

**1st MEDISTAR, INC., dba MEDISTAR TRANSPORT
AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION**

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<p>Signed Application Form and Attachments (original with five copies and correct fees) If applicant is a corporation or limited liability company (LLC), the following is also required:</p> <ul style="list-style-type: none"> • Statement of Information • Articles of Incorporation (corporations) • Articles of Organization (LLC) • Certificate of Status 	<p>Application Instructions Section A 7.06.020</p>	<p>On October 5, 2015, the EMS Agency received the Application for Ambulance Operator License (Application) dated 9/23/15 from 1st Medi-Star, Inc., dba Medi-Star Transport (Medi-Star). The Application identifies Mr. Narek Mushegian as the sole corporate officer/president.</p> <p>The following documentation for Medi-Star Transport was received:</p> <ul style="list-style-type: none"> • A copy of the Fictitious Business Name Statement dated January 31, 2014 was submitted stating that Narek Mushegian, 1st Medi-Star Transport is doing business as 1st Medi-Star Transport. • A copy of the Articles of Incorporation dated January 30, 2002 certified by the Secretary of State (SOS). • A copy of a Certificate of Status issued by the Secretary of State to Medi-Star, listing the status as: Active (Good Standing) dated August 12, 2015. <p>A Statement of Information certified by the Secretary of State (SOS) was not included as part of the initial Application.</p> <p>On December 5, 2015, received Medi-Star's Statement of Information certified by the SOS (dated December 22, 2003).</p>	

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ATTACHMENT I – FINANCIAL CAPABILITY			
<p>Financial Statements* (must be prepared by a Certified Public Accountant (CPA))</p> <ul style="list-style-type: none"> • Current (for the last fiscal year) and/or pro forma (if new company) profit and loss statements • Current Balance Sheet • Disclosure of all Liabilities <p><small>*Financial statement shall demonstrate that the applicant has adequate financial health, based on liquidity, profitability, and sustainability, to maintain ambulance service operations.</small></p>	<p>7.16.050 (A) 1-3</p>	<p>The following financial documents were submitted to the EMS Agency on October 5, 2015:</p> <ul style="list-style-type: none"> • An Independent Accountants’ Report dated September 21, 2015 by Abedi and Associates. It is not signed by the individual accountant that prepared it nor is there a name of an individual. Abedi and Associates cannot be verified as a California Licensed Accounting Firm. • Statement of Assets, Liabilities and Equity—Cash Basis for the period 8/31/15 • Statements of Revenues, Expenses, and Retained Earnings—Cash Basis for the period 8/31/15 • Summary of Cost of Goods Sold for the 8-month period ending 8/31/15 • Summary of Operating Expenses for the 8-month period ending 8/31/15 • An Independent Accountants’ Report dated September 21, 2015 by Abedi and Associates. It is not signed by the individual accountant that prepared it nor is there a name of an individual. Abedi and Associates cannot be verified as a California Licensed Accounting Firm. • Statement of Assess, Liabilities, and Equity—Cash Basis dated 12/31/14 	

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		<ul style="list-style-type: none"> • Statements of Revenues, Expenses, and Retained Earning—Cash Basis (Cost of Revenue Earned), dated 12/31/14 • Summary of Cost of Goods Sold for the period (Operating Expenses), year-end 12/31/14 • An Independent Accountants' Report dated September 21, 2015 by Abedi and Associates. It is not signed by the individual accountant that prepared it nor is there a name of an individual. Abedi and Associates cannot be verified as a California Licensed Accounting Firm. • Statement of Assets, Liabilities and Equity—Cash Basis for the period 12/31/13 • Statements of Revenues, Expenses, and Retained Earnings—Cash Basis for the period 12/31/13 • Statements of Revenues, Expenses, and Retained Earning—Cash Basis (Cost of Revenue Earned), dated 12/31/13 • Summary of Cost of Goods Sold for the period (Operating Expenses), year-end 12/31/13 <p>On December 3, 2015, met with Narek Mushegian, Owner/Manager and Carlos Guerra, General Manager of Medi-Star. Received clarification on Abedi and Associates and verified that they are a California Licensed Accounting Firm. A cover sheet, signed by Nareg Niazi, CPA for Abedi and Associates was received.</p>	

