

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**FROM:** Department of Public Health

**SUBMITTAL DATE:**  
May 31, 2012

**SUBJECT:** Approve the three year extension of the Master Ambulance Agreement #04-038 with American Medical Response for advanced life support and emergency ambulance service.

**RECOMMENDED MOTION:** That the Board of Supervisors:

- 1) Approve the second three year option for extension, effective July 1, 2012 through June 30, 2015, of the Master Ambulance Agreement with American Medical Response (AMR), as the emergency ambulance provider for the following exclusive operating areas: Northwest, Southwest, Central, Hemet/San Jacinto, Mountain Plateau, Pass and Desert Zones; and
- 2) Approve the Fourth Amendment to the Master Ambulance Agreement between American Medical Response (AMR) and the County of Riverside, Department of Public Health, Emergency Medical Services Agency; and
- 3) Authorize the Emergency Medical Services (EMS) Agency to work with EMS system stakeholders and engage a consultant to perform a comprehensive evaluation of the EMS system inclusive of a scope of work for the County emergency ambulance service contract; and
- 4) Authorize the Chairperson to execute and sign four (4) originals of said Agreement on behalf of the County;

BM/ys

*Sarah L Mack for*  
\_\_\_\_\_  
Sarah Mack, Deputy Director for  
Susan Harrington, Director

|                       |                               |      |                         |       |
|-----------------------|-------------------------------|------|-------------------------|-------|
| <b>FINANCIAL DATA</b> | Current F.Y. Total Cost:      | \$ 0 | In Current Year Budget: | YES   |
|                       | Current F.Y. Net County Cost: | \$ 0 | Budget Adjustment:      | NO    |
|                       | Annual Net County Cost:       | \$ 0 | For Fiscal Year:        | 12/13 |

|                         |  |                                  |                          |
|-------------------------|--|----------------------------------|--------------------------|
| <b>SOURCE OF FUNDS:</b> |  | Positions To Be Deleted Per A-30 | <input type="checkbox"/> |
| Department Budget       |  | Requires 4/5 Vote                | <input type="checkbox"/> |

**C.E.O. RECOMMENDATION:**

**APPROVE**

**County Executive Office Signature**

*Debra Cournoyer*  
\_\_\_\_\_  
Debra Cournoyer

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Stone, seconded by Supervisor Buster and duly carried, IT WAS ORDERED that the recommendation from Community Health Agency/Public Health regarding Approval of the Three Year Extension of the Master Ambulance Agreement with American Medical Response for Advanced Life Support and Emergency Ambulance Service is approved to include recommended changes as follows:

Continued on Page 3

FORM APPROVED COUNTY COUNSEL  
BY: *NEAL R. KIPNIS* DATE: *5/31/12*

Departmental Concurrence

☐ Consent    ☒ Policy  
☐ Consent    ☒ Policy

Dep't Recomm.:  
 per Exec. Ofc.:

**SUBJECT:** Approve the three year extension of the Master Ambulance Agreement #04-038 with American Medical Response for advanced life support and emergency ambulance service.

**BACKGROUND:**

AMR has consistently met or exceeded contractual performance standards throughout the current term. Continued use of AMR as the contracted advanced life support (ALS) and emergency ambulance provider pursuant to the County's EMS Plan is authorized under the California Health and Safety Code Section 1797.85 and 1797.224.

Approval of the recommended motion will extend the Master Ambulance Agreement with AMR effective July 1, 2012 until June 30, 2015. Additionally, during this time the EMS Agency will work with stakeholders and a consultant to perform a comprehensive EMS system evaluation to be completed during the term of this contract extension. This evaluation will provide the EMS Agency with recommendations for the future design of the EMS system including requirements for the County emergency ambulance service contract. Deliverables for the evaluation will include development of a scope of work that can be used as a template for a Request for Proposals (RFP) should the Board of Supervisors decide to put the ambulance contract out to competitive bid during or after the three year extension. The EMS Agency will return to the Board of Supervisors by June 30, 2014 with the evaluation recommendations.

The Board of Supervisors approved a Master Ambulance Agreement with AMR on March 30, 2004, Item 16.2, this agreement term was through June 30, 2009 with the option for two additional three year extensions. The Board of Supervisors extended the agreement term for the first additional three year option in June 2009, item 3.17 with a contract term extension through June 30, 2012.

**Financial Data:**

Fees collected by AMR from patients and insurers for services rendered comprise 100% of the funding for this agreement. Rates to be charged by the AMR are contained in Schedule H of Amendment 4. The rates reflected in Schedule H are the same as the current fiscal year 2011/2012 approved rates charged by AMR.

MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



Page 3

**3.10**

1. The Fourth Amendment to the existing contract is approved, including an extension for a three-year period.
2. Retain in the Fourth Amendment the struck-out portion of paragraph 4.2 which reads: "Each party's intent not to renew shall be given by written notice at least 12 months (365 days) prior to contract expiration."
3. If the contract is terminated early by the County and all of the following occur: (a) there has been no breach of the contract by AMR which would allow the County to terminate the contract; (b) the contract has not been extended for an additional period of five (5) years or more beginning as of July 1, 2012; and (c) AMR is not the selected firm for the next contract (as described below); then the County will consider reimbursement to AMR for capital investments AMR has made directly related to the County's EMS system since July 1, 2012, as determined to be appropriate by County financial staff and approved by the Board of Supervisors.
4. Hiring a consultant(s) promptly to evaluate the County's present EMS structure, including in the process those stakeholders that wish to participate.

Recommended Timeline:

1. August 1, 2012: Release RFP to hire consultant to work on a contemporary Riverside County EMS Plan.
2. September 4, 2012: Award a consultant contract to the most qualified applicant to work on the EMS Plan.

Continued on Page 4

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on June 12, 2012 of Supervisors Minutes.

(seal)

WITNESS my hand and the seal of the Board of Supervisors  
Dated: June 12, 2012  
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in  
and for the County of Riverside, State of California.

By: *Opri D. Etles* Deputy

AGENDA NO.  
3.10

xc: CHA-Public Health, Co.Co.

MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



Page 4

3. March 3, 2014: Consider and approve a final EMS Plan to go out to bid.
4. June 1, 2014: The Board of Supervisors will have a public hearing to choose a provider or providers for County-wide ambulance services.
5. New contract to begin July 1, 2015.

If there is deviation from this timeline, then this matter shall automatically go back to the Board of Supervisors for an extension of time.

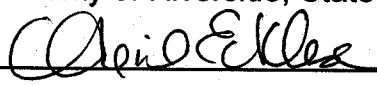
Roll Call:

Ayes: Buster, Stone, Benoit and Ashley  
Nays: Tavaglione  
Absent: None

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on June 12, 2012 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors  
Dated: June 12, 2012  
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in  
and for the County of Riverside, State of California.

(seal)

By:  Deputy

AGENDA NO.  
3.10

xc: CHA-Public Health, Co.Co.



## Riverside County Board of Supervisors Request to Speak

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form,

**SPEAKER'S NAME:**

**Address:**

(only if follow-up mail response requested)

**City:**

**\_Zip:**

**Phone #:****Date:**

## Agenda #

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

## ✓ Support

## Oppose

## Neutral

**Note:** If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

## Support

## Oppose

## Neutral

## I give my 3 minutes to:

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** LARRY Smith/COUNCILMAN  
City of Homer

**Address:** \_\_\_\_\_  
(only if follow-up mail response requested)

**City:** HOMER **Zip:** 92544

**Phone #:** \_\_\_\_\_

**Date:** 6/12/12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

## Riverside County Board of Supervisors Request to Speak

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:**

**Address:**

(only if follow-up mail response requested)

**City:**

**Zip:****Phone #:****Date:**

## Agenda #

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

✓ **Support**             **Oppose**             **Neutral**

**Note:** If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

**\_\_\_\_\_ Support      \_\_\_\_\_ Oppose      \_\_\_\_\_ Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Dean Hale

**Address:** 39130 Dovetree Dr.  
(only if follow-up mail response requested)

**City:** Murrieta **Zip:** 92563

**Phone #:** 951-312-4189

**Date:** 6/12/2012 **Agenda #** 310

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

       **Support**             **Oppose**        ✓   **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

       **Support**             **Oppose**             **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Joe Morris

**Address:** \_\_\_\_\_  
(only if follow-up mail response requested)

**City:** Hemet **Zip:** 92545

**Phone #:** 951-634-3077

**Date:** 6-12-12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

X **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Cynthia Gonzalez

**Address:** 1211 Bst  
(only if follow-up mail response requested)

**City:** Perris **Zip:** 92570

**Phone #:** 951 692 0025

**Date:** 6/12/12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

       **Support**             **Oppose**        X   **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

       **Support**             **Oppose**             **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** RAFAEL SERRANO

**Address:** \_\_\_\_\_  
(only if follow-up mail response requested)

**City:** WINCHESTER **Zip:** 92596

**Phone #:** 619-726-6326

**Date:** 6/12/12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      X **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Richard Blumel

**Address:** 185 S. Eureka st #A  
(only if follow-up mail response requested)

**City:** Redlands **Zip:** 92373

**Phone #:** (951) 315-6063

**Date:** 06/12/12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

☐ **Support** ☐ **Oppose** ☒ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

☐ **Support** ☐ **Oppose** ☐ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_



**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** MATT SHOBERT

**Address:** 41825 Juniper  
(only if follow-up mail response requested)

**City:** Murr. **Zip:** 92562

**Phone #:** 304-FIRE

**Date:** 6/12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

       **Support**             **Oppose**        ✓   **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

       **Support**             **Oppose**             **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** STEVE SANDEFER

**Address:** \_\_\_\_\_  
(only if follow-up mail response requested)

**City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Date:** 6-12-12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      X **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Brian Holmstrom

**Address:** \_\_\_\_\_  
(only if follow-up mail response requested)

**City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Agenda #** 3.10  
AMR  
Contract

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Thomas McIntee

**Address:** 8489 Sunshine Lane  
(only if follow-up mail response requested)

**City:** Riverside **Zip:** 92508

**Phone #:** \_\_\_\_\_

**Date:** 6/12/12 **Agenda #** 3.10

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support**    ☒ **Oppose**    \_\_\_\_\_ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**    \_\_\_\_\_ **Oppose**    \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:**

*Chief* JOHN HAWKINS

**Address:**

RC FINE

(only if follow-up mail response requested)

**City:**

**Zip:**

**Phone #:**

**Date:**

6/12

**Agenda #**

3010

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

☒

**Support**

☐ **Oppose**

☐ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

☐

**Support**

☐ **Oppose**

☐ **Neutral**

**I give my 3 minutes to:**

**Riverside County Board of Supervisors  
Request to Speak**

Submit request to Clerk of Board (right of podium),  
Speakers are entitled to three (3) minutes, subject  
Board Rules listed on the reverse side of this form.

**SPEAKER'S NAME:** Ruby + Mabe

**Address:** 3086 Mibuel St  
(only if follow-up mail response requested)

**City:** Riverside **Zip:** 92506

**Phone #:** 788 4858

**Date:** \_\_\_\_\_ **Agenda #** \_\_\_\_\_

**PLEASE STATE YOUR POSITION BELOW:**

**Position on "Regular" (non-appealed) Agenda Item:**

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**Note:** If you are here for an agenda item that is filed  
for "Appeal", please state separately your position on  
the appeal below:

\_\_\_\_\_ **Support**      \_\_\_\_\_ **Oppose**      \_\_\_\_\_ **Neutral**

**I give my 3 minutes to:** \_\_\_\_\_

## PROPOSED AMBULANCE RFP AND PROJECT AWARD TIMELINE

1. <sup>Retain</sup> An extension of the existing contract for a 3 year period <sup>which</sup>
2. ~~REMOVE THE DELETED PORTION OF PARAGRAPH 4.2~~ <sup>which</sup> IT READS: "EACH PARTY'S INTENT NOT TO RENEW SHALL BE GIVEN BY WRITTEN NOTICE AT LEAST 12 MONTHS (365 DAYS) PRIOR TO CONTRACT EXPIRATION." <sup>in the proposed amendment</sup>
3. Hiring a consultant(s) promptly to evaluate our present EMS structure including those stakeholders that wish to be included.

### TIMELINE

1. August 1<sup>st</sup> 2012- Let out the RFP for a consultant to work on a contemporary Riverside County EMS Plan
2. September ~~1<sup>st</sup>~~, 2012 award a contract for EMS Plan to most qualified applicant
3. March ~~3<sup>rd</sup>~~ 2014- Consider and approve a final EMS plan than can be ready to go out to bid.
4. 6-1-~~2015~~<sup>2014</sup>- The Board of Supervisors will have a public hearing to choose a provider or providers for county wide ambulance services.
5. New contract to begin 7-1-2015

If AMR is chosen, a new contract can be written reflecting the RFP details.

If AMR is NOT chosen, AMR's will be given 12 months' notice to terminate their contract and allow the new provide to have 12 months to build the necessary infrastructure to deliver ambulance services County-wide.

# FOURTH AMENDMENT TO THE AGREEMENT

## WITH

### AMERICAN MEDICAL RESPONSE

(Ambulance Service)

1. That certain Agreement between the County of Riverside ("COUNTY") and American Medical Response, ("CONTRACTOR"), approved by the Board of Supervisors on March 30, 2004, Item #16.2, amended for the first time on December 21, 2004, amended for the second time on March 11, 2008, Item #3.11, amended for the third time on June 23, 2009, Item #3.17, is hereby amended for the fourth time effective July 1, 2012 as listed in bullets below.
2. Certain changes made in this amendment are shown as: Text additions are displayed in **bold and underline**. Text deletions are displayed as strike through text (i.e., Strike).

➤ **Paragraph 1.1.1 is amended to read:**

Nothing in this agreement shall prohibit Contractor from entering into a subcontract(s) for the provision of staffing and certain other services with fire service agencies to perform some of the services required of Contractor hereunder. Any such subcontract **is subject to approval of the County and shall require the subcontractor to meet all applicable requirements of this Agreement and EMS Agency policies, protocols and procedures. Subcontract approval shall** not be unreasonably withheld by the County. No subcontract approved by the County shall be deemed a change in "manner and scope" of the services rendered by Contractor within the meaning of section 1797.224 of the Health and Safety Code. If appropriate, County shall incorporate any such subcontract in its next amendment to its local EMS plan.

➤ **Paragraph 1.6 and the related Schedule B is Deleted**

~~County shall pay Contractor on a quarterly basis funds appropriated for MISP emergency ambulance transportation as set forth in Schedule B for reimbursement of services provided to eligible County MISP patients. The provisions of this paragraph are contingent upon County's receipt of state funds from the MISP account as provided in Welfare and Institutions Code Section 16703.~~

➤ **Paragraph 1.7 and the related Schedule C is Deleted**

~~County shall pay Contractor the amount specified in Schedule C as total compensation for providing emergency ambulance services to County indigent patients. Payments will be made on a quarterly basis. County indigent patients will not include those patients meeting the definition of MISP patients.~~



➤ **Paragraph 1.8 and the related Schedule D is Deleted**

County, through its Department of Mental Health, shall pay Contractor in accordance with Schedule D. Payments made thereunder shall be on a quarterly basis.

➤ **Paragraph 2.7 is amended to read:**

Contractor shall provide or subcontract for a minimum of one (1) fully staffed and response ready ALS transport unit, 24 hours a day, to service the Mountain Plateau area as defined in Schedule A and as Schedule A is amended for this area by the EMS Agency. The location(s) of the station(s) of said ALS transport unit(s) shall be approved by the EMS Agency. County shall not unreasonably withhold approval of any such proposed station location(s) or subcontract. The EMS Agency may require additional Contractor or subcontractor ALS ambulance coverage for the Mountain Plateau in order to meet response time criteria as described within this agreement or the Riverside County EMS plan.

➤ **Paragraph 2.25 is amended to read:**

Contractor agrees to act in good faith in collaborating with the County and subcontracting with local agencies (e.g., cities and Fire Departments) for the development and implementation of enhanced services and technology such as including but not limited to; first responder paramedics, Emergency Medical Dispatch (EMD), radio communication infrastructure upgrades and cooperative education and training programs. All such arrangements shall be approved by the EMS Agency. Contractor may request from time to time an adjustment in ambulance rates to enhance EMS systems, subject to County approval. Contractor shall also be entitled to rate adjustments as specified in Schedule H.

➤ **Paragraph 2.30 is added to read:**

Contractor shall provide emergency ambulance transportation services for patients enrolled in the County's MISP and the Riverside County HealthCare (RCHC) Program. Neither the County nor patients enrolled in these programs shall be billed for services rendered by the Contractor.

➤ **Paragraph 4.2 is amended to read:**

Term - This agreement extends and continues Contractor ALS Ambulance services as described herein on behalf of the County. The term of this Agreement begins July 1, 2009 2012 and shall continue until June 30, 2012 2015, subject to one (1) optional renewal of three (3) years upon mutual consent of the parties. Each party's intent not to renew shall be given by written notice at least 12 months (365 days) prior to contract expiration.

➤ **Schedule E, Section B.1 is amended to read:**

B. Response Time Standards

1. Zone Standards

The following is the response time standard for Code 3 requests for emergency ambulance service originating from within the Area as defined in Schedule A. Contractor must meet all response time criteria 90% of the time in each zone and overall for all zones. **Response time standards may be modified as part of an EMS Agency approved Emergency Medical Dispatch (EMD) program.** Notwithstanding the foregoing, County shall consider in good faith any lengthening of response time requirements proposed by Contractor in connection with any proposed subcontract between Contractor and a fire agency for ALS First Responder Services. County shall not unreasonably withhold approval of any such proposed response time requirements and proposed subcontract.

➤ **Schedule G, Number 5 is deleted:**

~~Mental Health shall reimburse Contractor in accordance with Schedule C paid quarterly. This amount may be adjusted annually based on call volume and payor reimbursement rates.~~

➤ **Schedule H - Rate Schedule table is amended to read:**

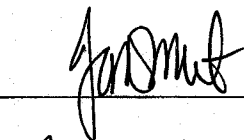
| ➤ <b>RATE SCHEDULE</b> |                          |
|------------------------|--------------------------|
| ➤ 1. ALS Rate          | ➤ <b><u>1,174.00</u></b> |
| ➤ 2. BLS Rate          | ➤ <b><u>560.00</u></b>   |
| ➤ 3. Mileage (loaded)  | ➤ <b><u>32.50</u></b>    |
| ➤ 4. Oxygen            | ➤ <b><u>139.00</u></b>   |
| ➤ 5. Night Charge      | ➤ <b><u>152.00</u></b>   |

➤ All other terms and conditions of this Agreement are to remain unchanged.

CONTRACTOR

American Medical Response

By



Thomas M Ginter

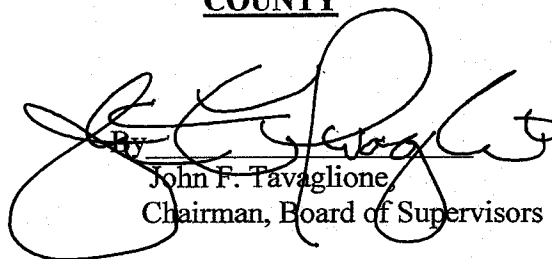
Type or Print Name

5/30/12

Date

COUNTY

By

John F. Tavaglione  
Chairman, Board of Supervisors

6-12-12

Date

ATTEST:

Kecia Harper-Ihem



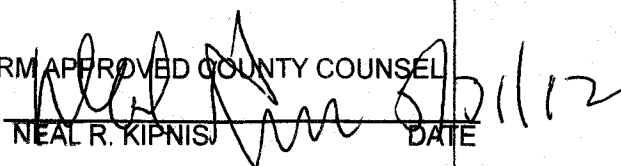
Clerk of the Board

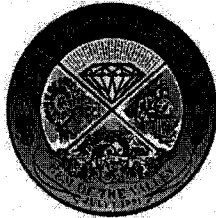
FORM APPROVED COUNTY COUNSEL

BY:

NEAL R. KIPNIS

DATE





## CITY OF MURRIETA

June 7, 2012

Riverside County Board of Supervisors  
Riverside County Clerk of the Board  
County Administrative Center  
4080 Lemon Street, 1st Floor  
Riverside, CA 92501

Re. Item 3.10 Board's June 12, 2012 agenda

Dear Supervisors:

On behalf of the Murrieta City Council, please find enclosed a certified copy of Murrieta City Council Resolution No. 12-2920 encouraging the Riverside County Board of Supervisors to support the competitive bid process for emergency medical services. It relates to item 3.10 on the Board's June 12, 2012 agenda.

As the resolution indicates, the City desires a competitive bid process on public contracts to protect the best interests of taxpayers, which undoubtedly is congruent with the County's philosophy. Hopefully the competitive bid process will begin soon with the result implemented by the end of the 2013-14 fiscal year.

Respectfully,

A handwritten signature in black ink, appearing to read "A. Kay Vinson".

A. Kay Vinson, MMC  
City Clerk

enc. (certified resolution)

**RESOLUTION NO. 12 - 2920**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MURRIETA,  
CALIFORNIA, ENCOURAGING THE RIVERSIDE COUNTY BOARD OF  
SUPERVISORS TO SUPPORT THE COMPETITIVE BID PROCESS FOR  
EMERGENCY MEDICAL SERVICES**

WHEREAS, the City of Murrieta wishes to thank the Board of Supervisors for the opportunity to provide feedback on the ambulance contract for Riverside County; and

WHEREAS, the City of Murrieta recognizes the Board of Supervisors' leadership on behalf of southwest Riverside County residents in advocating for a competitive bid process to promote open and transparent government; and

WHEREAS, San Bernardino County has just recently joined both Orange and Los Angeles counties in conducting open, competitive bids for ambulance service; and

WHEREAS, the City of Murrieta appreciates the Riverside County Emergency Services Agency's efforts to improve the pre-hospitalization patient care system; and

WHEREAS, the City of Murrieta believes that a competitive bid process would help ensure that City residents are receiving the best service for the best possible price; and

WHEREAS, opening county ambulance service to an open bid process will help provide an opportunity to provide state-of-the-art service and an improved modernized emergency system; and

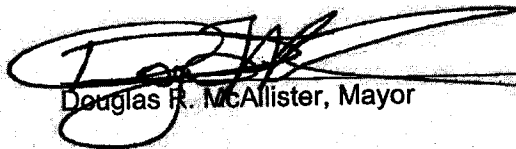
WHEREAS, a competitive bid process for a public contract can help protect the best interests of taxpayers and demonstrate transparency in vendor selection; and

WHEREAS, the Board of Supervisors should begin the competitive bid process this fiscal year to ensure that new proposals have been evaluated and are ready to be implemented by the end of the 2013-14 fiscal year,

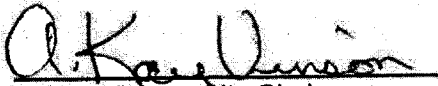
NOW, THEREFORE, BE IT RESOLVED by the City Council of Murrieta, California, as follows:

1. That the City of Murrieta supports seeking the most cost-effective and efficient ambulance service provider for our region's emergency needs.
2. That the City of Murrieta encourages the County of Riverside Board of Supervisors to launch an immediate competitive bidding process for future regional ambulance service.

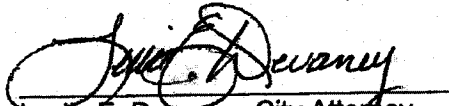
PASSED APPROVED, AND ADOPTED on this 5<sup>th</sup> day of June, 2012.

  
Douglas R. McAllister, Mayor

ATTEST:

  
A. Kay Vinson, City Clerk

APPROVED AS TO FORM:

  
Leslie E. Devaney, City Attorney

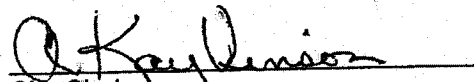
I, A. Kay Vinson, City Clerk of the City of Murrieta, California, do hereby certify under penalty of perjury that the foregoing Resolution was duly adopted at a regular meeting of the City Council on the 5<sup>th</sup> day of June 2012, by the following roll call vote:

AYES: Bennett, Gibbs, Lane, Long and McAllister

NOES: None

ABSENT: None

ABSTAIN: None

  
City Clerk

**Wagner, Lisa M**

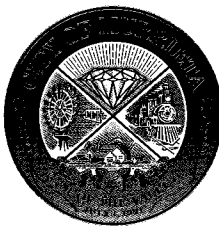
---

**From:** Vinson, Kay <KVinson@murrieta.org>  
**Sent:** Thursday, June 07, 2012 3:10 PM  
**To:** District1; District2; District3; District4 Supervisor John J Benoit; COB; District5  
**Cc:** Dudley, Rick  
**Subject:** Item 3.10 June 12, 2012 Board Agenda - EMS services  
**Attachments:** Your Scan Job From Copier002.PDF

Dear Supervisors:

Please see the attached letter and Resolution by the Murrieta City Council regarding item 3.10 on the Board's June 12, 2012 agenda. A hard copy is also being mailed today. It encourages the Board to pursue the competitive bid process for emergency medical services soon in preparation for the 2013-14 fiscal year. Thank you in advance for your careful consideration.

A. Kay Vinson, MMC  
Murrieta City Clerk  
One Town Square  
Murrieta, CA 92562  
Phone: 951-461-6035  
Fax: 951-837-4318  
email: [kvinson@murrieta.org](mailto:kvinson@murrieta.org)



RECEIVED AFTER  
HEARING CLOSED

## CITY OF MURRIETA

June 7, 2012

Riverside County Board of Supervisors  
Riverside County Clerk of the Board  
County Administrative Center  
4080 Lemon Street, 1st Floor  
Riverside, CA 92501

Re. Item 3.10 Board's June 12, 2012 agenda

Dear Supervisors:

On behalf of the Murrieta City Council, please find enclosed a certified copy of Murrieta City Council Resolution No. 12-2920 encouraging the Riverside County Board of Supervisors to support the competitive bid process for emergency medical services. It relates to item 3.10 on the Board's June 12, 2012 agenda.

As the resolution indicates, the City desires a competitive bid process on public contracts to protect the best interests of taxpayers, which undoubtedly is congruent with the County's philosophy. Hopefully the competitive bid process will begin soon with the result implemented by the end of the 2013-14 fiscal year.

Respectfully,

A. Kay Vinson, MMC  
City Clerk

enc. (certified resolution)

06.12.2012

3.10

2012-4-113442



RESOLUTION NO. 12 - 2920

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MURRIETA,  
CALIFORNIA, ENCOURAGING THE RIVERSIDE COUNTY BOARD OF  
SUPERVISORS TO SUPPORT THE COMPETITIVE BID PROCESS FOR  
EMERGENCY MEDICAL SERVICES

WHEREAS, the City of Murrieta wishes to thank the Board of Supervisors for the opportunity to provide feedback on the ambulance contract for Riverside County; and

WHEREAS, the City of Murrieta recognizes the Board of Supervisors' leadership on behalf of southwest Riverside County residents in advocating for a competitive bid process to promote open and transparent government; and

WHEREAS, San Bernardino County has just recently joined both Orange and Los Angeles counties in conducting open, competitive bids for ambulance service; and

WHEREAS, the City of Murrieta appreciates the Riverside County Emergency Services Agency's efforts to improve the pre-hospitalization patient care system; and

WHEREAS, the City of Murrieta believes that a competitive bid process would help ensure that City residents are receiving the best service for the best possible price; and

WHEREAS, opening county ambulance service to an open bid process will help provide an opportunity to provide state-of-the-art service and an improved modernized emergency system; and

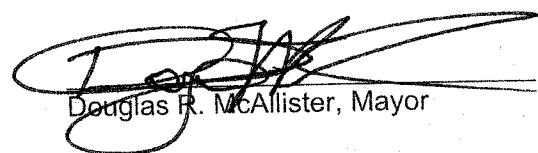
WHEREAS, a competitive bid process for a public contract can help protect the best interests of taxpayers and demonstrate transparency in vendor selection; and

WHEREAS, the Board of Supervisors should begin the competitive bid process this fiscal year to ensure that new proposals have been evaluated and are ready to be implemented by the end of the 2013-14 fiscal year,

NOW, THEREFORE, BE IT RESOLVED by the City Council of Murrieta, California, as follows:

1. That the City of Murrieta supports seeking the most cost-effective and efficient ambulance service provider for our region's emergency needs.
2. That the City of Murrieta encourages the County of Riverside Board of Supervisors to launch an immediate competitive bidding process for future regional ambulance service.

PASSED APPROVED, AND ADOPTED on this 5<sup>th</sup> day of June, 2012.

  
Douglas R. McAllister, Mayor

ATTEST:

  
A. Kay Vinson, City Clerk

APPROVED AS TO FORM:

  
Leslie E. Devaney, City Attorney

I, A. Kay Vinson, City Clerk of the City of Murrieta, California, do hereby certify under penalty of perjury that the foregoing Resolution was duly adopted at a regular meeting of the City Council on the 5<sup>th</sup> day of June 2012, by the following roll call vote:

AYES: Bennett, Gibbs, Lane, Long and McAllister

NOES: None

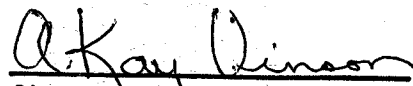
ABSENT: None

ABSTAIN: None

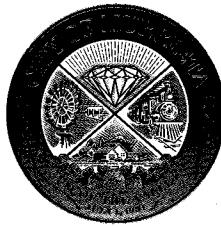
  
City Clerk

The foregoing instrument is a correct copy of the original on file in this office.

ATTEST: June 7, 2012

  
City Clerk, Murrieta, California

By: \_\_\_\_\_



## CITY OF MURRIETA

June 12, 2012

Chairman John F. Tavaglione  
4080 Lemon Street  
Post Office Box 1646  
Riverside, CA 92502-1646

### **RE: CONTRACT EXTENSION OF THE MASTER AMBULANCE AGREEMENT**

Supervisor Tavaglione:

A little more than a year ago, the Riverside County Emergency Medical Services Agency requested stakeholder input regarding its contract for ambulance and prehospital emergency medical care services. The City of Murrieta took this opportunity seriously, and our City Manager and Fire Chief submitted a letter with specific improvements to address the current EMS system deficiencies. None of our comments should have come as a surprise, as much of the substance was taken from prior letters from our previous fire chiefs as well as information taken from the 2008 white paper entitled, "Riverside County Ambulance Services, A New Era" signed by the fire chiefs in Riverside County. In summary, our position has always been that the current ambulance contract is inadequate, antiquated, and places too large of a burden on first responders and local governments with no ability to seek reimbursement for paramedic services. Again, this should not come as a surprise, considering that a December 26, 2009 article in the Californian called the current deployment model in Riverside County "antiquated and expensive". In the article, the government affairs manager for the current ambulance provider recalled attending a conference on responding to medical emergencies. Canadian emergency medical crews who utilize an EMD system likened the Riverside County practice to "sending a police SWAT team on all police calls." If the system was antiquated and expensive in 2009, and not much has been done to substantially improve and implement efficiencies into the EMS system during the past three years, than we continue to fall behind when compared to counties throughout the state.

However, I am happy to note that over the past year, we have met with Riverside County staff. We have shared our concerns, provided input, and pushed for the implementation of high standards. And to the credit of your staff, we continue to strive for excellence through continuous prehospital emergency care improvements. I am equally satisfied that the staff report before you today is a step in the right direction. Considering the magnitude of this issue, and how complex the future of health care and emergency services has become, the Riverside County Board of Supervisors are to be commended for the thoughtfulness and the time you have spent to ensure our residents will receive the best possible service in the future.

Submitted by Alan Long

6-12-12 Item 3.10  
(date)

As I have mentioned in the past, based on twenty years of public safety experience, the current ambulance contract cannot lead to systems improvement. This is not an indictment of the current ambulance provider. Instead, the current provider has met the stated goals of the contract. Our contention is that the hurdle has been set too low for our residents. But changes in the scale of what is necessary to get us to the same level as similar counties of our size will require substantial modifications. But precedent exists for counties that have used the competitive bid process to strengthen and improve their EMS system. The EMS Agency Director is aware of the examples of Alameda and Santa Clara County. We also have an example just north of us, as San Bernardino County has recently agreed to enter into a comprehensive study of their EMS zones. We have full confidence that Mr. Barton has the knowledge and expertise to improve the EMS system at little to no cost to the County through the competitive bid process.

My only concern with the staff report as written is its clarity. While it provides for the EMS Director to return to the Board of Supervisors by June 30, 2014, with evaluation recommendations, we respectfully request that stronger language be inserted so that a competitive bid process can already be underway by June 30, 2014. This will provide the EMS Director with a clear directive to create a request for proposal using the EMS evaluation as a guide so that when the contract extension expires, a seamless transition is already underway. To be clear: **Please provide Mr. Barton with clear, stated direction to study the EMS system in Riverside County, and place the ambulance contract out to bid more than one year before this current extension expires, so that we have a seamless transition to an improved EMS system.**

In conclusion, we appreciate the staff of the Riverside County EMS Agency as well as the Board of Supervisors. Making considerable changes to a complex issue such as the EMS system is difficult during the best of times. During one of the worst economic recessions in the history of our country has made it that much more difficult. But we appreciate the opportunity to comment and hope we can be of assistance if called upon.

Sincerely,

*Alan Long*

Alan Long  
City Councilman

Cc: Riverside County Board of Supervisors  
Murrieta City Council

## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

Tom & Pat Skinner 22303 Bear Creek Dr. N.  
Murrieta

*Pat Skinner*

Submitted by

*Matt Shober*

6-12-12  
(date)

Item 3.10

①

FAX TO Murrieta Fire  
(951) 677 6799

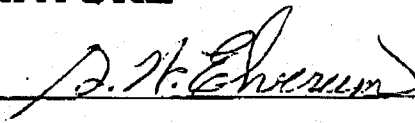
## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

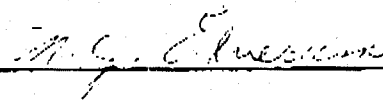
Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

GERARD ELVERUM 38220 BEAR CANYON DR  
MURRIETA, CA



MARY J. ELVERUM 38220 BEAR CANYON DR  
MURRIETA, CA



**I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING  
FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.**

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME | ADDRESS | SIGNATURE |
|------|---------|-----------|
|------|---------|-----------|

|                 |                                |                 |
|-----------------|--------------------------------|-----------------|
| Robert Mitchell | 22184 Eagles Nest Ct. Murrieta | Robert Mitchell |
|-----------------|--------------------------------|-----------------|

|                  |                                             |  |
|------------------|---------------------------------------------|--|
| Carolyn Mitchell | 22184 Eagles Nest Ct.<br>murrieta, CA 92562 |  |
|------------------|---------------------------------------------|--|

Carolyn  
Mitchell

# **I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.**

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

ELIZABETH LOHMULLER 37791 BEARVIEW CIRCLE Elizabeth L. Lohmuller



## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

JAMES F. ROBERTS 22300 SKY BREEZE CT.  
MURRIETA CA 92562

Joyce A. ROBERTS 22300 SKY Breeze Ct  
MURRIETA, CA 92562

*James F. Roberts*  
*Joyce A. Roberts*

## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

ANTHONY NATALE 22917 ST. ANNE'S CT Anthony Natale

GRACE NATALE " " " Grace Natale

(951) 677-6799

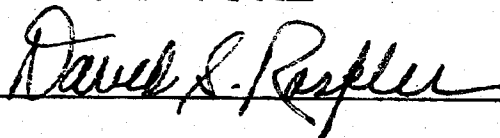
## **I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.**

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

DAVID S. RASPLER 38090 STONE MEADOW DR  
MURRIETA, CA 92562



751 677-6799

## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

CHRISTINE FROST 22863 Lindrick Ct., Murietta 92562  
Christine F Frost

FAX TO (951) 677-6799

## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

GOLIE, PAUL & EVELYN 22946 SAINT ANNES CT  
MURRIETA, CA. 92562

Paul Golie

Evelyn M. Golie

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

Al Coyle 22118 Tw: NOAK CT. Murrieta 92562 Al Coyle

ONE BRADSON 3880 Stone Meadow Nurds CA 92562 [Signature]

George RIZATTI 37851 Sky High Dr Murrieta [Signature]

Glenda Grezlo 37824 Sky High DR

William CARTER 22120 Lynx Ct. 92562 [Signature]

Tom Fischer 22196 Eagles Nest Ct 92562 Tom Fischer

REYNALDO AVALOS 23808 CAHUILLA CT, <sup>Corona</sup> 92883 Reynaldo C. Avalos

ANTHONY ROBAK 24909 MADISON AV #2612 Murrieta CA. Anthony Robak

Kevin Balona 32491 Rosa Court 92592 Temecula Ca, Balona [Signature]

Julie Knecht 36491 Yamas Dr. #808 Wildomar, CA 92595 [Signature]

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

*K. Baum* 38121 Bear Canyon Lane *Larry*

*Susan Tovey* 38421 Shoal Creek Dr, Murietta *S. Tovey*

*Sandy Helm* 38665 Bears Paw Dr. *Sandy Helm*

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME           | ADDRESS                                       | SIGNATURE        |
|----------------|-----------------------------------------------|------------------|
| Laura King     | 22983 Castle Pines Ct                         | Laura King       |
| Vera Calandra  | 22940 St Georges Ct                           |                  |
| Marian Borghia | 22966 Valhalla Dr.                            | Marian J Borghia |
| Diane Vaughn   | 38391 Cherrywood Dr.                          | Diane Vaughn     |
| Betsy LaPine   | 38255 OAKTAGE Loop                            |                  |
| GARY Gunia     | A-1 Landscape & Design<br>44545 Vista Del Mar |                  |
| Susan Frommer  | 42140 Northland Ct.<br>Murrieta, CA 92562     | Susan Frommer    |
| Frank Ellis    | 37751 Bear View                               | Frank W. Ellis   |
| MARIAN Benton  | 37801 Sky High                                | Cari Bah         |
| ROD KRASOWSKI  | 22431 BEARCRK DR                              | Rod Krasowski    |



Elisa Garibay <egaribay@powerstonepm.com>

Petition

January 23, 2012 3:02 PM

Hi Mr. Lucas, attached is the petition form from Dwelling Live. Sorry you were not able to access it.

-Elisa

-----Original Message-----

From: SENDSCAN@ACTIONLIFE.INFO [mailto:SENDSCAN@ACTIONLIFE.INFO]

Sent: Monday, January 23, 2012 3:01 PM

To: egaribay@powerstonepm.com

Subject: Scan from a Xerox WorkCentre

Please open the attached document. It was scanned and sent to you using a Xerox WorkCentre.

Attachment File Type: PDF

WorkCentre Location: machine location not set Device Name: Xerox7655

For more information on Xerox products and solutions, please visit  
<http://www.xerox.com>

## **I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.**

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

Ray Lucas

22526 Live Oak Ct

Murrieta, CA 92562

*Ray Lucas*

*Karen Hoy* 22274 Bear Creek Dr N

*Stephen Hoy* " " "

*Karen Hoy*

*Stephen Hoy*

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

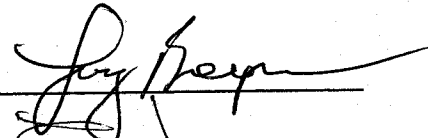
Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

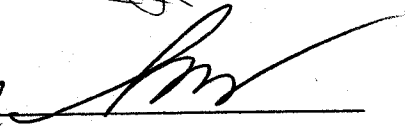
Lonny Breyman 38471 <sup>Murieta</sup> Glen Abbey Lane



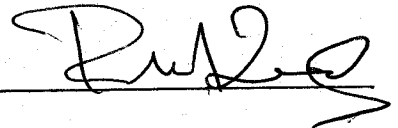
Fred J. Morrison 38189 Greywells



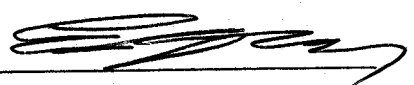
Ginger Clotworthy 22163 Serenade Ridge



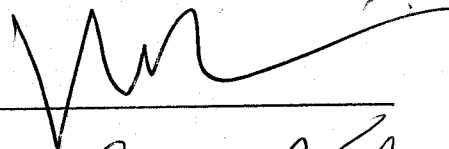
Rose Marie Quiroz 22887 Lindrick Ct.



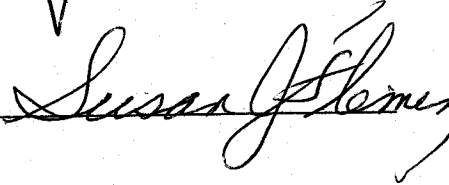
Edgard J. Quiroz 22887 Lindrick Ct.



Richard Behney 38142 Stone Meadows Dr



Susan J. Fleming 22210 Lynx Ct.





# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

JOANNA GRAHAM, 37825 BEARVIEW CIR., MURRIETA Joanna Graham

PATRICIA REARDON 37817 BEARVIEW CIR. MURRIETA Patricia Reardon

Jeffrey Krager 37759 Bear View Cir. Murrieta Jeffrey Krager

FRANK W. ELLIS 37751 BEAR VIEW Frank W. Ellis

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-8-11

**NAME****ADDRESS****SIGNATURE**

E.K. TABOR

40550 VIA MALAGAS

E.K. Tabor

Russ James

40095 Via Tonada

Russ James

Deeey Lloyd

24010 Via Astato

Deeey Lloyd

E.R. Nathan

Colony

E.R. Nathan

Teresa H. Smiter

40413 VIA ESTRADA

Teresa H. Smiter

Muriel M. Plate

40703 VIA JALAPA

Muriel M. Plate

Janet L. Tosches

Janet L. Tosches

23919 Corte Emerado

Janet L. Tosches

Doris Ford

Ford

39968 Corte Losca

Doris Ford

Linda Wenke

23835 Corte Emerado

Linda Wenke

Jol Grues

40081 CORTE FORTUNA

Jol Grues

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME             | ADDRESS                                        | SIGNATURE      | 10-8-11 |
|------------------|------------------------------------------------|----------------|---------|
| P. Garner        | 24164 Calle Antino                             | P. Garner      |         |
| B GRACE HOLDEN   | 23983 Via Pamela                               | B Grace Holden |         |
| CYRIL HOLDEN     | " " "                                          | Cyril Holden   |         |
| FRANKLIN E. LOYD | 24010 Via Astuto<br>40007 Via<br>Murieta Tiana | F E Loyd       |         |
| Joan Hunt        | Murieta Tiana                                  | J Hunt         |         |
| Carol Giali      | 23879 Corte Enredo<br>Murieta                  | Carol Giali    |         |
| Robert Meride    | 40113 Cortehorca<br>Murieta                    | Robert Meride  |         |
| DIANE GABRIEL    | 40173 Corte Lorca<br>Murieta                   | Diane Gabriel  |         |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-8-11

**NAME****ADDRESS****SIGNATURE**

Gloria Tremolini 23897 Corte Emerald Gloria Tremolini

ROBERT TREMOLINI " " Robert Tremolini

Virginia Ritchie 25880 Corte Emerald Virginia Ritchie

ANITA MURPHY 40506 VIA ESTRADA

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-8-11

| NAME                  | ADDRESS                   | SIGNATURE        |
|-----------------------|---------------------------|------------------|
| Chinofsky, A. & Dina  | 24280 Calle Arino         | [Signature]      |
| Xaren Rocha           | 39299 Via Xanthe          | Xaren Rocha      |
| Jan Wilson            | 40200 Via Torada          | Jan Wilson       |
| Rita Brey             | 40596 Via Jalapa          | [Signature]      |
| Jim MILLER            | 23961 VIA PAMILLA         | James J Miller   |
| Alice Miller          | 23961 Via Pamilla         | Alice A. Miller  |
| Elizabeth Whittington | 92512 23005 Joaquin Ridge | [Signature]      |
| Mary Ann Mericle      | 40113 Corte Lorca         | Mary Ann Mericle |
| Rosalee Rubino        | 24185 Corte Cordoba       | Rosalee Rubino   |
| ELAINE SPAAN          | 39976 VIA MAGARE          | Elaine Spaan     |



# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-8-11

**NAME****ADDRESS****SIGNATURE**

Sharon Bell 23751 Cote Charmont Sharon Bell

Laurel Groshong 93971 Via Penula, Murr. Laurel Groshong

Veronica McCulloch 40549 Via Marisa Murr. Veronica McCulloch

RUTH BURRIGHT 23857 VIA ABUTTO, Murr. Ruth C Burright

MARY KANE 40615 VIA MALAGA Mary Kane

Margaret Baer 40104 VIA MARISA Margaret Baer

Ann Eydman Via Malaga Ann Eydman

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-8-11

| NAME | ADDRESS | SIGNATURE |
|------|---------|-----------|
|------|---------|-----------|

|                  |                                |                  |
|------------------|--------------------------------|------------------|
| PEARL E. ALBERTS | 40215 VIA TONADA, MURRIETA, CA | Pearl E. Alberts |
|------------------|--------------------------------|------------------|

|                 |                                |                    |
|-----------------|--------------------------------|--------------------|
| WANNETA WALTERS | 40075 VIA TONADA, MURRIETA, CA | Wanneta A. Walters |
|-----------------|--------------------------------|--------------------|

|           |                  |           |
|-----------|------------------|-----------|
| Faye Fote | 40295 Via Tonada | Faye Fote |
|-----------|------------------|-----------|

|           |                  |           |
|-----------|------------------|-----------|
| DON HOGAN | 40305 VIA TONADA | Don Hogan |
|-----------|------------------|-----------|

|               |                  |                  |
|---------------|------------------|------------------|
| James Jenkins | 40360 Via Tonada | James B. Jenkins |
|---------------|------------------|------------------|

|           |                  |           |
|-----------|------------------|-----------|
| Bob Young | 40300 Via Tonada | Bob Young |
|-----------|------------------|-----------|

|                  |                  |  |
|------------------|------------------|--|
| VICTOR VELASQUEZ | 40290 Via Tonada |  |
|------------------|------------------|--|

|                     |                  |  |
|---------------------|------------------|--|
| Victor J. Velasquez | 40200 VIA TONADA |  |
|---------------------|------------------|--|

|          |                  |          |
|----------|------------------|----------|
| J Murphy | 40245 Via Tonada | J Murphy |
|----------|------------------|----------|

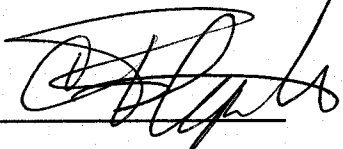
# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-8-11

**NAME****ADDRESS****SIGNATURE**

Cynthia Fitzpatrick 40602 Corte Lucia 

Marilyn Fitzpatrick 24145 Via Primavera Marilyn Fitzpatrick

Clifford Gutting 40552 Via Mapala, Ca. 92562  
MURRIETA, CA

ANITA HOETKER 23719 CORTE ANDAR 92562 Anita Hoetker

John Hoetker 23719 Corte Andar MURRIETA, CA 92562 John Hoetker

RICHARD RITCHIE 23880 CORTA EMERADO 92562 MURRIETA CA Rich Ritchie

ANDREA COLMENERO 40340 VIA FRANCISCO, 92562 Andrea Colmenero

Virginia J. Campbell 39920 Via Porta Theresa

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME                  | ADDRESS                                   | SIGNATURE         | DATE      |
|-----------------------|-------------------------------------------|-------------------|-----------|
| GRACE HANSSON         | 26217 CALLE ARTINO<br>MURRIETA CA 92562   | Grace Hansson     | 9/28/2011 |
| THOMAS B. TROLLAN, JR | 24088 CORTE INDIANA<br>MURRIETA, CA 92562 | T. B. Trollan     | 9-28-11   |
| MARIAN C. TROLLAN     | 24088 CORTE INDIANA<br>MURRIETA, CA 92562 | Marian C. Trollan | 9-28-11   |
| RONALD C. SMITH       | 40314 VIA MARISA<br>MURRIETA, CA 92562    | Ronald C. Smith   | 9/28/11   |
| JUDY WILSON           | 40516 CORTE ALBANO<br>MURRIETA, CA 92562  | Judy Wilson       | 9/28/11   |
| RICHARD HULL          | 23700 CORTE ANDRA<br>MURRIETA, CA 92562   | Richard Hull      | 9/28/11   |
| JOAN SMELTH           | 40042 CORTE FORTUNA<br>MURRIETA, CA 92562 | Joan Smelt        | 9/28/11   |
| EDWARD SMITH          | 40042 CORTE FORTUNA<br>MURRIETA, CA 92562 | Edward Smith      | 9/28/11   |
| NANCY L. McNALLY      | 40342 VIA SIENA<br>MURRIETA, CA 92562     | Nancy L. McNally  | 9-28-11   |
| LORRAINE CARSON       | 40201 CORTE PERALTA<br>MURRIETA, CA 92562 | Lorraine Carson   | 9/28/11   |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

Heather Anderson 40405 Via Camposeco Heather Anderson

JACQUELINE MANEY 24253 CALLE ARTINO Jacqueline Maney

BREXDA SIMON 40319 Via Marisa Brenda Simon

LOUISE STOFF 40476 VIA TAPADERO Louise Stoff

Annette H. Hegger 40453 VIA CAMPOSECO ANNETTE H. HEGGER

Rebecca Silver 40417 VIA CAMPOSECO Rebecca Silver

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

| NAME                 | ADDRESS                                                          | SIGNATURE                   |
|----------------------|------------------------------------------------------------------|-----------------------------|
| RONALD FOKKEN        | 23788 Via Compadres<br>MURRIETA, CA<br>23788 Via Compadres       | <i>Ronald Fokken</i>        |
| Roberta Fokken       | Murrieta CA<br>40351 Via Anapala                                 | <i>Roberta Fokken</i>       |
| MARGUERITE TONAZZI   | Murrieta<br>40083 Corte Lerca                                    | <i>Marguerite Tonazzi</i>   |
| Shirley Leiden Frost | Murrieta, CA 92562<br>23955 Via Astuto                           | <i>Shirley Leiden Frost</i> |
| Ruth E. Karmeyer     | Murrieta, CA 92562<br>40661 CORTE FORTUNA<br>MURRIETA, CA. 92562 | <i>Ruth E. Karmeyer</i>     |
| Melvin W. Miller     | 23947 Via Astuto<br>Murrieta, CA 92562                           | <i>Melvin W. Miller</i>     |
| Rosalie Hornbuckle   | 40150 Colony Dr<br>MURRIETA, CA 92562                            | <i>Rosalie Hornbuckle</i>   |
| CAROL SWANKE         | 40061 Corte Fortuna<br>Murrieta, CA 92562                        | <i>Carol A. Swanke</i>      |
| Lois Miller          | 40441 Via Camposano<br>Murrieta 92562                            | <i>Lois A. Miller</i>       |
| W. Jean Verbanic     |                                                                  | <i>W. Jean Verbanic</i>     |

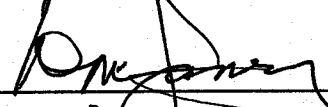
# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

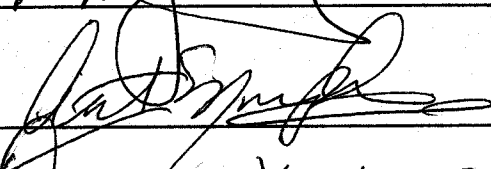
Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

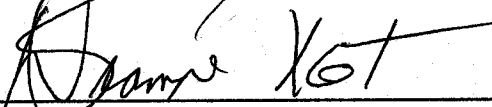
Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

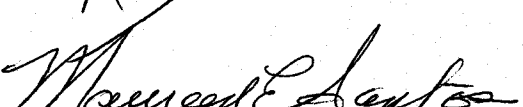
9-28-11

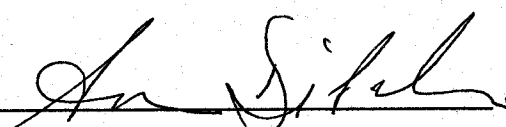
| NAME | ADDRESS | SIGNATURE |
|------|---------|-----------|
|------|---------|-----------|

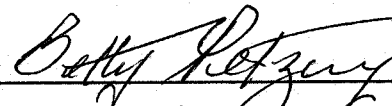
|                  |                                 |                                                                                    |
|------------------|---------------------------------|------------------------------------------------------------------------------------|
| DONALD J. JAMROZ | 40495 VIA FRANCISCO<br>MURRIETA |  |
|------------------|---------------------------------|------------------------------------------------------------------------------------|

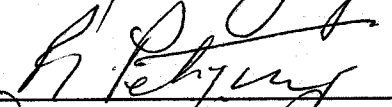
|                  |                               |                                                                                     |
|------------------|-------------------------------|-------------------------------------------------------------------------------------|
| CURTIS L. MURPHY | 40546 VIA ESTRADA<br>MURRIETA |  |
|------------------|-------------------------------|-------------------------------------------------------------------------------------|

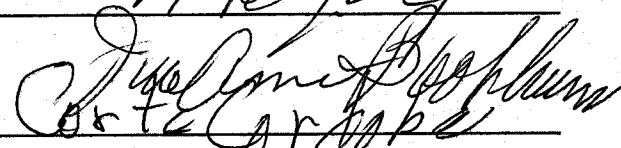
|           |                   |                                                                                      |
|-----------|-------------------|--------------------------------------------------------------------------------------|
| DON KRAME | 40541 VIA ANAPOLA |  |
|-----------|-------------------|--------------------------------------------------------------------------------------|

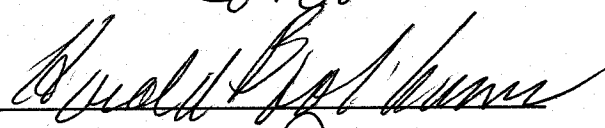
|                |                 |                                                                                      |
|----------------|-----------------|--------------------------------------------------------------------------------------|
| MAUREEN SANTOS | 39959 VIA ANTHE |  |
|----------------|-----------------|--------------------------------------------------------------------------------------|

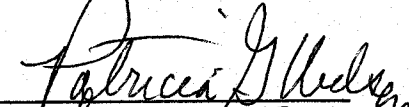
|             |                    |                                                                                       |
|-------------|--------------------|---------------------------------------------------------------------------------------|
| ANN SITALMA | 24165 Calle Artino |  |
|-------------|--------------------|---------------------------------------------------------------------------------------|

|               |                     |                                                                                       |
|---------------|---------------------|---------------------------------------------------------------------------------------|
| Betty Petzeng | 24214 Corte Cordoba |  |
|---------------|---------------------|---------------------------------------------------------------------------------------|

|                |       |                                                                                       |
|----------------|-------|---------------------------------------------------------------------------------------|
| Robert Petzeng | " " " |  |
|----------------|-------|---------------------------------------------------------------------------------------|

|                  |                     |                                                                                      |
|------------------|---------------------|--------------------------------------------------------------------------------------|
| Helene Bookhauer | 24213 Corte Cordoba |  |
|------------------|---------------------|--------------------------------------------------------------------------------------|

|                  |     |                                                                                      |
|------------------|-----|--------------------------------------------------------------------------------------|
| Harold Bookhauer | " " |  |
|------------------|-----|--------------------------------------------------------------------------------------|

|                    |                    |                                                                                       |
|--------------------|--------------------|---------------------------------------------------------------------------------------|
| Patricia G. Nelson | 24704 Calle Artino |  |
|--------------------|--------------------|---------------------------------------------------------------------------------------|

|               |                    |                                                                                       |
|---------------|--------------------|---------------------------------------------------------------------------------------|
| LUANNE FERRER | 40728 CORTE ALBARA |  |
|---------------|--------------------|---------------------------------------------------------------------------------------|

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

**NAME**

**ADDRESS**

**SIGNATURE**

|                   |                                    |                   |
|-------------------|------------------------------------|-------------------|
| Mare Lute         | 24073 Via Perla M -                | Mare Lute         |
| LINDA LOUGHNER    |                                    |                   |
| Linda Loughner    | 40255 VIA TONDA MURRIETA, CA 92562 | Linda Loughner    |
| Betty Scott       | 40255 VIA TONDA MURRIETA CA 92562  | Betty Scott       |
| Lois Sander       | 40169 Via Marisa                   | Lois Sander       |
| NITSA OUDISK      | 23911 Corte Encarnado              | Nita Oudisk       |
| JOAN SAILER       | 40491 CALLE LAMPARA                | Joan Sailer       |
| Estelle Kupperman | 23847 Corte Inna Murrieta          | Estelle Kupperman |
| EDUARDO FERRER    | 40728 Corte Abbata, Murrieta       | Eduardo Ferrer    |
| RICHARD B WILSON  | 24204 ALLE ARTINO, MURRIETA        | Richard B Wilson  |
| Joan Sailer       | 40491 CALLE LAMPARA MURRIETA       | Joan Sailer       |



# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

## NAME

## ADDRESS

## SIGNATURE

9-28-11

|                    |                                          |                   |
|--------------------|------------------------------------------|-------------------|
| Richard T. Ziemba  | 40138 Colony Pl.<br>Murrieta CA          | Richard T. Ziemba |
| Richard J. Brann   | 24215 Viadano                            | R. Brann          |
| Irma E. Brann      | — " —                                    | Irma Brann        |
| Prof. Stokel       | 42079 Via Annapolis                      | H. Stokel         |
| Lauri Hansen       | 40296 Via Agnadulce<br>Murrieta CA 92562 | Lauri Hansen      |
| Chuck Askey        | 40258 Santa Barbara<br>Menlo Park, CA    | Charles Askey     |
| Lowell D. Brown    | 39999 Via Graziano                       | Lowell D. Brown   |
| Richard W. Farnham | 40320 Via Toward                         | R. Farnham        |
| Jean Guillet       | 40572 Corte Lucia                        | Jean Guillet      |
| Art Guillet        | 40572 Corte Lucia                        | Arthur P. Guillet |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

**NAME**

**ADDRESS**

**SIGNATURE**

Anna Summers 40141 Corte Calixora Anna Summers

Catherine Hoeger 40232 Corte Leulta Catherine Hoeger

Eula Faye Kmiotek 24139 Corte Inspirada Eula Faye Kmiotek

Mo Chan 24117 Corte Vallente Mo Chan

MARY ANN PLUMMER  
Mary Ann Plummer 40157 COLONY DR Mary Ann Plummer

ALFRED HENRY Roth 23883 Via Pamilia Alfred Henry Roth

MARCIA GUILD 23919 Via Pamilia Marcia Guild

DONALD E. BOREN 40493 VIA ESTRADA Donald E. Boren

CURTIS LE BLANC 40214 VIA MARISA Curtis Le Blanc

Helen Head 40123 Corte Torca Helen Head

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME<br>PRINT   | ADDRESS                        | SIGNATURE      |
|-----------------|--------------------------------|----------------|
| Andy Dosatto    | 23774 VIA BAULETTA             | Andy Dosatto   |
| DOUG COLKIE     | 24130 CORTE INSPIRADA          | Doug Colkie    |
| Glen Sailer     | 40491 Calle Lampara            | Glen Sailer    |
| Stuart McCown   | 23923 Corte Emerald            | Stuart McCown  |
| Don Randall     | 40456 Via Estrada              | Don Randall    |
| FRANK BELLERIVE | 23922 VIA PAMONA               | Frank Bellero  |
| Denise Collins  | 39965 Stacy Ct. 92563          | Denise Collins |
| ALLEN HOLEC     | 23789 CORTE CARRIO, MURR 92562 | Allen Holec    |
| VIVIAN SOPER    | 40024 Via Xanthe               | Vivian Soper   |

MURRIETA, CA 92562

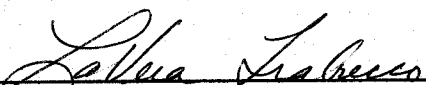
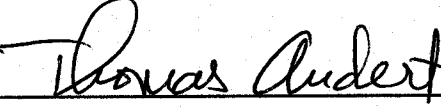
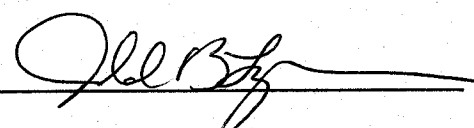
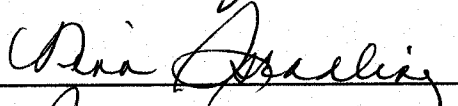
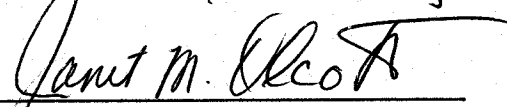
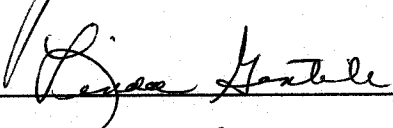
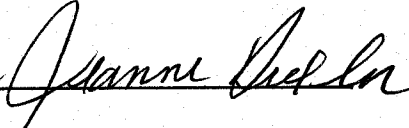
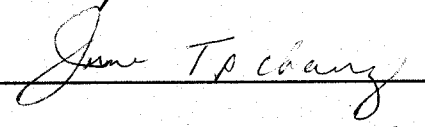
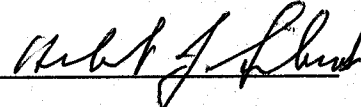
①

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-1

| NAME               | ADDRESS                    | SIGNATURE                                                                             |
|--------------------|----------------------------|---------------------------------------------------------------------------------------|
| HAROLD OLCOTT      | 40242 COLONY DR.           |     |
| Lavera Trabucco    | 40574 Calle Gelacia        |    |
| THOMAS ANDERT      | 23805 Via Compadres 92562  |  |
| Judd Lynn          | 40551 CORTE LUCIA 92562    |  |
| NINA SPRADLING     | 24161 Via DETARO           |  |
| JAN OLCOTT         | 40242 Colony Dr.           |  |
| KINDA GENTILE      | 40189 VIA MARISA           |  |
| Jeanne Prexler     | 39980 Corte Cabrera        |  |
| Jane Trchang       | 40370 Via Tomada           |  |
| HERBERT SCHUMACHER | 40565 VIA MALAGAS MURRIETA |  |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME | ADDRESS | SIGNATURE |
|------|---------|-----------|
|------|---------|-----------|

9-28-11

|                   |                             |                   |
|-------------------|-----------------------------|-------------------|
| KAROLA SCHUMACHER | 40545 VIA MALAGAS, MURRIETA | Karola Schumacher |
|-------------------|-----------------------------|-------------------|

|               |                           |       |
|---------------|---------------------------|-------|
| KEESON B LUNT | 40225 COLONY MURRIETA, CA | KLunt |
|---------------|---------------------------|-------|

|              |                    |              |
|--------------|--------------------|--------------|
| GEORGE HAUGL | 38361 VIA ESCALATA | George Haugl |
|--------------|--------------------|--------------|

|               |                          |          |
|---------------|--------------------------|----------|
| BRUCE HARTWIG | 40245 COCONY DR MURRIETA | BHartwig |
|---------------|--------------------------|----------|

|               |                        |               |
|---------------|------------------------|---------------|
| JOHN BEAUMONT | 40420 VIA MALAGAS MURR | John Beaumont |
|---------------|------------------------|---------------|

|             |                   |             |
|-------------|-------------------|-------------|
| Elena Dewey | 40412 VIA AMAPOLA | Elena Dewey |
|-------------|-------------------|-------------|

|              |                   |              |
|--------------|-------------------|--------------|
| MARILYN HAHN | 23937 CORTE CAJAN | Marilyn Hahn |
|--------------|-------------------|--------------|

