

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



ITEM: 2.9
(ID # 23423)

MEETING DATE:
Tuesday, November 07, 2023


FROM : EMERGENCY MANAGEMENT DEPARTMENT:

SUBJECT: EMERGENCY MANAGEMENT DEPARTMENT: Receive and file the American Medical Response Ambulance Service, Inc. (AMR) Annual Performance Report for Ground Advanced Life Support (ALS) Emergency Ambulance Services for Fiscal Year 2022/2023. All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and file the AMR Annual Performance Report for Ground Advanced Life Support (ALS) Emergency Ambulance Services for Fiscal Year 2022/2023.

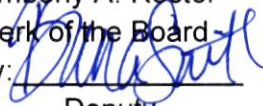
ACTION:


Bruce Barton, EMD Director 10/30/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Washington and duly carried, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Spiegel, Washington and Perez
Nays: None
Absent: Gutierrez
Date: November 7, 2023
xc: EMD

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: N/A	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

On January 13, 2015, Item 3.8, the Board of Supervisors approved the Agreement with American Medical Response (AMR) for Advanced Life Support (ALS) emergency ambulance services for the period of July 1, 2015, through June 30, 2020, with the option of ten (10) earned annual extensions. AMR is responsible for submitting a written request for earned extensions to the Contract Administrator no later than September 1st each year following the first full contract year. This written request must include sufficient evidence of compliance with the Agreement requirements and stated in the annual performance report that is submitted to the Riverside County Emergency Medical Services Agency (REMSA). The agreement term utilizes earned annual extensions to incentivize continuous investment in Emergency Medical Services (EMS) system enhancements throughout the life of the agreement.

AMR submitted their first annual report and written request for a one year earned extension on September 1, 2016, amending the contract term through June 30, 2021. On September 1, 2017, the second annual report and written request for a one year earned extension was submitted by AMR extending the contract term through June 30, 2022. Subsequently, Amendments No. 3 and No. 4, were submitted on September 1, 2018, and September 1, 2019, respectively, and extended the contract through June 30, 2024.

On September 1, 2020, AMR submitted a written request for a one-year earned extension to amend the contract through June 30, 2025. On September 1, 2021, AMR submitted a written request for a one year earned extension to amend the contract through June 30, 2026. Monitoring of the contractor's performance as required under the agreement, continued uninterrupted throughout the COVID Pandemic and Amendment No. 5 extending the Agreement for an additional two-year earned extension through June 30, 2026, was approved on August 30, 2022.

For the performance period of July 1, 2021 through June 30, 2022, AMR submitted a written request for a one year earned extension to amend the contract through June 30, 2027. After careful review of all submitted documentation, the request for a one year earned annual renewal was denied on March 14, 2023.

REMSA has now concluded the review of the annual performance report submitted by American Medical Response (AMR) for the period of July 1, 2022 through June 30, 2023. After careful

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

review of the documentation submitted, AMR did not meet the requirements for an earned annual renewal and the current Ambulance 9-1-1 Advance Life Support (ALS) emergency ambulance service contract extension remains through June 30, 2026.

Impact on Residents and Businesses

The residents of Riverside County require the services supplied by an efficient EMS system. The ALS emergency ambulance agreement provides services to the County EMS plan designed to optimize emergency medical care to residents thereby minimizing morbidity and mortality from acute illnesses and traumatic injuries.

ATTACHMENTS:

- 2022-2023 AMR Annual Response Time Report
- 2022-2023 AMR Compliance Review Matrix
- 2022-2023 AMR Executive Summary


Rebecca S Cortez, Principal Management Analyst 11/2/2023


George Trindle, OFF ASST COUNTY COUNSEL 10/30/2023



Ambulance Response Compliance Review

**AMR Compliance Summary
7/1/2022 – 6/30/2023**

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RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

Overview

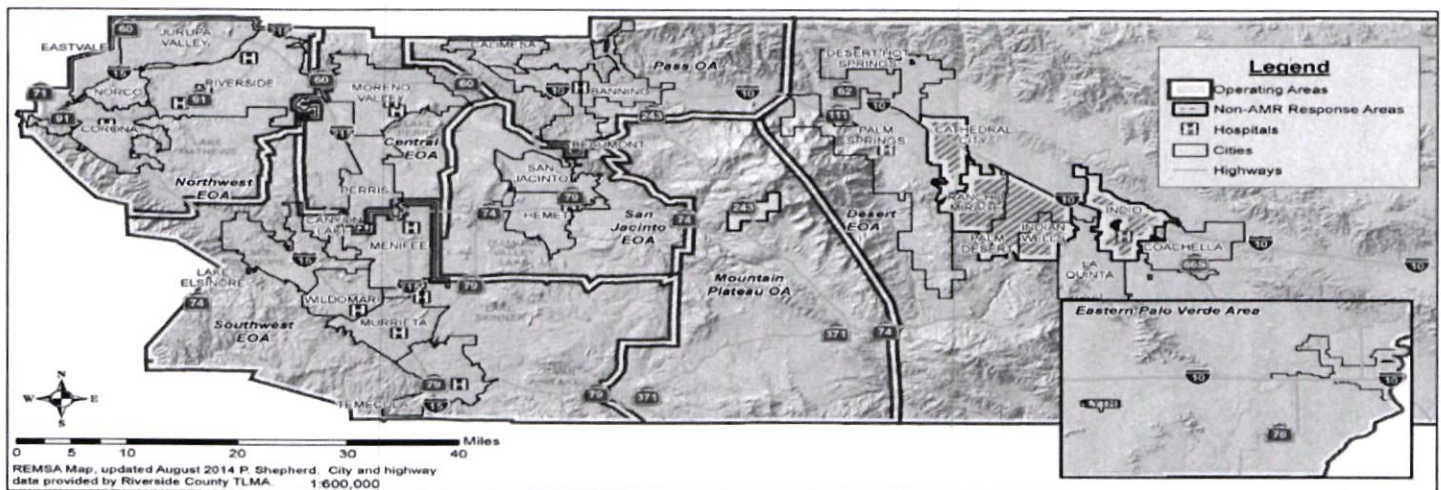
The Riverside County EMS System encompasses all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for the majority of Riverside County, and this report outlines the AMR response time compliance in Riverside County. Data provided refers to the AMR-serviced Ambulance Operating Areas delineated in the master service agreement dated July 1, 2015.

Raw Compliance, for the purpose of this report, refers to the contracted providers ability to meet agreed upon response times, which vary throughout the Operational Area. Adjusted Compliance, for the purpose of this report, refers to the final compliance percentage after various exemptions have been granted. These exemptions would include Code 2 – Diverted x3, COVID – 19, Extended wait time at railroad crossings in the City of Riverside only, Following Fire Department, Major Road Closure/Construction, Offload Delays/Bed Delays, Second Unit, Unusual System Overload and Unusually Heavy Traffic. The majority of exemptions granted to the ambulance provider are due to offload/bed delays. Approximately 95% of all exemptions granted relate to APOD.

Below is a map of the Ambulance Operating Areas, which are discussed in the corresponding Administrative Group meetings based on region. A complete map of the County with Response Time Zones labeled is available at <http://www.remsa.us/zones>



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM AMBULANCE OPERATING AREAS



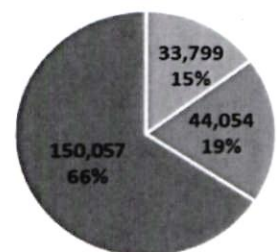
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

West County includes the Northwest, Southwest, and Central response zones. The City of Riverside is a subzone of the Northwest Zone, which accounts for more responses than all other subzones across the County.

Mid County region includes the Pass, San Jacinto, and Mountain Plateau Response Time Zones.

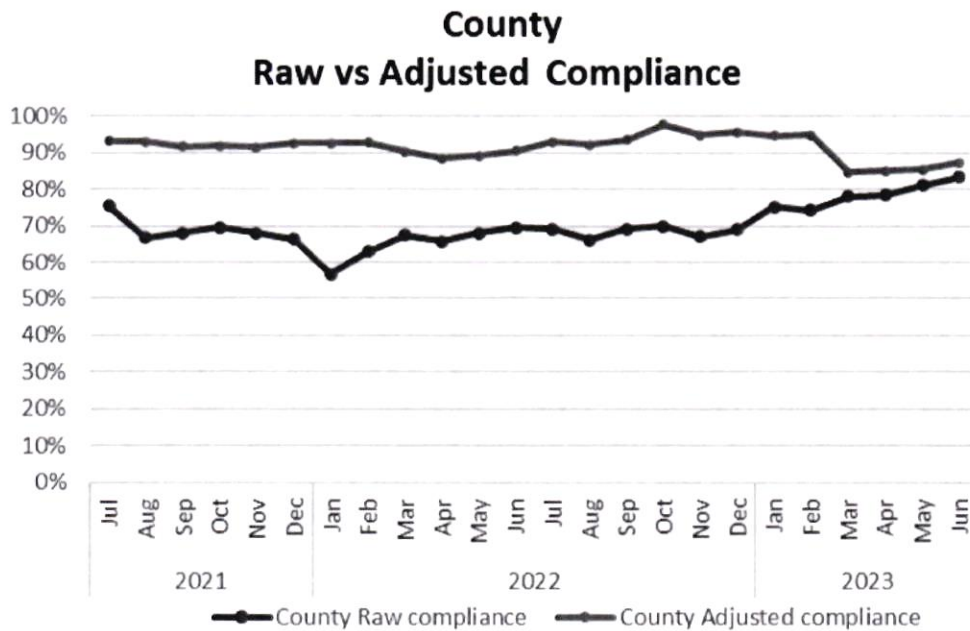
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jul 2022 through Jun 2023

