



AIRCRAFT RESCUE AND FIREFIGHTING SERVICES

May 04, 2026



**PRO-TEC
FIRE SERVICES INC.**



Pro-Tec Fire Services, Inc.
3433 West College Avenue
Appleton, WI 54914

Phone: (920) 494-8851
Fax: 920-494-5384
Toll Free: 800-242-6352
www.protecfire.com

May 4, 2026

Mr. Richard Tokoph
Operations Manager
Santa Maria Public Airport District
3217 Terminal Drive
Santa Maria, CA 93455

Re: Request for Proposals for the Santa Maria Public Airport District – Aircraft Rescue and Firefighting Services

Mr. Tokoph,

Pro-Tec Fire Services, Inc. is honored to submit the enclosed proposal to provide Aircraft Rescue & Firefighting (ARFF) Services for the Santa Maria Public Airport District. We confirm our understanding of all terms and conditions contained in the solicitation and commit to providing the essential level of service and compliance with cited governmental regulations and requirements.

Pro-Tec is the premier leader in North America for providing ARFF services to commercial airports, airparks, space ports, and aircraft manufacturers. With more than 50 years of exemplary experience, we now serve nearly 30 customers in the United States and Canada, many of which we have supported for more than 20 years.

Through our vast experience with Federal Aviation Administration, National Aerospace Standards, and Canadian Aviation Regulations, Pro-Tec Fire Services has a strong record of training and certification compliance across all our locations. Our team members are frequently commended by FAA and DCMA inspectors for our attention to detail, record keeping, due diligence, and knowledge of requirements.

Our team has demonstrated skills in the creation and cultivation of relationships, improving safety and security with our clients. We have a proven track record of successful airport startups, resulting in extremely satisfied customers. In just the last two years alone, we have initiated multiple startups in the U.S. Much of our success is due in part to our culture as defined by our Mission Statement, Values and Code of Conduct and by our past performance.

As our proposal clearly demonstrates, we are uniquely qualified and experienced to provide the services requested. Pro-Tec is a small, family-owned business. All we do is ARFF and airport-related services. We are focused, specialized, nimble, and reliable. We believe relationships matter, and we are committed to serving Easterwood Airport in the future.

As President, I am authorized to negotiate and ultimately bind Pro-Tec Fire Services, Inc. to the covenants of this RFP. Our proposal constitutes a firm offer for 90 days. Thank you for this opportunity.

Respectfully,

A handwritten signature in black ink, appearing to read "W.H.", with a long horizontal flourish extending to the right.

Bill Hershman
President



COMPANY BACKGROUND AND QUALIFICATIONS

Pro-Tec Fire Services, Inc. is a privately held aviation safety company headquartered in Appleton, Wisconsin that specializes in contracted Aircraft Rescue and Firefighting (ARFF) services, airport fire management, and aviation emergency response. Founded in 1974, our company was among the first organizations to provide contracted ARFF services to airports, helping establish a model that is now widely used throughout the aviation industry.

Originally operating under the name J.J. Security, we began with airport security services before expanding into aircraft rescue and firefighting operations at Green Bay Austin Straubel International Airport. Over time, Pro-Tec evolved into a specialized aviation emergency services provider, supporting commercial airports, airparks, aircraft manufacturers, and other aviation facilities across North America.

Today, we are proud to employ hundreds of trained professionals and operate at numerous airport locations throughout the United States and Canada. Pro-Tec provides FAR Part 139 ARFF services, emergency response, ARFF training, and airport fire management programs that meet applicable FAA and NFPA standards.

For more than five decades, Pro-Tec Fire Services has built a reputation for safety, professionalism, and operational readiness, partnering with airports and aviation organizations to protect life, property, and the environment while ensuring safe and efficient airport operations.

Currently, we have 27 airports, airparks, and aircraft manufacturers under contract in North America. Each contract is as unique as the needs of each airport. Nevertheless, all contain at their core the same basic service elements for Part 139, NAS 3306, or Transport Canada compliance. We respond as medical first responders to medical emergencies, and we provide initial responses to structural fire incidents for almost all our customers. The table below illustrates our experience in the indicated areas of expertise, and we have highlighted our experience with similar airport types.

Table 1. Pro-Tec Experience Factors

Airport	Contract Start	FAA Index / DCMA Category	ARFF	EMS	Airfield	Bldg	DCMA Required	Fuel Farm/ Mobile Fueler Inspection	SIDA Badging/ Training Security
Appleton Int'l	2010	B	✓	✓	✓	✓		✓	✓
Ardmore Airpark	1986	GA	✓	✓	✓	✓		✓	
Belen Regional	2025	GA	✓	✓		✓	✓		
Boeing San Antonio	2015	GA/Cat 9	✓	✓		✓	✓		✓
Calgary Int'l	2019	Cat 9	✓	✓		✓			
Chicago Rockford Int'l	2014	C	✓	✓		✓		✓	
Green Bay Austin Straubel Int'l	1974	C	✓	✓	✓	✓		✓	✓
Kalamazoo-Battle Creek Int'l	1984	B	✓	✓		✓		✓	
King Aerospace	2018						✓		Security
Leonardo Helicopter	2023		✓	✓	✓		✓		
Lynchburg Regional	2005	A	✓	✓	✓			✓	
Manassas Regional	2024	GA	✓	✓	✓			✓	
Manchester Boston Regional	2019	C	✓	✓	✓	✓		✓	
McClellan-Palomar	2007	A	✓	✓	✓	✓		✓	✓



Mobile	2020	B	✓	✓	✓	✓		✓	
Mojave Air & Space Port	2020	A	✓	✓	✓	✓		✓	
Montreal Metropolitan	2026	Cat 6	✓	✓		✓			
Rogue Valley Int'l	1986	B	✓	✓	✓			✓	
Skyxe Int'l	2004	Cat 6	✓	✓					
Stennis Int'l	2021	A/Cat 6	✓	✓	✓	✓	✓	✓	
Summit Aviation	2011	GA/Cat 4	✓	✓		✓	✓		
Traverse City Cherry Capital	2023	B	✓	✓	✓				
Trent Lott Int'l	2012	A	✓	✓	✓		✓		
Trenton-Mercer	2018	B	✓	✓	✓	✓		✓	
Tulsa Int'l	2021	C	✓	✓		✓		✓	
Wabush	2025	Cat 6	✓	✓		✓			
Will Rogers Int'l *	2006	C	✓	✓	✓			✓	✓

* Paramedics on site

As this table clearly demonstrates, we have successful experience with six (6) Index B airports, providing similar services to which we would conduct at Santa Maria Public Airport District. Additionally, we serve five (5) Index C airports in North America.

We believe our longevity and experience speak for themselves. As such, we welcome Santa Maria Public Airport District management to contact any one of our customers from the list below for a recommendation.