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9.28.11

Reynold ~~Stekr~~ 40231 VIA AMBROSIO MURRIETA 92562

Jaqueline Lane 40213 VIA AGUADULCE MURRIETA, 92562

Ruth Blum 24175 Via Llano, Murrieta, 92562

PHYLLIS TAYLOR 40221 VIA AGUADULCE, 92562 MURRIETA Phyllis Taylor

MARY DETTMERS 40185 CORTE PERATA 92562 MURRIETA Mary Dettmers

Downa Stekr 40301 Via Agudulce, 92562 Murrieta, Ca Downa Stekr

Marianne Masco 40371 Via Siena Marianne Masco

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

| NAME             | ADDRESS             | SIGNATURE        |
|------------------|---------------------|------------------|
| Lynn Caldwell    | 40402 Via Siena     | Lynn Caldwell    |
| Nancy Kaylor     | 40335 Via Acuña     | Nancy Kaylor     |
| Helen R. Bradsen | 40503 Via Estrada   | Helen R. Bradsen |
| CAROL ARLICH     | 40520 VIA FRANCISCO | Carol Arlich     |
|                  |                     |                  |
|                  |                     |                  |
|                  |                     |                  |
|                  |                     |                  |
|                  |                     |                  |
|                  |                     |                  |
|                  |                     |                  |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

**NAME**

**ADDRESS**

**SIGNATURE**

*Joce HAA*

Joce HAA se 24375 Via Isabella

Shirley Cooney 40265 Via Tonada Shirley Cooney

Jeanette Stroot 40270 Via Tonada Murriet 92562

Colleen A. Cochran, 40429 Via Campo Seco, Murrieta CA 92562

EVELYN Wolfe 23927 Via PAMILLA, MURRIETA, CA 92562

SHARON Wilson 40261 Via AGUADULCE Sharon Wilson



# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

Sue Smith 40280 Via Calidad Sue Smith

Lois Ortiz 40556 Via Estrada Lois Ortiz

Superna Stewart 24359 Via FABELLA Superna Stewart

Betty Hanley 40078 CORTE FORTUANA Betty Hanley

Courne Williams 24026 Via Astuto Courne Williams

LORRAINE CARSON 40201 CORTE PERALTA Lorraine Carson

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

|                                                      |                            |                          |
|------------------------------------------------------|----------------------------|--------------------------|
| <i>Rita Prisco</i><br><i>Rita Prisco</i>             | <i>40502 Amapola</i>       | <i>Rita Prisco</i>       |
| <i>Joan March</i>                                    | <i>24367 Via Isabella</i>  | <i>Joan March</i>        |
| <i>Trudy Grantham</i>                                | <i>40161 Corte Peralta</i> | <i>Trudy Grantham</i>    |
| <i>Rita Boland</i>                                   | <i>40164 Corte Peralta</i> | <i>Rita Boland</i>       |
| <i>Jeanne Hilgendorf</i><br><i>JEANNE HILGENDORF</i> | <i>23926 VIA PAMILLA</i>   | <i>Jeanne Hilgendorf</i> |
|                                                      |                            |                          |
|                                                      |                            |                          |
|                                                      |                            |                          |
|                                                      |                            |                          |
|                                                      |                            |                          |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

Nancy Evans 40421 Via Siena Nancy Evans

Harriet R. Weiskopf 40430 Via Malaga Harriet R. Weiskopf

Lillian Wicker 40234 Via Ambiente Lillian Wicker

MARGARET CHAPMAN 40320 VIA CALIFORNIA Margaret Chapman

Joan Spangher / 40677 Corte Albana Joan Spangher

Nellie Davis 39980 Corte Balanera Murrieta Nellie Davis

Theresa Jacob 40491 Corte Luan Theresa Jacob

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

|                  |                                       |                  |
|------------------|---------------------------------------|------------------|
| Helen Anthony    | Murrieta 92562<br>40280 Via Aguadulce | Helen Anthony    |
| Darlene McKenney | 40293 Via<br>Aguadulce                | Darlene McKenney |
| Rosemary Sharp   | Murrieta<br>23665<br>Corte Sabio      | Rosemary Sharp   |
| Carolyn Beery    | 40106 Colony Dr.                      | Carolyn Beery    |
| Madonna Ficken   | 40613 Via Jalapa                      | Madonna Ficken   |
|                  |                                       |                  |
|                  |                                       |                  |
|                  |                                       |                  |
|                  |                                       |                  |
|                  |                                       |                  |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

GLORIA BREMER 40329 VIA MARISA Gloria Bremer

EVA ALEVEDO - 23281 VIA BARLETTA Eva Alevedo

"ARCHIE" GRECIAN - 24160 CALLE ARTINO "Archie" Grecian

JEANNE NEMO 40254 VIA MARISA Jeanne Nemo

LOUISE J. SMITH 40220 VIA TONADA Louise J. Smith

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

9-28-11

|                   |                                               |                   |
|-------------------|-----------------------------------------------|-------------------|
| Shirley La Mothe  | 23863 Via Pavilla<br>Murrieta, CA 92562       | Shirley La Mothe  |
| Rosemary Poff     | 40585 Corte Albano<br>Murrieta, Ca. 92562     | Rosemary Poff     |
| Janet Bassel      | 40548 Via Tapadero<br>Murrieta, CA 92562      | Janet Bassel      |
| Janet Lata        | 40336 Via Estrada<br>Murrieta, CA 92562       | Janet Lata        |
| MARY ANN MOORE    | 40234 COLONY DR.<br>MURRIETA, CA 92562        | Mary Ann Moore    |
| RUTH BURRIGHT     | 23857 VIA ASTUTO<br>MURRIETA CA 92562         | Ruth Burright     |
| VERNA STEFANOWICH | 40480 VIA JAMUSDO<br>MURRIETA, CA 92562       | Verna Stefanowich |
| Jo Ann Macintosh  | MacIntosh<br>40009 Via Xanthe<br>Murrieta, CA | Jo Ann Macintosh  |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

**NAME**

**ADDRESS**

**SIGNATURE**

40355 SAN FRANCISCO BETTY O'BRIEN

JUDITH BUFORD 40700 CORTE ALBARA JUDITH BUFORD

JEANNETTE McKAVIC 40588 CORTE ALBARA JEANNETTE McKAVIC

40534 CALLE GALACIA MARIE SIMONNE GALLAGHER

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME | ADDRESS | SIGNATURE | 9-28-11 |
|------|---------|-----------|---------|
|------|---------|-----------|---------|

|                       |                     |                  |  |
|-----------------------|---------------------|------------------|--|
| BARBARA BARTOLI       |                     |                  |  |
| Barbara Bartoli       | 40289 VIA CALIDAD   | Barbara Bartoli  |  |
| MARY LOU BETTS        | 23898 CORTE CASAN   | Mary Lou Betts   |  |
| BEVERLY BRENNAN       |                     |                  |  |
| Beverly Brennan       | 40117 Colony Dr.    | Beverly Brennan  |  |
| Carol Kuger           | 40057 CORTE FORTUNA | Carol Kuger      |  |
| Cheryl Ramirez        |                     |                  |  |
| Cheryl Ramirez        | 40709 Corte albar   | Cheryl Ramirez   |  |
|                       | 40001 ALTA MIRA     | Patricia B       |  |
| PATRICIA B. MACKENZIE | MURRIETA 92562      | Mackenzie        |  |
| ELEONORE RITCHIE      |                     |                  |  |
| Eleonore Ritchie      | 23959 VIA ASTUTO    | Eleonore Ritchie |  |



# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

NAME

ADDRESS

SIGNATURE

9-28-11

|                           |                                                 |                           |
|---------------------------|-------------------------------------------------|---------------------------|
| Harriet Sargent           | 23803 Via Lancelotti, Murrieta                  | Harriet Sargent           |
| Arla Wiegand              | 23864 Via Astute, Murrieta                      | Arla L. Wiegand           |
| Sharon McChardo           | 23861 Via Astute - Murrieta                     | Sharon McChardo           |
| Salores Melvin            | 40598 Calle Galacia Murrieta                    | Salores Melvin            |
| Sharon Helge              | 24116 Corte Valente                             | Sharon Helge              |
| Betty Chabinski           | 23936 Via Pamela                                | Betty Chabinski           |
| Betty Juniper             | 23949 Via Pamela                                | Betty Juniper             |
| Mary Tramm                | 23930 VIA PAMILLA                               | Mary Tramm                |
| <del>NINA SPRADLING</del> | <del>24161 Via Gerard</del> <sup>MURRIETA</sup> | <del>Nina Spradling</del> |

**I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING  
FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.**

**Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.**

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

9-28-11

**NAME**

## ADDRESS

## SIGNATURE

Betty Lou Taff 40129 Colony Drive Betty Lou Taff

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

Ken Hahn 23937 Corte Cajon Kenneth F Hahn

SUZANNE HENDERSON 23789 COSE CARRIO Suzanne T. Henderson

MICHAEL VALENTINE 36118 CHITTAMWOOD PLACE Michael Valentine

G. DUMAINE BATT 40419 CALLE LAMPARA, MURRIETA G. Dumaime Batt

Lance Rodenberg 40146 Colony Dr. Murrieta, CA Lance J. Rodenberg

DARLENE BLANK 40729 CORTE ALBARA

Sadie Lambatt 40419 CALLE Lampara Sadie Lambatt

JANE KORNAI 40298 VIA AMBIENTE Jane Kornai

JOHN CAMERON 23991 VIA ASTUTO

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

10-13-11

Joyce Johnson 40581 Corte Albana Joyce Johnson

Mary Markert 23875 Via Astuto Mary A Markert

Shirley Duffy 40153 Corte Lora Shirley Duffy

Martha Ighe 40511 Corte Lucia Martha Ighe

JACK DUFFY 40153 CORTE LORCA JACK DUFFY

John Ighe 40511 Corte Lucia John Ighe

MIKE HERRICK 39985 VIA OPORTA Mike Herrick

Hank Zibell 40476 Calle Lampara Hank Zibell

JOSEPH P. GIALI 23879 Corte Emerado, Joseph P. Giali

PHYLLIS WILSON 23878 VIA ASTUTO Phyllis Wilson

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-13-11

| NAME                | ADDRESS             | SIGNATURE          |
|---------------------|---------------------|--------------------|
| DALE SMITH          | 40376 VIA ESTRADA   | Dale Smith         |
| Joyce Hodge         | 40125 Corte Peralta | Joyce Hodge        |
| Ed HARRINGTON       | 23761 Via BARLETTA  | Ed Harrington      |
| Joan & Keith Wilson | 40204 VIA AGUADULCE | W.K. Wilson        |
| Robert FULTON       | 24174 Corte Cordoba | Robert Fulton      |
| Alvord Branson      | 23851 Corte Emerado | Alvord Branson     |
| Martha Stoermer     | 23851 Corte Emerado | Martha M. Stoermer |
| Woodie B. Jnr.      | 20562 Via Estrada   | Woodie B. Jnr.     |
| Shelia Shellenge    | 40633 Via Jacalope  | Shelia Shellenge   |
| Terry Kuskey        | 23960 Via Pomilla   | Terry Kuskey       |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

NAME

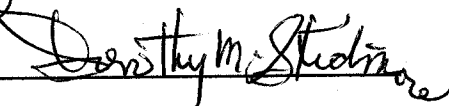
ADDRESS

SIGNATURE

10-13-11

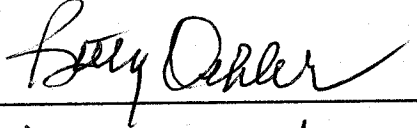
~~Don Krampe~~ Don Krampe 40581 VIA AMADOLA 

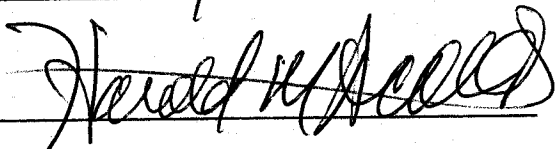
Jean Krampe 40581 VIA AMADOLA 

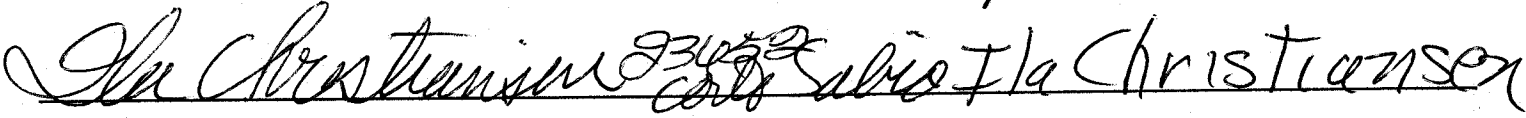
Dorothy Stelmara 40668 Corte Albana Dorothy M. Stelmara 

Bobbie T. WADZ 23973 Via Pamilla

Olivia KIPANIDIS 24264 Calle Arcadio

Betty Oehler 23924 Via Astuto 

HAL ACORD 40319 VIA AMBIENTE 

~~John Christian~~ John Christian 23452 Calle Santa Ila Christian 

PAT DANATHER 40520 VIA MALAGAS Pat Danather

Cordelia Snow 24173 Calle Arturo

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-13-11

| NAME                    | ADDRESS                                                | SIGNATURE                      |
|-------------------------|--------------------------------------------------------|--------------------------------|
| THOMAS J. McDERMOTT     | 40369 VIAMARISA<br>MURRIETA CA 92532                   | <i>Thomas J. McDermott</i>     |
| Barbara Brode-McDermott | 40369 Via Marisa<br>Murrieta, CA                       | <i>Barbara Brode McDermott</i> |
| Jean Miskam             | 24155 Via Del Toro Murr.                               | <i>Jean Miskam</i>             |
| Ruby Gaudaur            | 40431 Calle Lampara, Murr.                             | <i>Ruby Gaudaur</i>            |
| Mary Jo Hart            | 40440 Calle Calabaza, Murr.                            | <i>Mary Jo Hart</i>            |
| ANNA M Hill             | 40416 VIA ESTRADA<br>MURRIETA CA<br>murrieta ca. 92562 | <i>Anna M Hill</i>             |
| Sarah Moon              | 40285 Via Francisco                                    | <i>Sarah Moon</i>              |
| BARBARA H. BERGZELLY    | 40470 Via Francisco                                    | <i>Barbara H. Bergzelly</i>    |
| Linda Senentelder       | 40380 Via Francisco                                    | <i>Linda Senentelder</i>       |
| Bob Senentelder JR      | 40380 VIA FRANCISCO                                    | <i>Bob Senentelder JR</i>      |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-13-11

**NAME****ADDRESS****SIGNATURE**

ED HANE

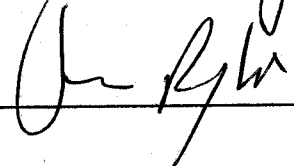
40040 COLT CANYON



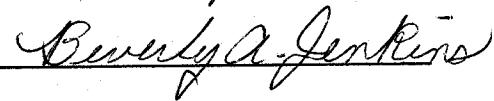
Dorothy Spencer Jones 40485 Via Francisco Dorothy Spencer Jones

Marion Defager 40254 Colony Marion Defager

Jim Ryhal 39969 Milkwood



Beverly Jenkins 40360 Via Tonada



Shirley Wood 24138 Corte Inspirada Shirley Wood

Francis E. Wood 24138 Corte Inspirada FE Wood

Richard GABRIEL 40173 Corte Losa Richard Gabriel

DON JAMROZ 40495 FRANCISCO MURRIETA Don Jamroz

EVELYN KROLL 40749 CORTE ALDARA MURRIETA





u

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

NAME

ADDRESS

SIGNATURE

10-13-11

RALPH W. KROLL 40749 CORTO ALBANA Murrieta - *Ralph W. Kroll*

40391 Via Siena  
ANNE C. JOHNSON-GRIM 92562 *Anne C. Johnson-Grim*

Barbara Strutz 40305 Via Francisco *Barbara Strutz*

Jimmy Clifford 40249 Corte Peralta, *Jimmy Clifford*  
Murrieta, CA

Lewis Rolando 40470 Via Malaga *Lewis Rolando*  
Murrieta, CA

CONNIE VANDERBYL 40259 VIA MARISA *Connie Byl*

Garry B ten Have 40512 Via Tapadero *Garry B ten Have*

Joseph HASTIE 24103 Via PERLITA *Joseph Hastie*

ROGER ZEEFERG 40413 VIA MALAGA *Roger Zeeferg*

Sandra Farina 40419 Via Tapadero *Sandra Farina*

## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

10-13-11

|                         |                     |                         |
|-------------------------|---------------------|-------------------------|
| Wanda Murphy            | 40443 Calle Lampara | Wanda E. Murphy         |
| Linda L Rolando         | 40470 Via Malaga    | Linda L Rolando         |
| Minnie B Stewart        | 23940 Via Astuto    | Minnie B Stewart        |
| Beverly Winder          | 40496 Via Estrada   | Beverly Winder          |
| ALBERTO ABELLANEDA      | 39936 VIA GRAZIANA  | Alberto Abellaneda      |
| David McPherson         | 24174 Via Llano     | David McPherson         |
| Willie Chapp            | 40842 Calle Gama    | Willie Chapp            |
| Elizabeth Beverly Fagan | 40542 Calle Galacia | Elizabeth Beverly Fagan |
| Helen Ahlberg           | 23711 Corte Andar   | Helen Ahlberg           |
| John Ahlberg            | 23711 Corte Andar   | John Ahlberg            |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

10-13-11

NAME

ADDRESS

SIGNATURE

*Shirley Fisher* 23980 Via Astuda *Shirley Fisher*

*Robert B. Fisher* 40406 Via Estrella *Robert B. Fisher*

40606 VIA JALAPA  
JAMES J. McELHATTAN 92562 *J McElhatten*

# DA BERNICE EBERDORF 40306 VIA *John B. Eberdorf*  
*Ida Bernice Eberdorf* Ambient *Eberdorf*

*Boyle Mary* 4018 VIA SUNDANCE *Boyle Mary*

*Marcella Driggers* 24220 Calle Ardeno *ME Driggers*

*Janet Hill* 24188 CALLE ARDENO *Janet Hill*

*Ghonna Berglund* 24216 Calle Ardeno *Ghonna Berglund*

*Rose Jurado* 24228 Calle Ardeno *Rose Jurado*

CAROL HASTIE 24103 VIA PERLITA *Carol Hastie*

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

| NAME             | ADDRESS             | SIGNATURE        | 10-13-11 |
|------------------|---------------------|------------------|----------|
| MARGARET CURRIE  | 24201 CORTE CORDABA | Margaret Currie  |          |
| Elizabeth Ashley | 40592 Via Annapola  | Elizabeth Ashley |          |
| GAYLE WEYLAND    | 39910 VIA OPORTA    | Gayle Weyland    |          |
| Martha Brown     | 40591 Via Annapola  | Martha L Brown   |          |
| Irene McNatt     | 40193 Colony Dr     | Irene Mc McNatt  |          |
| Helen L Kimes    | 23756 Via Bartetta  | Helen L Kimes    |          |
| Francis Kelly    | 23715 Corte Ardan   | Francis Kelly    |          |
| LINDA CALARCO    | 23870 Via PAMILLA   | Linda Calarco    |          |
| NORMA SASSER     | 40391 Via Annapola  | Norma Sasser     |          |
| BEN MARTINEZ     | 23912 CORTE EMERADO | Ben Martinez     |          |

## I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME****ADDRESS****SIGNATURE**

10-13-11

RON RODARTE

40741 CORTE ALBARA

Ron Rodarte

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

GORDON HILL 24188 CALLE ARTINO Murrieta, CA 92562 951-461-6257 Gordon L. Hill

TRUDY ANDERSON 40462 VIA CAMPOSECO J.H. Anderson

Erika Smets 24210 Corte Cordoba Murrieta, Erika E. Smets

Marilyn Law 40271 Colony Dr. Murrieta, CA 92562 Marilyn Law

JAMES GORDON 40669 Corte Albar, Murrieta

Loretta K. Gordon 40669 CORTE ALBARA MURRIETA

Art Nasti 40635 Via Malagas Murrieta

Donna Weeks 4082 Corte Parada - Murrieta

JOSEPH DOUGHERTY 23887 CORTE CAJON MURRIETA, CA Joseph Dougherty

Theresa Spector 40704 Corte Albar Theresa Spector

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

Kathleen S. Brown 40411 Via Siena Murrieta, CA 92562 Kathleen S. Brown

PA Louchky 23780 VIA BARLETTA, MURRIETA, CA PA Louchky

Bruce E. Aldrich 23924 CORTE EMERALDO MURRIETA CA 92562 B. E. Aldrich

CURTIS MURPHY 40546 VIA ESTRADA, MURRIETA CA 92562 Curtis Murphy

LUELLA KING 23888 Corte Emerald, Murrieta 92562 Luella M. King

GEORGE GREENLEE 24272 CALLE ARTURO MURRIETA CA 92562 George Greenlee

Theresa Greenlee 24272 CALLE ARTURO Murrieta 92562 Theresa Greenlee

Mildred McGlashan 40370 Via Francisco Murrieta, 92562 Mildred M. McGlashan

Lewis A. Danner 42001 Corte Estanovia L. A. Danner

William Van Every 40293 VIA ESTRADA MURRIETA 92562 William Van Every

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME            | ADDRESS                                    | SIGNATURE       |
|-----------------|--------------------------------------------|-----------------|
| Alyce Mitchum   | 4020 Colony Dr                             | A Mitchum       |
| DEE MITCHUM     | " " "                                      | Dee Mitchum     |
| DARYL D. Hansen | 39994 VIA YANITE                           | Daryl D. Hansen |
| TRUDY ANDERSON, | 40402 VIA CAMPO SERO                       | J.H. Anderson   |
| Ursula Koch     | 34330 Black Mt. Rd                         | U.K. Koch       |
| Sarah Hansen    | 40296 Via Agueduley                        | Murrieta        |
| Helen Anthony   | 40280 Via Agueduley                        | "               |
| WILLIAM A. KOCH | TEMECULA, CA 92592<br>34330 BLACK MTN. RD. | W.A. Koch       |
| Steve Wagstaff  | 40531 Via Amapola<br>Murrieta, CA 92562    | S. Wagstaff     |
| Jean Hunt       | 40007 Via Tiama<br>murrieta CA<br>92562    | J. Hunt         |

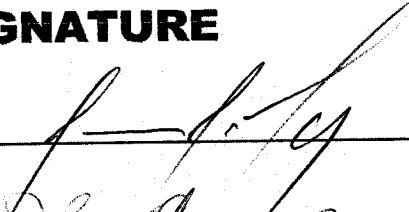
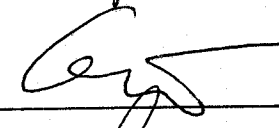
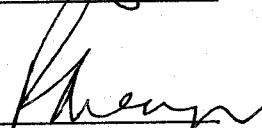
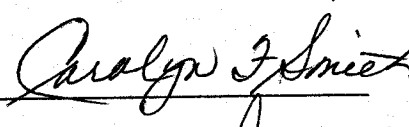
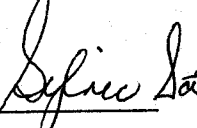
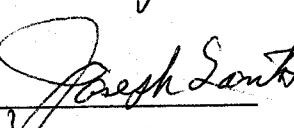
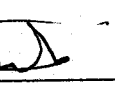
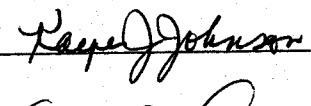
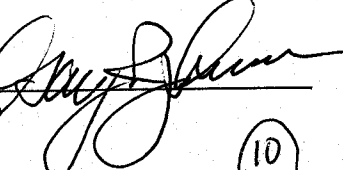


# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME             | ADDRESS                        | SIGNATURE                                                                             |
|------------------|--------------------------------|---------------------------------------------------------------------------------------|
| JAMES FOLEY      | 40263 COLONY DR 92562          |    |
| Shirley Cagney   | 40265 VINTON AVE               |   |
| Gloria Dugan     | 40561 Corte Lucia              |  |
| Richard Dugan    | 40561 Corte Lucia              |  |
| Carolyn F. Smith | 40030 Via Oporta, Murrieta     |  |
| Lefina Santos    | 40235 Via Tonada, Murrieta, Ca |  |
| Joseph Santos    | 40235 VIA TONADA MURRIETA      |  |
| W. K. Kelen      | 40204 VIA ACUADULCE, MURRIETA  |  |
| KAYE J. JOHNSON  | 40479 CALLE LAMPARA, MURRIETA  |  |
| GARY R. JOHNSON  | 40479 CALLE LAMPARA, MURRIETA  |  |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

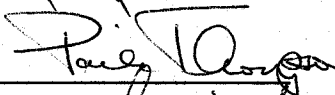
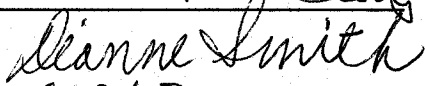
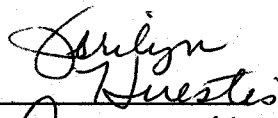
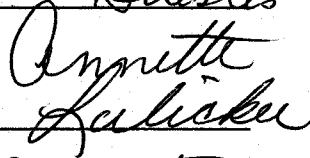
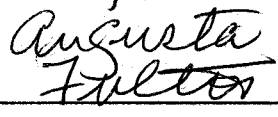
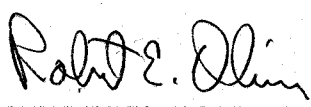
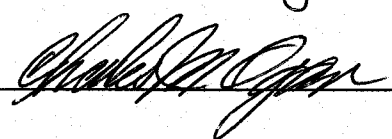
| NAME                   | ADDRESS                             | SIGNATURE          |
|------------------------|-------------------------------------|--------------------|
| Connors, Louise        | 23858 Via Astuto                    | Louise Connors     |
| Ray Danaher            | 40520 Via Malagas                   | Raymond Danaher    |
| Joan Almd              | 40319 Via Ambiente, Murrieta, CA    |                    |
| Dolores FABIANI        | 40467 Calle Lampara Murrieta, CA    | Dolores Fabiani    |
| Domenic FABIANI        | 40467 Calle Lampara Murrieta, CA    | Domenic Fabiani    |
| Sylvia McIndoo         | 23843 Corte Enverado Murrieta 92562 | Sylvia McIndoo     |
| Law Honnis             | 23880 Via Pamilla Murrieta, Ca.     | Law Honnis         |
| Lenore M. Vogel        | 40308 Via Calidad Murrieta Ca 92562 | Lenore M. Vogel    |
| Judy & Tony Petrelli   | 40332 Via Sierra Murrieta, Ca 92562 | Judith M. Petrelli |
| Dolores & Ralph Snyder | 23917 Via Astuto                    | Dolores Snyder     |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME                                                                                | ADDRESS                             | SIGNATURE                                                                             |
|-------------------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------|
| HATTIE HEDRICK                                                                      | 40285 VIA TONADA MURRIETA, CA 92562 |    |
| Paula Thompson                                                                      | 24173 Via Octavo Murrieta CA        |   |
| Royce Dianne Smith                                                                  | 24009 Via Astuto, 92562             |   |
| Jerilyn Huestis                                                                     | 40174 Colony Dr Murrieta, CA 92562  |  |
| Annette Hallicker                                                                   | 40218 Colony Dr Murrieta, CA 92562  |  |
| Augusta Fulton                                                                      | 24174 Corte Cordoba                 |  |
| Robert E. Olin                                                                      | 24181 VIA Primavera                 |  |
| Yvelly Andrianus                                                                    | 24091 Corte Inspired                |                                                                                       |
| Carol Ogan                                                                          | 40240 Via Acuna                     |                                                                                       |
|  | 40240 Via Acuna                     |                                                                                       |

MURRIETA, CA 92562

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME                      | ADDRESS             | SIGNATURE         |
|---------------------------|---------------------|-------------------|
| Mary Jean Martin          | 24141 Corte Valente | Mary Jean Martin  |
| Janice Methven            | 40185 Colony Dr.    | Janice Methven    |
| ERNEST MARTIN             | 24141 CORTE VALENTE | Ernest Martin     |
| ADAM W. METHVEN           | 40185 COLONY DR.    | Adam W. Methven   |
| BARBARA PROCTOR           | 23757 VIA COMPADRES | Barbara Proctor   |
| J. RONALD GENTILE         | 40189 V.A. MARISA   | J. Ronald Gentile |
| SONNIE LEE SUMMERS        | 40280 VIA TONAZA    | Sonnice Summers   |
| CHARLES D. POWER          | 40209 COLONY DR     | Charles D. Power  |
| Richard (And Joan) WAGNER | 40562 V.A. Amapola  | R.A. Wagner       |
| Phyllis A. RUSSO          | 23640 Corte Sabin   | Phyllis A. Russo  |

MURRIETA, CA 92562

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

**NAME****ADDRESS****SIGNATURE**

Masako Luts 40551 Corte Lucia<sup>Murrieta</sup> Masako Luts

Chencie Voss 40309 Via Calidad Chencie Voss

Kathleen Sanderstrom 23645 Corte Sabio Kathleen Sanderstrom

Jim Bonnet 40581 CALLE GALACIA<sup>MURRIETA</sup> Jim Bonnet

Ellen Bonnet 40581 CALLE GALACIA<sup>MURRIETA</sup> Ellen M Bonnet

Jo Ann Lecko 40563 Via Estrada Jo Ann Lecko

John Huestis 40174 Colony Dr John Huestis

Adele J. LaCroix 40264 Via Marisa Adele J LaCroix

Shirley Betts 23933 Corte Cajon - SQ Betts

Michele Landon 40422 Via Sierra Michele Landon

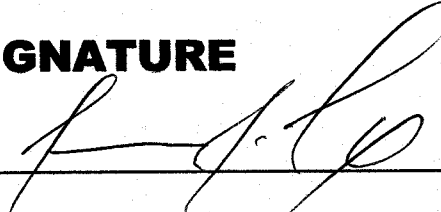
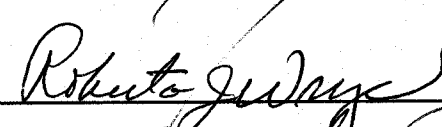
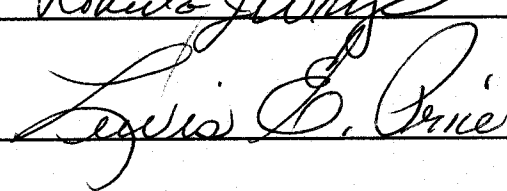
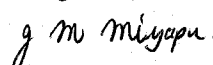
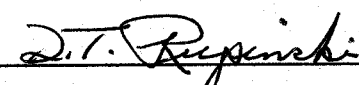
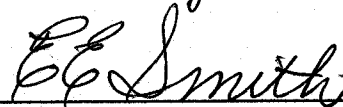
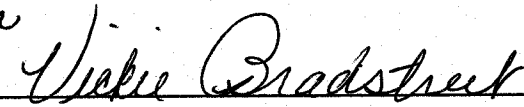
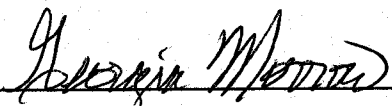
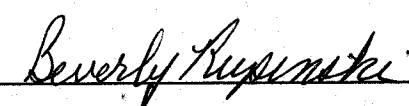
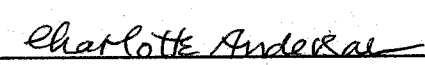
MURRIETA, CA 92562

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME               | ADDRESS                                                           | SIGNATURE                                                                             |
|--------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| JAMES FOLEY        | 40263 COLONY DRIVE<br>MURRIETA, CA 92562                          |    |
| ROBERTA WRYE       | 40133 CORTE LORCA<br>MURRIETA, CA 92562                           |   |
| Lewis E Price      | 40030 Corte CALANOVA<br>MURRIETA, CA. 92562<br>40641 CORTE ALBARA |   |
| J. MIRZAPPOOR      | MURRIETA CA 92562<br>40264 VIA AGUADULCE                          |  |
| D.T. RUPINSKI      | MURRIETA CA 92562<br>40475 VIA FRANCISCO                          |  |
| C E Smith          | 39945 Via Porta                                                   |  |
| Vickie Bradstreet  |                                                                   |   |
| GEORGIA MORROW     | 24217 CORTE CORDOBA<br>40264 VIA AGUADULCE                        |  |
| BEVERLY RUPINSKI   | MURRIETA, CA. 92562                                               |  |
| CHARLOTTE ANDERSEN | 24034 VIA ASTUTO<br>MURRIETA, CA 92562                            |  |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME              | ADDRESS                             | SIGNATURE         |
|-------------------|-------------------------------------|-------------------|
| Patricia Allen    | 2481 VIA PRIMAVERA                  | Patricia Allen    |
| ANITA MURPHY      | 4050 E Via Escondido                | Anita Murphy      |
| Mim Hollins       | 40441 VIA AMAPOLA                   | Mim Hollins       |
| JESS HOLLINS      | 40441 VIA AMAPOLA                   | Jess Hollins      |
| Hugh Stockert     | 40279 VIA AMBIENTE                  | Hugh Stockert     |
| D. JUNE BURNS     | 40073 CORTE LORCA                   | D. June Burns     |
| Janet Stockert    | 40279 Via Ambiente                  | Janet Stockert    |
| HESTER DOVE       | <del>34670</del> 34670 VIA BARLETTA | Hester Dove       |
| DELVIN W SMITH JR | 24070 VIA HELENA                    | Delvin W Smith Jr |
| Wendell JACKSON   | 23927 CORTE EMERALD                 | Wendell Jackson   |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

**NAME****ADDRESS****SIGNATURE**

NATALIA JACKSON 23927 CORTE EMERADO *Natalia Jackson*

MARIETTA LOCKHART 40530 CAYE LAMPARA *Marietta Lockhart*

ALIDA HULL 23700 CORTE ANDAR *Alida Hull*

Verne A. Strong  
~~Verne Strong~~ 40525 Via Francisco *Verne A. Strong*

DALE DEXLER 39980 CORTE CALANOA *Dale Dexler*

H.G. MEEKS 40009 VIA GRAZIANA *H.G. Meeks*

JOHN A. NELSON 40111 PORTE CALANOA *John Nelson*

Verona G. Alford 24120 PORTE VALENTE *Verona Alford*

Bo Hansson 24217 Calle Artino *Hansson*

Alina Walsh 23923 Via Aluto *Murieta Ca*

92562



# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

**NAME****ADDRESS****SIGNATURE**

|               |                         |                   |
|---------------|-------------------------|-------------------|
| RICHARD HULL  | 23700 CORTE ANDAR       | Richard Hull      |
| Don Lee       | 23987 Via Astuto        | Don Lee           |
| Mabel Lee     | 23987 Via Astuto        | Mabel Dolores Lee |
| Ray           | 251F 40745 CORTE ALBARR | Raymond E         |
| Ann Litike    | 24002 Via Astuto        |                   |
| JEANNE HEIN   | 40304 CORTE PERALTA     | Jeanne Hein       |
| Eric Curson   | 40545 VIA MALAGAS       | E. Curson         |
| FRED SOUTHERN | 40068 CORTE LORCA       | Fred Southern     |
| Alpine Evans  | 24194 Corte Cordoba     |                   |
| ICK DUGAN     | 40561 CORTE LUCIA       | Al Dugan          |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

1-19-12

| NAME           | ADDRESS                    | SIGNATURE      |
|----------------|----------------------------|----------------|
| HARRY PRAY     | 23781 CORTE CARRO MURRIETA | Harry Pray     |
| DEL MITCHELL   | 40206 COLONY DRIVE MURR.   | Del Mitchell   |
| L.T. OSBORNE   | 40270 COLONY DR            | L. Osborne     |
| W. C. Beggs    | 40542 Calle Galacia        | W. C. Beggs    |
| Pam Russell    | 23640 Corte Soto           | Pam Russell    |
| Masako Lutz    | 40551 Corte Lucia          | Masako K. Lutz |
| JOE DOUGHERTY  | 23887 CORTE CASAH          | Joe Dougherty  |
| WILLIAM GIBBES | 40542 Calle Galacia        | W. C. Beggs    |

# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

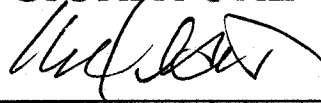
**ADDRESS**

**SIGNATURE**

1-19-12

HAL OLCOTT

MURRIETA  
40242 COLONY DR.



# I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.

Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

**NAME**

**ADDRESS**

**SIGNATURE**

Jane Osborn 22467 Arbor Dale  
Murrieta, 92562 Jane Osborn

Marguerite Wilmoth 38727 Muirfield Dr. Marguerite Wilmoth

Heidi Zehner 38723 Muirfield Dr. Heidi M. Zehner

Klara Betyar 38717 Muirfield Dr. Klara Betyar

Linda M. Danchuk 38499 Hillside Trail Dr. Murrieta CA Linda M. Danchuk

Shirley Joann Carter 38325 Currywood Dr. Murrieta, CA Shirley Joann Carter

**I SUPPORT LOCAL CONTROL AND COMPETITIVE BIDDING  
FOR AMBULANCE SERVICES IN RIVERSIDE COUNTY.**

**Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.**

Furthermore, we respect the authority of the Riverside County, as it pertains to Emergency Medical Services (EMS). However, we ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the County's authority, but improve service to a level their residents' desire and deserve.

Carottes Rosenk

**Paramedic and Ambulance Transporting services are vital to our health and safety. Simply put, our lives depend on it!! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. We, the undersigned, ask the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.**

**NAME**

# SIGNATURE

Bryan Osborn 22467 Arbor Dale B  
Lu James 22970 Little Pines 92562 Lu James  
Michelle Harris 38155 Cherrywood Dr 92562 Michelle & Hair

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Lavera Labacco*  
40574 Calle Galicia  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

Nellie Davis, 39930 Lorte Calanova  
MURRIETA, CA 92562  
Nellie Davis



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Harriet R. Weisbrod*  
*40430 Via Malagos*  
*Mammoth Ca 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Lillian Wicker*

*40234 Via Ambiente  
Murrieta, Ca. 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

Joan Spangell  
40677 Corte albar  
murrieta, Ca. 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Margaret Chapman*  
40320 VIA CALIDAD  
MURRIETA CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Nancy Evans*  
40421 Via Sienna  
Murrieta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

Mary Ann Plummer  
40157 Colony Dr  
Murrieta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*John M. Boland*

*40164 Corte Peralta*

*Murietta, Calif - 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Joan March*  
*24367 Via Sabella*  
*MURRIETA, CA 92562*



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Gertrude (Trudy) Brantham*  
*40161 Corte Peralta*  
*Marrieta 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Beth J. Prisco*  
40502 Via Annapola  
Murrieta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

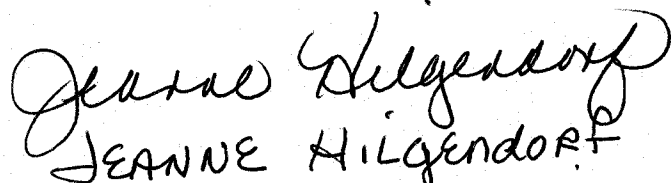
Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

  
JEANNE HILGENDORF  
23926 VIA PAMILLA  
MURIELA, CA. 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Connette N. Alesser (owner)*  
40453 VIA CAMPOSECO  
Murrieta CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Lorraine C. Carson*  
*40201 Corte Peralta*  
*Murrieta, Ca. 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Betty J. Hanley*  
40078 Corte Fortuna  
Murrieta 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Jo Ann MacIntosh*  
40009 Via Xanthe  
Murrieta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

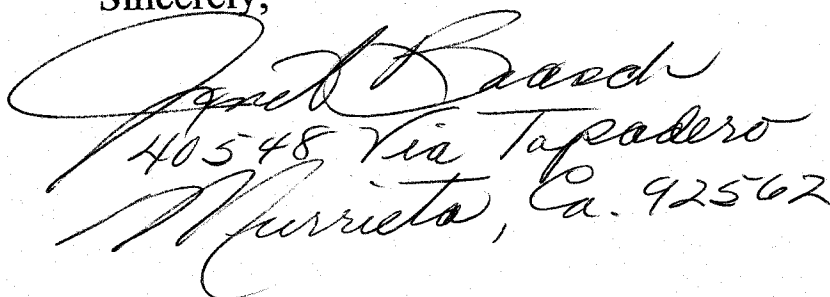
Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

  
40548 Via Tapadero  
Murrieta, Ca. 92562



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Janet Lata*  
40336 Via Estrada  
Murrieta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Rick Burright*  
23857 VIA ASTUTO  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Verna Stefanovich*  
40480 Via Francisco  
Moorpark CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Mary Ann Moore*  
*40234 Colony Dr.*  
*Merrieta, Calif 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Rosemary Doif*  
40585 Porte Albara  
Murreta, Ca, 92562

Honorable Supervisor Stone,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Mina Bradley*  
24161 Via Octava  
Murietta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Shirley La Mothe*  
23863 Via Ramilla  
Murrieta, CA. 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Lynn Caldwell*  
40402 Via Siena  
Miramonte, CA 92562



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely, *Nancy Kayser*  
40325 VIA AZUNA  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*William R. Bradshaw*  
40303 Via Estrada  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

*Carol Arlich*  
Sincerely,

40520 VIA FRANCISCO  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

  
40290 Via Ambiente  
Minnetta, CA 92562-5509

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Marianne Masco*  
40371 Via Siena  
Murrieta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Nancy L. McNally*  
*40342 Via Sierra*  
*Murrieta, Ca 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

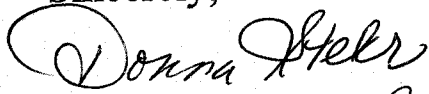
Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

  
40301 Via Agualalce  
Murreta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Jacqueline Lave*  
40213 VIA AGUADULCE  
MURRIETA, CA 92562



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Marc Simonne Gallagher*  
40534 Calle Galacia  
Murietta 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Betsy J. Owen*  
40355 Via Francisco  
Murrieta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely, *Judith S Buford*  
*40700 Corte Alhara*  
*Murrieta, Ca 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Jeffrey M. Karic*  
40588 CORTE A-BARA  
MURRETA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Phyllis N Taylor*  
40221 VIA AGUADULCE  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am <sup>URGING</sup> ~~asking~~ the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely, *Mary Dettmers*  
MARY DETTMERS  
40185 CORTE PERALTA  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Ruth Blum*  
24175 Via Llano  
Murrieta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Reynold Boeckner*  
40231 Via Ambiente  
MURRIETA CA 92562



1-20-12

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Jane Clement*  
40309 Via Aguadulce  
Murrieta Calif 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

Rosemary Sharpe  
23665 Corte Salvo  
Murrieta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

Carolyn Beery  
40106 Colony Dr.  
Murrieta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely, Mary Ellen Mc Intyre  
40304 Via Aguilera  
Murrieta CA 95565  
Mary Ellen Mc Intyre

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Lois J. Sandoz*  
*401619 Via Marisa*  
*Murrieta Calif.*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Carlene M. King*  
40293 Via Aguadulce  
Murrieta Ca  
92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Helan Anthony*  
*40180 Via Aquadulce*  
*Murrieta, CA 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Doreen Hall*  
33979 Via Pucilla  
Murrieta CA 92562



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

*LOUISE J. SMITH*  
Sincerely, *40220 VIA TONADA*  
*MURRIETA, CA 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Jeanne Nemo*  
*40254 Via Marisa*  
*Murietta, CA 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Jonnie Lee Summers*  
*40280 Via Anada*  
*Meekratta Calif 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,



EVA ACEVEDO

23281 VIA BARLETTA

951-698-6012

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Gloria M. Bremer  
40329 Via Marusa  
Murrieta, Calif.  
92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

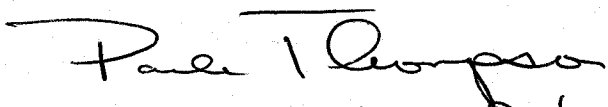
Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

  
24173 Via Octavo  
Murrieta, Ca 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely, *Beverly Brennan*  
*40117 Colony Dr.*  
*Murrieta, Ca 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Mary Lou Betts*  
*23898 Corte Cajon*  
*Murrieta, Ca 92562*



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Patricia B. MacKenzie*  
40001 Via Alta Mira  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Pauline Lefland*  
40680 CORTE ALBARA  
MURRIETA, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

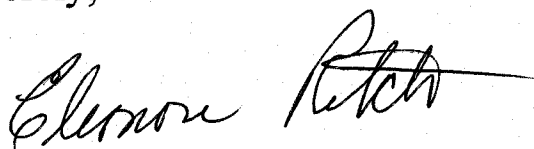
Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

  
23959 VIA ASTUTO  
MURRIETA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Mrs. Arguro B. Lrecian ("Archie")*  
*24160 Calle Artna*  
*Murrieta, CA*  
*92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Julen Machado*  
*23861 Via Astuto*  
*Murrieta, Ca*  
*92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Lita Weigand*  
23864 Via Astute  
Murrieta, Ca. 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Richard M. Savitt*  
23803 Via Barletta  
Murietta 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Mary Tramm*  
23930 Via Camilla  
Murietta, Ca. 92562



Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Sharon Helgeson*  
*29116 Corte Valente*  
*Murrieta, Ca 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Polous Molina*  
*40598 Calle Galacia*  
*Murrieta, Ca. 92562*

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

40425 Malages  
Murrieta, CA 92562

Heleen Gunnette

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely,

*Betty A. Gaff*  
40129 Colony Drive  
Murrieta, CA 92562

Mr. Jeff Stone  
4080 Lemon Street - 5th  
Riverside, CA 92501

Honorable Supervisor \_\_\_\_\_,

I am writing this letter because I support local control and competitive bid for ambulance services in Riverside County. Paramedic and ambulance transporting services are vital to our health and safety. Simply put, our lives depend on it! Residents of Riverside County deserve the most efficient paramedic and ambulance services available. A competitive bid ensures efficiency. I am asking the Riverside County Board of Supervisors to put the ambulance contract out for competitive bid.

Furthermore, I respect the authority of Riverside County, as it pertains to Emergency Medical Services (EMS). However, I ask that the management of EMS be granted to local cities. Local management would allow cities to operate under the county's authority, while improving services to a level residents desire and deserve.

I appreciate your time and attention to this matter.

Sincerely, *Beverly J. Stevens*  
*40275 Corte Delfin*  
*Munista, Ca 92562*



# **AMERICAN MEDICAL RESPONSE**

## **SUBMITTAL TO THE RIVERSIDE COUNTY BOARD OF SUPERVISORS**

### **AGENDA NUMBER 3.10**

**Approval of the Three Year Extension of the Master Ambulance  
Agreement with American Medical Response for Advanced Life  
Support and Emergency Ambulance Service**

**JUNE 12, 2012**

## MEMORANDUM

To: County of Riverside Board of Supervisors

From: Samuel C. Alhadeff

Date: June 11, 2012

Re: **Agenda Number 3.10 (June 12, 2012): Summary of Documents Submitted in Support of Contract Extension with AMR**

---

---

| Binder Tab | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1          | <p>Third Amendment to the Agreement with American Medical Response and Master Ambulance Agreement with American Medical Response (AMR) for Emergency Ambulance Service</p> <p><i>Summary: The Third Amendment reflects the current operative contract between AMR and the County of Riverside approved by the Board of Supervisors on June 23, 2009. Also included for reference is the original Master Ambulance Agreement approved in 2004.</i></p>                                                                                                                                                                                                               |
| 2          | <p>Minutes of the Board of Supervisors, Agenda Number 3.17 (June 23, 2009)</p> <p><i>Summary: The Board minutes reflect the direction of the Board of Supervisors to the Executive Office to explore the idea of automatic renewal contracts similar to the contracts in place with the County's waste haulers.</i></p>                                                                                                                                                                                                                                                                                                                                             |
| 3          | <p>Transcript of Hearing of Agenda Item 3.17 - Riverside County Board of Supervisors (June 23, 2009)</p> <p><i>Summary: Palm Springs Fire Chief, Blake Goetz, speaking as President of the Riverside County Fire Chief's Association, describes the contract enhancements implemented in the AMR contract amendment and states that the County Fire Chiefs voted to endorse the contract amendment. Chief Goetz voiced the Association's support for the contract amendment and recommended approval. Supervisor Tavaglione suggests the County explore use of evergreen-type contracts that would provide for automatic renewal and a five-year wind down.</i></p> |
| 4          | <p>City of Murrieta Agenda Report re Competitive Bid Process for Emergency Medical Services (June 5, 2012)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Binder<br>Tab | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               | <p><u>Summary:</u> The City of Murrieta's Agenda Report indicates that the Riverside County Fire Chiefs Association "reluctantly agreed" to the three-year contract extension with AMR in 2008, and that "[b]y tentatively agreeing to the three-year extension, the Fire Chiefs were under the assumption that the County will go out to bid competitively in 2012." These statements appear contradictory to Chief Goetz's statements to the Board of Supervisors on June 23, 2009, in which he said the County Fire Chiefs voted to endorse the contract amendment with AMR and voiced support and recommended approval of the item.</p>                                                                                                                                                                                                            |
| 5             | <p>Memorandum to Riverside County Emergency Medical Care Committee (EMCC) from Bruce Barton re Automatic Renewal Language in the AMR contract term (April 6, 2011)</p> <p><u>Summary:</u> In response to the Board of Supervisors' direction to explore the idea of automatic renewal contracts, the EMS Agency met with the Supervisors and with the Executive Office to discuss the Board directive. The EMS Agency also solicited discussion and input from the EMCC on proposed contract modification language taken directly out of the County waste haulers contract. This language provides for a five (5) year contract term. In addition, one year after the effective date, and every year thereafter, the term would be automatically extended for an additional year unless one party gave a notice of non-renewal to the other party.</p> |
| 6             | <p>Strategic Initiatives for EMS System Improvement (July 2011)</p> <p><u>Summary:</u> Prepared in July 2011, this document reflects AMR's five-year commitment to make long-term investments in the Riverside County EMS System with earned renewals.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7             | <p>Top Ten Reasons to Support a Five Year Contract with Earned Annual Renewals</p> <p><u>Summary:</u> There are many reasons to support a five-year contract with earned annual renewals, the most of important of which is to secure the health and welfare of the County's residents.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8             | <p>American Medical Response Draft Contract (V 3.0, February 13, 2012)</p> <p><u>Summary:</u> A copy of the 2012 draft contract with AMR reflecting a five (5) year term with five (5) earned annual extensions of one (1) year each. (See Section 4.2.)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9             | <p>Transcript of Hearing of Agenda Item 47 - San Bernardino County Board of Supervisors (May 10, 2012)</p> <p><u>Summary:</u> Virginia Hastings, Executive Director of the Inland Counties EMS, indicates that the process to develop an RFP for competitive bidding purposes</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



| Binder<br>Tab | Description                                                                                                                                                                                                                                                                                                                                                                        |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               | <i>could take up to three or four years. (See pages 2-3.)</i>                                                                                                                                                                                                                                                                                                                      |
| 10            | <p>Letter from County of Santa Clara Public Health Department to Rural/Metro-Santa Clara County re Quarterly Compliance Meeting Follow-Up on Outstanding Contract Requirements &amp; Deliverables (April 27, 2012)</p> <p><u>Summary:</u> <i>This letter indicates some of the potential challenges with an RFP process. Agreement requirements were not met and past due.</i></p> |
| 11            | <p>Contact page for Coastal Valleys EMS Agency (CVEMSA)</p> <p><u>Summary:</u> <i>Bryan Cleaver, Regional EMS Manager, Coastal Valleys EMS Agency, can describe the pitfalls of the RFP process based on his experience in Sonoma and Mendocino counties.</i></p>                                                                                                                  |

## INDEX

|    |                                                                                                                                                                                                             |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Third Amendment to the Agreement with American Medical Response and Master Ambulance Agreement with American Medical Response (AMR) for Emergency Ambulance Service                                         |
| 2  | Minutes of the Board of Supervisors, Agenda Number 3.17 (June 23, 2009)                                                                                                                                     |
| 3  | Transcript of Hearing of Agenda Item 3.17 - Riverside County Board of Supervisors (June 23, 2009)                                                                                                           |
| 4  | City of Murrieta Agenda Report re Competitive Bid Process for Emergency Medical Services (June 5, 2012)                                                                                                     |
| 5  | Memorandum to Riverside County Emergency Medical Care Committee (EMCC) from Bruce Barton re Automatic Renewal Language in the AMR contract term (April 6, 2011)                                             |
| 6  | Strategic Initiatives for EMS System Improvement (July 2011)                                                                                                                                                |
| 7  | Top Ten Reasons to Support a Five Year Contract with Earned Annual Renewals                                                                                                                                 |
| 8  | American Medical Response Draft Contract (V 3.0, February 13, 2012)                                                                                                                                         |
| 9  | Transcript of Hearing of Agenda Item 47 - San Bernardino County Board of Supervisors (May 10, 2012)                                                                                                         |
| 10 | Letter from County of Santa Clara Public Health Department to Rural/Metro-Santa Clara County re Quarterly Compliance Meeting Follow-Up on Outstanding Contract Requirements & Deliverables (April 27, 2012) |
| 11 | Contact page for Coastal Valleys EMS Agency (CVEMSA)                                                                                                                                                        |



**Community  
Health  
Agency**

Eric Frykman, M.D.,  
Director

County of Riverside – Community Health Agency  
**INTERNAL SUPPORT SERVICES-  
PROCUREMENT & CONTRACTS DIVISION**

**COPY**



Jeff Stone, Chairman  
Board of Supervisors

June 30, 2009

Kurt Williams  
American Medical Response  
879 Marlborough Avenue  
Riverside, CA 92507-2133

**SUBJECT: Agreement with the County of Riverside Community Health Agency –  
Department of EMS – Contract File #04-038**

Dear Mr. Williams:

Enclosed find a fully executed original of the above referenced Agreement for your permanent files.

We would like to express our appreciation to you and your staff for working with County of Riverside, Community Health Agency. If you have any questions about the executed documents that you received, give me a call at (951) 358-6562.

Sincerely,

Yolie Smith  
Administrative Services Analyst II

Encl

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

**THIRD AMENDMENT TO THE AGREEMENT**  
**WITH**  
**AMERICAN MEDICAL RESPONSE**  
(ambulance service)

1. That certain Agreement between the County of Riverside ("COUNTY") and American Medical Response, ("CONTRACTOR"), approved by the Board of Supervisors on March 30, 2004, Item 16.2, amended for the first time on December 21, 2004, amended for the second time on March 11, 2008, is hereby amended for the third time effective July 1, 2009 as listed in bullets below.
2. The parties, herein, acknowledge and agree that all references to American Medical Response and Contractor shall refer to Contractor's operating entity known as American Medical Response Ambulance Services, Inc., d/b/a. American Medical Response.
3. Certain changes made in this amendment are shown as: Text additions are displayed in **bold and underline**. Text deletions are displayed as strike through text (i.e., Strike).
  - Amend all references to "Contract Monitor" or "Contractor Administrator" appearing in Agreement #09-038, its exhibits, Schedules and Attachments, shall be deemed to read "EMS Agency".
  - Paragraph 1.1 (obligations of county) is amended to read:
    - 1.1 County shall designate Contractor as the exclusive provider of emergency and ALS ambulance service within the area(s) identified in Schedule A. As necessary for public safety, health and welfare or to endure an effective County system, County reserves the right to make adjustments to the Exclusive Operating Area(s) **consistent with applicable laws**. Any changes in Exclusive Operating Area(s) shall be subject to County providing written notice to Contractor. In the event of such anticipated change(s), Contractor may issue a request for renegotiation seeking a change in response requirements or other such changes as may be necessary to compensate Contractor for actual or potential loss of revenue. In the event the parties are unable to agree upon any such amendment(s) within sixty (60) days of Contractor's written request for renegotiation, Contractor may terminate this Agreement upon 180 days written notice.
  - Paragraph 1.4 (obligations of county) is amended to read:

JUN 23 2009

3.17

County shall institute administrative procedures and processes to effectively and efficiently fulfill its obligations under applicable law or regulation as it may effect Contractor's obligations under this agreement including, but not limited to, data collection and evaluation, medical control oversight, personnel training and certification or accreditation, and critical operational infrastructure such as communications, facilities, emergency vehicles and medical equipment/supply caches.

➤ Paragraph 1.10 (obligations of county) is amended to read:

1.10 County shall, except as otherwise provided herein, utilize Contractor exclusively for the provision of ground prehospital emergency ambulance service at emergency scenes and shall refer all 9-1-1 medical calls to Contractor within the Exclusive Operating Area(s) as shown in Schedule A. This provision shall not preclude County from requiring Contractor to enter into agreements with other qualified ambulance providers for the purpose of back up or mutual aid ambulance service. Any such agreements or providers shall be approved by EMS Agency.

➤ Paragraph 1.11 (obligations of county) is amended to read:

1.11 County shall monitor and oversee the Agreement to ensure that Contractor meets or exceeds all requirements specified within the Agreement. Such activities include, but are not limited to: analyzing monthly compliance reports, coordinating and convening zone administrative meetings and activities; ensuring Contractor meets all quality assessment and improvement requirements. County has determined, based on a reasonable allocation of the costs, that Contract Monitoring and Oversight is ~~\$175,000~~ \$350,000 each year of the Agreement. The cost include: salary and benefits for ~~an two (2)~~ two (2) EMS Specialists and an Office Assistant II, Community Health Agency (CHA) overhead including Information Technology (IT) services, Internal Support Services (ISS), facilities, rent, utilities and travel, as well as County overhead including Human Resources, IT, COWCAP and Workers' Compensation. Contractor shall reimburse County for Contract Monitoring and Oversight cost, which shall be payable to County of Riverside directed to EMS Agency, semi-annually be the first day in October and March. Payments shall be increased or decreased annually commensurate with the change in the CPI for all urban consumers in the Los Angeles-Anaheim-Riverside Metropolitan Areas during the prior calendar year. These payment may ~~include~~ be adjusted for information technology and maintenance expenditures by AMR upon EMS Agency approval.

➤ Paragraph 2.1 (obligations of contractor) is amended to read:

2.1 Contractor's response time on requests for service originating within the designated Exclusive Operating Area(s) shall meet the ALS standards for the County as set forth in Schedule E and as specified in Schedule A. As necessary for public safety, health and welfare, Contractor acknowledges that County reserves the right to modify its ALS standards and response times subject to prior written notice to Contractor of any such proposed change. County will review response time standards and response times subject to prior written notice to Contractor of any such proposed change. County will review response time standards and requirements on an annual basis. Contractor shall be entitled to a rate increase of other modification in the Agreement sufficient to compensate Contractor for demonstrated additional costs, if any, of any shortened response time requirements proposed by Contractor in connection with any proposed subcontract between Contractor and a fire agency for ALS first responder services. Any such subcontract for ALS first responder services shall contain requirements for the subcontractor to submit monthly response time performance reports to the EMS Agency. Subcontractor performance reports shall conform to the Contractor response time clock definitions, formatting and submission deadlines as described within this Agreement. County shall not unreasonably withhold approval of any such proposed response time requirements and proposed subcontract.

➤ Paragraph 2.6 (obligations of contractor) is amended to read:

2.6 Contractor shall provide continuous, 24 hour a day prehospital ALS emergency transportation services for the areas designated in Schedule A.

➤ Paragraph 2.7 (obligations of contractor) is amended to read:

2.7 Contractor shall provide a minimum of one (1) fully staffed and response ready ALS transport unit, 24 hours a day, to service the Mountain Plateau area as defined in Schedule A. The location of the station of said ALS transport unit shall be approved by the EMS Agency. County shall not unreasonably withhold approval of any such proposed station location. The EMS Agency may require additional Contractor ALS ambulance coverage for the Mountain Plateau in order to meet response time criteria as described within this Agreement.

➤ Paragraph 2.8 (obligations of contractor) is amended to read:

2.8 Contractor shall provide continuous, 24 hour a day dispatch services for all areas as specified in Schedule A. This shall include a back-up generator with the ability to function for a minimum of 72 hours without access to outside power. Contractor's dispatch services shall be

provided by Communications Center maintained by the Contractor and located within County of Riverside. This Communication Center shall utilize a program adhering to Emergency Medical Dispatch (EMD) standards. This EMD program is subjected to EMS Agency approval.

- Paragraph 2.9 (obligations of contractor) is amended to read:

2.9 Contractor shall pay County ~~\$75,000~~ \$125,000 each year of the Agreement ~~for the cost of operating a Communications Center that shall assist Contractor in dispatching its ambulances~~ County's cost for assisting the Contractor Communications Center with the dispatch of ambulances. Such payment shall be made semi-annually by the first day in October and March. Annual adjustments to this amount shall be made based upon the requirements for additional infrastructure and services provided by the County to support the efficient dispatch and control of Contractor's ambulances.

- Paragraph 2.10 (obligations of contractor) is amended to read:

2.10 Contractor shall provide ambulance transportation for persons on a hold pursuant to Section 5150-~~5157~~ of the Welfare and Institutions Code pursuant to the standards and procedures set forth in Schedule E.

- Paragraph 2.11 (obligations of contractor) is amended to read:

2.11 Contractor shall adhere to the County's EMS policies regarding ~~continuous quality assurance and quality improvement (CQI) and participate in the creation and operation of these programs for the County's EMS system. Within 90 days of execution of this Agreement, the Contractor shall submit a written quality improvement CQI plan, including a Disaster Management Operational Plan, for its operations under this Agreement to the EMS Agency Medical Director for approval. Said quality improvement~~ The CQI plan shall provide an identify the appropriate personnel to supervise Contractor's Medical Quality Improvement Program using this plan for the purposes of carrying out the Contractor's Medical CQI Program as required in Schedule E of this Agreement.

- Provision 2.12.1 (obligations of contractor) is amended to read:

2.12.1 This number of back-up requests be Contractor shall not exceed three (3) percent ~~per~~ on any zone's total response volume for any consecutive 30-day period.

- Paragraph 2.13 (obligation of contractor) is amended to read:

2.13 Contractor's ambulances shall meet the standards, subject to EMS Agency's authority to alter, as specified in Riverside County Ambulance Ordinance No. 756 as may be amended from time to time or other enacted County ordinance or resolution governing the provision of ambulance equipment. All vehicle lettering, markings, and colors on ambulances and supervisor vehicles must be approved by EMS Agency. ~~Lettering, markings, and colors on ambulances and supervisor vehicles at the time the Agreement is signed, will be deemed approved by the Contract Administrator.~~

➤ Provision 2.14.1 (obligation of contractor) is amended to read:

2.14.1 File with the County performance reports within fifteen (15) working days after the end of each month in a format approved by the EMS Agency.

➤ Provision 2.14.2 (obligation of contractor) is amended to add provision as follows:

2.14.4 Provide the EMS Agency direct remote access to the Contractors Computer Aided Dispatch (CAD) System and associated data as requested.

➤ Paragraph 2.17 (obligation of contractor) is amended to read:

2.17 Contractor shall ~~be responsible for maintaining~~ maintain an administrative office located in the County and shall designate an on-duty employee or officer available on a 24 hour basis and authorized to act on behalf of Contractor concerning its operational activities.

➤ Paragraph 2.18 (obligation of contractor) is amended to read:

2.18 Contractor shall provide annual employee turnover reports upon request and in the format required by the EMS Agency. Said reports shall describe the status and changes in Contractor's (certified and licensed) personnel.