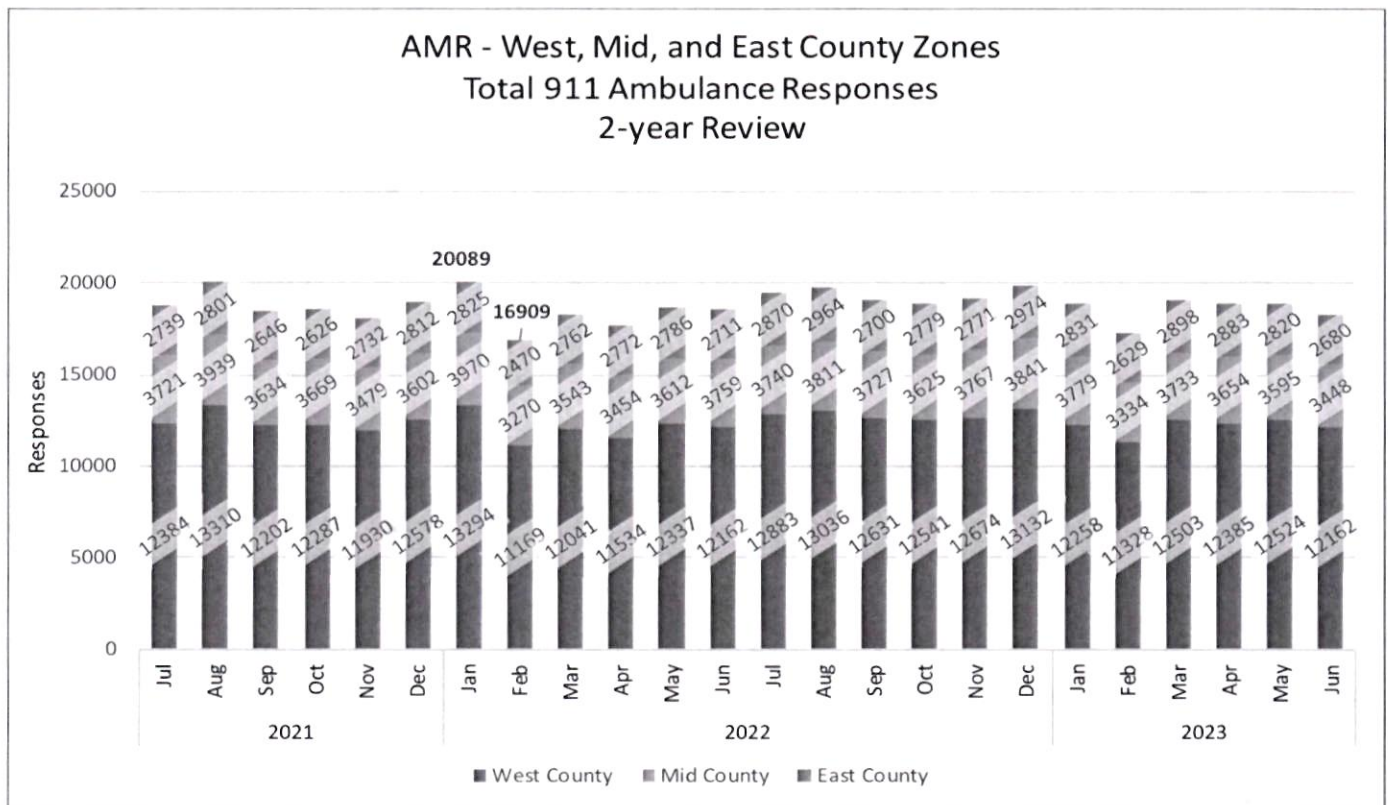


■ East County ■ Mid County ■ West County

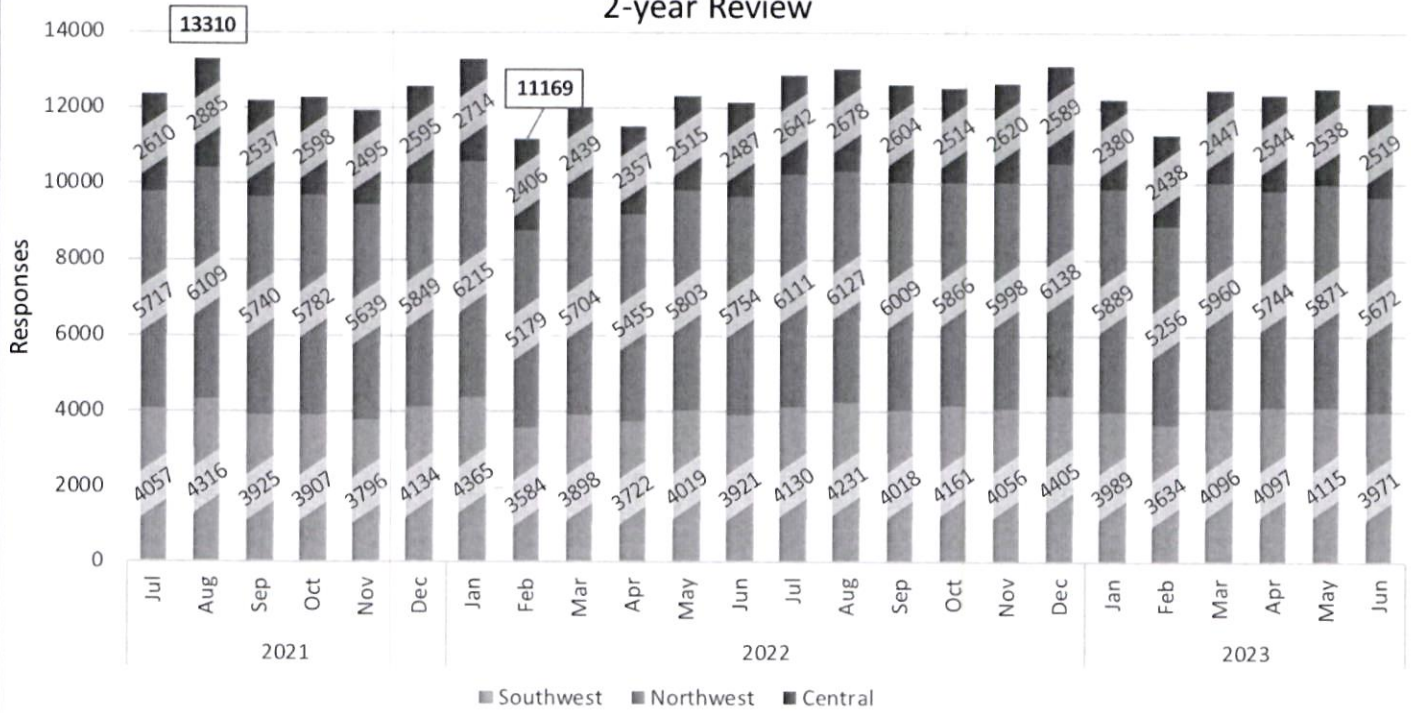
County Raw vs Adjusted Compliance



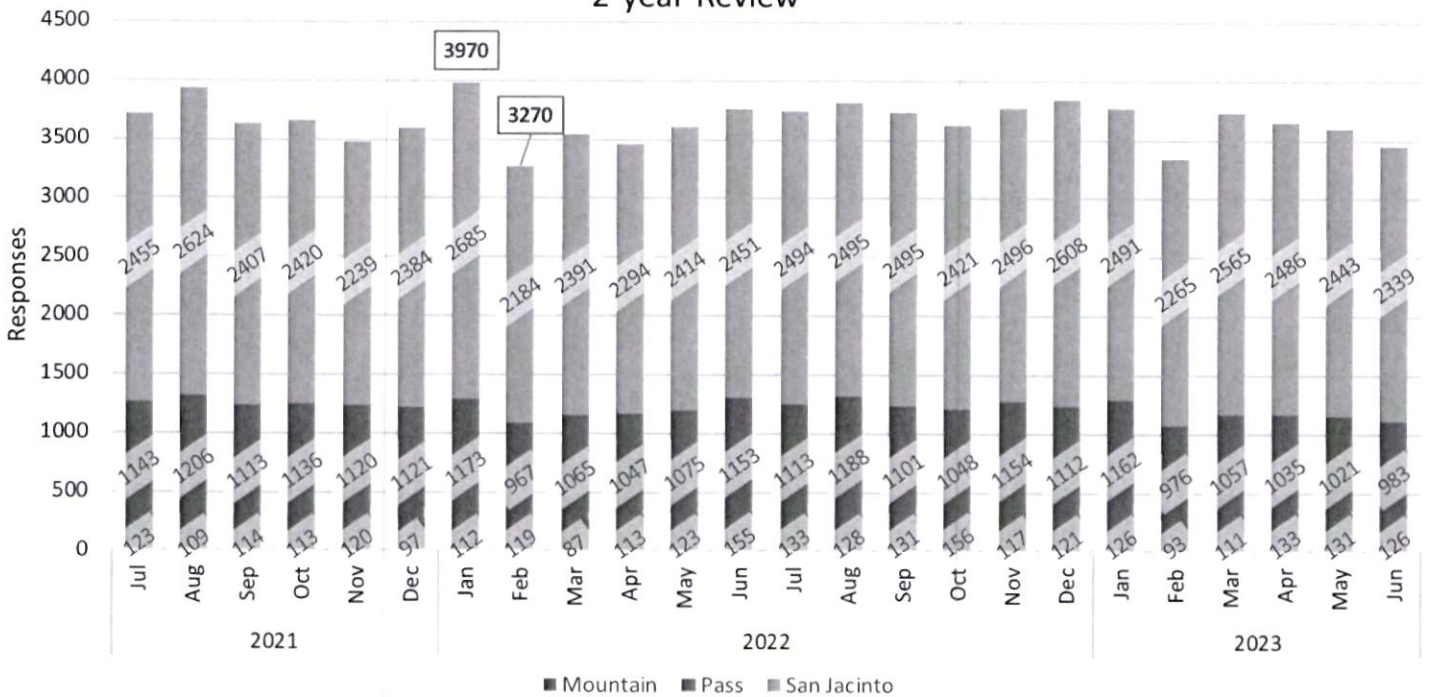
West, Mid, and East County Areas Comparisons



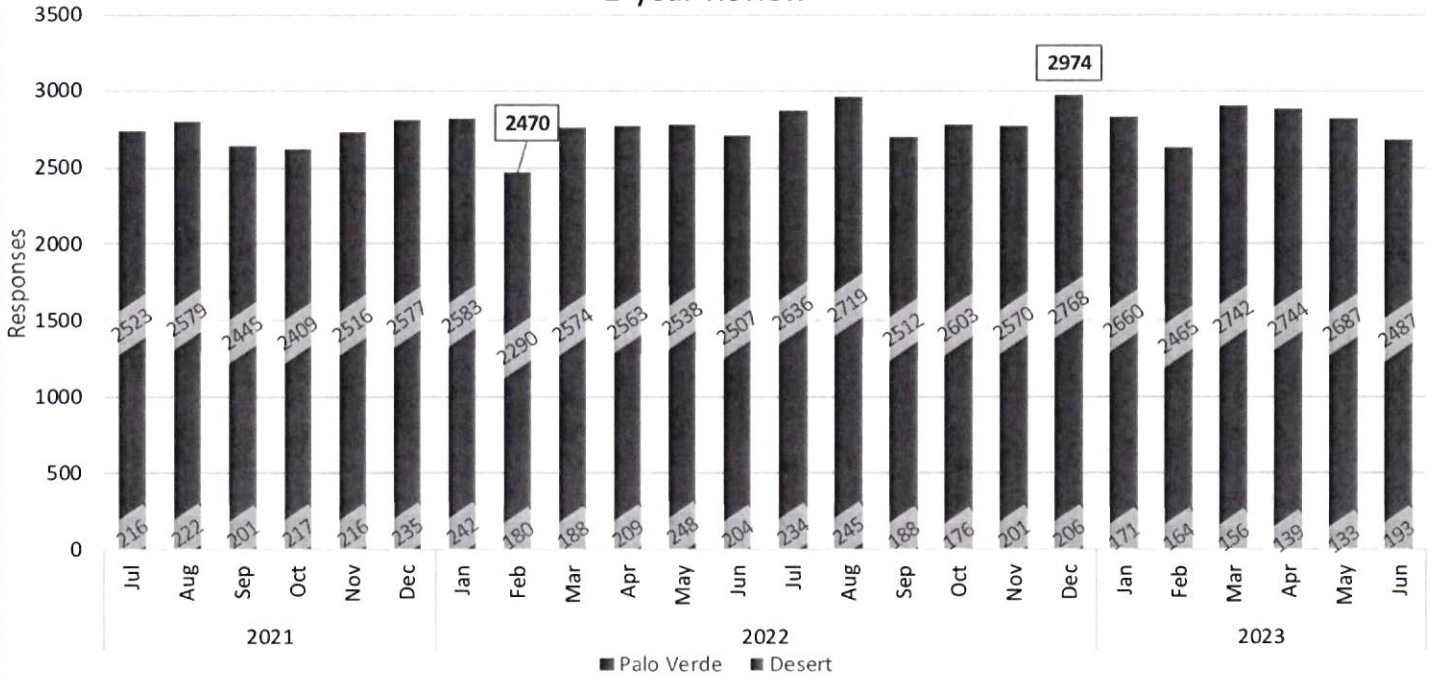
AMR - West County Zones Total 911 Ambulance Responses 2-year Review