Current Pro-Tec Customer Contact List

Airport	Address	Airport Contact	Contact Number	Start Date
Green Bay Austin Straubel Int'l	2077 Airport Dr. Suite 18 Green Bay, WI 54313	Marty Piette	920-492-4934	1974
Kalamazoo/Battle Creek	5235 Portage Rd. Portage, MI 49002	Craig Williams	269-388-3690	1984
Ardmore Airpark	620 General Dr. Suite 1 Ardmore, OK 49002	Dan Luttrell	580-389-5238	1986
Rogue Valley Int'l	1000 Terminal Loop Pkwy. #201 Medford, OR 97504	Amber Judd	541-776-7222	1986
Will Rogers Int'l	7100 Terminal Dr. #954 Oklahoma City, OK 73159	Jeff Mulder	405-316-3260	2001
Skyxe Saskatoon Int'l	2625 Airport Dr., Suite 1 Saskatoon, SK 7L 1L CANADA	Andrew Leeming	306-975-6466	2004
Lynchburg Regional	350 Terminal Dr., Suite 100 Lynchburg, VA 24502	Cedric Simon	434-455-6089	2005
McClellan-Palomar (Carlsbad)	2192 Palomar Airport Rd. Carlsbad, CA 92011	John Otto	760-497-4933	2007
Appleton Int'l	W6390 Challenger Dr., Suite 201 Appleton, WI 54914	Abe Weber	920-832-5267	2010
Summit Aviation	4200 Summit Bridge Rd. Middletown, DE 19709	Bruce Palmer	302-449-1039	2011
Trent Lott Int'l	8301 Saracennia Rd., Suite 11 Moss Point, MS 39563	Cinnamon Snyder	228-475-1371	2012
Chicago Rockford Int'l	60 Airport Dr. Rockford, IL 61109	Zach Oakley	815-218-1904	2014
Boeing-San Antonio	375 Airlift Dr. San Antonio, TX 78226	Devin Blue	210-214-2467	2015
Trenton-Mercer	340 Scotch Rd. Suite 200 Ewing, NJ 08628	Eric Billowitz	609-882-1601	2018
King Aerospace	402 Wright Dr. Ardmore, OK 73401	Jack Vanderslice	580-389-5505	2018
Calgary Int'l	2000 Airport Rd. NE, Calgary, AB, T2E 6W5 CANADA	Chris Miles	403-735-5550	2019
Manchester - Boston	One Airport Rd., Suite 300 Manchester, NH 03103	Thomas Malafronte	603-624-6539 x301	2019
Mobile Airport Authority	1891 Ninth Street Mobile, AL 36615	Mike Gunn	251-639-4680	2020
Mojave Air and Space Port	1434 Flight Line Mojave, CA 93501	Dr. David G. Smith	661-824-2433	2020
Tulsa International	7777 Airport Drive Suite A-2111 Tulsa, OK 74115	Cole Brown	918-835-5322	2021
Stennis International	7250 Stennis Airport Drive Kiln, MS 39556	Austin Jenkins	228-467-7070	2021
Leonardo Helicopter	3050 Red Lion Rd. Philadelphia, PA 19114	Jeffrey Mlynarski	215-281-2210	2023
Cherry Capital	727 Fly Don't Dr. Traverse City, MI 49686	Dan Sal	231-947-2250	2023
Manassas Regional	10600 Harry J. Parrish Blvd 2 nd Floor Manassas, VA 20110	Juan Rivera	703-361-1882	2024
Belen Regional Airport	4900 Camino Del Llano Belen, BN 87002	John Thompson	505-966-2650	2025
Wabush Labrador Airport	2 Airport Rd. Wabush, NL A0R 1B0 CANADA	Belinda Curran	506-380-4285	2025
Montreal Metropolitan Airport	5700 Rte de l'Aeroport, Longueuil, QC J3Y 8Y9 CANADA	Samuel Lambert	450-678-6030	2026



EXECUTIVE SUMMARY

Pro-Tec Fire Services, Inc. is the clear choice for your contracted airport staffing needs. We are uniquely qualified for this opportunity, and we excel at delivering results with a focus on safety, service, efficiency, and excellence. Our company has more than 50 years of progressive experience with airports, airparks, spaceports, and aircraft manufacturers of varying indexes and categories; providing an array of services above and beyond Aircraft Rescue and Firefighting.

Pro-Tec Fire Services is extremely capable in providing as needed ARFF Services and other subject matter expertise in support of this contract. Our ability to go above and beyond the traditional model of contracted ARFF services, combined with the level of expertise and knowledge we bring to the table, clearly sets us apart from other proposers. We have outstanding past and current performance in meeting and exceeding the requirements of Federal Aviation Regulations (FAR 139), National Aerospace Standards (NAS 3306), and Transport Canada. While Santa Maria would only be bound by the FAR requirements, having knowledge and experience with other ARFF regulations makes us a well-rounded provider.

Our President and Regional Fire Chiefs are emergency service professionals with direct experience in Aircraft Rescue and Firefighting. That means the team assigned to manage your contract know tactical and strategic-level airport emergency operations. We offer real-world experience with real-world solutions.

As noted in our experience chart within this proposal, we currently provide services meeting Federal Aviation Regulations (FAR) Part 139 requirements at six (6) Index B Airports. These airports include:

- Kalamazoo-Battle Creek International since 1984
- Rogue Valley International Medford since 1986
- Appleton International since 2010
- Trenton-Mercer since 2018
- Mobile Regional since 2020
- Traverse City Cherry Capital since 2023

At a **minimum**, we have provided Index B ARFF services since 1984, with other operations at 8 years, 16 years, and 40 years! Each of these contracts remains active at the time of this proposal.

Our proposal unequivocally showcases our capability to meet all stipulations outlined in the Agreement for Aircraft Rescue and Firefighting Services, along with its accompanying exhibits. With nearly 30 individual airport contracts in 14 states and four (4) provinces in Canada, we provide the most well rounded and experienced solutions to ARFF, Airport Operations, and ARFF Management.

1. **Comprehensive Solution:** Our proposal offers a comprehensive solution that addresses all the key points mentioned in the RFP. We have thoroughly analyzed the requirements and tailored our proposal to provide a fitting solution.

Operational Highlights

- 50+ years of ARFF and complementary services experience. More than any other provider in the field.
- Compliance drive as proven by our flawless FAA and DCMA Annual Inspection records.
- Local, experienced management and strong quality assurance programs.
- Multiple Index B operations in compliance with FAA Part 139 requirements dating back to 1974.
- Offering Value-Added Services at no additional cost to be a force multiplier in staffing your airport.



Experience and Expertise: Our team possesses the requisite experience and expertise to execute the proposed project successfully. We have included detailed information about our team members' qualifications, highlighting their relevant experience in similar projects.

2. **Compliance:** Our proposal adheres to all guidelines and specifications provided in the RFP document. We have ensured that every aspect of our proposal aligns with the criteria stated and standards.
3. **Supporting Documentation:** Any required supporting documentation, such as certifications, licenses, or references, have been included with our proposal to verify our qualifications and capabilities.
4. **Clear Communication:** Our proposal is structured in a clear and concise manner, making it easy for the evaluators to understand our approach and methodologies.
5. **Flexibility and Adaptability:** We have demonstrated flexibility and adaptability in our proposal, showing our willingness to accommodate any changes or modifications that may arise during the contract.

Unique Qualifiers

The following factors differentiate Pro-Tec from our competitors and allow us to bring additional value to our clients:

- **Pro-Tec Fire Services vigorously promotes a culture of safety.** It is reflected in our Mission Statement, Core Values, and Code of Conduct. This is not something we just say. It is reflected in our safety record and is manifested by our extremely low workers' compensation experience modification factor (e-mod), which is at an astonishing low .56!
- **We have been doing this since 1974.** We currently operate at 27 airports, airparks, space ports, and aircraft manufacturers across the US and Canada. We are the largest and most experienced independent aircraft rescue firefighting firm in the country.
- **We are a small, family owned, business based in the U.S.** We have more than 420 employees with an organizational structure that provides freedom, flexibility, independence, expedited decision making, clear communications, and control. **Our only business is providing ARFF and supporting services. We are unencumbered by multiple layers of bureaucracy, and we empower our Fire Chiefs, Officers-in-Charge (OICs) and Regional Fire Chiefs to make decisions on behalf of the company that benefit our customers.** Our Corporate Officers are available for our clients and are familiar with their individual operations and needs.
- **Management support with LOCAL experience.** To ensure we provide logistical and administrative support, we employ three (3) experienced Regional Fire Chiefs as the liaison between our airport Fire Chiefs and the company. For Santa Maria, our Regional Fire Chief is John Stephens. Chief Stephens started his fire service career in 1990 with the United States Air Force. He is a highly accomplished Fire Chief with over 33 years of experience spanning military and civilian fire protection and emergency management. A proven leader in directing fire service personnel across airfield, structural, and hazardous materials response operations, with extensive expertise in emergency preparedness, program management, and policy development, Chief Stephens recently retired as a GS-12 Fire Chief with the Department of Defense's Defense Logistics Agency, and prior active-duty service in the United States Air Force. He holds an Associate of Arts in Business Administration and a comprehensive portfolio of advanced IFSAC certifications, including Fire Officer IV, Fire Instructor III, Fire Inspector III, and Hazardous Materials Incident Commander, along with FEMA ICS 300/400 training,





demonstrating a high level of technical proficiency and leadership in complex emergency response environments. Chief Stephens is located in Folsom – about 6 hours from Santa Maria.