➤ Paragraph 2.22 (obligation of contractor) is amended to add the following provisions:

2.22.1 During response to mass casualty incidents or disasters within or effecting the County, Contractor operations shall fall under command and control of the EMS Agency as a function of the Medical/Health Branch in support of the County Emergency Operational Plan (EOP).

2.22.2 Request for the Contractor's resources for mutual aid outside the County shall be consistent with the California Disaster Medical



Operations Manual (CDMOM) as authorized by the Medical Health Operational Area Coordinator (MHOAC). Such authorization shall not be unreasonably withheld after an assessment of the situation by the MHOAC and a determination has been made that adequate resources will remain available to meet the emergency medical and health needs of the County.

2.22.3 Contractor shall at all times have one (1) type II immediate need Ambulance Strike Team (AST) and one (1) type II planned need AST available for deployment upon authorization from the EMS Agency.

2.22.4 Contractor shall maintain and operate the County acquired Disaster Medical Support Unit (DMSU). Contractor shall maintain the DMSU in response ready condition per the specification delineated in the memorandum of understanding (MOU) between the County and the State of California dated September 7, 2007.

2.22.5 Contractor shall participate in disaster drills and training programs as requested by the EMS Agency.

2.22.6 At the conclusion of any disaster as determined by the EMS Agency, Contractor shall determine its direct marginal costs incurred in the course of rendering this disaster assistance, and shall present such cost statement to the EMS Agency or other agency approved by the Contract Administrator for review and possible reimbursement should federal or state monies become available. Contractor shall, but not required, its employees to render aid under such disaster conditions voluntarily and without compensation. Contractor shall not include in its cost statement any charges for services rendered by volunteer employees. The cost statement associated with rendering aid under disaster conditions shall be based entirely upon the actual direct marginal costs incurred by Contractor in the course of rendering such disaster assistance, and shall not include costs of maintaining production capacity that would have been borne by Contractor to meet normal service requirements if the disaster had not occurred.

➤ Paragraph 2.2 (obligation of contractor) is amended to add 2.26 to read:

2.26 Contractor shall implement and maintain an ambulance back up program as specified in Schedule L.

➤ Paragraph 2.2 (obligation of contractor) is amended to renumber the following provisions:

2.26 2.27 Contractor shall comply will all pertinent federal, state, and County laws,...

2.27 2.28 Contractor shall not discriminate in the provision of services, allocation of benefits, accommodation of facilities, or employment of personnel, on the basis of ethnic group...

2.28 2.29 Contractor shall comply with all financial reporting and audit...

➤ Paragraph 3.3 (mutual obligations) is amended to read:

3.3 The Parties agree that if Contractor becomes unable to perform services under this Agreement, either through its breach of contract or through act of God, provided County is not in breach of contract, County shall be entitled, at the option of the County and as otherwise allowed by applicable law, to possess and use Contractor's ambulances and all of the equipment contained therein for a period not to exceed the duration of the Contractor's inability to perform. County shall then return the ambulances and equipment to the Contractor a monthly rental, set forth in Schedule I, per equipped ambulance so used. County shall assume all liability as to any claim or potential claim against Contractor arising out of its use and possession of Contractor's ambulances under this section.

➤ Paragraph 4.2 (contract provisions) is deleted in its entirety and replaced by the new paragraph 4.2 to read:

4.2 Term – This Amendment extends and continues Contractor ALS Ambulance services as described herein on behalf of the County. The term of this Agreement begins July 1, 2009 and shall continue until June 30, 2012, subject to one (1) optional renewal of three (3) years upon mutual consent of the parties. Each party's intent not to renew shall be given by written notice at least 12 months (365 days) prior to contract expiration.

➤ Paragraph 4.4.4 (professional liability insurance) is amended to read:

4.4.4 Professional Liability Insurance:

Contractor shall maintain Professional Liability Insurance providing coverage for the Contractor's performance or work included within this Agreement, with a limit of liability of not less than \$5,000,000 per occurrence and \$10,000,000 annual aggregate. If Contractor's Professional Liability Insurance is written on a claims made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement and Contractor shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also known as Tail Coverage); or 2) Prior Dates Coverage from new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that Contractor has Maintained continuous coverage with the same or original insurer. Coverage

provided under sub-sections 4.4.4.1, 4.4.4.2 or 4.4.4.3 will continue for a period of five (5) years beyond the termination of this Agreement.

- Sub-section 4.6.1.4 (material breach) is amended to read:

4.6.1.4 Failure to maintain the required insurance coverage.

- Paragraph 4.8 (notices) is amended to read:

4.8 Notices – All notices required hereunder will be in writing and served personally or by certified mail, return receipt requested, postage prepaid, at the addresses shown below:

CONTRACTOR: American Medical Response – Riverside  
879 Marlborough Ave.  
Riverside, CA 92507-2133  
Attn: General Manager

WITH COPY TO: American Medical Response – Southwest & Hawaii  
Division  
20101 Hamilton Avenue, Ste 300  
Torrance, CA 90502  
Attn: VP, Administration

1200 S. Martin Luther King Blvd.  
Las Vegas, NV 89102  
Attn: Division Chief Operating Officer

Legal Department  
American Medical Response, Inc.  
6200 South Syracuse Way, Suite 200  
Greenwood Village, Colorado 80111

COUNTY: Riverside County Department of Public Health  
4065 County Circle Drive  
Riverside, CA 92509  
Atte: EMS Agency

- Schedule A.1 is amended to read:

Schedule A.1

Zones  
Northwest Zone

Sub-zones  
Riverside  
Corona, Norco and unincorporated areas South of  
the 91 freeway

Norco and unincorporated areas North of the 91 freeway

|                       |                                                                                                            |
|-----------------------|------------------------------------------------------------------------------------------------------------|
| Central Zone          | Moreno Valley<br>Perris and unincorporated areas                                                           |
| San Jacinto Zone      | Hemet<br>San Jacinto and unincorporated areas                                                              |
| Southwest Zone        | Temecula and Murrieta<br>Lake Elsinore, <u>Menifee, Wildomar</u> , Canyon Lake<br>and unincorporated areas |
| Pass Zone             | No subzones                                                                                                |
| Desert Zone           | Palm Springs and Desert Hot Springs<br>La Quinta, Coachella and unincorporated areas                       |
| Mountain Plateau Zone | No subzones                                                                                                |

- Schedule E (Riverside County ALS Provider Standards), Section I (EMS Administrative Group) is amended to read:

~~Each exclusive operating area~~ The EMS Agency will designate a group of individuals to form an EMS Administrative Group for each exclusive operating area. This Group will oversee the performance of the Contractor in their areas and make recommendations to the EMS Agency for improvements to the system. Each city will designate one representative and an alternate to serve on this group. Recommendations by the EMS Administrative group shall be included in the EMS Agency annual Board of Supervisors report. Each city will also sign a Memorandum of Understanding (MOU) with the County regarding this EMS Administrative Group. Nothing in such MOU shall designate any right(s) of County under the Agreement.

- Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance response time Performance Standards and penalties), Subsection B (Response Time Standards), Item 1 (zone standards), Paragraphs 1.1 through 1.4 are amended to read:

1.1 Ten (10) Minute Response Zone

Contractor shall place an ambulance at the scene in less than ten (10) minutes, as measured by Computer Aided Dispatch (CAD) digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

1.2 Fourteen (14) Minute Response Zone

Contractor shall place an ambulance at the scene in less than fourteen (14) minutes, as measured by **(CAD)** digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

1.3 Twenty (20) Minute Response Zone

Contractor shall place an ambulance at the scene in less than twenty (20) minutes, as measured by **(CAD)** digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

1.4 Thirty (30) Minute Response Zone

Contractor shall place an ambulance at the scene in less than thirty (30) minutes, as measured by **(CAD)** digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

- Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance response time Performance Standards and penalties), Subsection B (Response Time Standards), Item 2 ( Sub Zone Standards) is amended to read:

2. Sub Zone standards

The following is the response time standard for Code 3 requested for emergency ambulance services originating from within the Area as defined in Schedule A.1. Contractor must meet all response time criteria ~~89%~~ **90%** of the time in each subzone monthly ~~on a three (3)-month moving average~~.

- Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance response time Performance Standards and penalties), Subsection C (Response Time Exemptions), is amended to read:

C. Response Time Exemptions

In the monthly calculation of the Provider's response time performance, every emergency medical service call originating from within the emergency ambulance provider exclusive operation area shall be included except as follows:

1. In case of a period of unusual system overload, e.g., multiple incidents with multiple victims or a large number of victims from a single incidents (e.g., bus crash, plane crash, etc.). for purposes of calculations, unusual system overload will not exceed ~~3%~~ **1%** of provider's monthly call volume per zone.
2. Good cause for an exemption ~~as determine by~~ **shall be in accordance with the EMS Agency approved exemption matrix**. The burden of proof that there is good cause for the exemption shall rest with the Contractor and

Contractor must have acted in good faith. The Alleged good cause must have been a substantial factor in producing the excessive response time. Good cause for an exemption may include, but is not limited to, the following scenarios:

- a. Incorrect or inaccurate dispatch information received from a calling party or 911 Public Safety Answering Point or from a public safety agency. The response time calculation shall restart when the ambulance or ambulance dispatch center receives the correct information.
- b. ~~Disrupted voice or data transmission~~ When, for reasons of safety, the contractor's ambulance is directed by local public safety official(s) to follow other emergency responders to the scene of the response.
- c. Inability to locate address due to inaccurate or non-existent address as confirmed by other responding agencies.
- d. Unavoidable delay caused by ~~traffic congestion when there is no alternative access to the incident that would permit Contractor, with reasonable diligence, to meet the response time criteria.~~ trains in the City of Riverside ONLY.
- e. Unavoidable delays caused by road construction and/or closure at receiving hospitals, such as lack of available beds for patient transfer.
- ~~f. Unavoidable delays caused by trains~~
- ~~g. Off road or off paved road locations, if such condition hampers the ability to safely respond to such locations.~~
- ~~h. Weather conditions that impair visibility or create other unsafe driving conditions.~~
- ~~i. Unavoidable delays at receiving g hospitals, such as lack of available beds for patient transfer~~

- Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance response time Performance Standards and penalties), Subsection D (Response Time Penalties and Performance Enhancements Measures) is amended to read:

#### D. Response Time Penalties and Performance Enhancements Measures

##### 1. Penalties

If Contractor fails to meet the response time standards or performance standards in the delivery of service, except as otherwise exempted, Contractor shall be assessed penalties in the following amounts:

- a. For each response Contractor exceeds the response time standard, the following amounts shall be assessed:
  - 0.01- 1 minute = \$ 5.00
  - 1.01- 2 minutes = \$ 10.00
  - 2.01- 3 minutes = \$ 20.00

|               |                                                   |
|---------------|---------------------------------------------------|
| 3.01-         | 4 minutes = \$ 50.00                              |
| 4.01-         | 5 minutes = \$ 70.00                              |
| 5.01-         | 6 minutes = \$ <del>90.00</del> <u>180.00</u>     |
| 6.01-         | 7 minutes = \$ <del>110.00</del> <u>220.00</u>    |
| 7.01-         | 8 minutes = \$ <del>140.00</del> <u>280.00</u>    |
| 8.01-         | 9 minutes = \$ <del>160.00</del> <u>320.00</u>    |
| 9.01-         | 10 minutes = \$ <del>180.00</del> <u>360.00</u>   |
| 10.01-        | 15 minutes = \$ <del>200.00</del> <u>400.00</u>   |
| 15.01-        | 20 minutes = \$ <del>250.00</del> <u>500.00</u>   |
| 20.01-        | 30 minutes = \$ <del>300.00</del> <u>600.00</u>   |
| 30.01-        | 60 minutes = \$ <del>600.00</del> <u>1,200.00</u> |
| >60 minutes = | \$ <del>1,000.00</del> <u>2,000.00</u>            |

- b. \$500.00 for any incident when Contractor refers a call to a BLS unit, except as expressly permitted by County pursuant to ambulance ordinance 756.
- c. ~~\$250.00~~ 360.00 for failure of the ambulance crew to report their arrival at-scene and the at-scene time is not verifiable by other reliable means.
- d. \$500.00 for any preventable mechanical failure as determined by the EMS Agency, during patient transport.
- e. For each calendar month in which Contractor has met less than 90% of the response time standards in any zone, Contractor shall be assessed an additional lump sum for each percentage point below 90%, or portion thereof per zone. These shall be:
- (1) ~~89-89.99%~~ 88-89% = \$1,000.00 Fine total for that zone doubles.
- (2) ~~88-88.99%~~ 86-87.99% = \$2,250.00 Fine total for that zone triplets.
- (3) ~~87-87.99%~~ <86% = \$3,750.00 Fine total for that zone quadruples.
- (4) ~~86-86.99%~~ = \$5,800.00
- (5) ~~85-85.99%~~ = \$7,800.00
- (6) ~~<85%~~ = \$11,000.00

## 2. Performance Enhancements/Credits

- a. If Contractor meets the response time standards or performance standards in the delivery of service in any one given zone, as well as in the subzone(s) located within that zone, as defined in II.B.2, Contractor will be awarded the following performance credits to off-set penalties assessed for that zone in Schedule E, D.1.A:

|              |             |
|--------------|-------------|
| % Compliance | Credit/Zone |
|--------------|-------------|

|              |                    |
|--------------|--------------------|
| 91 - 92 %    | <del>10%</del> 15% |
| 92.01 - 93 % | <del>20%</del> 35% |
| 93.01 - 94 % | <del>30%</del> 50% |
| 94.01 - 95 % | <del>50%</del> 75% |
| 95.01 - 96 % | 65%                |
| 96.01 - 97 % | 75%                |
| 97.01 - 98 % | 80%                |
| 98.01% +     | 90%                |

**The County will forgive fines for response time compliance over 95% in single zones except those fines generated by responses greater than 10 minutes late.**

- b. In addition, if all zones and subzones as define in Schedule A and A.1 exceed compliance, the following additional credits will apply to **the resultant total fines:**

| % Compliance | Credit/Zone        |
|--------------|--------------------|
| 91 - 92 %    | <del>10%</del> 15% |
| 92.01 - 93 % | <del>20%</del> 35% |
| 93.01 - 94 % | <del>30%</del> 50% |
| 94.01 - 95 % | <del>50%</del> 75% |
| 95.01 - 96 % | 65%                |
| 96.01 - 97 % | 75%                |
| 97.01 - 98 % | 80%                |
| 98.01% +     | 90%                |

**The County will forgive fines for response time compliance over 95% in all zones except those fines generated by responses greater than 10 minutes late.**

Credits will be applied to off-set penalties assessed in Schedule E, D.I.A, during the same compliance period. No monies will be paid/refunded to the Contractor due to credits.

3. c. The EMS Agency will inform the Contractor of the incidents, fines and credits incurred on a monthly basis. Contractor shall be entitled to appeal any incidents and fines to the EMS Agency within tem (10) days of receipt. Unless the EMS Agency reverses the fines, Contractor shall pay all fines within 45 days of receipt of the notification. A late payment charge of five (5) percent will be assessed monthly if no payment is received after the 45 day of receipt of the notification,. Fines shall be paid to the County of Riverside with payments directed to the EMS Agency. Collected fines will be used for purposes to supplement



EMS system costs such as first responder equipment and training enhancements.

- Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance response time Performance Standards and penalties), Subsection E (Phase-In Schedule), Items 1, 2, 3, 4, 5 and 6 are amended to read:

1. Within three (3) months after the agreement is signed, Contractor will ~~add and additional 24 hours/day in Moreno valley located within the Central zone.~~ Make the necessary adjustments to the system status plan to incorporate the new subzone configuration and criteria for the Northwest Zone as described in Schedule A.1.
2. Within the four (4) months after the Agreement is signed, Contractor will place and staff two (2) ambulances in the Northwest zone, one located in the Horsethief Canyon area and one in the Eastvale area. Six (6) months after the Agreement is signed contractor shall have AVL/GPS with CAD interface operation at 95% effectiveness,
3. Within the first five (5) months after the Agreement is signed Contractor will place and staff an ambulance in the Thermal area, located within the Desert zone. Contractor shall also maintain the following additions required under the 2004 contract:
  - a. the 24 hour unit hours/day added in Moreno Valley, located within the Central Zone.
  - b. The two (2) ambulances in the Northwest zone, one located in the Horsethief Canyon area and one in the Eastvale area.
  - c. An ambulance in the Thermal area, located within the Desert Zone.
  - d. An Ambulance in the Wildomar area, located within the Southwest zone.
  - e. The ambulance located in the Anza area, located within the Mountain Plateau.
  - f. Appropriate, as determined by the EMS Agency, clinical oversight, education and equipment to continuously improve the 12-lead cardiac monitoring program.
4. ~~within the first six (6) months after the Agreement is signed Contractor will place and staff an ambulance in the Wildomar area, location within the Southwest zone.~~
5. ~~Within the first six (6) months after the Agreement is signed, Contractor will relocate the ambulance currently located in Garner valley to the Anza area, located within the Mountain Plateau..~~

6. ~~Within the first six (6) months after the Agreement is signed Contractor will implement a 12-Lead cardiac monitoring program.~~

Any request for changes to the phase-in schedule shall be submitted in writing to the EMS Agency for approval.

➤ Schedule E (Riverside County ALS Provider Standards), Section III (Level of Clinical Sophistication), Subsection A (Medical Control), is amended to read:

### A. Medical Control

Prospective medical control of EMT-P personnel shall be according to the policies and procedures of the EMS Medical Director. Immediate medical control shall be provided to EMT-P personnel by Base Hospital physicians or mobile intensive care nurses according to the policies and procedures of the EMS Medical Director. Retrospective medical control shall be provided according to the standards set for by the EMS Medical Director through continuous quality improvement (CQI) programs, including continuing education programs. Conducted cooperatively by the Contractor, the EMAS Agency and the Base Hospitals.

➤ Schedule E (Riverside County ALS Provider Standards), Section III (Level of Clinical Sophistication), Subsection B (Training/Education/Certification/accreditation), Items 4, 5, 6 and 7, are amended to read:

4. Mandatory Education for local EMT-P Accreditation and EMT Certification.

The Contractor shall cooperate fully with the EMS Agency to notify and ensure completion by EMT-Ps and EMTs of mandatory education programs.

## 5. Specialty Education Programs

Contractor shall ensure that all paramedic personnel in their employ receive and continuously maintain Advance Cardiac Life Support (ACLS) certification, Prehospital Trauma Life Support (PHTLS), or ~~Basic Life Support~~, Pediatric Advance Life Support, or other EMS Agency approved paramedic emergency medical pediatric course. New hire employees shall complete all required training within six (6) months of their date hire. Annual training shall be provided on specialty prehospital categories including, but not limited to, geriatric training.

## 6. EMT-P Interview by EMS Agency

Contractor will cooperate fully with County in the coordination of any interviews of an employee of Contractor by County.

7. **Paramedic Preceptors**

**Contractor shall cooperate with EMS Agency approved paramedic training programs and the EMS Agency to develop a preceptor program. The preceptor program shall provide adequate, as determined by the EMS Agency, paramedic field internship positions in support of EMS Agency approved programs. Preferential placement for paramedic field internship shall be provided to EMS Agency approved Community College Programs.**

- Schedule E (Riverside County ALS Provider Standards), Section III (Level of Clinical Sophistication), Subsection C (Ambulance Staffing), Item 1, is amended to read:

C. Ambulance Staffing

1. **Minimum staffing for** all ALS emergency response ambulances being utilized under this agreement shall be staffed with at least one Riverside County accredited paramedic, who must have completed and been certified in all training listed in III.B.5, **and one Riverside County certified EMT.**

- Schedule E (Riverside County ALS Provider Standards), Section IV. (Personnel and Working Conditions), Subsection C (Prehospital Personnel Identification), is amended to read:

C. Prehospital Personnel **Uniform, Identification Badges and Code of Conduct.**

**1. Uniform and Identification Badges**

All ambulances crew members should, at all times while on duty, wear an official **uniform and** identification issued by the Contractor and approved by the EMS Agency, attached to the outside of their uniform **badges in accordance to the Contractor's policies which is subject to approval by the EMS Agency.**

**2. Code of Conduct**

**All ambulance crew members shall adhere to the Contractor's code of conduct policies which are subject to approval by the EMS Agency.**

- Schedule E (Riverside County ALS Provider Standards), Section IV. (Personnel and Working Conditions), Subsection D (Special Program for Personnel), subsection 3 (Preventative Health Care), is amended to read:

3. Preventative Health Care

1 a. Immunizations

2 Contractor shall make available to prehospital personnel, at no cost to the  
 3 employee, MMR (measles, mumps, rubella) and HBV (hepatitis B)  
 4 immunizations, semi-annual tuberculosis PPD test (purified protein  
 5 derivative) or any other immunization specified by the County Health  
 6 Officer the following immunizations and communicable disease testing:

- 7 • Tuberculosis PPD test semi-annual
- 8 • Hepatitis B given in a three (3) doses series (done #1 initial,  
 9 #2 in 1 month, #3 approximately 5 months after #2).
- 10 • Influenza given 1 dose of trivalent inactivated influenza  
 11 vaccine (TIV) or live attenuated influenza vaccine (LAIV)  
 12 annually.
- 13 • MMR for healthcare personnel (HCP) born in 1957 or later  
 14 without serologic evidence of immunity or prior vaccination,  
 15 given 2 doses of MMR, 4 weeks apart.
- 16 • Varicella (chickenpox) for HCP who have no serologic proof  
 17 of immunity, prior vaccination, or history of varicella  
 18 disease, given 2 doses of varicella vaccine, 4 weeks apart.
- 19 • Tetanus, diphtheria, pertussis given all HCP a Td booster  
 20 dose every 10 years, following the completion of the primary  
 21 3-dose series. Given a 1-time dose of tetanus, diphtheria,  
 22 acellular pertussis vaccine (Tdap) to all HCP younger than  
 23 age 65 years with direct patient contact.

24 b. Infection Control

25 Contractor shall have written infection control policies and procedures  
 26 approved by the County Health Officer or his/her designee. Testing and  
 27 counseling services shall be provided to employees at no cost for  
 28 employees exposed to serious infectious diseases. The Contractor shall  
 report any known employee exposures to serious infectious diseases to  
 the County Health Officer or his/her designee.

In compliance with the Ryan White Act (Public Law 101-381) the  
 Contractor is required to specify a Designated Officer who will be the  
 point of contact for suspected exposures.

- Schedule E (Riverside County ALS Provider Standards), Section IV. (Personnel  
 and Working Conditions), Subsection E (Key Personnel), is amended to read:

E. Key Personnel

Contractor shall have key personnel in the following functions. Personnel assigned these functions shall be submitted in writing to the EMS Agency within sixty (60) days of signing of Agreement. While these functions must be filled, Contractor is not required to have an employee solely dedicated to each function. Key job functions shall be:

1. Operational – responsible for all divisional functions on a daily basis, including field operations, contract compliance, quality improvement, training and risk management. This individual will direct, coordinate and monitor overall system performance to ensure high standards of service, budget compliance and contractual compliance.
2. Field Supervision – responsible for direct supervision of field personnel. These individuals will ensure that high professional and patient care standards are maintained by all field personnel. These individuals will coordinate operational issues with local fire jurisdictions, hospitals, law enforcement, the EMS Agency and other EMS system stakeholders to ensure optimal contractor field performance. These shall be a minimum of one (1) field supervisor on duty at all times for every fifteen (15) ambulances in service. Fields Supervisor deployment shall be evenly dispersed across all zones. Fields Supervisors shall have clearly defined roles and responsibilities and be provided initial and on-going training. Contractor shall have written field supervisor program subject to approval by the EMS Agency.
3. 2. Continuous Quality Improvement (CQI) and Clinical Management Department—responsible for the quality improvement program. This individual will ensure that core values and standards of care are maintained by operations personnel through the recruitment, selection, training, retraining, and retention of EMT-Ps. This job category may be filled by a private contractor if approval by EMS Agency. Ensuring high quality patient care through the application of the Contractors' CQI plan as approved by the EMS Medical Director. The Contractor shall submit an organizational structure for CQI, education/training and clinical management to be approved by the EMS Agency. Said structure shall include an individual that has primary management responsibility, a board certified emergency physician or other qualified physician as approved by the EMS Medical Director and adequate staff to insure the optimal execution of the CQI plan.
3. In-Service Training—responsible for training and educational programs. This individual will provide for initial in-house orientation and training as well as ongoing in-service continuing education. This individual will coordinate training efforts with local fire jurisdictions.

1 4. Fleet Management – responsible for the maintaining of ambulances and support  
2 vehicles.

3 5. Systems Status/Deployment - responsible for the overall analysis and  
4 coordination of resources deployment; responsible for monitoring all system  
5 performance to ensure proper vehicle staffing and placement, response to  
6 compliance and system status planning.

- 7 ➤ Schedule E (Riverside County ALS Provider Standards), Section IV. (Personnel  
8 and Working Conditions), Subsection F (Driver Training Program and Map  
9 Reading), is amended to read:

10 F. Driver Training Program Navigation and Map Reading Area Familiarization

11 Contractor will conduct a driver training, navigation and map reading area  
12 familiarization program which shall be subject to the approval of the EMS  
13 Agency on an annual basis. Contractor must provide, within ninety (90) days of  
14 contract signing, a copy of current ambulance driving policies.

- 15 ➤ Schedule E (Riverside County ALS Provider Standards), Section V. (Vehicles and  
16 Equipment), Subsection A (Ambulances), subsection 1 (Ambulances  
17 Specifications), is amended to read:

18 1. Ambulances Specifications

19 Ambulances utilized for 9-1-1 and emergency responses shall have no more  
20 than 275,000 miles. All ambulances being utilized for 9-1-1 and emergency  
21 responses shall continue to meet this standard for the term of this  
22 agreement. by September 1, 2005.

- 23 ➤ Schedule E (Riverside County ALS Provider Standards), Section VI. (First  
24 Responder Requirements), is amended to read:

25 A. First Responder Equipment/Supplies

26 Contractor will ~~submit a written plan for approval by the Contract~~  
27 ~~Administrator detailing the plans to maintain adequate equipment and~~  
28 ~~supplies for the purpose of restocking supplies used by the first~~  
29 ~~responders. Develop mechanisms to restock disposable equipment~~  
30 ~~and supplies other than narcotics used by first responders when~~  
31 ~~treatment has been provided by first responder personnel and the~~  
32 ~~patient is transported by the Contractor.~~

33 The first responders supplies which will be restocked to the first  
34 responder agency by the Contractor will include all disposable  
35 supplies used for the medical care of the patient as set forth in

Appendix 1. as they appear on the First Responder Apparatus  
Standard Drug and Equipment list.

Contractor shall consult with first responder agencies and submit  
written plans for accomplishing first responder restock to the  
EMS Agency within 90 days of the signing of this agreement.

B. Return of Public Safety Personnel

Contractor agrees to return public services personnel who accompany the ambulances crew during transport, to their regular duty station at the earliest possible time following transport of the patient.

Alternative transportation, such as taxi or supervisor, shall be provided when necessary. Contractor agrees to develop and implement a program which reimburses public safety agencies for use of personnel.

This program shall be subject to verifiable direct marginal cost incurred by the first responder agencies. A written plan for the implementation of this program shall be submitted to the EMS Agency within 120 days of signing this agreement.

- Schedule E (Riverside County ALS Provider Standards), Section VII. (Miscellaneous Requirement), Subsection A (Public Education Program) is amended to read:

A. Public Education Program

Contractor will provide a public education program that contains a minimum of 40 hours per zone per year. Contractor will prepare an annual Public Education Plan with specific goals and objectives to meet or exceed minimum acceptable levels set by the EMS Administrative Group that includes but not limited to appropriate use of the 9-1-1 system for medical requests, CPR and First Aid. This plan will be submitted to the EMS Agency and EMS Administrative Group for review and approval prior to implementation.

- Schedule E (Riverside County ALS Provider Standards), Section VII. (Miscellaneous Requirement), Subsection C (Out of Service Area Medical Mutual Aid), is deleted in its entirety and replaced by Subsection D (Communication Center) to read:

C. ~~D~~. Communications Center

Contractor will provide communications with and between Public Safety Answering Points (PSAP) and ambulances. IN the event of a power outage, Contractor will ensure their Communications Centers are able to function up to three (3) days with auxiliary power. Contractor agrees to function as the Operational Area Medical Dispatch Center (OAMDC) and assist the MHOAC with medical command and control as required.

- 1       ➤ Schedule F (Data Base System Oversight), on the amounts on the original table are  
2               amended to read Yearly from \$350,000 to \$420,000 and Semi-annually  
3               from \$175,000 to \$210,000.

- 4       ➤ Schedule F (Data Base System Oversight), Paragraph three, is amended to read:

5               To support the Data Base System, County shall require Contractor to pay  
6               ~~\$350,000~~ \$420,000 per year for cost...

- 7       ➤ Schedule G (Service for Mental Health), Section 1, is amended to read:

- 8               1. Contractor shall provide ambulance transportation for persons in apparent  
9               need of mental health treatment and are under hold pursuant to sections 5150-  
10              5157 of the Welfare and Institution Code, from...

- 11       ➤ Schedule H (Rate Schedule), Table (Rate Schedule), is amended to read:

12              RATE SCHEDULE

|                                     |                                       |
|-------------------------------------|---------------------------------------|
| 13              1. ALS Rate         | <del>\$820.00</del> <u>\$1,118.00</u> |
| 14              2. BLS Rate         | <del>\$390.00</del> <u>\$533.00</u>   |
| 15              3. Mileage (loaded) | <del>\$20.40</del> <u>\$31.00</u>     |
| 16              4. Oxygen           | <del>\$95.00</del> <u>\$132.00</u>    |
| 17              5. Night Charge     | <del>\$105.00</del> <u>\$144.00</u>   |

- 18       ➤ Schedule H (Rate Schedule), First Paragraph (Annual Adjustments to Schedule H),  
19               is amended to read:

20               The rates set out above may be adjusted in an amount necessary to compensation  
21               Contractor for increases in Contractor's direct and indirect costs as measured by  
22               the consumers price index (CPI). The CPI adjustment may be made annually and  
23               such adjustment shall be effective as of the first day of July of each year. The  
24               comparison shall be made for each January 1. The first CPI adjustment may  
25               occur as of July 1, ~~2005~~ 2010, based on the change in the CPI from January 1,  
26               ~~2004~~ 2009 through December 31, ~~2004~~ 2009. The CPI adjustment shall be  
27               determined by taking into account the percentage increase or decrease in the CPI  
28               for all urban consumers in the Los Angeles-Anaheim-Riverside Metropolitan  
Areas during the prior calendar year, including the housing component.; The  
EMS Agency, in consultation with the Executive Office, shall be responsible for  
reviewing rate increases up to and including 5.0%, and shall approve any such  
increase supported by adequate documentation by Contractor regarding its  
calculation. Board of Supervisors approval shall be required for rate increases  
over 5.0%.

- 29       ➤ Schedule H (Rate Schedule), last Paragraph (Level of Services), is amended to  
30               read:



Level of Services: This Agreement requires Contractor to provide an ALS response to all EMS incidents, except in cases involving patient subject to a hold under Welfare and Institutions Code Section 5150, and contemplates that Contractor shall bill patients and their third party payors (including Medicare) for such level of response. County acknowledges that in the event of a change in applicable laws such that Contractor may only bill Medicare (collectively, "reimbursement Charge"), the loss of revenue to Contractor may make it financially infeasible for Contract to response with an ALS vehicle in all cases or to otherwise comply with the standards set forth herein. IN the event of such actual or anticipated changes, Contractor may issue an written request for renegotiation seeking a change in its rate, a change in the response requirement such that Contractor may respond with a BLS ambulance in appropriate cases, or such other change as may be necessary to compensate Contractor the actual or potential loss of revenue. In the event the parties are unable to agree upon any such amendment within sixty (60) days of Contractor's written request for renegotiation, Contractor may terminate this Agreement upon ~~one hundred eighty (180)~~ **three hundred and sixty-five (365)** days written notice

- Schedule J (Definitions), Paragraph 7 (Contract Administrator), is amended to read:

7. Contract Administrator – Shall be the Director of ~~the Community Health Agency or designee,~~ **Emergency Medical Services** who is authorized to administer this Agreement on the County's behalf.

- Schedule J (Definitions), is amended to add paragraphs 21, 22, 23, 24, and 25 to read:

21. MHOAC - Medical Health Operational Area Coordinator. This function is defined in State law as a joint medical/health function between the County EMS Administrator and the County Health Officer. This MHOAC is responsible for all medical/health planning, operations and recovery for disaster response within the Operational Area (OA) and coordination of medical/health mutual aid resources to and from other OAs.

22. AST – Ambulance Strike Team shall consist of 5 staffed ambulances, a Ambulance Strike Team Leader (ASTL) and a leader vehicle. Type II AST shall be defined as 5 non-hazmat ALS ambulances and a ASTL with a vehicle. ASTLs shall be authorized by the EMS Agency pursuant to the Emergency Medical Services Authority (EMSA) guidelines.

23. DMSU – The Disaster Medical Support Unit is a vehicle owned by EMSA and provided to the EMS Agency for disaster medical response. The DMSU may be utilized as an ASTL vehicle upon authorization of the EMS Agency.

If the DMSU is utilized to support contractor response within the operational area, contractor is responsible to restock equipment and supplies utilized.

24. OAMDC – Operational Area Medical Dispatch Center. Shall be a communications center designated by the MHOAC capable of establishing radio communications with EMS resources within the OA. The OAMDC is responsible for assisting the MHOAC with countywide EMS system management when activated.

25. Permitted Ambulance Providers – Shall mean those ambulance provider agencies issued a permit to operate in the County pursuant to ordinance 756.

➤ Schedule K (Financial Reporting and Audit Requirements), is amended to read:

1. Contractor shall provide the following financial reports/statements under this Agreement. A financial report shall be submitted to EMS Agency detailing ~~quarterly and year-to-date~~ information as specified below. ~~In the first contract year, quarterly reports shall be prepared and submitted by Contractor to the EMS Agency. Thereafter,~~ Contractor shall submit financial reporting on a bi semi-annual basis. Such reports shall be provided within forty-five (45) days after the last day for the preceding period. Contractor shall use its fiscal year (~~September~~ January 1 – ~~August~~ December 31) as the basis for reporting such data. Financial reports detailing information directly related to the operations under this Agreement shall include the following:

Fixed asset schedule  
Profit and loss statement  
Aged accounts receivable  
Services by payor source  
Services provided by category (e.g. ALS, BLS and mileage) and by financial class  
Services by date of service  
Collections by payor source

2. Contractor's second full fiscal year, ~~ending during year four (4) of completed under~~ this Agreement, shall be subject to a financial audit. Such audit shall be carried out by an agreed upon firm selected by the EMS Agency. IF agreement cannot be reached on a firm to perform the audit, the financial audit shall be carried out by a certified public accountant selected solely by the County Health Officer or his or her designee. If there is any charge, cost or fee for such an audit, it shall be paid by the Contractor.

➤ NOW THEREFORE on the face of the agreement is amended to read:

....Schedules A through K L, Attachments ....

- Incorporated Schedule. This agreement is amended to add the following schedule:

Schedule L (Ambulance Back Up Program) 1 page

- This Agreement is amended to delete Appendix 1 (Equipment and Supplies – First Responder/ENT) in its entirety.
- All other terms and conditions of this Agreement are to remain unchanged.

**IN WITNESS WHEREOF**, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

**CONTRACTOR**

American Medical Response

By

KURT WILLIAMS

Type or Print Name

Date

JUNE 4, 2009

**COUNTY**

By

JEFF STONE  
Chairman, Board of Supervisors

Date

JUN 23 2009

Attest:

KECIA HARPER-IHEM

Clerk of the Board

By

KECIA HARPER-IHEM

DEPUTY

FORM APPROVED COUNTY COUNSEL

BY:

NEAL R. KIPNIS

DATE

**Schedule L****Ambulance Back Up Program**

To effectively provide for a consistent method of ensuring adequate emergency ambulance availability, the Contractor shall implement an ambulance back-up plan for use during day-to-day operations and during unusual circumstances that increase EMS call volume. The plan shall be submitted to the EMS Agency within 120 days of the signing of this Agreement and incorporate the following elements.

1. Contractor shall maintain a response ready reserve ambulance fleet equal to 20% of peak deployment and emergency staffing procedures for using reserve ambulances as required by daily EMS call volume increases or when requested by the EMS Agency.
2. Contractor shall establish agreements with Riverside County Permitted ambulance providers for purposes of 9-1-1 back-up. The back-up plan will include agreements with permitted ambulances providers agencies that have sufficient operational presence to provide immediate response to back-up requests in the Northwest, Southwest, San Jacinto, Desert and Mountain Zones. Contractor shall submit back-up plans, including supporting sub-contracts or agreements, to the EMS Administrative Zone Committees for input prior to submission for approval by the EMS Agency. Contractor may enter into agreements with Fire Departments for the placement and staffing of emergency back-up ambulances to be utilized according to the policies and procedures of the EMS Agency.
3. Contractor shall establish clinical, operational and administrative criteria to be utilized by supporting sub-contractor and agencies to ensure that they meet appropriate standards for use as a back-up 9-1-1 provider. This criteria is subject to the EMS Agency's approval.
4. Contractor shall implement appropriate radio communications and dispatch policies that establish criteria for initiating the 9-1-1 back-up plan and assures adherence to the Incident Command System (ICS).

**Immediate Emergency Ambulance Surge Capacity**

1. Contractor Shall have a plan that will ensure the deployment of one-fourth of the required reserve ambulances within one (1) hour of request by the EMS Agency.



RIVERSIDE COUNTY



COMMUNITY HEALTH AGENCY • DEPARTMENT OF PUBLIC HEALTH  
EMERGENCY MEDICAL SERVICES AGENCY

June 26, 2006

Peter Hubbard  
Manger of Public Affairs  
879 Marlborough Avenue  
Riverside, CA 92507

Dear Mr. Hubbard:

After consultation with Riverside County Executive Office, the EMS Agency has approved the following rates for the 2006-2007 fiscal year. These rates may become effective as of July 1, 2006.

| Rate Schedule | Current ( 2005-2006) | Approved (2006-2007) |
|---------------|----------------------|----------------------|
| ALS Rate      | \$848.00             | \$887.00             |
| BLS Rate      | \$403.00             | \$422.00             |
| Mileage       | \$25.00              | \$26.50              |
| Oxygen        | \$99.00              | \$104.00             |
| Night Charge  | \$109.00             | \$114.00             |

Please contact Brian MacGavin at (951) 358-5029 if you have any questions or require additional information regarding this rate change.

Sincerely,

Michael Osur  
Deputy Director of Public Health/EMS Agency Director

cc: Sarah Mack, EMS Agency  
Brian MacGavin EMS Agency

COUNTY OF RIVERSIDE  
COMMUNITY HEALTH AGENCY

FOR COUNTY USE ONLY



|                                                                            |                             |                                                              |                  |                         |
|----------------------------------------------------------------------------|-----------------------------|--------------------------------------------------------------|------------------|-------------------------|
| DEPT/BRANCH<br>DOPH/EMS                                                    |                             | CONTRACT NO.<br>04-038                                       |                  | RFP NO.<br>-----        |
| FUND<br>10000                                                              | DEPARTMENT ID<br>4200101700 | PROJECT-GRANT<br>---                                         | PROGRAM<br>93300 | CLASS/LOCATION<br>6572- |
| CONTRACT AMOUNT<br>See schedules B, C, & D                                 |                             | PERIOD OF PERFORMANCE<br>April 1, 2004 through June 30, 2009 |                  |                         |
| COUNTY CONTACT<br>Michael Osur (909) 358-5029                              |                             |                                                              |                  |                         |
| CONTRACTOR REPRESENTATIVE<br>Peter Hubbard (909) 782-5212                  |                             |                                                              |                  |                         |
| PROGRAM NAME<br>ALS EXCLUSIVE OPERATING AREAS - AMERICAN MEDICAL RESPONSE. |                             |                                                              |                  |                         |

This agreement is made and entered into by and between the County of Riverside, a political subdivision of the State of California, through its Community Health Agency, hereinafter referred to as County, and American Medical Response hereinafter referred to as Contractor.

NOW THEREFORE in consideration of the mutual promises, covenants and conditions hereinafter contained, WHEREBY the Parties intend to execute a single Agreement constituting formal designation of AMERICAN MEDICAL RESPONSE as an authorized part of the Riverside County Emergency Medical Services (EMS) System under Health and Safety Code Section 1797.178, and EMT-P Service-Provider Agreement under Title 22 CCR Section 100144(a) and 100173, a written agreement regarding the provision of prehospital emergency medical services under Health and Safety Code Section 1797.201 and 1797.224, and the Emergency Medical Services Plan as approved by the County of Riverside Board of Supervisors in 1994 and the updated Board approved EMS Plan in 1999; THE PARTIES HERETO MUTUALLY AGREE as provided on pages 1 through 22 and Schedules A through K, Attachments 1 through 3 and Appendix 1, attached hereto and incorporated herein, and in accordance therewith have executed this Agreement.

Contractor  
American Medical Response

By

David Mintz

Print Name

Date 3/18/04

879 Marlborough Ave.

Riverside, CA. 92507-2133

County

By

Roy Wilson  
Chairman, Board of Supervisors

Date MAR 30 2004

ATTEST: Nancy Romero, Clerk

By

FORM APPROVED  
COUNTY COUNSEL

MAR 18 2004

BY Rebecca

3/20/04

## RECITALS

An efficient and effective County Emergency Medical Services (EMS) system is a matter of significant importance to the safety, health and welfare of the public.

The County, through its local EMS Agency, is responsible for the planning, implementation, and evaluation of the County EMS system. The responsibilities of the County include the implementation of an Advanced Life Support (ALS) program. The County desires to institute an ALS program through agreements with ALS providers. The development and implementation of an ALS program shall be a part of, but not limited to, the County's EMS system.

No person or entity may provide ALS services unless that person or entity is part of the County's EMS system as authorized by the local EMS Agency.

The County desires the ALS program include ALS ambulance service providers that will provide said services on an emergency basis as part of the County's EMS system as provided for by the County's EMS Plan. To ensure an effective and viable EMS system, selected ALS ambulance service providers must meet, and continue to comply with, standards set by the local EMS Agency.

The County is vested with the power to award Exclusive Operating Areas in the County for ALS emergency ambulance service providers. Said Exclusive Operating Areas include unincorporated and incorporated areas of the County.

ALS emergency ambulance service providers selected to provide service in an Exclusive Operating Area(s) will be required to provide services to persons who are indigent or subject to a mental health evaluation hold pursuant to Welfare and Institution Code Section 5150, for whom the County may be financially responsible for in whole or part, or who qualify for MISP benefits which the County administers.



Contractor is willing and capable of providing ALS emergency ambulance service as required by County and seeks the County's authorization to provide said service.

Contractor seeks the County's designation as an Exclusive Provider of ALS emergency ambulance services to the public in those areas of the County designated under the terms and conditions of this Agreement.

Contractor acknowledges that County incurs costs in meeting its responsibilities in maintaining a viable County EMS system and ensuring that the standards set for the County's EMS system and its providers are maintained for the public's safety, health and welfare.

**1. OBLIGATIONS OF COUNTY**

1.1 County shall designate Contractor as the exclusive provider of emergency and ALS ambulance service within the area(s) identified in Schedule A. As necessary for public safety, health and welfare or to ensure an effective County EMS system, County reserves the right to make adjustments to the Exclusive Operating Area(s). Any changes in Exclusive Operating Area(s) shall be subject to County providing written notice to Contractor. In the event of such anticipated change(s), Contractor may issue a request for renegotiation seeking a change in response requirements or other such changes as may be necessary to compensate Contractor for actual or potential loss of revenue. In the event the parties are unable to agree upon any such amendment(s) within sixty (60) days of Contractor's written request for renegotiation, Contractor may terminate this Agreement upon 180 days written notice.

1.1.1 Nothing in this agreement shall prohibit Contractor from entering into a subcontract(s) for the provision of staffing and certain other services with fire service agencies to perform some of the services required of Contractor hereunder. Any such subcontract shall be approved by County, which approval shall not be unreasonably withheld. No subcontract approved by the County shall be deemed a change in "manner

and scope" of the services rendered by Contractor within the meaning of section 1797.224 of the Health and Safety Code. If appropriate, County shall incorporate any such subcontract in its next amendment to its local EMS plan.

1.2 County shall ensure Contractor, as an essential EMS system provider, will be so designated under the County's EMS Plan and have the opportunity to participate on relevant County EMS and other County committees and functions.

1.3 County shall incorporate the operation of the Contractor as an emergency ambulance provider into the County's ALS and disaster planning programs and trauma system.

1.4 County shall institute administrative procedures and processes to effectively and efficiently fulfill its obligations under applicable law or regulation as it may effect Contractor's obligations under this agreement including, but not limited to, data collection and evaluation, medical control oversight, personnel training and certification or accreditation.

1.5 County shall institute administrative procedures and processes to effectively and efficiently ensure that Contractor's obligations under this agreement and as may otherwise be required by law or regulation, are satisfied.

1.6 County shall pay Contractor on a quarterly basis funds appropriated for Medically Indigent Service Program (MISP) emergency ambulance transportation as set forth in ~~Schedule B~~ ~~for~~ reimbursement of services provided to eligible County MISP patients. The provisions of this paragraph are contingent upon County's receipt of state funds from the MISP account as provided in Welfare and Institutions Code Section 16703.

1.7 County shall pay Contractor the amount specified in ~~Schedule C~~ as total compensation for providing emergency ambulance services to County indigent patients. Payments will be made on a quarterly basis. County indigent patients will not include those patients meeting the definition of MISP patients.

1.8 County, through its Department of Mental Health, shall pay Contractor in accordance with ~~Schedule D~~. Payments made thereunder shall be on a quarterly basis.

1.9 County representatives may and will, at anytime and without notification, directly observe Contractor's facilities and operations. The County representatives shall conduct themselves in a professional and courteous manner, shall not interfere with Contractor's employees in the performance of their duties, and shall at all times be respectful of Contractor's employer/employee relationships. The County representative shall provide identification consistent with the performance of these duties.

1.10 County shall, except as otherwise provided herein, utilize Contractor exclusively for the provision of ground prehospital emergency ambulance service at emergency scenes and shall refer all 9-1-1 medical calls to Contractor within the Exclusive Operating Area(s) as shown in Schedule A.

1.11 County shall monitor and oversee the Agreement to ensure that Contractor meets or exceeds all requirements specified within the Agreement. Such activities include, but are not limited to: analyzing monthly compliance reports, coordinating and convening zone administrative meetings and activities, ensuring Contractor meets all quality assessment and improvement requirements. County has determined, based on a reasonable allocation of the costs, that Contract Monitoring and Oversight is \$175,000 each year of the Agreement. The costs include: salary and benefits for an EMS Specialist and an Office Assistant II, Community Health Agency (CHA) overhead including Information Technology (IT) services, Internal Support Services (ISS), facilities, rent, utilities and travel, as well as County overhead including Human Resources, IT, COWCAP and Workers' Compensation. Contractor shall reimburse County for Contract Monitoring and Oversight costs, which shall be payable to County of Riverside and

directed to Contract Administrator, semi-annually by the first day in October and March. Payments shall be increased or decreased annually commensurate with the change in the CPI for all urban consumers in the Los Angeles-Anaheim-Riverside Metropolitan Areas during the prior calendar year. These payments may include information technology and maintenance expenditures by AMR upon Contract Administrator approval.

## **2. OBLIGATIONS OF CONTRACTOR**

2.1 Contractor's response time on requests for service originating within the designated Exclusive Operating Area(s) shall meet the ALS standards for the County as set forth in Schedule E and as specified in Schedule A. As necessary for public safety, health, and welfare, Contractor acknowledges that County reserves the right to modify its ALS standards and response times subject to prior written notice to Contractor of any such proposed change. County will review response time standards and requirements on an annual basis. Contractor shall be entitled to a rate increase or other modification in the Agreement sufficient to compensate Contractor for demonstrated additional costs, if any, of any shortened response time requirements. County shall also consider in good faith any proposed lengthening of response time requirements proposed by Contractor in connection with any proposed subcontract between Contractor and a fire agency for ALS first responder services. County shall not unreasonably withhold approval of any such proposed response time requirements and proposed subcontract.

2.2 Contractor agrees that the performance of services under this Agreement shall conform to high professional standards and shall comply with all applicable provisions of the County's EMS Policy and Procedures, and will meet the standards set forth in Schedule E, Advanced Life Support Standards for Riverside County, unless exempted in accordance with Schedule E.

2.3 Contractor shall at all times during the term of this Agreement maintain in force those insurance policies designated in section 4.4, and will comply with all requirements thereof, except such requirements as may be waived by County in writing. Such policies may include such exclusions, exception and limitation as are customary. Failure by County to object to any policies by contractor within sixty (60) days of submission shall be deemed approval by County of such policies.

2.4 The Contractor agrees that no assignment of their rights or obligations under this Agreement shall be assigned or otherwise granted to any third party without County's prior written consent which shall not be unreasonably withheld; nor shall any party hereto assign any monies (if any) paid by County under this Agreement to any third party without County's prior written consent.

2.5 Contractor agrees that any change in its ownership will be subject to review by the Contract Administrator. The Contractor's owner, in conjunction with the purchaser, shall provide an indemnification in satisfactory form to the County assuring that the new owner of Contractor will continue to meet Contractor's obligations under this Agreement.

2.6 Contractor shall provide continuous, 24 hour a day prehospital emergency transportation services for the area designated in Schedule A.

2.7 Contractor shall provide a fully staffed and response ready ALS transport unit, 24 hours a day, to service the Mountain Plateau area as defined in Schedule A. The location of the station of said ALS transport unit shall be approved by County EMS. County shall not unreasonably withhold approval of any such proposed station location.

2.8 Contractor shall provide continuous, 24 hour a day dispatch services for all areas as specified in Schedule A. This shall include a back-up generator with the ability to function for

72 hours without access to outside power.

2.9 Contractor shall pay County \$75,000 each year of the Agreement for the cost of operating a Communications Center that shall assist Contractor in dispatching its ambulances. Such payments shall be made semi-annually by the first day in October and March.

2.10 Contractor shall provide ambulance transportation for persons on a hold pursuant to Section 5150 of the Welfare and Institutions Code pursuant to the standards and procedures set forth in Schedule H.

2.11 Contractor shall adhere to the County's EMS policies regarding quality assurance and quality improvement, and participate in the creation and operation of these programs for the County's EMS system. Within 90 days of execution of this Agreement, Contractor shall submit a written quality improvement plan, including a Disaster Management Operational Plan, for its operations under this Agreement to the EMS Agency Medical Director for approval. Said quality improvement plan shall provide an appropriate person to supervise Contractor's Medical Quality Improvement Program.

2.12 Contractor shall participate in a program of mutual aid with other authorized ALS emergency ambulance providers as established or otherwise approved, by the Contract Administrator.

2.12.1 Contractor shall make a good faith effort to develop mutual aid agreements within 90 days of execution of this Agreement.

2.12.2 The number of backup requests by Contractor shall not exceed three (3) percent per zone in any consecutive 30-day period.

2.13 Contractor's ambulances shall meet the standards, subject to Contract Administrator's authority to alter, as specified in Riverside County Ambulance Ordinance No.

756 as may be amended from time to time or other enacted County ordinance or resolution governing the provision of ambulance equipment. All vehicle lettering, markings, and colors on ambulances and supervisor vehicles must be approved by Contract Administrator. Lettering, markings, and colors on ambulances and supervisor vehicles at the time the Agreement is signed, will be deemed approved by the Contract Administrator.

2.14 Contractor shall comply with the following record-keeping and reporting requirements:

2.14.1 File with the County performance reports within fifteen (15) working days after the end of each month.

2.14.2 Document and report to the Contract Administrator each emergency call dispatched which did not meet response time requirements and each failure to properly report on-scene time. Contractor shall identify in said report the causes of these performance failures shall document its efforts to prevent further recurrence.

2.14.3 Utilize a County approved "Patient Care Report Form" (or approved electronic version) for every patient contact, whether or not patient was transported, which shall be distributed in accordance with the local EMS Agency's policy.

2.15 Contractor accepts the Contract Administrator's authority to investigate all aspects of Contractor's operation relevant to the assurance that patient care services under Contractor's operation are performed in a safe and reliable manner. Accordingly, Contractor shall provide, in a timely and regular manner, all records, information, and reports requested by the Medical Director, or designee, to evaluate the emergency medical services provided by the Contractor under this Agreement and execute attachments 2 and 3 to this agreement as requested by County.

2.16 Contractor shall adhere to all federal, state and County regulations, policies, and

protocols concerning the confidentiality of patient/medical records.

#### 2.16.1 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY

ACT (HIPAA) – The Contractor in this Agreement is subject to all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-91, enacted August 21, 1996, and the laws and regulations promulgated subsequent thereto. The Contractor hereto agrees to cooperate in accordance with the terms and intent of this Agreement for implementation of relevant law(s) and/or regulation(s) promulgated under this Law. The Contractor further agrees that it shall be in compliance, and shall remain in compliance with the requirements of HIPAA, and the laws and regulations promulgated subsequent hereto, as may be amended from time to time.

2.17 Contractor shall be responsible for maintaining an administrative office located in the County and shall designate an on-duty employee or officer available on a 24 hour basis and authorized to act on behalf of Contractor concerning its operational activities.

2.18 Contractor shall provide annual employee turnover reports in the format required by the Contract Administrator. Said reports shall describe the status and changes in Contractor's (certified and licensed) personnel.

2.19 Contractor shall ensure that all appropriate employees and agents hold necessary certification, license, or accreditation and shall maintain the records of such. Appropriate employees and agents shall comply with all training requirements as required by applicable state and local regulation, policy, and protocol.

2.20 Contractor shall not discourage or prevent its employees or agents from sharing information with the local EMS Agency concerning the County's EMS system, including issues



with the Contractor's operations, with appropriate County personnel or officers.

2.21 Contractor shall notify County of any threatened labor action or strike that would adversely affect its performance under this Agreement. At the time of said notice, Contractor shall provide County and other affected public entities with a written plan of proposed action in the event of any threatened work force action/strike.

2.22 Contractor shall, to the best of its ability, assist in other EMS service areas both within and outside of Riverside County as directed by the Contract Administrator because of medical disaster, mass casualty, or other reason necessitated for the safety, health and welfare of the public in the County or other public jurisdiction. At the conclusion of any declared disaster, Contractor shall determine its direct marginal costs incurred in the course of rendering this disaster assistance, and shall present such cost statement to the EMS Agency or other agency approved by the Contract Administrator for review and possible reimbursement should federal or state monies become available. Contractor shall allow, but not require, its employees to render aid under such disaster conditions voluntarily and without compensation. Contractor shall not include in its cost statement any charges for services rendered by volunteer employees. The cost statement associated with rendering aid under disaster conditions shall be based entirely upon the actual direct marginal costs incurred by Contractor in the course of rendering such disaster assistance, and shall not include costs of maintaining production capacity that would have been borne by Contractor to meet normal service requirements if the disaster had not occurred.

2.23 Contractor agrees to participate and assist in the development of system changes subject to Contractor's right to a rate increase sufficient to reimburse Contractor for any increased cost arising from such change.

2.24 Contractor shall comply with the fee schedules and rates as shown in Schedule H.

2.25 Contractor agrees to act in good faith in collaborating and subcontracting with local agencies (cities and fire departments) for the development and implementation of enhanced services such as first responder paramedics. All such arrangements shall be approved by Contract Administrator. Contractor may request from time to time, an adjustment in ambulance rates to enhance EMS systems, subject to County approval. Contractor shall also be entitled to rate adjustments as specified in Schedule H.

2.26 Contractor shall comply with all pertinent federal, state, and County laws, regulations and rules in the performance of this Agreement.

2.27 Contractor shall not discriminate in the provision of services, allocation of benefits, accommodation of facilities, or employment of personnel, on the basis of ethnic group identification, race, color, creed, ancestry, religion, national origin, sexual preference, sex, age (over 40), marital status, medical condition, or physical or mental handicap, and shall comply with all requirements of the law regarding non-discrimination and affirmative action including those laws pertaining to the prohibition of discrimination against qualified handicapped persons in all programs or activities.

2.27.1 For the purpose of this Agreement, distinctions on grounds of race, religion, color, sex, national origin, age, or physical or mental handicap include, but not limited to, the following:

2.27.1.1 Denying an eligible person or providing to an eligible person any services or benefit which is different, or is provided in a different manner or at a different time from that provided to other eligible persons under this Agreement.

2.27.1.2 Subjecting an eligible person to segregation or separate treatment in any manner related to his/her receipt of any service, except when

medically necessary.

2.27.1.3 Restricting the ineligible person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving a similar service or benefit.

2.27.1.4 Treating an ineligible person differently from others in determining whether he/she satisfies an eligibility, membership, or other requirement or condition which individuals must meet in order to be provided a similar service or benefit.

2.27.1.5 The assignment of times or places for provisions of services on the basis of race, religion, color, sex, national origin, age, or physical or mental handicap of the eligible person to be served.

2.28 Contractor shall comply with all financial reporting and audit requirements as specified in Schedule K.

### **3. MUTUAL OBLIGATIONS**

3.1 The Parties agree nothing in this Agreement shall prohibit fire service agencies from providing non-transport paramedic level first response personnel and non-transport vehicles as approved by the local EMS Agency.

3.2 The Parties agree that as to any material and/or supplies issued to the other, said material and/or equipment shall be returned in good working order, normal wear and tear accepted, or purchased at an agreed upon negotiated cost, except as otherwise provided herein. On the termination of the Agreement, any material or equipment exchanged by the parties under the Agreement shall be identified and recorded by each party.

3.3 The Parties agree that if Contractor becomes unable to perform services under this Agreement, either through its breach of contract or through act of God, provided County is not in

breach of contract, County shall be entitled, at the option of the County and as otherwise allowed by applicable law, to possess and use Contractor's ambulances and all of the equipment contained therein for a period not to exceed the duration of the Contractor's inability to perform. County shall then return the ambulances and equipment to Contractor in as good a condition as when received, reasonable wear and tear accepted. County shall pay to the Contractor a monthly rental, set forth in Schedule I, per equipped ambulance so used. County shall assume all liability arising out of its use and possession of Contractor's ambulances under this section.

#### **4. CONTRACT PROVISIONS**

4.1 Definitions - For the purposes of this Agreement the words and phrases shall have the meanings ascribed to them as set forth in Schedule J.

4.2 Term - The term of this Agreement begins upon the execution of this Agreement by each party and shall continue until June 30, 2009, subject to optional renewals of two (2) three (3) year extensions upon mutual consent of the parties. Each party's intent not to renew shall be given by written notice at least 6 months (180 days) prior to contract expiration.

4.3 Indemnification - Contractor shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives from any liability whatsoever, based or asserted upon any services of Contractor, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature whatsoever and resulting from any reason whatsoever arising from the performance of Contractor, its officers, agents, employees, subcontractors, agents or representatives from this Agreement; Contractor shall defend, at its sole expense, all

costs and fees including but not limited to attorney fees, cost of investigation, defense and settlements or awards the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives in any claim or action based upon such alleged acts or omissions.

With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification to County as set forth herein.

Contractor's obligation hereunder shall be satisfied when Contractor has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.

The specified insurance limits required in this Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the County herein from third party claims.

In the event there is conflict between this clause and California Civil Code Section 2782, this clause shall be interpreted to comply with Civil Code 2782. Such interpretation shall not relieve the Contractor from indemnifying the County to the fullest extent allowed by law.

4.4 Insurance - Without limiting or diminishing the Contractor's obligation to indemnify or hold the County harmless, Contractor shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement.

**4.4.1 Workers' Compensation:**

The Contractor shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside, and, if applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.

**4.4.2. Commercial General Liability:**

Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, products and completed operations liability, employment practices liability, personal and advertising injury covering claims which may arise from or out of Contractor's performance of its obligations hereunder. Policy shall name the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds. Policy's limit of liability shall not be less than \$5,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

**4.4.3. Vehicle Liability:**

Contractor shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$5,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

**4.4.4. Professional Liability Insurance:**

Contractor shall maintain Professional Liability Insurance providing coverage for

the Contractor's performance of work included within this Agreement, with a limit of liability of not less than \$5,000,000 per occurrence and \$10,000,000 annual aggregate. If Contractor's Professional Liability Insurance is written on a claims made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement and Contractor shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also known as Tail Coverage); or 2) Prior Dates Coverage from new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that Contractor has Maintained continuous coverage with the same or original insurer. Coverage provided under items; 1), 2) or 3) will continue for a period of five (5) years beyond the termination of this Agreement.

**4.4.5. General Insurance Provisions - All lines:**

4.4.5.1 Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

4.4.5.2 The Contractor's insurance carrier(s) must declare its insurance deductibles or self-insured retentions. If such deductibles or self-insured retentions exceed \$500,000 per occurrence such deductibles and/or retentions shall have the prior consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of deductibles or self insured retention's unacceptable to the County, and at the election of the Country's Risk Manager, Contractor's carriers shall either; 1) reduce or eliminate such deductibles or self-insured retention's as respects this Agreement with the County, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.

4.4.5.3 Contractor shall cause Contractor's insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, or 2) if requested to do so orally or in writing by the Contract Administrator, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. Contractor shall furnish County with original Certificate (s) of Insurance and certified original copies of endorsements or policies of insurance including all endorsements and any and all other attachments as required in this Section within sixty (60) days after signing of Agreement. An individual authorized by the insurance carrier to do so on its behalf shall sign the original endorsements for each policy and the Certificate of Insurance.

4.4.5.4 It is understood and agreed to by the parties hereto and the insurance company(s), that the Certificate(s) of Insurance and policies shall so covenant and shall be construed as primary insurance, and the County's insurance and/or deductibles and/or self-insured retention's or self-insured programs shall not be construed as contributory.



4.4.5.5 The County's Reserved Rights--Insurance. If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work (such as the use of aircraft or watercraft) the County reserves the right to adjust the types of insurance required under this Agreement and the monetary limits of liability for the insurance coverage's currently required herein, if; in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the Contractor has become inadequate.

4.4.5.6 Contractor shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

4.4.5.7 The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the County.

4.5 Termination - Either party may terminate this Agreement at any time upon one year (365 days) notice to the other party. The Parties agree, apart from the provisions of this section, may otherwise agree in writing to terminate this Agreement in a mutually satisfactory manner.

4.6 Material Breach - County may terminate the Agreement or pursue other appropriate legal remedy, at its option, if Contractor materially breaches the Agreement. The Contractor shall have 30 days from the receipt of written notice to correct the material breach; provided, however, the Contractor shall have additional time to cure in the event the nature of the breach is such that it cannot be cured, with the exercise of reasonable diligence within such 30-day period. In the event Contractor fails to cure the material breach within the 30-day period (or, with respect to any breach which cannot reasonably be cured within such period, such additional time as is reasonably required to cure such breach with the exercise of reasonable diligence), this Agreement may be terminated.

4.6.1 The Parties agree that the circumstances constituting material breach by Contractor include, but are not limited to, the following:

4.6.1.1 Failure of Contractor to operate its service in compliance with applicable federal, state and County laws, regulations and policies.

