

**FIRST AMENDMENT TO AMBULANCE SERVICE FRANCHISE AGREEMENT
BETWEEN CLARK COUNTY AND RBR MANAGEMENT, LLC d/b/a COMMUNITY
AMBULANCE**

This First Amendment (“Amendment”) is made and entered into this 2th day of December, 2025, by and between CLARK COUNTY, NEVADA, a political subdivision of the State of Nevada (“County”), and RBR MANAGEMENT, LLC d/b/a COMMUNITY AMBULANCE (“Franchisee”).

RECITALS

WHEREAS, the County and Franchisee entered into an Ambulance Service Franchise Agreement dated February 1, 2025 (“Agreement”), granting Franchisee the right and obligation to provide ambulance services within designated service zones in unincorporated Clark County; and

WHEREAS, the County desires to ensure continuous and reliable ambulance coverage within the Laughlin service area, previously served under the franchise held by American Medical Response (“AMR”), the County desires to expand Franchisee’s Service Area to include Laughlin; and

WHEREAS, Franchisee is willing and qualified to assume responsibility for providing ambulance services in the Laughlin service area;

NOW, THEREFORE, subject to the terms and conditions of this Amendment and the Agreement, and in consideration of the promises and mutual covenants herein contained, the Parties agree to amend the Agreement as follows:

1. Recitals.

The Recitals above are true and correct and are incorporated as if fully set forth herein. Any capitalized terms not defined in this Amendment shall have the meaning given in the Agreement.

2. Amendment to Section 5 (Service Area / Zones)

Section 5.2 of the Agreement is hereby deleted in its entirety and replaced with the following:

“5.2 The Franchisee shall, commencing on the Effective Date of this Agreement, provide all 911-Dispatched Ambulance Services within the Service Area defined as CC-Zone 6, CC-Zone 7 (including the Laughlin service area), CC-Zone 8, and CC-Zone 9, (as shown in Exhibit A attached hereto) and the I-15 Corridor Zone (as shown in Exhibit B attached hereto); as further described in subsection 5.3 of this Section. The Service Area is subject to increase or decrease as

the result of any action taken pursuant to Section 13 of this Agreement, annexation of territory by a city or other change in the political jurisdictional boundaries of a city of the County.”

3. Operational Requirements for the Laughlin Service Area

a. The following new subsection 7.14 is added to Section 7 of the Agreement:

“7.14 Laughlin Service Area Staffing and Posting Requirements:

(a) Franchisee shall maintain and appropriately staff a minimum of two (2) ALS ambulances 24 hours a day, physically located within the Laughlin service area at all times, except when one or more units are actively engaged in an incident response, mechanical repair, or transport outside the area.

(b) Franchisee shall also maintain a third (3rd) non-staffed ambulance available as a spare to ensure continuity of service in the event of mechanical issues, or other operational contingencies.

(c) Of the two required ALS ambulances:

- One (1) may post within the resort corridor near Station 76; and
- One (1) may post within the residential area near Station 85.

(d) Any deviation, other than active incidents, from a two-ALS ambulance presence in Laughlin must be communicated immediately to CCFD EMS Operations, and a contingency plan shall be implemented that restores full two-ALS ambulance compliance within four (4) hours.

(e) Franchisee shall include Laughlin staffing and posting compliance in its monthly operational report and cooperate with County audits.

4. No Change to Other Service Zones

Except as specifically provided in this Amendment, all other service zones and obligations under the Agreement remain unchanged.

5. Enforcement and Franchise Fees

Sections 5 through 10 of this Amendment supplement and modify the Agreement to the extent expressly stated herein.

This Amendment does not modify:

- The franchise fee methodology in Section 15

Failure to maintain compliance with Section 7.14 shall constitute non-compliance and may result in penalties, adjustments to service area, or other remedies available under Section 13 and Clark County Code Chapter 5.03.

Because the Laughlin service area is geographically isolated and mutual aid resources are limited, no Performance Enhancement Fee under Sections 11, 12 or 13 of the Agreement shall apply to a call originating in the Laughlin service area only when, at the time the call is received, both required ALS ambulances are simultaneously committed to:

1. An active 911 dispatched incident;
2. A patient transport to a hospital; or
3. Returning to the Laughlin service area from a hospital located outside of the State of Nevada following a transport.

For all other calls, including when at least one ALS ambulance is not committed, all response time requirements, penalties, and enforcement provisions in Sections 11, 12, and 13 of the Agreement shall continue to apply in full.