AMR - Mid County Zones Total 911 Ambulance Responses 2-year Review



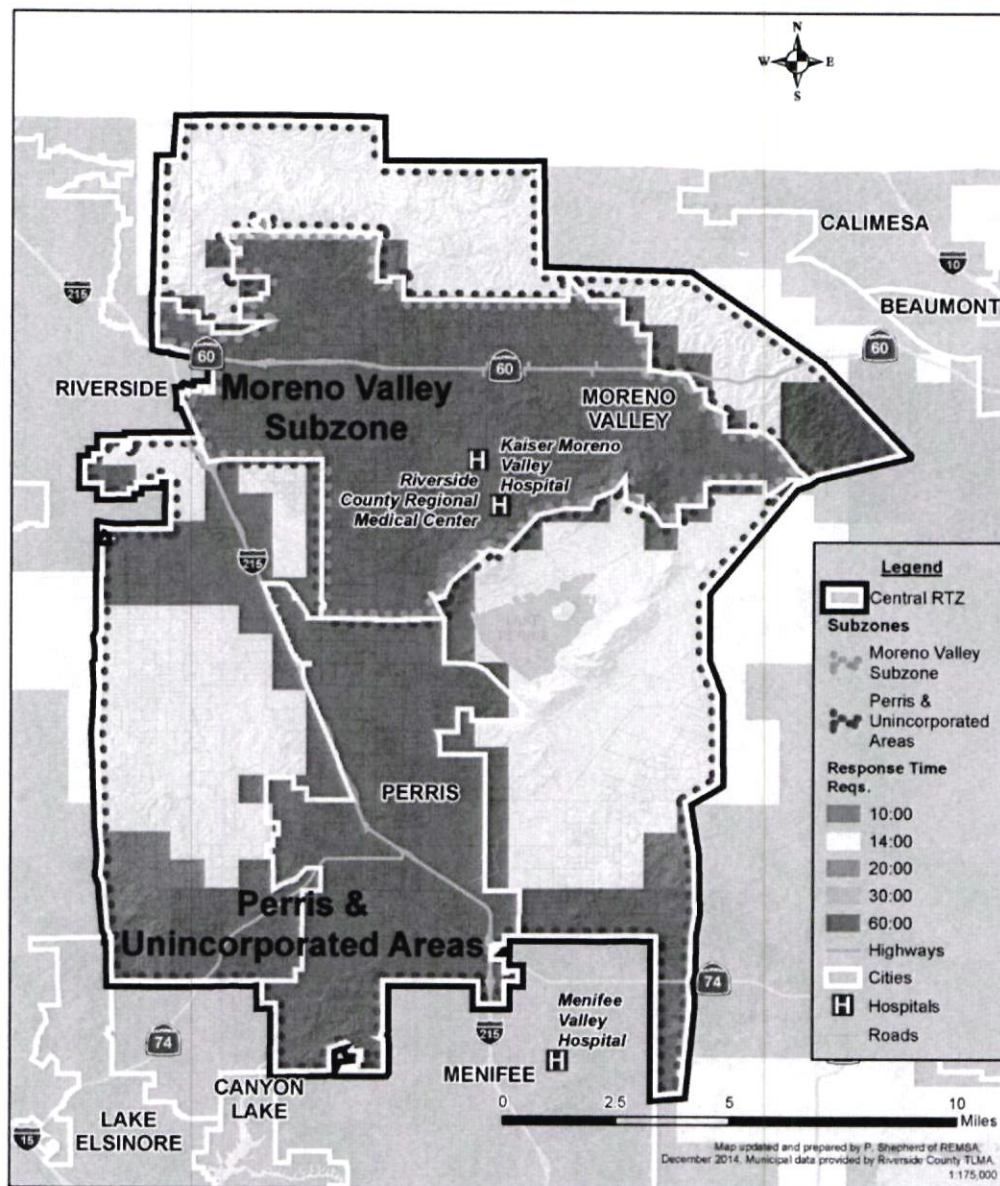
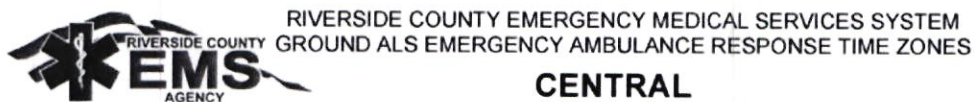
AMR - East County Zones Total 911 Ambulance Responses 2-year Review



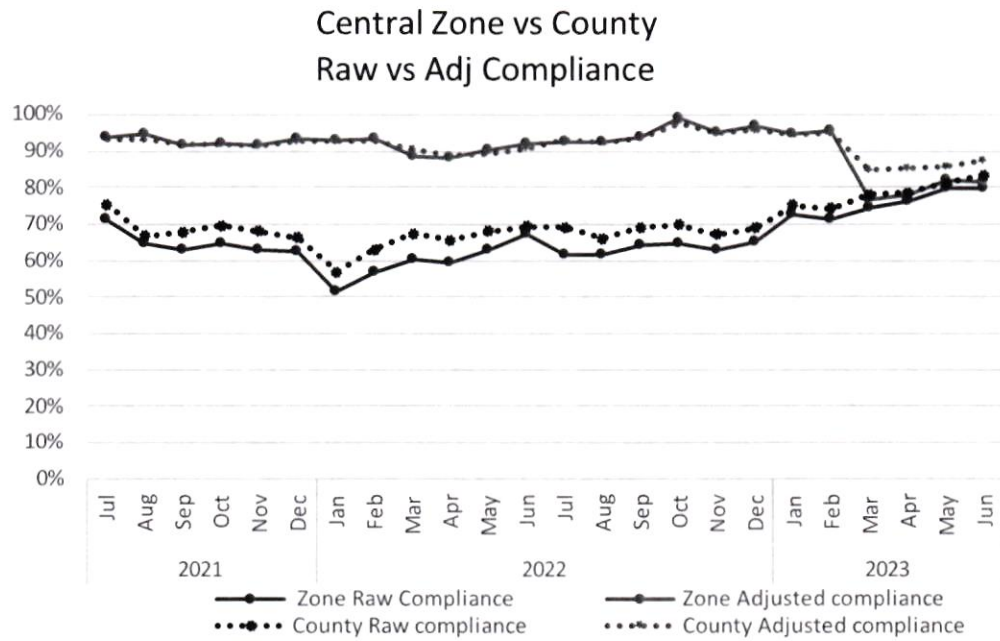
CENTRAL ZONE

The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: the Moreno Valley Response Time Subzone (RTSZ) and the Perris and Unincorporated Areas RTSZ. During the period in review for this report, the Moreno Valley Subzone received higher 911 ambulance response volume than did the Perris and unincorporated area, as illustrated in the following charts. These charts cover overall 911 ambulance responses, response time compliance, compliance/responses by subzone, responses more than ten minutes late, and exemptions.

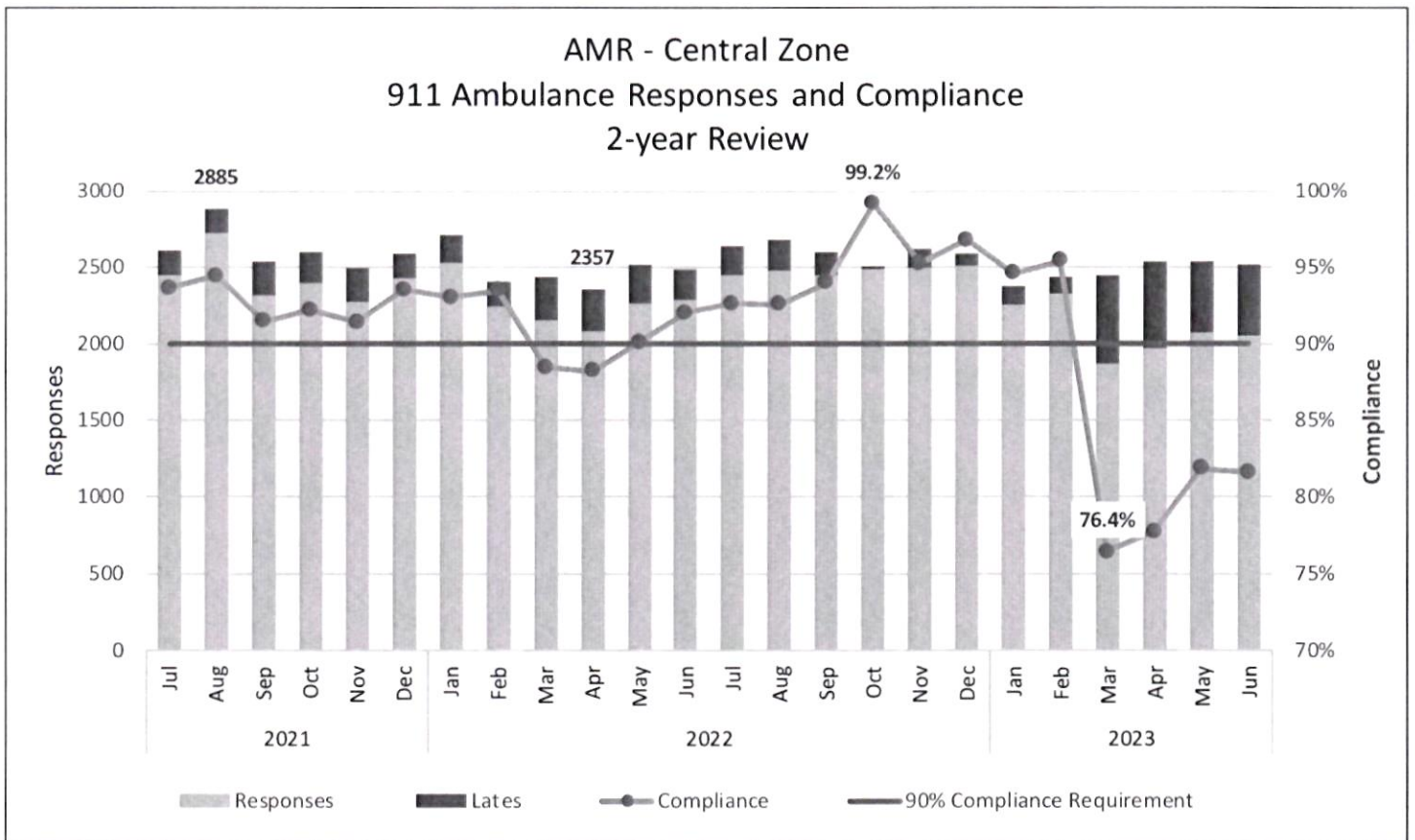
The maps referenced in this report are available at remsa.us/zones