4.6.1.2 Willful falsification of data supplied to County during the course of operations under this Agreement.

4.6.1.3 Repeated failure to meet response-time requirements after receiving notice of non-compliance from the Contract Administrator. Repeated failure shall mean Contractor's failure to meet response time requirements for three (3) or more consecutive months, or five (5) or more months in any consecutive twelve (12) month period.

4.6.1.4 Failure to maintain the required insurance.

4.7 Attorney Fees Governing Forum and Law - In any claim, suit, or proceeding brought or instituted by the parties to enforce any of the provisions of the Agreement or to seek damages, the prevailing party shall be entitled to recover reasonable attorney's fees, costs, and necessary disbursements. Such actions shall be brought in the courts or other forum in or as appropriate for, the County. The laws of the State of California shall govern.

4.8 Notices - All notices required hereunder will be in writing and served personally or by certified mail, return receipt requested, postage prepaid, at the addresses shown below:

CONTRACTOR: American Medical Response - Riverside  
879 Marlborough Ave.  
Riverside, CA 92507-2133  
Attn: Director of Operations

WITH A COPY TO: American Medical Response  
20101 Hamilton Ave. Ste. 300  
Torrance, CA 90502  
Attn: VP, Administration

COUNTY: Riverside County Department of Public Health  
4065 County Circle Drive  
Riverside, CA 92503  
Attn: EMS Agency

4.9 Entirety of Agreement - This Agreement (with attachments and schedules) constitutes the entire agreement between the parties as to the matters and obligations set forth herein, and there are no other agreements, understandings, warranties, or representations.

4.10 Binding Effect - This Agreement will inure to the benefit of and bind the respective parties, their successors, personal representative, and permitted assigns.

4.11 Headings - The headings in this Agreement are inserted for convenience of reference only and are not to be used in construing or interpreting any provisions of this Agreement.

4.12 Counterparts - This Agreement may be executed in any number of counterparts, any of which shall constitute the Agreement between the parties.

4.13 Invalidity - If any part of this Agreement should be determined by a court of competent jurisdiction, or any state or federal agency, to be invalid or unlawful, the invalid or unlawful provision shall be deemed stricken and the remainder of the Agreement shall not be invalidated thereby. The laws of the State of California shall apply to the enforcement of this Agreement.

4.14 Omnibus Provision - Until the expiration of four (4) years after the furnishing of any services under this Agreement, Contractor shall make available, upon written request, to the Secretary of the United States Department of Health and Human Services, the United States Comptroller General, the State of California, the County of Riverside, or any of their fully

authorized representative, this Agreement and such books, documents, and records as are necessary to certify the nature and extent of the reasonable cost of those services.

4.15 Delay in Commencement - If the commencement date of this Agreement is delayed by events outside the direct and immediate control of the parties, no party shall be liable to any other for any loss caused by such delay.

4.16 Waiver - The failure of either party to insist upon strict enforcement of any part of this Agreement, in one or more instances, shall not be construed as a future waiver of that part or of any other part of the Agreement.

4.17 Third Party Beneficiary - This Agreement shall not be deemed to have been made for the express or implied benefit of any person or entity not a party hereto.

4.18 Modification - From time to time, amendments or modifications to the provisions of this Agreement may be initiated by either party hereto and may be incorporated into the Agreement by mutual consent of the parties.

4.19 Identification of Minority, Women, Disabled Veteran Business Enterprises - In compliance with federal and state requirements and County policy to promote the active participation of Minority, Women and Disabled Veteran Business Enterprises (M/W/DVBE's) in the County's contracting activities, the County of Riverside Board of Supervisors has implemented a data collection mandate. Contractor is respectfully requested to complete the form attached hereto that is identified as Attachment 1.

4.20 Independent Contractor - This Agreement is an agreement by and between independent contractors and is not intended, and shall not be construed, to create any relationship of agency, servant, employee, partnership, joint venture or association.

4.21 Government Claims Act - Prior to any legal action or to the Arbitration of any

dispute with County, Contractor must first comply with the provisions of the Government

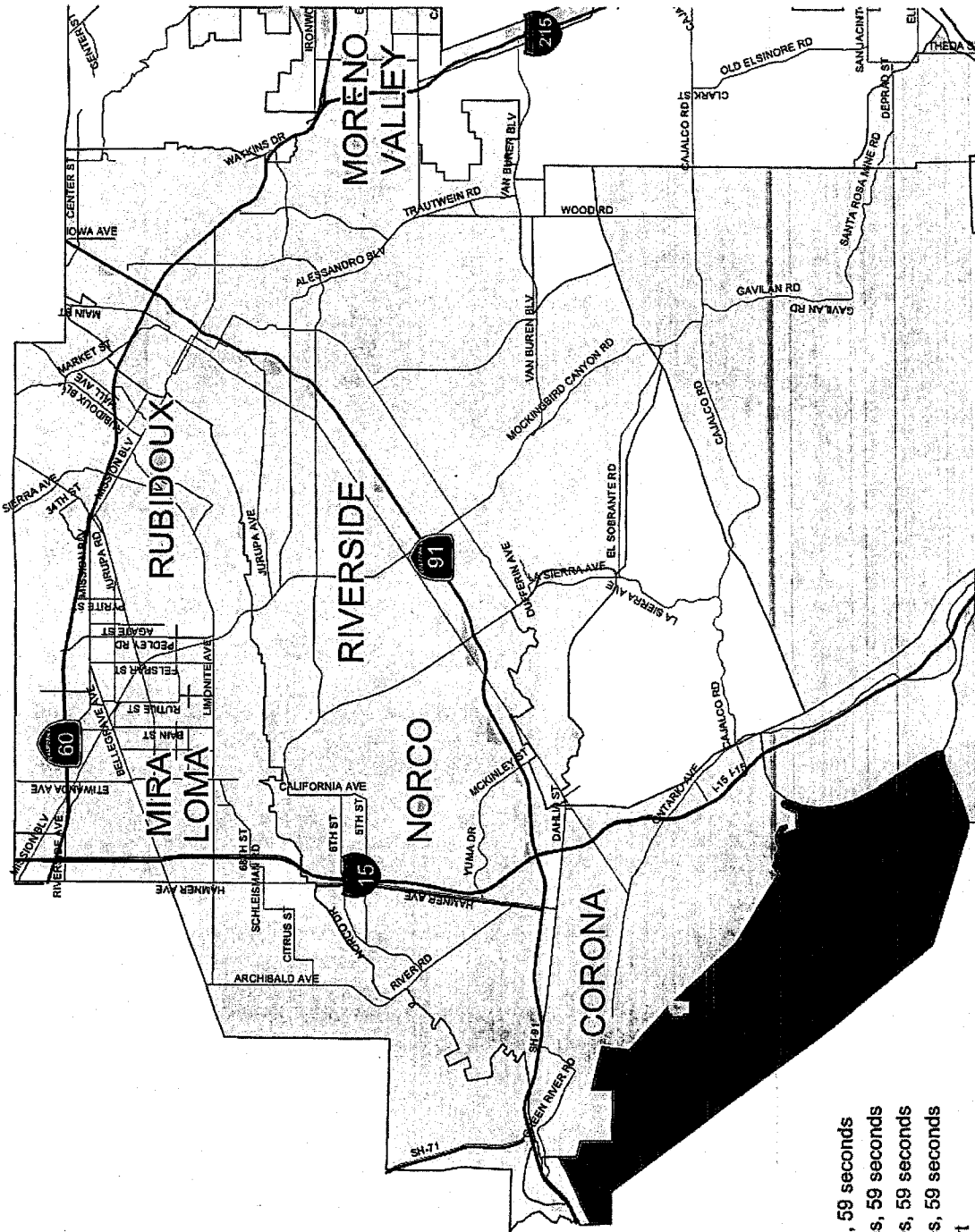
Claims Act, Government Code Section 900, et.seq.

//

//

*Schedule A*

# EMERGENCY AMBULANCE EXCLUSIVE OPERATING AREAS (Northwest Zone)



## Legend

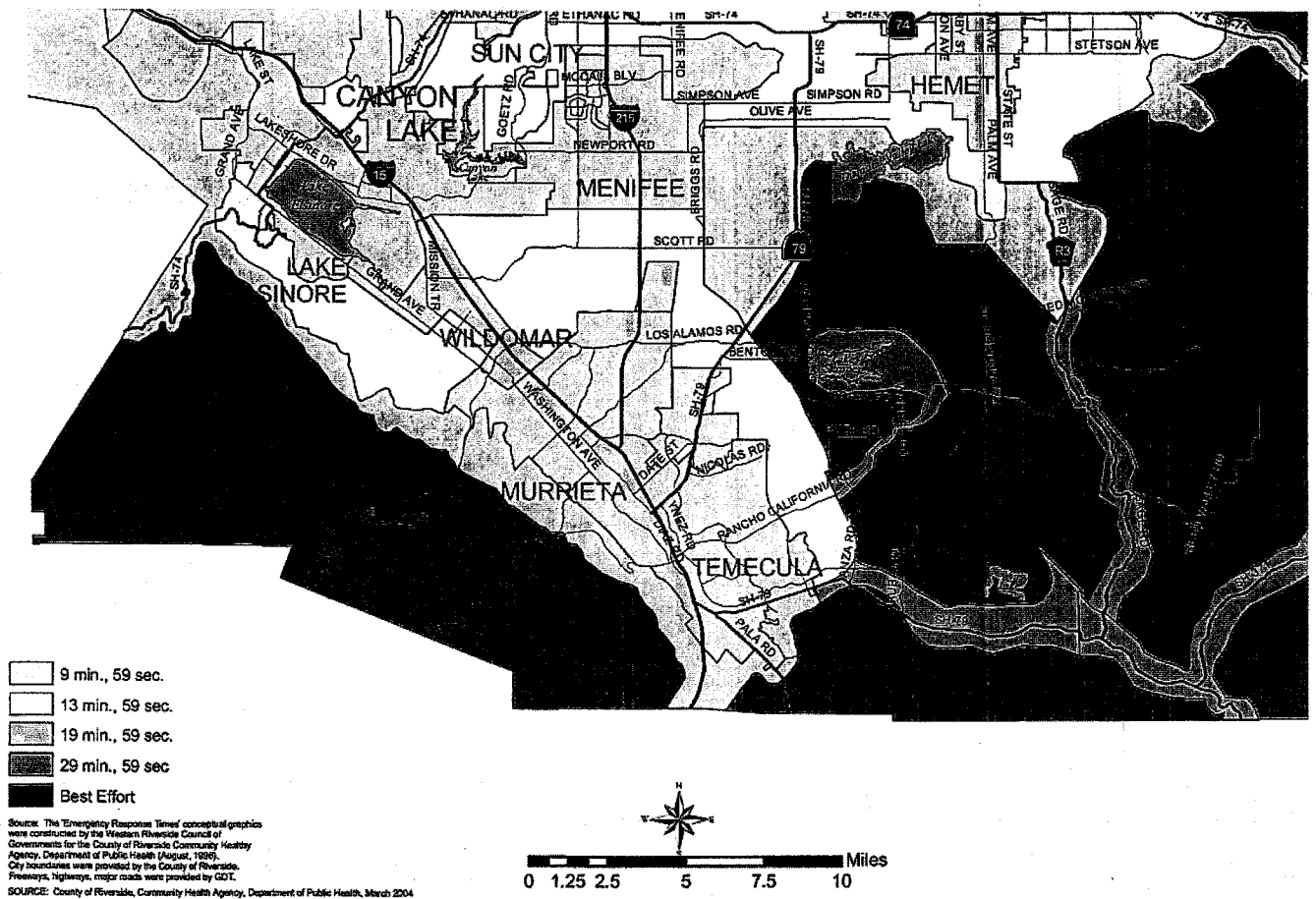
- 9 minutes, 59 seconds
- 13 minutes, 59 seconds
- 19 minutes, 59 seconds
- 29 minutes, 59 seconds
- Best Effort

Source: The "Emergency Response Times" conceptual graphics were constructed by the Western Riverside Council of Governments for the County of Riverside Community Health Agency, Department of Public Health (August, 1988). City boundaries were provided by the County of Riverside. Highways, highways, major roads were provided by CDT.

SOURCE: County of Riverside, Community Health Agency, Department of Public Health, March 2004

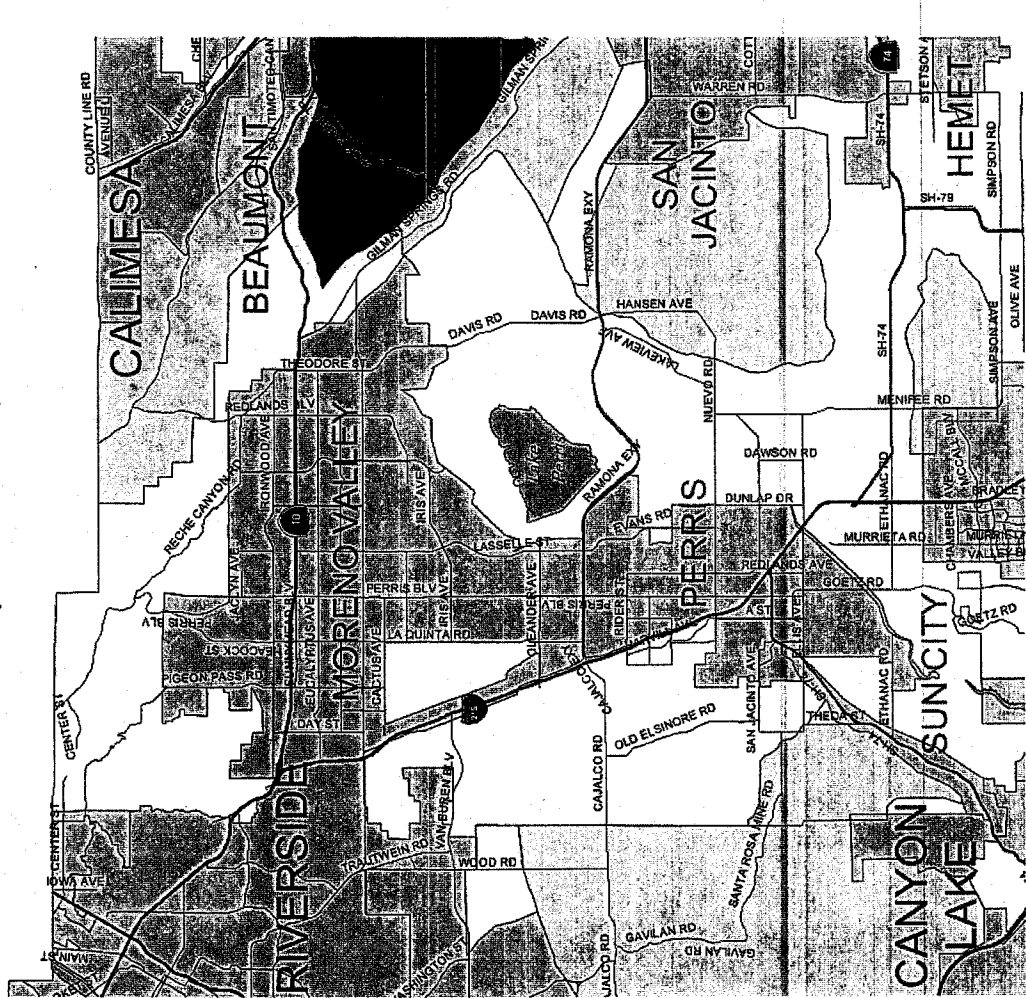


# EMERGENCY AMBULANCE EXCLUSIVE OPERATING AREAS (Southwest Zone)





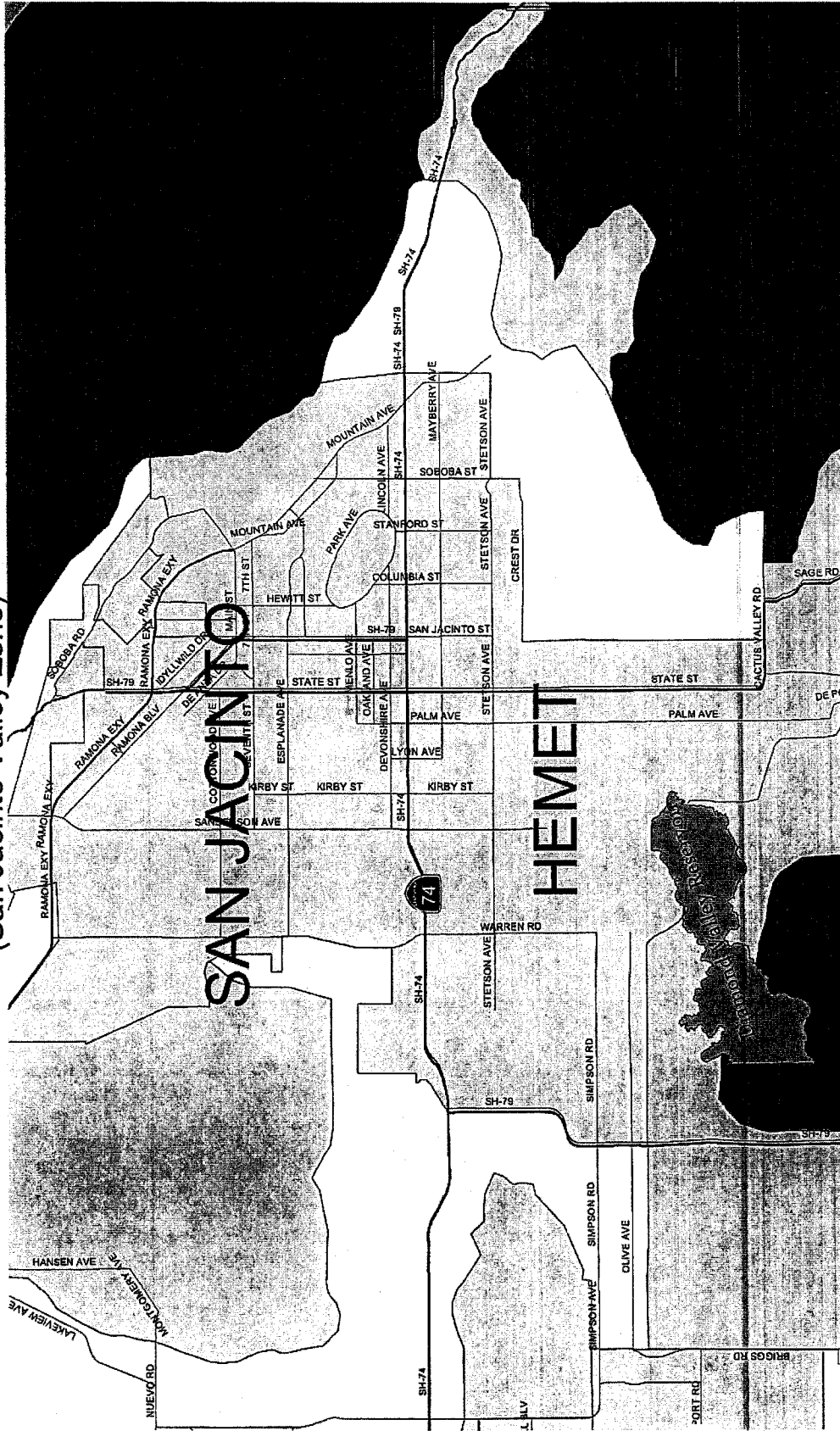
# EMERGENCY AMBULANCE EXCLUSIVE OPERATING AREAS (Central Zone)



- 9 min., 59 sec.
- 13 min., 59 sec.
- 19 min., 59 sec.
- 29 min., 59 sec.
- Best Effort

Source: The Emergency Response Times' conceptual graphics were developed by the Western Riverside Council of Governments, a joint effort of the County of Riverside and the City of Hemet, and the County of San Diego, Department of Public Health (August, 1986). City boundaries were provided by the County of Riverside. All highways, major roads were provided by GIS.

# EMERGENCY AMBULANCE EXCLUSIVE OPERATING AREAS (San Jacinto Valley Zone)



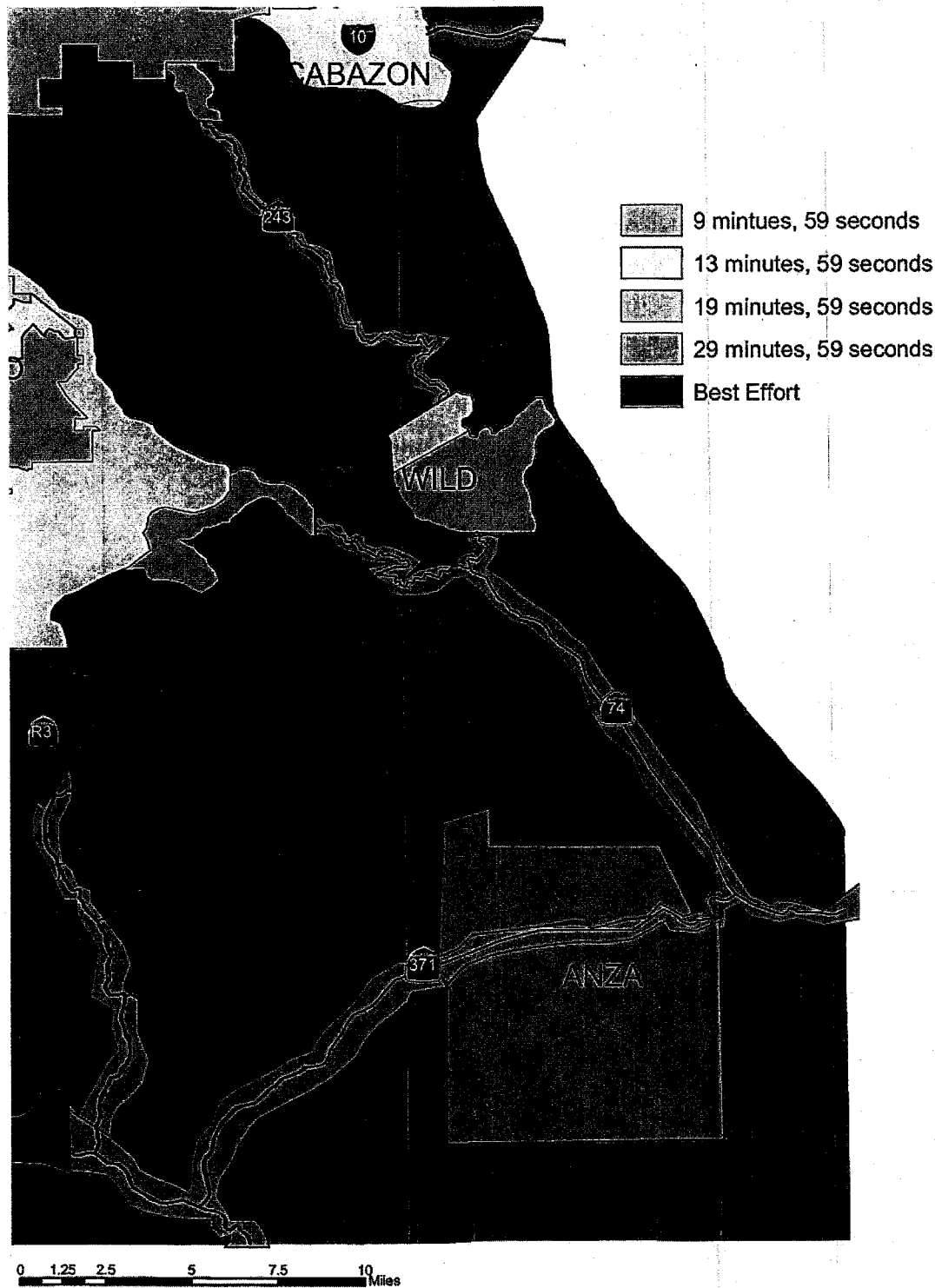
- 9 min., 59 sec.
- 13 min., 59 sec.
- 19 min., 59 sec.
- 29 min., 59 sec.
- Best Effort



Source: The "Emergency Response Times" conceptual graphics were conducted by the Western Riverside Council of Governments for the County of Riverside Community Health Agency, Department of Public Health (August, 1988). City boundaries were provided by the County of Riverside. Freeways, highways, major roads were provided by GDT.

SOURCE: County of Riverside, Community Health Agency, Department of Public Health, March 2004

# EMERGENCY AMBULANCE EXCLUSIVE OPERATING AREAS (Mountain Plateau Zone)



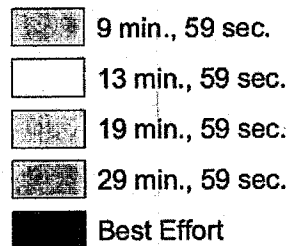
Source: The 'Emergency Response Times' conceptual graphics were constructed by the Western Riverside Council of Governments for the County of Riverside Community Health Agency, Department of Public Health (August, 1998). City boundaries were provided by the County of Riverside. Freeways, highways, major roads were provided by GDT.

SOURCE: County of Riverside, Community Health Agency, Department of Public Health, March 2004

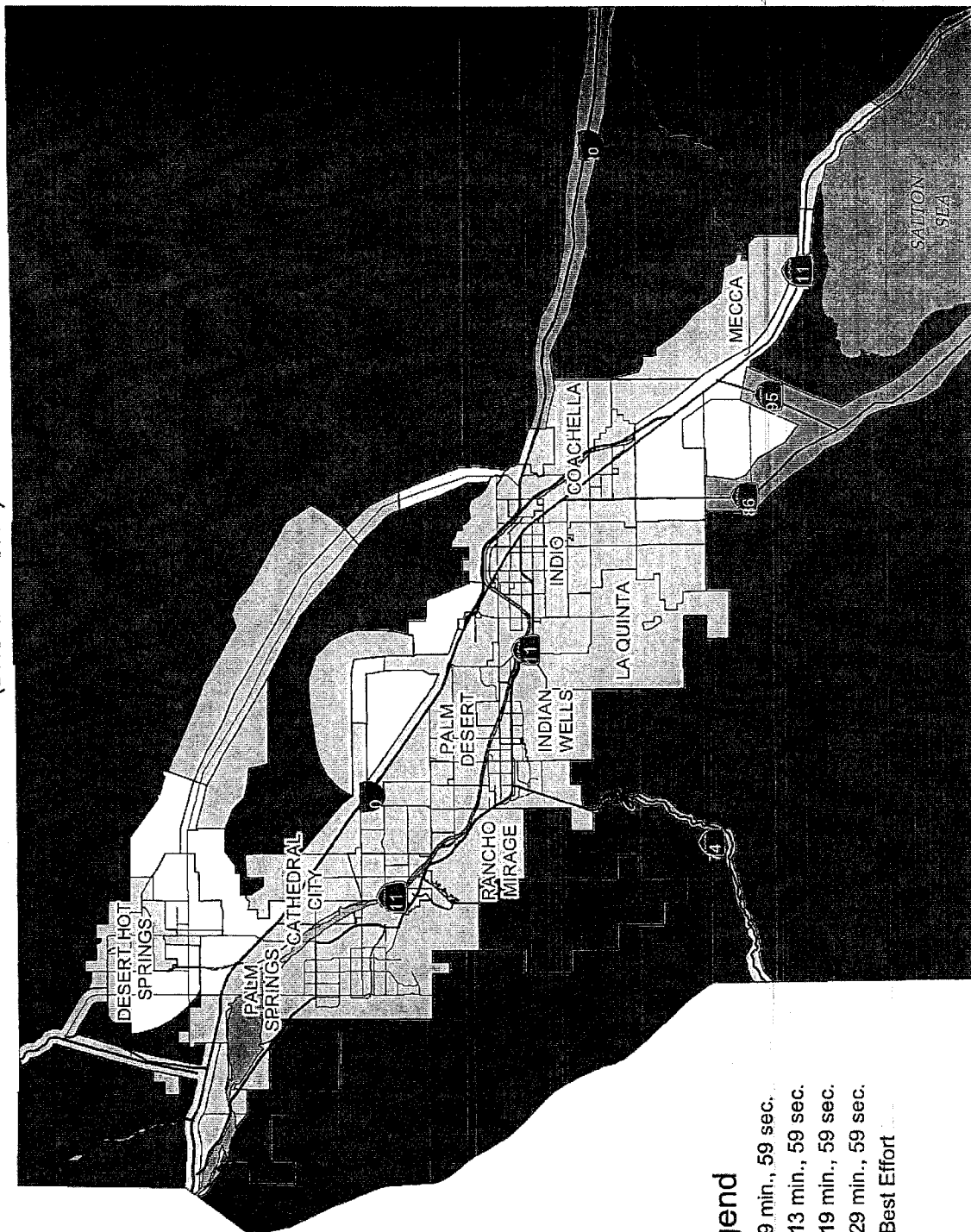


Source: The 'Emergency Response Times' conceptual graphics were constructed by the Western Riverside Council of Governments for the County of Riverside Community Health Agency, Department of Public Health (August, 1998). City boundaries were provided by the County of Riverside. Freeways, highways, major roads were provided by GDOT.

SOURCE: County of Riverside, Community Health Agency, Department of Public Health, March 2004.



# EMERGENCY AMBULANCE EXCLUSIVE OPERATING AREAS (DESERT ZONE)

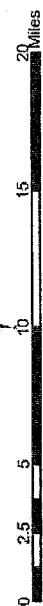


## Legend

- 9 min., 59 sec.
- 13 min., 59 sec.
- 19 min., 59 sec.
- 29 min., 59 sec.
- Best Effort

Source: The "Emergency Response Times" conceptual graphics were constructed by the Western Riverside Council of Governments for the County of Riverside Community Health Center, Department of Health Services, and the County of Riverside, Department of Public Health, March 2004. Freeways, highways, major roads were provided by GDT.

SOURCE: County of Riverside, Community Health Agency, Department of Public Health, March 2004



Schedule A.1

| <u>Zones</u>          | <u>Sub-zones</u>                                                                     |
|-----------------------|--------------------------------------------------------------------------------------|
| Northwest Zone        | Riverside<br>Corona, Norco and unincorporated areas                                  |
| Central Zone          | Moreno Valley<br>Perris and unincorporated areas                                     |
| San Jacinto Zone      | Hemet<br>San Jacinto and unincorporated areas                                        |
| Southwest Zone        | Temecula and Murrieta<br>Lake Elsinore, Canyon Lake and unincorporated<br>areas      |
| Pass Zone             | No subzones                                                                          |
| Desert Zone           | Palm Springs and Desert Hot Springs<br>La Quinta, Coachella and unincorporated areas |
| Mountain Plateau Zone | No subzones                                                                          |

Schedule B

**MISP REIMBURSEMENT SCHEDULE**

| Provider                  | Yearly   | Quarterly |
|---------------------------|----------|-----------|
| American Medical Response | \$91,000 | \$22,750  |

Note: Contractor will not bill MISP patients for services rendered under this Agreement.

Riverside \$ 5080.67/mo → \$15,242/qtr → \$ 60,968/YR

Palm Springs \$ 1365/mo → \$4095/qtr → \$ 16,380/ YR

Hemet \$ 1137.67/mo → \$ 3413. /qtr → \$13,652./YR  
\$22,750/qtr      \$91,000/YR

Schedule C

**INDIGENT SERVICES REIMBURSEMENT SCHEDULE**

| Provider                  | Yearly    | Quarterly |
|---------------------------|-----------|-----------|
| American Medical Response | \$441,000 | \$110,250 |

Riverside \$21,663.33/mo → 64,989.99/qtr → \$259,959.96/yr

Palm Springs \$12,883.67/mo → 38,651.01/qtr → \$154,604.04/yr

Hemet \$2,203/mo → \$6609/qtr → \$26,436/yr  
\$110,250 \$44,000



Schedule D

**MENTAL HEALTH REIMBURSEMENT SCHEDULE**

| Provider                  | Yearly   | Quarterly |
|---------------------------|----------|-----------|
| American Medical Response | \$90,000 | \$22,500  |

Riverside \$ 5025/mo  $\rightarrow$  15,075/qtr  $\rightarrow$  60,300/yr

Palm Springs \$1350 /mo  $\rightarrow$  4,050/qtr  $\rightarrow$  16,200/yr

Hemet \$ 1125.00/mo  $\rightarrow$  3,375/qtr  $\rightarrow$  13,500/yr  
22,500/qtr 90,000/yr

**Schedule E**

**RIVERSIDE COUNTY  
ALS PROVIDER STANDARDS**

**I. EMS ADMINISTRATIVE GROUP**

Each exclusive operating area will designate a group of individuals to form an EMS Administrative Group. This group will oversee the performance of the Contractor in their area and make recommendations to the EMS Agency for improvements to the system. Each city will designate one representative and an alternate to serve on this group. Recommendations by the EMS Administrative group shall be included in the EMS Agency annual BOS report. Each city will also sign a Memorandum of Understanding (MOU) with the County regarding this EMS Administrative Group. Nothing in such MOU shall delegate any right(s) of County under the Agreement.

**II. AMBULANCE RESPONSE TIME PERFORMANCE STANDARDS AND PENALTIES**

**A. Calculation of Response Times**

Response times shall be calculated from the time of the 9-1-1 call notification by City, County or other approved dispatch center to the ambulance or ambulance provider (clock will not begin until the ambulance or ambulance provider has received a verifiable address, nature of call and 15 seconds dispatch processing time) until the time that an ambulance notifies the City or County or other approved dispatch center of its arrival at the scene of the emergency medical service call or staging area or until the ambulance is canceled by the dispatch center. If an ambulance response is downgraded by the dispatcher, the response time will include the time from its initial dispatch until the time it is downgraded.

**B. Response Time Standards**

**1. Zone standards**

The following is the response time standard for Code 3 requests for emergency ambulance service originating from within the Area as defined in Schedule A. Contractor must meet all response time criteria 90% of the time in each zone and overall for all zones.

Notwithstanding the foregoing, County shall consider in good faith any proposed lengthening of response time requirements proposed by Contractor in connection with any proposed subcontract between Contractor and a fire agency for ALS First Responder Services. County shall not unreasonably withhold approval of any such proposed response time requirements and proposed subcontract.

### **Schedule E**

#### **1.1 Ten (10) Minute Response Zone**

Contractor shall place an ambulance at the scene in less than ten (10) minutes, as measured by a digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

#### **1.2 Fourteen (14) Minute Response Zone**

Contractor shall place an ambulance at the scene in less than fourteen (14) minutes, as measured by a digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

#### **1.3 Twenty (20) Minute Response Zone**

Contractor shall place an ambulance at the scene in less than twenty (20) minutes, as measured by a digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

#### **1.4 Thirty (30) Minute Response Zone**

Contractor shall place an ambulance at the scene in less than thirty (30) minutes, as measured by a digital clock, from the time that the ambulance is dispatched in areas defined in Schedule A.

#### **1.5 Best Effort Response Zone**

Contract shall place an ambulance at the scene in the most expedient manner and direct route in areas defined in Schedule A.

### **2. Sub zone standards**

The following is the response time standard for Code 3 requests for emergency ambulance service originating from within the Area as defined in Schedule A.1. Contractor must meet all response time criteria 89% of the time in each subzone on a three (3) month moving average.

### Schedule E

#### C. Response Time Exemptions

In the monthly calculation of the Provider's response time performance, every emergency medical service call originating from within the emergency ambulance provider exclusive operating area shall be included except as follows:

1. In case of a period of unusual system overload, e.g., multiple incidents with multiple victims or a large number of victims from a single incident (e.g., bus crash, plane crash, etc.). For purposes of calculations, unusual system overload will not exceed 3% of provider's monthly call volume per zone.

2. Good cause for an exemption as determined by the Contract Administrator. The burden of proof that there is good cause for the exemption shall rest with the Contractor and Contractor must have acted in good faith. The alleged good cause must have been a substantial factor in producing the excessive response time. Good cause for an exemption may include, but is not limited to, the following scenarios:

a. Incorrect or inaccurate dispatch information received from a calling party or 911

Public Safety Answering Point or from a public safety agency.

b. Disrupted voice or data transmission

c. Inability to locate address due to inaccurate or non-existent address

d. Unavoidable delay caused by traffic congestion when there is no alternate access to the incident that would permit Contractor, with reasonable diligence, to meet the response time criteria.

e. Unavoidable delays caused by road construction and/or closure

f. Unavoidable delays caused by trains

g. Off-road or off-paved road locations, if such condition hampers the ability to safely respond to such locations

h. Weather conditions that impair visibility or create other unsafe driving conditions

i. Unavoidable delays at receiving hospitals, such as lack of available beds for patient transfer

**Schedule E**

**D. Response Time Penalties and Performance Enhancement Measures**

**1. Penalties**

If Contractor fails to meet the response time standards or performance standards in the delivery of service, except as otherwise exempted, Contractor shall be assessed

penalties in the following amounts:

- a. For each response Contractor exceeds the response time standard, the following amounts shall be assessed:

|                |              |            |
|----------------|--------------|------------|
| 0.01 -         | 1 minute =   | \$ 5.00    |
| 1.01 -         | 2 minutes =  | \$ 10.00   |
| 2.01 -         | 3 minutes =  | \$ 20.00   |
| 3.01 -         | 4 minutes =  | \$ 50.00   |
| 4.01 -         | 5 minutes =  | \$ 70.00   |
| 5.01 -         | 6 minutes =  | \$ 90.00   |
| 6.01 -         | 7 minutes =  | \$110.00   |
| 7.01 -         | 8 minutes =  | \$140.00   |
| 8.01 -         | 9 minutes =  | \$160.00   |
| 9.01 -         | 10 minutes = | \$180.00   |
| 10.01 -        | 15 minutes = | \$200.00   |
| 15.01 -        | 20 minutes = | \$250.00   |
| 20.01 -        | 30 minutes = | \$300.00   |
| 30.01 -        | 60 minutes = | \$600.00   |
| > 60 minutes = |              | \$1,000.00 |
- b. \$500.00 for any incident when Contractor refers a call to a BLS unit, except as expressly permitted by County
- c. \$250.00 for failure of the ambulance crew to report their arrival at-scene and the at-scene time is not verifiable by other reliable means
- d. \$500.00 for any preventable mechanical failure during patient transport
- e. For each calendar month in which Contractor has met less than 90 percent of the response time standards in any zone, Contractor shall be assessed an additional lump sum for each percentage point below 90 percent, or portion thereof per zone. These shall be:

|     |               |             |
|-----|---------------|-------------|
| (1) | 89 - 89.99% = | \$1,000.00  |
| (2) | 88 - 88.99% = | \$2,250.00  |
| (3) | 87 - 87.99% = | \$3,750.00  |
| (4) | 86 - 86.99% = | \$5,800.00  |
| (5) | 85 - 85.99% = | \$7,800.00  |
| (6) | <85% =        | \$11,000.00 |

### Schedule E

#### 2. Performance Enhancements/Credits

- a. If Contractor meets the response time standards or performance standards in the delivery of service in any given zone, as well as in the subzone located within that zone, as defined in II.B.2, Contractor will be awarded the following performance credits to off-set penalties assessed in Schedule E, D.1.A:

| % Compliance | Credit/zone |
|--------------|-------------|
| 91 – 92%     | 10%         |
| 92.01 – 93%  | 20%         |
| 93.01 – 94%  | 30%         |
| 94.01 – 95%  | 50%         |
| 95.01 – 96%  | 65%         |
| 96.01 – 97%  | 75%         |
| 97.01 – 98%  | 80%         |
| 98.01% +     | 90%         |

- b. In addition, if all zones and subzones as defined in Schedule A and A.1 exceed compliance, the following additional credits will apply:

| % Compliance | Credit/zone |
|--------------|-------------|
| 91-92%       | 10%         |
| 92.01 – 93%  | 20%         |
| 93.01 – 94%  | 30%         |
| 94.01 – 95%  | 50%         |
| 95.01 – 96%  | 65%         |
| 96.01 – 97%  | 75%         |
| 97.01 – 98%  | 80%         |
| 98.01% +     | 90%         |

Credits will be applied to off-set penalties assessed in Schedule E, D.1.A, during the same compliance period. No monies will be paid/refunded to the Contractor due to credits.

3. The Contract Administrator will inform the Contractor of the incidents, fines and credits incurred on a monthly basis. Contractor shall be entitled to appeal any incidents and fines to the Contract Administrator within ten (10) days of receipt. Unless the Contract Administer reverses the fines, Contractor shall pay all fines within 45 days of receipt of the notification. A late payment charge of five (5) percent will be assessed monthly if no payment is received after the 45 day of receipt of the notification. Fines shall be paid to the County of Riverside with payments directed to the Contract Administrator. Collected fines will be used for purposes to supplement EMS system costs such as first responder equipment and training enhancements.

**Schedule E**

**E. Phase-In Schedule**

The phase-in period listed below will allow Contractor the necessary time to acquire new equipment, ambulances and personnel, as well as secure housing arrangements for additional ambulances being added to the system during this Agreement.

New response time requirements for zones and sub-zones affected by the addition of resources will begin on the first day of the month after Contractor provides official notification to Contract Administrator that the unit is in place and operational, or at the expiration of the phase-in period, whichever comes first.

1. Within the first three (3) months after the Agreement is signed, Contractor will add an additional 24 unit hours/day in Moreno Valley, located within the Central zone.
2. Within the first four (4) months after the Agreement is signed, Contractor will place and staff two (2) ambulances in the Northwest zone, one located in the Horsethief Canyon area and one in the Eastvale area.
3. Within the first five (5) months after the Agreement is signed, Contractor will place and staff an ambulance in the Thermal area, located within the Desert zone.
4. Within the first six (6) months after the Agreement is signed, Contractor will place and staff an ambulance in the Wildomar area, location within the Southwest zone.
5. Within the first six (6) months after the Agreement is signed, Contractor will relocate the ambulance currently located in Garner Valley to the Anza area, located within the Mountain Plateau.
6. Within the first six (6) months after the Agreement is signed, Contractor will implement a 12-Lead cardiac monitoring program.

Any requests for changes to the phase-in schedule shall be submitted in writing to the Contract Administrator for approval.

### Schedule E

#### F. Deployment of Ambulances

The Contractor will be responsible for planning the dispatch of ambulances through the provision of a system status plan. Contractor will be responsible for providing a written system status plan for the number of ambulances, their assigned locations, and deployment strategies. This plan shall be submitted within ninety (90) days of the signing of this agreement.

Any changes to the plan must be provided to the Contract Administrator at least thirty (30) days before the implementation date of the proposed change. Such approval shall not be unreasonably withheld.

### III. LEVEL OF CLINICAL SOPHISTICATION

#### A. Medical Control

Prospective medical control of EMT-P personnel shall be according to the policies and procedures of the EMS Medical Director. Immediate medical control shall be provided to EMT-P personnel by Base Hospital physicians or mobile intensive care nurses according to the policies and procedures of the EMS Medical Director. Retrospective medical control shall be provided according to the standards set for by the EMS Medical Director through quality improvement programs, including continuing education programs, conducted cooperatively by the Contractor, the EMS Agency, and the Base Hospitals.

#### B. Training/Education/Certification/Accreditation

##### 1. Field Training Officers

Contractor shall designate a sufficient number of field training officers who shall function as trainers and perform other duties on behalf of Contractor.

##### 2. Continuing Education Records

The Contractor shall maintain records of continuing education for its EMT-P employees for a minimum of four (4) years.

##### 3. Field Care Audits

The Contractor shall work cooperatively with the Hospitals and the EMS Agency in identifying educational opportunities, assisting with field care audits, continuing education classes and programs.



### Schedule E

#### 4. Mandatory Education for Local EMT-P Accreditation

The Contractor shall cooperate fully with the EMS Agency to notify and ensure completion by EMT-Ps of mandatory education programs.

#### 5. Specialty Education Programs

Contractor shall ensure that all paramedic personnel in their employ receive and continuously maintain Advanced Cardiac Life Support certification, Prehospital Trauma Life Support, or Basic Trauma Life Support, Pediatric Advanced Life Support, or other EMS Agency approved paramedic emergency medical pediatric course. New hire employees shall complete all required training within six (6) months of their date of hire. Annual training shall be provided on specialty prehospital categories including, but not limited to, geriatric training.

#### 6. EMT-P Interview by EMS Agency

Contractor will cooperate fully with County in the coordination of any interviews of an employee of Contractor by County.

#### C. Ambulance Staffing

1. All ALS emergency response ambulances being utilized under this agreement shall be staffed with at least one Riverside County accredited paramedic, who must have completed and been certified in all training listed in III.B.5.
2. Subject to the approval of the Contract Administrator this staffing may be modified in special circumstances.

### IV. PERSONNEL AND WORKING CONDITIONS

#### A. Prehospital Personnel Wages and Benefits

It is the intent of the Contract Administrator that the Contractor demonstrate a commitment to attract and maintain a stable prehospital personnel workforce.

#### B. Unit Hour Utilization

Units working more than 14-hour shifts should have a fixed station. Unit hour utilization for 24-hour units should be no more than 0.4 in any one month per unit. If higher, the system status plan shall be revised.

Schedule E

C. Prehospital Personnel Identification

All ambulance crew members should, at all times while on duty, wear official identification issued by the Contractor and approved by the Contract Administrator, attached to the outside of their uniform.

D. Special Programs for Personnel

1. Critical Incident Stress Debriefing and Ongoing Stress Reduction

The Contractor shall establish a critical incident stress debriefing and ongoing stress reduction programs that are documented, well publicized, and readily available to its personnel. An accurate description of this program shall be sent to the Contract Administrator for review and approval.

2. Chemical Dependency

The Contractor shall have an organized and documented plan to assist its personnel with chemical dependency problems. An accurate description of this program shall be sent to the Contract Administrator for review and approval.

3. Preventative Health Care

a. Immunizations

Contractor shall make available to prehospital personnel, at no cost to the employee, MMR (measles, mumps, rubella) and HBV (hepatitis B) immunizations, semi-annual tuberculosis PPD test (purified protein derivative) or any other immunization specified by the County Health Officer.

b. Infection Control

Contractor shall have written infection control policies and procedures approved by the County Health Officer. Testing and counseling services shall be provided to employees at no cost for employees exposed to serious infectious diseases. The Contractor shall report any known employee exposures to serious infectious diseases to the County Health Officer.

In compliance with the Ryan White Act (Public Law 101-381) the Contractor is required to specify a Designated Officer who will be the point of contact for suspected exposures.

### Schedule E

#### E. Key Personnel

Contractor shall have key personnel in the following functions. Personnel assigned these functions shall be submitted in writing to the Contract Administrator within sixty (60) days of signing of Agreement. While these functions must be filled, Contractor is not required to have an employee solely dedicated to each function. Key job functions shall be:

1. Operational - responsible for all divisional functions on a daily basis, including field operations, contract compliance, quality improvement, training and risk management. This individual will direct, coordinate and monitor overall system performance to ensure high standards of service, budget compliance and contractual compliance.
2. Quality Improvement - responsible for the quality improvement program. This individual will ensure that core values and standards of care are maintained by operations personnel through the recruitment, selection, training, retraining, and retention of EMT-Ps. This job category may be filled by a private contractor if approved by Contract Administrator.
3. In-Service Training - responsible for training and educational programs. This individual will provide for initial in-house orientation and training as well as ongoing in-service continuing education. This individual will coordinate training efforts with local fire jurisdictions.
4. Fleet Management – responsible for the maintenance of ambulances and support vehicles.
5. Systems Status / Deployment – responsible for the overall analysis and coordination of resource deployment; responsible for monitoring all system performance to ensure proper vehicle staffing and placement, response time compliance and system status planning.

#### F. Driver Training Program and Map Reading

Contractor will conduct a driver training and map reading program which shall be subject to the approval of the Contract Administrator on an annual basis. Contractor must provide, within ninety (90) days of contract signing, a copy of current ambulance driving policies.

**Schedule E**

**V. VEHICLES AND EQUIPMENT**

**A. Ambulances**

**1. Ambulance Specifications**

Ambulances utilized for 9-1-1 and emergency responses shall have no more than 275,000 miles. All ambulances being utilized for 9-1-1 and emergency responses shall meet this standard by September 1, 2005.

**2. Vehicle Maintenance Program**

Contractor will institute and maintain a preventative vehicle maintenance program that will require approval by the Contract Administrator.

**B. Medical Equipment/Supplies**

**1. Equipment/Supplies Inventory per Ambulance**

Contractor will equip and supply ambulances according to the standards set forth by County. This inventory may be modified only with the approval of the Contract Administrator.

**2. Ambulance Equipment/Supplies Restock**

Contractor will submit a written plan for approval by the Contract Administrator detailing the plan to maintain adequate equipment and supplies on all ambulances.

**C. County Approvals**

County approvals required by section V shall not be unreasonably withheld.

**VI. FIRST RESPONDER REQUIREMENTS**

**A. First Responder Equipment/Supplies**

Contractor will submit a written plan for approval by the Contract Administrator detailing the plans to maintain adequate equipment and supplies for the purpose of restocking supplies used by first responders.

The first responders supplies which will be restocked to the first responder agency by the Contractor will include all disposable supplies used for the medical care of the patient as set forth in Appendix I.

**Schedule E**

**B. Return of Public Safety Personnel**

Contractor agrees to return public service personnel who accompany the ambulance crew during transport, to their regular duty station at the earliest possible time following transport of the patient. Alternative transportation, such as taxi or Supervisor, shall be provided when necessary. Contractor agrees to develop and implement a program which reimburses public safety agencies for such use of personnel.

**VII. MISCELLANEOUS REQUIREMENTS**

**A. Public Education Programs**

Contractor will provide a public education program that contains a minimum of 40 hours per Zone per year. Contractor will prepare an annual Public Education Plan with specific goals and objectives to meet or exceed minimum acceptable levels set by the EMS Administrative Group that includes but not limited to CPR and First Aid. This Plan will be submitted to the Contract Administrator and EMS Administrative Group for review and approval prior to implementation.

**B. Communications with the Electronic or Print Media and Public Information Programs**

Contractor will notify the Contract Administrator of communications with the media.

**C. Out of Service Area Medical Mutual Aid**

Contractor agrees to send ambulances and personnel to other EMS service areas, both within and outside of Riverside County, for the purposes of rendering care to a large scale multiple victim incident when requested, provided that Contractor maintains adequate resources for emergency responses within each zone.

**D. Communications Center**

Contractor will provide communications with and between Public Safety Answering Points (PSAP) and ambulances. In the event of a power outage, Contractor will ensure their Communications Centers are able to function up to three (3) days with auxiliary power.

**Schedule E**

**VIII. DATA COLLECTION AND RECORD KEEPING**

**A. EMS System and Patient Data**

Contractor shall be responsible for the provision of detailed patient and EMS system data, both periodic written reports as well as computerized data, according to specifications set forth by the County and any future guidelines promulgated by the EMS Agency. The data will be prepared in a format specified by the EMS Agency.

**B. Patient Medical Records**

The patient care record form shall be approved by the EMS Agency. This form shall be such that all routing documentation completed by the EMT-P for an emergency ambulance response (such as patient assessment, treatment, and billing information) can be completed on this form. The Contractor shall retain copies of all patient medical records as required by law. These records shall be stored in a manner conducive to easy retrieval. A copy of the patient record shall be supplied to the EMS Agency upon request.

**C. Prehospital Personnel Records**

The Contractor shall be responsible for maintaining records for prehospital personnel according to the specifications of the County including, but not limited to, certification/licensure/accreditation/employment status, continuing education records, and performance accordance to quality improvement standards. The Contractor will also maintain records for prehospital personnel employee turnover including, but not limited to, the reasons for turnover. These records will be available to the County upon request during regular business hours.

**D. Field Personnel Incident and Personnel Review**

The Contractor shall cooperate fully with the EMS Agency Medical Director or his or her designee in inquiries concerning field personnel conduct and behavior. The Riverside County EMS Agency shall be integrated into the Contractor's Continuous Quality Improvement Program and will be an active participant in situation and personnel review, remediation, and disciplinary proceedings that are initiated as a result of substandard patient care. Such cooperation shall include, but not be limited to, provision of relevant patient records, incident reports, participant interviews, incident critiques, and remediation plans.

**E. Non-Medical Administrative Issues**

Contractor shall cooperate fully with the Contract Administrator regarding concerns about administrative issues, including Contractor policies, procedures, etc.

**Schedule F**

**DATA BASE SYSTEM OVERSIGHT**

| Yearly    | Semi-annually |
|-----------|---------------|
| \$350,000 | \$175,000     |

**PCR Data Base System**

County shall operate and maintain a management information data base system ("Data Base System") as specified in California Code of Regulations, Title 22, Division 9, Article 9, Section 100176, which shall be jointly utilized by Contractor, County and other EMS system users to capture, transmit and analyze patient care data, and to perform related functions.

The purpose of the Data Base System is to assist County and Contractor in the following:

- Modifying and enhancing the 9-1-1 system based on needs identified through data collection
- Identifying training needs for current and future prehospital treatments and procedures
- Communicating data to other health care providers in order to provide for continuity of patient care
- Performing outcomes measurement and quality assurance function
- Optimizing the quality and efficiency of clinical care and overall operations
- Identifying research opportunities for improved patient care procedures and treatment options

To support the Data Base System, County shall require Contractor to pay \$350,000 per year for costs that include annual data system vendor maintenance, annual hardware and software maintenance and upgrades, as well as annual CHA IT oversight. County has determined and warrants that such amount constitutes a reasonable allocable share of the current cost of programming, maintaining and operating the Data Base System which should be payable by Contractor, based on the benefit to Contractor. These payments may include hardware, software, or other technological expenditures by either party upon approval by Contract Administrator. County shall annually review and calculate Contractor's anticipated allocable share of the costs of the Data Base System and County shall adjust Contractor's annual fee accordingly. County shall provide written notice to Contractor of the adjusted amount along with the data and methodology upon which the annual calculation is based.

Payments shall be increased or decreased annually commensurate with the change in the CPI for all urban consumers in the Los Angeles-Anaheim-Riverside Metropolitan Areas during the prior calendar year.

Such payments shall be made semi-annually by the first day in October and March.



Schedule G

**SERVICE FOR MENTAL HEALTH**

1. CONTRACTOR shall provide ambulance transportation for persons in apparent need of mental health treatment and are under a hold pursuant to the 5150 code under the Welfare and Institution Code, from their location within the County of Riverside to an appropriate evaluation health care facility within their primary response areas. Response times for the ambulance for transportation from the field will be thirty (30) minutes. Transportation for these persons may be by BLS unit or subcontracted out to BLS providers.
2. Provide transportation for persons in need of mental health service from any facility within Riverside County providing healthcare to a facility within Riverside County or San Bernardino County authorized to provide intensive mental health treatment. Transportation for these persons may be by BLS units or other appropriate means, as approved by Contract Administrator, or subcontracted out to BLS providers. The evaluating health care facility shall first receive authorization for such transport from a Riverside County Department of Mental Health staff member who shall notify Contractor of same and provide proof of such authorization to Contractor.

The authorization shall be in writing if the Department of Mental Health staff member completes a face-to-face contact between the staff member and the patient. The authorization may be provided by a Mental Health staff member at Riverside County Regional Medical Center by telephone if Mental Health staff is unavailable for a face-to-face contact. The health care facility shall document the name of the Mental Health staff member providing authorization to transport by telephone and shall provide Contractor with the name of the authorization to transport by telephone and shall provide Contractor with the name of the authorizing person and log number. Contractor shall be responsible for obtaining the above information from the healthcare facility requesting the patient transport.

3. Make a written record to include the name and address of the patient, the point of pick-up and delivery of the patient, the date and time of origin of the call, the dispatching agency and the apparent nature of the illness or cause of injury.
4. Maintain a log of all patients transported under this provision, including the following information:
  - 4.1 Patient name and date of birth
  - 4.2 Date and time of transport
  - 4.3 Type of legal hold and by whom initiated
  - 4.4 Person ordering the transport
  - 4.5 Origination and destination of transport
  - 4.6 Patient insurance or other financial responsibility and amount collected by AMR

5. Mental Health shall reimburse Contractor in accordance with Schedule C paid quarterly. This amount may be adjusted annually based on call volume and payor reimbursement rates.

**Schedule H**

**RATE SCHEDULE**

| RATE SCHEDULE       |          |
|---------------------|----------|
| 1. ALS Rate         | \$820.00 |
| 2. BLS Rate         | \$390.00 |
| 3. Mileage (loaded) | \$20.40  |
| 4. Oxygen           | \$95.00  |
| 5. Night Charge     | \$105.00 |

**Annual Adjustments  
(to Schedule H)**

The rates set out above may be adjusted in an amount necessary to compensate Contractor for increases in Contractor's direct and indirect costs as measured by the consumer price index. The CPI adjustment may be made annually and such adjustment shall be effective as of the first day of July of each year. The comparison shall be made for each January 1. The first CPI adjustment may occur as of July 1, 2005, based on the change in the CPI from January 1, 2004 through December, 31 2004. The CPI adjustment shall be determined by taking into account the percentage increase or decrease in the CPI for all urban consumers in the Los Angeles-Anaheim-Riverside Metropolitan Areas during the prior calendar year, including the housing component. The Contract Administrator, in consultation with the Executive Office, shall be responsible for reviewing rate increases up to and including 5.0%, and shall approve any such increase supported by adequate documentation by Contractor regarding its calculation. Board of Supervisors approval shall be required for rate increases over 5.0%.

Any CPI rate increase shall be confirmed, reviewed and approved in advance by the Contract Administrator by April 15 of each year. The Contractor shall submit an application containing all information necessary to document the increase, including but not limited to present rates, broken down into components, the applicable CPI increases and the need for any increase.

In addition to, and not in lieu of, the annual CPI increase or decrease described above, the Contractor may also be granted rate increases or decreases in an amount equal to Contractor's extraordinary increases or decreases in its cost of operations. The contract Administrator shall determine the application process for such extraordinary cost increases or decreases. Such extraordinary cost increases or decreases shall be subject to Board of Supervisors approval.

---

**Level of Service:** This Agreement requires Contractor to provide an ALS level response to all EMS incidents, except in cases involving patients subject to a hold under Welfare and Institutions Code Section 5150, and contemplates that Contractor shall bill patients and their third party payors (including Medicare) for such level of response. County acknowledges that in the event of a change in applicable laws such that Contractor may only bill Medicare (collectively, "reimbursement Charge"), the loss of revenue to Contractor may make it financially infeasible for Contractor to respond with an ALS vehicle in all cases or to otherwise comply with the standards set forth herein. In the event of such actual or anticipated changes, Contractor may issue a written request for renegotiation seeking a change in its rates, a change in the response requirements such that Contractor may respond with a BLS ambulance in appropriate cases, or such other change as may be necessary to compensate Contractor the actual or potential loss of revenue. In the event the parties are unable to agree upon any such amendment within sixty (60) days of Contractor's written request for renegotiation, Contractor may terminate this Agreement upon one hundred eighty (180) days written notice.

---

**Schedule I**

**RENTAL RATES FOR AMBULANCE EQUIPMENT**

**VEHICLE AND BASIC AND ADVANCED LIFE SUPPORT EQUIPMENT**

\$750.00 per month per unit

\$25.00 per day per unit

The above rates include mileage, normal wear and tear.

## Schedule J

### DEFINITIONS

For the purposes of this Agreement, the following words and phrases have the meanings respectively ascribed to them by this section:

1. Advanced Life Support (ALS) - Shall mean special services designed to provide definitive prehospital emergency medical care including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs, and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital or utilizing approved prehospital treatment protocols or standing orders as part of the local EMS system at the scene of an emergency, during transport to an acute care hospital or other approved facility, during inter-facility transfers, and while in the emergency department of an acute care hospital until responsibility is assumed by the emergency department or other medical staff of that hospital (Health & Safety Code Section 1797.52).
2. Advanced Life Support Ambulance (ALS Ambulance) - Shall mean an ambulance equipped, or arranged and staffed for the purpose of providing ALS care. The meaning includes, but is not limited to, privately and publicly owned ambulances operating within exclusive operating areas while under contract with the County of Riverside.
3. Ambulance - Shall mean any motor vehicle which meets the standards of Title 13 of the California Code of Regulations and is specifically constructed, modified or equipped, or arranged, used, licensed, or operated for the purpose of transporting sick, injured, convalescent, infirmed, or otherwise incapacitated person(s) in need of medical care.
4. Arrival at scene - Units are considered to be on scene when they arrive at the location to which they are dispatched. Units responding to large complexes such as multi-level apartments, malls, etc. will be placed on scene when they arrive at the side of the building to be entered or where directed by a reporting party, fire, or law enforcement if already on scene. Units responding to areas such as mobile home parks or gated communities will be placed on scene at the home or dispatched address (not at the entrance to the complex). Any delays reaching the location such as locked gates or speed bumps can be reasons for an exemption submission.
5. Basic Life Support (BLS) - Shall mean emergency first aid and cardiopulmonary resuscitation medical care procedures which, as a minimum, include recognizing respiratory and cardiac arrest and starting proper application of cardiopulmonary resuscitation to maintain life without invasive techniques, unless authorized by state law or regulation, until the victim may be transported or until ALS medical care is

available.

6. Basic Life Support Unit (BLS Unit) - Shall mean an ambulance equipped, or arranged, and staffed for the purpose of providing BLS care. The meaning includes, but is not limited to, privately and publicly owned ambulances operating within the County of Riverside.
7. Contract Administrator - Shall be the Director of the Community Health Agency or designee, who is authorized to administer this Agreement on the County's behalf.
8. County - Shall mean Riverside County.
9. County EMS Agency - Shall be the County agency having primary responsibility for the administration of emergency medical services within the county.
10. County EMS System - Shall mean the specially organized arrangement which provides for the personnel, facilities, and equipment for the effective and coordinated delivery of EMS services within the county.
11. Emergency Medical Service Call - Shall mean any sudden or serious illness or injury requiring immediate medical attention, where delay in providing such services may aggravate the medical condition or cause the loss of life.
12. EMS Policy and Procedure Manual - The collection of policies and procedures approved by the Riverside County EMS Agency for the provision of prehospital care within Riverside County.
13. Medical Director - Shall mean that physician designated to serve as the Medical Director of the EMS Agency pursuant to Section 1797.202 of the Health and Safety Code.
14. Mileage - Fee charged per mile or fraction thereof for transport.
15. On-Scene Time - The time an ambulance arrives at the location requested or leaves the nearest public-access road en route to the patient.
16. Oxygen - The fee charged for administration of medical oxygen irrespective of amount, or route administered.
17. Paramedic (EMT-P) - Shall mean a person licensed and accredited to render ALS Medical Care pursuant to sections 1797, et seq. Health and Safety Code.
18. Public Safety Answering Point (PSAP) - Where 9-1-1 calls are first received.
19. Quality Improvement - Shall mean the evaluation of prehospital emergency medical services and non-emergency transportation services to identify where personnel

performance or the system itself can be improved, the implementation of potential improvements, and their re-evaluation and refinement in a continuous cycle. While Quality Assurance traditionally focuses on the detection of defects, Quality Improvement strives to prevent them. Thus a Quality Improvement program must include, but not be limited to, Quality Assurance. The sum of all activities undertaken to assure that prehospital emergency medical services maintain the standard of care established for those services.

20. Response Time - Shall be calculated from the time of 9-1-1 call notification by City or County dispatch center to the ambulance or ambulance provider (clock will not begin until the ambulance or ambulance provider has received a verifiable address, nature of call, and 15 seconds dispatch processing time) until the time that an ambulance notifies the City or County dispatch center or other approved center of its arrival at the scene of the emergency or staging area, or until the ambulance is canceled by the dispatch center. If an ambulance response is downgraded by the dispatcher, the response time will include the time from its initial dispatch (as stated above) until the time it is downgraded.



