

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	<i>Richard Hull</i>
Don Lee	23987 Via Astuto	<i>Don Lee</i>
Mabel Lee	23987 Via Astuto	<i>Mabel Dolores Lee</i>
Ray	2EIF 40745 CORTE ALBARR	<i>Raymond R</i>
Lynn Sitike	24002 Via Astuto	
JEANNE HEIN	40304 CORTE PERALTA	<i>Jeanne Hein</i>
Eric Curson	40545 VIA MALAGAS	<i>E. Curson</i>
FRED SOUTHERN	40068 CORTE LORCA	<i>Fred Southern</i>
Alpine Evans	24194 Corte Cordoba	
ICK DUGAN	40561 CORTE LUCIA	<i>Al Dugan</i>

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NAME	ADDRESS	SIGNATURE
HARRY PRAY	23781 CORTE GARRIO MURRIETA	Harry Pray
DEL MITCHEM	40206 COLONY DRIVE MURR.	Del Mitchem
L.T. OSBORNE	40290 COLONY DR	L. Osborne
W. C. BEGGS	40542 Calle Galacia	W. C. Beggs
Pam Russell	23640 Corte Sobro	Pam Russell
Masako Lutz	40551 Corte Lucia	Masako K. Lutz
JOE DOUGHERTY	23887 CORTE CASAH	Joe Dougherty
WILLIAM GIBBELS W. C. BEGGS	40542 Calle Galacia	W. C. Beggs

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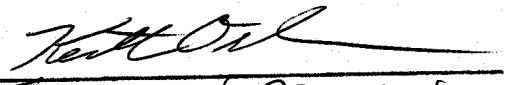
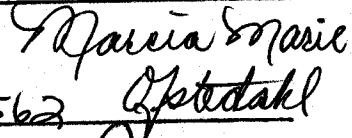
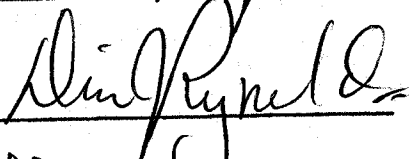
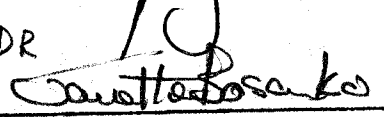
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NAME	ADDRESS	SIGNATURE
Jane Osborn	22467 Arbor Dale Murrieta, CA 92562	Jane Osborn
Marguerite Wilmoth	38727 Muirfield Dr.	Marguerite Wilmoth
Kicki Zehner	38723 Muirfield Dr. #7	Kicki M. Zehner
Klara Betyar	38717 Muirfield Dr.	Klara Betyar
Linda M. W ^W W ^W	38499 Hillside Trail Dr. Murrieta CA	Linda M. W ^W W ^W
Shipley Joann Carter	38325 Currywood Dr. Murrieta, CA	Shipley Joann Carter

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NAME	ADDRESS	SIGNATURE
Keith Osborn	22467 Arbor Dale Ct. Murrieta, CA 92562	
MARCIA MARIE OFSTEDAHL	22585 PEARL CREEK DR S. MURRIETA, CA 92562	
Dianne J Reynolds	22820 Hidden Creek murrieta CA 92562	
JANETTE BOSANKO	22873 ROYAL ADELAIDE 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.

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I appreciate your time and attention to this matter.

Sincerely,

Lolena Labruce
40574 Calle Galeria
MURRIETA, CA 92562

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

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Sincerely,

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

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

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I appreciate your time and attention to this matter.

Sincerely,

Harriet R. Weisrod
40430 Via Malagos
Mammoth Ca 92562

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

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I appreciate your time and attention to this matter.

Sincerely,

Lillian Kicker

40234 Via Ambiente

Murrieta, Ca. 92562

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

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Sincerely,

Joan Spangell
40677 Corte albar
Murietta, Ca. 92562

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

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Sincerely,

Margaret Chapman
40520 VIA CALIDAD
MURRIETA CA 92562

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

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Sincerely,

Nancy Evans
40421 Via Sierra
Murrieta, CA 92562

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

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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

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I appreciate your time and attention to this matter.