- ***Pro-Tec Fire Services has a nearly flawless record with required Federal Aviation Administration annual inspections.*** We take great pride in our compliance with FAR Part 139 training and documentation. We have experienced **ZERO** deficiencies on annual FAA inspections at our locations where they are required for the past several years. These inspections include everything from the administrative inspection of airport files to timed response drills. Our Regional Fire Chiefs combined have helped to support hundreds of FAA inspections for our airports. Several months in advance of the FAA Certification Inspection, our Regional Fire Chiefs deploy to the airport and conduct what we call a Staff Assistance Visit (SAV). During this visit, our Regional Chief runs the Fire Chief and airport staff through the paces of a simulated FAA inspection, noting any deficiencies and providing corrective action guidance. The results of our SAVs have been so successful that many inspectors have asked for feedback on what we do to prepare so they can share with other airports.
- ***Pro-Tec employs the latest technologies in documenting training, emergency response, airport operations, and other functions in support of our clients.*** Many of our airports use Emergency Networking and/or Target Solutions. Both products are web-based record-keeping solutions. Emergency Networking provides record maintenance and retention suites including compatibility with the National Emergency Response Information System (NERIS). This system also provides for the management of all fire department training records, manages all inventory records, develops work schedules, provides EMS Patient treatment forms, maintains employee certification records, and provides a station logbook. Target Solutions assists departments in tracking required training and the multiple expiration dates of required certifications for ARFF and EMS personnel. Target Solutions has a wide array of pre-made EMS/ARFF classes. These classes have been verified by the National Registry of Emergency Medical Technicians (NREMTs). Target Solutions' paramedic continuing education courses are accredited by the Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE), accepted by the National Registry of Emergency Medical Technicians, and approved by UMBC for CCMT-P recertification. Our staff is also fluent in the use of Airport Security Operations and Compliance System (ASOCS) as provided by GC International. Many of our airports currently use this system for tracking airport operations for inspections and other activities.
- ***Pro-Tec has significant experience in airport startup operations.*** Since 2021, we have successfully started up the following airports:
 - Tulsa International Airport – 2021
 - Stennis International Airport – 2021
 - Boeing San Antonio – NORTH – 2022
 - Traverse City/Cherry Capital Regional Airport – 2023
 - Leonardo Helicopter - 2023
 - Manassas Regional Airport – 2024
 - Belen Regional – 2025
 - Wabush – 2025
 - Montreal Metropolitan – 2026

All firefighters are trained by certified instructors, and each firefighter will receive their annual live-fire training before they begin working at the airport. Additionally, all equipment is inspected, and all work guidelines are generated to meet the specific needs of the airport. We have a time-tested Startup/Transition Plan that has been leveraged and modified using best practices based on our years of experience.



- **Pro-Tec Fire Services is more than just an ARFF contractor, we are a part of your airport community.** While safety is our number one priority, and maintaining airport index is our focus, we provide more than just standard airport rescue and firefighting services. We go above and beyond by providing value-added services **AT NO ADDITIONAL COST** to you. Here are just a few examples of our Value-Added Services:

- Airport Emergency Plan Review
- Airport Exercise Planning
- Airport Operations Area (AOA) Training
- Issues Notice to Airman (NOTAMs)
- Automatic External Defibrillator (AED) Inspections
- Fueling/Fuel Farm Inspections
- Fire Extinguisher Inspections and Training
- Wildlife Management
- Community Engagement
- Grant Support

Our guiding principle for providing additional services is simple. If it does not impact safety, nor our ability to maintain airport index, just ask us! More information on our value-added services can be found in our proposal.

Our employees live in and around the communities they serve, and they are dedicated to that service. More information on our operational experience, qualifications, staff, and capabilities can be found throughout our proposal response.

STAFFING PLAN & MANAGEMENT APPROACH

Pro-Tec Fire Services' staffing plan and management approach is clear and effective. We delegate all necessary authority to our local Fire Chief/OIC to ensure immediate and local response to any of the airport's needs. Pro-Tec Corporate Headquarters provides required logistical and administrative support for projects at the airport. Our President and Regional Fire Chiefs are available 24/7/365 to assist Airport Administration and our local Fire Chief/OIC. The local Fire Chief/OIC has a direct line to the company's senior management team, and communications between the Chief/OIC and home office are conducted weekly, if not more frequently.

Pro-Tec has a progressive Human Resources Department, and our company and management policies and procedures are updated regularly. Management policies include, but are not limited to:

- Alcohol and Substance Abuse Policy
- Communication & Information Access Policy
- Equal Opportunity Statement Policy
- Harassment & Sexual Harassment Policy
- Seatbelt Policy
- Social Media Policy
- Social Security Policy
- Solicitation Distribution Policy
- Station Security & Visitor Policy
- Travel Policy
- Uniform Policy
- Vehicle Policy
- Violence in the Workplace

STAFFING

Pro-Tec will meet or exceed the staffing levels outlined in the RFP for Santa Maria Airport. Our proposal provides for three (3) distinct staffing models with varying models and cost structures. The table below illustrates our proposed staffing options.



OPTION 1	OPTION 2	OPTION 3
(2) Part Time Captains	(1) Full Time Captain	(1) Full Time Captain
	(1) Part Time Captain	(2) Full Time Firefighters

Option 1

The first option includes a total employee headcount of two personnel. Each employee will be a certified Fire Officer and will work collectively for 20 hours each week. Staff will be on duty during flight operations times, and the remaining hours are spent conducting training, vehicle and equipment inspections, reviewing and updating SOPs/SOGs, and other administrative items to ensure FAA compliance. Staff will be expected to exercise good judgment when the airport operations tempo is elevated, reserving the right to cancel or postpone operational support services that, in their opinion, would have a negative impact on our ability to respond to an aircraft or medical emergency. Examples of situations which might cause the OIC to cancel or postpone operational support activities include staff currently on an operations support activity; response to a medical emergency; response to a mutual aid request or other airport-directed activity that has reduced available staff to the minimum required to respond to an aircraft-related emergency at the airport. When the airport operations tempo has dropped to where our staff can support operational support activities, we will resume all operational support activities.

The OIC will be expected to notify airport administration when conditions dictate that we cancel or postpone operational support activities. The fire department will be expected to resume full support of operational support activities as soon as the personnel become available to resume normal operational support activities.