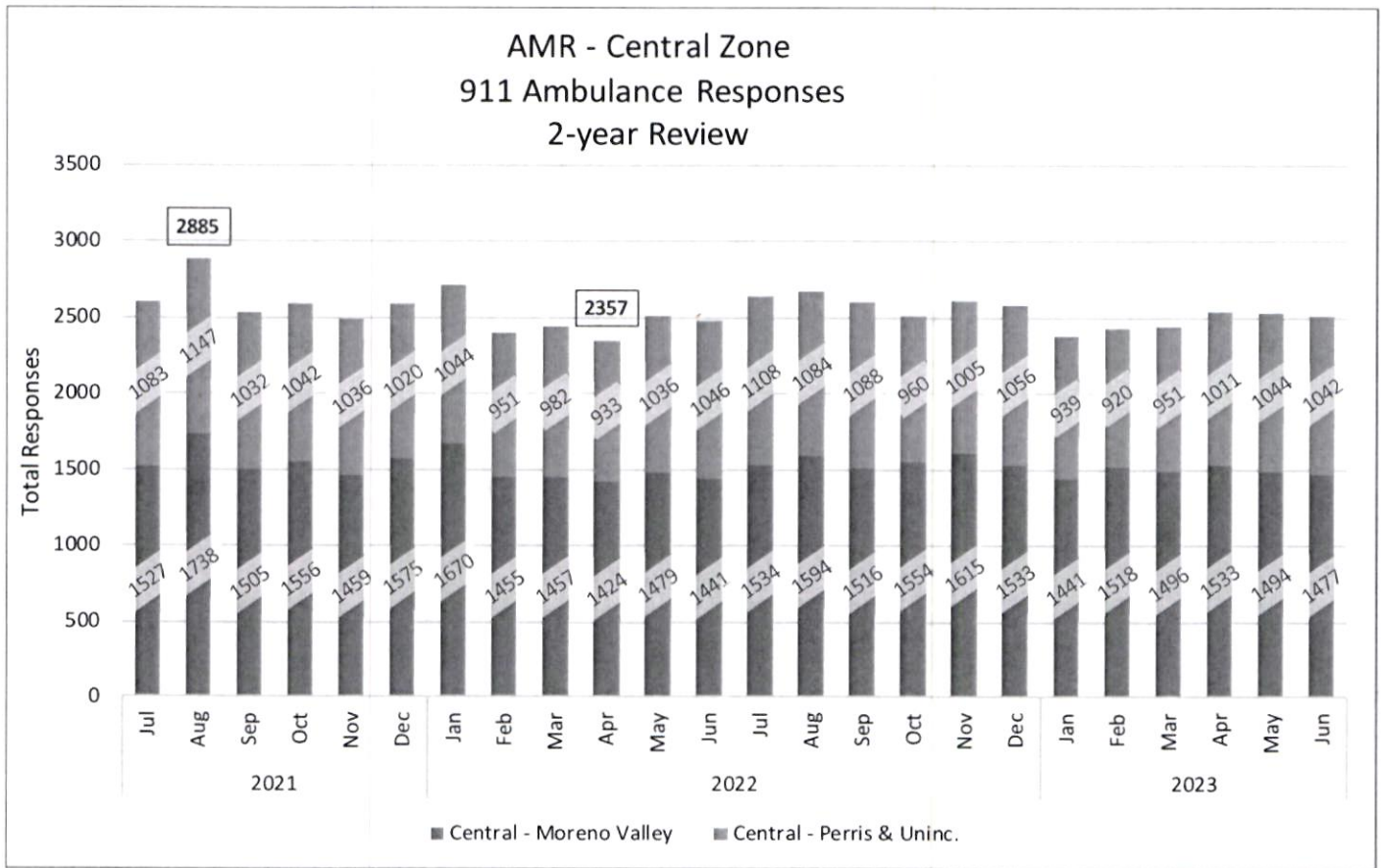


Central Zone: Raw vs Adjusted Compliance Data

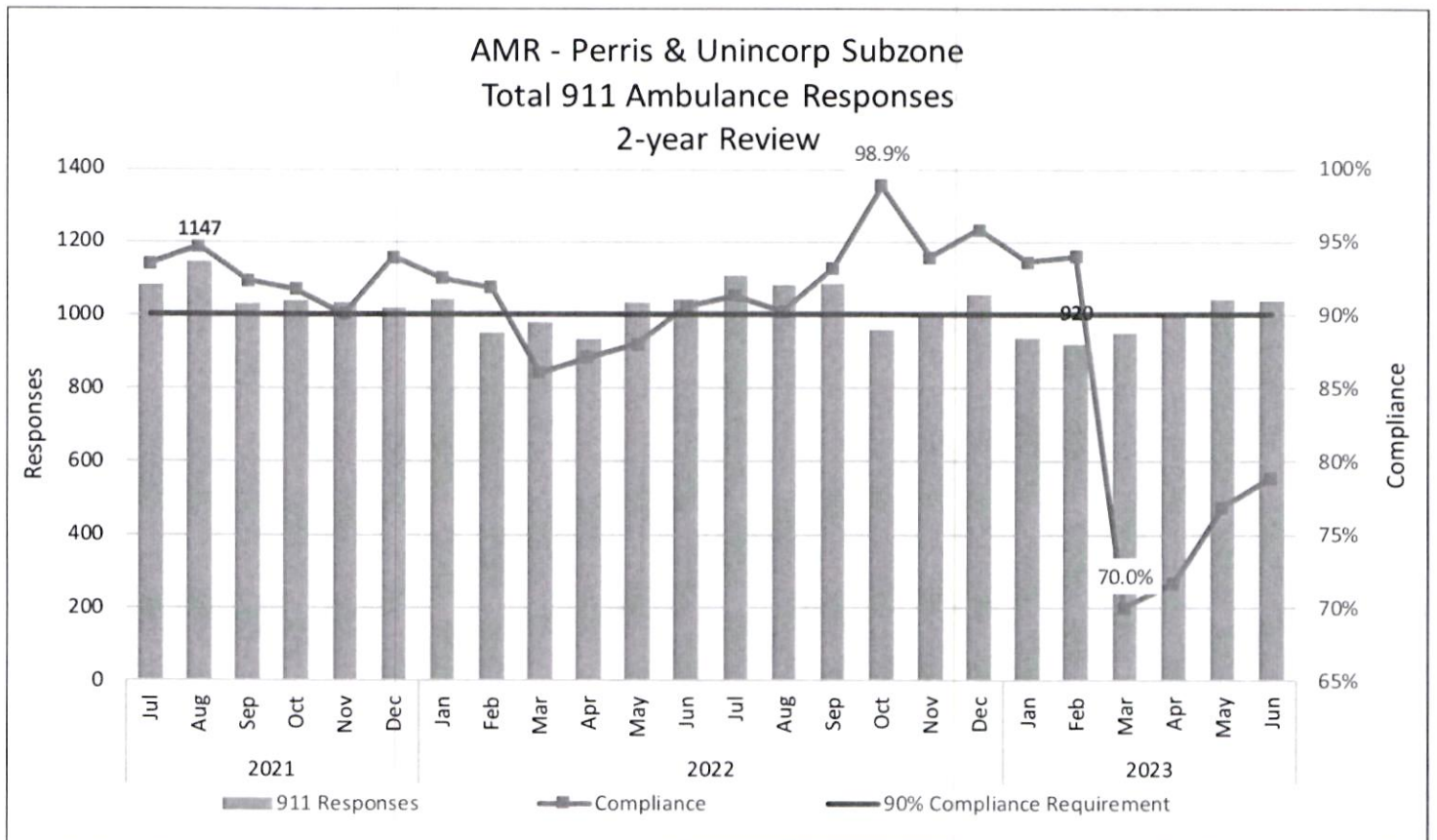


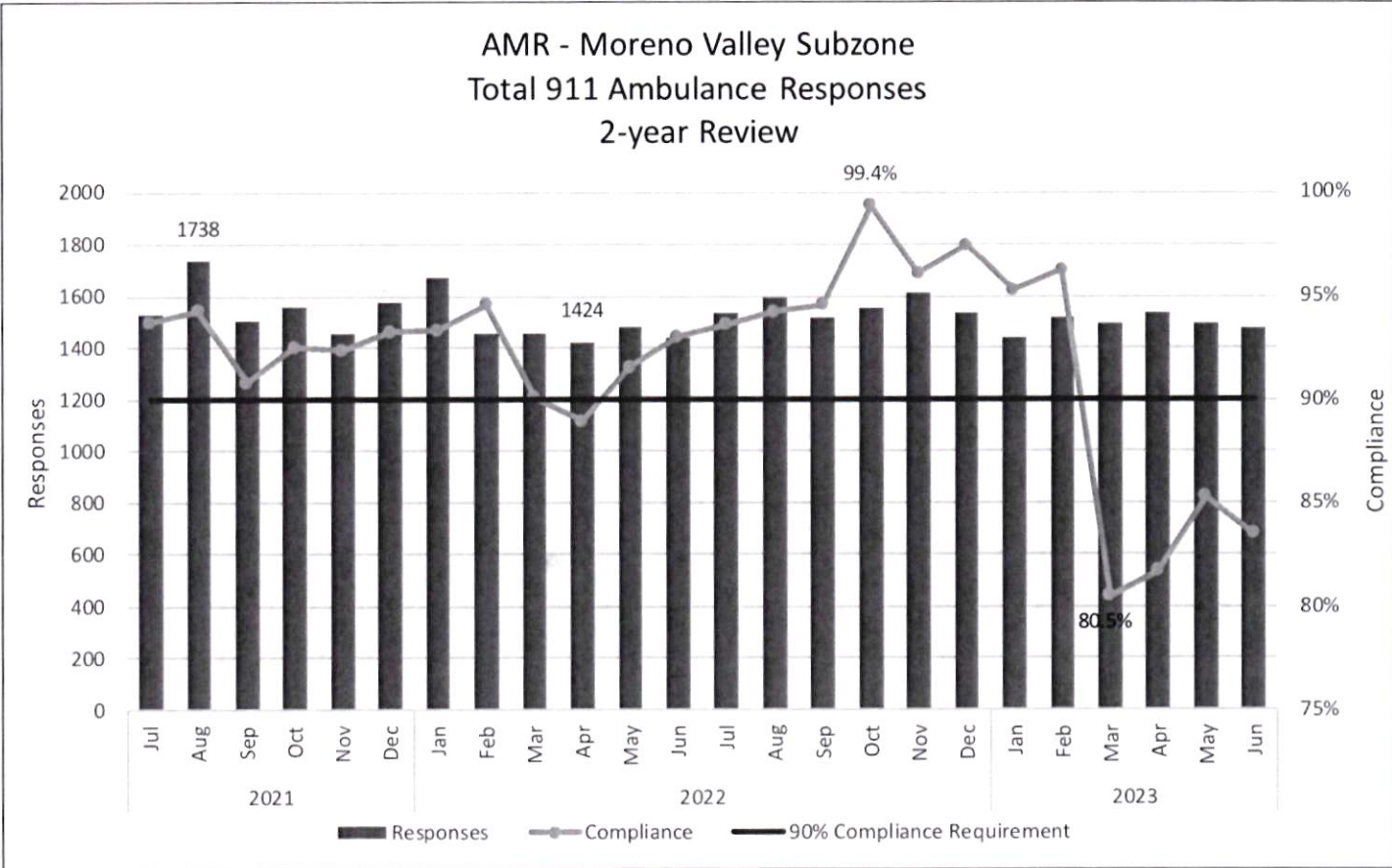
Central Zone: Response and Compliance Data