Sincerely,

Tom M. Boland

40164 Corte Peralta

Murrieta, Calif - 92562

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

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I appreciate your time and attention to this matter.

Sincerely,

Joan March
24367 Via Isabella
MURRIETA, CA 92562

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

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Sincerely,

Gertrude (Trudy) Brantham
40161 Corte Peralta
Murrieta 92562

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

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Sincerely,

Beta J. Puccio
40502 Via Annapola
Murrieta, Ca 92562

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

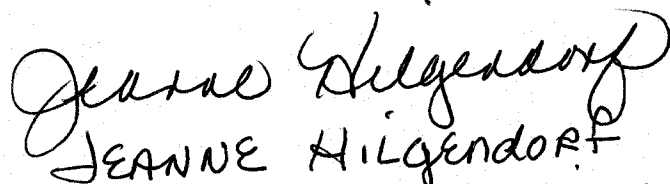
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Sincerely,


JEANNE HILGENDORF
23926 VIA PAMILLA
MURIELA, CA. 92562

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

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Sincerely,

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

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

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Sincerely,

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

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

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Sincerely,

Betty J. Hanley
40078 Corte Fortuna
Murrieta 92562

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

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Sincerely,

Jo Ann MacIntosh
40009 Via Xanthe
Murrieta, CA 92562

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

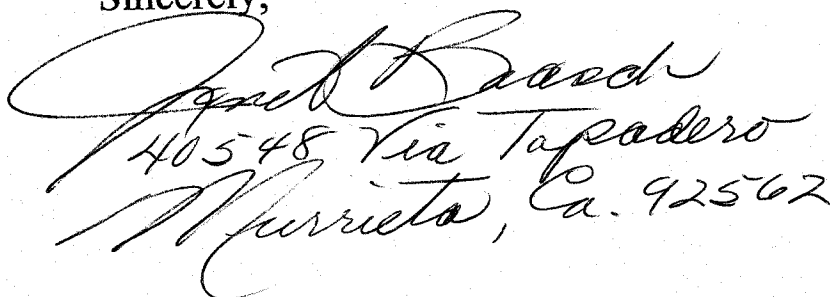
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40548 Via Tapadero
Murrieta, Ca. 92562

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

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Janet Lata
140336 Via Estrada
Murrieta, CA 92562

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

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Sincerely,

Rich Burright
23857 VIA ASTUTO
MURRIETA, CA 92562

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

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Sincerely,

Verna Stefanovich
40480 VIA SAN FRANCISCO
MORRISSETTA CA 92562

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

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Sincerely,

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

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

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Sincerely,

Rosemary Doif
40585 Porte Albara
Murreta, Ca, 92562

Honorable Supervisor Stone,

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Sincerely,

Nina Bradley
24161 Via Octava
Murietta, CA 92562

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

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Sincerely,

Shirley La Mothe
23863 Via Ramilla
Murrieta, CA. 92562

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

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Sincerely,

Lynn Caldwell
40402 Via Siena
Miramonte, CA 92562

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

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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 Estada
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.

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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 _____

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I appreciate your time and attention to this matter.

Sincerely,

Heleen M. Shadwick
40290 Via Ambiente
Murietta, 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.

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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 _____,

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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 _____

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I appreciate your time and attention to this matter.

Sincerely,

Donna Heller
40301 Via Agudalce
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.

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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 _____,

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I appreciate your time and attention to this matter.

Sincerely,

Marcie Simone Gallagher
40534 Calle Galacia
Murrieta 92562

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

Honorable Supervisor _____

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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 _____

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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.

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I appreciate your time and attention to this matter.

Sincerely,

James Mc Karic
40588 CORTE ALBARA
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.

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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 _____

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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 _____

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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.

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I appreciate your time and attention to this matter.

Sincerely,

Remond Buechard
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.

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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 _____

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I appreciate your time and attention to this matter.

Sincerely,

Rosemary Sharpe
23665 Corte Sabio
Murrieta, Ca 92562

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

Honorable Supervisor _____,

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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 _____,

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I appreciate your time and attention to this matter.