Option 2

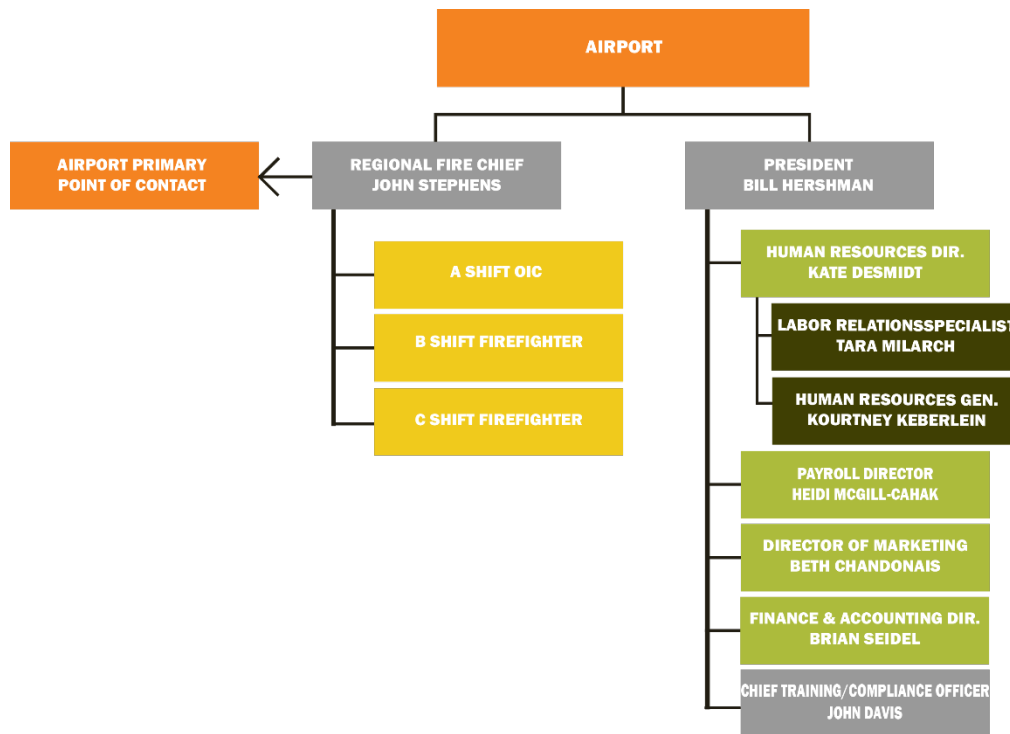
The second option uses a combination of one (1) Full Time and (1) Part Time Captain to provide staffing 40 hours each week. Like Option 1, this staffing model allows for flexible staffing to ensure FAA requirements are met and provides more support for our Value-Added Services.

Option 3

The final staffing option includes a total employee headcount of three personnel. The Officer in Charge (OIC) and Firefighters will be on duty 24/7/365. This model allows for full coverage each day and provides an additional sense of safety and security to airport tenants, airlines, and aircraft.

ORGANIZATIONAL CHART

Chain of Command and Unity of Command are two of the central tenants of the Incident Command System. These tenants ensure that everyone clearly understands the reporting relationships and flow of communications throughout their organizations. The chart below illustrates our organization chart under this contract. All local Pro-Tec staff will report directly to the onsite OIC. The OIC will report to the Airport Manager or their designee for day-to-day operations at the airport. The OIC will, with strong assistance from the Pro-Tec Regional Fire Chief, be responsible to the Airport Manager or their designee for the successful execution of the contract.



Sample Work Schedule

Pro-Tec Fire Services will work the same work schedule as currently provided at most of our existing locations to provide Command consistency and to build relationships with local first responder organizations. This will be done in three shifts, each working 24-hour shift. Each shift will be staffed at a minimum with one (1) OIC or one (1) ARFF Firefighter

SUN	MON	TUES	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
	A-Shift		B-Shift		C-Shift	



MANAGEMENT APPROACH

We believe in being actively involved with our clients at each of our contract locations.

We are focused and committed to cultivating the relationship between Pro-Tec Fire Services and Santa Maria Public Airport District. Our Fire Chiefs/OICs, and our Regional Fire Chiefs, who make frequent visits to our locations, are empowered to make decisions on behalf of the organization to ensure that immediate contractual requirements and needs are met. Airport Directors and Managers have a direct line to our company leadership. Pro-Tec Fire Services operates much like a municipal fire department with an organizational structure, standard operating procedures and guidelines, and a culture that is para militaristic. However, because we are a private company, we can be progressive and unfettered by municipal bureaucracy. We focus on our employees so they can focus on the services provided at each location.

We believe in personal improvement and professional development.

We believe that continuing to acquire information and operational knowledge is essential to our success and allows us to best serve our clients. One way of achieving this goal is by having our Chiefs/OICs attend FAA regional airport conferences. At these events our Chiefs/OICs build relationships with regional FAA officials, including Airport Fire Chiefs and FAA Administrators, while marketing our company and our services. These events allow our leadership to effectively see the “big picture”, to hear Safety and Standards Bureau Certification Inspectors discuss pressing topics first-hand, and to ask questions in an informative environment.

Occasionally, we bring all our leaders together. The Chiefs/OICs’ Meeting is held either virtually, or at one of our locations, so that all of them may become familiar with the airport, city, and ARFF units at that location. During the meetings, we discuss issues involving safety, budgeting, industrial relations, hiring, turnover, training, quality assurance trends, new policies, and other corporate-related topics. We also facilitate role-playing exercises designed to help our leaders improve their counseling and interpersonal skills. This meeting allows our leadership the opportunity to develop and maintain strong working relationships with fellow leaders and creates a valuable resource network for support or guidance on specific issues.

Pro-Tec Fire Services is a sustaining member of the Aircraft Rescue and Fire Fighting Working Group (ARFFWG). As a member, we budget for several of our Chiefs/OICs to attend the annual ARFFWG conference each year. At this conference, Chiefs/OICs interact and network with other ARFF professionals from around the world, they see the latest in ARFF technology, and they attend three days of seminars that are facilitated by global ARFF, aviation, and firefighting experts. Each team member who attends is then tasked with bringing this information back to their staff and to our Corporate Office so that all our leaders may benefit from the experiences and knowledge shared at the conference.

Additionally, we hold corporate memberships with the American Association of Airport Executives and the National Fire Protection Association. We strive to ensure we are up to date on the latest industry trends and are applying industry-wide best practices at each of our locations.

Key Management Personnel

Pro-Tec is committed to providing exemplary local leadership in support of this contract. We have a proven track record in hiring talent that represents a diverse industry with a focus on continuous improvement, future growth strategies, a commitment to safety, and key leadership qualities.

Corporate management at Pro-Tec is keenly focused on the success of our organization, as our success equates to the success of our employees. As a small, family-owned business, we can make decisions, effect change, and communicate more effectively. We can provide complete corporate transparency and continuously search out



opportunities for feedback and improvement. With our Regional Fire Chief located a short drive from the airport, we can have senior management at your location almost immediately, and our company President is available 24/7.

Brief biographies of our key management staff are available upon request. Of note is that our President and Regional Fire Chief have more than 60 years of combined fire service, emergency management, and public safety experience between them.

Management Approach

We believe in being actively involved with our clients at each of our contract locations.

With a typical start-up, we focus on several key milestones as outlined below:

- Day One:** Pro-Tec’s active involvement begins immediately upon contract award, when the Regional Fire Chief and the Start-Up Fire Chief/OIC contact Airport Administration to coordinate the transition.
- 0-6 Months:** During the first six months of the contract the Corporate Office will be in contact with the airport Fire Chief/OIC on a weekly basis and with Airport Administration on a bi-weekly basis to ensure that the transition is smooth and that operational questions are addressed quickly and effectively.
- 7 Months:** By the seventh month of the contract, a corporate representative will visit the location to meet with Airport Administration and with ARFF staff and will conduct a quality assurance audit, which we call a *Staff Assistance Visit*. The audit covers FAR Part 139 compliance and examines adherence to all company policies and procedures. Once the Staff Assistance Visit has been completed, the auditor will debrief Airport Administration on the outcomes.
- Beyond 7 Months:** The Pro-Tec management team is in contact with the Fire Chief/OIC on location and with Airport Administration on a regular basis via telephone and email. Communications with each location may be as simple as sharing industry news, training information, newly released Advisory Circulars, Cert Alerts, safety information, or administrative information, such as budget reviews or human resources information. We believe strongly in being proactive and continuing to maintain clear, consistent communication between Pro-Tec Corporate and each location.

We remain focused and committed to cultivating the relationship between Pro-Tec and Santa Maria Public Airport, and with our Regional Fire Chief being locally based, we can visit the site frequently.

SAFETY

Our culture places safety as our number one priority in all day-to-day activities. We take great pride in the fact that our workers comp ex-mod, work-related injuries and lost time are well below both state and national averages. We continuously train our employees through safety talks during our morning shift briefings as well as recurring classes and seminars on how to be safe in the workplace. Training with, and use of, appropriate PPE is stressed in all activities.