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		<p>Received the following updated financial documents from Medi-Star (dated December 4, 2015):</p> <ul style="list-style-type: none"> • Profit and Loss Statement for the 2014 fiscal year which includes a breakdown of revenue by payor source. • Balance Sheet for the 2014 fiscal year. • Actual financials (Profit and loss statements and balance sheet) for the first 3 quarters of 2015 and pro forma for the 4th quarter of 2015 • A written disclosure of any liabilities or judgments, signed by Narek Mushegian stating that Medi-Star does not have any pending liabilities or judgements (dated December 4, 2015). <p>On December 17, 2015, received notification that the financial statements demonstrate that the applicant has adequate financial health, based on liquidity, profitability, and sustainability, to maintain ambulance service operations. Medi-Star demonstrates sufficient current assets to sustain operations as required by Los Angeles County Code Section 7.16.050.</p>	

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ATTACHMENT II – EVIDENCE OF SUPPORT			
Evidence of Support <ul style="list-style-type: none"> • Three (3) written statements, and/or • Written notice of verbal testimony 	7.16.050 (C)	On October 5, 2015, received three (3) letters of support from the following individuals: <ul style="list-style-type: none"> • Jenik Akopian, Administrator, Autumn Hill HealthCare Center (dated September 24, 2015) • Nellie Agulto, Administrator, Royal Oaks Convalescent Hospital (dated September 21, 2105) • Sona Isayan, Administrator, Verdugo Vista HealthCare Center (dated September 23, 2015) 	
ATTACHMENT III – PROPOSED RATE SCHEDULE			
Proposed Rate Schedule <ul style="list-style-type: none"> • Current Rate Schedule • Written Statement that General Public Rates will not be exceeded 	7.16.280 7.16.290 7.16.310	A current rate schedule and written statement that general public rates will not be exceeded was not received on October 5, 2015. Additionally, Pursuant to the County Code, Sections 7.16.100 (A) (7) and 7.16.040 (D), Medi-Star must have had a Critical Care Transport (CCT) program in place prior to 07/28/2011 in order to provide such services pending the processing of its application. Submit six (6) patient care records and complete dispatch logs for CCT services prior to July 28, 2011 to verify Medi-Star was providing CCT services prior to this date.	PLEASE NOTE: If Medi-Star can demonstrate that it was performing CCT transports prior to 07/28/2011, it will be required to apply for approval as a Critical Care Transport (CCT) Provider as outlined in the Los Angeles County Prehospital Care Manual, Reference No. 414, Critical Care (CCT) Transport Provider within thirty (30) days of approval of an Ambulance Operator Business License.

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		<p>On December 3, 2015, a Medi-Star current rate schedule and written statement that general public rates will not be exceeded was received. Additionally, records were submitted showing that Medi-Star was performing CCT transports prior to 07/28/2011.</p>	
ATTACHMENT IV – INSURANCE LIABILITY COVERAGE			
<p>Insurance Liability Coverage A certificate or other evidence of insurance coverage confirming that applicant carries insurance with coverages and limits that are in accordance with the County Code.</p>	<p>7.16.050 (G) 7.16.180 7.16.190</p>	<p>The following insurance documents were received on October 5, 2015:</p> <ul style="list-style-type: none"> • General Liability (GL) and Professional Liability (PL) expires 11/7/15 • Automobile Liability expires 1/18/16 • Workers Compensation (WC) expires 6/28/16 <p>On October 26, 2015, the certificate of insurance (COI) was sent to Helain Hence, Contract Program Auditor, for review and evaluation. On October 27, 2015, The insurance documentation was evaluated and approved as acceptable insurance coverage, however, 1-St Medi-star is required to submit the schedule of autos associated with the Automobile Liability insurance coverage.</p> <p>On December 3, 2015, received the schedule of Autos associated with the Automobile Liability, policy #CAP9501097.</p>	<p>PLEASE NOTE: Upon approval of licensure, the General and Auto Liability insurance policies shall name the County of Los Angeles as an additional insured. Certificates or other evidence of such insurance shall provide that the local EMS Agency be given written notice at least thirty (30) days in advance of the cancellation of any policies.</p>