Sincerely, Mary Ellen Mc Intyre
40304 Via Agulanda
MURRIETA CA 95565
Mary Ellen Mc Intyre

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

Honorable Supervisor _____,

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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 _____

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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.

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I appreciate your time and attention to this matter.

Sincerely,

Helan Anthony
40280 Via Aquadulce
Murrieta, CA 92562

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

Honorable Supervisor _____,

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I appreciate your time and attention to this matter.

Sincerely,

Jose H. Hill
33979 Via Poinilla
Murrieta CA 92562

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

Honorable Supervisor _____

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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 _____,

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I appreciate your time and attention to this matter.

Sincerely,

Jeanne Nemo
40254 Via Marisa
Murrieta, CA 92562

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

Honorable Supervisor _____,

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I appreciate your time and attention to this matter.

Sincerely,

Janne Lee Summers
40280 Via Anada
Menlo Park Calif. 92562

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


Honorable Supervisor _____,

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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 _____,

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I appreciate your time and attention to this matter.

Sincerely,

*Gloria M. Bremer
40329 Via Marisa
Murrieta, Calif.
92562*

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

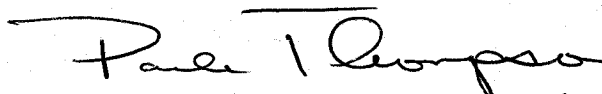
Honorable Supervisor _____

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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 _____,

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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.

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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 _____,

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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 _____

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I appreciate your time and attention to this matter.

Sincerely,

Pauline Reflander
40680 CORTE ALBARA
MURRIETA, CA 92562

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

Honorable Supervisor _____,

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I appreciate your time and attention to this matter.

Sincerely,

Clarence Ritch
23959 VIA ASTUTO
MURRIETA 92562

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

Honorable Supervisor _____,

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I appreciate your time and attention to this matter.

Sincerely,

*Mrs. Arguro B. Leticia ("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,

Helen Machado
23861 Via Astuto
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.

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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.

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I appreciate your time and attention to this matter.

Sincerely,

Richard M. Barrett
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.

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I appreciate your time and attention to this matter.

Sincerely,

Mary Tramer
23930 Via Camilla
Murietta, Ca. 92562

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

Honorable Supervisor _____

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I appreciate your time and attention to this matter.

Sincerely,

*Sharon Helgeson
29116 Corte Valente
Merrill, Ca 92562*

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

Honorable Supervisor _____,

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I appreciate your time and attention to this matter.

Sincerely,

Dolores 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.

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I appreciate your time and attention to this matter.

Sincerely,

40425 Malages
Murrieta, CA 92562

Heber 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.

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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.

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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 Tab	Description
	<p><i>Summary: 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.</i></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><i>Summary: 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.</i></p>
6	<p>Strategic Initiatives for EMS System Improvement (July 2011)</p> <p><i>Summary: 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.</i></p>
7	<p>Top Ten Reasons to Support a Five Year Contract with Earned Annual Renewals</p> <p><i>Summary: 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.</i></p>
8	<p>American Medical Response Draft Contract (V 3.0, February 13, 2012)</p> <p><i>Summary: 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.)</i></p>
9	<p>Transcript of Hearing of Agenda Item 47 - San Bernardino County Board of Supervisors (May 10, 2012)</p> <p><i>Summary: Virginia Hastings, Executive Director of the Inland Counties EMS, indicates that the process to develop an RFP for competitive bidding purposes</i></p>

Binder 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 & Deliverables (April 27, 2012)</p> <p><i>Summary: 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><i>Summary: 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>

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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)
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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)
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11	Contact page for Coastal Valleys EMS Agency (CVEMSA)

COPY



Eric Frykman, M.D.,
Director

County of Riverside – Community Health Agency
**INTERNAL SUPPORT SERVICES-
PROCUREMENT & CONTRACTS DIVISION**



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,

A handwritten signature in cursive script that reads 'Yolie Smith'.