In 2022 we developed, distributed, and instituted our enterprise-wide Health and Safety Manual. This document was updated again in 2024 and serves as a living document that shall be revised as plans, policies, and procedures are published or updated. The Health and Safety Manual is an employee guide to the Pro-Tec Safety program. The basis of the safety program is rooted in our first Core Value “Safety: Everyone Goes Home,



No One Gets Hurt". This document, the safety program, and our safety values establish our company's health and safety objectives for all enterprise-wide activities and implement guidelines designed to attain these objectives throughout the company.

Our safety culture is also supported by companywide "safety stand-downs". During the stand-downs, nonessential duties are deferred so crews can focus on safety. Activities may include facility and equipment inspections, vehicle movement, review of SOGs and airport policies, safety in emergency operations, etc. Training is led by the Fire Chief/OIC with emphasis on safety in their local environment.

Another major component of safety for ARFF and emergency services is having the physical capabilities to perform the job required. All personnel are required to participate in our physical conditioning program requiring a minimum of one hour per shift to work out and develop their strength, cardio, and physical endurance.

We also place significant emphasis on employee retention. Both Pro-Tec and our customers benefit operationally and economically from retaining well-trained, qualified, and highly motivated firefighters on our team. Each of our firefighters is given a benefits package that is highly competitive within the market. We also provide continual training that exceeds standard expectations, and we work to ensure that every employee is motivated and engaged.

We believe that it is essential for our firefighters to have as much information and operational knowledge as possible to best serve our customers and our company.

AIRPORT OPERATIONS

Pro-Tec shall develop reporting forms, for example, training records, logbooks, and other records relating to ARFF functions. These records are to be kept on Airport premises and made readily available for inspection by Airport Administration and the Federal Aviation Administration. The reports should include all accidents, incidents, safety inspections, and any safety violation related to ARFF occurring at the Airport. Division of Fire Safety forms will be completed after a reportable event. We will ensure that proper log entries and reports are submitted as required to the Airport Manager or designee. Forms must be acceptable to the FAA.

All personnel shall be employees of Pro-Tec Fire Services, and Pro-Tec shall pay all salaries, social security taxes, federal and state unemployment tax and all other taxes relating to such employees.

Consumption of alcoholic beverages by ARFF personnel during the performance of their duties is prohibited, and use of such beverages during duty hours shall be cause for the immediate removal by Pro-Tec Fire Services. Under no circumstances may any employee use or consume any alcohol nine (9) hours prior to or during a scheduled work shift, work breaks, or during the lunch hour when such employee will or can be reasonably expected to be back on the job at his or her workstation immediately following such work break or lunch. Use of mood-altering chemicals such as barbiturates, narcotics, amphetamines, hallucinogens, and marijuana will be grounds for removal of employees.

Pro-Tec shall provide physicals for its personnel, which will include a substance abuse test and hepatitis immunizations as required. Pro-Tec shall also provide a pre-employment physical for each prospective employee as a condition of employment.

Pro-Tec will provide and maintain physical fitness equipment for its staff to use while on duty. All staff members are required to exercise one hour each shift. The exercise will be logged in an auditable format acceptable to the Airport Manager or their designee.

Pro-Tec, and its personnel, are specifically prohibited from issuing or making any public statements to media except when directed to do so by the Airport Manager or their designee, which must be approved by corporate office.



The building housing the fire equipment shall be maintained in a neat and clean appearance and condition. Pro-Tec shall be responsible for the removal of debris, snow, and ice around the ARFF station that would interfere with operational effectiveness. Pro-Tec will provide ground maintenance around the ARFF building.

Pro-Tec shall respond to ARFF emergencies which occur on airport property, including, but not limited to, the following:

- Incidents involving any aircraft within the airport boundary.
- Fire occurring in any hangar within the Air Operations Area (within the security fence).
- The terminal building.
- Aviation fuel spillage.
- Medical emergencies.
- Use of automatic defibrillator.

Pro-Tec shall further respond as directed by the Airport Manager and/or designees to any emergency. The scope of the Contractor's responsibility under the provisions of this paragraph may be more specifically defined in a comprehensive ARFF plan developed by the Airport Manager and Pro-Tec.

Pro-Tec shall ensure that adequate ARFF personnel are available to meet minimum response times in emergency situations.

All radios installed in the Airport apparatus and building shall be used only in accordance with rules and regulations issued by the FAA, the Federal Communications Commission, and the Airport Manager or their designee.

The Contractor shall regularly and routinely inspect Airport premises from the standpoint of fire or hazard potential in accordance with FAR 139.321 (B) and recommend corrective action whenever necessary.

Pro-Tec shall store and control all necessary materials required to satisfactorily perform the duties and tasks identified.

Pro-Tec shall be responsive to the Airport Emergency Plan as it applies to ARFF functions in the following areas:

- Aircraft accident
- Personal injury and illness
- Bomb threats or hoaxes
- Disabled aircraft
- Structural fires
- Natural disasters
- Civil disturbances
- Radiation accident or nuclear attack
- Mutual aid plans
- Hazardous Materials

Pro-Tec shall perform other miscellaneous duties and tasks as directed by the Airport Manager or designees provided, they are not of a nature that will result in additional costs over and above those expressly identified in the contract.

Pro-Tec employees should be trained at hazardous material operations level and respond to all fuel spills at the airport.

Pro-Tec shall ensure that ARFF vehicles, radios and the alarm systems are tested daily. All discrepancies shall be reported to the Airport Manager or designee.

- The Airport Manager requires certain groups, including the ARFF Services Contractor, to wear uniforms and to maintain a high standard of appearance to identify the airport, the profession, and the individual in a positive and professional manner when on duty.
- Pro-Tec shall establish procedures for the consistent enforcement of all appearance standards.
- The uniform will be provided to ARFF personnel by Pro-Tec.
- The uniform must be neat, clean, pressed, and presentable always.



- Any person out of uniform will be immediately relieved of duty and replaced when required.

A minimum acceptable uniform shall consist of:

- Trousers, shirt, belt, boots, and jacket - all appropriate to weather, season, and position.
- Appropriate sleeve patches identifying Pro-Tee and Aircraft Rescue Fire Fighting. Pro-Tee shall provide all uniforms insignias for all personnel.

CORRECTIVE ACTION PROCEDURES

Any variations in contract compliance or service will be corrected in a timely manner. However, most of them are corrected on the spot. Items that cannot be corrected immediately will be noted and a correction date, appropriate to the severity of the deficiency, will be issued to the local Fire Chief/OIC and corrective actions will be reported to Corporate Headquarters.

ELECTRONIC DOCUMENTS AND MANUALS

Pro-Tec will ensure that the Airport receives copies of all documents and manuals developed to comply with this Operations Plan and the contract, if requested. When operating instructions or Standard Operating Procedures are developed or revised, the local Fire Chief/OIC will ensure a copy of the revision is provided to the Airport in an acceptable media, if requested.

EMERGENCY CONTINGENCY STAFFING PLAN

In the event of a significant occurrence where personnel are depleted at one of our facilities, such as natural or man-made disasters, Pro-Tec can continue our operations at our sites with little-to-no disruption. Our company-wide Contingency Emergency Staffing Plan outlines our response to these types of events. Maintaining our operational readiness and your airport index is one of our highest priorities, and with our reach, we can do so.

TRAINING, COMPLIANCE & QUALITY ASSURANCE

TRAINING PROGRAM

Pro-Tec provides a multi-faceted robust training program for all employees to meet the requirements of the airport, FAA, OSHA, and EMS programs. We encourage and support advanced certification training to prepare our employees to assume additional duties and responsibilities. State certified fire and EMS instructors supervise all training. We use a combination of training materials including:

- IFSTA Essentials of Firefighting IFSTA ARFF 6th ed.
- OSHA Standards
- DOT Emergency Response Guide
- AAAE's ANTN DigiCast NFPA Standards
- State approved EMS training materials

All training is documented in our Emergency Networking records system and transferred to each member's training spreadsheet for inspection by the FAA. Certification Inspectors have been very complimentary of our program and documentation. Our program has passed 400 FAA inspections without any negative comments from the inspector.