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ATTACHMENT V – MAXIMUM RESPONSE TIMES			
<p>Maximum Response Times Written agreement to respond to requests for service within the County response time standards.</p>	<p>7.16.050 (B) 1-2</p>	<p>A written statement signed by the President was not submitted on October 5, 2015.</p> <p>On December 3, 2015, Medi-Star’s “Agreement to Maximum Response Times” document was received, signed by Narek Mushegian, President.</p>	
ATTACHMENT VI – QUALIFIED MANAGEMENT			
<p>Technically Qualified Management*</p> <ul style="list-style-type: none"> • Organizational Chart • Resume(s)/Curriculum Vitae(s) <p>*Evidence that company has technically qualified managers. Evidence shall include manager’s resume showing type/duration of transportation experience, including at least five years of increasingly responsible experience in the operation or management of a basic life support or advance life support service.</p>	<p>7.16.050 (D)</p>	<p>An organizational chart was received on October 5, 2015 that contains the names and titles of all Medi-star Ambulance managers, signed by the CEO/Owner and dated July 1, 2015. The following resumes were also received:</p> <p><u>Narek Mushegian, Owner/Manager</u></p> <ul style="list-style-type: none"> • Owner/General Manager, 1-ST Medi-Star Transport, Inc. Ambulance Division (December 2006-present) • Owner/General Manager, 1-ST Medi-Star Transport, Inc. Wheelchair Van Transport Division (January 1997 - present) • Vice President, T & N Medical Transport, Inc. (January 1993-December 1996) 	

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		<p><u>Carlos Enrique Guerra, General Manager</u></p> <ul style="list-style-type: none"> • General Manager/Operations Manager, 1st Medi-Star Transport, Inc. (December 2006-present). • Transporter/EMT, Corona Regional Medical Center (January 2006- January 2007). • Warehouse logistics and lead driver, Apria Healthcare (November 2005- December 2006). • Operations Manager/Supervisor/EMT, Edward’s Ambulance (October 2003 – November 2005) • Emergency Medical Technician, Mercy/Adams Ambulance, Inc. (April 2003-October 2003). • Emergency Medical Technician, Aegis Ambulance Service Inc. (May 2002 – April 2003). <p><u>Drew Hood, Medical Director</u></p> <ul style="list-style-type: none"> • Emergency Room Physician, Sutter Amador Hospital (1987-current) • Medical Director, Emergency Medical Direction and Compliance <ul style="list-style-type: none"> ○ AmWest Ambulance (2014-current) ○ All Town Ambulance (2014- current) ○ Rescue One Ambulance (2014 – current) ○ Royalty Ambulance (2011-current) ○ American Professional Ambulance (2011-current) ○ Medi-Star Ambulance (2011-current) 	

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		<ul style="list-style-type: none"> • Board Member Valley Emergency Physicians (2001-2005) <u>Jordan Weiss, RN, CQI Coordinator</u> • President, JSW Company, LLC dba Emergency Medical Direction and Compliance <ul style="list-style-type: none"> ○ QI Consultant, AmWest Ambulance (2014-current) ○ QI Coordinator, All Town Ambulance (2014-current) ○ QI Consultant, Rescue One Ambulance (2014-current) ○ Nursing Director, Lifeline Ambulance (2014-current) ○ Nursing Director, Royalty Ambulance (2011-current) ○ Nursing Director/QI Consultant, American Professional Ambulance (2011-current) ○ Nursing Director/QI Consultant, Medi-Star Ambulance (2011-current) • Vice President-Clinical Operations, Alert Ambulance Network, LLC (3/2008-4/2009) • President/Chief Transport Nurse, Regional Corp dba Regional Emergency And Critical Care Transport (10/2004-2/2007) • Registered Nurse, Daniel Freeman Memorial Hospital Emergency Department (6/2003-3/2005) • Manager of Business Development, Wordcasters Corporation (12/99-12/00) 	

