

Monterey County Fire Chiefs Association

October 22, 2012

Mr. Ray Bullick, Director
Monterey County Health Department
1270 Natividad Road
Salinas, CA 93901

Re: Proposed Changes to Monterey County Ambulance Agreement A-11610

Dear Mr. Bullick,

On behalf of the Monterey County Fire Chiefs Association, thank you for the opportunity to review the provisions of the current agreement for ambulance service in Monterey County. This letter represents suggested modifications to that agreement.

The general membership of the Monterey County Fire Chiefs Association received the recommendations and voted on October 17, 2012, to submit the following changes to the current Monterey County Ambulance Agreement A-11610. We understand that the current contractor, American Medical Response ("AMR") could ask for another extension in October 2012 that would cover the current provider's services until January 31, 2017.

The Fire Chiefs Association believes that the current contract should run until January 31, 2016, and then be put out to bid through the competitive bid process. Everybody agrees that this contract is not well written and has created operational and interpretation problems. Furthermore, we believe that healthy competition will serve to improve service delivery and more importantly, patient outcomes. A transparent, competitive bidding process has recently provided efficient and cost-effective ambulance service in our neighboring counties (Santa Clara, Napa, and Alameda) and has served a catalyst for modernization and has reduced duplicated services.

- The following changes are requested in Exhibit D. Zone Maps:

Maps must follow Green, Yellow, Orange, and then Red. (no longer can you go from Green to a Red zone) See attached map changes.

- Additional clarification/language to be added to the current contract:

11.1.5. With approval of the County, Contractor shall offer to the City of Carmel-By-The-Sea, Monterey County Regional Fire District's Carmel Valley Fire Ambulance ("MCRFD"), and Fort Hunter-Liggett to purchase, install and integrate the Contractor-provided AVL system into all frontline and back-up ambulances which will allow dispatchers to efficiently and rapidly locate the closest and/or most appropriate unit to a priority (1)

Mr. Bullick

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medical emergency as defined on page 42 of the current contract: life-threatening emergencies (e.g., cardiac arrest, choking, major hemorrhage, etc.), either Echo or Delta designation by EMD. All requests receive the closest unit with red-light-and-siren response; the ambulance is not divertible.

During the term of this contract, the contractor shall provide Carmel, MCRFD and Fort Hunter-Liggett automatic vehicle locator (AVL) administrative access rights. AMR authorizes Carmel, MCRFD and Fort Hunter-Liggett not more than two (2) authorized personnel to view and monitor their ambulance location(s). Software to allow access shall be limited to two (2) computers and may not be copied or relocated to any other device without prior written consent by AMR. AMR, Carmel, MCRFD and Fort Hunter-Liggett agree that this access is being provided to view and monitor only the vehicles operated in the Peripheral area of each jurisdiction. All data captured in the AVL system is proprietary and confidential and may not be shared in any form outside of the parties in this contract. All inquiries related to the function/use of the AVL system shall be directed to the Monterey County EMS Agency for resolution.

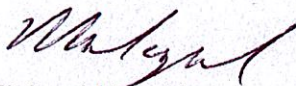
- Definition of "closest and/or most appropriate unit" is any code 3 capable Paramedic ambulance that is authorized to provide patient transport within Monterey County.
- Additional language requests:

An ambulance will be dispatched automatically to any confirmed Structure Fire.

Again, I would like to express my sincere appreciation to you for your efforts to make this ambulance contract extension a collaborative process. The Monterey County Fire Chiefs Association believes the resulting contract additions will better serve all stakeholders and service recipients.

Please contact me at (831) 455-1828 if you have any questions or concerns.

Sincerely,



Michael Urquides
Representative
Emergency Medical Care Committee
Monterey County Fire Chiefs Association

Agreement between the County of Monterey and American Medical Response West
 Exhibit D

Agreement No.: A-11610