Initial training for new employees will consist of the following requirements to be completed and documented prior to the employee being assigned to a fire suppression crew position. Initial training will consist of a minimum of forty (40) hours covering Part 139.303, as well as:

- Part 139.303.c.1-3 = Movement Area Driving
- Part 139.319.h.2.i = Unannounced Timed Responses
- Part 139.319.i.2.i = Airport Familiarization, Including Airport Signs, Marking and Lighting
- Part 139.319.i.2.ii = Aircraft Familiarization
- Part 139.319.i.2.iii = Rescue Fire Fighting Personnel Safety
- Part 139.319.i.2.iv = Emergency Communications Systems Including Fire Alarm s
- Part 139.319.i.2.v = Use of Fire Hoses, Nozzles, Turret s & Other Equipment
- Part 139.319.i.2.vi = Application of Extinguishing Agents
- Part 139.319.i.2.vii = Emergency Aircraft Evacuation Assistance
- Part 139.319.i.2.viii = Firefighting Operations
- Part 139.319.i.2.ix = Adapting and Using Structural Rescue and Fire Fighting Equipment for ARFF
- Part 139.319.i.2.x = Aircraft Cargo Hazards, Including HazMat / Dangerous Goods Incidents
- Part 139.319.i.2.xi = Familiarization with Firefighter Duties under the Airport Emergency Plan
- Part 139.319.i.3 = Live Fire Training
- Part 139.327 = Self Inspection Program
- Administrative = Department SOP's and SOG's
- OSHA= Blood-borne Pathogens
- OSHA= Hazardous Communications
- Part 139.313 - Snow and Ice Control, Part 139.337 - Wildlife Hazard Management, and Part 139.339 - Airport Condition Reporting will be lightly covered in Initial training and covered more in depth by Airport Operations during their annual training on these topics.
- All ARFF personnel will participate in at least one live-fire drill and two (2) No-Notice Timed Response Exercises, one (1) daytime, and one (1) nighttime, prior to initial performance of ARFF duties.
- All ARFF personnel will be certified Emergency Medical Technicians (EMTs)

Recurrent Training Requirements

All personnel employed by Pro-Tec shall be fully trained in aircraft accidents/incidents, fire, and rescue duties. Such personnel shall be fully trained in the application of local, state, and federal regulations. Pro-Tec employees shall be trained to ensure maximum efficiency for the duties assigned. Pro-Tec shall develop an on-going, continual classroom training program keeping precise records as to what classroom training has transpired, course materials used, hours, dates, and attendance records. Such records shall be kept for each individual and made available to the Airport Director or his designee on request. Pro-Tec shall include initial and recurrent instruction in all the areas listed in the previous section, as well as any state required training in firefighting.

The training program shall include classroom studies and on-the-job training. Individual personnel files and records indicating type, extent, and dates of training received will be maintained on each employee.

Examinations to Verify Knowledge

Pro-Tec will periodically administer quizzes and practical skills evaluations as a quality assurance tool to ensure we are able to meet the training requirements of this contract, Part 139, and Advisory Circular 150/5210-17x.

Task Performance Evaluations Check List

Periodically as part of Pro-Tec's recurrent training program, all staff members will be required to perform certain operational tasks (i.e., Aircraft Fire Fighting). To ensure that Pro-Tec evaluates each task consistently according to industry standards we have developed standardized checklists, to conduct these evaluations.



Emergency Medical Care

All personnel on duty during air carrier operations will be trained and current in basic emergency medical care in accordance with the contract and 139.319 (i) (4).

COMPLIANCE

Records Management System

Per FAR Part 139 the management of records becomes an important part of this scope of work and reflects the key to compliance efforts. Pro-Tec Fire Services' record keeping system is well established, maintained, automated, and supported by Emergency Networking, a widely available Records Management System (RMS). This system is a secure web-based record management system that provides 14 different record maintenance and record retention suites including the National Fire Incident Reporting System (NFIRS 5.0). The system also provides management of all fire department training records, manages all inventory records, develops work schedules, provides EMS Patient treatment forms, develops vehicle and equipment inspection and maintenance forms, maintains employee certification records, provides a station logbook program, and develops pass on information for shift turnover meetings. Emergency Networking is used by first responders, administrators and others serving fire rescue, EMS agencies, Navy, Air Force, Marines, Army, nuclear power facilities, airports, NASA, ambulance services, hospitals, oil refineries, multi-agency districts. The system is web-based so it will not require any IT support from the customer. The system is web-based, which gives Pro-Tec the ability to monitor each customer's location from our Corporate Office. We can also provide off-site technical backup.

The on-duty staff is responsible for ensuring that all required documentation has been completed and entered in the fire department data management system prior to going off duty. They also maintain the shift turnover log so that they can brief the oncoming Firefighter and the ARFF Chief/OIC of events that occurred during their shift as well as other pertinent information (condition of the response fleet, condition of the emergency response equipment, important activities that are occurring on the Airport, issues with fire protection systems on the Airport, on-going or abnormal maintenance activities, and changes in hazards), as well as any other vital information that has to be passed on to maintain a strong continuity of services.

Emergency Networking offers several advantages of conventional records management software:

- Real time viewing of all records.
- Continuous data validation by our Corporate Staff.
- Training program management.
 - Tracks staff certifications ensure recertifications are completed on time.
 - Schedules recurrent training based on frequency of each required subject.
 - Tracks recurrent training ensuring all staff are current.
 - Library of training references means that all staff will have access to 24/7.
- Manage personnel records.
 - Tracks key personnel data securely.
- Ensure all staff read and acknowledge important memos and notices.
- ENcharge PCR (Electronic Patient Care reports, where applicable)
 - NEMSIS 3.5 Compliant
- Daily activity logs.
 - Consistent format across the company.
 - Tracks all activities including scheduling inspections.
 - Incident reporting. The software will automatically populate the appropriate NFIRS (National Fire Incident Management Reporting system more efficiently file) report fields.
 - Ensures that the report is complete and ensures the report is reviewed by the Fire Chief before submission.



Pro-Tec Fire Services has been at the forefront of the transition to the new interoperable fire information and analytics platform, known as the National Emergency Response Information System (NERIS). NERIS provides the community with reliable predictive analytics to support enhanced preparedness and response to all-hazard incidents, wildland urban interface events, community risk reduction efforts, climate change threats and associated resilience and mitigation efforts, and future pandemic emergency response resource preparedness. Emergency Networking has launched the new NERIS module, making all our sites fully compliant with incident reporting requirements.

REPORTS

The following list is a sample of the reports used by Pro-Tec Fire Services. Examples of the following reports are available for review.

- | | |
|--|--|
| 1. Incident Report | 6. Maintenance Records |
| 2. Daily/Weekly/Monthly ARFF Activity Log | 7. Training Records |
| 3. Station Checklist | 8. Daily Vehicle Checklists |
| 4. AED Daily Checklist | 9. Weekly Vehicle Checklists |
| 5. Fuel / Farm Mobile Refueler Unit
Inspection Checklists | 10. Response Times and Call Type Reports |

While we predominantly use Emergency Networking to track statutory, regulatory, and contractual compliance, we do have some locations that require our teams to use airport-specific software systems for compliance measures. Some of these systems include AeroSimple, TraxAero, and 135ACM.

QUALITY ASSURANCE PROGRAM

Pro-Tec Proposed Quality Assurance Program

The role of Pro-Tec's corporate office regarding the quality assurance process is straightforward. The Regional Fire Chief or their designee will conduct a site visit no less than once per year. We refer to this as a Staff Assistance Visit (SAV). The Regional Fire Chief (or designee) conducts a thorough inspection of the fire department's operations using a standardized fourteen-page checklist that includes, but is not limited to, the ARFF vehicles, personnel records, training records, fueling records, the ARFF facilities, policies, and those listed below. During these inspections we will check for compliance with requirements outlined in the contract. Copies of these reports will be furnished to the designated airport representative.