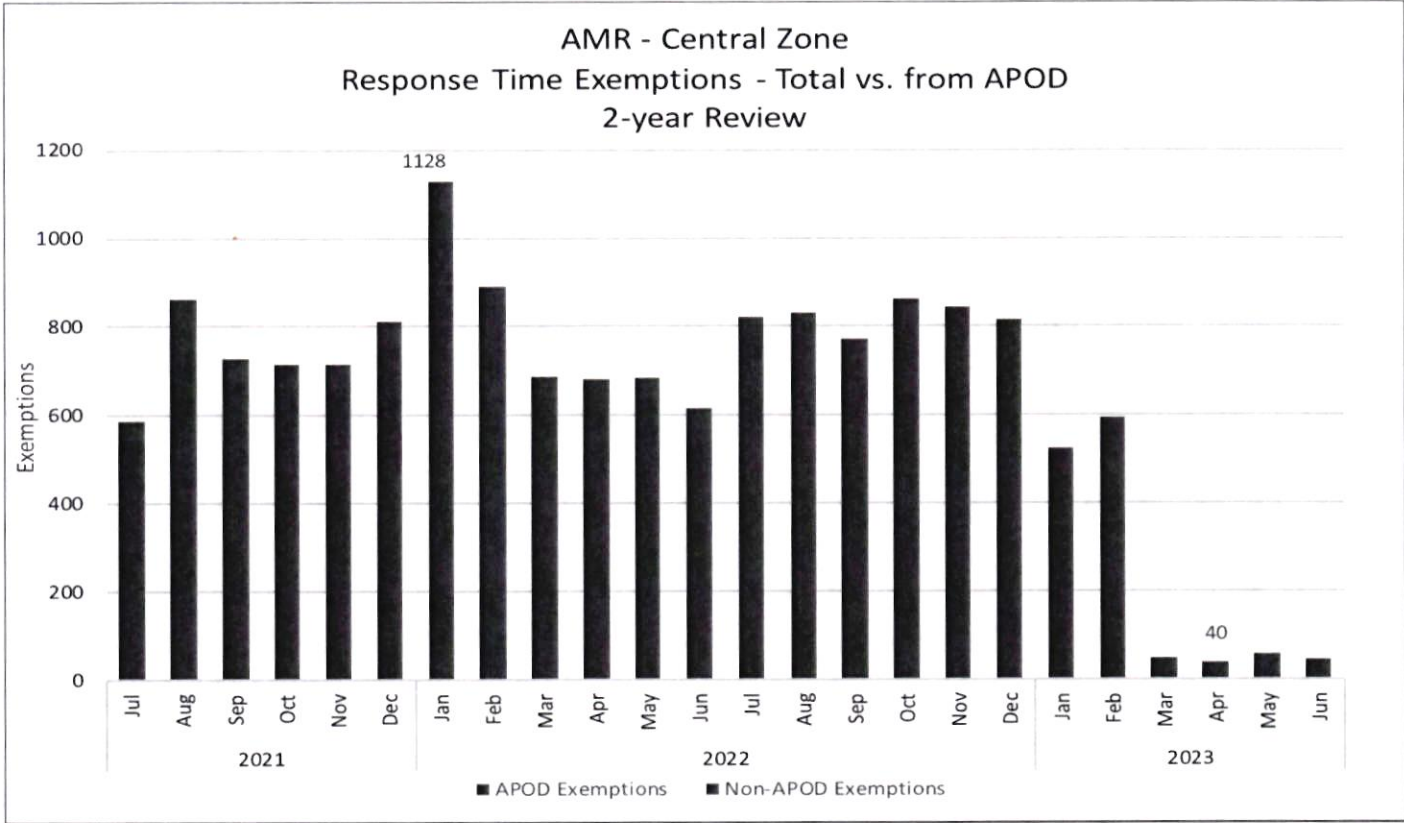


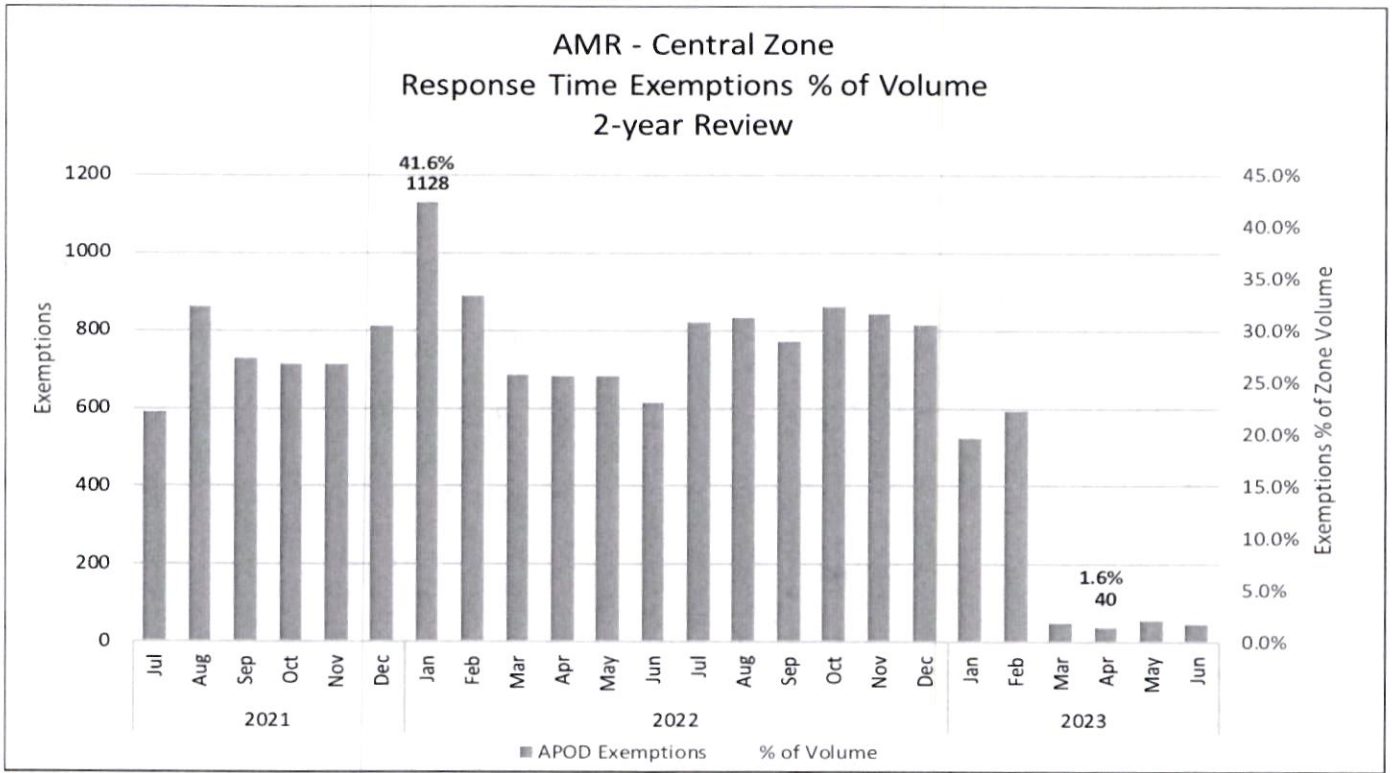
Central Zone: Subzone Response and Compliance Data



