS

BALANCE SHEET
AS OF AUGUST 31, 2026

FUND 271 - LIBRARY FUND

		FISCAL YTD 31-AUG-26	FISCAL YTD 31-AUG-25
ASSETS			
271-000-001-001	CHECKING ACCOUNT - COMMON CASH	300,611.92	(118.51)
271-000-001-002	CHECKING ACCOUNT - PAYPAL CONT	.00	500.00
271-000-004-000	PETTY CASH	468.00	468.00
271-000-017-000	INVESTMENTS - AMERICN DEP MGMT	65,329.16	62,773.02
271-000-017-050	INVESTMENTS - MI CLASS POOLED	549,566.61	526,558.00
	TOTAL ASSETS	915,975.69	590,180.51
LIABILITIES AND FUND BALANCE			
LIABILITIES			
271-000-202-000	ACCOUNTS PAYABLE	(81.00)	.00
	TOTAL LIABILITIES	(81.00)	.00
FUND BALANCE			
271-000-375-000	FUND BALANCE - RESTRICTED	507,396.42	294,161.39
271-000-380-000	COMMITTED FUND BALANCE	300,000.00	300,000.00
	REVENUE OVER EXPENDITURES - YTD	108,660.27	(3,980.88)
	TOTAL FUND BALANCE	916,056.69	590,180.51
	TOTAL LIABILITIES AND FUND BALANCE	915,975.69	590,180.51



Summary of Fund Activity
Paul & Rosellen Siegel Fund for the Hastings Public Library - # 00104

Fund Statement: 9/1/2026 through 9/30/2026

Beginning Fund Balance		580,681.22
<u>Revenue</u>		
4110 Dividends		0.00
<u>Expenses</u>		
Total Change In Fund Balance		0.00
Ending Fund Balance		580,681.22
3000 Current Spending		19,186.23
3005 Spendable Contributions		25,812.44
3010 Investment Earnings		130,866.82
3020 NonSpendable		404,815.73
<u>Gift Summary</u>		
<u>Donor:</u>	<u>Date:</u>	
<u>Grant Summry</u>		
<u>Grantee:</u>	<u>Date:</u>	<u>Amount:</u>
[G/L Account No.] [Akoya Memo]	[Posting Date]	0.00
<u>Other Expense Summry</u>		
<u>Vendor:</u>	<u>Date:</u>	<u>Amount:</u>

Hastings Public Library Board of Trustees
DRAFT Minutes
Date: October 5, 2026 - 4:30 PM
Location: Hastings Public Library, 227 E. State St., Hastings, MI 49058
Community Room

1. CALL TO ORDER:

The Meeting was called to order by Kelli Newberry at 4:30 p.m.

- Board members present: Jane Cybulski, Kelli Newberry, Amanda Mattson, Ellyn Main, Ann Devroy, Cloe Oliver, Rebecca Lectka, Sam Cale, and Carol Dwyer.
- Also present was David Edelman and Tess Allarding, and guest Bill Mattson.

2. AGENDA:

3. MINUTES: Ann Devroy motioned to approve the amended August 31, 2026, minutes, seconded by Sam Cale. Motion approved.

4. CORRESPONDENCE: none

5. FINANCIALS:

- a. August invoices and Budget Report: Cloe Oliver motioned to approve the financials, seconded by Rebecca Lectka. Motion approved.
- b. September Endowment Statement Review

6. LIBRARY DIRECTORS REPORT

- a. September Director's Report
- b. August Infographic

7. COMMITTEES

- a. Budget and Finance –
- b. Building and Grounds -
- c. Policy –
- d. Personnel -
- e. Marketing-
- f. Endowment-

8. UNFINISHED BUSINESS:

9. NEW BUSINESS:

- a. New Policy Approvals:
 - 1. Makerspace (formerly 3D Printing): Carol Dwyer moved to accept the Makerspace policy, seconded by Cloe Oliver. Rebecca Lectka motioned to amend the policy by removing Guidelines bullet 4, seconded by Cloe Oliver. Amended policy approved.