## Schedule K

### **Financial Reporting and Audit Requirements**

1. Contractor shall provide the following financial reports/statements under this Agreement. A financial report shall be submitted to Contract Administrator detailing quarterly and year to date information as specified below. In the first contract year, quarterly reports shall be prepared and submitted by Contractor to the Contract Administrator. Thereafter, Contractor shall submit financial reporting on a bi-annual basis. Such reports shall be provided within forty-five (45) days after the last day of the preceding period. Contractor shall use its fiscal year (September 1 – August 31) as the basis for reporting such data. Financial reports detailing information directly related to the operations under this Agreement shall include the following:

- 1.1 Fixed asset schedule
- 1.2 Profit and loss statement
- 1.3 Aged accounts receivable
- 1.4 Services by payor source
- 1.5 Services provided by category (e.g., ALS, BLS and mileage) and  
by financial class
- 1.6 Services by date of service
- 1.7 Collections by payor source

2. Contractor's fiscal year, ending during year four (4) of this Agreement, shall be subject to a financial audit. Such audit shall be carried out by an agreed upon firm selected by the Contractor and the Contract Administrator. If agreement cannot be reached on a firm to perform the audit, the financial audit shall be carried out by a certified public accountant selected solely by the County Health Officer or his or her designee. If there is any charge, cost or fee for such an audit, it shall be paid by the Contractor.

## ATTACHMENT 1

### MINORITY/WOMEN/DISABLED VETERAN BUSINESS ENTERPRISE CONTRACTOR STATUS REPORT

PLEASE NOTE STATUS AFTER APPROPRIATE CATEGORY

WOMEN

MINORITY

DISABLED VETERAN

ALL OTHERS

Signature of Person Completing the Form

Title

#### DEFINITIONS

Women or Minority owned refers to those companies that at least 51% of the business is owned by a woman or person of minority heritage who possess and demonstrate dominate control over the business.

Minority means a person with permanent residence in the United States of America who is:

Black American - Persons having origin in any of the Black racial groups of Africa; or

Hispanic American - Persons of Mexican, Cuban, Central or South American origins; or

Hasidic Jew - Persons of a Jewish sect of the second century opposed to Hellenism and devoted to strict observance of ritual law; or

American Indian and Native American - Persons having origin in any of the original people of North America, who are recognized as an Indian tribe or tribal organizations, persons having origin in any of the original people of Northern Canada, Greenland, Alaska, Eastern Siberia; or

Asian Pacific American - Persons having origin in any of the original people of the Far East, Southeast Asia, Indian Subcontinent, the Pacific Islands (i.e. China, Japan, India, Korea, Philippines, and Samoa).

Disabled Veteran is defined as a Veteran of the United States of America' armed serves who has been permanently injured while on active duty in the performance of duty.

## ATTACHMENT 2

### Investigative Authorization - Organization

We the undersigned Organization, a prospective contractor to provide emergency ambulance - paramedic services for the Riverside County, recognize that public health and safety require assurance of safe, reliable, and cost-effective service. That assurance may require inquiry into aspects of organization operations deemed to be relevant by the County of Riverside or its agents. The organization specifically agrees that the County of Riverside, or its agents, may conduct an investigation for the purpose into, but not limited to, the following matters.

1. The financial stability of the organization, including its owners and officers, any information regarding potential conflict of interest, past problems dealing with other clients or cities where the organization has rendered service, or any other aspect of the organization operations or its structure, ownership, or key personnel which might reasonably be expected to influence the County of Riverside in its selection decision.
2. The company's current business practices, including employee compensation and benefits arrangements, pricing practices, billings and collections practices and procedures, equipment replacement and maintenance practices, in-service training programs for its employees, means of competing with other companies, employee discipline practices, employee recruitment and retention, public information efforts, current and potential obligations to other buyers, and general internal personnel relations.
3. The attitude of current and previous customers of the organization towards the company's services and general business practices, including patients, their agents, or the families of patients, served by the organization, physicians or other health care professionals, organizations and units of local government knowledgeable of the company's past work.
4. Other businesses in which the organization owners and/or key personnel in the organization currently have a business interest.
5. The accuracy and truthfulness of any information submitted by the organization in connection with such evaluation.

AUTHORIZATION TO CONDUCT SUCH INVESTIGATION IS HEREBY EXPRESSLY GIVEN BY THE COMPANY.

Date \_\_\_\_\_

Organization Name

By: \_\_\_\_\_

Name and Title

STATE OF:

County of:

On this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_, before me appeared \_\_\_\_\_ to me personally known, who, being by me duly sworn, did say that he/she is the \_\_\_\_\_ of \_\_\_\_\_ and that said instrument was signed in behalf of said corporation by authority delegated to him, and said affiant acknowledges said instrument to be the free act and deed of said corporation.

IN WITNESS THEREOF, I have hereunto set my hand and affixed my official seal the day and year last above written.

Notary Public

My commission expires: \_\_\_\_\_

ATTACHMENT 3

Investigative Authorization - Individual

The undersigned, being \_\_\_\_\_ (title) for \_\_\_\_\_ (organization) which is a prospective contractor to provide emergency ambulance - paramedic services to Riverside County recognize that public health and safety require assurances of safe, reliable, and cost-effective service. That assurance may require an inquiry into matters which are deemed relevant by the County of Riverside or its agents, such as, but not limited to, the character, reputation, competence of the company's owners and key employees.

The undersigned specifically acknowledges that such inquiry may involve an investigation of his or her personal work experience, education, qualifications, moral character, financial stability, and general background and specifically agrees that the County of Riverside, or its agents, may undertake a personal investigation of the undersigned for the purposes stated.

AUTHORIZATION FOR SUCH PERSONAL INVESTIGATION IS HEREBY EXPRESSLY GIVEN.

Date: \_\_\_\_\_  
Individual Name

STATE OF:

County of:

On this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_, before me, the undersigned, a Notary Public in and for the County and State, personally appeared \_\_\_\_\_ to me known to be the person described herein and who executed the foregoing Investigation Authorization, and acknowledged that he or she executed the foregoing Investigation Authorization, and acknowledged that he or she executed the same as his or her free act and deed.

WITNESS my hand and notarial seal subscribed and affixed in said County and State, the above day and year written.

\_\_\_\_\_  
Notary Public

My commission expires: \_\_\_\_\_

**Appendix 1.**

**EQUIPMENT AND SUPPLIES - FIRST RESPONDER/EMT**

| REQUIRED ITEMS                                                                     |  |
|------------------------------------------------------------------------------------|--|
| 1. Airways (Oropharyngeal, sizes 0 - 6, nasopharyngeal, sizes 30, 31, and 34 Fr.)  |  |
| 2. Nasal cannula                                                                   |  |
| 3. Oxygen mask (Non-rebreather, adult)                                             |  |
| 4. Oxygen mask (Pediatric)                                                         |  |
| 5. Rigid cervical collars (Adult and pediatric)                                    |  |
| 6. Head immobilizer (soft; towel rolls, foam blocks, or other approved equivalent) |  |
| 7. Gloves, disposable                                                              |  |
| 8. Cold pack                                                                       |  |
| 9. Disposable blankets                                                             |  |
| 10. Bulb syringe                                                                   |  |
| 11. Burn sheet (Sterile, may be disposable or linen)                               |  |
| 12. Delivery kit (Sterile, prepackaged)                                            |  |
| 13. Triangular bandage                                                             |  |
| 14. Universal Dressing (10" x 30")                                                 |  |
| 15. 4 x 4 gauze dressing                                                           |  |
| 16. ABD pads (9" x 5")                                                             |  |
| 17. Roller gauze bandage (Sterile; Kling 2", 3", and Kerlix)                       |  |
| 18. Arm splint                                                                     |  |
| 19. Leg splint                                                                     |  |
| 20. Spine boards (Rigid):                                                          |  |
| Long (72" x 14")                                                                   |  |
| Short (32" x 14"), or a KED                                                        |  |
| Appropriate straps for immobilization                                              |  |

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

207



FROM: Community Health Agency/Department of Public Health

SUBMITTAL DATE:

June 17, 2009

**SUBJECT:** Approve the third Amendment to the Master Ambulance Agreement #04-038 with American Medical Response (AMR) for emergency ambulance service.

**RECOMMENDED MOTION:** That the Board of Supervisors:

- 1) Approve the Third Amendment to the agreement between American Medical Response and the County of Riverside, Community Health Agency, Emergency Medical Services Agency; and
- 2) Authorize the Chairperson to execute the four (4) originals of the Amendment.

**BACKGROUND:**

The Board of Supervisors (BOS) approved the Master Ambulance Agreement with American Medical Response (AMR) in March 2004. The current year term is through June 30, 2009 with options for two (2) additional three (3) year extensions.

(Continued on Page 2)

**Attachments**

MO: bb

*Susan D. Harrington*  
Susan Harrington, Director of Public Health

|                             |                               |        |                         |                                                           |
|-----------------------------|-------------------------------|--------|-------------------------|-----------------------------------------------------------|
| <b>FINANCIAL DATA</b>       | Current F.Y. Total Cost:      | \$ N/A | In Current Year Budget: | N/A                                                       |
|                             | Current F.Y. Net County Cost: | \$ 0   | Budget Adjustment:      | N/A                                                       |
|                             | Annual Net County Cost:       | \$ 0   | For Fiscal Year:        | 09/10                                                     |
| <b>SOURCE OF FUNDS:</b> N/A |                               |        |                         | Positions To Be Deleted Per A-30 <input type="checkbox"/> |
|                             |                               |        |                         | Requires 4/5 Vote <input type="checkbox"/>                |

**C.E.O. RECOMMENDATION:**

APPROVE

*Debra Courmoyer*  
BY: Debra Courmoyer

County Executive Office Signature

~~MINUTES OF THE BOARD OF SUPERVISORS~~

On motion of Supervisor Tavaglione, seconded by Supervisor Stone and duly carried, IT WAS ORDERED that the above matter is approved as recommended with direction to the Executive Office to explore the idea of automatic renewal contracts similar to the contracts in place with our waste haulers.

Ayes: Buster, Tavaglione, Stone and Ashley  
Nays: None  
Absent: Wilson  
Date: June 23, 2009  
xc: CHA/Public Health, E.O.

Kecia Harper-Ihem  
Clerk of the Board

By: *Kecia Harper-Ihem*  
Deputy

Prev. Agn. Ref.: 03-30-04 Item 16.2 | District: ALL | Agenda Number:

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

217

FORM APPROVED COUNTY-COUNSEL  
BY: NEAL R. KIPNIS DATE

Departmental Concurrence

Dep't Recomm.: ☐ Policy ☒ Consent  
Per Exec. Ofc.: ☐ Policy ☒ Consent

Form 11:

**COMMUNITY HEALTH AGENCY**

**SUBJECT:** Approve the Third Amendment to the Master Ambulance Agreement #04-038 with American Medical Response (AMR) for emergency ambulance service.

Page 2

**BACKGROUND CONTINUED:**

The Emergency Medical Service (EMS) Agency implemented a process to review AMR's compliance with current contract requirements and receive stakeholder input. Announcements were made advising stakeholders of the process to be followed and establishment of basic timelines. These discussions occurred in the Pre-hospital Medical Advisory Committee (PMAC) and the Emergency Medical Care Committee (EMCC). The EMS Agency followed with written communications delineating the process to be followed for submission of proposed modifications to stakeholders in June 2008.

The following activities were completed by the EMS Agency in preparation for entering into the three (3) year contract extension with AMR.

- Comprehensive performance audit of AMR's obligations under the current contract term. AMR was required to provide written updates of all programs and documents as required by the contract. This was followed by on-site inspections in September 2008.
- Financial audit was completed for AMR's 2007 fiscal year by an independent audit firm in December 2008.
- A sixty (60) day period to write comments was provided to stakeholders from July 1, 2008 to September 2, 2008.
- Meeting with stakeholders to present and comment on their written comments on September 29 and 30, 2008.

AMR has consistently met all current contractual performance standards.

All modifications request were done in consideration of stakeholder recommendations when appropriate for overall system enhancement.

**Highlights of changes to the Agreement**

1. The Northwest Zone is further subdivided from two (2) to three (3) subzones: City of Riverside, City of Corona and unincorporated areas south of the 91 Freeway and the City of Norco and unincorporated areas north of the 91 Freeway to improve response time performance evenly across the zone.
2. Increase monitoring fees by \$225,000.00 to provide for improvement operational and clinical management oversight.

**COMMUNITY HEALTH AGENCY**

**SUBJECT:** Approve the Third Amendment to the Master Ambulance Agreement #04-038 with American Medical Response (AMR) for emergency ambulance service.

**Page 3**

3. Response time performance requirements have been adjusted in all subzones from 89% on a three month rolling average to 90% monthly compliance criteria. This will ensure that all areas of each zone receive adequate ambulance response times.
4. Ambulance rates increased to reflect increased costs for providing service. These rates remain in the middle 50% of such rates State-wide.
5. Response time exemption criteria, penalties and performance enhancement measures have been adjusted to encourage even greater response time performance by AMR.
6. Requirements for field supervision, education/training, clinical management and logistical support have been implemented or enhanced to ensure optimal patient care and cooperative efforts with first responder agencies.
7. New requirements for an ambulance back up program and disaster operations have been added to insure adequate ambulance resources and mutual aid capability during mass casualty incidents and EMS system surge events.
8. EMS Administrative Group responsibilities have been enhanced to assure local involvement in contract oversight activities.

These modifications will improve an already good EMS system by providing for enhanced standards and oversight for AMR performance and investment in critical areas including; response times, clinical sophistication, operational infrastructure, interagency cooperation and disaster response.

**FINANCIAL DATA:**

This agreement is a joint effort of the Community Health Agency (CHA), Medically Indigent Services Program (MISP), and Department of Mental Health. Accordingly, the agreement will be administered financially within each respective department's budget. CHA Management will manage the overall agreement operationally.

The annual CHA/Department of Public Health share of cost is \$441,000, MISP is \$91,000 for the transport of county-responsible indigent patients, and Mental Health has budgeted to disburse to AMR \$90,000 for the transport of County responsible patients in need of a mental health evaluation ("5150" field and inter-hospital transfer calls). The share cost of Department of Mental Health and MISP remain the same.

CHA/Department of Public Health, MISP, and Department of Mental Health will submit over the life of the agreement the necessary budget amounts to conform to contract terms and conditions in accordance with County budget requirements.



**AGENDA ITEM 3.17**

**RIVERSIDE COUNTY BOARD OF SUPERVISORS**

**COMMUNITY HEALTH AGENCY: APPROVAL OF THE THIRD  
AMENDMENT TO THE MASTER AMBULANCE AGREEMENT  
#04-038 WITH AMERICAN MEDICAL RESPONSE FOR  
EMERGENCY AMBULANCE SERVICE**

**June 23, 2009**

Jeff Stone (3<sup>rd</sup> District):

I'd like to call up Blake Goetz.  
Good Morning, Sir.  
I can call you Sir, I hope.

Blake Goetz:

Good Morning Mr. Chair and Members of  
the Board.

My name is Blake Goetz and I'm the Fire  
Chief for the City of Palm Springs Fire  
Department.

I am here to comment on Agenda Item 3.17  
- The Third Amendment to the Master  
Ambulance Agreement with American  
Medical Response for Emergency  
Ambulance Service. I'm here representing  
the Riverside County Fire Chief's  
Association as the Association President.  
The Riverside County Fire Chief's  
Association represents 17 various local,  
county, tribal, state and federal agencies  
who all provide fire protection and  
emergency medical services here in  
Riverside County. Twelve of these agencies  
participated in the development of a  
Riverside County Ambulance Service White  
Paper over one year ago. The collective  
concerns of the fire service were articulated  
in this White Paper and it identified issues

that the fire chiefs believed needed to be addressed by the MS agency as they considered contract negotiations with the current provider AMR Ambulance. The EMS agency under the leadership of Mr. Bruce Barton sought stakeholder input to identify areas within the existing contract that needed to be addressed. The EMS providers were given opportunity to provide written and verbal comments and recommendations for consideration in a new extended contract. Many of the recommendations of the County Fire Chief's Association have been incorporated into the AMR Contract amendment that you will consider today. Although not all of our recommendations were agreed to or adopted by the EMS agency, many significant recommendations were. This amended contract now includes a new subzone in a northwest zone of Riverside, Corona & Norco. Response time compliance and exemption criteria have been strengthened throughout the county. The number of required AMR field supervisors has been identified and increased. Minimum criteria for training and ambulance staffing has been included. A disaster management operations plan will now be required, including the immediate availability of ambulance strike teams for large scale incidents. Participation in driver training and local area familiarization is now required as well as disposable equipment restock agreements with other first responder agencies. These are but a few of the enhancements to the contract.

Last Thursday, the County Fire Chiefs voted to endorse this contract amendment with

AMR and I'm here to voice our support and recommend your approval of this item.

In closing, through the collaborative efforts of the Fire Chief's Association, the EMS Agency and AMR, we believe the citizens of Riverside County will benefit from an increased level of ambulance service as provided for in this contract.

Thank you for your time and consideration.

Jeff Stone (3<sup>rd</sup> District):

Thank you Mr. Goetz. Thank you for your good work.

Supervisor Tavaglione.

John Tavaglione (2<sup>nd</sup> District): Thank you. I appreciate the Fire Chief's Association support. As I look at this contract and I look at AMR and their presence here in not just the Riverside County but in the Inland Empire, I have been debating in my own mind how this is so similar to what our Board has gone through over the years with our waste haulers. You know we...we...When we have our waste...no comparison obviously in terms of what they do...but, there is a need for huge levels of investment on the part of AMR or Waste Management, Burrtec, as they go through and contract for certain areas on behalf of the citizens of Riverside County. So I guess, while I'm not suggesting that we do this today, that we explore the opportunity of Evergreen-type contracts like we have with our waste haulers wherein you know, unless there is a serious issue, it would just be an automatic renewal every, I don't know, what is it on our waste contracts now? Do we...I don't

remember what it is. 12 years? 5 year wind down...I'm sorry. Giving the ability for a 5 year wind down for the major investment that these organizations put forth. So, I just throw that out as an idea as we move forward. I support this contract. I think it's a great contract and AMR does a tremendous job in our communities, unincorporated, and cities, but explore the idea of giving wind downs if we ever get to the point of having to change contractors.

Jeff Stone (3<sup>rd</sup> District):

Thank you Supervisor. Did you want to make a motion on this?

John Tavaglione (2<sup>nd</sup> District):

Sure. I'll just make my motion with my thoughts considered as exploration by the Executive Office.

Jeff Stone (3<sup>rd</sup> District):

I second. Please Vote.

Passes - 4 with 1 absent

- ☐ City Council
- ☐ Redevelopment Agency
- ☐ Community Services District
- ☒ Fire District
- ☐ Library Board
- ☐ Financing Authority



**Murrieta**  
**Agenda Report**

Subject: Competitive Bid Process for Emergency Medical Services

Date: June 5, 2012

Prepared by: Brian Ambrose, Sr. Management Analyst

Approved by: Rick Dudley, City Manager

### **RECOMMENDATION**

Adopt a Resolution encouraging the Riverside County Board of Supervisors to immediately begin the competitive bid process for emergency medical services.

### **PRIOR ACTION/VOTE**

On August 16, 2011, the City Council received and filed the Murrieta Fire Department's response to the Riverside County Emergency Medical Services Agency's request for input concerning the contract with American Medical Response (No vote).

On October 11, 2011, the City Council adopted Resolution No.11-2801, encouraging the Riverside County Board of Supervisors to launch a competitive bid process, including awarding multiple vendors, for emergency ambulance services (Vote: 3-0, Bennett, McAllister absent).

### **BACKGROUND**

In 2008, the County Emergency Medical Services Agency (EMS) solicited input regarding its existing contract for emergency medical ambulance services. Currently, contract is operating under a three-year renewal, which ends June 30, 2012. This contract has been in place for over a decade, with the contractor providing exclusive service to over 95% of Riverside County's 7,300 square miles.

The original 1998 contract and the subsequent 2004 contract were not competitively bid, nor was the 2008 three-year extension. The Riverside County Fire Chiefs Association reluctantly agreed to the three-year extension in 2008, but developed an important white paper entitled, "Riverside County Ambulance Service, A New Era". The report discussed six specific topics and provided solutions, including: Eliminate the Monopoly; Mutual Aid and Surge Flexibility; Local Administrative Control and Conflict Resolution; Exclusive Operating Areas Audit; Response Time Performance Standards; and Communications, Dispatch and On-Scene Coordination. By tentatively agreeing to the three-year extension, the Fire Chiefs were under the assumption that the County will go out to bid competitively in 2012.

The City also provided a detailed letter to the Committee citing concerns with a process that lacked competition and left little room for emergency services improvement. The City raised the specific issues of response times, continuity of care, familiarity with the city, and staffing levels. Because of the scope of these changes, staff believes the best remedy is for the County to enter into a competitive bid process to seek proposals from qualified ambulance services.

Recently, San Bernardino County joined the counties of Orange and Los Angeles in conducting open, competitive bids for ambulance service. A competitive bid process would help ensure that city

residents are receiving the best service for the best possible price, and help protect the best interests of the tax payers by demonstrating transparency in vendor selection.

The City of Murrieta is urging the Riverside County Board of Supervisors to begin the competitive bid process this fiscal year to ensure that the new proposals have been evaluated and are ready to be implemented by the end of the 2013-14 fiscal year.

**FISCAL IMPACT**

None

**ATTACHMENTS**

1. Resolution encouraging the Riverside County Board of Supervisors to consider a competitive bidding process

RESOLUTION NO. 12 - \_\_\_\_\_

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MURRIETA,  
CALIFORNIA, ENCOURAGING THE RIVERSIDE COUNTY BOARD OF  
SUPERVISORS TO SUPPORT THE COMPETITIVE BID PROCESS FOR  
EMERGENCY MEDICAL SERVICES

WHEREAS, the City of Murrieta wishes to thank the Board of Supervisors for the opportunity to provide feedback on the ambulance contract for Riverside County; and

WHEREAS, the City of Murrieta recognizes the Board of Supervisors' leadership on behalf of southwest Riverside County residents in advocating for a competitive bid process to promote open and transparent government; and

WHEREAS, San Bernardino County has just recently joined both Orange and Los Angeles counties in conducting open, competitive bids for ambulance service; and

WHEREAS, the City of Murrieta appreciates the Riverside County Emergency Services Agency's efforts to improve the pre-hospitalization patient care system; and

WHEREAS, the City of Murrieta believes that a competitive bid process would help ensure that City residents are receiving the best service for the best possible price; and

WHEREAS, opening county ambulance service to an open bid process will help provide an opportunity to provide state-of-the-art service and an improved modernized emergency system; and

WHEREAS, a competitive bid process for a public contract can help protect the best interests of taxpayers and demonstrate transparency in vendor selection; and

WHEREAS, the Board of Supervisors should begin the competitive bid process this fiscal year to ensure that new proposals have been evaluated and are ready to be implemented by the end of the 2013-14 fiscal year,

NOW, THEREFORE, BE IT RESOLVED by the City Council of Murrieta, California, as follows:

1. That the City of Murrieta supports seeking the most cost-effective and efficient ambulance service provider for our region's emergency needs.
2. That the City of Murrieta encourages the County of Riverside Board of Supervisors to launch an immediate competitive bidding process for future regional ambulance service.

PASSED APPROVED, AND ADOPTED on this 5<sup>th</sup> day of June, 2012.

---

Douglas R. McAllister, Mayor

ATTEST:

\_\_\_\_\_  
A. Kay Vinson, City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
Leslie E. Devaney, City Attorney

I, A. Kay Vinson, City Clerk of the City of Murrieta, California, do hereby certify under penalty of perjury that the foregoing Resolution was duly adopted at a regular meeting of the City Council on the 5<sup>th</sup> day of June 2012, by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

\_\_\_\_\_  
City Clerk





COMMUNITY HEALTH AGENCY • DEPARTMENT OF PUBLIC HEALTH  
EMERGENCY MEDICAL SERVICES AGENCY

Date: April 6, 2011

To: Riverside County Emergency Medical Care Committee (EMCC)

From: Bruce Barton, BSEd, CCEMT-P, EMS Agency Director

Subject:

Discussion on the direction given by the Board of Supervisors to explore the idea of automatic renewal contracts similar to the contracts in place with waste haulers for inclusion in the AMR contract.

Requested Action:

Discuss and provide input to the EMS Agency on the pros and cons of including automatic renewal language in the AMR contract term.

Discussion:

On June 23, 2009 the Board of Supervisors (BOS) unanimously approved the third amendment to the AMR contract. The amended contract included significant performance enhancements that have been subsequently implemented by AMR. The BOS also gave direction to explore the idea of automatic renewal contracts similar to the contracts in place with County waste haulers. The EMS Agency Director and the Health Officer have met with the Supervisors to review current regulatory and statutory framework for authorizing Exclusive Operating Area (EOA) contracts and correspondence from the State EMS Authority (EMSA) dated July 1, 2010 pertaining to the Riverside County EMS plan. The EMS Agency Director and Deputy Public Health Director met with the executive office to discuss the BOS directive of June 23, 2009 at which time the EMS Agency was directed to formulate a staff recommendation for the AMR contract. The EMS Agency received a written request for a contract term modification from AMR on October 4, 2010. The EMS Agency is now soliciting discussion and input from the EMCC pertaining to the idea of automatic renewal language being included in the AMR contract.

The language AMR has submitted for inclusion in their contract modification is taken directly out of the County waste haulers contract and reads:

"This agreement shall continue for a period of five (5) years from the effective date. One year after the effective date of this agreement, and annually thereafter, the term of this agreement shall be extended for a additional one year, unless no later than thirty (30) days prior therto either the County or contractor gives written notice of non-renewal to the other party. Only one notice of non-renewal shall be required hereunder. Notice of non-renewal need not be based upon cause. The above provisions in no way affect the County's right to terminate this agreement for nonperformance as provided in section \_\_\_ hereof."

Discussion Continued.

Pros and Cons of including the requested language in the AMR contract:

Pros

- Provides greater security and long term stability to the contractors employees
- Allows the contractor to recover the cost of substantial investments made in the Riverside County EMS system which in turn can motivate the contractor to invest in EMS system enhancements
- Provides long term stability to entities that have local partnerships and support/service contracts with the contractor
- Acknowledges the consistent performance of the contractor (see AMR Contract and Service History)

Cons

- Long term contracts can limit the flexibility of altering contract terms
- Corporate decisions for allocating capital investments can be negatively influenced by long term contracts

Form 11:

COMMUNITY HEALTH AGENCY

SUBJECT: Approve the Third Amendment to the Master Ambulance Agreement #04-038 with American Medical Response (AMR) for emergency ambulance service

Page 2

BACKGROUND CONTINUED:

The Emergency Medical Service (EMS) Agency implemented a process to review AMR's compliance with current contract requirements and receive stakeholder input. Announcements were made advising stakeholders of the process to be followed and establishment of basic timelines. These discussions occurred in the Pre-hospital Medical Advisory Committee (PMAC) and the Emergency Medical Care Committee (EMCC). The EMS Agency followed with written communications delineating the process to be followed for submission of proposed modifications to stakeholders in June 2008.

The following activities were completed by the EMS Agency in preparation for entering into the three (3) year contract extension with AMR.

- Comprehensive performance audit of AMR's obligations under the current contract term. AMR was required to provide written updates of all programs and documents as required by the contract. This was followed by on-site inspections in September 2008.
- Financial audit was completed for AMR's 2007 fiscal year by an independent audit firm in December 2008.
- A sixty (60) day period to write comments was provided to stakeholders from July 1, 2008 to September 2, 2008.
- Meeting with stakeholders to present and comment on their written comments on September 29 and 30, 2008.

AMR has consistently met all current contractual performance standards.

All modifications request were done in consideration of stakeholder recommendations when appropriate for overall system enhancement.

Highlights of changes to the Agreement

1. The Northwest Zone is further subdivided from two (2) to three (3) subzones: City of Riverside, City of Corona and unincorporated areas south of the 91 Freeway and the City of Norco and unincorporated areas north of the 91 Freeway to improve response time performance evenly across the zone.
2. Increase monitoring fees by \$225,000.00 to provide for improvement operational and clinical management oversight.

## AMR Contract and Service History

### Proven Performance

- AMR has maintained response time compliance above contract requirements throughout the life of the current contract.
- AMR maintains a high level of clinical sophistication including;
  - Medical Director is actively involved in CQI and education/training
  - Implemented an AHA Training Center – First Aid, CPR, ACLS and PALS
  - Implemented the Advanced Prehospital Trauma Life Support (PHTLS) Program within Riverside County
  - Implemented a primary EMT Training Program (NCTI) in 2009
  - Implemented a primary Paramedic Training Program (NCTI) in 2007
  - CQI directed continuing education
- Provides consistently stable employment at competitive wages for 730 employees
- Maintains a large fleet of well equipped ambulances – 275,000 mile maximum, 12 lead monitors, ETCO2, SPO2, ePCR, power cots, bariatric unit(s), specialty care units, AVL/GPS equipped
- Maintains 37 Stations and Deployment centers within Riverside County located in areas that support optimal ambulance deployment and response
- Maintains a EMD certified ambulance dispatch center utilizing the latest System Status Management (SSM) technology
- CAAS accredited service since 2002

### Cost Effective Service

- Base rate fees to patients remain below the median rates for the State.
- No public funds or tax based revenue is required or ever requested due to cost overruns.
- Returned all general fund contributions for indigent care, MISP and Mental Health to the County in 2011 (rate increase was granted to offset the loss).
- Increased fee contributions to the County for contract monitoring and dispatch service support.
- System resourcing is monitored and adjusted daily at no additional cost to the County, Cities, facilities or patients.
- Provides service to all patients both emergency and non-emergency regardless of ability to pay.
- Provides more than 30 million dollars annually in uncompensated care to citizens of Riverside County.
- AMR is backed by a financially stable parent company (EMSC).
- Provides for restock of disposable equipment and supplies to first responder agencies.

### Implemented Contract Improvements in 2009

- Improved ambulance back-up and mutual aid requirements
- Improved field span of control through the addition of field supervisors
- Addition of a third response time subzone within the Northwest Zone
- Improved subzone response time requirements to 90% monthly
- Decrease in response time exemptions
- Increased response time fine penalties for calls over 5 minutes late
- Countywide deployment of a new CAD with integrated AVL/GPS
- Implemented technology interface that allows for more consistent response time measurement and statistical analysis

- Implemented an electronic PCR
- Requirement for standards of professionalism
- Improved first responder restock agreements
- Support for County and State (EMSA) disaster response resources - Disaster Medical Support Unit (DMSU), MCI Trailers, Immediate and Planned Need ASTs

#### Large County, Regional, State and National Operational Footprint

- Large number of resources linked through ambulance dispatch centers capable of providing medical mutual aid across the region.
- Proven disaster support and response capability that exceeds any other ambulance provider - FEMA contract
- ICS Training for ALL employees

#### Support for Community Partnerships

- Implemented public/private partnerships with Riverside City Fire Department and Corona Fire Department to support first responder paramedic programs
- Service donations to community events that total more than \$1 million (list attached)
- Tactical EMS provider SWAT Teams/RSO & RPD
- Supply resources for exercises, drills and training in many venues

#### Improvement Needs

- Radio Communication between responding ambulances and first responder agencies on scene needs improvement to be more consistent
- Supervisor coverage in the West County at Hospitals to assist with ambulance wait times is sometimes sporadic. Supervisors need to respond immediately to assist with the timely transfer of care and coordinate efforts with REMSA
- Charges for corporate overhead need to be evaluated and capped at a fixed level

2010 Riverside Donated Standbys - Revised

| Date                | Event                               | Donated Non-Dedicated Hours |      | Total | Status  | Hourly Rate | Response Fee | Personnel |
|---------------------|-------------------------------------|-----------------------------|------|-------|---------|-------------|--------------|-----------|
|                     |                                     | ALS                         | BLS  |       |         |             |              |           |
| 1/9/10              | Riv vs San Berdo Football           | 3.5                         |      | 0.00  | Donated |             |              |           |
| 1/13/10             | Temecula Valley HS Demo             |                             | 3    | 0.00  | Donated |             |              |           |
| 1/15/10             | Riverside Co. Sheriff Dive Team     | 10.75                       |      | 0.00  | Donated |             |              |           |
| Total January 2010  |                                     | 14.25                       | 3    | -     |         |             |              |           |
| 2/20/10             | City of Riverside 5K Run/Walk       | 3.5                         |      | 0.00  | Donated |             |              |           |
| Total February 2010 |                                     | 3.5                         | 0    | -     |         |             |              |           |
| 3/8/10              | Dehesa Charter School               | 2                           |      | 0.00  | Donated |             |              |           |
| 3/13/10             | 2010 Walk for Kids - Corona         | 5.5                         |      | 0.00  | Donated |             |              |           |
| 3/13/10             | Tour de Murrieta 2010               | 9                           |      | 0.00  | Donated |             |              |           |
| 3/14/10             | Tour de Murrieta 2010               | 9                           |      | 0.00  | Donated |             |              |           |
| 3/15/10             | Every 15 Minutes, Corona Reg        | ?                           |      | 0.00  | Donated |             |              |           |
| 3/18/10             | March AFB Disaster Drill            | 6                           |      | 0.00  | Donated |             |              |           |
| 3/19/10             | West Riverside Elementary School    |                             | 4    | 0.00  | Donated |             |              |           |
| 3/20/10             | First Annual PESD Fun Run           | 4                           |      | 0.00  | Donated |             |              |           |
| 3/23/10             | Every 15 Minutes, Heritage HS       | 5                           |      | 0.00  | Donated |             |              |           |
| 3/24/10             | Every 15 Minutes, Santiago HS       | 5                           |      | 0.00  | Donated |             |              |           |
| 3/25/10             | Every 15 Minutes, Murrieta HS       | 5                           |      | 0.00  | Donated |             |              |           |
| 3/27/10             | Riverside Air Show 2010             | 45.25                       |      | 0.00  | Donated |             |              |           |
| 3/30/10             | Every 15 Minutes, Hamilton HS       | 8                           |      | 0.00  | Donated |             |              |           |
| 3/31/10             | Every 15 Minutes, MLK HS            | 6                           |      | 0.00  | Donated |             |              |           |
| Total March 2010    |                                     | 109.75                      | 4    | -     |         |             |              |           |
| 4/3/10              | Menifee Easter Egg Hunt             | 2.5                         |      | 0.00  | Donated |             |              |           |
| 4/10/10             | JR ROTC Pass Program, MAFB          | ?                           |      | 0.00  | Donated |             |              |           |
| 4/13/10             | Every 15 Minutes, Temescal Cyn HS   | 3                           |      | 0.00  | Donated |             |              |           |
| 4/16/10             | Norco Horseweek 2010                | 3                           |      | 0.00  | Donated |             |              |           |
| 4/17/10             | Norco Horseweek 2010                | 3                           |      | 0.00  | Donated |             |              |           |
| 4/17/10             | Menifee Safety Fair                 |                             | 8    | 0.00  | Donated |             |              |           |
| 4/17/10             | East vs West BBQ Challenge 2010     |                             | 11.5 | 0.00  | Donated |             |              |           |
| 4/17/10             | Dyslexia Dash 5K Run/Walk           | 4                           |      | 0.00  | Donated |             |              |           |
| 4/18/10             | Norco Horseweek 2010                | 3                           |      | 0.00  | Donated |             |              |           |
| 4/23/10             | Norco Horseweek 2010                | 6                           |      | 0.00  | Donated |             |              |           |
| 4/24/10             | Los Angeles Walk for Now for Autism | 5                           |      | 0.00  | Donated |             |              |           |
| 4/24/10             | Race for Humanity 10k Run           | 4                           |      | 0.00  | Donated |             |              |           |
| 4/24/10             | Norte Vista Relay for Life 2010     |                             | 24.5 | 0.00  | Donated |             |              |           |
| 4/25/10             | Walk to Defeat ALS 2010             | 5                           |      | 0.00  | Donated |             |              |           |
| 4/30/10             | March Air Show 2010                 | 27                          |      | 0.00  | Donated |             |              |           |
| Total April 2010    |                                     | 65.5                        | 44   | -     |         |             |              |           |

|                |                                           |        |    |  |      |         |  |  |  |
|----------------|-------------------------------------------|--------|----|--|------|---------|--|--|--|
| 5/1/10         | March Air Show 2010                       | 173    |    |  | 0.00 | Donated |  |  |  |
| 5/1/10         | Week of Young Children 2010               |        | 4  |  | 0.00 | Donated |  |  |  |
| 5/1/10         | Menifee Valley Relay for Life 2010        |        | 24 |  | 0.00 | Donated |  |  |  |
| 5/1/10         | 2010 Unity Festival                       | 6      |    |  | 0.00 | Donated |  |  |  |
| 5/2/10         | March Air Show 2010                       | 132    |    |  | 0.00 | Donated |  |  |  |
| 5/8/10         | RVC St #19 Pancake Breakfast              | 5      |    |  | 0.00 | Donated |  |  |  |
| 5/8/10         | RVC St #16 Pancake Breakfast              | 5      |    |  | 0.00 | Donated |  |  |  |
| 5/15/10        | Solar Cup Event 2010                      | 7.25   |    |  | 0.00 | Donated |  |  |  |
| 5/15/10        | Rotary Club Bike Ride                     | 5      |    |  | 0.00 | Donated |  |  |  |
| 5/15/10        | Wildomar Bike Safety Fair 2010            | 4      |    |  | 0.00 | Donated |  |  |  |
| 5/15/10        | Perris Relay for Life 2010                |        | 24 |  | 0.00 | Donated |  |  |  |
| 5/19/10        | 8th Grade Career Day, Patriot HS          | 7      |    |  | 0.00 | Donated |  |  |  |
| 5/20/10        | Every 15 Minutes, Great Oak HS            | 6      |    |  | 0.00 | Donated |  |  |  |
| 5/22/10        | Public Safety Event                       | 6.5    |    |  | 0.00 | Donated |  |  |  |
| 5/22/10        | Riverside Relay for Life 2010             |        | 24 |  | 0.00 | Donated |  |  |  |
| 5/28/10        | Honey Hollow School Demo 2010             | 5.5    |    |  | 0.00 | Donated |  |  |  |
| 5/29/10        | Riverside IE Regional Chili Cook Off 2010 | 9      |    |  | 0.00 | Donated |  |  |  |
| 5/31/10        | Memorial Day Service 2010                 | 2.5    |    |  | 0.00 | Donated |  |  |  |
| Total May 2010 |                                           | 373.75 | 76 |  | -    |         |  |  |  |

Per L. Price - fee v

|                 |                                       |     |     |  |      |         |  |  |  |
|-----------------|---------------------------------------|-----|-----|--|------|---------|--|--|--|
| 6/4,5,6/10      | Temecula Balloon & Wine Festival      | 252 |     |  | 0.00 | Donated |  |  |  |
| 6/5/10          | Excel Hoops 3 on 3 Tournament         | 18  |     |  | 0.00 | Donated |  |  |  |
| 6/5/10          | Old Navy Health Fair                  | 3   |     |  | 0.00 | Donated |  |  |  |
| 6/5/10          | Wild Women of Wine Country 5k         | 5   |     |  | 0.00 | Donated |  |  |  |
| 6/5/10          | Wildomar Senior Information Fair 2010 | 4   |     |  | 0.00 | Donated |  |  |  |
| 6/7/10          | Patricia Beatty Elementary Demo       | 2   |     |  | 0.00 | Donated |  |  |  |
| 6/10/10         | RCC Norco Graduation                  | 3   |     |  | 0.00 | Donated |  |  |  |
| 6/11/10         | Vista Murrieta HS Graduation          | 4   |     |  | 0.00 | Donated |  |  |  |
| 6/16/10         | Mead Valley Community Center Event    |     | 6.5 |  | 0.00 | Donated |  |  |  |
| 6/26/10         | Mead Valley Summer Festival & Movie   | 6   |     |  | 0.00 | Donated |  |  |  |
| Total June 2010 |                                       | 297 | 6.5 |  | -    |         |  |  |  |

|                 |                                     |    |   |  |      |         |  |  |  |
|-----------------|-------------------------------------|----|---|--|------|---------|--|--|--|
| 7/3/10          | Concert for Heroes/Riv Ntl Cemetery | 3  |   |  | 0.00 | Donated |  |  |  |
| 7/4/10          | Riverside Fireworks Jubilee 2010    | 6  |   |  | 0.00 | Donated |  |  |  |
| 7/16/10         | Casa Blanca Preschool Demo          |    | 3 |  | 0.00 | Donated |  |  |  |
| 7/17/10         | 2010 Cowboy Jubilee Music Fest      | 12 |   |  | 0.00 | Donated |  |  |  |
| 7/22/10         | 2010 Safety Down School Demo        | 6  |   |  | 0.00 | Donated |  |  |  |
| 7/28/10         | Riverside Autism Festival 2010      | 2  |   |  | 0.00 | Donated |  |  |  |
| 7/29/10         | 2010 Safety Down School Demo        | 6  |   |  | 0.00 | Donated |  |  |  |
| Total July 2010 |                                     | 35 | 3 |  | 0.00 |         |  |  |  |

|                   |                             |    |   |  |      |         |  |  |  |
|-------------------|-----------------------------|----|---|--|------|---------|--|--|--|
| 8/4/10            | Lake Perris Lifeguard Event | 4  |   |  | 0.00 | Donated |  |  |  |
| 8/5,6,7,8/10      | Norco Valley Fair           | 42 |   |  | 0.00 | Donated |  |  |  |
| 8/20/10           | MCI Drill                   |    |   |  | 0.00 | Donated |  |  |  |
| 8/21/10           | Diabetes Health Fair Event  | 5  |   |  | 0.00 | Donated |  |  |  |
| 8/28/10           | Thriller Dance Event        | 3  |   |  | 0.00 | Donated |  |  |  |
| Total August 2010 |                             | 54 | 0 |  | 0.00 |         |  |  |  |

|                             |                                      |           |  |             |         |  |  |  |  |
|-----------------------------|--------------------------------------|-----------|--|-------------|---------|--|--|--|--|
| 9/1/10                      | First 5 Water Safety Media Event     | 2         |  | 0.00        | Donated |  |  |  |  |
| 9/1/10                      | File of Life Riverside               | 3         |  | 0.00        | Donated |  |  |  |  |
| 9/2, 3, 4, 5/10             | Norco Fair 2010                      | 20.5      |  | 0.00        | Donated |  |  |  |  |
| 9/4/10                      | Mt. San Jacinto College              | 4         |  | 0.00        | Donated |  |  |  |  |
| 9/5/10                      | Salvation Army Community Event       | 3         |  | 0.00        | Donated |  |  |  |  |
| 9/10/10                     | Glow Ball Golf Tournament            | 5         |  | 0.00        | Donated |  |  |  |  |
| 9/10/10                     | Patriots Day Assembly                | 2         |  | 0.00        | Donated |  |  |  |  |
| 9/11/10                     | Moms of the Military Event           | 7         |  | 0.00        | Donated |  |  |  |  |
| 9/17/10                     | RPOA Golf Tournament                 | 7         |  | 0.00        | Donated |  |  |  |  |
| 9/18/10                     | AHA Heart Walk                       | 4         |  | 0.00        | Donated |  |  |  |  |
| 9/22/10                     | King High School Cross Country       | 3         |  | 0.00        | Donated |  |  |  |  |
| 9/24/10                     | Valley View Elementary Fall Festival | 6.5       |  | 0.00        | Donated |  |  |  |  |
| 9/25/10                     | Open House w/Supv. Jeff Stone        | 4         |  | 0.00        | Donated |  |  |  |  |
| 9/25/10                     | Lowes Safety Saturday-Murrieta       | 5         |  | 0.00        | Donated |  |  |  |  |
| 9/25/10                     | Lowes Safety Saturday-Moreno Valley  | 5         |  | 0.00        | Donated |  |  |  |  |
| 9/25/10                     | Lowes Safety Saturday-Riverside      | 5         |  | 0.00        | Donated |  |  |  |  |
| <b>Total September 2010</b> |                                      | <b>86</b> |  | <b>0.00</b> |         |  |  |  |  |

|                           |                                        |               |              |             |         |  |  |  |  |
|---------------------------|----------------------------------------|---------------|--------------|-------------|---------|--|--|--|--|
| 10/2/10                   | Cancer Awareness Car Show              |               | 5            | 0.00        | Donated |  |  |  |  |
| 10/2/10                   | Menifee City Celebration               |               | 5            | 0.00        | Donated |  |  |  |  |
| 10/2/10                   | Corona Public Safety                   | 4             |              | 0.00        | Donated |  |  |  |  |
| 10/2/10                   | Mead Valley Community Day              | 7             | 7            | 0.00        | Donated |  |  |  |  |
| 10/2/10                   | 13th Annual Traffic & Safety Fair      | 5             | 5            | 0.00        | Donated |  |  |  |  |
| 10/9/10                   | Inland Empire Memory Walk              |               | 5            | 0.00        | Donated |  |  |  |  |
| 10/9/10                   | Lake Elsinore Relay for Life           |               | 24           | 0.00        | Donated |  |  |  |  |
| 10/10/10                  | Smart Riverside Citrus Heritage 5K Run | 6             |              | 0.00        | Donated |  |  |  |  |
| 10/16/10                  | El Protector Soccer Clinic             | 6             |              | 0.00        | Donated |  |  |  |  |
| 10/16/10                  | Leukemia Lymphoma Event                | 6             |              | 0.00        | Donated |  |  |  |  |
| 10/16/10                  | Cops and Cars Car Show Riverside       |               | 4            | 0.00        | Donated |  |  |  |  |
| 10/16/10                  | Walk from Obesity                      |               | 4.5          | 0.00        | Donated |  |  |  |  |
| 10/17/10                  | Susan G. Komen Walk                    | 8.5           | 8.5          | 0.00        | Donated |  |  |  |  |
| 10/17/10                  | Riverside Citrus Classic               | 8             |              | 0.00        | Donated |  |  |  |  |
| 10/17/10                  | Festa Italiana Riverside               | 7             |              | 0.00        | Donated |  |  |  |  |
| 10/20/10                  | Janet Goeske Senior Center Event       | 7             | 7            | 0.00        | Donated |  |  |  |  |
| 10/22, 23/10              | Ghost Walk                             | 15            |              | 0.00        | Donated |  |  |  |  |
| 10/23, 24/10              | Sears Safety Event                     | 12            |              | 0.00        | Donated |  |  |  |  |
| 10/23/10                  | Heritage HS Band Competition           | 10            |              | 0.00        | Donated |  |  |  |  |
| 10/25/10                  | Red Ribbon Week School Demo            | 2             |              | 0.00        | Donated |  |  |  |  |
| 10/26/10                  | Red Ribbon Week, Meniffee              |               | 0.75         | 0.00        | Donated |  |  |  |  |
| 10/27/10                  | Red Ribbon Week, Murrieta              | 2.25          |              | 0.00        | Donated |  |  |  |  |
| 10/29/10                  | Trunk N' Treat                         | 3.5           |              | 0.00        | Donated |  |  |  |  |
| 10/30/10                  | Public Safety Expo                     | 3             |              | 0.00        | Donated |  |  |  |  |
| 10/31/10                  | Trunk N' Treat                         | 3             |              | 0.00        | Donated |  |  |  |  |
| <b>Total October 2010</b> |                                        | <b>115.25</b> | <b>75.75</b> | <b>0.00</b> |         |  |  |  |  |





***Strategic Initiatives for EMS System Improvement***

**A Five Year Commitment to Make Long Term Investments in the Riverside  
County EMS System with Earned Renewals**

Presented by:  
American Medical Response, Inc.  
July 2011

**The contractor agrees to work in conjunction with the Riverside County EMS Agency - and through it all EMS stakeholders, to ensure that a long term commitment is maintained toward improving patient outcomes.**

**Abstract:**

EMS systems change, either in reaction to social, economic and environmental influences or through design – a design that was developed after envisioning what those influences would likely be; there is no question as to which change brings the most value.

Too often, EMS systems can grow stale and become mired by special interests, short term agendas and economic strain. Without clearly identified goals and objectives any developing struggle can grab center stage and suddenly the entire system lurches in a new direction – not because it is the best course but simply because there was no better course. This reality has been the life blood of the EMS consulting world for years and every report filed by every consultant hired in every system shares one recommendation: have a long term plan – and stick to it.

State regulation requires that the County EMS Agency maintains such a plan but execution can be a challenge without supporting partners. We propose that through this innovative approach to system improvement the partners – both government and commercial shall ensure that the plan remains active and produces positive results that are felt by those we are committed to serving.

**1. Emergency Medical Dispatch – For all areas of the County not currently served.**

The contractor agrees to work with the Agency to develop and execute a program which ensures that these services are available county wide – regardless of municipal border. These EMD services shall follow national protocol, have an approved CQI program, become accredited within 2 years following implementation and be overseen by a physician medical director.

Estimated plan time: 2 years

**2. Contractor Integration into the County Wide UHF Radio System**

Implementation and support per county specifications

Estimated plan time: 2 years

**3. State of the Art Clinical Equipment**

Upgrade cardiac monitors to state of the art and maximize the life cycle at 5 years – ensuring the best medical equipment is always in use

Complete the full transition to Power-Pro powered gurneys. This reduces medic injuries and enhances patient safety.

Estimated plan time: 1 year

**4. Implementation of Clinical Research Studies & Develop Local Solutions**

Fund and participate in clinical research studies on patient outcomes from acute disease such as sudden cardiac arrest, STEMI & stroke

Work with County Public Health to study and mitigate chronic disease in the county particularly in underserved areas; diseases such as asthma, hypertension and diabetes.

Estimated plan time: start immediately and on going

## **5. Develop Innovative Service Strategies**

Work within the county healthcare system to meld EMS into the bigger healthcare system in response to emerging reforms. Engage in developing strategies that measure quality, reduce cost, lessen the load on the system and improve the health of the community.

Estimated plan time: start immediately and on going

In summary:

**Each year that the master service agreement extends there will be a year added to the five year plan – thus ensuring that service improvement is ongoing and the system maintains a patient focus.**

## **Top Ten Reasons to Support a Five Year Contract with Earned Annual Renewals**

### **10. Proven Performance Track Record and History of Being Good/Cost effective Partner**

- AMR has a long-term history of exceeding county contract requirements.
- Base rate fees to patients remain below the median rates for the State.
- No public funds or tax based revenue is required or ever requested due to cost overruns.
- Returned all general fund contributions for indigent care, MISP, and Mental Health to the County (rate increase was granted to help offset loss/revenue not recovered).
- Increased fee contributions to the County for contract monitoring and dispatch support.
- Provides more than 35 million dollars annually in uncompensated care to the citizens and visitors of Riverside County.
- Provides service to all patients both emergency and non-emergency regardless of their ability to pay.
- Maintains 37 Stations and Deployment Centers within Riverside County located in areas that support optimal ambulance deployment and response.
- Provides consistent stable employment at competitive wages for 750 + employees
- Maintains a large fleet of well equipped ambulances – 275,000 miles maximum.
- CAAS accredited provider since 2002

### **9. Utilizes State of the Art Communications Center**

- Tri-Tech state of the art computer aided dispatch (CAD). Full service EMS, Fire, and Police CAD platform.
- All ambulances tracked in real time, within 1-2 seconds will identify the 3 closest units to response. The CAD will then select the closest based on time and distance.
- Have ability to track resources for gathering historical data related to unit location, direction of travel, and speed.
- Have transmission and receive capabilities from 6 different hilltop sites throughout the County.
- Radio over Internet Protocol, same technology used on Air Force 1. Allows multiple levels of redundancy. No other PSAP in the Inland Empire has this capability.
- Syndromic surveillance software that monitors real time.
  - Alert if 4 or more units arrive at same hospital in 30 min. or less
  - Displays how many units arrived or are enroute to any of the 13 hospitals in County. Helpful for disasters and MCIs
  - Monitors 911 call volume
  - Dispatcher performance

- Utilizes the latest System Status Management (SSM) technology.
- AMR is in final development phase of a Real Time compliance monitoring tool. This will allow County EMS to monitor AMR compliance real time 24/7.
- Proposed participation in new County radio system.

#### 8. Utilizes State of the Art Equipment in the Field for Patient Care

- 12 lead ECG monitors with ETCO2 and SPO2.
- Ability to transmit 12 lead ECG to hospitals.
- All ambulances are equipped with mobile data terminals (MDTs). They provide live routing instructions to responding units in real time.
- All ambulances are equipped with modems that essentially make them mobile Wi-Fi hot spots.
- ePCR – electronic patient care reports, data can be transmitted to County EMS Agency and receiving hospitals from ambulances.
- Power assisted gurneys – create a greater margin of safety for patients and reduce employee injuries.

#### 7. Continued System/Contract Improvements

- Improved ambulance back-up and mutual aid requirements.
- Improved field span of control through the addition of field supervisors.
- Addition of third response time subzone within the Northwest Zone.
- Improved subzone response time requirements to 90% monthly.
- Decrease in response time exemptions.
- Increased response time fine penalties (doubled) for calls over five minutes late.
- Year to date average response time in Riverside County is 7:52 on a 9:59 clock/requirement (excluding Mountain Plateau).

#### 6. Support for Community Partnerships

- Implemented public/private partnerships with Riverside City Fire Department and Corona Fire Department.
- Tactical EMS provider for SWAT Teams/RSO and RPD.
- Proposed on-going support for County Fire EMS program.
  - Reimbursement for ALL medical supplies used
  - Purchase/Replacement of all cardiac monitors – 5 year replacement/life
  - Occupy/Rent of County Fire Stations
  - Potential for training efficiencies between agencies
  - CAD to CAD link for transfer of calls
  - Support of EMD program for County Fire
  - Reduced cost to contract cities

#### 5. Large County, Regional, State, and National Operational Footprint

- Large number of resources linked through ambulance dispatch centers capable of providing medical aid across the region.
- Support for County and State (EMSA) disaster response resources – Disaster Medical Support Unit (DMSU), MCI Trailers, 2 Mobile Communication/Disaster Response Vehicles, Immediate and Planned needs Ambulance Strike Teams.
- Proven disaster support and response capability that exceeds ANY other ambulance provider in the Nation – FEMA contract
- ICS training for ALL employees.
- Supply resources for exercises, drills, and training in many different venues.

#### 4. Maintains a High Level of Clinical Sophistication

- Medical Director is actively involved in CQI, education/training, and precepting of paramedics in the ED.
- American Heart Association training center which offers First Aid, CPR, ACLS, and PALS to the public and outside agencies.
- Implemented the Advanced Prehospital Trauma Life Support (PHTLS) program within Riverside County.
- Implemented a primary EMT training program (NCTI) for the public and outside agencies in 2009.
- Implemented a primary Paramedic training program (NCTI) for the public and outside agencies in 2007.
- CQI directed continuing education for ourselves and outside agencies (approximately 300 classes per year).
- Standard continuing education classes online.
- Overall cardiac arrest/return to spontaneous circulation in Riverside County is 20.1% (Hemet is the highest at 23.6%).

#### 3. Fund and Participate in Clinical Research Studies and Develop Local Solutions

- AMR is currently involved in a National study with Medtronic on sudden cardiac arrest, treatment and outcomes.
- Additional National AMR Studies
  - Development of RAPS (Rapid Acute Physiology Score)
  - Evaluation of relationship between RAPS and EMS patient acuity
  - Evaluation of the association between crew configuration, on-scene interval, endotracheal intubation, ALS medication administration, and subsequent change in RAPS.
  - Evaluate the relationship between various airway confirmation techniques and successful airway placement
- Largest National data base of patient records, over one million.
- Proposed work with County EMS to study patient outcomes from acute diseases such as cardiac arrest, STEMI, and stroke.



- Proposed work with County EMS to study and help mitigate chronic disease in the County, particularly in the underserved areas; diseases such as asthma, hypertension, and diabetes.

## **2. Annual review of system**

- Creates mechanism to annually review contract provider's overall performance/involvement in EMS system and on-going enhancements.
- Creates ability for County EMS Agency to change and/or enhance EMS system as deemed appropriate by County EMS Agency annually.
- In no way affects the County's right to terminate the contract.

## **1. Saves Lives**

- Cost effective
- Financially stable

Herrera, Debbie L.

---

**From:** Alhadeff, Samuel C.  
**Sent:** Tuesday, March 27, 2012 7:52 AM  
**To:** 'Alan Ziegaus'; Alhadeff-Black, Kelly M.; Herrera, Debbie L.  
**Subject:** FW: Final Contract Draft

**Attachments:** AMR 2012 Contract Master Draft V3.0 021312.docx



AMR 2012 Contract  
Master Draft...

copy please

-----Original Message-----

**From:** McEntee, Thomas [mailto:Thomas.McEntee@amr.net]  
**Sent:** Tuesday, March 27, 2012 6:43 AM  
**To:** Alhadeff, Samuel C.  
**Subject:** FW: Final Contract Draft

Sam,

This is the final draft of our PROPOSED contract as prepared by the CAO in February. I will send the existing contract as a separate attachment.

You will find in this draft that the CAO offered 5 years with 5 earned extensions of 1 year each.

Tom

---

**From:** Hubbard, Peter  
**Sent:** Tuesday, March 13, 2012 2:30 PM  
**To:** McEntee, Thomas  
**Subject:** FW: Final Contract Draft

---

**From:** Barton, Bruce [mailto:BBarton@rivcocha.org]  
**Sent:** Tuesday, February 14, 2012 12:44 PM  
**To:** McEntee, Thomas; Hubbard, Peter  
**Cc:** Macgavin, Brian; Osur, Michael  
**Subject:** Final Contract Draft

Tom, here is a clean copy of the 2012 contract draft. Please notice that we have added sections 2.30 and 2.31 related to our discussion on MISP and the Riverside County Healthcare (RCHC) program. From our perspective this is the final area of negotiation before this moves forward. Please propose amendments to the language based upon

your position. This should be very close to the final draft from our perspective. If we need to meet and discuss, let me know. I would like to send this up to contracts for processing by the end of the week.

Bruce Barton, Paramedic  
EMS Agency Director  
Riverside County Department of Public Health EMSAAC President California EMS  
Commissioner  
(951)358-5029 Office  
(951)232-3841 Cell  
(951)358-5160 Fax

**CONFIDENTIALITY NOTICE:** The information contained in this e-mail message is intended only for the personal and confidential use of the designated recipient(s) named above. If the reader of this message is not the intended recipient or any agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution or copying of this message is strictly prohibited.

---

This email is confidential and intended solely for the use of the individual(s) to whom it is addressed. The information contained in this message may be privileged and confidential and protected from disclosure.

If you are not the author's intended recipient, be advised that you have received this email in error and that any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please delete all copies, both electronic and printed, and contact the author immediately.

---

**American Medical Response Ambulance Service, Inc.**  
**Exclusive Operating Area Agreement**  
**For Advance Life Support and Emergency Ambulance Service**  
**Draft V 3.0**  
**February 13, 2012**

**DRAFT**

## RECITALS

An efficient and effective County Emergency Medical Services (EMS) system is a matter of significant importance to the safety, health and welfare of the public.

The County, through its local EMS Agency, is responsible for the planning, implementation, and evaluation of the County EMS system. The responsibilities of the County include the implementation of an Advanced Life Support (ALS) program. The County desires to institute an ALS program through agreements with ALS providers. The development and implementation of an ALS program shall be a part of, but not limited to, the County's EMS system.

No person or entity may provide ALS services unless that person or entity is part of the County's EMS system as authorized by the local EMS Agency.

The County desires the ALS program include ALS ambulance service providers that will provide said emergency services as part of the County's EMS system as provided for by the County's EMS Plan. To ensure an effective and viable EMS system, selected ALS ambulance service providers must meet, and continue to comply with, standards set by the local EMS Agency.

The County is vested with the power to award Exclusive Operating Areas in the County for ALS emergency ambulance service providers. Said Exclusive Operating Areas include unincorporated and incorporated areas of the County.

ALS emergency ambulance service providers selected to provide service in an Exclusive Operating Area(s) will be required to provide services to persons who are indigent or subject to a mental health evaluation hold pursuant to Welfare and Institution Code Section 5150, for whom the County may be financially responsible for in whole or part, or who qualify for Medically Indigent Service Program (MISP) benefits which the County administers.

Contractor is willing and capable of providing ALS emergency ambulance service as required by County and seeks the County's authorization to provide said service.

Contractor seeks the County's designation as an Exclusive Provider of ALS emergency ambulance services to the public in those areas of the County designated under the terms and conditions

of this Agreement.

Contractor acknowledges that County incurs costs in meeting its responsibilities in maintaining a viable County EMS system and ensuring that the standards set for the County's EMS system and its providers are maintained for the public's safety, health and welfare.

**1. OBLIGATIONS OF COUNTY**

1.1 County shall designate Contractor as the exclusive provider of: (i) all emergency ambulance services within the area(s) identified in Schedule A; and (ii) all ALS ambulance service within the area(s) identified in Schedule A. As necessary for public safety, health and welfare or to ensure an effective County EMS system, County reserves the right to make adjustments to the Exclusive Operating Area(s) consistent with applicable laws. Any changes in Exclusive Operating Area(s) shall be subject to County providing written notice to Contractor. In the event of such anticipated change(s), Contractor may issue a request for compensation, seek a change in response requirements or other such changes as may be necessary to compensate Contractor for actual or potential loss of revenue. Approval of such requests will not be unreasonably withheld by the County.

1.1.1 Nothing in this agreement shall prohibit Contractor from entering into a subcontract(s) for the provision of staffing and certain other services with fire service agencies to perform some of the services required of Contractor hereunder. Any such subcontract shall be approved by County, which approval shall not be unreasonably withheld. No subcontract approved by the County shall be deemed a change in "manner and scope" of the services rendered by Contractor within the meaning of section 1797.224 of the Health and Safety Code. If appropriate, County shall incorporate any such subcontract in its next amendment to its local EMS plan.

1.2 County shall ensure Contractor, as an essential EMS system provider, will be so designated under the County's EMS Plan and have the opportunity to participate on relevant County EMS and other County committees and functions.

1.3 County shall incorporate the operation of the Contractor as an emergency ambulance provider into the County's ALS and disaster planning programs and trauma system.

1.4 County shall institute administrative procedures and processes to effectively and efficiently fulfill its obligations under applicable law or regulation as it may effect Contractor's obligations under this Agreement including, but not limited to, data collection and evaluation, medical control oversight, personnel training and certification or accreditation, and critical operational infrastructure such as communications, facilities, emergency vehicles and medical equipment/supply caches.

1.5 County shall institute administrative procedures and processes to effectively and efficiently ensure that Contractor's obligations under this Agreement and as may otherwise be required by law or regulation, are satisfied.

1.6 County representatives may and will, at any time and without notification, directly observe Contractor's facilities and operations. The County representatives shall conduct themselves in a professional and courteous manner, shall not interfere with Contractor's employees in the performance of their duties, and shall at all times be respectful of Contractor's employer/employee relationships. The County representative shall provide identification consistent with the performance of these duties.