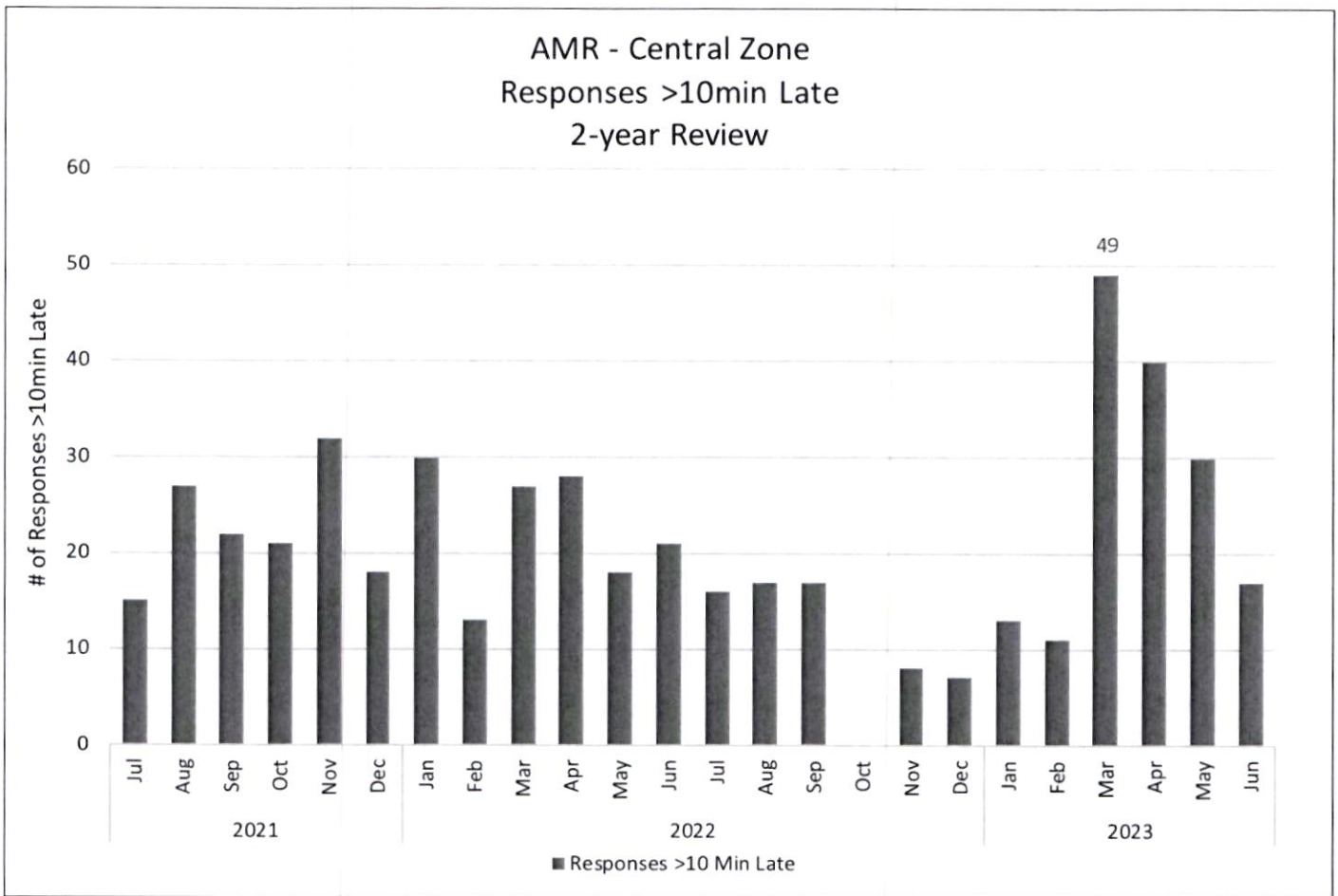


Central Zone: Exemptions





Central Zone: Responses > 10 Minutes Late

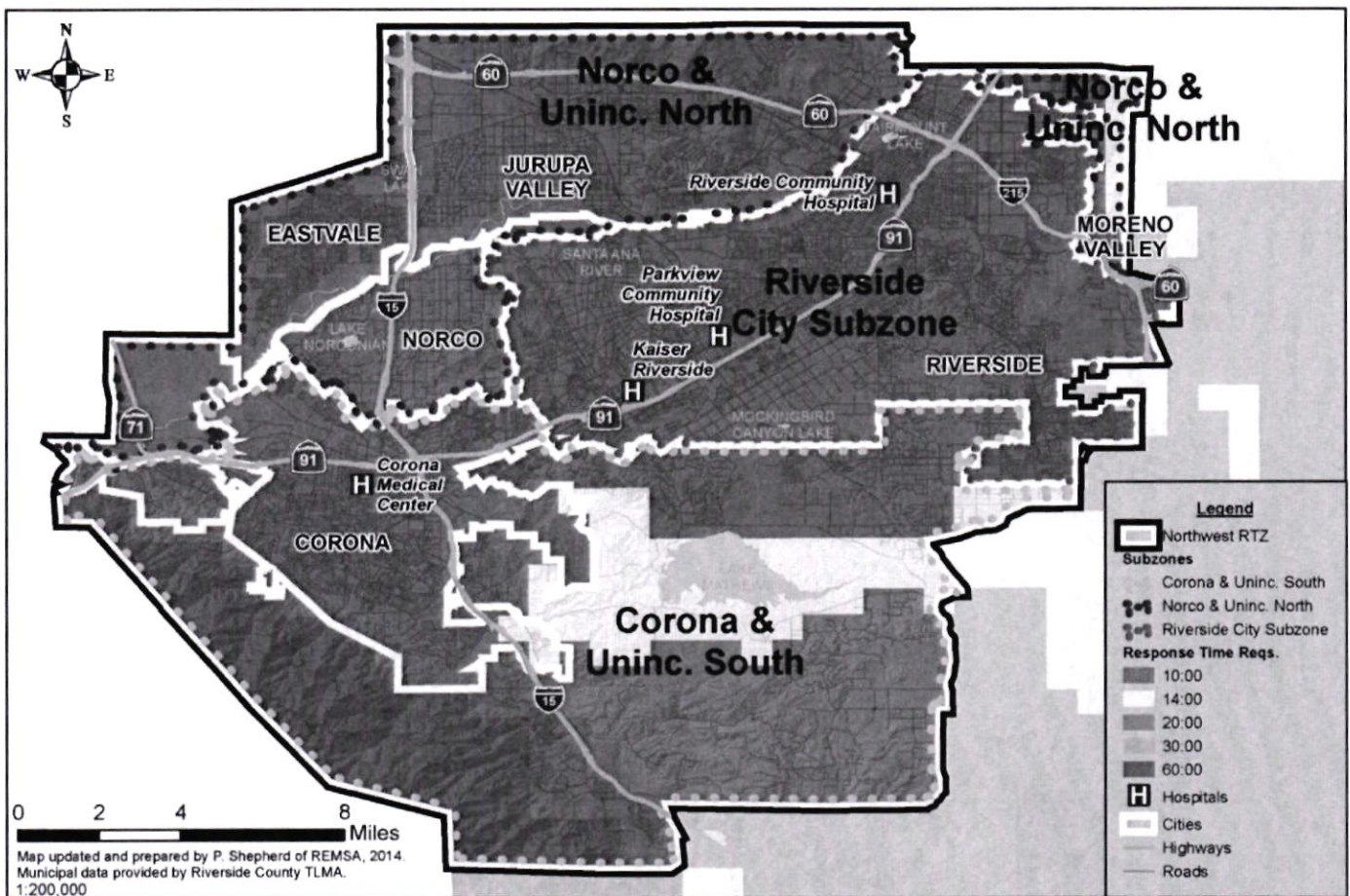


NORTHWEST ZONE

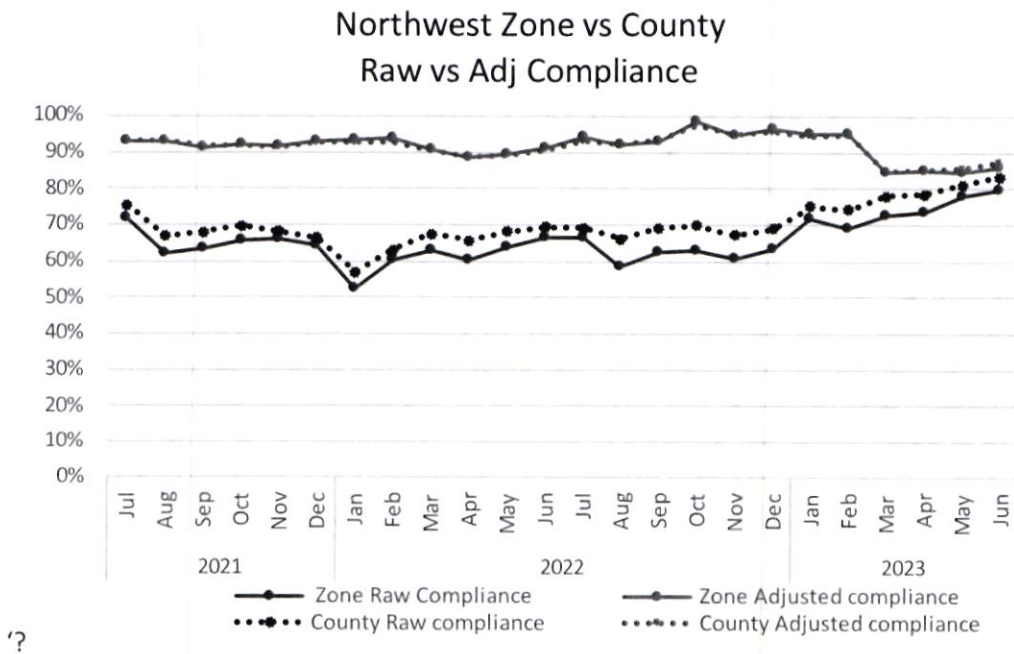
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest Zone is divided into three subzones: the Riverside City Subzone, the Corona & Unincorporated South Area Subzone, and the Norco & Unincorporated North Area Subzone. During the period in review for this report, the Riverside City Subzone received the highest volume of 911 ambulance responses, as is depicted in the following charts. Included for review are: Northwest Zone compliance, 911 ambulance responses, exemptions, and responses more than ten minutes late.



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST

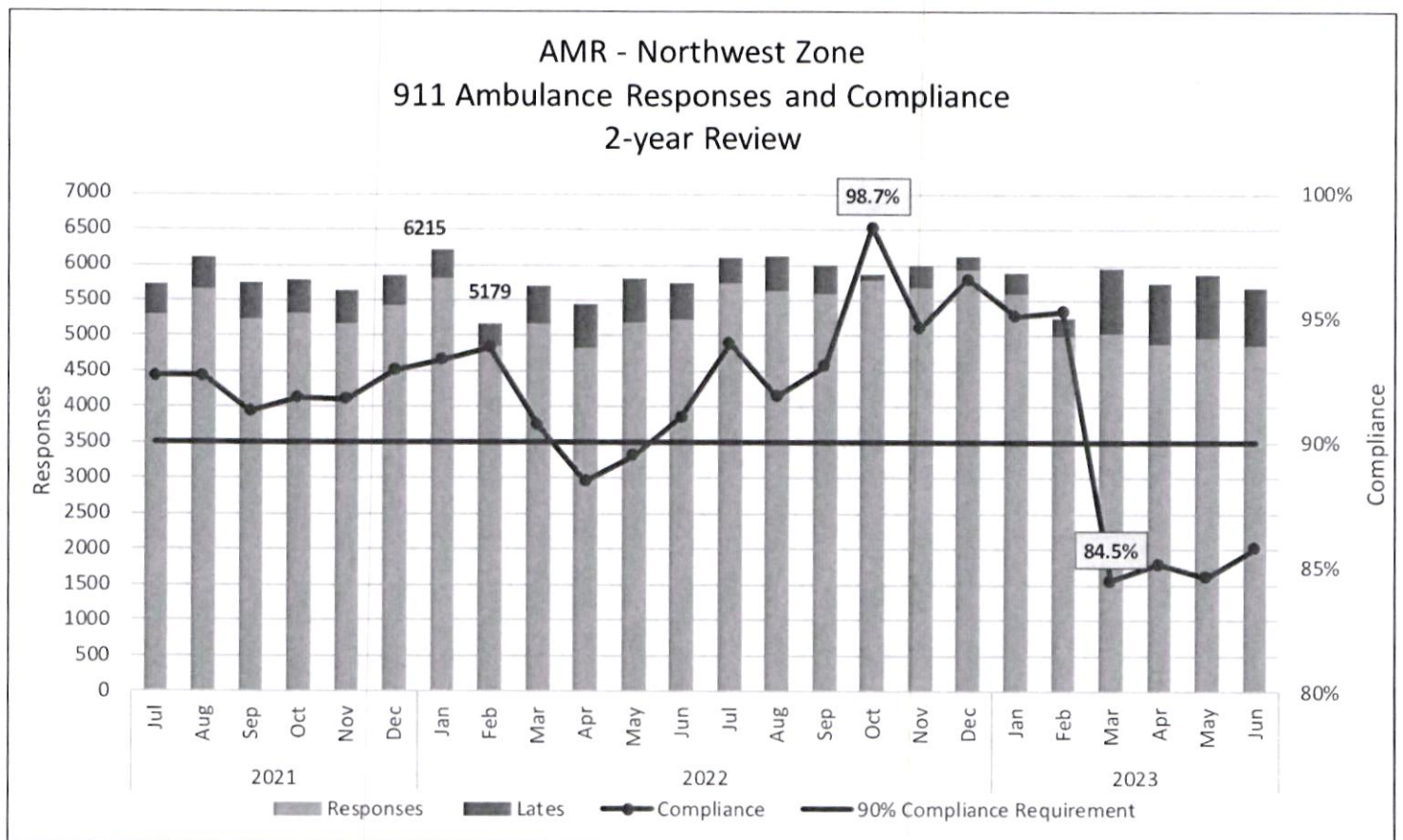


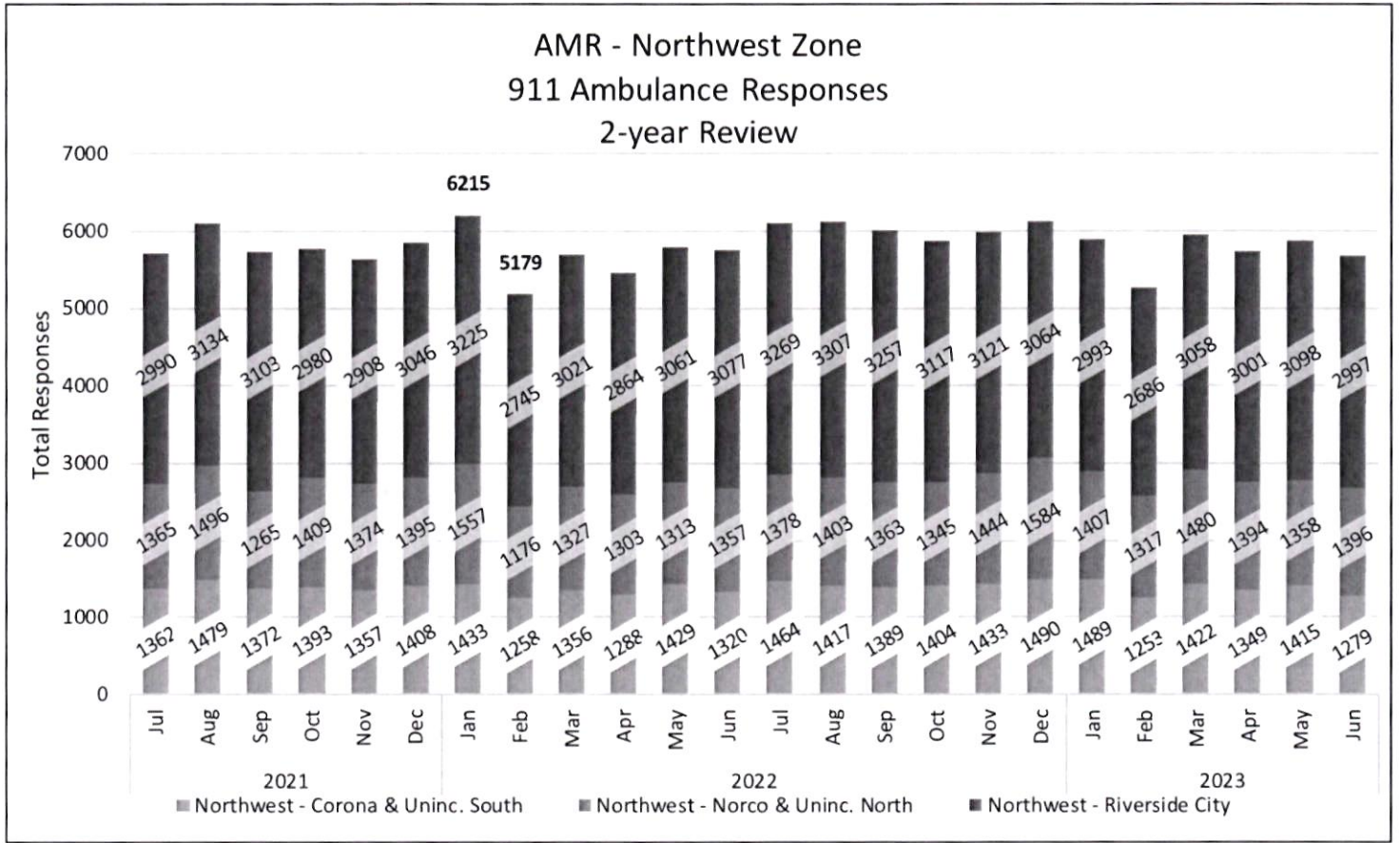
Northwest Zone: Raw vs Adjusted Compliance Data