2. Makerspace Guidelines: Ellyn Main motioned to accept the Makerspace Guidelines, seconded by Cloe Oliver. Amanda Mattson motioned to amend the policy by clarifying the opening section with Hastings Public Library (HPL), seconded by Sam Cale. Motion approved.
 3. Makerspace User Agreement: Rebecca Oliver motioned to accept the Makerspace User Agreement, seconded by Cloe Oliver.
- b. Updated Policy Approvals
- a. Display Space: Cloe Oliver motioned to accept the updated Display Space policy, seconded by Sam Cale. Motion approved.
 - b. Community Room: Sam Cale motioned to accept the updated Community Room policy, seconded by Cloe Oliver. Motioned approved.
 - c. Michigan Room: Cloe Oliver motioned to accept the updated Michigan Room policy, seconded by Sam Cale. Motioned approved.
 - d. Gift Acceptance: Ann Devroy motioned to accept the updated Gift Acceptance policy, seconded by Sam Cale. Motioned approved.
 - e. Fee Schedule and Explanation¹: Rebecca Leckta motioned to accept the updated Fee Schedule policy, seconded by Sam Cale. Motioned approved.
 - f. Purchasing: Carol Dwyer motioned to accept the updated Purchasing policy, seconded by Cloe Oliver. Motioned approved.
 - g. Library Policies Regarding Children: Sam Cale motioned to accept the updated Library Policies Regarding Children, seconded by Cloe Oliver. Motioned approved.
 - h. Service Animals in the Library: Sam Cale motioned to accept the updated Service Animal policy, seconded by Cloe Oliver. Motioned approved.
 - i. Remote Work: Ann Devroy motioned to accept the updated Remote Work policy, seconded by Cloe Oliver. Motioned approved.
 - j. Staff AI Usage: Cloe Oliver motioned to accept the updated Staff AI Usage policy, seconded by Sam Cale. Motioned approved.
- c. Q3 Action Plan Update
- d. 2027 HPL Anniversary – looking for volunteers to celebrate. Ellyn Main, Rebecca Leckta and Carol Dwyer expressed interest.
- e. Window Update - finally completed.
- f. Accessible Parking Update – in process.

- g. Makerspace Update – in process.
- h. Phone Line Update (POTS) -moving remaining POTS lines to MEI Telecom, who provides the other phone lines.

10.PULBIC COMMENT

11.BOARD MEMBER COMMENTS

12.NEXT MEETING Next board meeting on Monday, November 2, 2026, at 4:30 p.m.

13. ADJOURNMENT: Meeting was adjourned at 5:50 p.m.

DRAFT

GENERAL CAPITAL

COLLABORATE · INNOVATE · EXECUTE

October 2, 2026

To Our Community Partners, First Responders and Local Leaders in Hastings:

On behalf of the ownership of Tyden Lofts, we would like to express our sincere gratitude to everyone who responded to and supported our residents throughout the recent emergency at our property.

This was an extraordinary and deeply unsettling event. For many of our residents, being displaced from their homes—often with little notice and with uncertainty about when they would be able to return—was a traumatic experience. We recognize how difficult these past weeks have been for them, and we are incredibly grateful for the compassion, professionalism and commitment demonstrated by so many people and organizations in our community.

We extend our heartfelt thanks to the local first responders and public safety personnel who responded immediately and worked tirelessly to protect our residents and the surrounding community. We are equally grateful to Rebekah Condon and the entire team at the Barry-Eaton District Health Department, the City of Hastings and its local officials, and the many other local, state and federal agencies whose expertise and coordination helped guide the response and ultimately made it possible for the remaining residents to safely return home **TODAY!**

We would especially like to recognize the Barry Community Foundation and the entire United Way team, and specifically Lani Forbes, Executive Director of Barry County United Way. From the earliest days of this emergency, Lani and her team stepped forward to help our residents at a time when they needed it most. They helped organize assistance, connect displaced residents with resources and coordinate community support. We must also recognize someone from our own team, Angela Jousma, our Community Manager from KMG. Angie provided a compassionate and reassuring presence during an incredibly stressful and uncertain time for residents. As was noted on our daily call this morning, “we are grateful it was you” in this position. We also thank the team from Belfor, who brought the right remediation expertise to be able to efficiently manage this complex situation.

Today, we are grateful to be able to say that the final residents have been cleared to return to their homes. Reaching this point represents the collective efforts of an extraordinary number of people working behind the scenes and on the front lines. To everyone who responded, coordinated, communicated, volunteered, provided resources, supported our residents or simply asked how they could help: **THANK YOU!**

With sincere gratitude,



The Ownership of Tyden Lofts

On behalf of GenCap Hastings LDHA, LLC