1.7 County shall, except as otherwise provided herein, utilize Contractor exclusively for the provision of ground prehospital emergency ambulance service at emergency scenes and shall refer all 9-1-1 medical calls (including any 7-digit or 10 digit emergency calls) to Contractor within the Exclusive Operating Area(s) as shown in Schedule A. This provision shall not preclude County from requiring Contractor to enter into agreements with other qualified ambulance providers for the purpose of back up or mutual aid ambulance service. Any such mutual aid or back up agreements or providers shall be approved by the EMS Agency.

1.8 County shall monitor and oversee the Agreement to ensure that Contractor meets or exceeds all requirements specified within the Agreement. Such activities include, but are not limited to: analyzing monthly compliance reports, coordinating and convening zone administrative meetings and activities, ensuring Contractor meets all quality assessment and improvement requirements. County has determined that Agreement Monitoring and Oversight is \$350,000 each year of the Agreement subject to

annual CPI increases commensurate with the change in the CPI for all urban customers in the Los Angeles-Anaheim-Riverside Metropolitan Areas during the prior calendar year. The costs include but are not limited to: salary and benefits for two (2) EMS Specialists and an Office Assistant II, Community Health Agency (CHA) overhead including Information Technology (IT) services, Internal Support Services (ISS), facilities, rent, utilities and travel, as well as County overhead including Human Resources, IT, COWCAP and Workers' Compensation. Contractor shall reimburse County for Contract Monitoring and Oversight costs, which shall be payable to County of Riverside and directed to EMS Agency, semi-annually by the first day in October and March. County warrants and represents that this payment shall be less than or equal to the County's actual costs to provide Monitoring and Oversight. No funds shall be used by the County in a manner that may violate 42 U.S.C. Section 1320a-7b, the federal Anti-Kickback Statute.

## **2. OBLIGATIONS OF CONTRACTOR**

2.1 Contractor's response time on requests for emergency service originating within the designated Exclusive Operating Area(s) shall meet the standards for the County as set forth in Schedule E and as specified in Schedule A. As necessary for public safety, health, and welfare, Contractor acknowledges that County reserves the right to modify its ALS provider standards and response times subject to prior written notice to Contractor of any such proposed change. County will review response time standards and requirements on an annual basis. Contractor shall be entitled to a rate increase or other modification in the Agreement sufficient to compensate Contractor for demonstrated additional costs, if any, of any shortened response time requirements. County shall also consider in good faith any proposed lengthening of response time requirements proposed by Contractor in connection with any proposed subcontract between Contractor and a fire agency for ALS first responder services. Any such subcontract for ALS first responder services shall contain requirements for the subcontractor to submit monthly response time performance reports to the EMS Agency. Subcontractor performance reports shall conform to the Contractor response time clock definitions, formatting and submission deadlines as described within this Agreement. County shall not unreasonably withhold approval of any such proposed



response time requirements and proposed subcontract.

2.2 Contractor agrees that the performance of services under this Agreement shall conform to high professional standards and shall comply with all applicable provisions of the County's EMS Policy and Procedures, and will meet the standards set forth in Schedule E, Advanced Life Support Provider Standards for Riverside County, unless exempted in accordance with Schedule E.

2.3 Contractor shall at all times during the term of this Agreement maintain in force those insurance policies designated in section 4.4, and will comply with all requirements thereof, except such requirements as may be waived by County in writing. Such policies may include such exclusions, exception and limitation as are customary. Failure by County to object to any certificates of insurance by Contractor within sixty (60) days of submission shall be deemed approval by County of such certificates of insurance.

2.4 The Contractor agrees that no assignment of its rights or obligations under this Agreement shall be assigned or otherwise granted to any third party without County's prior written consent, which consent shall not be unreasonably withheld; nor shall any party hereto assign any monies (if any) paid by County under this Agreement to any third party without County's prior written consent.

2.5 Contractor agrees that any change in its ownership will be subject to review by the EMS Agency. The Contractor's owner, in conjunction with the purchaser, shall provide an indemnification in satisfactory form to the County assuring that the new owner of Contractor will continue to meet Contractor's obligations under this Agreement.

2.6 Contractor shall provide continuous, 24 hour a day prehospital ALS emergency transportation services for the areas designated in Schedule A.

2.7 Contractor shall provide a minimum of one (1) fully staffed and response ready ALS transport unit, 24 hours a day, to service the Mountain Plateau area as defined in Schedule A. The location of the station of said ALS transport unit shall be approved by the EMS Agency. County shall not unreasonably withhold approval of any such proposed station location. The EMS Agency may require additional Contractor ALS ambulance coverage for the Mountain Plateau in order to meet response time

criteria as described within this Agreement.

2.8 Contractor shall provide continuous, 24 hour a day dispatch services for all areas as specified in Schedule A. This shall include a back-up generator with the ability to function a minimum of 72 hours. Contractor's dispatch services shall be provided by a Communications Center maintained by the Contractor and located within the County of Riverside. This Communication Center shall utilize a program adhering to Emergency Medical Dispatch (EMD) standards. This EMD program is subjected to EMS Agency approval.

2.9 County shall provide initial 9-1-1 call intake and data capture services for Contractor. Contractor shall pay County \$125,000 each year of this Agreement, adjusted as provided below, for County's costs in assisting Contractor with the dispatch of ambulances. Dispatch data provided by County shall include, at a minimum, location of the incident and the patient's medical complaint. County shall enter the data in its computer aided dispatch and transfer the data to Contractor. Such payments shall be made semi-annually by the first day in October and March. Annual adjustments to this amount shall be made based upon the requirements for additional infrastructure and services provided by the County to support the efficient dispatch and control of Contractor's ambulances. County warrants and represents that this payment shall be less than or equal to the County's actual costs to provide call intake and dispatch services. No funds shall be used by the County in a manner that may violate 42 U.S.C. Section 1320a-7b, the federal Anti-Kickback Statute.

2.10 Contractor shall provide ambulance transportation for persons on a hold pursuant to Sections 5150-5157 of the Welfare and Institutions Code pursuant to the standards and procedures set forth in Schedule G.

2.11 Contractor shall adhere to the County's EMS policies regarding continuous quality improvement (CQI) and participate in the creation and operation of these programs for the County's EMS system. Within 90 days of execution of this Agreement, the Contractor shall submit a written CQI plan, including a Disaster Management Operational Plan, for its operations under this Agreement to the EMS Agency Medical Director for approval. The CQI plan shall identify the appropriate personnel using this

plan for the purposes of carrying out the Contractor's Medical CQI Program as required in Schedule E of this Agreement.

2.12 Contractor shall participate in a program of mutual aid with other authorized ALS emergency ambulance providers as established or otherwise approved by the EMS Agency.

2.12.1 Contractor shall in good faith develop and/or maintain mutual aid agreements.

2.12.2 The number of backup requests by Contractor shall not exceed three (3) percent of any Zone's total response volume for any consecutive 30-day period.

2.13 Contractor's ambulances shall meet the standards for ambulance equipment as determined by EMS Agency policy. All vehicle lettering, markings, and colors on ambulances and supervisor vehicles must be approved by EMS Agency.

2.14 Contractor shall comply with the following record-keeping and reporting requirements:

2.14.1 File with the County performance reports within fifteen (15) working days after the end of each month in a format approved by the EMS Agency.

2.14.2 Document and report to the EMS Agency each emergency call dispatched which did not meet response time requirements and each failure to properly report on-scene time. Contractor shall identify in said report the causes of these performance failures and shall document its efforts to prevent further recurrence.

2.14.3 Utilize a County approved "Patient Care Report Form" (or EMS Agency approved electronic version) for every patient contact, whether or not patient was transported, which shall be distributed in accordance with the local EMS Agency's policy.

2.14.4 Provide the EMS Agency direct remote access to the Contractor's Computer Aided Dispatch (CAD) System and associated data as requested.

2.15 The County shall furnish medical control services, including the services of a system EMS Medical Director (the "EMS Medical Director"). Contractor personnel shall function under the medical control policies of the EMS Medical Director at all times. Contractor personnel functioning under these policies shall have professional responsibility to interact directly with the system's medical

leadership (EMS Medical Director, base hospital physicians and County clinical oversight staff) on all issues related to patient care. This personal professional responsibility is essential. Contractor accepts the EMS Agency's authority to investigate all aspects of Contractor's operation relevant to the assurance that patient care services under Contractor's operation are performed in a safe and reliable manner.

Accordingly, Contractor shall provide, in a timely and regular manner, all records, information, and reports requested by the Medical Director, or designee, to evaluate the emergency medical services provided by the Contractor under this Agreement and execute Attachments 2 and 3 to this Agreement as requested by County.

2.16 Contractor shall adhere to all federal, state and County regulations, policies, and protocols concerning the confidentiality of patient/medical records.

2.16.1 Health Insurance Portability And Accountability Act (HIPAA) – The Contractor in this Agreement is subject to all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-91, enacted August 21, 1996, and the laws and regulations promulgated subsequent thereto. The Contractor hereto agrees to cooperate in accordance with the terms and intent of this Agreement for implementation of relevant law(s) and/or regulation(s) promulgated under this Law. The Contractor further agrees that it shall be in compliance, and shall remain in compliance with the requirements of HIPAA, and the laws and regulations promulgated subsequent hereto, as may be amended from time to time.

2.17 Contractor shall maintain an administrative office located in the County and shall designate an on-duty employee or officer available on a 24 hour basis and authorized to act on behalf of Contractor concerning its operational activities.

2.18 Contractor shall provide employee turnover reports for paramedics and emergency medical technicians upon request and in the format required by the EMS Agency. Said reports shall describe the status and changes in Contractor's (certified and licensed) personnel.

2.19 Contractor shall ensure that all appropriate employees and agents hold necessary

certification, license, or accreditation and shall maintain the records of such. Appropriate employees and agents shall comply with all training requirements as required by applicable state and local regulation, policy, and protocol.

2.20 Contractor shall not discourage or prevent its employees or agents from sharing information with the local EMS Agency concerning the County's EMS system, including issues with the Contractor's operations, with appropriate County personnel or officers.

2.21 Contractor shall notify County of any threatened labor action or strike that would adversely affect its performance under this Agreement. At the time of said notice, Contractor shall provide County and other affected public entities with a written plan of proposed action in the event of any threatened work force action/strike.

2.22 Contractor shall, to the best of its ability, assist in other EMS service areas both within and outside of Riverside County as directed by the EMS Agency because of medical disaster, mass casualty, or other reason necessitated for the safety, health and welfare of the public in the County or other public jurisdiction.

2.22.1 During response to mass casualty incidents or disasters within or effecting the County, Contractor operations shall fall under command and control of the EMS Agency as a function of the Medical/Health Branch in support of the County Emergency Operations Plan (EOP).

2.22.2 Requests for the Contractor's resources for mutual aid outside the County shall be consistent with the California Disaster Medical Operations Manual (CDMOM) as authorized by the Medical Health Operational Area Coordinator (MHOAC). Such authorization shall not be unreasonably withheld after an assessment of the situation by the MHOAC and a determination has been made that adequate resources will remain available to meet the emergency medical and health needs of the County.

2.22.3 Contractor shall at all times have one (1) type II immediate need Ambulance Strike Team (AST) and one (1) type II planned need AST available for deployment upon

authorization from the EMS Agency.

2.22.4 Contractor shall maintain and operate the County acquired Disaster Medical Support Unit (DMSU). Contractor shall maintain the DMSU in response ready condition per the specifications delineated in the memorandum of understanding (MOU) between the County and the State of California dated September 7, 2007.

2.22.5 Contractor shall participate in disaster drills and training programs as requested by the EMS Agency.

2.22.6 At the conclusion of any declared disaster as determined by the EMS Agency, Contractor shall determine its direct marginal costs incurred in the course of rendering this disaster assistance, and shall present such cost statement to the EMS Agency for review and possible reimbursement should federal or state monies become available.

Contractor shall allow, but not require, its employees to render aid under such disaster conditions voluntarily and without compensation. Contractor shall not include in its cost statement any charges for services rendered by volunteer employees. The cost statement associated with rendering aid under disaster conditions shall be based entirely upon the actual direct marginal costs incurred by Contractor in the course of rendering such disaster assistance, and shall not include costs of maintaining production capacity that would have been borne by Contractor to meet normal service requirements if the disaster had not occurred. Contractor may also bill patients and other financially responsible parties for the services provided during disaster assistance.

2.23 To elevate and consistently improve patient care, Contractor agrees to participate and assist the County in the development and implementation of countywide EMS system enhancements as identified in Schedule C. Investment in EMS system enhancements are subject to Contractor's right to a rate increase sufficient to reimburse Contractor for any increased cost arising from such investments in its equipment, supplies, technology, training and/or staffing levels.

2.24 Contractor shall be solely entitled to perform, and shall be responsible for performing,

billing of patients and third party payers for Services provided hereunder. Contractor shall comply with all applicable laws governing billing and collection, including but not limited to laws and regulations applicable to patients covered by Medicare, Medi-Cal, Tricare and other public or private reimbursement programs. Contractor shall further comply with the rate requirements set forth by the County in Schedule F. Contractor shall only charge the rates set forth in Schedule F to patients and third-party payers. Further, Contractor shall not discount its rates or collect a rate less than the rates set forth in Schedule F (except where required by law, e.g., Medicare or Medi-Cal, or where a patient meets Contractor's compassionate care policy

2.25 Contractor agrees to act in good faith in collaborating and subcontracting with local agencies (e.g., cities and Fire Departments) for the development and implementation of enhanced services such as first responder paramedics. All such arrangements shall be approved by the EMS Agency. Contractor may request from time to time, an adjustment in ambulance rates to enhance EMS systems, subject to County approval. Contractor shall also be entitled to rate adjustments as specified in Schedule F.

2.26 Contractor shall implement and maintain an ambulance back up program as specified in Schedule J.

2.27 Contractor shall comply with all pertinent federal, state, and County laws, regulations and rules in the performance of this Agreement.

2.28 Contractor shall not discriminate in the provision of services, allocation of benefits, accommodation of facilities, or employment of personnel, on the basis of ethnic group identification, race, color, creed, ancestry, religion, national origin, sexual preference, sex, age (over 40), marital status, medical condition, or physical or mental handicap, and shall comply with all requirements of the law regarding non-discrimination and affirmative action including those laws pertaining to the prohibition of discrimination against qualified handicapped persons in all programs or activities.

2.28.1 For the purpose of this Agreement, distinctions on grounds of race, religion, color, sex, national origin, age, or physical or mental handicap include, but not limited to,

the following:

2.28.1.1 Denying an eligible person or providing to an eligible person any services or benefit which is different, or is provided in a different manner or at a different time from that provided to other eligible persons under this Agreement.

2.28.1.2 Subjecting an eligible person to segregation or separate treatment in any manner related to his/her receipt of any service, except when medically necessary.

2.28.1.3 Restricting the ineligible person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving a similar service or benefit.

2.28.1.4 Treating an ineligible person differently from others in determining whether he/she satisfies an eligibility, membership, or other requirement or condition which individuals must meet in order to be provided a similar service or benefit.

2.28.1.5 The assignment of times or places for provisions of services on the basis of race, religion, color, sex, national origin, age, or physical or mental handicap of the eligible person to be served.

2.29 Contractor shall comply with all financial reporting and audit requirements as specified in Schedule K.

2.30 Contractor shall provide transportation services for County MISP patients.

2.31 Contractor shall provide transportation for patients enrolled in the Riverside County Healthcare Plan (RCHC). Contractor shall be reimbursed at current MediCal rates for RCHC patients. Resource requirements and reimbursement for RCHC patient care and transportation will be reviewed after six (6) months of the effective date of this Agreement.

### **3. MUTUAL OBLIGATIONS**

3.1 The Parties agree nothing in this Agreement shall prohibit fire service agencies from providing non-transport paramedic level first response personnel and non-transport vehicles as approved by the local EMS Agency.

3.2 The Parties agree that as to any material and/or supplies issued to the other, said material



and/or equipment shall be returned in good working order, normal wear and tear accepted, or purchased at an agreed upon negotiated cost, except as otherwise provided herein. On the termination of the Agreement, any material or equipment exchanged by the parties under the Agreement shall be identified and recorded by each party.

3.3 The Parties agree that if Contractor becomes unable to perform services under this Agreement, either through its breach of contract or through act of God, provided County is not in breach of contract, County shall be entitled, at the option of the County and as otherwise allowed by applicable law, to possess and use Contractor's ambulances with all of its on-board equipment contained therein for a period not to exceed the duration of the Contractor's inability to perform. County shall then return the ambulances and on-board equipment to Contractor in as good a condition as when received, reasonable wear and tear accepted. County shall pay to the Contractor a monthly rental, set forth in Schedule I, per equipped ambulance so used. County shall assume all liability as to any claim or potential claim against Contractor arising out of its use and possession of Contractor's ambulances under this section.

#### **4. AGREEMENT PROVISIONS**

4.1 Definitions - For the purposes of this Agreement the words and phrases shall have the meanings ascribed to them as set forth in Schedule H.

4.2 Term - The term of this Agreement shall be five (5) years beginning July 1, 2012 subject to renewal upon written agreement of the parties. Contractor may earn annual extensions of one (1) year as set forth below.

4.2.1 Extensions - To earn each one (1) year extension, Contractor must meet the requirements of the Agreement. During each year of the Agreement, Contractor may apply for a one (1) year extension by submitting a written request to the County no later than June 30<sup>st</sup> of the current Agreement year. Contractor shall include written evidence of compliance with the requirements of this Agreement formatted pursuant to Attachment 5 of this agreement and as Attachment 5 is revised annually. The procedure for evaluation and approval of annual one (1) year extension requests shall require that Contractor is in

compliance with the Agreement requirements and have meet the annual strategic initiatives and system enhancement goals outlined in Attachment 4 of this Agreement.

The Director of Public Health shall determine on behalf of the County the Contractors eligibility for granting the one (1) year extension. The Director of Public Health may approve up to five (5), one (1) year extensions. Authorization for additional extensions must be approved by the Board of Supervisors. The County shall decide whether to grant each one (1) year extension and the County's decision shall be final.

4.2.2 Total Agreement Term Limit – the term of this agreement shall not exceed ten (10) years which shall be June 30, 2022.

4.3 Indemnification – Contractor shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives from any liability, claim, action, cause of action, or damage whatsoever, based or asserted upon any services or actions of Contractor, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature whatsoever and resulting from any reason whatsoever arising from the performance of Contractor, its officers, agents, employees, subcontractors, agents or representatives from this Agreement; Contractor shall defend, at its sole expense and cost including but not limited to attorney fees, cost of investigation, defense and settlements or awards the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives in any claim or action based upon such actual or alleged Contractor acts or omissions.

With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes

Contractor's indemnification to County as set forth herein.

Contractor's obligation hereunder shall be satisfied when Contractor has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.

The specified insurance limits required in this Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the County herein from third party claims.

In the event there is conflict between this clause and California Civil Code Section 2782, this clause shall be interpreted to comply with Civil Code 2782. Such interpretation shall not relieve the Contractor from indemnifying the County to the fullest extent allowed by law.

4.4 Insurance - Without limiting or diminishing the Contractor's obligation to indemnify or hold the County harmless, Contractor shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement.

4.4.1 Workers' Compensation:

The Contractor shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside, and, if applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.

4.4.2. Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, products and completed operations liability, employment practices liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of Contractor's performance of its obligations hereunder. Policy shall name the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds. Policy's limit of liability shall not be less than \$5,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.

4.4.3. Vehicle Liability:

Contractor shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$5,000,000 per occurrence combined single limit. If

such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. Policy shall name the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

**4.4.4. Professional Liability Insurance:**

Contractor shall maintain Professional Liability Insurance providing coverage for the Contractor's performance of work included within this Agreement, with a limit of liability of not less than \$5,000,000 per occurrence and \$10,000,000 annual aggregate. If Contractor's Professional Liability Insurance is written on a claims made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement and Contractor shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also known as Tail Coverage); or 2) Prior Dates Coverage from new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that Contractor has Maintained continuous coverage with the same or original insurer. Coverage provided under sub-sections 4.4.4.1, 4.4.4.2 or 4.4.4.3 will continue for a period of five (5) years beyond the termination of this Agreement.

**4.4.5. General Insurance Provisions - All lines:**

4.4.5.1 Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

4.4.5.2 The Contractor must declare its insurance self-insured retentions. If such deductibles or self-insured retentions exceed \$500,000 per occurrence such retentions shall have the prior consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention's unacceptable to the County, and at the election of the Country's Risk Manager, Contractor's carriers shall either; 1) reduce or eliminate such self-insured retention's as respects this Agreement with the County, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.

4.4.5.3 Contractor shall cause Contractor's insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, or 2) if requested to do so orally or in writing by the EMS Agency, provide declaration pages of such policies showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that it shall endeavor to provide thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and declaration pages of such policies evidencing coverage's set forth herein and the insurance required herein is in full force and effect. Contractor shall furnish County with original Certificate (s) of Insurance as required in this Section within sixty (60) days after signing of Agreement. An individual authorized by the insurance carrier to provide on its behalf shall sign the original Certificate of Insurance.

4.4.5.4 It is understood and agreed to by the parties hereto and the insurance company(s), that the Certificate(s) of Insurance and policies shall so covenant and shall be construed as primary insurance, and the County's insurance and/or self-insured retention's or self-insured programs shall not be construed as contributory.

4.4.5.5 The County's Reserved Rights--Insurance. If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work (such as the use of aircraft or watercraft) the County reserves the right to adjust the types of insurance required under this Agreement and the monetary limits of liability for the insurance coverage's currently required herein, if, in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the Contractor has become inadequate.

4.4.5.6 Contractor shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement unless otherwise approved by the County, such approval not to be unreasonably withheld.

4.4.5.7 The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the County.

4.5 Termination - .

Either party may terminate this Agreement at any time upon one year (365 days) written notice to the other party. The Parties may at any time agree in writing to terminate this Agreement in a mutually satisfactory manner.

4.6 Material Breach - County may terminate the Agreement or pursue other appropriate legal remedy, at its option, if Contractor materially breaches the Agreement. The Contractor shall have 30 days from the receipt of written notice provided by County to correct the material breach; provided, however, the Contractor shall have additional time, as reasonably agreed to by the County in writing, to cure in the event the nature of the breach is such that it cannot be cured, with the exercise of reasonable diligence within such 30-day period. In the event Contractor fails to cure the material breach within the 30-day period (or, with respect to any breach which cannot reasonably be cured within such period then, as reasonably agreed to by the County in writing, such additional time as is reasonably required to cure such breach with the exercise of reasonable diligence), this Agreement may be terminated immediately by the County.

4.6.1 The Parties agree that the circumstances constituting material breach by Contractor include but are not limited to, the following:

4.6.1.1 Failure of Contractor to operate its service in compliance with applicable federal, state and County laws, regulations and policies or this Agreement.

4.6.1.2 Willful or repeated falsification of data supplied to County during the course of operations under this Agreement.

4.6.1.3 Repeated failure to meet response-time requirements after receiving notice of non-compliance from the EMS Agency. Repeated failure shall mean

Contractor's failure to meet response time requirements for three (3) or more months in any consecutive twelve (12) month period.

4.6.1.4 Failure to maintain the required insurance coverages.

4.7 Governing Forum and Law - any claim, suit, or proceeding brought or instituted by the parties to enforce any of the provisions of the Agreement or to seek damages shall be brought in the courts located in the County of Riverside or other forum in or as appropriate for the County. The laws of the State of California shall govern.

4.8 Notices - All notices required hereunder will be in writing and served personally or by certified mail, return receipt requested, postage prepaid, at the addresses shown below:

CONTRACTOR: General Manager  
American Medical Response Ambulance Service, Inc.  
Marlborough Avenue  
Riverside, CA 92507-2133

WITH A COPY TO: Legal Department  
American Medical Response, Inc.  
6200 South Syracuse Way, Suite 200  
Greenwood Village, Colorado 80111

COUNTY: Riverside County Department of Public Health  
4065 County Circle Drive  
Riverside, CA 92503  
Attn: EMS Agency

4.9 Entirety of Agreement - This Agreement (with Attachments and Schedules) constitutes the entire agreement between the parties as to the matters and obligations set forth herein, and there are no other agreements, understandings, warranties, or representations.

4.10 Binding Effect - This Agreement will inure to the benefit of and bind the respective parties, their successors, personal representative, and permitted assigns.

4.11 Headings - The headings in this Agreement are inserted for convenience of reference only and are not to be used in construing or interpreting any provisions of this Agreement.

4.12 Invalidity - If any part of this Agreement should be determined by a court of competent jurisdiction, or any state or federal agency, to be invalid or unlawful, the invalid or unlawful provision

shall be deemed stricken and the remainder of the Agreement shall not be invalidated thereby. The laws of the State of California shall apply to the enforcement of this Agreement.

4.13 Omnibus Provision - Until the expiration of four (4) years after the furnishing of any services under this Agreement or such later time as required by applicable laws, Contractor shall make available, upon written request, to the Secretary of the United States Department of Health and Human Services, the United States Comptroller General, the State of California, the County of Riverside, or any of their fully authorized representative, this Agreement and such books, documents, and records as are necessary to certify the nature and extent of the reasonable cost of those services.

4.14 Delay in Commencement - If the commencement date of this Agreement is delayed by events outside the direct and immediate control of the parties, no party shall be liable to any other for any loss caused by such delay.

4.15 Waiver - The failure of either party to insist upon strict enforcement of any part of this Agreement, in one or more instances, shall not be construed as a future waiver of that part or of any other part of the Agreement.

4.16 Third Party Beneficiary - This Agreement shall not be deemed to have been made for the express or implied benefit of any person or entity not a party hereto.

4.17 Modification - From time to time, amendments or modifications to the provisions of this Agreement may be initiated by either party hereto and may be incorporated into the Agreement by written amendment signed by authorized representatives of both parties.

4.18 Identification of Minority, Women, Disabled Veteran Business Enterprises - In compliance with federal and state requirements and County policy to promote the active participation of Minority, Women and Disabled Veteran Business Enterprises (M/W/DVBE's) in the County's contracting activities, the County of Riverside Board of Supervisors has implemented a data collection mandate. Contractor is respectfully requested to complete the form attached hereto that is identified as Attachment 1.

4.19 Independent Contractor - This Agreement is an agreement by and between independent contractors and is not intended, and shall not be construed, to create any relationship of agency, servant,



employee, partnership, joint venture or association.

4.20 Government Claims Act – Prior to any legal action or to the Arbitration of any dispute with County, Contractor must first comply with the provisions of the Government Claims Act, Government Code Section 900, et.seq.

4.21 Compliance with Applicable Laws - The parties shall comply in all respects with all applicable federal, state and local laws and regulations, including the federal Anti-kickback Statute.

4.23 Compliance Program - Contractor has made available to the County a copy of its Code of Conduct, Anti-kickback policies and other compliance policies, as may be changed from time-to-time, at Contractor's web site, located at: [www.amr.net](http://www.amr.net), and the County acknowledges receipt of such documents. Contractor warrants that its personnel shall comply with Contractor's compliance policies, including training related to the Anti-kickback Statute.

4.24 HIPAA - Each party shall comply with the privacy and security provisions of the Health Insurance Portability and Accountability Act of 1996 and the regulations thereunder. All Patient medical records shall be treated as confidential so as to comply with all state and federal laws.

4.25 Non-Exclusion - Each party represents and certifies that neither it nor any practitioner who orders or provide services on its behalf hereunder has been convicted of any conduct that constitutes grounds for mandatory exclusion as identified in 42 U.S.C. § 1320a-7(a). Each party further represents and certifies that it is not ineligible to participate in Federal health care programs or in any other state or federal government payment program. Each party agrees that if DHHS/OIG excludes it, or any of its practitioners or employees who order or provide Services, from participation in Federal health care programs, the party must notify the other party within five (5) days of knowledge of such fact, and the other party may immediately terminate this Agreement, unless the excluded party is a practitioner or employee who immediately discontinues ordering or providing Services hereunder.

4.26 No Influence on Referrals - It is not the intent of either party to this Agreement that any remuneration, benefit or privilege provided for hereunder shall influence or in any way be based upon the referral or recommended referral by either party of patients to the other or its affiliated providers, if any,

or the purchasing, leasing or ordering of any services other than the specific services described in this Agreement. Any payments specified in this Agreement are consistent with what the parties reasonably believe to be a fair market value for the services provided.

4.27 Contractor agrees to conduct all business dealings with the County through its EMS Agency. All issues involving the business or operations of the contractor including but not limited to, requests, complaints, proposals, observations, reports and/or ideas for system improvements shall be directed in writing to the EMS Agency Director.

4.28 Related Agreement Documents – the following documents are attached to and included in this agreement:

|              |                                                                               |
|--------------|-------------------------------------------------------------------------------|
| Schedule A   | Response Zone Maps                                                            |
| Schedule A.1 | Response Zone and Subzone Names                                               |
| Schedule B   | EMS Data Program Oversight                                                    |
| Schedule C   | Strategic Initiatives and System Enhancements to Advance Patient Care         |
| Schedule D   | Service for Mental Health                                                     |
| Schedule E   | Riverside County ALS and Emergency Ambulance Provider Standards               |
| Schedule F   | Rate Schedule                                                                 |
| Schedule G   | Rental Rates for Ambulances and Equipment                                     |
| Schedule H   | Definitions                                                                   |
| Schedule I   | Financial Reporting and Audit Requirements                                    |
| Schedule J   | Ambulance Back Up Program                                                     |
| Attachment 1 | Minority /Women/Disabled Veteran Business Enterprise Contractor Status Report |
| Attachment 2 | Investigative Authorization - Organization                                    |

Attachment 3      Investigative Authorization - Individual  
Attachment 4      Annual EMS System Enhancement Goals  
Attachment 5      Annual Agreement Compliance Report

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have affixed their hands.

**RIVERSIDE COUNTY**

By: \_\_\_\_\_  
Chairman, Board of Supervisors

Date: \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
Clerk of Said Board

**AMERICAN      MEDICAL      RESPONSE  
AMBULANCE SERVICE, INC., A DELAWARE  
CORPORATION**

By: \_\_\_\_\_  
Mark Bruning, President

**Schedule A**

Response Zone Maps

(Zone Maps on File at REMSA)

DRAFT

Schedule A.1

Response Zone and Subzone Names

| <u>Zones</u> | <u>Sub-zones</u> |
|--------------|------------------|
|--------------|------------------|

Northwest Zone

Riverside

Corona and unincorporated areas South of the 91 freeway

Norco and unincorporated areas North of the 91 freeway

Central Zone

Moreno Valley

Perris and unincorporated areas

San Jacinto Zone

Hemet

San Jacinto and unincorporated areas

Southwest Zone

Temecula and Murrieta

Lake Elsinore, Menifee, Wildomar, Canyon Lake and unincorporated areas

Pass Zone

No subzones

Desert Zone

Palm Springs and Desert Hot Springs

La Quinta, Coachella and unincorporated areas

Mountain Plateau Zone

No subzones

Palo Verde Zone

No subzones

**Schedule B**

**EMS DATA PROGRAM OVERSIGHT**

| Yearly    | Semi-annually |
|-----------|---------------|
| \$420,000 | \$210,000     |

A. County shall implement and coordinate an EMS Data Program to meet EMS system quality improvement requirements as specified in California Code of Regulations, Title 22, Division 9, Chapter 12. Components of the County EMS Data Program shall include but not be limited to solutions for the collection and analysis of prehospital data, specialty care program data and operational data. Components of the data system shall be jointly utilized by Contractor, County and other EMS system users to capture, transmit and analyze patient care data, and to perform related functions.

B. The purpose of the EMS Data Program is to assist County and Contractor in the following:

Modifying and enhancing the 9-1-1 system based on needs identified through data collection.

Identifying training needs for current and future prehospital treatments and procedures.

Communicating data to other health care providers in order to provide for continuity of patient care.

Performing outcomes measurement and quality assurance function.

Optimizing the quality and efficiency of clinical care and overall operations.

Identifying research opportunities for improved patient care procedures and treatment options.

C. To support the EMS Data Program, Contractor shall pay County \$420,000 per year for costs that include data program management and coordination, data systems vendor maintenance, personnel, hardware and software acquisition, maintenance and upgrades and other technological expenditures by County. Such payments shall be made semi-annually by the first day in October and March. County shall annually review and calculate the anticipated allocable share of the costs of the EMS Data Program. County may increase or decrease annually the amount of such payments accordingly commensurate with the change in the CPI for all urban customers in the Los Angeles-Anaheim-Riverside Metropolitan Areas during the prior calendar year. Notwithstanding the foregoing, County may provide Contractor with credit for in kind contributions to the EMS Data Program or for costs paid directly by Contractor. To qualify for a credit any such contribution or expenditure must be approved by the EMS Agency in writing prior to the Contractor actually making the contribution or expenditure. County warrants and represents that this payment shall be less than or equal to the County's actual costs to provide the EMS Data Program. No funds shall be used by the County in a manner that may violate 42 U.S.C. Section 1320a-7b, the federal Anti-Kickback Statute.

Schedule C

**STRATEGIC INITIATIVES AND SYSTEM ENHANCEMENTS TO ADVANCE  
PATIENT CARE**

**I. Strategic Initiatives for EMS System Enhancement**

Contractor shall work collaboratively with all EMS system stakeholders under the direction of the EMS Agency to ensure that a long term commitment is maintained toward the goal of improving patient outcomes. Contractor agrees to participate in the development and implementation of EMS system enhancements ("EMS System Enhancements") through a plan approved by the EMS Agency. The plan shall have annual goals, tasks and timelines prioritized by the EMS Agency. Achievement of annual goals, tasks and timelines shall be used in conjunction with Contractor compliance with operational, clinical and financial performance requirements contained in the Agreement to approve annual extensions. If the annual costs of EMS System Enhancements for Contractor's own equipment, technology, or vehicles, exceeds \$500,000, Contractor shall be entitled to a rate increase sufficient to reimburse Contractor for such excess costs.

**II. EMS System Enhancements**

The EMS System Enhancements shall include, but are not necessarily limited to, the following:

**A. Emergency Medical Dispatch (EMD) Programs.** EMD programs shall be established that meet EMS Agency requirements for all areas of the County that do not currently have EMD programs. Contractor shall work with Public Safety Answering Point (PSAP) and EMS provider agencies as authorized by the EMS Agency to achieve the following objectives:

1. Establish electronic Computer Aided Dispatch (CAD) to CAD links.
2. Provide financing for implementation of the EMD program.
3. Modify existing CQI program activities to ensure medical oversight for the EMD program.
4. Comply with EMS Agency approved modified response requirements when implemented as part of the EMD program.

**B. County Public Safety/EMS Communications System Enhancement.** Contractor shall bear the cost and work with the EMS Agency to meet the following objectives:

1. Improved interoperability with other EMS system participants.
2. Improved reliability and redundancy for Contractor's radio and data communications.
3. Increased capacity and flexibility to support operational needs of Contractor and the medical/health community.

4. Improved safety for Contractor's employees via robust "off the hip" two way communication capability.
5. Mobile Data Computers (MDC) as requested by the EMS Agency to enhance the efficiency of Contractor's operations.

**C. State of the Art Clinical Equipment.** Contractor shall procure and establish a five (5) year equipment refresh cycle for durable medical equipment that it uses to promote optimal patient care and safety, including the following:

1. Power-Pro Gurneys for all ambulances.
2. 12 Lead ECG monitors that include SpO2 monitoring, ETCO2 monitoring and 12 lead open architecture transmission capability.
3. Bariatric Transport Ambulances. Contractor shall place minimum of one (1) bariatric ambulance in each of the Northwest, Southwest, San Jacinto, Desert and Palo Verde Zones.
4. Vehicle safety systems.
5. Mechanical CPR devices as approved by the EMS Medical Director for areas of the County that require long transport times.
6. Disposable or durable medical equipment as required to implement changes in EMS Agency policies, protocols and procedures.

**D. Clinical Research and Studies.** Contractor shall participate and assist the EMS Agency in the development and implementation of research designed to optimize patient outcomes. This includes but is not limited to:

1. Procuring equipment and supplies required to conduct studies approved by the EMS Medical Director.
2. Providing logistical support including the staff necessary to implement methodologies included in studies approved by the EMS Medical Director.

**E. Innovative Service Delivery Strategies.** Development and field testing of models for delivery of out of hospital care and monitoring, including but not limited to the following capabilities:

1. Modified 9-1-1 response and transport methodologies based upon implementation of EMS Agency approved Emergency Medical Dispatch (EMD) and receiving facility destination protocols.
2. Community care capability, field health and wellness assessment, documentation and reporting.
3. Integration of available digital technology to provide availability of historical patient information to field personnel to enhance patient assessment, treatment, communication and transport destination.



4. Real time system monitoring and resource management technology and supporting hardware.

F. **Integrated advanced medical technologies.** Including two way voice and video communications, non-invasive vital sign telemetry, field diagnostics, IV infusion pump, transport ventilator, AutoPulse, data sharing with PMD/Medical Home.

G. Other system enhancements as reasonably requested by the EMS Agency to support the implementation of new programs, policies, procedures and protocols

DRAFT

Schedule D

**SERVICE FOR MENTAL HEALTH**

1. Contractor shall provide ambulance transportation for persons in apparent need of mental health treatment and are under a hold pursuant to sections 5150-5157 of the Welfare and Institution Code, from their location within the County of Riverside to an appropriate evaluation health care facility within their primary response areas. Response times for the ambulance for transportation from the field will be thirty (30) minutes. Transportation for these persons may be by BLS unit or subcontracted out to BLS providers.
2. Provide transportation for persons in need of mental health service from any facility within Riverside County providing healthcare to a facility within Riverside County or San Bernardino County authorized to provide intensive mental health treatment. Transportation for these persons may be by BLS units or other appropriate means, as approved by EMS Agency, or subcontracted out to BLS providers. The evaluating health care facility shall first receive authorization for such transport from a Riverside County Department of Mental Health staff member who shall notify Contractor of same and provide proof of such authorization to Contractor.

The authorization shall be in writing if the Department of Mental Health staff member completes a face-to-face contact between the staff member and the patient. The authorization may be provided by a Mental Health staff member at Riverside County Regional Medical Center by telephone if Mental Health staff is unavailable for a face-to-face contact. The health care facility shall document the name of the Mental Health staff member providing authorization to transport by telephone and shall provide Contractor with the name of the authorizing person and log number. Contractor shall be responsible for obtaining the above information from the healthcare facility requesting the patient transport.

3. Make a written record to include the name and address of the patient, the point of pick-up and delivery of the patient, the date and time of origin of the call, the dispatching agency and the apparent nature of the illness or cause of injury.
4. Maintain a log of all patients transported under this provision, including the following information:
  - 4.1 Patient name and date of birth
  - 4.2 Date and time of transport
  - 4.3 Type of legal hold and by whom initiated
  - 4.4 Person ordering the transport
  - 4.5 Origination and destination of transport
  - 4.6 Patient insurance or other financial responsibility and amount collected by AMR

Schedule E

**RIVERSIDE COUNTY  
ALS and EMERGENCY AMBULANCE PROVIDER STANDARDS**

**I. EMS ADMINISTRATIVE GROUP**

The EMS Agency will designate a group of individuals to form an EMS Administrative Group for each exclusive operating area. This group will oversee the performance of the Contractor in their area and make recommendations to the EMS Agency for improvements to the system. Each city will designate one representative and an alternate to serve on this group. Recommendations by the EMS Administrative group shall be included in the EMS Agency annual Board of Supervisors report. Each city will also sign a Memorandum of Understanding (MOU) with the County regarding this EMS Administrative Group. Nothing in such MOU shall delegate any right(s) of County under the Agreement.

**II. AMBULANCE RESPONSE TIME PERFORMANCE STANDARDS AND PENALTIES**

**A. Calculation of Response Times**

Response times shall be calculated from the time of the 9-1-1 call receipt by the contractor from the City, County or other approved dispatch center (clock will not begin until the ambulance or ambulance provider has received a verifiable address, nature of call and 15 seconds dispatch processing time) until the time that an ambulance notifies the City or County or other approved dispatch center of its arrival at the scene of the emergency medical service call or staging area or until the ambulance is canceled by the dispatch center.

**B. Response Time Standards**

**1. Zone standards**

The following is the response time standard for Code 3 requests for emergency ambulance service originating from within the Area as defined in Schedule A. Contractor must meet all response time criteria 90% of the time in each zone and overall for all zones.

Notwithstanding the foregoing, County shall consider in good faith any proposed lengthening of response time requirements proposed by Contractor in connection with any proposed subcontract between Contractor and a fire agency for ALS First Responder Services. County shall not unreasonably withhold approval of any such proposed response time requirements and proposed subcontract.

**1.1 Less than Ten (10) Minute Response Zone**

Contractor shall place an ambulance at the scene in less than ten (10) minutes, as measured by Computer Aided Dispatch (CAD) digital clock, from the time that the call is received by the Contractor's dispatch center in areas defined in Schedule A.

**1.2 Less than Fourteen (14) Minute Response Zone**

Contractor shall place an ambulance at the scene in less than fourteen (14) minutes, as measured by CAD digital clock, from the time that the call is received by the Contractor's dispatch center in areas defined in Schedule A.

#### 1.3 Less than Twenty (20) Minute Response Zone

Contractor shall place an ambulance at the scene in less than twenty (20) minutes, as measured by CAD digital clock from the time that the call is received by the Contractor's dispatch center in areas defined in Schedule A.

#### 1.4 Less than Thirty (30) Minute Response Zone

Contractor shall place an ambulance at the scene in less than thirty (30) minutes, as measured by CAD digital clock, from the time that the call is received by the Contractor's dispatch center in areas defined in Schedule A.

#### 1.5 Less than Sixty (60) Minute Response Zone

Contractor shall place an ambulance at the scene in less than sixty (60) minutes, as measured by CAD digital clock, from the time that the call is received by the Contractor's dispatch center in areas defined in Schedule A.

### 2. Sub zone standards

The following is the response time standard for Code 3 requests for emergency ambulance service originating from within the Area as defined in Schedule A.1. Contractor must meet all response time criteria 90% of the time in each subzone

#### C. Response Time Exemptions

In the monthly calculation of the Provider's response time performance, every emergency medical service call originating from within the emergency ambulance provider exclusive operating area shall be included except as follows:

1. Good cause for an exemption shall be in accordance with the EMS Agency approved exemption matrix. The burden of proof that there is good cause for the exemption shall rest with the Contractor and Contractor must have acted in good faith. The alleged good cause must have been a substantial factor in producing the excessive response time. Good cause for an exemption may include, but is not limited to, the following scenarios:
  - a. Incorrect or inaccurate dispatch information received from a calling party or 911 Public Safety Answering Point or from a public safety agency. The response time calculation shall restart when the ambulance or ambulance dispatch center receives the correct information.
  - b. When, for reasons of safety, the contractor's ambulance is directed by local public safety official(s) to follow other emergency responders to the scene of the response.
  - c. Inability to locate address due to inaccurate or non-existent address as confirmed by other responding agencies

- d. Unavoidable delays at receiving hospitals, such as lack of available beds for patient transfer.

#### D. Response Time Penalties and Performance Enhancement Measures

##### 1. Penalties

If Contractor fails to meet the response time standards or performance standards in the delivery of service, except as otherwise exempted, Contractor shall be assessed penalties in the following amounts:

- a. For each response Contractor exceeds the response time standard, the following amounts shall be assessed:
- |                      |            |
|----------------------|------------|
| 0.01 - 1 minute =    | \$ 5.00    |
| 1.01 - 2 minutes =   | \$ 10.00   |
| 2.01 - 3 minutes =   | \$ 20.00   |
| 3.01 - 4 minutes =   | \$ 50.00   |
| 4.01 - 5 minutes =   | \$ 70.00   |
| 5.01 - 6 minutes =   | \$180.00   |
| 6.01 - 7 minutes =   | \$220.00   |
| 7.01 - 8 minutes =   | \$280.00   |
| 8.01 - 9 minutes =   | \$320.00   |
| 9.01 - 10 minutes =  | \$360.00   |
| 10.01 - 15 minutes = | \$400.00   |
| 15.01 - 20 minutes = | \$500.00   |
| 20.01 - 30 minutes = | \$600.00   |
| 30.01 - 60 minutes = | \$1,200.00 |
| > 60 minutes =       | \$2,000.00 |
- b. \$360.00 for failure of the ambulance crew to report their arrival at-scene and the at-scene time is not verifiable by other reliable means.
- c. \$500.00 for any preventable mechanical failure as determined by the EMS Agency, during patient transport.
- d. For each calendar month in which Contractor has met less than 90 percent of the response time standards in any zone, Contractor shall be assessed an additional lump sum. These shall be:
- |                   |                                      |
|-------------------|--------------------------------------|
| (1) 88 - 89.99% = | Fine total for that zone doubles.    |
| (2) 86 - 87.99% = | Fine Total for that zone triples.    |
| (3) <86% =        | Fine total for that zone quadruples. |

##### 2. Performance Enhancements/Credits

- a. If Contractor meets the response time standards or performance standards in the delivery of service in any one given zone, as well as in the subzone(s) located within that zone, as defined in II.B.2, Contractor will be awarded the following performance credits to off-set penalties assessed for that zone in Schedule E, D.1.A:

% Compliance

Credit/zone

|             |     |
|-------------|-----|
| 91 – 92%    | 15% |
| 92.01 – 93% | 35% |
| 93.01 – 94% | 50% |
| 94.01 – 95% | 75  |

The County will forgive fines for response time compliance over 95% in a single zone except those fines generated by responses greater than 10 minutes late

- b. In addition, if all zones and subzones as defined in Schedule A and A.1 exceed compliance, the following additional credits will apply to the resultant total fines:

| % Compliance | Credit/zone |
|--------------|-------------|
| 91-92%       | 15%         |
| 92.01 – 93%  | 35%         |
| 93.01 – 94%  | 50%         |
| 94.01 – 95%  | 75%         |

The County will forgive fines for response time compliance over 95% in all zones except those fines generated by responses greater than 10 minutes late

Credits will be applied to off-set penalties assessed in Schedule E, D.1.A, during the same compliance period. No monies will be paid/refunded to the Contractor due to credits.

- c. The EMS Agency will inform the Contractor of the incidents, fines and credits incurred on a monthly basis. Contractor shall be entitled to appeal any incidents and fines to the EMS Agency within ten (10) days of receipt. Unless the EMS Agency reverses the fines, Contractor shall pay all fines within 45 days of receipt of the notification. A late payment charge of five (5) percent will be assessed monthly if no payment is received after the 45 day of receipt of the notification. Fines shall be paid to the County of Riverside with payments directed to the EMS Agency. Collected fines will be used for purposes to supplement EMS system costs such as first responder equipment and training enhancements.

#### E. Automated Vehicle Location/Global Positioning System (AVL/GPS)

The Contractor shall have each ambulance and EMS support vehicle equipped with AVL/GPS. The AVL/GPS shall be integrated with the Contractors CAD and upgraded periodically to maintain optimal functionality based upon available technology.

#### F. Deployment of Ambulances

The Contractor will be responsible for planning the dispatch of ambulances through the provision of a system status plan. Contractor will be responsible for providing a written system status plan for the number of ambulances, their assigned locations, and deployment strategies. This plan shall be submitted within ninety (90) days of the signing of this agreement.

Any changes to the plan must be provided to the EMS Agency at least thirty (30) days before the implementation date of the proposed change. Such approval shall not be unreasonably withheld.

### III. LEVEL OF CLINICAL SOPHISTICATION

#### A. Medical Control

Prospective medical control of EMT-P personnel shall be according to the policies and procedures of the EMS Medical Director. Immediate medical control shall be provided to EMT-P personnel by Base Hospital physicians or mobile intensive care nurses according to the policies and procedures of the EMS Medical Director. Retrospective medical control shall be provided according to the standards set for by the EMS Medical Director through continuous quality improvement (CQI) programs, including continuing education programs, conducted cooperatively by the Contractor, the EMS Agency, and the Base Hospitals.

#### B. Training/Education/Certification/Accreditation

##### 1. Field Training Officers

Contractor shall designate a sufficient number of field training officers who shall function as trainers and perform other duties on behalf of Contractor.

##### 2. Continuing Education Records

The Contractor shall maintain records of continuing education for its EMT-P employees for a minimum of four (4) years.

##### 3. Field Care Audits

The Contractor shall work cooperatively with the Hospitals and the EMS Agency in identifying educational opportunities, assisting with field care audits, continuing education classes and programs.

##### 4. Mandatory Education for Local EMT-P Accreditation and EMT Certification

The Contractor shall cooperate fully with the EMS Agency to notify and ensure completion by EMT-Ps and EMTs of mandatory education programs.

##### 5. Specialty Education Programs

Contractor shall ensure that all paramedic personnel in their employ receive and continuously maintain Advanced Cardiac Life Support (ACLS) certification, Prehospital Trauma Life Support (PHTLS), Pediatric Advanced Life Support, or other EMS Agency approved paramedic emergency medical pediatric course. New hire employees shall complete all required training within six (6) months of their date of hire. Annual training shall be provided on specialty prehospital categories including, but not limited to, geriatric training.

##### 6. EMT-P Interview by EMS Agency

Contractor will cooperate fully with County in the coordination of any interviews of an employee of Contractor by County.

## 7. Paramedic Preceptors

Contractor shall cooperate with EMS Agency approved paramedic training programs and the EMS Agency to develop a preceptor program. The preceptor program shall provide adequate, as determined by the EMS Agency, paramedic field internship positions in support of EMS Agency approved programs. Preferential placement for paramedic field internship shall be provided to EMS Agency approved Community College Programs.

## C. Ambulance Staffing

1. Minimum staffing for all ALS emergency response ambulances being utilized under this agreement shall be at least one Riverside County accredited paramedic, who must have completed and been certified in all training listed in III.B.5. and one Riverside County certified EMT.

2. Subject to the approval of the EMS Agency this staffing may be modified in special circumstances.

## IV. PERSONNEL AND WORKING CONDITIONS

### A. Prehospital Personnel Wages and Benefits

It is the intent of the EMS Agency that the Contractor demonstrates a commitment to attract and maintain a stable prehospital personnel workforce.

### B. Unit Hour Utilization

Units working more than 14-hour shifts should have a fixed station. Unit hour utilization for 24-hour units should be no more than 0.4 in any one month per unit. If higher, the system status plan shall be revised.

### C. Prehospital Personnel Uniform, Identification Badges and Code of Conduct

#### 1. Uniform and Identification Badges

All ambulance crew members should, at all times while on duty, wear an official uniform and identification badges in accordance to the Contractor's policies which is subject to approval by the EMS Agency.

#### 2. Code of Conduct

All ambulance crew members shall adhere to the Contractor's code of conduct policies which are subject to approval by the EMS Agency.

### D. Special Programs for Personnel

#### 1. Critical Incident Stress Debriefing and Ongoing Stress Reduction

The Contractor shall establish a critical incident stress debriefing and ongoing stress reduction programs that are documented, well publicized, and readily available to its personnel. An accurate description of this program shall be sent to the EMS Agency for



review and approval.

## 2. Chemical Dependency

The Contractor shall have an organized and documented plan to assist its personnel with chemical dependency problems. An accurate description of this program shall be sent to the EMS Agency for review and approval.

## 3. Preventative Health Care

### a. Immunizations

Contractor shall make available to prehospital personnel, at no cost to the employee the following immunizations and communicable disease testing:

- Tuberculosis PPD test semi-annually
- **Hepatitis B** Given in a three (3) dose series (dose #1 initial, #2 in 1 month, #3 approximately 5 months after #2)
- **Influenza** Give 1 dose of trivalent inactivated influenza vaccine (TIV) or live attenuated influenza vaccine (LAIV) annually.
- **MMR** For healthcare personnel (HCP) born in 1957 or later without serologic evidence of immunity or prior vaccination, give 2 doses of MMR, 4 weeks apart..
- **Varicella (chickenpox)** For HCP who have no serologic proof of immunity, prior vaccination, or history of varicella disease, give 2 doses of varicella vaccine, 4 weeks apart..
- **Tetanus, diphtheria, pertussis** Give all HCP a Td booster dose every 10 years, following the completion of the primary 3-dose series. Give a 1-time dose of tetanus, diphtheria, acellular pertussis vaccine (Tdap) to all HCP younger than age 65 years with direct patient contact.

### b. Infection Control

Contractor shall have written infection control policies and procedures approved by the County Health Officer or his/her designee. Testing and counseling services shall be provided to employees at no cost for employees exposed to serious infectious diseases. The Contractor shall report any known employee exposures to serious infectious diseases to the County Health Officer or his/her designee.

The Contractor is required to specify a Designated Officer who will be the point of contact for suspected exposures.

## E. Key Personnel

Contractor shall have key personnel in the following functions. Personnel assigned these functions shall be submitted in writing to the EMS Agency within sixty (60) days of signing of Agreement. Key job functions shall be:

1. Operational - responsible for all divisional functions on a daily basis, including field operations, Agreement compliance, quality improvement, training and risk management.

This individual will direct, coordinate and monitor overall system performance to ensure high standards of service, budget compliance and contractual compliance.

2. Field Supervision – responsible for direct supervision of field personnel. These individuals will ensure that high professional and patient care standards are maintained by all field personnel. These individuals will coordinate operational issues with local fire jurisdictions, Hospitals, law enforcement, the EMS Agency and other EMS system stakeholders to ensure optimal contractor field performance. Field Supervisors shall have clearly defined roles and responsibilities and be provided initial and on-going training. Contractor shall have a written field supervisor program subject to approval by the EMS Agency. Field Supervisor on duty coverage shall be as follows:

- a. Northwest Zone – two (2) supervisors on duty in the zone
- b. Central Zone – one (1) supervisor on duty in each subzone
- c. Southwest Zone – one (1) supervisor on duty in each subzone
- d. San Jacinto Zone – one (1) supervisor on duty in the zone
- e. Pass Zone – one (1) supervisor on duty in the zone
- f. Desert Zone – one (1) supervisor on duty in each subzone

3. Continuous Quality Improvement (CQI) and Clinical Management Department – responsible for ensuring high quality patient care through the application of the Contractors' CQI plan as approved by the EMS Medical Director. The Contractor shall submit an organizational structure for CQI education/training and clinical management to be approved by the EMS Agency. Said structure shall include an individual that has primary management responsibility, a board certified emergency physician or other qualified physician as approved by the EMS Medical Director and adequate staff to insure the optimal execution of the CQI plan.

4. Fleet Management – responsible for the maintenance of ambulances and support vehicles.

5. Systems Status / Deployment – responsible for the overall analysis and coordination of resource deployment, responsible for monitoring all system performance to ensure proper vehicle staffing and placement, response time compliance and system status planning.

#### F. Driver Training Program , Navigation and Area Familiarization

Contractor will conduct a driver training, navigation and area familiarization program which shall be subject to the approval of the EMS Agency on an annual basis. Contractor must provide, within ninety (90) days of Agreement signing, a copy of current ambulance driving policies.

### V. VEHICLES AND EQUIPMENT

#### A. Ambulances

1. Ambulance Specifications

Ambulances utilized for 9-1-1 and emergency responses shall have no more than 275,000 miles. All ambulances being utilized for 9-1-1 and emergency responses shall continue

to meet this standard for the term of this Agreement.

## 2. Vehicle Maintenance Program

Contractor will institute and maintain a preventative vehicle maintenance program that will require approval by the EMS Agency.

## B. Medical Equipment/Supplies

### 1. Equipment/Supplies Inventory per Ambulance

Contractor will equip and supply ambulances according to the standards set forth by the EMS Agency. This inventory may be modified only with the approval of the EMS Agency.

### 2. Ambulance Equipment/Supplies Restock

Contractor will submit a written plan for approval by the EMS Agency detailing the plan to maintain adequate equipment and supplies on all ambulances.

### 1. County Approvals

County approvals required by Section V. shall not be unreasonably withheld.

## VI. FIRST RESPONDER REQUIREMENTS

### A. First Responder Equipment/Supplies

Contractor will develop mechanisms to restock disposable equipment and supplies other than narcotics used by first responders when treatment has been provided by first responder personnel and the patient is transported by the Contractor.

The first responders' supplies which will be restocked to the first responder agency by the Contractor will include all disposable supplies as they appear on the First Responder Apparatus Standard Drug and Equipment lists.

Contractor shall consult with first responder agencies and submit written plans for accomplishing first responder restock to the EMS Agency within 90 days of the signing of this agreement.

### B. Return of Public Safety Personnel

Contractor agrees to return public service personnel who accompany the ambulance crew during transport, to their regular duty station at the earliest possible time following transport of the patient. Alternative transportation, such as taxi or Supervisor, shall be provided when necessary. Contractor agrees to develop and implement a program which reimburses public safety agencies for use of personnel. This program shall be subject to verifiable direct marginal cost incurred by the first responder agencies. A written plan for the implementation of this program shall be submitted to the EMS Agency within 120 days of signing this agreement.

## VII. MISCELLANEOUS REQUIREMENTS

### A. Public Education Programs

Contractor will provide a public education program that contains a minimum of 80 hours per Zone per year. Contractor will prepare an annual Public Education Plan with specific goals and objectives to meet or exceed minimum acceptable levels set by the EMS Administrative Group that includes but not limited to appropriate use of the 9-1-1 system for medical requests, CPR and First Aid. This Plan will be submitted to the EMS Agency and EMS Administrative Group for review and approval prior to implementation.

### B. Communications with the Electronic or Print Media and Public Information Programs

Contractor will notify the EMS Agency of communications with the media.

### C. Communications Center

Contractor will provide communications with and between Public Safety Answering Points (PSAP) and ambulances. In the event of a power outage, Contractor will ensure their Communications Centers are able to function up to three (3) days with auxiliary power. Contractor agrees to function as the Operational Area Medical Dispatch Center (OAMDC) and assist the MHOAC with management and coordination of the EMS system as requested.

### D. Specialty Service Programs

Contractor shall provide specialty care programs as authorized by the EMS Agency to supplement the EMS system. Specialty care programs shall adhere to applicable State Guidelines and/or EMS Agency requirements. The Contractor shall submit written programs for approval by the EMS Agency prior to implementation of specialty services. Contractor has the right to request rate increases to cover the cost of specialty service programs requested by the County. Specialty service programs include but are not limited to:

1. Tactical EMS Services
2. Bicycle/Motorcycle EMS Services
3. Field Supervisor First Response
4. Special Event/Mass Gathering Services
5. Community/Public Health Services

### A. Customer Service Training and Surveys

Contractor shall provide customer service training to all employees. The Contractor's customer service training program shall be approved by the EMS Agency and include periodic updates. The Contractor shall also be responsible for completing annual customer service surveys for each EMS zone in a format approved by the EMS Agency in consultation with the EMS Administrative Group. Survey results will be provided at the last EMS Administrative Group meeting of each year.

## VIII. DATA COLLECTION AND RECORD KEEPING

### A. EMS System and Patient Data

Contractor shall be responsible for the provision of detailed patient and EMS system data, both periodic written reports as well as computerized data, according to specifications set forth by the County and any future guidelines promulgated by the EMS Agency. The data will be prepared in a format specified by the EMS Agency.

### B. Patient Medical Records

The patient care record form shall be approved by the EMS Agency. This form shall be such that all routing documentation completed by the EMT-P for an emergency ambulance response (such as patient assessment, treatment, and billing information) can be completed on this form. The Contractor shall retain copies of all patient medical records as required by law. These records shall be stored in a manner conducive to easy retrieval. A copy of the patient record shall be supplied to the EMS Agency upon request.

### C. Prehospital Personnel Records

The Contractor shall be responsible for maintaining records for prehospital personnel according to the specifications of the County including, but not limited to, certification/licensure/accreditation/employment status, continuing education records, and performance accordance to quality improvement standards. The Contractor will also maintain records for prehospital personnel employee turnover including, but not limited to, the reasons for turnover. These records will be available to the County upon request during regular business hours.

### D. Field Personnel Incident and Personnel Review

The Contractor shall cooperate fully with the EMS Agency Medical Director or his or her designee in inquiries concerning field personnel conduct and behavior. The Riverside County EMS Agency shall be integrated into the Contractor's Continuous Quality Improvement Program and will be an active participant in situation and personnel review, remediation, and disciplinary proceedings that are initiated as a result of substandard patient care. Such cooperation shall include, but not be limited to, provision of relevant patient records, incident reports, participant interviews, incident critiques, and remediation plans.

### E. Non-Medical Administrative Issues

Contractor shall cooperate fully with the EMS Agency regarding concerns about administrative issues, including Contractor policies, procedures, etc.

**Schedule F**

**RATE SCHEDULE**

| <b>RATE SCHEDULE FOR EOA (EXCEPT FOR PALO VERDE ZONE)</b> |            |
|-----------------------------------------------------------|------------|
| 1. ALS Rate                                               | \$1,210.00 |
| 2. BLS Emergency Rate                                     | \$1,210.00 |
| 3. BLS Non-Emergency Rate                                 | \$770.00   |
| 3. Mileage (loaded)                                       | \$33.50    |
| 4. Oxygen                                                 | \$144.00   |
| 5. Night Charge                                           | \$157.00   |
| 7. Dry Run with ALS Rate                                  | \$250.00   |

| <b>RATE SCHEDULE FOR PALO VERDE ZONE</b> |            |
|------------------------------------------|------------|
| 1. ALS Rate                              | \$1,445.00 |
| 2. BLS Rate                              | \$976.00   |
| 3. Mileage (loaded)                      | \$30.00    |
| 4. Oxygen                                | \$104.00   |
| 5. Night Charge                          | \$104.00   |
| 7. Dry Run with ALS Rate                 | \$616.00   |

**ANNUAL RATE ADJUSTMENTS**

The rates set out above may be adjusted in an amount necessary to compensate Contractor for increases in Contractor's direct and indirect costs as measured by the Consumer Price Index (CPI). The CPI adjustment may be made once annually and such adjustment shall be effective as of the first day of July of each year. The comparison shall be made based upon the change in the CPI for January through December of the preceding year. The first CPI adjustment may occur as of July 1, 2013, based on the change in the CPI from January through December of the preceding year. The CPI used shall be the percentage increase or decrease in the CPI for all urban consumers in the Los Angeles-Anaheim-Riverside Metropolitan Areas, including the housing component. The EMS Agency, in consultation with the Executive Office, shall be responsible for reviewing annual rate increases up to and including 5.0%, and shall approve any such increase supported by adequate documentation by Contractor regarding its calculation. Board of Supervisors approval shall be required for annual rate increases over 5.0%.

Any CPI rate increase shall be confirmed, reviewed and approved in advance in writing by the EMS Agency by April 15 of each year. The Contractor shall submit an application containing all information necessary to document the increase, including but not limited to present rates, broken down into components, the applicable CPI increases and the need for any increase as well as any other information reasonably requested by the EMS Agency.

Schedule G

**RENTAL RATES FOR AMBULANCE EQUIPMENT**

**VEHICLE AND BASIC AND ADVANCED LIFE SUPPORT EQUIPMENT**

\$750.00 per month per ambulance

For each ambulance, \$25.00 per day for on-board equipment

The above rates include mileage, normal wear and tear.