Yolie Smith
Administrative Services Analyst II

Encl

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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

1 County shall institute administrative procedures and processes to effectively and
 2 efficiently fulfill its obligations under applicable law or regulation as it may effect
 3 Contractor's obligations under this agreement including, but not limited to, data
 4 collection and evaluation, medical control oversight, personnel training and
 5 certification or accreditation, **and critical operational infrastructure such as**
 6 **communications, facilities, emergency vehicles and medical**
 7 **equipment/supply caches.**

8 ➤ Paragraph 1.10 (obligations of county) is amended to read:

9 1.10 County shall, except as otherwise provided herein, utilize Contractor
 10 exclusively for the provision of ground prehospital emergency
 11 ambulance service at emergency scenes and shall refer all 9-1-1 medical
 12 calls to Contractor within the Exclusive Operating Area(s) as shown in
 13 Schedule A. **This provision shall not preclude County from requiring**
 14 **Contractor to enter into agreements with other qualified ambulance**
 15 **providers for the purpose of back up or mutual aid ambulance**
 16 **service. Any such agreements or providers shall be approved by**
 17 **EMS Agency.**

18 ➤ Paragraph 1.11 (obligations of county) is amended to read:

19 1.11 County shall monitor and oversee the Agreement to ensure that
 20 Contractor meets or exceeds all requirements specified within the
 21 Agreement. Such activities include, but are not limited to: analyzing
 22 monthly compliance reports, coordinating and convening zone
 23 administrative meetings and activities; ensuring Contractor meets all
 24 quality assessment and improvement requirements. County has
 25 determined, based on a reasonable allocation of the costs, that Contact
 26 Monitoring and Oversight is ~~\$175,000~~ **\$350,000** each year of the
 27 Agreement. The cost include: salary and benefits for ~~an two (2)~~ **(2)** EMS
 28 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:

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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

1 provided by Communications Center maintained by the Contractor
 2 and located within County of Riverside. This Communication Center
 3 shall utilize a program adhering to Emergency Medical Dispatch
 4 (EMD) standards. This EMD program is subjected to EMS Agency
 5 approval.

6 > Paragraph 2.9 (obligations of contractor) is amended to read:

7 2.9 Contractor shall pay County ~~\$75,000~~ \$125,000 each year of the
 8 Agreement ~~for the cost of operating a Communications Center that shall~~
 9 ~~assist Contractor in dispatching its ambulances~~ County's cost for
 10 assisting the Contractor Communications Center with the dispatch of
 11 ambulances. Such payment shall be made semi-annually by the first day
 12 in October and March. Annual adjustments to this amount shall be
 13 made based upon the requirements for additional infrastructure and
 14 services provided by the County to support the efficient dispatch and
 15 control of Contractor's ambulances.

16 > Paragraph 2.10 (obligations of contractor) is amended to read:

17 2.10 Contractor shall provide ambulance transportation for persons on a hold
 18 pursuant to Section 5150-~~5157~~ of the Welfare and Institutions Code
 19 pursuant to the standards and procedures set forth in Schedule E.

20 > Paragraph 2.11 (obligations of contractor) is amended to read:

21 2.11 Contractor shall adhere to the County's EMS policies regarding
 22 continuous ~~quality assurance and quality improvement (COI)~~ and
 23 participate in the creation and operation of these programs for the
 24 County's EMS system. Within 90 days of execution of this Agreement,
 25 the Contractor shall submit a written ~~quality improvement~~ COI plan,
 26 including a Disaster Management Operational Plan, for its operations
 27 under this Agreement to the EMS Agency Medical Director for approval.
 28 ~~Said quality improvement~~ The COI 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 COI 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:

1 2.13 Contractor's ambulances shall meet the standards, subject to EMS
 2 Agency's authority to alter, as specified in Riverside County Ambulance
 3 Ordinance No. 756 as may be amended from time to time or other enacted
 4 County ordinance or resolution governing the provision of ambulance
 5 equipment. All vehicle lettering, markings, and colors on ambulances and
 6 supervisor vehicles must be approved by EMS Agency. ~~Lettering,
 7 markings, and colors on ambulances and supervisor vehicles at the time
 8 the Agreement is signed, will be deemed approved by the Contract
 9 Administrator.~~