The Regional Fire Chief will review the final contract to determine all services that Pro-Tec will be required to provide under the agreement. A copy of the checklist will be provided to the local Fire Chief/OIC to be reviewed with the Regional Fire Chief to ensure that the requirements of the contract are clear and understandable. The contract specifications will serve as a "self-inspection" tool for the local Fire Chief/OIC to make certain everything is being accomplished as required by the contract.

Areas reviewed are as follows:

- | | |
|---------------------------------|---|
| • ARFF Facilities | • Self-Contained Breathing Apparatus |
| • Emergency Response Actions | • Fuel Farm and Mobile Refueler Units
Inspection Program |
| • Communications Training | • AOA Inspection Reports |
| • Administrative Files | • NOTAMS |
| • Protective Clothing | • Vehicle Inspections |
| • Budget Planning | • Practical Exercises for Personnel |
| • Hazard Communications Program | • No-Noticed Timed Response |
| • Bloodborne Pathogens Program | |



At the completion of the Staff Assistance Visit, the Regional Fire Chief conducts an out-briefing for the local Fire Chief/OIC and the Airport Director, providing both with a copy of the inspection report. Any items noted during the inspection that require corrective action will be assigned a suspense date for completion. The local Fire Chief/OIC will be required to report, in writing, the corrective action taken for each item assigned to a suspense date.

After the completion of the regulatory inspection (FAA/DCMA), the Fire Chief/OIC, through our Chief Compliance and Training Officer, provides an official post-inspection report to company leadership. We use this report to identify any lessons learned, new target areas that inspectors may be focusing on, and our successes. These are then shared with all our Fire Chiefs and Officers in Charge (OICs) at all locations to provide continuous improvement opportunities across our enterprise.

INSURANCE CERTIFICATES AND RISK MANAGEMENT APPROACH

INSURANCE CERTIFICATE

Pro-Tec Fire Services utilizes a Third-Party Administrator (TPA) for insurance purposes. McClone has provided insurance solutions for businesses for more than 75 years, serves multiple industries and markets, and is active in 21 countries and across the United States. They assist our operations with operational tasks like claims processing, enrollment, and customer service. They do not assume risk, but rather manage the administrative, legal, and functional aspects of insurance. Through McClone, Pro-Tec Fire Services carries the following insurance coverage:

Commercial General Liability Insurance	\$25,000,000.00
Automobile Liability Insurance	\$25,000,000.00
Umbrella/Excess Liability Insurance	\$4,000,000.00
Workers' Compensation	Per statute plus
Each Accident	\$1,000,000.00
Disease – each Employee	\$1,000,000.00
Disease – Policy Limit	\$1,000,000.00
Professional Errors/Omissions	\$4,000,000.00
Pollution	\$5,000,000.00
Cyber	\$2,000,000.00
Off Premises Auto Liability	\$1,000,000.00
Management/Directors and Officers Liability	\$5,000,000.00
Property	\$500,000.00

Because we are unable to bind insurance without a contract, we have taken the liberty of attaching a sample insurance certificate (Appendix A). Location names, addresses, and details have been removed for privacy reasons. Pro-Tec Fire Services will provide a valid Certificate of Insurance within 10 days of contract award.

We understand that there are additional requirements for insurance for Santa Maria that are well above and beyond what Pro-Tec typically provides. However, those insurances do carry much higher premium rates which would significantly increase annual costs. Our current insurance premiums run generally 10-15% of the total contract amount. The following additional insurances carry further costs that will be shown in the cost proposal.



Professional Liability (includes E&O and Employment Practices)	\$50,000.00 - \$100,000.00 annually
Umbrella Policy (including \$10M for Auto)	\$10,500.00 annually
Employment Practices	\$18,412.00 annually
Crime	\$5,600.00 annually
Employee Benefits	\$6,000.00 annually

Combined, these additional insurances would add potentially more than \$115,000.00 to the annual contract cost.

RISK MANAGEMENT APPROACH

Pro-Tec Fire Services manages risk primarily through safety planning, regulatory compliance, training, operational management, and prevention programs. Because we provide Aircraft Rescue and Firefighting (ARFF) services to airports, managing risk is central to our operations and organizational structure. We are in an inherently dangerous occupation, and safety is our primary core value. Below are the main ways Pro-Tec manages risk:

Strategic Safety Planning – Risk management starts with planning for emergencies before an incident occurs. We design, develop, execute, and evaluate our own response plans in accordance with regulatory statutes and best practices. We have an enterprise-wide Organizational Risk Management program, implemented and supervised by our Chief Compliance and Training Officer. This program is comprised of five essential elements:

- Risk Analysis
- Risk Assessment
- Risk Decisions
- Control Implementation
- Supervision Controls

Each year, our teams participate in national firefighter safety standdowns. We produce our own in-house monthly safety videos. Our TPA visits our locations randomly to provide risk assessments. Our senior leadership meets twice annually to discuss strategic direction and safety issues. Many of our locations have their own health and safety teams. Managing risk begins with planning, and our company places a high priority on this element annually.

Compliance with Aviation and Safety Regulations – Pro-Tec strictly complies with applicable aviation safety regulations. Our operations follow:

- Federal Aviation Regulations (FAR) Part 139
- Federal Aviation Administration (FAA) Advisory Circulars
- National Fire Protection Association (NFPA) standards
- Occupational Health and Safety Administration regulations
- State and Local health and safety requirements

By meeting, and in many cases exceeding, these regulatory requirements and national best practices, Pro-Tec reduces its legal, operational, and safety risks.

Continuous Training and Certification – Training is critical in high-risk industries like aviation firefighting. We address this by making sure all our locations have an adequate training budget to not only meet minimum standards and requirements, but to also provide our employees with professional and personal development opportunities. By providing mandatory ARFF training programs, delivering classroom and hands-on programs, and ensuring our firefighters are certified and participate in retraining and recertification courses, we are confident that our personnel can respond quickly and effectively during emergencies.



Structured Incident Command and Leadership – Each Pro-Tec location has an on-site Fire Chief, or Officer-in-Charge (OIC), that is fully responsible for management oversight and protocol compliance at that site. Our organizational structure is relatively flat, meaning there are not a lot of complicated layers. Our Fire Chiefs and OICs report directly to one of three Regional Fire Chiefs, who all directly report to the company President. These individuals are empowered to make decisions in support of our operations, the contract, and customer service. This structure ensures policies and procedures are consistently applied, maintains clear command and control during emergencies, and provides a clear point of contact for airport management.

Preventative Inspections and Hazard Monitoring – We manage risk by conducting routine inspections and hazard prevention programs. Just some examples of this include:

- Fire prevention inspections at airport facilities.
- Fire extinguisher inspections and maintenance.
- Wildlife hazard management on airport property
- Stormwater pollution prevention program training and compliance

This represents a snapshot of programs that aim to identify hazards before they become an actual incident.

Organizational Culture Focused on Safety – Our company’s culture emphasizes safety in everything we do. It is our primary core value which includes the principle that “Everyone Goes Home, No One Gets Hurt.” We believe all our core values support a progressive approach to risk management:

- Safety
- Team
- Respect
- Integrity
- Professionalism
- Excellence
- Service

This strong, valued safety culture goes a long way in reducing risks from human error.

All of these measures ensure airports remain operational while minimizing risks to passengers, staff, aircraft, and infrastructure.

COST PROPOSAL

Pro-Tec Fire Services, Inc is extending the following ARFF services cost proposal in accordance with the requirements of the RFP for staffing for the Santa Maria Public Airport District at the Santa Maria Airport in Santa Maria, California. We have taken the liberty of providing three (3) cost models with additional assumptions regarding the insurance requirements. It should be noted that these models can be adjusted based on the required Scope of Work and level of staffing required. Pricing, staffing, and provisions are subject to negotiations.

Option 1 Annual Firm Fixed Price - \$152,500.00

Pricing Assumptions:

Contractor to provide:

- Regulatory expertise and documentation
- Management and oversight of duty personnel
- Staffing (Index B)
 - Two (1) part-time ARFF Captains working a combined 20-hours each week.
- Personnel will be trained at the Emergency Medical Technician Basic level.
- Benefits: Health, dental, life and 401k
- Payroll taxes and work comp insurance.