DRAFT

## Schedule H

### DEFINITIONS

For the purposes of this Agreement, the following words and phrases have the meanings respectively ascribed to them by this section:

1. Advanced Life Support (ALS) - Shall mean special services designed to provide definitive prehospital emergency medical care including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs, and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital or utilizing approved prehospital treatment protocols or standing orders as part of the local EMS system at the scene of an emergency, during transport to an acute care hospital or other approved facility, during inter-facility transfers, and while in the emergency department of an acute care hospital until responsibility is assumed by the emergency department or other medical staff of that hospital (Health & Safety Code Section 1797.52).
2. Advanced Life Support Ambulance (ALS Ambulance) - Shall mean an ambulance equipped, or arranged and staffed for the purpose of providing ALS care. The meaning includes, but is not limited to, privately and publicly owned ambulances operating within exclusive operating areas while under Agreement with the County of Riverside.
3. Ambulance - Shall mean any motor vehicle which meets the standards of Title 13 of the California Code of Regulations and is specifically constructed, modified or equipped, or arranged, used, licensed, or operated for the purpose of transporting sick, injured, convalescent, infirmed, or otherwise incapacitated person(s) in need of medical care.
4. Arrival at scene - Units are considered to be on scene when they arrive at the location to which they are dispatched. Units responding to large complexes such as multi-level apartments, malls, etc. will be placed on scene when they arrive at the side of the building to be entered or where directed by a reporting party, fire, or law enforcement if already on scene. Units responding to areas such as mobile home parks or gated communities will be placed on scene at the home or dispatched address (not at the entrance to the complex). Any delays reaching the location such as locked gates or speed bumps can be reasons for an exemption submission.
5. Basic Life Support (BLS) - Shall mean emergency first aid and cardiopulmonary resuscitation medical care procedures which, as a minimum, include recognizing respiratory and cardiac arrest and starting proper application of cardiopulmonary resuscitation to maintain life without invasive techniques, unless authorized by state law or regulation, until the victim may be transported or until ALS medical care is available.
6. Basic Life Support Unit (BLS Unit) - Shall mean an ambulance equipped, or arranged, and staffed for the purpose of providing BLS care. The meaning includes, but is not limited to, privately and publicly owned ambulances operating within the County of Riverside.
7. Contract Administrator - Shall be the Director of Emergency Medical Services who is authorized to administer this Agreement on the County's behalf.



8. County - Shall mean Riverside County.
9. County Data Collection Program - Shall mean data collection, storage, analysis and reporting solutions that include prehospital information systems, specialty care center information systems and operational information systems
9. County EMS Agency or EMS Agency - Shall be the County agency having primary responsibility for the administration of emergency medical services within the county.
10. County EMS System or EMS System - Shall mean the specially organized arrangement which provides for the personnel, facilities, and equipment for the effective and coordinated delivery of EMS services within the county.
11. Emergency Medical Service Call - Shall mean any sudden or serious illness or injury requiring immediate medical attention, where delay in providing such services may aggravate the medical condition or cause the loss of life.
12. EMS Policy and Procedure Manual - The collection of policies and procedures approved by the Riverside County EMS Agency for the provision of prehospital care within Riverside County.
13. Medical Director - Shall mean that physician designated to serve as the Medical Director of the EMS Agency pursuant to Section 1797.202 of the Health and Safety Code.
14. Mileage - Fee charged per mile or fraction thereof for transport.
15. On-Scene Time - The time an ambulance arrives at the location requested or leaves the nearest public-access road en route to the patient.
16. Oxygen - The fee charged for administration of medical oxygen irrespective of amount, or route administered.
17. Paramedic (EMT-P) - Shall mean a person licensed and accredited to render ALS Medical Care pursuant to sections 1797, et seq. Health and Safety Code.
18. Public Safety Answering Point (PSAP) - Where 9-1-1 calls are first received.
19. Quality Improvement - Shall mean the evaluation of prehospital emergency medical services and non-emergency transportation services to identify where personnel performance or the system itself can be improved, the implementation of potential improvements, and their re-evaluation and refinement in a continuous cycle. While Quality Assurance traditionally focuses on the detection of defects, Quality Improvement strives to prevent them. Thus a Quality Improvement program must include, but not be limited to, Quality Assurance. The sum of all activities undertaken to assure that prehospital emergency medical services maintain the standard of care established for those services.
20. Response Time - Shall be calculated from the time of 9-1-1 call notification by City or County dispatch center to the ambulance or ambulance provider (clock will not begin until the ambulance or ambulance provider has received a verifiable address, nature of call, and 15 seconds dispatch processing time) until the time that an ambulance notifies the City or County dispatch center or other approved center of its arrival at the scene of the emergency or

staging area, or until the ambulance is canceled by the dispatch center. If an ambulance response is downgraded by the dispatcher, the response time will include the time from its initial dispatch (as stated above) until the time it is downgraded.

21. MHOAC – Medical Health Operational Area Coordinator. This function is defined in State law as a joint medical/health function between the County EMS Administrator and the County Health Officer. This MHOAC is responsible for all medical/health planning, operations and recovery for disaster response within the Operational Area (OA) and coordination of medical/health mutual aid resources to and from other OAs.
22. AST – Ambulance Strike Team shall consist of 5 staffed ambulances, a Ambulance Strike Team Leader (ASTL) and a leader vehicle. Type II AST shall be defined as 5 non-hazmat ALS ambulances and a ASTL with a vehicle. ASTLs shall be authorized by the EMS Agency pursuant to the Emergency Medical Services Authority (EMSA) guidelines.
23. DMSU – the Disaster Medical Support Unit is a vehicle owned by EMSA and provided to the EMS Agency for disaster medical response. The DMSU may be utilized as an ASTL vehicle upon authorization of the EMS Agency. If the DMSU is utilized to support contractor response within the operational area, contractor is responsible to restock equipment and supplies utilized.
24. OAMDC – Operational Area Medical Dispatch Center. Shall be a communications center designated by the MHOAC capable of establishing radio communications with EMS resources within the OA. The OAMDC is responsible for assisting the MHOAC with countywide EMS system management when activated.
25. Permitted Ambulance Providers – shall mean those ambulance provider agencies issued a permit to operate in the County pursuant to ordinance 756.
26. Basic Life Support – Emergency Charge – CMS billing regulations require that 9-1-1 transports be billed based upon service level rather than based on the capability of the ambulance sent to the emergency. This BLS – Emergency charge permits the contractor to bill based upon the service level while acknowledging the higher cost incurred when sending an ALS ambulance as required by this Agreement.

Schedule I

**FINANCIAL REPORTING AND AUDIT REQUIREMENTS**

1. Contractor shall provide the following financial reports/statements under this Agreement in a form specified by the EMS Agency. A financial report shall be submitted to EMS Agency detailing information as specified below. Contractor shall submit financial reporting on a semi-annual basis. Such reports shall be provided within forty-five (45) days after the last day of the preceding period. Contractor shall use its fiscal year (January 1 – December 31) as the basis for reporting such data. Financial reports detailing information directly related to the operations under this Agreement shall include the following as well as any other information reasonably requested by the EMS Agency:

- 1.1 Fixed asset schedule
- 1.2 Profit and loss statement
- 1.3 Aged accounts receivable
- 1.4 Services by payor source
- 1.5 Services provided by category (e.g., ALS, BLS and mileage) and by financial class
- 1.6 Services by date of service
- 1.7 Collections by payor source

2. Beginning with the Contractor's 2013 fiscal year every other fiscal year completed under this agreement, shall be subject to a financial audit. Such audit shall be carried out by an agreed upon firm selected by the Contractor and the EMS Agency. If agreement cannot be reached on a firm to perform the audit, the financial audit shall be carried out by a certified public accountant selected solely by the Director of Public Health or his or her designee. If there is any charge, cost or fee for such an audit, it shall be paid by the Contractor.

Schedule J

**AMBULANCE BACK UP PROGRAM**

To effectively provide for a consistent method of ensuring adequate emergency ambulance availability, the Contractor shall implement an ambulance back-up plan for use during day-to-day operations and during unusual circumstances that increase EMS call volume. The plan shall be submitted to the EMS Agency within 120 days of the signing of this agreement and incorporate the following elements.

1. Contractor shall maintain a response ready reserve ambulance fleet equal to 20% of peak deployment and emergency staffing procedures for using reserve ambulances as required by daily EMS call volume increases or when requested by the EMS Agency.
2. Contractor shall establish agreements with Riverside County permitted ambulance providers for purposes of 9-1-1 backup. The back-up plan will include agreements with permitted ambulance provider agencies that have sufficient operational presence to provide immediate response to back-up requests in the Northwest, Southwest, San Jacinto, Desert and Mountain Zones. Contractor shall submit back-up plans, including supporting sub-contracts or agreements, to the EMS Administrative Zone Committees for input prior to submission for approval by the EMS Agency. Contractor may enter into agreements with Fire Departments for the placement and staffing of emergency back-up ambulances to be utilized according to the policies and procedures of the EMS Agency.
3. Contractor shall establish clinical, operational and administrative criteria to be utilized by supporting sub-contractors and agencies to ensure that they meet appropriate standards for use as a back-up 9-1-1 provider. This criteria is subject to the EMS Agency's approval.
4. Contractor shall implement appropriate radio communications and dispatch policies that establish criteria for initiating the 9-1-1 back-up plan and assures adherence to the Incident Command System (ICS).

**Immediate Emergency Ambulance Surge Capacity**

1. Contractor shall have a plan that will ensure the deployment of one-fourth of the required reserve ambulances within one (1) hour of request by the EMS Agency.

Attachment 1

**MINORITY/WOMEN/DISABLED VETERAN BUSINESS ENTERPRISE  
CONTRACTOR STATUS REPORT**

PLEASE NOTE STATUS AFTER APPROPRIATE CATEGORY

**WOMEN**

**MINORITY**

**DISABLED VETERAN**

**ALL OTHERS**

\_\_\_\_\_  
Signature of Person Completing the Form

\_\_\_\_\_  
Title

**DEFINITIONS**

Women or Minority owned refers to those companies that at least 51% of the business is owned by a woman or person of minority heritage who possess and demonstrate dominate control over the business.

Minority means a person with permanent residence in the United States of America who is:

Black American - Persons having origin in any of the Black racial groups of Africa; or

Hispanic American - Persons of Mexican, Cuban, Central or South American origins; or

Hasidic Jew - Persons of a Jewish sect of the second century opposed to Hellenism and devoted to strict observance of ritual law; or

American Indian and Native American - Persons having origin in any of the original people of North America, who are recognized as an Indian tribe or tribal organizations, persons having origin in any of the original people of Northern Canada, Greenland, Alaska, Eastern Siberia, or

Asian Pacific American - Persons having origin in any of the original people of the Far East, Southeast Asia, Indian Subcontinent, the Pacific Islands (i.e. China, Japan, India, Korea, Philippines, and Samoa).

Disabled Veteran is defined as a Veteran of the United States of America' armed serves who has been permanently injured while on active duty in the performance of duty.

Attachment 2

**INVESTIGATIVE AUTHORIZATION - ORGANIZATION**

We the undersigned Organization, a prospective contractor to provide emergency ambulance - paramedic services for the Riverside County, recognize that public health and safety require assurance of safe, reliable, and cost-effective service. That assurance may require inquiry into aspects of organization operations deemed to be relevant by the County of Riverside or its agents. The organization specifically agrees that the County of Riverside, or its agents, may conduct an investigation for the purpose into, but not limited to, the following matters.

1. The financial stability of the organization, including its owners and officers, any information regarding potential conflict of interest, past problems dealing with other clients or cities where the organization has rendered service, or any other aspect of the organization operations or its structure, ownership, or key personnel which might reasonably be expected to influence the County of Riverside in its selection decision.
2. The company's current business practices, including employee compensation and benefits arrangements, pricing practices, billings and collections practices and procedures, equipment replacement and maintenance practices, in-service training programs for its employees, means of competing with other companies, employee discipline practices, employee recruitment and retention, public information efforts, current and potential obligations to other buyers, and general internal personnel relations.
3. The attitude of current and previous customers of the organization towards the company's services and general business practices, including patients, their agents, or the families of patients, served by the organization, physicians or other health care professionals, organizations and units of local government knowledgeable of the company's past work.
4. Other businesses in which the organization owners and/or key personnel in the organization currently have a business interest.
5. The accuracy and truthfulness of any information submitted by the organization in connection with such evaluation.

AUTHORIZATION TO CONDUCT SUCH INVESTIGATION IS HEREBY EXPRESSLY GIVEN BY THE COMPANY.

Date \_\_\_\_\_

Organization Name

By \_\_\_\_\_

Name and Title

STATE OF \_\_\_\_\_

County of: \_\_\_\_\_

On this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_, before me appeared \_\_\_\_\_ to me personally known, who, being by me duly, sworn, did say that he/she is the \_\_\_\_\_ of \_\_\_\_\_ and that said instrument was signed in behalf of said corporation by authority delegated to him, and said affiant acknowledges said instrument to be the free act and deed of said corporation.

IN WITNESS THEREOF, I have hereunto set my hand and affixed my official seal the day and year last above written.

\_\_\_\_\_  
Notary Public

My commission expires: \_\_\_\_\_

Attachment 3

**INVESTIGATIVE AUTHORIZATION - INDIVIDUAL**

The undersigned, being \_\_\_\_\_ (title) for \_\_\_\_\_ (organization) which is a prospective contractor to provide emergency ambulance - paramedic services to Riverside County recognize that public health and safety require assurances of safe, reliable, and cost-effective service. That assurance may require an inquiry into matters which are deemed relevant by the County of Riverside or its agents, such as, but not limited to, the character, reputation, competence of the company's owners and key employees.

The undersigned specifically acknowledges that such inquiry may involve an investigation of his or her personal work experience, education, qualifications, moral character, financial stability, and general background and specifically agrees that the County of Riverside, or its agents, may undertake a personal investigation of the undersigned for the purposes stated.

AUTHORIZATION FOR SUCH PERSONAL INVESTIGATION IS HEREBY EXPRESSLY GIVEN.

Date: \_\_\_\_\_  
Individual Name

STATE OF:

County of:

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me, the undersigned, a Notary Public in and for the County and State, personally appeared \_\_\_\_\_ to me known to be the person described herein and who executed the foregoing Investigation Authorization, and acknowledged that he or she executed the foregoing Investigation Authorization, and acknowledged that he or she executed the same as his or her free act and deed.

WITNESS my hand and notarial seal subscribed and affixed in said County and State, the above day and year written.

\_\_\_\_\_  
Notary Public

My commission expires: \_\_\_\_\_

Attachment 4

**ANNUAL EMS SYSTEM ENHANCEMENT GOALS (JULY 2012 TO JUNE 2013)**

Contractor shall complete the following system enhancement goals by June 30, 2013:

1. Full implementation of power assist gurneys and stair chairs in all ALS ambulances.
2. Refresh of all cardiac monitors to Lifepack 15 (or equivalent) models equipped with the full offering of patient monitoring and diagnostic capabilities.
3. Assist with implementation of the County's Emergency Medical Dispatch (EMD) program including payment for costs allocated to improve the performance of ambulance operations as approved by the EMS Agency not to exceed \$300,000.00
4. Implement a real time response time monitoring and resource management tool for use by the Contractor and the EMS Agency.
5. Implement an EMS support agreement with the Riverside County Fire Department. The agreement shall not encumber the Contractor to provide financial support beyond actual verifiable costs for equipment and supplies and the other mutually agreed upon elements of the agreement.
6. Lead the development of a program model in conjunction with the EMS Agency and First Responder agencies designed improve patient survival rates from sudden cardiac death.



## ATTACHMENT 5

### Annual Agreement Compliance Report

Contractor shall furnish the following information to verify compliance with this Agreement's requirements to the EMS Agency by December 31 each year.

#### **Requirement 1      Response Time Reporting**

Section                    2.1  
                              2.14.1  
                              2.14.2  
                              Schedule E

##### **Requirement**

All response time performance reports for EOA service areas as stipulated in Schedule A will be submitted monthly within 15 working days of month end. Submit an annual summary report including submission dates of monthly reports.

#### **Requirement 2      Insurance Coverage**

Section                    2.3 and 4.4

##### **Requirement**

Show evidence of:

- Workers Compensation 1,000,000 per person/per accident
- Commercial General Liability 5,000,000 per occurrence
- Vehicle Liability 5,000,000 per occurrence
- Professional Liability 5,000,000 per occurrence-10,000,000 annual aggregate
- Extended Reporting endorsement
- AM BEST rating of not less than A:VIII (A:8) for all coverage

#### **Requirement 3      Service Area Requirement**

Section                    2.6

##### **Requirement**

Contractor will provide continuous, 24 hour a day prehospital emergency transportation services for the areas designated in Schedule A. Submit current unit deployment Schedules.

**Requirement 4      Dispatch Center and Services**

Section          2.8

**Requirement**

Contractor shall provide continuous, 24 hour a day dispatch services for all areas as specified in Schedule A. This shall include a back-up generator with the ability to function for 72 hours without access to outside power. Said services shall be in conformance with Riverside County EMS protocols, policies and procedures. Subject to annual inspection by the EMS Agency.

**Requirement 5      125,000 annual payment for Communications Center payable Oct 1 and March 1.**

Section          2.9

**Requirement**

Payment to the County of 125,000 dollars each year of the Agreement for the cost of operating a Communications Center that shall assist in dispatching ambulances. Provide date and amounts of payments.

**Requirement 6      5150 Transports**

Section          2.10, Schedule G

**Requirement**

Contractor will submit a annual report for all transport services for persons on a hold pursuant to Welfare and Institutions Code 5150. Submit an annual summary showing 5150 transports and response times.

**Requirement 7      Continuous Quality Improvement Plan**

Section          2.11

**Requirement**

Plan shall be sent to the contract administrator for review and approval. Attach approved plan.

**Requirement 8      Written Disaster Management Operational Plan**

Section          2.11

**Requirement**

Plan shall be sent to the contract administrator for review and approval. Attach approved plan.

**Requirement 9                      Mutual Aid Agreements**

Section                              2.12

**Requirement**

Establishment of mutual Aid Agreements with other authorized ALS emergency ambulance providers within 90 days of Agreement execution. Submit agreements or evidence of reasonable attempt to implement agreement(s).

**Requirement 10                      Ambulance Standards**

Section                              2.13

**Requirement**

Ambulances shall meet the standards as specified in the Riverside County Ambulance ordinance. All vehicle lettering, markings and colors on ambulances and supervisor vehicles must be approved by the contract administrator. Submit statement of compliance subject to inspection by the permit officer.

**Requirement 11                      Review of Patient Care Services**

Section                              2.15

**Requirement**

Timely and regular submission of records, information and reports as requested by the EMS Agency to evaluate the patient care provided by the Contractor.

**Requirement 12                      Patient Medical Records Confidentiality**

Section                              2.16.1

**Requirement**

Attach proof of HIPAA compliance program.

**Requirement 13                      Administrative Office**

Section                              2.17

**Requirement**

Maintain an administrative office located in the County. Submit to annual inspection by the EMS Agency.

**Requirement 14                      Annual Turnover Reports**

Section                              2.18

**Requirement**

Provide annual turnover reports as requested in the format required by the contract administrator. Reports shall describe the status and changes in the contractors certified and licensed personnel. Submit all reports requested by the EMS Agency.

**Requirement 15                      Employee Credentials**

Section                      2.19

**Requirement**

All appropriate employees and agents hold necessary certification, license or accreditation and shall maintain records of such. Maintenance of an annual valid ambulance permit shall suffice as evidence of compliance.

**Requirement 16                      Current Fee Schedule**

Section                      2.24

**Requirement**

Attach current approved fee Schedule.

**Requirement 17                      Non-discrimination policy**

Section                      2.27

**Requirement**

Attach non-discrimination policy.

**Requirement 18                      Response Time Fine Payments**

Section                      Schedule E Section D

**Requirement**

Payment of response time penalties in accordance with the Schedule. Remittance of penalty fees within 45 days of receipt of notification. Attach an annual summary report and the dates and amounts of payments.

**Requirement 19                      All Durable Medical Equipment on a Five (5) Year Refresh Cycle**

Section                      Schedule C

**Requirement**

Attach a spreadsheet of all durable medical equipment with initial in-service dates and scheduled replacement dates. Subject to inspection by the EMS Agency.

**Requirement 20****System Status Plan**

Section

Schedule E, section F

Requirement

Written plan will be provided within 90 days of Agreement signing. Changes must be submitted 30 days prior to implementation. Changes to the plan must be approved by the contract administrator at least 30 days before implementation date of the proposed change. Subject to inspection of the current plan by the EMS Agency at the Contractors office. County agrees that the Contractor system status plan in its entirety contains proprietary information and is therefore not a public document.

**Requirement 21****Field Training Officers**

Section

Schedule E, III.B.1

Requirement

Contractor shall designate a sufficient number of field training officers (FTO) who shall function as trainers and perform other duties on behalf of the contractor. Attach a list of current FTOs.

**Requirement 22****Continuing Education Records**

Section

Schedule E Section III.B.2

Requirement

Contractor shall maintain records of continuing education for its EMT-P employees for a minimum of four (4) years. Subject to annual EMS Agency inspection at the Contractors office.

**Requirement 23****Field Care Audits**

Section

Schedule E, Section III.B.3

Requirement

Evidence of cooperation with Hospitals and the EMS Agency in identifying educational opportunities, assisting with field care audits, continuing education classes and programs. Attach verification letters from the appropriate Hospital Paramedic Liaison Nurse(s).

**Requirement 24****Mandatory Accreditation Education/Training**

Section

Schedule E Section III.B.4

Requirement

Attach paramedic and EMT orientation curricula, annual list of mandatory training subjects and attendance documentation (CE logs will be accepted as proof of attendance).

**Requirement 25****Specialty Education Programs**

## Section

Schedule E Section III.B.5

## Requirement

Contractor shall ensure that all paramedic personnel continuously maintain ACLS, PHTLS or BTLS, and PALS or PEPP certification. Employee certification list will constitute evidence of compliance.

Annual training shall be provided on specialty prehospital subjects including but not limited to, geriatric training. List of annual CE classes will constitute evidence of compliance.

**Requirement 26****Ambulance Staffing**

## Section

Schedule E Section III.C.1

## Requirement

All ALS emergency response ambulances being utilized under the agreement shall be staffed with at least one Riverside County accredited paramedic who has completed and holds current certifications as stipulated under Schedule E, Section III.B.5. Current shift schedule will constitute evidence of compliance.

**Requirement 27****Critical Incident Stress Debriefing and On-going stress reduction**

## Section

Schedule E section IV.D.1

## Requirement

Plan shall be sent to the contract administrator for review and approval. Attach current approved plan.

**Requirement 28****Chemical Dependency Program**

## Section

Schedule E Section IV.D.2

## Requirement

Plan shall be sent to the contract administrator for review and approval. Attach current approved plan.

**Requirement 29****Immunizations**

## Section

Schedule E Section IV.D.3.a

## Requirement

MMR, HBV, immunizations and TB/PPD testing shall be made available to personnel at no cost. Employee records shall be made available at the Contractors office for annual inspection by the EMS Agency.

**Requirement 30****Infection Control Program**

Section

Schedule E Section IV.D.3.b

Requirement

Plan shall be sent to the contract administrator for review and approval. Attach current approved plan.

**Requirement 31****Designation of Key Personnel**

Section

Schedule E Section IV.E

Requirement

Key functions will be defined and employee qualifications shall be sent to the contract administrator. Attach current list.

Key job functions shall be:

Name of Assigned Staff

Operational  
Quality Improvement  
In-Service Training  
Fleet Management  
System Status/Deployment

**Requirement 32****Driver Training Program & Map Reading**

Section

Schedule E section IV.F

Requirement

Plan shall be sent to the contract administrator for review and approval. Attach current approved plan. Subject to annual inspection by the EMS Agency.

**Requirement 33****Mileage of 911 Ambulance Vehicles**

Section

Schedule E Section V.A.1

Requirement

Ambulances utilized in the 911 system shall not exceed 275,000 miles effective 9/01/2005. Annual listing of all ambulances and the mileage to be attached. Subject to annual inspection by the EMS Agency.

**Requirement 34****Vehicle Maintenance Program**

Section

Schedule E Section V.A.2

Requirement

Plan shall be submitted to the contract administrator for approval. Attach current approved plan. Subject to annual facility inspection by the EMS Agency.

**Requirement 35****Medical Equipment/Supplies Restock**

Section

Schedule E Section V.B.2

## Requirement

Contractor shall submit a written plan for approval by the contract administrator detailing plans to maintain adequate equipment and supplies on all ambulances. Attach current approved plan.

**Requirement 36****First Responder Restock**

Section

Schedule E Section VI.A

## Requirement

Contractor shall have written agreements for the purpose of restocking supplies used by first responders. Attach all written agreements.

**Requirement 37****Return of Public Safety Personnel**

Section

Schedule E Section VI.B

## Requirement

Contractor agrees to return public service personnel who accompany the ambulance crew during transport, to their regular duty station at the earliest possible time following transport of the patient. Contractor agrees to develop and implement a program which reimburses public safety agencies for such use of personnel. Attach the current program.

**Requirement 38****Public Education Plan**

Section

Schedule E Section VII.A

## Requirement

The contractor shall have a public education plan approved by the contract administrator. Attach the plan and report of annual hours supplied by zone.

**Requirement 39****Data Collection & Reporting**

Section

Schedule E Section VIII.A

## Requirement

Contractor shall be responsible for the provision of detailed patient and EMS system data, both periodic written reports as well as computerized data, according to specifications set forth by the County and any future guidelines promulgated by the EMS agency. The data will be formatted as specified by the EMS Agency. Attach status report on the efficacy of the ePCR program in use by the Contractor. The EMS Agency shall annually verify program efficacy with the Hospital Paramedic Liaison Nurses and Trauma Program Managers. Proof of meeting this requirement shall include but not be limited to:

1. An annual report of the key indicators in the Contractors approved Quality Improvement Plan (QIP).



2. Special or focused patient population reports as requested by the EMS Agency.
3. Assurance that a Patient Care Report (PCR) is provided to the receiving hospital for every patient transported by the Contractor.
4. Electronic data collection software access and capabilities for all base hospitals to perform continuous quality review on the prehospital care provided to patients under their medical direction that were transported by the Contractor.

**Requirement 40 Patient Medical Records**

Section Schedule E Section VIII.B

**Requirement**

PCR shall be approved by the EMS Agency. The PCRs will be maintained as required by law. The records shall be maintained in a manner conducive to easy retrieval. Copies of PCRs shall be supplied to the EMS Agency upon request. Subject to inspection by the EMS Agency.

**Requirement 41 EMS Data Program Oversight Payment**

Section Schedule B

**Requirement**

Per Schedule to include annual payment of 420,000 dollars per year (plus CPI increases). Receipt of payment by the County shall constitute compliance.

**Requirement 42 Financial Reporting & Audit Requirements**

Section Schedule I

**Requirement**

Contractor shall submit financial reporting on a bi-annual basis (every 6 months). Reports are to be provided per schedule I specifications within 45 days after the last day of the preceding period.

**Requirement 43 Ambulance Back-Up Program**

Section Schedule J

**Requirement**

Contractor shall attach the ambulance back up program and a report on any activations of the program.

**Requirement 44 Field Supervisor Program**

Section Schedule E

**Requirement**

The contractor shall have a field supervisor program approved by the EMS Agency. Attach the current approved program.

1                               **San Bernardino County Board of Supervisors**

2                               **May 10, 2012**

3                               **AMR (Item 47)**

4

5       **Chairwoman Josie Gonzales**

6       I have a motion and I have a second and I will open the public comment on the  
7       consent calendar. And with this I will be calling Mr. Mike Bell who wants to speak  
8       on item number 47.

9       **Mike Bell**

10      Good morning Madam Chair, members of the Board. My name is Mike Bell, I'm  
11      the Fire Chief in Rancho Cucamonga also representing the San Bernardino County  
12      Fire Chief's Association along with several of my colleagues who are here in  
13      support of Item No. 47 on the agenda this morning. We just want to comment on  
14      the process which we were allowed to be a part of in producing this document this  
15      contract extension for the current provider for transport in our County. It was a  
16      good process that we were involved in. It involved also the current provider as  
17      well as the ICEMA Director and her staff and Mr. Devereaux helped facilitate that  
18      process as well so we were very pleased to be a part of it. We are happy with the  
19      outcome. We look forward to continuing to work with ICEMA in the development  
20      of the RFP for the bid process that will be concurrent with this contract extension.  
21      So thank you for that opportunity.

22      **Chairwoman Gonzales**

23      Well thank you for taking the time to come before us and to make those  
24      statements. It's important that we are aware that the public hears the efforts and  
25      the ideas that move forward and how they ultimately are delivered in the process  
26      of an item on this Board. Thank you so very much. (call on other items on the  
27      Consent Calendar) Virginia Hastings please come forward and speak on comments

1 on Item 47. Is she here? If not, I will move onto, oh Virginia. I didn't see you.  
2 Were you sitting there?

3 **Virginia Hastings**

4 Wearing my non descript grey suit so. Especially when I saw all these chiefs here.

5 **Chairwoman Gonzales**

6 I thought it would be nice for you to say a few words because they did take the  
7 time to be here this morning and they are in support.

8 **Virginia Hastings**

9 Well and I appreciate that support. I was a little shocked when I saw them all  
10 here at one time, I thought oh no, but thank you all very much for being here.  
11 Item 47 is the contract extension and we've worked diligently on it as a group for  
12 about 14 months now. A little give and take on everybody's part and really  
13 intended to hold the transportation system together while again jointly as a  
14 County we develop a new proposal for a review of the entire transportation system  
15 and a new bid to go out for a competitive process so I appreciate all of their  
16 support. It's one thing we can kind of take off our plate now and get to work on  
17 the other one which is the development of the RFP for the consultant to come in  
18 and study this very, very complicated County and a County which has really never  
19 had its transportation program put out to bid since everybody was grandfathered  
20 in. So it really opens a new era as the County moves forward. So thank you for  
21 the opportunity to comment and thank all of you. You know I panicked when  
22 more than 3 or 4 of you get in a room together. So thank you.

23 **Chairwoman Gonzales**

24 I will say first of all I know that you and the CEO's office has been working very  
25 hard on this and would like to make sure that as soon as you can that you share  
26 an identified timeline as we move forward so that then we can be comparing  
27 where we are at in three months, six months, nine months, as to are we adhering  
28 to an aggressive timeline, are we able to meet those timeline thresholds or not

1 and also making sure that we all see that this is an RFP process, very open, \_\_\_\_  
2 and that the process for EMS Services could take up to and I've heard three years,  
3 four years, when in fact we want to be able to complete the process as soon as  
4 possible so I'm asking for a timeline as soon as you can outline that. Make sure  
5 that everyone knows that we want to be aggressive. I'm not particularly  
6 interested in going all the way out to the four years. As soon as possible I think is  
7 very wise and acknowledging that it's not going to be easy and that in fact we  
8 have to be acting in good faith in order to be moving forward of the process that  
9 has viable and visible options. So I really thank you for all of your work.

10 **Virginia Hastings**

11 We have a time schedule outline which we would be glad to share with people...

12 **Chairwoman Gonzales**

13 I would be very interested in seeing that...

14 **Chairwoman Gonzales**

15 Part of the amount is that this complicated process has to go through a number of  
16 steps. First of all we have an excellent group advisory group working with us now.  
17 I call them my personal chief advisors. So we have a process established for  
18 continuing communications. Once we get a product done, we move it to our EMCC  
19 for review and comment. We then move these things to the Board for review and  
20 approval and the final RFP for the bid also has to be approved by the State. So  
21 there is just a time process for getting on everybody's agendas and that's worked  
22 into the schedule and we're also dependent to a degree on the State \_\_\_\_ Authority  
23 fulfilling its court ordered requirement to develop regulations for the development  
24 of these ambulance operating areas. So we're, I see the State is beginning to get  
25 that group together as well. So I think things will come together in a pretty timely  
26 manner. Thank you.

27 **Chairwoman Gonzales**

28 Thank you so very much. Supervisor Mitzelfelt.

1 **Supervisor Mitzelfelt**

2 During the interim I wanted to urge that the any data that is being collected on an  
3 ongoing basis relative to the providers that are operating now, that it all be  
4 complete and accurate and that so that when we evaluate looking back when the  
5 time comes when we're developing new contracts and proposals that we have  
6 good data that will stand the test of time so we can see trends over years and  
7 we're comparing apples to apples and ensuring that we have that good base line of  
8 good data. I think it's gonna be an important part of getting us to the next stage  
9 in this process.

10 **Virginia Hastings**

11 Thank you. We have very good data right now which we'll continue to collect from  
12 those who are on our electronic patient care records system which is primarily the  
13 private sector in some of the smaller fire departments. We're working now with  
14 the other fire departments and have had excellent cooperation into bringing them  
15 onto the patient care record system as well. So we should have a full systems  
16 worth of data at some point in probably another year but right now we have what  
17 we have and we can share it at any time.

18 **Supervisor Mitzelfelt**

19 I think the latter data is perhaps overdue based on my understanding of what the  
20 Board intended in the last go around of the performance based contract  
21 development so I think there is an urgency there.

22 **Virginia Hastings**

23 Well my personal chiefs advisory committee is really supportive of coming on to  
24 the electronic patient care record along with everybody else.

25 **Supervisor Mitzelfelt**

26 Great.

27 **Virginia Hastings**

28 Thank you.

1 **Supervisor Mitzelfelt**

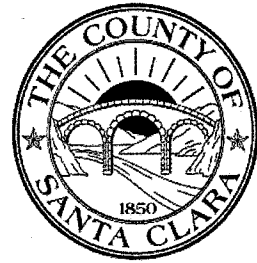
2 Thank you.

3 **Chairwoman Gonzales**

4 Any further questions? Thank you so much. Thank you Ms. Hastings. (testimony  
5 from other items on the Consent Calendar) I close the public comment portion,  
6 bring the item back before this Board, I have an amended motion, with an  
7 amended second, and include the number 59 item amendments that were stated  
8 by the clerk and my number 18 item for deferred mention with that, without  
9 further discussion, any opposition? Hearing none. The consent calendar is  
10 approved.

**County of Santa Clara**  
**Public Health Department**

**Emergency Medical Services Agency**  
976 Lenzen Avenue, Suite 1200  
San José, CA 95126  
408.885.4250 voice 408.885.3538 fax  
www.sccemsagency.org



April 27, 2012

Mark Norman  
Division General Manager  
Rural/Metro-Santa Clara County  
1345 Vander Way  
San Jose, CA 95112  
Email: mark.norman@rmetro.com

*Sent electronically and by USPS mail*

**Subject:** Quarterly Compliance Meeting Follow Up on Outstanding Contract  
Requirements & Deliverables

Dear Mr. Norman:

In follow up to our April 24<sup>th</sup> quarterly compliance meeting, this letter serves to reaffirm the County's expectations regarding the completion of all agreement requirements that have not been met and are past due. Unless stated differently in the agreement, all contract deliverables were due on July 1<sup>st</sup>, 2011. Based on mutual agreement, the County has established June 30, 2012 as being the due date for all outstanding deliverables. It is our desire to resolve this matter expeditiously and without having to exercise any of the options identified in Article XIV of the Agreement.

We thank you in advanced for your company's cooperation and if you should have any questions, please contact me at (408) 792-1343 or at john.blain@phd.sccgov.org.

Sincerely,

John Blain  
Contract Manager

Copy: Michael Petrie, Director  
Josh Davies, EMS Section Manager

- Attachment

*Board of Supervisors: Mike Wasserman, George Shirakawa, Dave Cortese, Ken Yeager, Liz Kniss  
County Executive: Jeffrey V. Smith*

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                             | Action Items                                                                                                                   | Status                                     |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>AGREEMENT</b>                                          |                                                                                                                                |                                            |
| 1.1 Definitions                                           | Left blank intentionally.                                                                                                      | Left blank intentionally.                  |
| 2.1 Term of Agreement                                     | Left blank intentionally.                                                                                                      | Left blank intentionally.                  |
| 2.2 Option to Extend                                      | Left blank intentionally.                                                                                                      | County to Determine.                       |
| 3.1 Scope of Work – General                               | Provide ALS First Response and ALS Emergency Ambulance Services<br>In place/Ongoing                                            | In place/Ongoing.                          |
| 3.2 Exclusive Operating Area Description and Service Area | Use services of County Communications                                                                                          | In place/Ongoing.                          |
|                                                           | Provide and perform services under terms and conditions of all of the exhibits                                                 | Ongoing                                    |
|                                                           | County EOA defined                                                                                                             | No Deliverable.                            |
|                                                           | Palo Alto EOA defined                                                                                                          | No Deliverable.                            |
| 3.3 Franchise Fee.                                        | Provide automatic and mutual aid into Palo Alto EOA.                                                                           | Aid provided per request of Palo Alto EOA. |
|                                                           | Quarterly payment of annual franchise fee.                                                                                     | In place/Ongoing.                          |
|                                                           | Annual increase to the franchise fee. CPI needed each December.                                                                | Ongoing.                                   |
| 3.4 County Communications Fee.                            | Quarterly payment of annual communications fee.                                                                                | In place/Ongoing.                          |
|                                                           | Annual increase to the franchise fee                                                                                           | In place/Ongoing.                          |
|                                                           | Pay annual first responder fee payment.                                                                                        | In place/Ongoing.                          |
| 3.5 First Responder Fees.                                 |                                                                                                                                |                                            |
| 3.5.1                                                     | Payment only to be issued if respective fire department holds a valid agreement with County & is in good standing with County. | In place/Ongoing.                          |
| 3.5.2                                                     | Payment shall be made in quarterly payments in arrears and within 15 days of receipt of each invoice.                          | In place/Ongoing.                          |
| 3.6 Ambulance and Ambulance Service Permit Fees.          | Initial payment of all ambulance service and permit fees required by the Santa Clara County Ordinance Code.                    | Completed.                                 |
|                                                           | Annual payment of all ambulance service and permit fees required by July of each year                                          | Ongoing.                                   |
| 3.7 Start-Up Personnel Costs.                             | One time Agreement administration fee payment.                                                                                 | Completed.                                 |



# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                    | Action Items                                                                                                                                                                                                                     | Status                                     |
|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 3.8 Attorneys' Fees.                                             | One-time payment for preparing all legal documents related to the RFP and this Agreement.                                                                                                                                        | Completed.                                 |
| 3.9 City of Sunnyvale.                                           | Fund Sunnyvale paramedic training, if accepted.                                                                                                                                                                                  | Payment Due: July 15, 2012                 |
| 3.10 Mutual and Automatic Aid.                                   | Provide services in accordance with existing and future automatic aid agreements. Rural/Metro shall respond to all mutual aid requests as authorized by the County.                                                              | Ongoing                                    |
| 3.10.1 Cooperative Ambulance Assistance Agreements.              | CAA Agreements with proposers outside this Operational Area.                                                                                                                                                                     | In development                             |
| 3.10.2 Intra-County Cooperative Ambulance Assistance Agreements. | CAA Agreements within the Santa Clara County Operational Area.                                                                                                                                                                   | In development                             |
| 3.10.3 Cooperation with other County EOA Providers.              | Implement CAA procedure with Palo Alto's EOA.                                                                                                                                                                                    | Aid provided per request of Palo Alto EOA. |
| 3.11 Disaster Assistance and Response.                           | Active involvement with planning for and responding to disasters within the Operational Area.                                                                                                                                    | Ongoing.                                   |
|                                                                  | Maintain sufficient resources to satisfy obligations to the County                                                                                                                                                               | Ongoing.                                   |
| 3.11.1 Medical Health Operations Center.                         | Senior Operations Manager as Agency Representative to MHOC, EOC, County Communications, etc.                                                                                                                                     | In place/As requested.                     |
| 3.12 Community Outreach & Enhancements.                          | Shall comply with the provisions in Exhibit C "Community Enhancements" and the requirements of Section 3.                                                                                                                        | <b>Not completed.</b>                      |
| 3.12.1 Education Requirements.                                   | Provide minimum of 30 hours for monthly public outreach and education/training.                                                                                                                                                  | In place/Ongoing.                          |
|                                                                  | Support collaborative education & training programs.                                                                                                                                                                             | <b>Not Completed.</b>                      |
| 3.12.2 Public Information.                                       | Coordination with County PIO in accordance with SEMS.                                                                                                                                                                            | In place/Ongoing.                          |
| 3.12.3 Advertising Materials.                                    | County shall review and approve or disapprove all advertising, brochures, promotional materials (which if approved will require the inclusion of the Santa Clara County EMS System logo & corresponding wording as appropriate). | <b>Not Completed.</b>                      |
|                                                                  | Promotional material must be provided in any bills for service issued.                                                                                                                                                           | <b>Not Completed.</b>                      |
| 3.12.4 Website.                                                  | Website for general public focused on services provided to the residents.                                                                                                                                                        | In place/Ongoing update as needed.         |
|                                                                  | Separate, secure website for employees.                                                                                                                                                                                          | In place/Ongoing update as needed.         |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                         | Action Items                                                                                                                                                                                                                                                                                                                                                                                               | Status                           |
|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| 3.13 Patient Satisfaction Program.                                    | Implement a coordinated Patient Satisfaction Program that focuses on the services provided to patients.                                                                                                                                                                                                                                                                                                    | In place/Ongoing.                |
| 3.14 Exclusive Use of Emergency Resources                             | Program shall contain quantitative and qualitative assessment mechanism and shall be modified from time to time.                                                                                                                                                                                                                                                                                           | In place/Ongoing.                |
| 4.1 Response Time Performance.                                        | Maintain sufficient resources to meet these contractual response time obligations.<br>May not use other R/M entities equipment, ambulances, facilities, personnel.<br>Operate to achieve response time compliance; each response zone, every month.<br>For each call not meeting response time requirements, report submitted to County documenting cause of the late and efforts to eliminate recurrence. | Ongoing.<br>Ongoing.<br>Ongoing. |
| 4.1.1 Medical Priority Dispatch System                                | Left blank intentionally.                                                                                                                                                                                                                                                                                                                                                                                  | Left blank intentionally.        |
| 4.1.2 Urbanization Coding/Population Density.                         | Update revisions provided by County of population density coding. Incorporate into system status planning and performance evaluation. Effective July 1st each year. Throughout the term of the agreement.                                                                                                                                                                                                  | Due July 1, 2012.                |
| 4.1.3 Response Time Requirements.                                     | County's EOA divided into 5 geographical response zones. Meet response time standards in each zone.<br>Meet response time standards in each priority.                                                                                                                                                                                                                                                      | Ongoing.                         |
| 4.1.4 Commencement of Response Time.                                  | Response time shall commence & be measured beginning with the time the call is dispatched by County Communications.                                                                                                                                                                                                                                                                                        | Ongoing.                         |
| 4.1.5 Response Clock.                                                 | Response time performance standards/monitored & reported monthly.                                                                                                                                                                                                                                                                                                                                          | Ongoing.                         |
| 4.2 Upgrades, Downgrades, Cancellations & Reassignments               | Response time performance standards/monitored & reported monthly                                                                                                                                                                                                                                                                                                                                           | Ongoing.                         |
| 4.2.1 Upgrades.                                                       | Response time performance standards/monitored & reported monthly                                                                                                                                                                                                                                                                                                                                           | Ongoing.                         |
| 4.2.2 Downgrades.                                                     | Response time performance standards/monitored & reported monthly                                                                                                                                                                                                                                                                                                                                           | Ongoing.                         |
| 4.2.3 Reassignment Enroute.                                           | Response time performance standards/monitored & reported monthly                                                                                                                                                                                                                                                                                                                                           | Ongoing.                         |
| 4.2.4 Multiple Ambulance Response                                     | Response time performance standards/monitored & reported monthly                                                                                                                                                                                                                                                                                                                                           | Ongoing.                         |
| 4.2.5 Cancelled Enroute Where Elapsed Time is More Than Response Time | Response time performance standards/monitored & reported monthly                                                                                                                                                                                                                                                                                                                                           | Ongoing.                         |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                                            |  | Action Items                                                                                                                                                                           | Status                                         |
|------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Requirement.                                                                             |  |                                                                                                                                                                                        |                                                |
| 4.2.6<br>Cancellation Enroute Where Elapsed Time is Less Than Response Time Requirement. |  | Response time performance standards/monitored & reported monthly                                                                                                                       | Ongoing.                                       |
| 4.3<br>Exemptions.                                                                       |  | Response time performance standards/monitored & reported monthly                                                                                                                       | Ongoing.                                       |
| 4.3.1<br>Unusual System Overload                                                         |  | Operational System Surge Event                                                                                                                                                         | Applied as required by the agreement.          |
|                                                                                          |  | During Times of Local Proclamation of Disaster or Emergency.                                                                                                                           | Applied as required by the agreement.          |
| 4.3.2<br>Response Times Outside of Exclusive Operating Area                              |  | Response time performance standards/monitored & reported monthly                                                                                                                       | Ongoing.                                       |
| 4.3.3<br>Response Time Exceptions and Exemption Requests:                                |  | Response Time Exemption Requests: documentation and request exclusion in accordance with EMS Policy 830.                                                                               | In place/Ongoing.                              |
| 4.4<br>Liquidated Damages for Non-Performance.                                           |  | Payment of liquidated damages for non-performance. Payment within 30 days of occurrence.                                                                                               | In place/Ongoing.                              |
| 4.4.1<br>Liquidated Damages for Monthly Zone Non-Compliance.                             |  | Payment of liquidated damages for non-performance. Payment within 30 days of occurrence.                                                                                               | In place/Applied as required by the agreement. |
| 4.4.2<br>Liquidated Damages for Response Time Non-Performance.                           |  | Payment of liquidated damages for non-performance. Payment within 30 days of occurrence.                                                                                               | In place/Applied as required by the agreement. |
| 4.4.3<br>Liquidated Damages for Non-Compliance with Other Standards.                     |  | Payment of liquidated damages for non-performance. Payment within 30 days of occurrence.                                                                                               | In place/Applied as required by the agreement. |
| 4.4.4<br>Liquidated Damages During Lame-Duck Period.                                     |  | Left blank intentionally.                                                                                                                                                              | Not applicable.                                |
| 4.4.5<br>Use of Liquidated Damages.                                                      |  | Revenue generated from non-performance is deposited into the EMS Trust Fund.                                                                                                           | Ongoing.                                       |
| 4.5<br>Liquidated Damages for In County Use of Non-Rural Metro EOA Ambulances.           |  | Liquidated Damages to be paid within 30 days of occurrence.<br>Payment to non-CAA provider if patient does not/cannot pay bill within six months of date of service, or if no patient. | In place/Ongoing.<br>In place/Ongoing.         |
| 4.6<br>Liquidated Damages for Failure to                                                 |  | Liquidated damages for each PCR Rural/Metro that is not accurately completed                                                                                                           | In place/Ongoing.                              |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                 |                                       | Action Items                                                                                                                                  | Status                               |
|-------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Produce Patient Care Records. |                                       |                                                                                                                                               |                                      |
| 4.8                           | San Antonio Valley Response.          | Cooperative implementation of operational response procedures.                                                                                | In place/Ongoing.                    |
| 4.9                           | Reasonable and Prudent Planning.      | Proof of reasonable and prudent planning efforts to support exemption request documentation.                                                  | In place/Ongoing.                    |
| 4.10                          | Minimum Deployment.                   | Shall ensure the no less than 3 ALS ambulances are available for response at all times.                                                       | Ongoing.                             |
| 4.11                          | Stand-By and Special Events Coverage. | Provide ALS ambulance; ALS first response; and/or EMS Field Supervisor services when requested by any public safety partner or by the County. | In place/Ongoing.                    |
| 5.1                           | Ambulances.                           | Arrival of 55 ambulances as described/specified in the contract                                                                               | Completed                            |
| 5.1.1                         |                                       | Twenty-five percent more ambulances that peak demand.                                                                                         | In place/Ongoing.                    |
| 5.1.2                         |                                       | Replace ambulances @ 250,000 miles or 5 years, whichever comes first.                                                                         | In place/Ongoing.                    |
| 5.1.3                         |                                       | County approval of display markings.                                                                                                          | Completed.                           |
| 5.1.4                         |                                       | All ambulances will 2011 model year Type III modular design with center floor-mounted gurney.                                                 | Completed.                           |
| 5.1.5                         |                                       | Power-assist gurneys.                                                                                                                         | Completed.                           |
| 5.1.6                         |                                       | Ambulance constructed to carry 2 recumbent patients & crew.                                                                                   | Completed.                           |
| 5.1.7                         |                                       | Safety markings.                                                                                                                              | Completed.                           |
| 5.1.8                         |                                       | County will provide unit numbering & typing identification.                                                                                   | Side unit ID placards not installed. |
| 5.1.9                         |                                       | State of the art alerting systems; initially and with each replacement. Howler or similar siren systems.                                      | Completed.                           |
| 5.1.10                        |                                       | Installation of traffic signal control solutions on all emergency vehicles and four County vehicles.                                          | Ongoing.                             |
| 5.1.11                        |                                       | Standardized ambulance specifications approval by County.                                                                                     | Completed.                           |
| 5.1.12                        |                                       | Vehicle supplies and equipment standards.                                                                                                     | Ongoing.                             |
| 5.1.13                        |                                       | Each vehicle must be capable of emitting a wireless signal to enable access to the internet.                                                  | Not Completed.                       |
| 5.1.14                        |                                       | Ambulances/vehicles with damages in excess of \$300.00 will not be placed into service until repaired to the satisfaction of the County.      | Not Completed.                       |
| 5.1.15                        |                                       | Maintain electronic vehicle maintenance database.                                                                                             | Ongoing.                             |
| 5.1.16                        |                                       | Vehicle service < 6,000 miles.                                                                                                                | Ongoing.                             |
| 5.1.17                        |                                       | Vehicle failure investigation and report. Due to County within 24-hours.                                                                      | Not Completed.                       |
| 5.2                           | Supervisor Vehicles.                  | At least three (3) in-service supervisors; vehicle labeling, inventory.                                                                       | Completed.                           |
|                               |                                       | Supervisor vehicles with 24,000 lbs towing capability.                                                                                        | Completed.                           |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                     | Action Items                                                                                     | Status                    |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------|
| 5.3<br>Equipment.                                                 | All vehicles supplied & equipped per Prehospital Care Manual.                                    | Completed.                |
|                                                                   | Equipment maintained as per manufacturer standards.                                              | Ongoing.                  |
| 5.4<br>Fleet Safety.                                              | Vehicle & equipment specifications & medications design to enhance safety.                       | In place/Ongoing.         |
|                                                                   | Provide driver education & training.                                                             | In place/Ongoing.         |
|                                                                   | Provide fleet security.                                                                          | Not completed.            |
|                                                                   | G-Force video collectors in vehicles.                                                            | In place/Ongoing.         |
|                                                                   | Recordkeeping system to improve safety & monitor driving performance.                            | Not completed.            |
|                                                                   | Patient & attendant restraint systems.                                                           | In place/Ongoing.         |
|                                                                   | Pediatric restraint system.                                                                      | In place/Ongoing.         |
|                                                                   | Ensure fleet maintenance designed to promote & enhance safety.                                   | To be determined.         |
| 5.5<br>Special Services Equipment                                 | Left blank intentionally.                                                                        | Left blank intentionally. |
| 5.5.1<br>Disaster Cache.                                          | Mobile disaster cache of basic medical supplies for 500 patients for no less than 96 hours.      | Not Completed.            |
| 5.5.2<br>Alternative Transport Ambulances.                        | Alternative transport vehicles (Kubota - All terrain).                                           | Completed/Ongoing.        |
| 5.5.3<br>Bariatric Unit.                                          | Bariatric unit(s) and equipment. Timely availability. Stationed at Main; Sunnyvale; South County | Completed/Ongoing.        |
| 5.6<br>Ambulance Strike Teams/Medical Task Force.                 | Capability to deploy Planned AST/MTF within 60 minutes of request by the County.                 | In place/Ongoing.         |
| 5.6.1<br>Immediate need request for an ALS ambulance strike.      | Capability to fill immediate need AST request.                                                   | In place/Ongoing.         |
| 5.6.2<br>Disaster Medical Support Unit (DMSU).                    | Maintain DMSU. Readiness. Coordinate maintenance.                                                | In place/Ongoing.         |
| 5.6.3<br>Staff the DMSU. Respond time limits.                     | Out of OA, 60 minutes;                                                                           | Ongoing.                  |
|                                                                   | Within OA, 11:59 minutes.                                                                        | Ongoing.                  |
| 5.6.4<br>Restock DMSU.                                            | Restock supplies used by DMSU.                                                                   | Ongoing/As needed.        |
| 5.7<br>Administrative Facilities, Stations & Employee Facilities. | Left blank intentionally.                                                                        | Left blank intentionally. |
| 5.7.1<br>Headquarters.                                            | Headquarters/office located within the County.                                                   | Completed.                |
| 5.7.2<br>Facilities.                                              | Facilities with County accessible lock box with keys (for each facility).                        | Completed.                |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                          | Action Items                                                                                                                                                 | Status                                      |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 5.7.3<br>Facility Security.                            | Facility security plan (for each facility).                                                                                                                  | Not completed.                              |
|                                                        | Facility communications/alerting with back-up power (for each facility).                                                                                     | Not completed.                              |
| 5.7.4<br>Disaster Cache.                               | Facility disaster cache for personnel support (for each facility).                                                                                           | In place/Ongoing.                           |
| 5.7.5<br>Station Identification.                       | Station markings and direct phone line.                                                                                                                      | Not completed.                              |
| 5.8<br>Supplies.                                       | Provide all supplies & equipment as per policy; County Code and State Law. Minimum needed for 2 weeks of operations.                                         | In place/Ongoing.                           |
| 5.9<br>Environmental Responsibility.                   | Environmental Responsibility Plan to include Recycling Plan [review "Green Business" regulations]                                                            | Received 04/19/12 -- Under review.          |
| 5.10<br>Security Interest / Three Way Lease Agreement. | R/M shall grant the County first priority lien holder for all motor vehicle used by R/M                                                                      | Completed July 1, 2011.                     |
|                                                        | Evidence of title for each motor vehicle forwarded to the County.                                                                                            | Ongoing.                                    |
|                                                        | Additional agreements as may be required by the County.                                                                                                      | To be applied as required by the agreement. |
| 5.11<br>Space Occupancy Agreements.                    | Space Occupancy rights agreements for the County.                                                                                                            | Ongoing.                                    |
| 5.12<br>Security Interest in Equipment and Supplies.   | First priority liens in favor of the County: equipment & supplies. Additional agreements & statements as required.                                           | Ongoing.                                    |
| 6.1<br>Clinical Quality Program.                       | Clinical Quality Program Approval.                                                                                                                           | Ongoing.                                    |
| 6.2<br>Medical Oversight.                              | Medical oversight provided by the County EMS Medical Director.                                                                                               | Left blank intentionally.                   |
| 6.3<br>Rural/Metro Medical Advisor.                    | R/M medical advisor >= 0.25 FTE.                                                                                                                             | Ongoing.                                    |
| 6.4<br>Advanced Clinical Care.                         | All ambulances rendering services shall be staffed with at least one paramedic & equipped to render paramedic care. The second staff member shall be an EMT. | Ongoing.                                    |
| 6.5<br>Medical Protocols.                              | Comply with medical protocols & policies.                                                                                                                    | Ongoing.                                    |
|                                                        | Employees trained in and abide by Prehospital Care Manual.                                                                                                   | Ongoing.                                    |
|                                                        | Clinical Manager: medical protocol compliance                                                                                                                | Ongoing.                                    |
| 6.6<br>Direct Interaction with Medical Control.        | R/M QI & Liaison with the County.                                                                                                                            | Ongoing.                                    |
| 6.7<br>Medical Review/Audits.                          | Attendance at Medical review/audits; Scheduling accommodations                                                                                               | Ongoing.                                    |
| 6.8<br>Quality Improvement.                            | Develop and implement comprehensive QI process. Approval.                                                                                                    | Ongoing.                                    |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                               | Action Items                                                                                                                                                                                                        | Status                                                                                      |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 6.8.1 Training Programs (Non-Continuing Education).         | Non-CE In-service training programs at employees regular hourly rates.                                                                                                                                              | Ongoing.                                                                                    |
| 6.8.2 Clinical Upgrades.                                    | \$50,000/year for non-mandated clinical upgrades.                                                                                                                                                                   | To be determined.                                                                           |
| 6.9 Committee Participation.                                | Shall participate in all appropriate EMS System committees and task force groups.                                                                                                                                   | In place/Ongoing.                                                                           |
| 6.10 Field Treatment Guide Production.                      | Production/printing of >=3000 Field Treatment Guides every other year, beginning Fiscal Year 2013; 2015; 2017.                                                                                                      | Production of printed guide ceased. iPhone App created 04/10/12. Droid App being developed. |
| 6.11 Clinical Quality Assurance and Improvement.            | Compliance with EQUIP.                                                                                                                                                                                              | Not completed.                                                                              |
| 6.12 Clinical Education and Training.                       | Shall develop & implement clinical education & training program for approval by the County. This program must synchronize with the County-approved EQUIP; Provide will include new employee orientation.            | Not completed.                                                                              |
|                                                             | Provide will include continuing education.                                                                                                                                                                          | Completed.                                                                                  |
|                                                             | Provide will include Santa Clara County EMS Orientation.                                                                                                                                                            | Completed.                                                                                  |
|                                                             | Provide will include field training officer (FTO) program.                                                                                                                                                          | Not completed.                                                                              |
|                                                             | Become a California CE provider in compliance with Title 22.                                                                                                                                                        | Completed.                                                                                  |
|                                                             | Extend CE to fire agencies using the curriculum.                                                                                                                                                                    | Ongoing.                                                                                    |
| 6.13 County EMS Conference.                                 | Assist in annual County EMS Conference.                                                                                                                                                                             | In process.                                                                                 |
| 7.1 Data Reporting.                                         | Monthly performance reports within 10 business days of the first of each month.                                                                                                                                     | In place/On going.                                                                          |
| 7.2 Information Officer.                                    | Identify a primary Information Officer & adequate relief/back-up personnel.                                                                                                                                         | Completed – Brian Hubbell                                                                   |
|                                                             | All personnel assigned to the Information Officer responsibilities shall complete the CSTI or other approved class, as well as crisis and/or, basic & advanced Information Officer programs approved by the County. | Not Completed.                                                                              |
| 7.3 Computer Aided Dispatch.                                | Payment within 30 days of invoice for CAD modifications.                                                                                                                                                            | In place/Ongoing.                                                                           |
| 7.3.1 Automated Vehicle Location/Global Positioning System. | AVL integrates County CAD and able to support any fire or law agency in the county.                                                                                                                                 | In place/Ongoing.                                                                           |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                              | Action Items                                                                                                                                                                                                                                                | Status                                             |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 7.4<br>Quality Improvement Data Reporting. | Comprehensive electronic data system must be fully comprehensive & capture & report complete & integrated information on all EMS system activities beginning with the receipt of a request for service & up to & including transport & arrival information. | Completed.                                         |
| 7.5<br>Financial Statement Reporting.      | Shall ensure the personnel comply with field reporting requirements, including accuracy & completeness of reports.                                                                                                                                          | Not completed/Missing reports.                     |
|                                            | Will assume the cost of integrating the medical reporting system.                                                                                                                                                                                           | To be determined.                                  |
|                                            | Shall publish, at least quarterly, an accounting of revenues & expenses incurred with the EOA in a format approved by the County Contract Manager.                                                                                                          | Not completed.                                     |
|                                            | [Refer to Section 10.11 of the 2 <sup>nd</sup> Amendment]                                                                                                                                                                                                   |                                                    |
|                                            | Annual cash flow & income statements shall be provided within 90 days of end of the fiscal year. External audit and certification by CPA.                                                                                                                   | Due September 30, 2012.                            |
| 7.6<br>Service Complaints.                 | The annual statements audited & certified by an external CPA at R/M's expense.                                                                                                                                                                              | Due September 30, 2012.                            |
|                                            | R/M shall comply with such other reasonable, miscellaneous financial reporting requirements as may be specified by the County, at R/M expense.                                                                                                              | To be determined.                                  |
|                                            | Shall submit monthly reports of all complaints received & their appropriate disposition/resolution.                                                                                                                                                         | Ongoing                                            |
|                                            | Shall provide a data reporting application for near real-time evaluation of performance & response time data as specified by the County.                                                                                                                    | In place/Ongoing.                                  |
|                                            | System shall enable web-based access by the County, first response agencies & other as authorized by the County.                                                                                                                                            | Not completed/Need to provide to fire departments. |
| 7.7<br>Performance Data and Reporting.     | Shall provide standardized reports to the County & to the fire departments with the standards established by the County.                                                                                                                                    | Not completed/Need to provide to fire departments. |
|                                            | Will collaborate with the County & first response agencies to provide routine & ad hoc.                                                                                                                                                                     | Ongoing.                                           |
|                                            | Data reporting system to include syndromic surveillance data evaluation.                                                                                                                                                                                    | Not completed.                                     |
|                                            | County and fire department 24 hour access to data system: compliance, performance improvement, syndromic surveillance, etc.                                                                                                                                 | Not completed.                                     |
|                                            | Screen & access to monitoring systems for County offices [3], Operational Area EOC [1], MHOC [1] & County Communications.                                                                                                                                   | Not completed.                                     |
| 7.8<br>Dynamic Data Presentation.          | Remote access for County EMS & fire departments [8].                                                                                                                                                                                                        | Not completed.                                     |
|                                            | All materials related to the performance of the Agreement shall be posted to a secured website that may be accessed by the County.                                                                                                                          | In place/Ongoing.                                  |
|                                            | The website shall provide verification of document posting dates/times.                                                                                                                                                                                     | In place/Ongoing.                                  |
|                                            | All records, reports & documents shall be posted to & accessible by the County by the respective required submission dates.                                                                                                                                 | In place/Ongoing.                                  |
|                                            | Shall retain electronic & hardcopy back-ups.                                                                                                                                                                                                                | To be determined.                                  |
| 7.9<br>Secured Compliance Website.         |                                                                                                                                                                                                                                                             |                                                    |



# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                  | Action Items                                                                                                                                                                                                                           | Status                                      |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 7.10<br>Public Data and Reporting.             | To the greatest extent possible, shall maintain transparency in the operations of its services.                                                                                                                                        | Not completed.                              |
|                                                | Shall publicly report all performance & public financial data on its publicly accessible website.                                                                                                                                      | Not completed.                              |
| 7.11<br>Patient Care Records.                  | PCRs must be completed for all patients for whom care (including assessment), is rendered at the scene, regardless of whether the patient is transported.                                                                              | Ongoing.                                    |
|                                                | Shall pay a portion of annual cost of maintaining the EMS Patient Care Data System program, payment include in annual franchise fee.                                                                                                   | In place/Ongoing.                           |
|                                                | PCR must be delivered to the County Contract Manager or Medical Director on reasonable demand.                                                                                                                                         | In place/Ongoing.                           |
| 7.11.1<br>Prehospital Data Collection System.  | Shall participate in Prehospital Data Collection System in accordance with County standards.                                                                                                                                           | Ongoing.                                    |
| 7.11.2<br>Data Capture.                        | Shall coordinate data capture with County Communications to identify total number of patients assessed, total number of patients treated; total number of patients transported by ambulance; total number of patients not transported. | In place/Ongoing.                           |
|                                                | PCRs should clearly identify those instances when 2 or more patients are transported in the same ambulances.                                                                                                                           | In place/Ongoing.                           |
| 8.1<br>Integration.                            | Shall ensure first responder integration to improve clinical patient care: overall system efficiency; the cost effectiveness of the EMS system consistent with the terms of Exhibit J.                                                 | Not completed.                              |
| 8.1.1<br>First Response by Rural/Metro.        | R/M shall provide first response, patient care, transportation services & incident management until the appropriate public safety responder having investigative authority arrives on scene.                                           | In place/Ongoing.                           |
| 8.1.2<br>Incident Command System.              | Shall fully & actively adhere to the ICS & Personnel Accountability System as adopted by the County in addition to SEMS & NIMS.                                                                                                        | Not completed.                              |
| 8.2<br>Subcontractors.                         | Has elected not to subcontract with any particular local agency.                                                                                                                                                                       | To be applied as required by the agreement. |
| 8.3<br>Billing Supply, Inventory, and Restock. | Will provide on the spot, one-for-one replacement of both consumable & disposable medical supplies.                                                                                                                                    | In place/Ongoing.                           |
|                                                | Participate in exchange of basic durable medical supplies on-scene.                                                                                                                                                                    | In place/Ongoing.                           |
|                                                | Will include disposable medical supplies & personal protective supplies as authorized by the County.                                                                                                                                   | In place/Ongoing.                           |
|                                                | Shall coordinate supply & inventory changes with first responders through the Prehospital Providers Advisory Committee & the EMS Section of Fire Chiefs Association prior to implementation following approval by the County.          | In place/Ongoing.                           |
| 8.4<br>Return to Station.                      | In any situation in which fire agency personnel assist during transport to the hospital, R/M shall provide or arrange within reasonable time period, return transportation to the fire station for those personnel.                    | In place/Ongoing.                           |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                 | Action Items                                                                                                                                                 | Status                                      |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 8.5 Paramedic & EMT Training Program Support. | Shall provide In-service & joint EMS training for first responders                                                                                           | Not Completed                               |
| 9.1 Personnel.                                | Will support the recruitment & retention of a highly qualified staff.                                                                                        | In place/Ongoing.                           |
|                                               | Ensure employees meet the County's standards.                                                                                                                | In place/Ongoing.                           |
|                                               | Adhere to the terms of Exhibit K.                                                                                                                            | Not completed.                              |
|                                               | Ensure quality, employee-driven programs in the organization.                                                                                                | Not completed.                              |
|                                               | Background check will be reportable to the County & shall be paid for by R/M.                                                                                | In place/Ongoing.                           |
|                                               | Possess current licenses/certification as required by Santa Clara County & the State of California.                                                          | In place/Ongoing.                           |
| 9.2 Minimum Employment Requirements.          | Possess a current State of California driver license with ambulance certificate & a driving history that meets R/M standards.                                | In place/Ongoing.                           |
|                                               | Pass a standard physical ability evaluation.                                                                                                                 | In place/Ongoing.                           |
|                                               | Pass a State of California Department of Justice & Federal criminal background check.                                                                        | In place/Ongoing.                           |
|                                               | Pass a drug & alcohol screen.                                                                                                                                | In place/Ongoing.                           |
| 9.3 Incumbent Personnel Solicitation.         | Employment guarantee for qualified incumbent paramedics and EMTs.                                                                                            | Completed.                                  |
| 9.4 County Credentialing Required.            | Compensation & benefits.                                                                                                                                     | In place/Ongoing.                           |
|                                               | County credentialing of EMTs, paramedics and Field Supervisors. Background state & federal checks reportable to the County.                                  | In place/Ongoing.                           |
| 9.5 Initial Deployment Plan.                  | Deployment plan implementation. Refer to Exhibit L.                                                                                                          | Completed.                                  |
| 9.6 Salary and Benefits.                      | Shall provide employees with competitive salary, access to healthcare benefits (including medical, dental, & vision) & access to retirement program options. | Ongoing.                                    |
| 9.7 Recruitment and Retention.                | Implement an aggressive recruitment & retention program.                                                                                                     | In place/Ongoing.                           |
|                                               | Establish priority hiring programs with Santa Clara County EMT & paramedic training programs.                                                                | Not completed.                              |
| 9.8 Personnel Preference by County.           | Left blank intentionally.                                                                                                                                    | To be applied as required by the agreement. |
| 9.9 Field Management and Supervision.         | Three on-duty accredited field supervisors at all times.                                                                                                     | Completed/Ongoing.                          |
|                                               | Selection process to include the County and the EMS Section of the SCCFCA.                                                                                   | Completed/Ongoing.                          |
|                                               | All field supervisors to be certified Ambulance Strike Team Leader within one year of agreement execution.                                                   | Not completed.                              |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                           | Action Items                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Status                                                                        |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 9.10<br>Operational Area Ambulance Coordinator Support. | When requested, provide resources to the County in assisting with completing the duties of the Medical Health Operational Area Coordinator.<br>Shall be responsible for assisting the County in central routing of patients from the field to the hospital (or other location) in times emergency or during Level 3 MPMP activations.<br>Will participate & coordinate routine exercises in support of these functions under the direction of the County.<br>Shall provide uniforms to its personnel providing services under the Agreement which are distinctive from all other ambulance providers clearly identifying such personnel as SCC EMS. | Ongoing.<br>Ongoing.<br>Ongoing.<br>In place/Ongoing.                         |
| 9.11<br>Employee Uniforms.                              | All uniforms must only display County-approved insignia.<br>Shall develop & implement a Health & Wellness Program for all employees.<br>Program shall provide for preventative health; injury reduction & prevention; mental & physical wellness.                                                                                                                                                                                                                                                                                                                                                                                                   | In place/Ongoing.<br>Ongoing.<br><b>Not Completed.</b>                        |
| 9.12<br>Health and Wellness.                            | Shall set forth a program consistent with the program set forth in Exhibit K.<br>Shall provide all personnel with Hepatitis A, Hepatitis B & annual influenza inoculations at no cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Not Completed.</b><br>Ongoing.                                             |
| 9.12.1<br>Immunizations.                                | Shall provide a minimum of 14 days supply of antibiotics, as identified in the Santa Clara County Pandemic Influenza Plan, for all employees & their families.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | In place/Ongoing.                                                             |
| 9.12.2<br>Priority Prophylaxis.                         | Rural/Metro shall maintain a drug & abuse free workplace                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Ongoing.                                                                      |
| 9.12.3<br>Substance Abuse.                              | Shall follow a comprehensive EEO program that is consistent with the County's Policy on Diversity.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Ongoing.                                                                      |
| 9.13<br>Workforce Diversity.                            | Will implement a diversity recruitment program to ensure that workforce reflects the diverse communities it serves.<br>Revenue will be collected for patients that are transported from 9-1-1 system responses in accordance with a County-approved billing & fee schedule found in Exhibit M.                                                                                                                                                                                                                                                                                                                                                      | <b>Not completed.</b><br>In place/Ongoing.                                    |
| 10.1<br>Financial Management.                           | Will charge according to the charges in the fee schedule.<br>Shall receive no compensation from the County or cities for providing the Services und this agreement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | In place/Ongoing.<br>In place/Ongoing.                                        |
| 10.2<br>Billing System.                                 | Will process the billing & collections for services provided under the Agreement.<br>Shall operate a billing program which will link with the County's CAD and with R/M's ePCR system.<br>Patients will receive local as well as a toll free telephone numbers to the R/M office.                                                                                                                                                                                                                                                                                                                                                                   | In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.                   |
| 10.3<br>User Fees.                                      | Will charge no more than amount identified in Exhibit "M". THIS SECTION AMENDED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | In place/Ongoing.<br>Per 3 <sup>rd</sup> Amendment to the Agreement 03/13/12. |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                     | Action Items                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status                    |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 10.4<br>Fee Increases.                                            | Left blank intentionally.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Left blank intentionally. |
| 10.4.1<br>Fee Increase for Cause.                                 | Petition for rate increase for cause.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Left blank intentionally. |
| 10.4.2<br>County Assistance.                                      | Left blank intentionally.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Left blank intentionally. |
| 10.5<br>Informed Consent for Ambulance Transportation.            | Personnel shall comply with all applicable federal, state, local laws, regulations, & policies to obtaining informed legal consent.<br>Patients that do not present a condition which requires immediate need of ambulance transportation to an emergency department shall be provided a pricing schedule, where appropriate.<br>Pricing schedule will include applicable disclaimers related to insurance coverage, additional costs, etc.<br>R/M shall not encumber ambulance transportation for patients that are not in immediate need of transportation by ambulance. | In place/Ongoing.         |
| 10.6<br>Non-Ambulance Transport Requirements.                     | Upon approval by the County, R/M shall develop & implement various non-ambulance transport options in need of non-emergent transportation.<br>Upon approval by the County, R/M will implement a Resource Access Program (RAP).                                                                                                                                                                                                                                                                                                                                             | Not Completed.            |
| 10.7<br>Collections.                                              | Shall take reasonable & prudent measures to collect bills from patients that received authorized services.<br>No collections will take place at the time of service.                                                                                                                                                                                                                                                                                                                                                                                                       | In place/Ongoing.         |
| 10.8<br>Billing Waivers for Impoverished, Conserved & Vulnerable. | Shall establish a procedure that allows for the patient or responsible party to make a payment arrangement.<br>Such patients must fill out a "Financial Statement" form.<br>Billing Manager will review the form & assess an appropriate & acceptable monthly payment arrangement.<br>All information relating to financial hardship requests shall be kept confidential.                                                                                                                                                                                                  | In place/Ongoing.         |
| 10.9<br>Billing Audits.                                           | Will use a two-layer audit process to ensure integrity.<br>Billing Department supervisors shall perform monthly paper & customer service phone line audits to ensure that all claims are recorded; all reports balance; & customers receive the highest level of service.<br>R/M's Corporate Office shall conduct separate but similar audits as an external review.                                                                                                                                                                                                       | In place/Ongoing.         |
| 10.10<br>Patients' Bill of Rights.                                | R/M's Corporate Office shall perform audits to ensure billing practices remain compliant with all Sarbanes Oxley requirements.<br>County approval of a Patient's Bill of Rights.                                                                                                                                                                                                                                                                                                                                                                                           | To be determined.         |
|                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | To be determined.         |
|                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Under development         |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                        | Action Items                                                                                                                                                                                                                                                                                | Status                    |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 10.11 Lockbox.                       | THIS SECTION AMENDED. Per 2 <sup>nd</sup> Amendment to the Agreement 06/21/11.                                                                                                                                                                                                              | Not Applicable.           |
| 10.11 Bank Accounts                  | Shall process revenues for ambulance services under this agreement.                                                                                                                                                                                                                         | In place/Ongoing.         |
| 10.11.1 Revenue Collection Accounts. | All monies collected by R/M from fees for ambulance services under agreement shall be deposited in an account with JPMorgan Chase.                                                                                                                                                          | In place/Ongoing.         |
| 10.11.2 Control Accounts.            | Provide County security interest in all monies deposited.                                                                                                                                                                                                                                   | In place/Ongoing.         |
| 10.11.3 Operational Accounts.        | R/M to fund cost of maintaining account.                                                                                                                                                                                                                                                    | In place/Ongoing.         |
| 11.1 Insurance.                      | R/M to provide monthly, quarterly & yearly financial reports.                                                                                                                                                                                                                               | In place/Ongoing.         |
| 11.2 Types of Insurance.             | Shall obtain & provide insurance as set forth in Article XI.                                                                                                                                                                                                                                | In place/Ongoing.         |
| 11.2.1 Automobile Liability.         | Left blank intentionally.                                                                                                                                                                                                                                                                   | Left blank intentionally. |
| 11.2.2 Commercial General Liability. | Combine single limit for bodily injury & property damage of not less than \$2 million for each occurrence & \$5 million aggregate limit.                                                                                                                                                    | In place/Ongoing.         |
| 11.2.3 Professional Liability.       | Insurance covering bodily injury (including death), personal injury & property damage, with a limit of not less than \$5 million for each occurrence & a \$5 million aggregate limit.                                                                                                       | In place/Ongoing.         |
| 11.2.4 Workers' Compensation.        | Coverage shall include premises & operations, personal injury liability, & severability of interest.                                                                                                                                                                                        | In place/Ongoing.         |
| 11.3 Primary Insurance.              | Shall maintain Professional Liability insurance covering bodily injury, with limit of not less than \$5 million for each occurrence & a \$5 million aggregate limit.                                                                                                                        | In place/Ongoing.         |
| 11.4 Evidence of Coverage.           | Coverage required herein shall be maintained for a minimum of 2 years following termination or completion of this Agreement.                                                                                                                                                                | In place/Ongoing.         |
|                                      | Shall carry Workers' Compensation Insurance to cover obligations imposed by federal & state statutes for all employees who are subject to this Agreement, including broad all-states coverage; and Employer's Liability Insurance with a limit of not less than \$1 million per occurrence. | In place/Ongoing.         |
|                                      | R/M's insurance shall respond first as it relates to bodily injury or property damage caused by R/M in the performance of its services.                                                                                                                                                     | In place/Ongoing.         |
|                                      | Shall furnish to the County Certificates of Insurance issued by Rural/Metro's insurer as evidence that the coverage.                                                                                                                                                                        | In place/Ongoing.         |
|                                      | Is placed with reasonably acceptable insurers.                                                                                                                                                                                                                                              | In place/Ongoing.         |
|                                      | Is detailed on the Certificates as specified in this Agreement;                                                                                                                                                                                                                             | In place/Ongoing.         |
|                                      | Is in full force and effect upon the commencement date of services.                                                                                                                                                                                                                         | In place/Ongoing.         |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                             | Action Items                                                                                                                                                                                                                                                                                                                                                                                                                      | Status                                      |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
|                                           | Rural/Metro shall furnish to the County updated Certificates as policies are renewed. Individual endorsements executed by the insurance carrier shall accompany the certificate                                                                                                                                                                                                                                                   | In place/Ongoing.                           |
| 11.5<br>Additional Insured.               | Shall include the following endorsement, a copy of which shall be provided to the County: "County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds."                                                                                                             | In place/Ongoing.                           |
| 11.6<br>Insurance Company Rating.         | Insurance policies required under this Agreement shall have been issued by an insurance company having a financial rating of at least "A-, VI" by A.M. Best Company or better according to the A.M. Best Rating Guide as of the date the policy is issued.                                                                                                                                                                        | In place/Ongoing.                           |
| 11.7<br>Notice of Cancellation.           | All coverage as required in this Article 11 shall not be canceled or changed so as to no longer meet the specified County insurance requirements without 30 days prior written notice of such cancellation or change being delivered to the County or its designated agent.                                                                                                                                                       | In place/Ongoing.                           |
| 11.8<br>Waiver.                           | Waiver of recovery against the County for commercial general liability and for automobile liability policies.                                                                                                                                                                                                                                                                                                                     | In place/Ongoing.                           |
| 11.9<br>Supplemental Insurance.           | County, in its reasonable discretion, may require Rural/Metro to obtain additional coverage or increase the amount of any insurance Rural/Metro carries to the extent the coverage is reasonably and commercially available to Rural/Metro ("Supplemental Coverage"). County shall allow reasonable time for Rural/Metro's insurance broker to research the market availability of such required Supplemental Coverage.           | In place/Ongoing.                           |
| 11.10<br>Additional Insurance.            | Rural/Metro may obtain additional insurance not required by this Agreement.                                                                                                                                                                                                                                                                                                                                                       | In place/Ongoing.                           |
| 11.11<br>Reservation of Rights.           | The County reserves the right, from time to time, to review Rural/Metro's insurance coverage, limits, deductible and self-insured retentions to determine if they are acceptable to the County.                                                                                                                                                                                                                                   | In place/Ongoing.                           |
| 11.12<br>Cost of Insurance.               | Rural/Metro shall, at its sole cost and expense, comply with the insurance requirements set forth above.                                                                                                                                                                                                                                                                                                                          | In place/Ongoing.                           |
| 11.13<br>No Cap on Rural/Metro Liability. | The foregoing requirements as to the types and limits of insurance coverage to be maintained by Rural/Metro and any approval of said insurance by the County or its insurance consultant(s) are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by Rural/Metro pursuant to this Agreement, including but not limited to the provisions concerning indemnification. | In place/Ongoing.                           |
| 11.14<br>Self Insurance.                  | Self insurance evidence of financial capacity. The County approval in writing. At such time as R/M may chose to self insure.                                                                                                                                                                                                                                                                                                      | To be applied as required by the agreement. |
| 11.15                                     | Subcontractors are required to carry same insurance coverage or be covered by                                                                                                                                                                                                                                                                                                                                                     | To be applied as required by                |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                    |                  | Action Items                                                                         | Status                                                                     |
|--------------------------------------------------|------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Subcontractor Insurance.<br>12.1                 |                  | R/M's own policies.                                                                  | the agreement.                                                             |
|                                                  |                  | Performance Bond. Issuing companies minimum rating.                                  | In place/Ongoing.<br>Expires: June 30, 2012.                               |
| 12.2                                             |                  | Indemnification of the County.                                                       | In place/Ongoing.                                                          |
| Indemnification.<br>12.3                         |                  | THIS SECTION AMENDED.                                                                | In place/Ongoing. Per 2 <sup>nd</sup> Amendment to the Agreement 06/21/11. |
|                                                  |                  |                                                                                      |                                                                            |
| 13.1                                             |                  | Left blank intentionally.                                                            | Left blank intentionally.                                                  |
| Contract Administration.<br>13.1.1               |                  | Designated by County Contract Administrator & shall manage the Agreement.            | In place/Ongoing -- John Blain                                             |
|                                                  |                  |                                                                                      |                                                                            |
| Contract Manager<br>13.1.2                       |                  | Full time Governmental and Public Affairs Liaison or equivalent.                     | In place/Ongoing -- Brian Hubbell                                          |
| Governmental and Public Affairs Liaison.<br>13.2 |                  | Comply with County Ordinance Code and with associated Ambulance Per/Mit regulations. | Ongoing.                                                                   |
|                                                  |                  |                                                                                      |                                                                            |
| Compliance with County Standards.<br>14.1        | Material Breach. | 14.1.1                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.2                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.3                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.4                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.5                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.6                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.7                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.8                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.9                                                                               | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.10                                                                              | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.11                                                                              | To be applied as required by the agreement.                                |
|                                                  |                  | 14.1.12                                                                              | To be applied as required by the agreement.                                |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                   |         | Action Items                                                                                                                                  | Status                                                  |
|---------------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
|                                 | 14.1.13 | Left blank intentionally.                                                                                                                     | the agreement.                                          |
|                                 | 14.1.14 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
|                                 | 14.1.15 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
|                                 | 14.1.16 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
|                                 | 14.1.17 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
|                                 | 14.1.18 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
|                                 | 14.1.19 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
|                                 | 14.1.20 | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| 14.2                            |         | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| Declaration of Material Breach. |         |                                                                                                                                               |                                                         |
| 14.3                            |         | THIS SECTION AMENDED.                                                                                                                         | Per 2 <sup>nd</sup> Amendment to the Agreement 06/21/11 |
| Remedies.                       |         |                                                                                                                                               | Agreement 06/21/11                                      |
| 14.3.1                          |         | THIS SECTION AMENDED.                                                                                                                         | Per 2 <sup>nd</sup> Amendment to the Agreement 06/21/11 |
| 14.4                            |         | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| Lame Duck Provision.            |         |                                                                                                                                               |                                                         |
| 14.4.1                          |         | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| 14.4.2                          |         | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| 14.4.3                          |         | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| 15.1                            |         | The Agreement incorporates each of the Exhibits.                                                                                              | Deliverables identified in the Exhibits.                |
| Incorporation of Exhibits.      |         |                                                                                                                                               |                                                         |
| 15.2                            |         | The Agreement may be amended by mutual agreement of the Parties in writing, subject to County or Board of Supervisors approval when required. | To be applied as required by the agreement.             |
| Amendments.                     |         |                                                                                                                                               |                                                         |
| 15.3                            |         | Left blank intentionally.                                                                                                                     | To be applied as required by the agreement.             |
| Notices.                        |         |                                                                                                                                               |                                                         |
| 15.4                            |         | Shall not assign any portion of this Agreement with first obtaining written consent from the County.                                          | To be applied as required by the agreement.             |
| Assignment.                     |         |                                                                                                                                               |                                                         |



Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                | Action Items                                                                                                                                                                                | Status                                             |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 15.5 Product Endorsement/Advertising         | Shall not use the name of the County of Santa Clara or the County EMS Agency for endorsement of any commercial products or services without the expressed written permission of the County. | To be applied as required by the agreement.        |
| 15.6 Governing Law and Venue.                | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.7 Entire Understanding.                   | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.8 Attorneys' Fees.                        | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.9 Policies and Procedures.                | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.10 Fair Market Value.                     | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.11 Policy Acknowledgement.                | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.12 Covenant of Further Assurances.        | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.13 Waiver.                                | Left blank intentionally.                                                                                                                                                                   | To be applied as required by the agreement.        |
| 15.14 Performance Guarantee.                 | Guaranty executed by R/M Corporation: Refer to Exhibit N.                                                                                                                                   | Executed on December 14, 2010                      |
| <b>EXHIBIT A - DEFINITIONS</b>               |                                                                                                                                                                                             |                                                    |
| Definitions.                                 | Left blank intentionally.                                                                                                                                                                   | Left blank intentionally.                          |
| <b>EXHIBIT B - COMMUNICATIONS</b>            |                                                                                                                                                                                             |                                                    |
| Medical Radio Dispatching                    | Factor in Rural/Metro's ambulance deployment plan                                                                                                                                           | In place/Ongoing.                                  |
| Computer Aided Dispatch (CAD)                | IS hardware, software, personnel capable of receiving and processing requested data. Monitor system stability and resolve system failures in a mutually agreed upon timeframe.              | In place/Ongoing.                                  |
| Dispatch Operations Support Services Liaison | Designate Communications Liaison POC for the County Communications Support Services Liaison.                                                                                                | Rose Marino, Supervising Communication Dispatcher. |
|                                              | Designated Rural/Metro Liaison to County Communications                                                                                                                                     | Brian Hubbell, Operations Manager.                 |
| Mobile Radio Requirements                    | Appropriate mobile radios installed in each ambulance and each supervisor                                                                                                                   | In place/Ongoing.                                  |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                                 | Action Items                                                                                                                                                                                                 | Status            |
|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|                                                                               | vehicle.<br>Maintain cache of five spare mobile radios at County Communications. Implicit: prior to the commencement of agreement. And on-going.                                                             | In place/Ongoing. |
| Portable Handheld Radio Requirements                                          | Each crew member assigned an appropriate portable radio. Ensure effective transmission and reception to/from each fixed station and HQ<br>Implicit: prior to the commencement of agreement. And on-going.    | In place/Ongoing. |
|                                                                               | Minimum cache of five (5) spare radios for repair purposes. Maintain five caches of six portable radios each for use within the EMS System. Each EMS Supervisor Vehicle on duty shall contain a radio cache. | Completed.        |
| Mobile Data TeR/Minerals (MDT)/Mobile Digital Computers (MDC)                 | Install mobile data teR/Minerals/computers in each ambulance and each field supervisor vehicle.                                                                                                              | In place/Ongoing. |
|                                                                               | Provide and install MDT/MDCs in 5 EMS Agency emergency response vehicles.                                                                                                                                    | 3 installed.      |
| Global Positioning System (GPS) Automatic Vehicle Location (AVL) Requirements | GPS/AVL (MARVLS) in each ambulance & field supervisor vehicle.                                                                                                                                               | In place/Ongoing. |
| Telephone, Tone and Voice Pager Requirements                                  | Redundant unit alert capabilities. Phone line at each ambulance station, HQ, etc. Personnel carry (minimum) one-way UHF analog tone & voice pager.                                                           | In place/Ongoing. |
| Contractor Operations-Specific Requirements                                   | Dynamic system status management/standards of coverage plan are implemented and functional before.                                                                                                           | Ongoing.          |
|                                                                               | Manage dynamic system deployment during times of system surge.                                                                                                                                               | Ongoing.          |
|                                                                               | Personnel recall system.                                                                                                                                                                                     | Ongoing.          |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item | Action Items | Status |
|---------------|--------------|--------|
|---------------|--------------|--------|

## EXHIBIT C - COMMUNITY ENHANCEMENTS

|                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                               |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Community Enhancements                     | Agrees to build positive relationships with its customers, including addressing significant differences, if any, in different customer groups or market segments.<br>Share recognition with all stakeholder of the Santa Clara County EMS System in public relations & education efforts.<br>Will participate in any community events initiated by EMS System partners in the County.                                                                                              | In place/Ongoing.<br><br>Not Completed.<br><br>In place/Ongoing.                                                              |
| Education Requirements                     | Educational schedule; Semi-annual (every six months).<br>CPR/AED training; Semi-annual (every six months).<br>Continue previous provider's programs.<br>Recommendations on which existing programs to continue or modify. "...after a review of the services that are offered."<br>Medic event to support each quarterly public education campaign.<br>Participation in community planned events.<br>Prevalent health issues in specific communities; Multi-lingual presentations. | Not Completed.<br>Not Completed.<br>Not Completed.<br>Not Completed.<br>Not Completed.<br>In place/Ongoing.<br>Not Completed. |
| Santa Clara County EMS Foundation          | Establish SCC EMS 501(c) 3 Foundation.                                                                                                                                                                                                                                                                                                                                                                                                                                             | Not Completed/Under development                                                                                               |
| Public Access Defibrillation (PAD) Program | Expand and augment PAD program.<br>Establish "Santa Clara County EMS Project Heart Beat."<br>Separate website.<br>24-hour CISM for PAD users<br>Ongoing readiness checks of AEDs by site liaisons.                                                                                                                                                                                                                                                                                 | Not Completed/Due December 31, 2011.<br>Not Completed.<br>Not Completed.<br>Not Completed.<br>Not Completed.                  |
| School Programs                            | Outreach education to local schools re: EMS System.<br>Participate in the Every 15 Minutes program, career and health fairs.                                                                                                                                                                                                                                                                                                                                                       | Ongoing.<br>Ongoing.                                                                                                          |
| Community Education Schedule               | Annual community education plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Not Completed.                                                                                                                |
| Customer Hotline                           | Consumer Access Hotline. Publish in telephone directories and website.<br>Process.                                                                                                                                                                                                                                                                                                                                                                                                 | In place/Ongoing.                                                                                                             |
| Outreach via Social Media                  | Tracking reported monthly to County.<br>Public education via social media. Publicize key events.<br>SCC EMS Safety blog.                                                                                                                                                                                                                                                                                                                                                           | In place/Ongoing.<br>In place/Ongoing<br>Not Completed.                                                                       |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                      | Action Items                                                                           | Status                    |
|--------------------------------------------------------------------|----------------------------------------------------------------------------------------|---------------------------|
| Patient Satisfaction Program                                       | Customization of "Vital Signs" with input from County & fire agencies. Monthly review. | Not Completed.            |
| Customer Inquiries                                                 | Monthly customer surveys mailings and reviews.                                         | In place/Ongoing.         |
|                                                                    | Customer complaints; logging and tracking.                                             | In place/Ongoing.         |
|                                                                    | Monthly report of the log to County.                                                   | In place/Ongoing.         |
|                                                                    | Use internally for training/Improvement.                                               | In place/Ongoing.         |
|                                                                    | Report of complaints and outcomes monthly to the County                                | In place/Ongoing.         |
|                                                                    | R/M management review/analysis of monthly Customer Inquiry Report.                     | In place/Ongoing.         |
| <b>EXHIBIT D – RESPONSE TIME REQUIREMENTS</b>                      |                                                                                        |                           |
| Response Time Requirements.                                        | Left blank intentionally.                                                              | Left blank intentionally. |
| <b>EXHIBIT E – DAMAGES FOR NON-COMPLIANCE WITH OTHER STANDARDS</b> |                                                                                        |                           |
| Damages for Non-Compliance with Other Standards.                   | Left blank intentionally.                                                              | Left blank intentionally. |
| <b>EXHIBIT F - FLEET &amp; EQUIPMENT REQUIREMENTS</b>              |                                                                                        |                           |
| Ambulance Specifications                                           | Ambulances will be custom-designed and identically configured                          | In place/Ongoing          |
| Clinical Care Equipment                                            | Vehicles stocked and equipped as per County standards/policy.                          | In place/Ongoing          |
| Equipment Maintenance                                              | DME preventative maintenance; logs for life of all equipment.                          | In place/Ongoing          |
| Medical Supply Warehousing                                         | Centralized medical supply warehouse.                                                  | In place/Ongoing          |
|                                                                    | Single channel distribution. RFID from OATSystems.                                     | Not Completed.            |
|                                                                    | Storage space for EMS System resources.                                                | In place/Ongoing          |
| Supervisor Vehicles                                                | Nine specified supervisor vehicles, each Flex Fueled.                                  | In place/Ongoing          |
|                                                                    | Radios and other communications equipment                                              | In place/Ongoing          |
|                                                                    | Work stations – for command situations                                                 | Not Completed.            |
|                                                                    | Clinical care equipment and supplies.                                                  | In place/Ongoing          |
| Fleet Security                                                     | Place safeguards at each site to deter vandalism/theft.                                | Not Completed.            |
|                                                                    | Privacy Chain Link Fencing around parking areas.                                       | Not Completed.            |
|                                                                    | Access cards to each property.                                                         | Not Completed.            |
|                                                                    | Lock boxes (County accessible) that requires access cards to remove keys.              | Not Completed.            |
|                                                                    | Security cameras on each site.                                                         | Not Completed.            |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                 | Action Items                                                                                                                              | Status                      |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Vehicle Safety Systems                                        | GPS locators on each ambulance.                                                                                                           | Not Completed.              |
|                                                               | All facilities safety, modern, & clean. Records of monthly facility checks.                                                               | Not Completed.              |
| Patient and Attendant Restraint Systems                       | Vehicle video cameras, recording activated by G-force and by RLS.                                                                         | In place/Ongoing.           |
|                                                               | Seatbelt use. Five-point harness.                                                                                                         | In place/Ongoing.           |
| Pediatric Restraint Systems                                   | Safety Nets over cabinets and end of bench seat. Equipment securing. Sliding doors on compartments.                                       | Not Completed.              |
|                                                               | Secure seating for children and Five-point harness for pediatric patients.                                                                | In place/Ongoing.           |
| Fleet Maintenance                                             | Follow the fleet maintenance schedule documented on pages 4 & 5 of Exhibit F.                                                             | In place/Ongoing.           |
|                                                               | Compete a comprehensive daily vehicle inspection report for each ambulance before it is put into service.                                 | In place/Ongoing.           |
| Field-Level Maintenance                                       | Crew shall log any concerns on a Pre-Trip Inspection Form                                                                                 | In place/Ongoing.           |
| <b>EXHIBIT G - GREEN / CARBON FOOTPRINT PROVISIONS</b>        |                                                                                                                                           |                             |
| Green / Carbon Footprint Provisions                           | Environmentally responsible decisions.                                                                                                    | Plan submitted on 04/19/12. |
|                                                               | Implement Environmental Responsibility Plan                                                                                               | Under review.               |
| Environmental Responsibility Plan                             | Provide during New Employee Orientation Program                                                                                           | Plan submitted on 04/19/12. |
|                                                               | Designated Green Officer.                                                                                                                 | Under review.               |
|                                                               | Office Practices.                                                                                                                         | Not Completed.              |
|                                                               | Cleaning Practices.                                                                                                                       | In place/Ongoing.           |
|                                                               | Fleet Practices.                                                                                                                          | Plan submitted on 04/19/12. |
|                                                               |                                                                                                                                           | Under review.               |
| <b>EXHIBIT H - EMS QUALITY IMPROVEMENT</b>                    |                                                                                                                                           |                             |
| County Clinical Provisions & Medical Oversight                | Provide County with a clinical program that achieves contemporary benchmarks of clinical excellence in progressive & sustainable fashion. | Not Completed.              |
|                                                               | Inter-agency CQI performance evaluations                                                                                                  | Not Completed.              |
| Medical Review / Audits                                       | Medical audits drive continuous quality improvement.                                                                                      | Not Completed.              |
|                                                               | Audit of critical skills                                                                                                                  | Not Completed.              |
| Demonstrable Progressive Clinical Quality Improvement Program | Three full-time clinical staff members.                                                                                                   | In place/Ongoing.           |
|                                                               |                                                                                                                                           | Not Completed.              |
|                                                               | Integrated training & CQI departments                                                                                                     | Not Completed.              |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                                   | Action Items                                                                             | Status            |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------|
|                                                                 | Comprehensive EMS data system                                                            | Not Completed.    |
|                                                                 | Clinical Manager experience in Prehospital CQI and education. Sixteen hours CE annually. |                   |
| LiveQA Initiative                                               | LiveQA Initiative.                                                                       | In place/Ongoing. |
| CQI Program Overview                                            | Quality Improvement Committee                                                            | In place/Ongoing. |
| Prospective QI                                                  | Employee access via secure website.                                                      | Completed.        |
|                                                                 | NEOP: EMS System QI plan.                                                                | Not Completed.    |
|                                                                 | Field personnel attend updates on SCC protocols & policies.                              | Completed.        |
|                                                                 | Become CE provider.                                                                      | Completed.        |
|                                                                 | QI program supported by four full time employees.                                        | Not Completed.    |
| Concurrent QI                                                   | Daily monitoring of medical control.                                                     | Not Completed.    |
|                                                                 | CE opportunities.                                                                        | To be determined. |
|                                                                 | FTOs as mentors.                                                                         | Not Completed.    |
| Retrospective QI                                                | 100 % low-frequency/high-risk skill.                                                     | Not Completed.    |
|                                                                 | Job Well Done award.                                                                     | To be determined. |
|                                                                 | Random audits of PCRs.                                                                   | Not Completed.    |
|                                                                 | Participate in research projects.                                                        | To be determined. |
| Internal CQI Process                                            | Audit vs the Standard of Care.                                                           | Not Completed.    |
| External CQI Process                                            | Coordinate with hospital QI.                                                             | Not Completed.    |
| Clinical Quality Indicators & Monitoring                        | SCC EQIP – clinical indicators monthly reports.                                          | Not Completed.    |
| Clinical Education & Training                                   | Training and Education via four channels.                                                | Not Completed.    |
| New Employee Orientation Program                                | New Employee Orientation Program includes the items listed on page 11 of Exhibit H.      | Not Completed.    |
| Paramedic Partner Program                                       | For new EMTs entering the ALS system.                                                    | Not Completed.    |
| Orientation to Santa Clara County EMS System                    | Orientation sessions: FTO evaluations of new employees.                                  | Not Completed.    |
| Field Training Officer Program                                  |                                                                                          | Not Completed.    |
| Continuing Education for First Responder & Ambulance Crews      | Fire agency training personnel training materials every other month.                     | Not Completed.    |
| Joint EMT/Paramedic Education                                   | Mobile training vehicle.                                                                 |                   |
|                                                                 | Quarterly joint in-class training. Strategic Quality Plan. Clinical & Operational.       | Not Completed.    |
| 24/365 Online Educational Opportunities                         | "TargetSafety" system: 24/7 web-based training.                                          | Not Completed.    |
| Training Data Management                                        | Electronic training, certification, etc. records.                                        | Not Completed.    |
| <b>EXHIBIT I - TECHNOLOGY, DATA, AND REPORTING REQUIREMENTS</b> |                                                                                          |                   |
| MARVLIS AVL System                                              | MARVLIS AVL System<br>AVL backbone for fire and law agencies to use.                     | In place/Ongoing  |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                      | Action Items                                                                                                                                      | Status                                  |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
|                                                    | MARVLIS Client Mobile Data Terminal                                                                                                               | In place/Ongoing                        |
|                                                    | MARVLIS Server                                                                                                                                    | In place/Ongoing                        |
|                                                    | MARVLIS Impedance Monitor                                                                                                                         | In place/Ongoing                        |
|                                                    | MARVLIS Demand Monitor                                                                                                                            | In place/Ongoing                        |
|                                                    | MARVLIS Deployment Monitor                                                                                                                        | In place/Ongoing                        |
| Patient Care Records                               | Participate in Prehospital data collection system. Mandatory fields.                                                                              | In place/Ongoing                        |
| Customizable Layouts<br>Integration with Monitors  | ImageTrend & TapChart                                                                                                                             | In place/Ongoing                        |
|                                                    | Service Bridge.                                                                                                                                   | In place/Ongoing                        |
| Vehicle Area Network                               | Vehicle Area Network                                                                                                                              | Not completed.                          |
|                                                    | ePCR data warehouse at location specified by County.                                                                                              | Not completed.                          |
|                                                    | County secure access to ImageTrend & FirstWatch systems.                                                                                          | In place/Ongoing                        |
|                                                    | EMTrack System                                                                                                                                    | EMTrack no longer in use by the County. |
| Performance Data and Reporting                     | Use FirstWatch.                                                                                                                                   | In place/Ongoing                        |
| FirstWatch Performance Dashboards                  | FirstWatch Dashboard. Specified features for County use.                                                                                          | In place/Ongoing                        |
| FirstWatch Syndromic Surveillance                  | FirstWatch Real-Time Early Warning System.                                                                                                        | Not completed.                          |
|                                                    | Synchronizes with PHD Essence Surveillance software.                                                                                              | Not completed.                          |
|                                                    | Data for retrospective analysis.                                                                                                                  | Not completed.                          |
|                                                    | Integrate and merge hospital data along with dispatch data.                                                                                       | Not completed.                          |
| Electronic Data Reporting                          | Reference table Electronic Data Reporting on page 5 of Exhibit I for details of required data and their source systems.                           | In place/Ongoing                        |
| Data Reporting Capabilities                        | Reference table containing the Performance Reporting Requirements on pages 5 & 6 of Exhibit I.                                                    | In place/Ongoing                        |
| <b>EXHIBIT J - INTEGRATION OF FIRST RESPONDERS</b> |                                                                                                                                                   |                                         |
| Local Training                                     | ACLS (or County approved equivalent) & PALS (or County approved equivalent) certification for all first response: County EMS Agency; & employees. | Not Completed.                          |
|                                                    | Invite fire agency personnel participation in education and training, at least quarterly.                                                         | Not Completed.                          |
|                                                    | EMT recertification & education free training materials.                                                                                          | Not Completed.                          |
|                                                    | Every other month on 24 month cycle.                                                                                                              | Not Completed.                          |
| Mobile Training Van                                | Out of service ambulance used on a rotating schedule.                                                                                             | To be determined/Not Completed.         |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                          | Action Items                                                                                                                                   | Status                                     |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
|                                                        | Custom programs.                                                                                                                               | To be determined/Not Completed.            |
| 24/365 Web Training.                                   | 24-hour web education for those using the "TargetSafety" system.                                                                               | In place/Ongoing.                          |
| Student Ridealongs & Preferred Placement               | Ride-a-long services for local EMT & paramedic training programs.                                                                              | In place/Ongoing.                          |
| Joint Special Events Team                              | Preferential placement to students of County approved programs, fire department personnel or County permitted ambulance provider.              | Proposal due 09/30/12 - Nothing submitted. |
| Firefighter Rehab Support:                             | Joint Special Events Team.                                                                                                                     | In place/On going.                         |
| Negotiated Discounts                                   | Rescuer rehab at second alarm fires or other incidents.                                                                                        | Not Completed.                             |
|                                                        | Provide negotiated discounts on supplies and equipment to the County and to first responder agencies.                                          | Not Completed.                             |
|                                                        | Efficient and convenient purchasing process.                                                                                                   |                                            |
| <b>EXHIBIT K - EMPLOYEE &amp; WORKFORCE PROVISIONS</b> |                                                                                                                                                |                                            |
| Incumbent Personnel Solicitation                       |                                                                                                                                                | Completed.                                 |
| County Credentialing Required                          |                                                                                                                                                | Completed/On going.                        |
| Pre-Screening of Employees                             | State and federal background check reportable to the Santa Clara County EMS Agency.                                                            | In place/On going.                         |
| Lifting Technique Training                             | Comprehensive Back Safety and Injury Prevention program for all employees during orientation and those who return to work following an injury. | In place/Ongoing.                          |
| Hazard Reduction Training                              | Training and Policies & Procedures. Specific minimum listing.                                                                                  | In place/Ongoing.                          |
| Salary & Benefits                                      | Meets or exceeds incumbent's. Competitive. Average meets or exceeds incumbent's.                                                               | In place/On going                          |
| Health, Dental & Vision Benefits                       | Health, HAS, Dental, Vision.                                                                                                                   | In place/On going                          |
| Vacation, Sick Time & Holidays                         | Vacation accrual schedule. Sick time. Holidays                                                                                                 | In place/On going                          |
| Bereavement & Leaves of Absence                        | Provide                                                                                                                                        | In place/Ongoing.                          |
| Employee Assistance Program                            | Provide                                                                                                                                        | In place/Ongoing.                          |
| Tuition & Certification Reimbursement                  | Reimbursement program. Continuing Education hours offered.                                                                                     | In place/Ongoing.                          |
| Paramedic Scholarships                                 | Two scholarships annually.                                                                                                                     | In place/Ongoing.                          |
| Life Insurance                                         | Provide                                                                                                                                        | In place/On going                          |
| Short & Long Term Disability                           | Provide                                                                                                                                        | In place/On going                          |
| 401(k) Savings Plan                                    | Provide                                                                                                                                        | In place/On going                          |



# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                               | Action Items                                                                                                                                                                                                                                                          | Status                                                                         |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Recruitment and Retention                                   | Support for local EMS training programs. Preferred placement for graduates.<br>If first responder agencies have interest: cooperative recruitment and hiring program.                                                                                                 | In place/Ongoing.<br>In place/Ongoing.                                         |
| Diversity Outreach Opportunity & Recruitment Program (DOOR) | Comprehensive Equal Employment Opportunity (EEO) program. Adhere to the County of Santa Clara's Policy on Diversity.<br><br>Partnership with local Santa Clara County organizations, support their initiatives and solicit their participation in recruitment events. | <b>Not Completed/Due December 31, 2011</b><br><br><b>Due December 31, 2011</b> |
| Supervisory & Management Personnel Screening                | Innovative ideas, a willingness to work as a team, and a deep sense of community partnership and support.                                                                                                                                                             | <b>Not Completed.</b>                                                          |
| Education & Training                                        | New Employee Orientation Program. Continuing education. Field exercises. Become/Maintain Continuing Education Provider certification.                                                                                                                                 | In place/Ongoing.<br>In place/Ongoing.                                         |
| New Hire Orientation Program                                | Provide                                                                                                                                                                                                                                                               | In place/Ongoing                                                               |
| Transitional Training                                       | Four (4) hour EMS System Update prior to June 1, 2011.                                                                                                                                                                                                                | Completed.                                                                     |
| Orientation to Santa Clara County EMS System                | Accreditation and orientation for all new paramedics.                                                                                                                                                                                                                 | In place/Ongoing                                                               |
| Driver Training                                             | Assist County in providing EMS System orientation, etc.<br><br>Ongoing driver training program with integral mapping training.<br>Refresher training shall be completed every two years.<br>Refresher training shall be completed every two years.                    | In place/Ongoing<br><br>In place/Ongoing<br><br>Due June 2013                  |
| Incident Command System Training                            | ICS; SEMS; NIMS & other required training prior to start of field service.                                                                                                                                                                                            | In place/Ongoing                                                               |
| WMD Training                                                | CBRNE (AWR-160) training.                                                                                                                                                                                                                                             | In place/Ongoing                                                               |
| Infection Control Training                                  | In county on-call infection control officer available 24/7.                                                                                                                                                                                                           | In place/Ongoing.                                                              |
| Critical Incident Stress Management (CISM) Training         | CISM training for field supervisors, other interested parties. Internal CISM team available as a resource to first responders and other system stakeholders.                                                                                                          | <b>Not Completed.</b>                                                          |
| Backgrounds Checks                                          | All contractors and employees. Reportable to County.                                                                                                                                                                                                                  | In place/Ongoing.                                                              |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                              | Action Items                                                                                                                                                                                                                                                                                                                                                                                                                                             | Status                                                                                                                             |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Public Trust Positions and Key Personnel   | Upon request; all key management personnel to complete Public Trust Position declarations. Replacement personnel of equal or superior qualifications. County and fire agencies involvement in selection process.                                                                                                                                                                                                                                         | TBD                                                                                                                                |
| Field Management and Supervision           | EMS Field Supervisors participation in daily EMS Duty Chief briefing.                                                                                                                                                                                                                                                                                                                                                                                    | In place/Ongoing.                                                                                                                  |
| General Provisions                         | Build rapport through shared training, community service and extracurricular activities.<br>All employees thoroughly oriented to the system; follow all company procedures; ICS & SEMS.<br>Field personnel, managers, supervisors, EMTs, paramedics: adhere to ICS or County instructions regarding on-scene operations as applicable.<br>Operations Manager available 24/365.<br>Work with County re: credentialing for specific functions within NIMS. | In place/Ongoing.<br><br><b>Not Completed.</b><br>In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing. |
| Two-Way Communication                      | Multiple avenues for encouraging, gathering, feedback on and acting on EE improvement suggestions.                                                                                                                                                                                                                                                                                                                                                       | In place/Ongoing.                                                                                                                  |
| Employee Recognition                       | "Job Well Done" program.<br>Host quarterly events for employees and first responders.<br>Local business discounts.                                                                                                                                                                                                                                                                                                                                       | In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.                                                                        |
| Pathways for Advancement                   | Provide                                                                                                                                                                                                                                                                                                                                                                                                                                                  | In place/Ongoing.                                                                                                                  |
| Safe and Healthy Work Environment          | Twice annually EE health and wellness fair. BioMetric Health Screenings. Safe Health & Wellness Committee: Employees, County, fire department personnel.                                                                                                                                                                                                                                                                                                 | <b>Not Completed.</b>                                                                                                              |
| Health & Wellness Immunizations            | List of basic immunizations for field employees.<br>Annual TB testing for clinical employees.<br>Comply with OSHA and NFPA PPE.<br>Annual N-95 respirator fit testing.<br>Zimek Sterilizing System.<br>Available to fire departments.                                                                                                                                                                                                                    | <b>Not Completed.</b><br>In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.     |
| Personal Protective Equipment (PPE)        | Following programs as described in Exhibit K:<br>Provide                                                                                                                                                                                                                                                                                                                                                                                                 | In place/Ongoing.                                                                                                                  |
| Ambulance & Equipment Sanitation           | Annual facility inspections<br>Monthly safety message.<br>Provide                                                                                                                                                                                                                                                                                                                                                                                        | In place/Ongoing.<br>In place/Ongoing.<br>In place/Ongoing.                                                                        |
| Injury Reduction and Prevention            | Provide                                                                                                                                                                                                                                                                                                                                                                                                                                                  | In place/Ongoing.                                                                                                                  |
| Safe Lifting Program - the BACKPAK         | Provide                                                                                                                                                                                                                                                                                                                                                                                                                                                  | In place/Ongoing.                                                                                                                  |
| Facility Inspection Process                | Three field personnel plus each field supervisor.                                                                                                                                                                                                                                                                                                                                                                                                        | In place/Ongoing.                                                                                                                  |
| Monthly Safety Briefings                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                    |
| Health Savings Accounts                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                    |
| Employee Assistance Program (EAP)          |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                    |
| Critical Incident Stress Management (CISM) |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                    |
| Lunch & Learn Session                      | Quarterly courses that promote wellness.                                                                                                                                                                                                                                                                                                                                                                                                                 | In place/Ongoing.                                                                                                                  |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                             | Action Items                                                                                                                       | Status                                                                        |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Nutrition & Physical Fitness                              | Shall provide employee with several benefits designed to encourage proper nutrition & physical fitness.                            | In place/Ongoing.                                                             |
| Annual Physicals                                          | Encourage employees to undergo an annual physical examination.                                                                     | In place/Ongoing.                                                             |
| Deductible-Free Wellness Care                             | Provide (United Healthcare or Kaiser)                                                                                              | In place/Ongoing.                                                             |
| Physical Agility Assessments                              | New hire & Annual physical agility assessment for field employees.<br>(Done by US Healthworks)                                     | New Hire - In place/Annual                                                    |
| Access to Healthy Food                                    | Storage and preparation.                                                                                                           | Not Completed.                                                                |
|                                                           | Locally customized Calorie guide in each ambulance.                                                                                | Not Completed.                                                                |
|                                                           | Healthy food options.                                                                                                              | Not Completed.                                                                |
|                                                           | Provided to interested fire departments.                                                                                           | Not Completed.                                                                |
| Drug-Free Workplace Policies                              | Shall maintain policies to ensure employees are free from influence of alcohol & intoxicating drugs while on duty.                 | In place/Ongoing.                                                             |
| Drug/Alcohol Screening                                    | Prior to hire. Work with Labor to establish testing procedures.                                                                    | In place/Ongoing.                                                             |
| Substance Abuse/Drug Testing                              | Drug and alcohol screenings. Policies on drug and alcohol use. Employee Assistance Program. Closely track "Controlled Substances". | In place/Ongoing.                                                             |
| Controlled Substances                                     | "Controlled Substances" policy and procedure. Narcotic diversion policy for approval by the County EMS Medical Director.           | In place/Ongoing.                                                             |
| Staffing & Shift Schedules                                | Flexible work schedules.                                                                                                           | In place/Ongoing.                                                             |
|                                                           | Dedicates full-time Human Resources Manager.                                                                                       | Human Resource Generalist                                                     |
|                                                           | Dedicated System Resource Scheduler.                                                                                               | In place/Ongoing.                                                             |
|                                                           | Fair rules for multiple-employer work hours to ensure safely rested EEs.                                                           | In place/Ongoing.                                                             |
|                                                           | Web-based scheduler software.                                                                                                      | In place/Ongoing.                                                             |
|                                                           | Comply with California Wage & Hours laws.                                                                                          | In place/Ongoing.                                                             |
|                                                           | In addition to UHU, monitor all unit activity.                                                                                     | In place/Ongoing.                                                             |
|                                                           | Monthly workload reports to R/M management team and to County.                                                                     | In place/Ongoing.                                                             |
|                                                           | Amend System Status Plan (SSP) as necessary to ensure responsible workload                                                         | In place/Ongoing.                                                             |
|                                                           | Threshold for 24-hour units is .40 UHU.                                                                                            | In place/Ongoing.                                                             |
| <b>EXHIBIT L - DEPLOYMENT PLANNING &amp; INITIAL PLAN</b> |                                                                                                                                    |                                                                               |
| Deployment Planning & Initial Plan                        | Adherence to initial Deployment plan for initial two quarters of the contract period.                                              | July 1, 2011 thru January 1, 2012. Initial plan modified on December 3, 2011. |
|                                                           | Deployment plan modifications; upon five days notification to the County.                                                          | Ongoing from January 1, 2012 through the remainder of the contract period.    |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                      |                                                           | Action Items                                                                                                                                | Status                                                    |
|----------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Initial Deployment Plan                            |                                                           | Initial Deployment Plan specifications: weekly Unit Hours & number of posting locations for night & for day plans.                          | Through December 31 2011.<br>Changed on December 3, 2011. |
| Hard to Serve Areas (HSA) & HSA Waypoints          |                                                           | Update Deployment Plan accordingly upon HSA waypoint updates.                                                                               | Ongoing upon annual updates.                              |
| Reasonable and Prudent Planning                    |                                                           | Shall be responsible for reasonable and prudent planning related to system deployment. This may include increasing unit hours as necessary. | In place/Ongoing.                                         |
|                                                    |                                                           | In the event that exemptions are requested, sufficient proof of reasonable & prudent planning must be provided.                             | In place/Ongoing.                                         |
| <b>EXHIBIT M - AMBULANCE BILLING AND USER FEES</b> |                                                           |                                                                                                                                             |                                                           |
| Ambulance Billing and User Fees.                   |                                                           | Contains defined user fees for start of the contract. THIS SECTION AMENDED.                                                                 | Per 3 <sup>rd</sup> Amendment to the Agreement 03/13/12   |
| <b>EXHIBIT N - PERFORMANCE GUARANTEE</b>           |                                                           |                                                                                                                                             |                                                           |
| Performance Guarantee.                             |                                                           | Copy of Performance Guarantee to be completed by both R/M & the County.                                                                     | Completed on December 9, 2010                             |
| <b>EXHIBIT O - EMS SYSTEM ENHANCEMENTS</b>         |                                                           |                                                                                                                                             |                                                           |
| Key Performance Indicators (KPIs)                  | Use of KPIs to promote clinically sophisticated EMS care. | Monitor and track clinical indicators. Develop clinical KPI to incorporate clinical research.                                               | Not Completed.                                            |
|                                                    |                                                           | KPIs will be refined and adjusted to ensure continuous quality improvement. Track indicators tied to key areas of operation including.      | Not Completed.                                            |
|                                                    | Customer Service                                          | Customer surveys (300 per month)                                                                                                            | In place/Ongoing.                                         |
|                                                    |                                                           | Total customer inquiries                                                                                                                    | In place/Ongoing.                                         |
|                                                    |                                                           | Community Service Hours                                                                                                                     | In place/Ongoing.                                         |
|                                                    | Response Performance                                      | Response times all levels                                                                                                                   | In place/Ongoing.                                         |
|                                                    |                                                           | Lost unit hours                                                                                                                             | Not Completed.                                            |
|                                                    |                                                           | Workload & Unit Hour Utilization                                                                                                            | Not Completed.                                            |
|                                                    |                                                           | Chute times                                                                                                                                 | Not Completed.                                            |
|                                                    |                                                           | Mutual aid                                                                                                                                  | In place/Ongoing.                                         |
|                                                    | Workforce Satisfaction                                    | Job Well Done recognition                                                                                                                   | In place/Ongoing.                                         |
|                                                    |                                                           | Career development: promotions                                                                                                              | In place/Ongoing.                                         |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                             |  | Action Items                                                                                                                                                                                     | Status            |
|-----------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Fleet<br>Risk Management                                  |  | DOOR (Diversity Outreach) presentations                                                                                                                                                          | Not Completed.    |
|                                                           |  | Fleet Out of Service time                                                                                                                                                                        | Not Completed.    |
|                                                           |  | Percentage of claimants contacted within 48 hours of incident                                                                                                                                    | Not Completed.    |
|                                                           |  | Percentage of claims resolved within 90 days                                                                                                                                                     | Not Completed.    |
|                                                           |  | Percentage of claims remaining unrepresented (not represented by attorney)                                                                                                                       | Not Completed.    |
|                                                           |  | Percentage of claimants contacted every 90 days                                                                                                                                                  | Not Completed.    |
| Internal Risk Management/Loss Control<br>Program Required |  | Provide the system data and transparency required to identify and pursue areas of improvement                                                                                                    | Not Completed.    |
|                                                           |  | Notify the EMS Agency of all known legal judgments (including on-going litigation), actions or fines against Rural/Metro of California, Inc., sub-entities, or any of its officers or employees. | Not Completed.    |
|                                                           |  | Develop & implement an aggressive loss control program                                                                                                                                           | Not Completed.    |
|                                                           |  | Formal policies & written procedures                                                                                                                                                             | In place/Ongoing. |
|                                                           |  | Designation of a Compliance Committee & Compliance Officer                                                                                                                                       | Not Completed.    |
|                                                           |  | Education & training programs                                                                                                                                                                    | In place/Ongoing. |
|                                                           |  | Internal monitoring and reviews                                                                                                                                                                  | In place/Ongoing. |
|                                                           |  | Responding appropriately to alleged misconduct                                                                                                                                                   | In place/Ongoing. |
|                                                           |  | Open lines of communication                                                                                                                                                                      | In place/Ongoing. |
|                                                           |  | Discipline & accountability                                                                                                                                                                      | In place/Ongoing. |
|                                                           |  | Full-time supply technician to troubleshoot equipment issues & facilitate the return of damage equipment/supply to vendors.                                                                      | Not Completed.    |
|                                                           |  | Ensures scheduled maintenance is performed.                                                                                                                                                      | Not Completed.    |
|                                                           |  | Clinical Manager will manage communicable disease exposure program.                                                                                                                              | In place/Ongoing. |
|                                                           |  | Clinical Manager will follow SCC, NFPA & OSHA protocols.                                                                                                                                         | In place/Ongoing. |
| Employee Health / Infection Control<br>Information        |  | Review employee injuries and communicable disease exposures.                                                                                                                                     | In place/Ongoing. |
|                                                           |  | Records of employee immunizations & health screenings.                                                                                                                                           | In place/Ongoing. |
|                                                           |  | Liaise with County, PHD & first responders for patient follow up.                                                                                                                                | In place/Ongoing. |
|                                                           |  | Maintain directories of designated Infection Control Officers.                                                                                                                                   | In place/Ongoing. |
|                                                           |  | Provide contact and tracking information.                                                                                                                                                        | In place/Ongoing. |
|                                                           |  | Field employee will participate in the Internal Equipment Committee & the Safety Committee.                                                                                                      | In place/Ongoing. |
|                                                           |  | Safety Committee to meet bi-monthly.                                                                                                                                                             | In place/Ongoing. |
|                                                           |  | Insure that all injuries & infectious disease exposure will be reported to on-duty supervisor & then human resources department.                                                                 | In place/Ongoing. |
|                                                           |  | Human resources to follow comprehensive reporting, treatment & follow up structure.                                                                                                              | In place/Ongoing. |
|                                                           |  |                                                                                                                                                                                                  |                   |
| Employee Involvement in Safety Program                    |  |                                                                                                                                                                                                  |                   |
|                                                           |  |                                                                                                                                                                                                  |                   |
| Work-Related Injuries/Exposures                           |  |                                                                                                                                                                                                  |                   |
|                                                           |  |                                                                                                                                                                                                  |                   |

# Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                            | Action Items                                                                                                                                            | Status            |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|                                                          | Engage the services of an occupational injury specialist & medical group to provide high quality care.                                                  | In place/Ongoing. |
|                                                          | Clinical Manager will follow up and review each claim & treatment course to ensure proper handling from each of the medical providers.                  | In place/Ongoing. |
| Damage, Loss & Theft of Property (Non-Auto)              | Standardized form for documentation & reporting to be used to document, investigate & when necessary, report to insurance carrier.                      | In place/Ongoing. |
|                                                          | Completed forms to be kept in employee personnel file & in the Claims/Risk Management Office.                                                           | In place/Ongoing. |
| Damage, Loss & Theft of Auto Property                    | Documentation of caused/discovered damage, loss or theft of specific form                                                                               | In place/Ongoing. |
|                                                          | Additionally, an "Employee Vehicle Accident/Industrial Incident Damage Report" shall be completed.                                                      | In place/Ongoing. |
|                                                          | Additionally, a "Supervisor's Vehicle Accident/Industrial Incident Investigation Report" shall be completed.                                            | In place/Ongoing. |
|                                                          | Accident Review Committee - Shall use the forms in their investigation.                                                                                 | In place/Ongoing. |
|                                                          | Copies are maintained in the employee's personnel file & the Risk Manager's office.                                                                     | In place/Ongoing. |
|                                                          | All auto accidents/incidents shall be recorded in a database used to maintain control of claims & compile statistics for insurance & training purposes. | In place/Ongoing. |
| Clinical Errors                                          | Quality Management Coordinator shall record any potential clinical issues on a "CQI Issues Form"                                                        | In place/Ongoing. |
|                                                          | Education and/or disciplinary action to be taken in accordance with the County approved CQI program.                                                    | In place/Ongoing. |
| Suspected Civil Risk                                     | Corporate Claims/Risk Manager will investigate and track in database, incidents that could result in future claim or litigation.                        | Not Completed.    |
|                                                          | Will work with Corporate National Risk Management Group that provides local operations with support on risk management issues.                          | Not Completed.    |
|                                                          | May include development of programs such as EMS Ergonomics Program; Back Safety & Injury Prevention training; and other mitigation actions.             | Not Completed.    |
| Risk Management Vital Signs                              | Shall develop & implement a set of Risk Exposure Key Performance Indicators (KPIs) to incorporate into monthly reports.                                 | Not Completed.    |
|                                                          | The Risk Exposure KPIs will identify & mitigate trends that could affect the service's risk exposure.                                                   | Not Completed.    |
|                                                          | Senior managers will use the Vital Signs Report as a tool to evaluate overall performance.                                                              | Not Completed.    |
| Commission of Accreditation of Ambulance Services (CAAS) | Obtain CAAS accreditation.                                                                                                                              | Due July 1, 2014  |
| EXHIBIT P - REMOTE ACCESS                                |                                                                                                                                                         |                   |

Rural/Metro EOA Agreement Deliverables - status as of April 24, 2012

| Contract Item                                               |                                                                               | Action Items | Status           |
|-------------------------------------------------------------|-------------------------------------------------------------------------------|--------------|------------------|
|                                                             |                                                                               |              |                  |
| Remote Access Rights to County's information system network | Access granted through Board of Supervisor approval & amendment of agreement. |              | In place/Ongoing |
| EXHIBIT Q – BLOCKED ACCOUNT CONTROL AGREEMENT / “LOCKBOX”   |                                                                               |              |                  |
| Lockbox / Blocked Account Agreement                         | JPMorgan-Chase Bank – 937217420                                               |              | In place/Ongoing |
| EXHIBIT R – IRREVOCABLE LETTER OF CREDIT                    |                                                                               |              |                  |
| Irrevocable Letter of Credit - \$5,000,000.00               | Credit Suisse Bank – TS 07006220                                              |              | In place/Ongoing |



Friday, 08 June 2012

[Contact Us](#)[Email CVEMSA](#)[Accessibility Assistance](#)[search...](#)[Home](#)[About Us](#)[News & Events](#)[Policies & Plans](#)[Certification](#)

## CONTACT US

[Training](#)

CVEMSA no longer offers walk-in services. Please contact us by phone or email for service. You may also use our web form to contact us.

Coastal Valleys EMS Agency  
625 5th Street  
Santa Rosa, CA 95404  
(707) 565-6501 Office  
(707) 565-6510 FAX

Bryan Cleaver - Regional EMS Manager  
(707) 565-6505  
Email Bryan

Mark Luoto M.D. - Regional Medical Director  
(707) 565-6501  
Email Mark

Joanne Chapman - Trauma Coordinator  
(707) 565-6506  
Email Joanne

Kent Coxon - EMS Coordinator  
(707) 565-6504  
Email Kent

James Salvante - ALS Coordinator  
(707) 565-6503  
Email James

Theresa Lombardi - Administrative Aide  
(707) 565-6508  
Email Theresa

Some documents on this web page are saved in Portable Document Format (PDF). We recommend you download Adobe® Reader®, free software that lets you view and print PDF files.

## CONTACT US

Coastal Valleys EMS Agency  
625 5th Street  
Santa Rosa, CA 95404  
(707) 565-6501

[Staff Directory](#)

## EMS COMMITTEES

- Mendocino EMCC
- Sonoma EMCC
- Regional MAC
- EMS Aircraft Committee

## MEMBERS LOGIN

|                                       |                          |
|---------------------------------------|--------------------------|
| User Name:                            | <input type="text"/>     |
| Password:                             | <input type="password"/> |
| Remember Me                           | <input type="checkbox"/> |
| <input type="button" value="Log in"/> |                          |

- [Forgot your password?](#)
- [Forgot your username?](#)