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		<ul style="list-style-type: none"> • Emergency Medical Technician, Guardian Medical Services (6/1997-8/1997) • Assistant II, University of California San Francisco (6/1996-8/1996) • Director of Operations, Ursus Medical Services (6/1993-8/1994) • Ranger/Field Training Officer (Law Enforcement), City of Santa Cruz Department of Parks and Recreation/Beach Services (4/1998-1/2001) • Plan and Proposal, Golden Gate Bridge District (5/2000) • Field Study, Shapell Industries, Inc./University of California Santa Cruz (3/1999-8/1999) • Internship, Santa Cruz County Probation Department (9/1999-12/1999) 	
<p>Adherence to Rules and Regulations <i>Affirmation (page 1)</i> - Disclosure of whether applicant or management personnel has or has not ever:</p> <ul style="list-style-type: none"> • Held any other licenses or franchises during the past ten (10) years. • Had a license revoked or denied 	<p>7.16.050 (l) (1and 3)</p>	<p>On October 5, 2015, Affirmation (<i>page 1</i>) Forms were submitted for the following Medi-Star owners and management personnel:</p> <ul style="list-style-type: none"> • Narek Mushegian, President/CEO • Carlos Guerra, General Manager • Drew Hood, Medical Director • Jordan Weiss, Nursing Director 	

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<p>Adherence to Rules and Regulations <i>Affirmation (page 2)</i> - Disclosure of whether applicant or management personnel has or has not ever:</p> <ul style="list-style-type: none"> • Been investigated by any governmental agency • Been convicted of any misdemeanor or felony 	<p>7.16.050 (l) (2 and 3)</p>	<p>On October 5, 2015, Affirmation (<i>page 2</i>) Forms were submitted for the following Medi-Star owners and management personnel:</p> <ul style="list-style-type: none"> • Narek Mushegian, President/CEO • Carlos Guerra, General Manager • Drew Hood, Medical Director • Jordan Weiss, Nursing Director 	
<p>Adherence to Rules and Regulations Written and signed agreement of ongoing adherence to all rules and regulations for applicant and management personnel.</p>	<p>7.16.050 (l)</p>	<p>On October 5, 2015, written and signed agreements affirming ongoing adherence to all rules and regulations were received for the following Medi-Star's owners and management personnel:</p> <ul style="list-style-type: none"> • Narek Mushegian, President/CEO • Carlos Guerra, General Manager <p>Written and signed agreements affirming ongoing adherence to all rules and regulations were not received for the following:</p> <ul style="list-style-type: none"> • Drew Hood, Medical Director • Jordan Weiss, Nursing Director <p>On December 3, 2015, written and signed agreements affirming ongoing adherence to all rules and regulations for Drew Hood and Jordan Weiss were received.</p>	

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ATTACHMENT VII – BUSINESS FACILITIES / VEHICLES			
<p>Business Facilities Description of premises (including billing area and security measures to protect patient confidentiality) to serve as the base of operations and any other facilities or stations that deploy or house vehicles.</p>	<p>7.06.020 (D)</p>	<p>On October 5, 2015, Received a “Description of Premises” Medi-Star letterhead, describing the company location in 4156 Verdugo Road., Los Angeles, CA 90065 as two buildings with approximately 1900 square feet. The front building includes 3 office rooms, a billing room (secured with door lock) and a lunch room. The back building includes dispatch and crews quarters.</p> <p>Billing office is secured with locked door, patient files and trip tickets are kept in the billing room and president’s office secured with locked door. Billing software used by Medi-Star is MedTranSoft and is HIPAA compliant. Database is password protected with encryption 128-BIT. Software has a level of user which is limiting user access to database according to duty and position. Every user has a separate username and password. Office is equipped with security cameras and alarm system. Parking space at the front of the office is gated.</p> <p>At the end of each shift, EMT’s bring completed run tickets to the shift supervisor who places them in a locked file cabinet. The next day the general manager reviews all trip tickets and brings them to the billing office.</p>	

