



**“Our mission is to make a difference by caring for people in need”**

October 20, 2014

Kirk Schmitt  
 EMS Director  
 County of Monterey  
 1270 Natividad Rd. (second floor)  
 Salinas, Ca. 93906

Dear Mr. Schmitt,

Pursuant to Section 6 of American Medical Response’s agreement with Monterey County to provide Advanced Life Support Ambulance Service for the County of Monterey, I am formally requesting our fifth and final one (1) year contract extension.

Our contract requires us to be in compliance with three specific sets of performance criteria, performance requirements, financial requirements and clinical performance requirements. The following are highlights of our performance in each area:

**Performance:**

- Response Time Performance – we continue to remain substantially compliant in each Priority measured maintaining a 92% or higher compliance standard to emergency responses for the past year with the exception of one month. AMR has never fallen below the contractual requirement of 90% compliance during the term of this contract.
- We continue to limit any response time disparity by region of the County by striving to meet 90% compliance in all areas within the County. Our communications personnel have exceeded all standards as well achieving 97% compliance with a 59 second “time of call to dispatch of ambulance” requirement.
- Acquired access to the First Watch data monitoring system that will provide close to real time monitoring of the EMS system deployment as well as provide tools to evaluate and assist in system improvements. Partnered with County EMS on connecting our EPCR with ESO to provide health information exchange between pre-hospital and hospital providers.
- Equipment – continued replacement of older equipment including ambulances, gurneys, radios, etc. This included the complete implementation of Power Pro Hydraulic Gurneys on all front line units. Additionally, we are on-track to completely phase-out the modular box type ambulances with newer and more fuel efficient ambulances by November 30th. We have extended our purchasing programs to ALS fire departments for equipment, and maintenance contracts resulting in significant savings to the Monterey County EMS System.
- Community Education – Have continued training the citizens of Monterey County in citizen CPR throughout 2014 at no cost, teaching local schools, special events, businesses, etc. training hundreds of citizens in this life saving technique. We provided over 140 hours of community education (far in excess of our contractual obligation) through participation in ambulance

demonstrations and annual events such as the “Every 15 minutes” program, disaster drills in the cities and county, assisting with events such as Health and Safety Fairs, Junior lifeguard program, Salinas Air Show and Aids Lifecycle. Further illustrating our ongoing commitment to the citizens and communities we serve.

**Financial:**

For the year ending December 2013 our pretax profit was \$2,114,809 or 7.1% under the 8% profit cap in our contract.

**Clinical Performance:**

- AMR is partnering with other ALS agencies to train Paramedics and provide experience so they are able to maintain local EMS clinical standards (example: AMR provides 10 call evaluations for Mercy Air paramedics)
- Our training on existing and new medical protocols and EMS policies is ongoing and all new employees receive similar training during their orientation program.
- AMR was the driving force in introducing Pit Crew CPR and provided Train the Trainer education to all EMS First Responders for PIT Crew CPR, which organizes responders to provide highly coordinated cardiac arrest care.
- Working with County EMS Trauma Coordinator and Natividad Trauma Coordinator to develop and presented education for all ALS Agencies on the new Triage Field Criteria Policy for trauma patients in Monterey County for the new Trauma System within Monterey County.
- Participated in AMR’s Caring for Maria program, which focused on care around a standardized patient, with 19 AMR operations around the U. S. Focusing on the things that matter, such as ST segment elevation in myocardial infarction, stroke, pain, trauma and respiratory problems to improve the quality and reliability of care given by our employees.
- Maintain a personnel database which tracks all employee required certifications/licensures for expiration which is tied to our scheduling software not allowing an employee to be scheduled for work with an expired certification/license.
- We actively participate with the County EMS Analyst, Medical Director and area Hospital Liaisons on quality reviews of patient care and conduct routine and specific audits of patient care reports to identify areas to focus our training on.
- Our staff actively participates in various County committees such as Medical Control, Operations, EMCC, STEMI and Stroke and TEQIC. We also attend various fire service meetings such as EMS Liaisons, Dedicated Fire Dispatch, Fire Operations, Monterey Co. Firefighters Training Association and the Fire Chief’s Association meetings.
- AMR offers monthly education programs on current issues in EMS presented by our Medical Director or CES Manager; our educational programs are open to all Monterey County system participants. Nationally AMR presents a program called E-Grand Rounds, where we utilize emergency medicine experts from around the nation who conduct an hour long lecture/web meeting on a specific EMS topic.

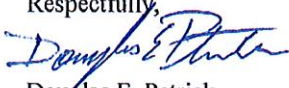


As we continue our relationship with the County it is AMR's desire to continually review and assess the needs of the EMS System and the communities we serve. We remain open to discussions on possible changes to the existing contract that would improve the EMS delivery system and over all patient care.

- Additionally, pursuant to section 17 of our agreement, an annual rate increase is to be requested by November 1 of each year. Section 17.3 places a cap on the pre-tax profits which limits the annual rate increase. Due to our ongoing financial performance we believe a rate increase will not be necessary in 2015. Should this change during the year we would request consideration be given to a mid-year adjustment if we can show justification for such a request. We are requesting that we increase our rates for "Standby" services, this rate was set in 2009 at \$150.00 per hour and has not changed in the last five years. We would request approval to move this rate to \$160.00 per hour.

Thank you for your consideration of these items, we look forward to working with the County throughout our contract term.

Respectfully,



Douglas E. Petrick  
General Manager