- All certifications, training, and annual live fire as required by FAA Part 139
- Liability insurance coverage (examples provided in the Sample COI and more details below)
- Physicals
- Annual Fit Testing
- Uniforms
- Personal Protective Equipment (PPE)
- Self-Contained Breathing Apparatus w/ Spare Cylinders and Face Pieces
- Emergency Medical Services (EMS) equipment
- Station: Cell phones, computer, printer, supplies, Emergency Networking software
- Periodic quality/performance audits

Customer to provide:

- ARFF facility with space for housing, office, training, and storage facilities
- Basic furnishings
- All related utilities (electric, water, gas, telephone etc.,)
- ARFF vehicles
- Vehicle Maintenance, Fuel, and Insurance
- ARFF Tools and Equipment
- Foam and Agent
- Portable Radios
- Crash phone and office phone system

Option 2 Annual Firm Fixed Price - \$302,500.00

Pricing Assumptions:

This option provides for one (1) full-time Officer-in-Charge (OIC) and one (1) part-time Firefighter collectively working 40 hours each week. The part-time firefighter would be used to cover sickness, vacation, and leave for the full-time employees.

- Staffing
 - One (1) full-time Officer-in-Charge (OIC) working a 40-hour work week.
 - One (1) part-time Firefighter working to cover for the full-time firefighter when sick, vacation, and leaves are used.

All other provisions listed above remain in effect.

Option 3 Annual Firm Fixed Price - \$445,000.00

Pricing Assumptions:

This option provides one (1) full-time Officer-in-Charge (OIC) and one (2) full-time Firefighters working shifts to ensure 24/7/365 coverage.

- Staffing (Index B – 24/7/365)
 - One (1) Fire Officer working a 24-hour shift.
 - Two (2) Firefighters each working a 24-hour shift.

All other provisions listed above remain in effect.



Insurance:

There are additional requirements for insurance for the Santa Maria Public Airport District that are well above and beyond what Pro-Tec typically provides under all our collective contracts. Our current insurance premiums run generally 10-15% of the total contract amount. The following additional insurances have been quoted by our carriers at:

Professional Liability (includes E&O and Employment Practices)	\$50,000.00 - \$100,000.00 annually
Umbrella Policy (including \$10M for Auto)	\$10,500.00 annually
Employment Practices	\$18,412.00 annually
Crime	\$5,600.00 annually
Employee Benefits	\$6,000.00 annually

Combined, these additional insurances would add potentially more than \$115,000.00 to the annual contract cost. **Using Option 1 as an example, the cost to add these insurances would make the annual cost \$276,500.00.**

Actual insurance requirements can be negotiated as part of the contract award.

Assumptions:

- Start-up: 90 days following contract execution.
- Pricing in Options 1 and 2 includes an additional part-time employee to cover the cost associated with vacation, sick leave, and time off to cover vacancies as required.
- Pricing in Option 3 includes the cost of OT associated with vacation, sick leave, and time off to cover vacancies as required.
- Pricing does not include the cost of OT associated with special requests (additional hours to cover operations). This will be provided at **\$75.00 per person/per hour** and will be pre-approved by the Airport.
- Contract would require mutually agreed upon terms to amend based on significant changes to economic conditions, staffing, unionizing, etc.

Contract Terms:

Pro-Tec recommends the following:

- Firm-Fixed Price
- Minimum 3-year contract duration
- Mutually agreed renewals annually following initial contract duration.
- First three years fixed rates at the following to cover incremental cost increases (based on Option 1 without additional insurance):
 - Year 1 - \$152,500.00
 - Year 2 - \$157,800.00
 - Year 3 - \$164,000.00
- Rates negotiated annually thereafter with renewal
- Contractor to invoice monthly at 1/12 annual rate (ex: \$152,500/12 = \$12,708.33 per month)
- Terms net 30



ASSUMPTIONS, EXCLUSIONS & OPTIONAL SERVICES

ASSUMPTIONS

All assumptions of this proposal are based on the Airport Background, Scope of Services, Insurance Requirements, and any other cost factors detailed in the RFP. For example, staffing is identified to meet Index B

requirements as defined by the Airport District which includes one (1) firefighter on duty 24/7/365. It can be assumed that under this staffing model, the ability to provide all Value-Added Services listed below could be prohibitive to ensure we operate safely and maintain ARFF Index, which are our top priorities. Additional assumptions are spelled out in more detail in our cost proposal.

EXCEPTIONS

Pro-Tec Fire Services agrees to the tenants and requirements of the Santa Maria Airport District Request for Proposal for Aircraft Rescue and Firefighting Services released on April 2, 2026. As such, Pro-Tec takes no exceptions to the solicitation requirements. However, we are offering alternatives that are more clearly spelled out in the cost proposal section.

OPTIONAL SERVICES

Our Fire Chiefs/OICs are the backbone of our company and help us provide expert services to each one of our customers. They provide staff leadership, training, and coordination, with the ultimate objective of meeting and exceeding customer expectations. One core strategy in support of this objective is to become part of the airport community. Pro-Tec wants to be a force multiplier for your airport, and as such, we have developed a comprehensive list of optional services we provide at no additional cost to our customers.

Our list of **Value-Added Services** includes:

- **Airport Emergency Plan Review**
- **Triennial and Table-Top Exercise Planning**
- **Airport Self-Inspection Program**
- **Operational Risk Management / Job Hazard Analysis**
- **Fuel Farm / Mobile Fueler Inspections**
- **NOTAMs**
- **First Aid / CPR / AED Training**
- **Community Emergency Response Team (CERT) Training**
- **Local Area Community and Technical Colleges**
- **Automatic External Defibrillator Inspections**
- **Incident Command Training**
- **Fire Prevention Inspection and Programs**
- **Fire Extinguisher Inspections**
- **Fire Extinguisher Training**
- **Storm Water Pollution Prevention Program**
- **Wildlife Management**
- **Honoring Fallen Heroes**
- **Honor Flights**
- **Grants**
- **Public Relations**
- **Dignitary Visits**
- **Security Identification Display Area (SIDA) Management**
- **Emergency Contingency Staffing Plan**

The airport Chief/OIC and his/her team are available to assist the airport and community in any way the airport would like. Just ask; we take great pride in the services we provide. We will always respond immediately to assist with any emergent situation when requested by airport authorities.

Our guiding principle for additional services is if it is safe and does not derogate our ability to meet our core responsibilities, we will do it!



COMMUNITY INVOLVEMENT

We encourage our Fire Chief/OIC and our staff to be active members of the community. Here are some of our recent, notable community engagements:

- At John G. Diefenbaker International Airport in Saskatoon, Saskatchewan we host a BBQ and operate telephones for a local children’s hospital telethon, raising over \$1,000 each year.
- At Rogue Valley International-Medford Airport in Medford, Oregon our staff sets up a blood pressure screening clinic in the airport terminal, which provides free blood pressure checks and offers information from the American Heart Association on healthy lifestyles.
- At Will Rogers World Airport in Oklahoma City, Oklahoma and at Austin Straubel International Airport in Green Bay, Wisconsin, we participate in “Pass-the-Boot” for Muscular Dystrophy every summer.

Pro-Tec Fire Services continues to offer unparalleled customer service, centered around our values of safety, service, low-cost, and compliance. We continue to motivate our firefighters to find new ways to exceed customer expectations and we continue to find ways to help our communities become remarkable places to live.

LITIGATION, MEDIATION, OR ARBITRATION

LITIGATION FOR PERFORMANCE

Pro-Tec Fire Services has not been involved in any litigation, mediation, or arbitration regarding the performance of services like the Services identified in the RFP within the past five years. In fact, several of our contracts require bid, surety or performance bonds. We have never defaulted on a performance bond, and we continue to maintain a bonding capacity of more than \$3MM with an agency that is AAA rated to conduct business in all 50 states. In the history of our company, we have never lost a contract due to failure to meet our contractual obligations, and we have never filed for bankruptcy.