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<p>Business Facilities Certificate of Zoning Compliance</p>	<p>7.16.050 (I) 5</p>	<p>On October 5, 2015, a copy of a “Certificate of Occupancy” issued by the City of Los Angeles for “4156 N. Verdugo Road” was received an issue date of 7/9/14.</p> <p>A “Certificate of Zoning Compliance” was not received. However, the copy of the “Certificate of Occupancy” states that Medi-Star has met the applicable construction requirements and zoning requirements of the City of Los Angeles.</p>	
<p>Vehicles Unit number, license number, VIN, make, model year, model type, mileage, projected vehicle life and patient capacity for each vehicle to be licensed and documentation of the following for each:</p> <ul style="list-style-type: none"> • Vehicle Registration • Odometer Testing and Certification • CHP Vehicle License • Most Recent CHP Inspection 	<p>7.16.050 (F)</p> <p>7.16.040 7.16.210 7.16.215</p>	<p>On October 5, 2015, An “Ambulance Listing” document was received for the following vehicles:</p> <ul style="list-style-type: none"> • Unit #205 2007 Ford Model E350. (Mileage at time of application: 213,981) license # 8K55258, patient capacity: 1. • Unit #206 2007 Ford Model E350. (Mileage at time of application: 272,576) license # 8N98918, patient capacity: 1. • Unit #207 2008 Ford Model E350. (Mileage at time of application:201,626) license # 8S80988, patient capacity: 1 • Unit #209 2010 Ford Model E350. (Mileage at time of application: 104,121) License # 8W27070, patient capacity: 1 • Unit #210 2009 Ford Model E350. (Mileage at time of application: 117,114) License # 48787A1, patient capacity: 1 • Unit #211 2010 Ford Model E350. (Mileage at time of application: 120,720) License# 65974B1, patient capacity: 1 	<p>PLEASE NOTE: Pursuant to Section 7.16.210 of the Los Angeles County Code, an initial ambulance vehicle license may not be issued for any vehicle which is greater than eight years old as defined by the initial date the vehicle was first put into service, provided that the date is not greater than one year from the date of its manufacture. Therefore Units# 205 and 206 are not eligible for licensure and depending on the date placed in service, Unit # 207 may not be eligible as well.</p>

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		<ul style="list-style-type: none"> • Unit #212 2011 Ford Model E350. (Mileage at time of application: 112,000) License# 01614E1, patient capacity: 1 • Unit #214 2011 Ford Model E350. (Mileage at time of application: 74,725) license # 75689G1, patient capacity: 1 • Unit #215 2011 Ford Model E350. (Mileage at time of application: 96,371) License # 27272S1, patient capacity: 1 • Unit #216 2013 Ford Model E350. (Mileage at time of application: 44,774) License # 02222L1, patient capacity: 1 • Unit #217 2014 Ford Model E350. (Mileage at time of application: 2,466) License # 65755V1, patient capacity: 1 • Unit #218 2014 Ford Model E350. (Mileage at time of application: 3,014) License # 65756V1, patient capacity: 1 <p>The following items were not received:</p> <ul style="list-style-type: none"> • Vehicle registration for each vehicle • Odometer testing and certification for each vehicle • CHP vehicle license and most recent CHP Inspection for each vehicle <p>On December 3, 2015, Medi-Star submitted the following documents:</p> <ul style="list-style-type: none"> • Vehicle registration for each vehicle • Odometer testing and certification for each vehicle • CHP vehicle license and most recent CHP Inspection for each vehicle 	