10 ➤ Provision 2.14.1 (obligation of contractor) is amended to read:

11 2.14.1 File with the County performance reports within fifteen (15) working
 12 days after the end of each month **in a format approved by the EMS
 13 Agency.**

14 ➤ Provision 2.14.2 (obligation of contractor) is amended to add provision as follows:

15 **2.14.4 Provide the EMS Agency direct remote access to the Contractors
 16 Computer Aided Dispatch (CAD) System and associated data as
 17 requested.**

18 ➤ Paragraph 2.17 (obligation of contractor) is amended to read:

19 2.17 Contractor shall ~~be responsible for maintaining~~ **maintain** an
 20 administrative office located in the County and shall designate an on-
 21 duty employee or officer available on a 24 our basis and authorized to act
 22 on behalf of Contractor concerning its operational activities.

23 ➤ Paragraph 2.18 (obligation of contractor) is amended to read:

24 2.18 Contractor shall provide annual-employee turnover reports **upon request
 25 and** in the format required by the EMS Agency. Said reports shall
 26 describe the status and changes in Contractor's (certified and licensed)
 27 personnel.

28 ➤ 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...

1 2.28 2.29 Contractor shall comply with all financial reporting and
2 audit...

3 > Paragraph 3.3 (mutual obligations) is amended to read:

4 3.3 The Parties agree that if Contractor becomes unable to perform services
5 under this Agreement, either through its breach of contract or through
6 act of God, provided County is not in breach of contract, County shall
7 be entitled, at the option of the County and as otherwise allowed by
8 applicable law, to possess and use Contractor's ambulances and all of
9 the equipment contained therein for a period not to exceed the duration
10 of the Contractor's inability to perform. County shall then return the
11 ambulances and equipment to the Contractor a monthly rental, set forth
12 in Schedule I, per equipped ambulance so used. County shall assume
13 all liability as to any claim or potential claim against Contractor
14 arising out of its use and possession of Contractor's ambulances under
15 this section.

16 > Paragraph 4.2 (contract provisions) is deleted in its entirety and replaced by the
17 new paragraph 4.2 to read:

18 4.2 Term – This Amendment extends and continues Contractor ALS
19 Ambulance services as described herein on behalf of the County.
20 The term of this Agreement begins July 1, 2009 and shall continue
21 until June 30, 2012, subject to one (1) optional renewal of three (3)
22 years upon mutual consent of the parties. Each party's intent not
23 to renew shall be given by written notice at least 12 months (365
24 days) prior to contract expiration.

25 > Paragraph 4.4.4 (professional liability insurance) is amended to read:

26 4.4.4 Professional Liability Insurance:
27 Contractor shall maintain Professional Liability Insurance
28 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 Perris and unincorporated areas
San Jacinto Zone	Hemet San Jacinto and unincorporated areas
Southwest Zone	Temecula and Murrieta Lake Elsinore, <u>Menifee, Wildomar</u> , 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

- 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 1.2 Fourteen (14) Minute Response Zone

2 Contractor shall place an ambulance at the scene in less than fourteen (14)
3 minutes, as measured by **(CAD)** digital clock, from the time that the
4 ambulance is dispatched in areas defined in Schedule A.

5 1.3 Twenty (20) Minute Response Zone

6 Contractor shall place an ambulance at the scene in less than twenty (20)
7 minutes, as measured by **(CAD)** digital clock, from the time that the
8 ambulance is dispatched in areas defined in Schedule A.

9 1.4 Thirty (30) Minute Response Zone

10 Contractor shall place an ambulance at the scene in less than thirty (30)
11 minutes, as measured by **(CAD)** digital clock, from the time that the
12 ambulance is dispatched in areas defined in Schedule A.

- 13 > Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance
14 response time Performance Standards and penalties), Subsection B (Response
15 Time Standards), Item 2 (Sub Zone Standards) is amended to read:

16 2. Sub Zone standards

17 The following is the response time standard for Code 3 requested for emergency
18 ambulance services originating from within the Area as defined in Schedule A.1.
19 Contractor must meet all response time criteria ~~89%~~ 90% of the time in each
20 subzone monthly on a three (3) month moving average.