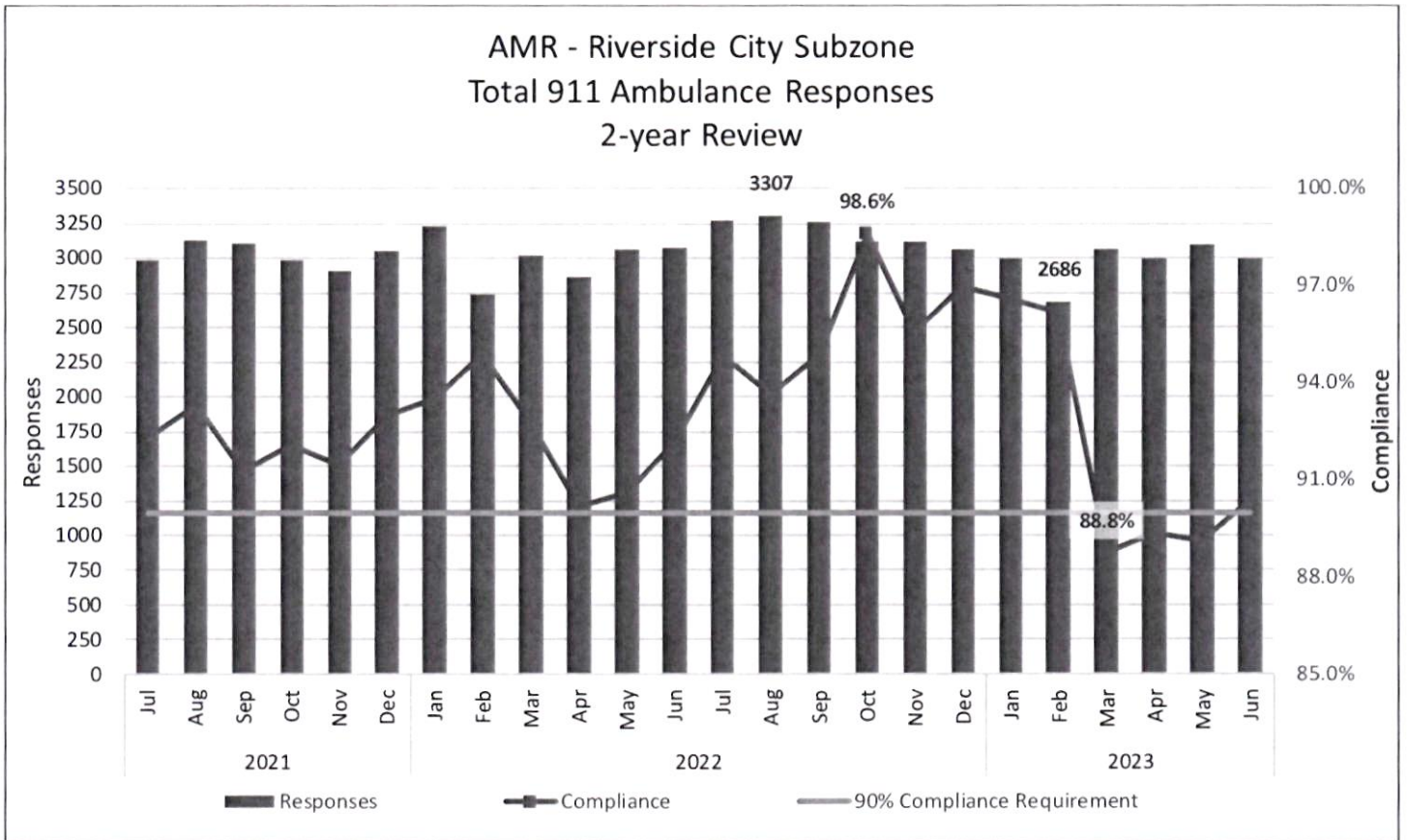
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Northwest Zone: Response and Compliance Data

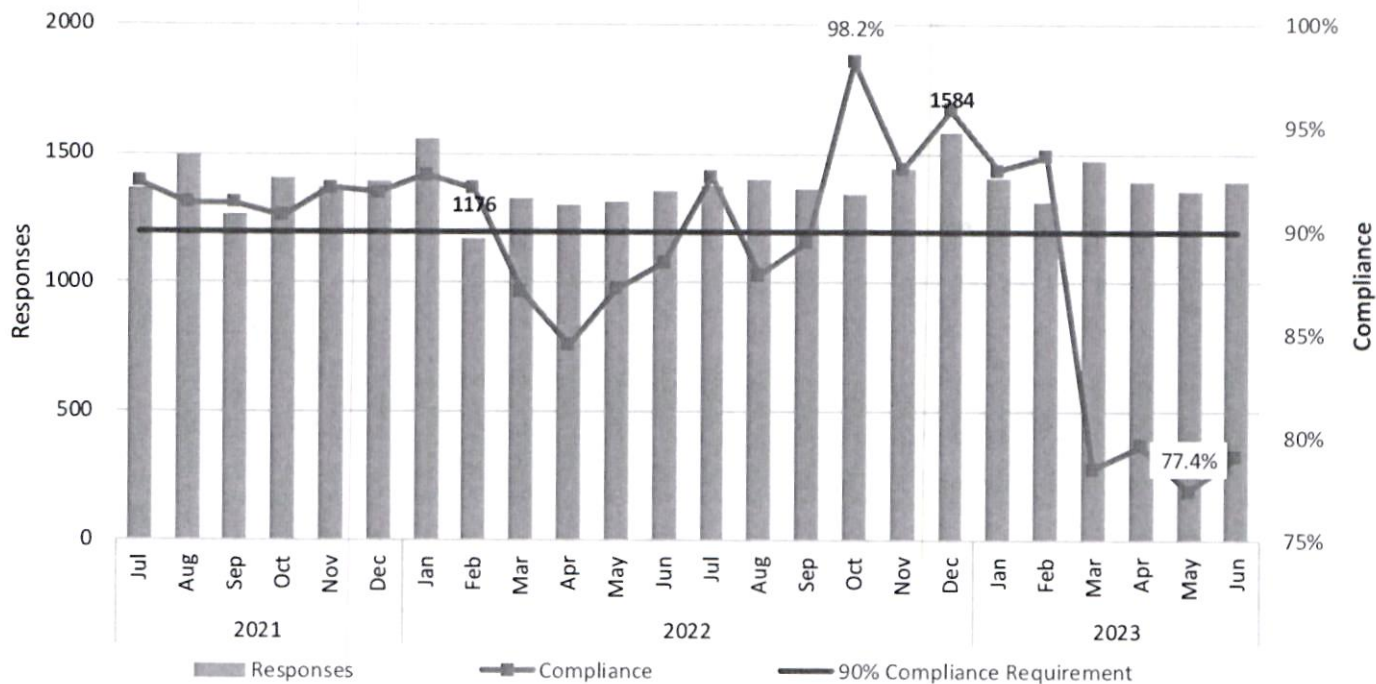




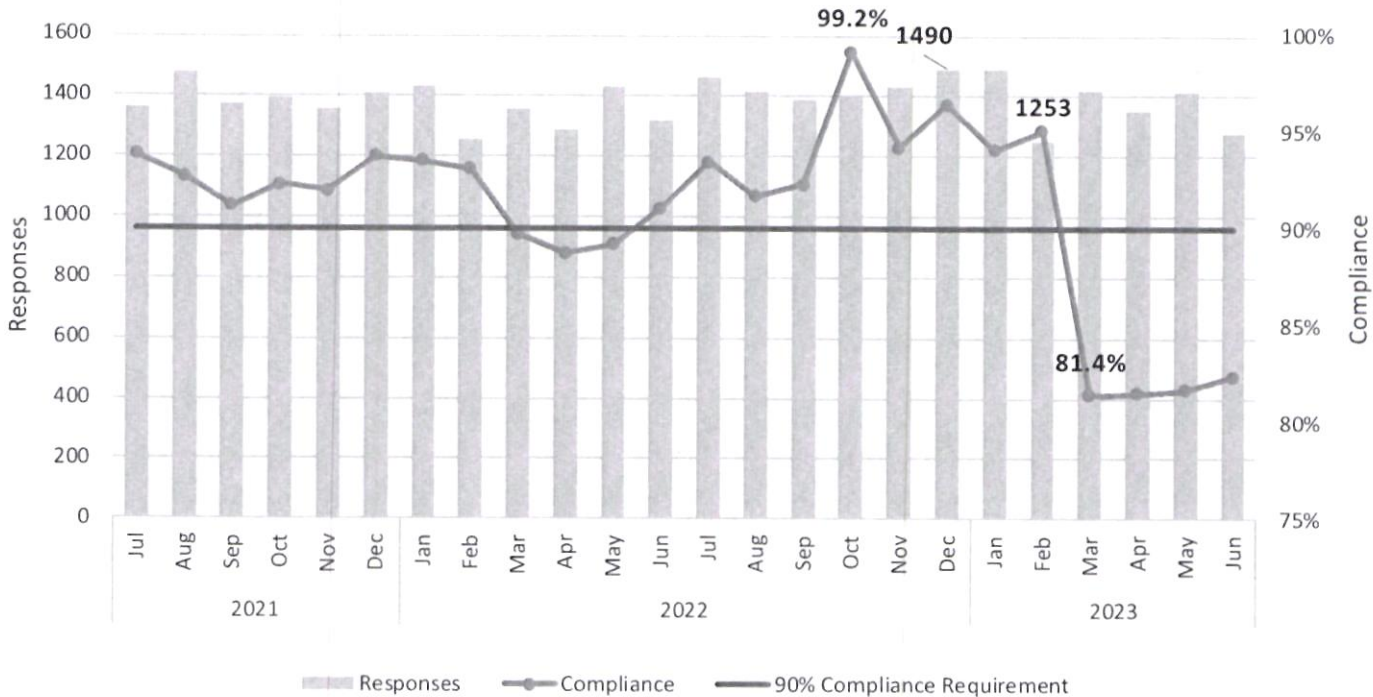
Northwest Zone: Subzone Response and Compliance Data