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<p>Vehicles Color scheme/insignia used to designate ambulances of applicant</p>	<p>7.16.050 (H)</p>	<p>Color photographs of a Medi-Star ambulance vehicle were submitted; The ambulance vehicle (#218) has a white base color with a horizontal red stripe along the bottom of both the right and left side of the vehicle. The company log “Medi-Star Transport Ambulance”, a green star of life, and the company phone number is on the right, left above the red stripe and across the rear of the vehicle.</p>	
ATTACHMENT VIII – STATEMENT OF WORK			
<p>Statement of Work</p> <ul style="list-style-type: none"> • Detailed description of area(s) within which applicant is proposing to operate • Copy of all current business licenses held by applicant • Copy of CHP Operators License • Results of most recent CHP inspection 	<p>7.16.050 (E) (I) 5 (J)</p>	<p>On October 5, 2015, a Medi-Star “Areas of Operation” document dated September 25, 2015, was received that outlines in which cities the company holds a business.</p> <p>The most recent CHP Operators License (expires 12/4/15) and the results of the most recent CHP inspection were received.</p> <p>Copies of the following business licenses were also received:</p> <ul style="list-style-type: none"> • Los Angeles (expires 6/30/16) • Baldwin Park (expires 5/31/16) • Inglewood (expires 12/31/15) • San Dimas (expires 12/31/15) • Rosemead (expires 11/30/15) • La Puente (expires 9/30/16) • Pasadena (expires 4/30/16) • Monterey Park (expires 12/31/15) • Covina (expires 12/31/15) 	

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<p>Non 9-1-1 Medical Dispatch Policies and Procedures</p> <ul style="list-style-type: none"> • Dispatch Policies and Procedures • Qualifications for Dispatchers • Dispatch Logs (most current 30-days) 	<p>7.16.050 (K) (L)</p> <p>Prehospital Care Policy Manual Ref. No. 226</p>	<p>On October 5, 2015, Medi-Star's Communications Manual, a list of Dispatch Employees and dispatch logs for a thirty (30) day period (06/01/2015 to 06/30/2015) were received.</p> <p>Review of the Medi-Star's Communications Manual found that although some requirements specified in Reference No. 226 were met, there were identified deficiencies. Please refer to the "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument".</p>	

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		<p>On the List of Dispatch employees, two employee’s certifications expired on September 30, 2015 (Kurt Ruiz and Arthur Morales).</p> <p>On December 3, 2015, received the following from Medi-Star:</p> <ul style="list-style-type: none"> • Updated Medi-Star Communications Manual. • Updated list of qualified dispatch employees with valid certification including valid certificates for Kurt Ruiz and Arthur Morales. • Dispatch logs for the period of October 1, 2015 through October 31, 2015 • Copies of the patient care records (PCRs) listed on the attached “1st Medi-Star Transport Inc. dba Medi-Star Transport- Patient Transport Review” listing are required. <p>The review of the revised “Communication Manual” showed that Medi-Star successfully met the requirements specified in Reference No. 226, Private Ambulance Provider Non 9-1-1 Medical Dispatch. Refer to the attached “Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument” (dated December 8, 2015) for the specific results of the medical dispatch policy and procedure review.</p>	

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ATTACHMENT IX – BACKGROUND CHECKS			
<p>Background Checks</p> <ul style="list-style-type: none"> • Request for Live Scan Service Form • LASD Personal Information Form • Photo Identification (State issued driver's license or identification card or passport) 	<p>7.16.050 (O)</p>	<p>On October 5, 2015, a completed "Los Angeles County Sheriff's Department (LASD) License Detail Business License Applicant's Personal Information (Personal Information) Form", photo identification and a completed "Request for Live Scan Service Form" for Narek Mushegian and Carlos Guerra was received.</p> <p>On October 27, 2015, the submitted documents for Narek Mushegian and Carlos Guerra were forwarded to the LASD Investigator for completion of the background check.</p> <p>On November 3, 2015, notification was received from LASD that the results of the investigation did not indicate a basis for protest for Narek Mushegian and Carlos Guerra.</p>	
<p><u>Additional Information Requested by the EMS Agency</u></p>		<p>Second review</p>	
<p><u>Additional Information Requested by the Ambulance Licensing Hearing Board</u></p>			