- 21 > Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance
22 response time Performance Standards and penalties), Subsection C (Response
23 Time Exemptions), is amended to read:

24 C. Response Time Exemptions

25 In the monthly calculation of the Provider's response time performance, every
26 emergency medical service call originating from within the emergency
27 ambulance provider exclusive operation area shall be included except as
28 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

1 Contractor must have acted in good faith. The Alleged good cause must
 2 have been a substantial factor in producing the excessive response time.
 3 Good cause for an exemption may include, but is not limited to, the
 4 following scenarios:

- 5 a. Incorrect or inaccurate dispatch information received from a calling
 6 party or 911 Public Safety Answering Point or from a public safety
 7 agency. The response time calculation shall restart when the
 8 ambulance or ambulance dispatch center receives the correct
 9 information.
- 10 b. ~~Disrupted voice or data transmission~~ When, for reasons of safety,
 11 the contractor's ambulance is directed by local public safety
 12 official(s) to follow other emergency responders to the scene of
 13 the response.
- 14 c. Inability to locate address due to inaccurate or non-existent address
 15 as confirmed by other responding agencies.
- 16 d. Unavoidable delay caused by ~~traffic congestion when there is no~~
 17 ~~alternative access to the incident that would permit Contractor, with~~
 18 ~~reasonable diligence, to meet the response time criteria.~~ trains in
 19 the City of Riverside ONLY.
- 20 e. Unavoidable delays caused by road construction and/or closure at
 21 receiving hospitals, such as lack of available beds for patient
 22 transfer.
- 23 ~~f. Unavoidable delays caused by trains~~
- 24 ~~g. Off road or off paved road locations, if such condition hampers the~~
 25 ~~ability to safely respond to such locations.~~
- 26 ~~h. Weather conditions that impair visibility or create other unsafe~~
 27 ~~driving conditions.~~
- 28 ~~i. Unavoidable delays at receiving g hospitals, such as lack of~~
~~available beds for patient transfer~~

- 29 ➤ Schedule E (Riverside County ALS Provider Standards), Section II (Ambulance
 30 response time Performance Standards and penalties), Subsection D (Response
 31 Time Penalties and Performance Enhancements Measures) is amended to read:

32 D. Response Time Penalties and Performance Enhancements Measures

33 1. Penalties

34 If Contractor fails to meet the response time standards or performance
 35 standards in the delivery of service, except as otherwise exempted, Contractor
 36 shall be assessed penalties in the following amounts:

- 37 a. For each response Contractor exceeds the response time standard, the
 38 following amounts shall be assessed:
- 0.01- 1 minute = \$ 5.00
 1.01- 2 minutes = \$ 10.00
 2.01- 3 minutes = \$ 20.00

1	3.01- 4 minutes = \$ 50.00
2	4.01- 5 minutes = \$ 70.00
3	5.01- 6 minutes = \$ 90.00 <u>180.00</u>
4	6.01- 7 minutes = \$ 110.00 <u>220.00</u>
5	7.01- 8 minutes = \$ 140.00 <u>280.00</u>
6	8.01- 9 minutes = \$ 160.00 <u>320.00</u>
7	9.01- 10 minutes = \$ 180.00 <u>360.00</u>
8	10.01-15 minutes = \$ 200.00 <u>400.00</u>
9	15.01- 20 minutes = \$ 250.00 <u>500.00</u>
10	20.01- 30 minutes = \$ 300.00 <u>600.00</u>
11	30.01- 60 minutes = \$ 600.00 <u>1,200.00</u>
12	>60 minutes = \$ 1,000.00 <u>2,000.00</u>

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- 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

23 2. Performance Enhancements/Credits

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- 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
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91 - 92 %	10% 15%
92.01 - 93 %	20% 35%
93.01 - 94 %	30% 50%
94.01 - 95 %	50% 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 %	10% 15%
92.01 - 93 %	20% 35%
93.01 - 94 %	30% 50%
94.01 - 95 %	50% 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 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.

- 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 gat 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..~~

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' code of conduct polices 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