



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: A 13-254, **Version:** 1

- a. Receive an oral report from Citygate Associates, consultants to Health Department - EMS Agency, regarding the final report developed on Ambulance System Issues Review and Analysis of Options.
- b. Approve and authorize the Director of Health to sign and execute Amendment No. 5 to Agreement No.: A-11610 for a (1) year contract extension with American Medical Response - West (AMR) for the period of January 31, 2017 through January 31, 2018.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Receive an oral report from Citygate Associates, consultants to Health Department - EMS Agency, regarding the final report developed on Ambulance System Issues Review and Analysis of Options.
- b. Approve and authorize the Director of Health to sign and execute Amendment No. 5 to Agreement No.: A-11610 for a (1) year contract extension with American Medical Response - West (AMR) for the period of January 31, 2017 through January 31, 2018.

SUMMARY/DISCUSSION:

This oral report will provide information regarding the findings developed by Citygate Associates, a consultant contracted by the Health Department - EMS Agency to engage EMS system stakeholders on issues raised during American Medical Response's (AMR) last request for a contract extension.

Citygate Associates were engaged to offer a 'third party' consultant review of issues raised during the Board hearing on January 29, 2013 regarding the third request of a one year extension to AMR's contract providing Advanced Life Support Ambulance Services. The final deliverable to be provided by Citygate Associates is a written report and briefing to the EMS Agency Director and the Board of Supervisors summarizing:

- Areas where agreements have been reached and identified barriers to change
- Remedies to on-going-issues
- Proposed Ambulance Contract amendment language
- Future recommendations
- AMR billing issues

Citygate Associates presented the Final Report to the Emergency Medical Care Committee (EMCC) on October 9, 2013 as a first public hearing of the report eliciting the comments of the committee and public present. EMCC recommended on a vote of 6 in favor, 3 opposed to move the report forward for presentation and discussion at the Health and Human Services (HHS) committee and full Board. HHS received the oral presentation and report on October 18, 2013 and recommended report be provided to the full board.

A recommendation of the report includes granting the one (1) year contract extension first presented to the Board on January 29, 2013. This item was tabled pending outcome, analysis and receipt of report on Ambulance Issues. Furthermore, AMR still will continue to be eligible for two (2) more contract extensions of one (1) year each. According to the terms of the renewal provisions, AMR has submitted their request for their fourth one (1) year extension. The extension request will be before the board in January 2014 pending review and confirmation AMR has

met all contract extension requirements.

In addition to recommending the granting of an extension, the Citygate report has a number of additional recommendations to improve communication between stakeholders, improve messaging to clients regarding billing questions and to streamline the number of committees assigned to provide oversight and advice to the EMS System. The department will move forward to implement as directed.

OTHER AGENCY INVOLVEMENT:

No other agency involvement occurred. PowerPoint presentation is on file with the Clerk of the Board; Citygate Final Report is on file with the Clerk of the Board; A - Amendment No. 5 on file with Clerk of Board.

FINANCING:

Accepting this oral report and granting of the extension has no impact on the County General Fund Contribution.

Prepared by: Kirk Schmitt, EMS Agency Director, 4964

Approved by: Ray Bullick, Director of Health, 4526

Attachments:

PowerPoint presentation is on file with the Clerk of the Board

Citygate Final Report is on file with the Clerk of the Board

A - Amendment No. 5 on file with Clerk of Board