6. Continuity of Service

The Franchisee acknowledges that this Amendment expands its Service Area and agrees to coordinate operational readiness with CCFD and FAO before commencing service in Laughlin. At the County's discretion, CCFD or LTAB may assist the Franchisee in identifying potential housing or staging location; however, nothing in this Amendment creates any obligation for the County or the Laughlin Township Advisory Board to procure, lease, secure, or fund housing, lodging, quarters, or facilities for Franchisee.

7. Transitional Implementation Plan

7.1 Transitional Implementation.

CCFD EMS Operations may authorize temporary posting/housing locations during initial implementation. Such authorization is temporary in nature and shall not create any vested right to any specific location or facility.

7.2 Operational Review.

If Franchisee is unable to secure operational accommodations in the Laughlin service area despite documented good faith efforts, and the following objective conditions have been met:

1. Provide documentation of at least two (2) written requests to property owners in the Laughlin residential area for housing and/or ambulance staging along with:
 - a. any written denial received; or
 - b. confirmation that no response was received after ten (10) business days; or
 - c. written correspondence stating the requested use is not permitted.
2. Provide documentation of at least two (2) written requests to secure resort-corridor hotel properties for housing and/or ambulance staging, along with:
 - a. any written denial received; or

- b. confirmation that no response was received after ten (10) business days; or
- c. written correspondence stating the requested use is not permitted.

3. Provide documentation of at least two (2) meetings with CCFD, including agenda and notes, demonstrating that interim operational response options were presented and discussed to maintain 24-hour ambulance coverage in the Laughlin service area consistent with Section 7.14.

Then the County Manager shall convene a mandatory operational review meeting within ten (10) business days to confirm that the objective conditions have been met.

Upon confirmation that the objective conditions have been met, the enforcement provisions in Sections 11, 12, and 13 relating to response time compliance and performance enhancement fees shall be suspended, but only for the period during which operational accommodations are actively being re-established. All other provisions of the Agreement remain in full force and effect.

7.3 No Automatic Release.

Nothing in this Amendment releases the Franchisee from its obligation to provide 24-hour ambulance service in the Laughlin service area, , except for the limited and temporary suspension of penalty enforcement that occurs only when the objective conditions in Section 7.2 have been met.

Any modification, reassignment, or reduction of Franchisee's service area obligations beyond the automatic penalty suspension mechanism established in this Amendment requires formal Board of County Commissioner approval pursuant to Section 27.

8. Housing Contingency Review

If Franchisee has not secured reasonable operational accommodations in Laughlin by December 1, 2025, the Parties shall meet within ten (10) business days to review implementation status and determine whether temporary operational adjustments are warranted.

This meeting shall not modify Franchisee's obligations under this Agreement unless a formal amendment is approved by the Board of County Commissioners pursuant to Section 27. Nothing in this Amendment obligates the County or LTAB to procure, lease, secure, or fund housing or other facilities.

9. Annual Review

The Parties shall meet at six (6) months from the effective date of this Amendment and then at least once annually thereafter, between October 1 and December 31, to review operational performance in the Laughlin service area, including community needs communicated by LTAB. These meetings are for operational coordination only and shall not modify the Agreement unless formally amended by the Board pursuant to Section 27.

10. Effect of Amendment

Except as expressly modified herein, all terms, covenants, and conditions of the original Agreement remain in full force and effect. This Amendment shall be effective upon approval by the Clark County Board of County Commissioners and execution by all parties on December 1, 2025, at 8:00am.

IN WITNESS WHEREOF, the Parties hereto have executed this First Amendment on this 2nd day of December 2025 by their duly authorized representatives.

CLARK COUNTY
BOARD OF COUNTY COMMISSIONERS

BY: _____
TICK SEGERBLOM, Chair

ATTEST:

LYNN MARIE GOYA, County Clerk

Approved as to form:
DISTRICT ATTORNEY

By:  _____
SHERRY ROSE
Deputy District Attorney

RBR MANAGEMENT, LLC
d/b/a COMMUNITY AMBULANCE

By:  _____
Robert Richardson (Nov 20, 2025 16:10:00 PST)
ROBERT RICHARDSON
Chief Executive Officer/Owner

By:  _____
Brian Rogers (Nov 20, 2025 16:13:43 PST)
BRIAN K. ROGERS
Chief Operating Officer/Owner

Franchise Amendment Community Ambulance Final 11 20 25

Final Audit Report

2025-11-20

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-  Document created by Jennifer Wyatt (jwyatt@clarkcountynv.gov)
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✔ Agreement completed.

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