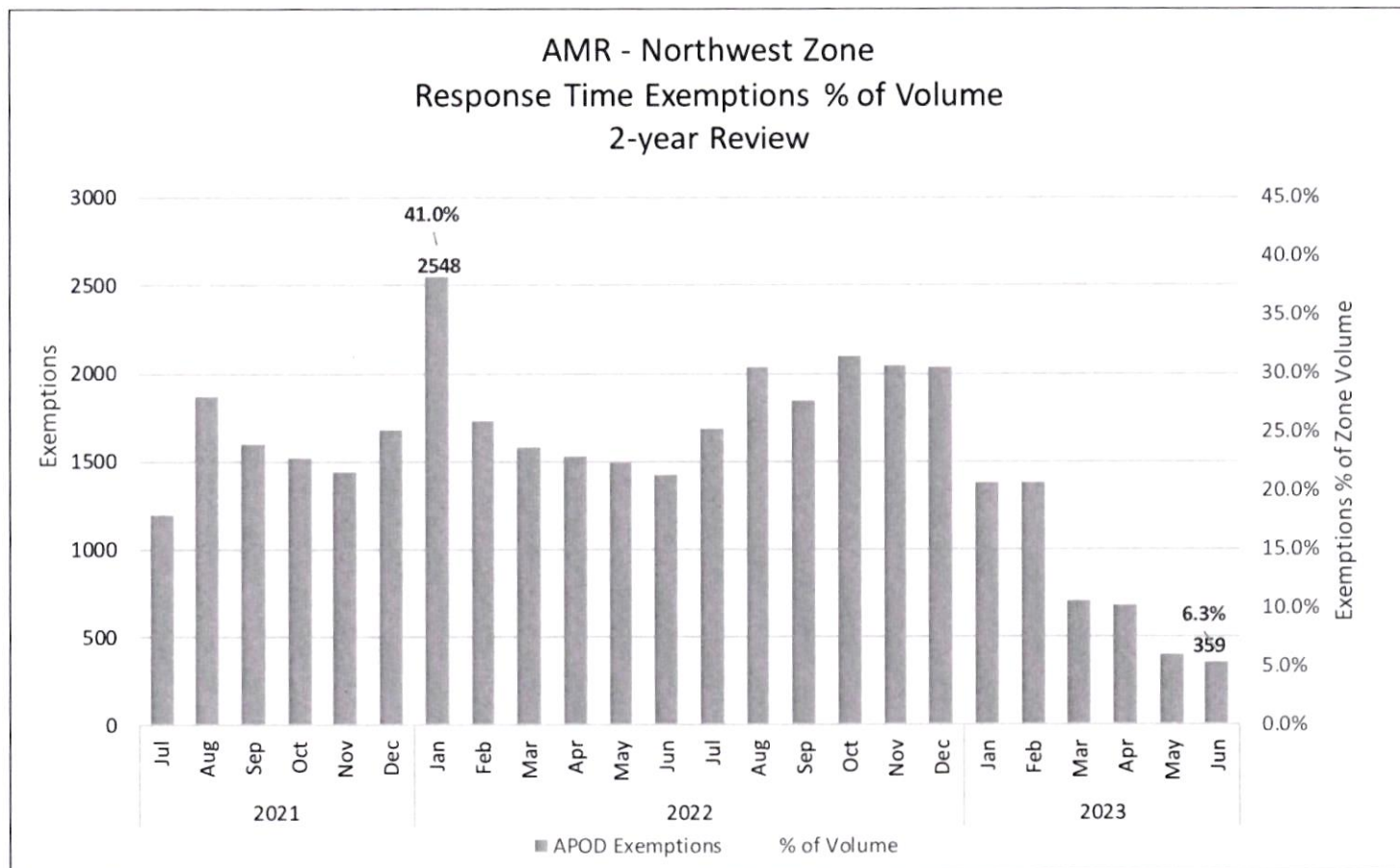
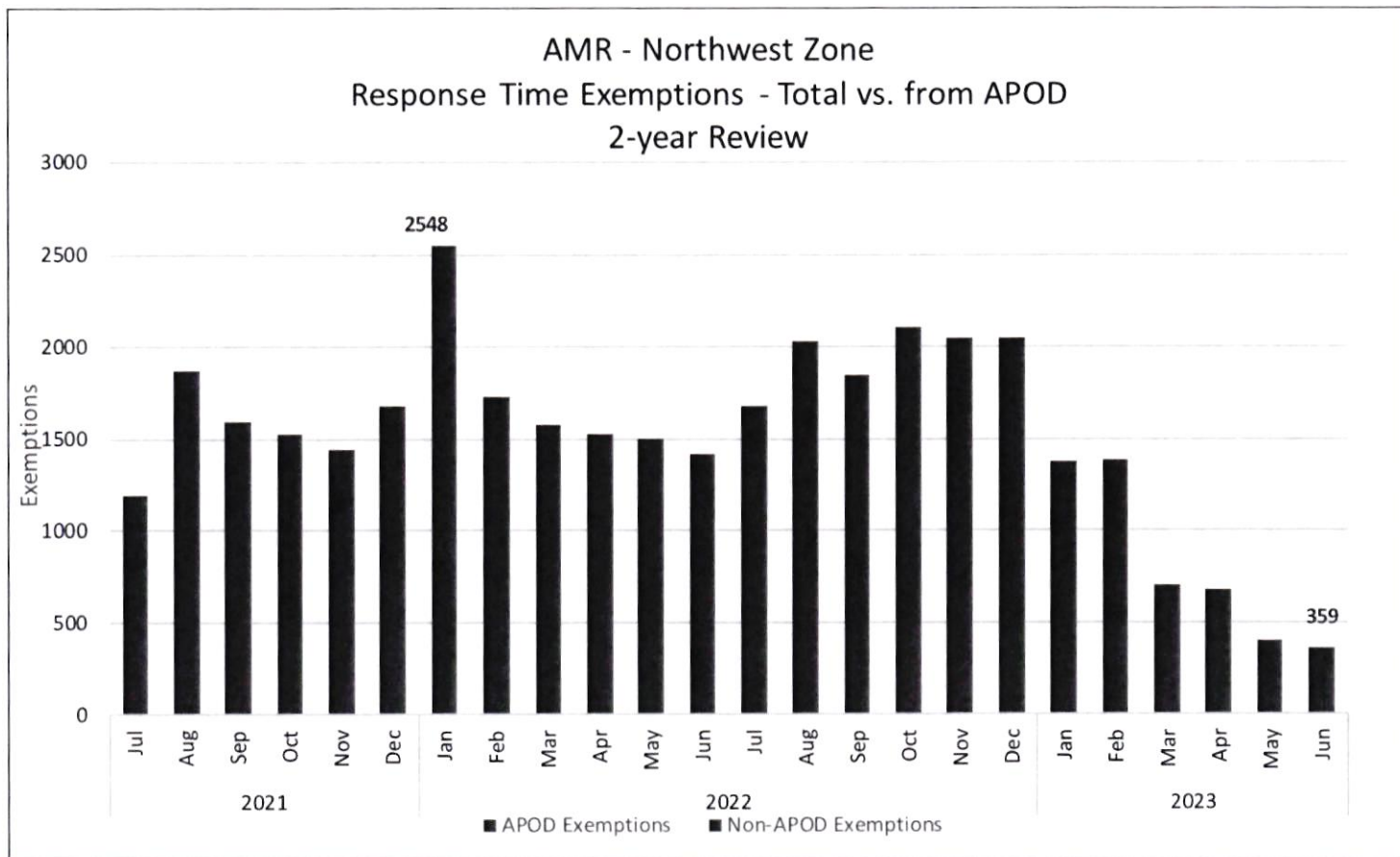
AMR - Norco & North Uninc. Subzone Total 911 Ambulance Responses 2-year Review



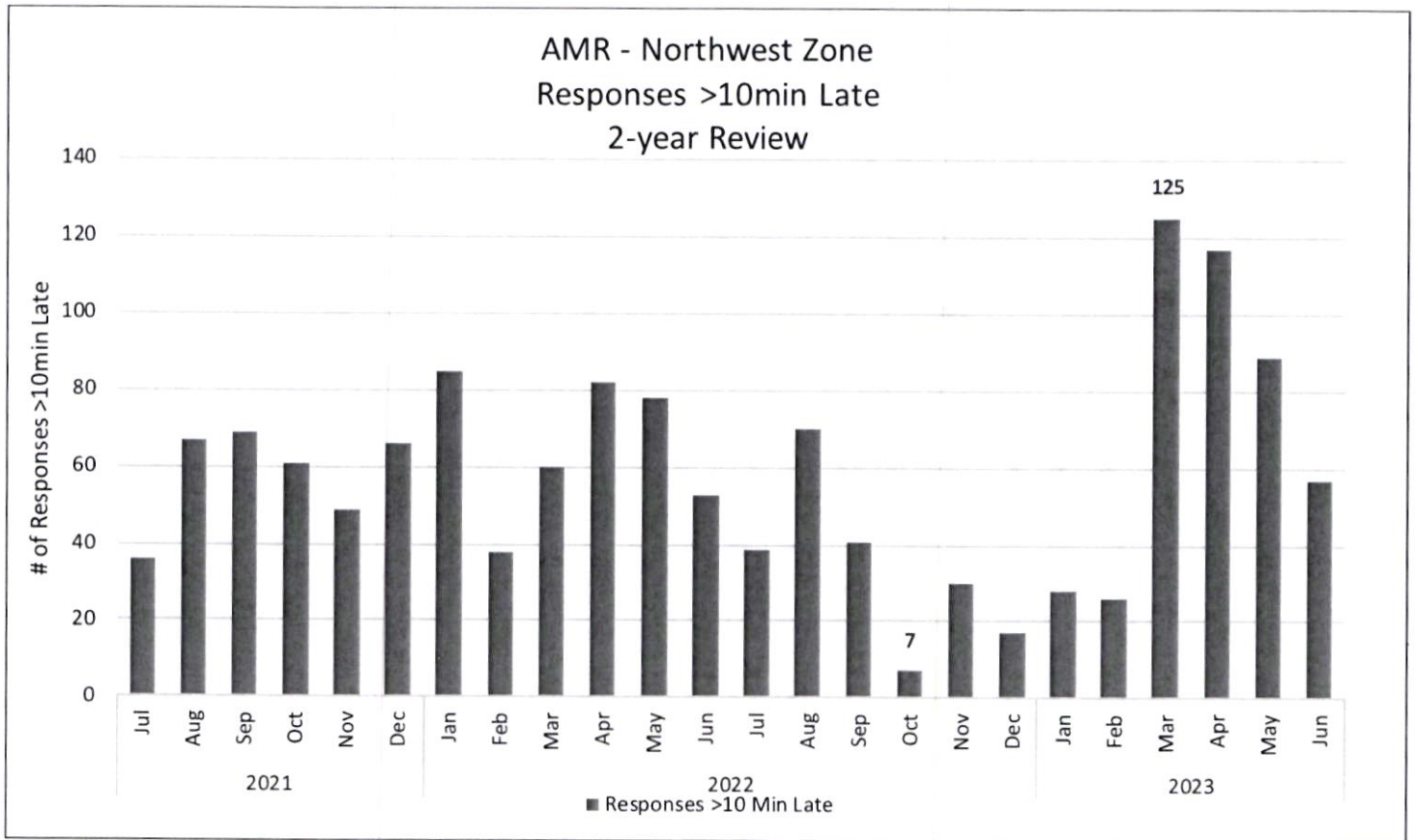
AMR - Corona and South Uninc. Subzone Total 911 Ambulance Responses 2-year Review



Northwest Zone: Exemptions

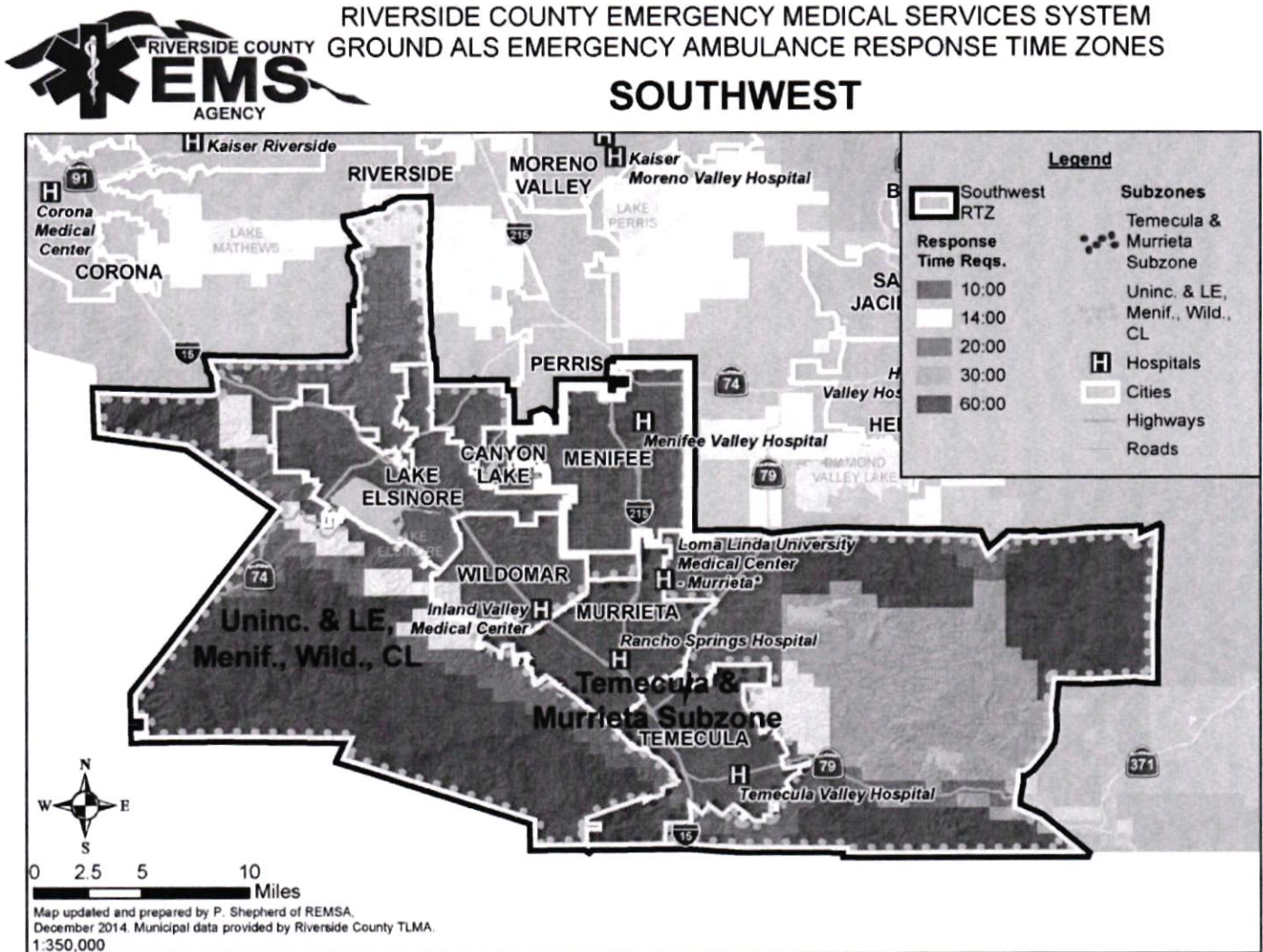


Northwest Zone: Responses >10 Minutes Late

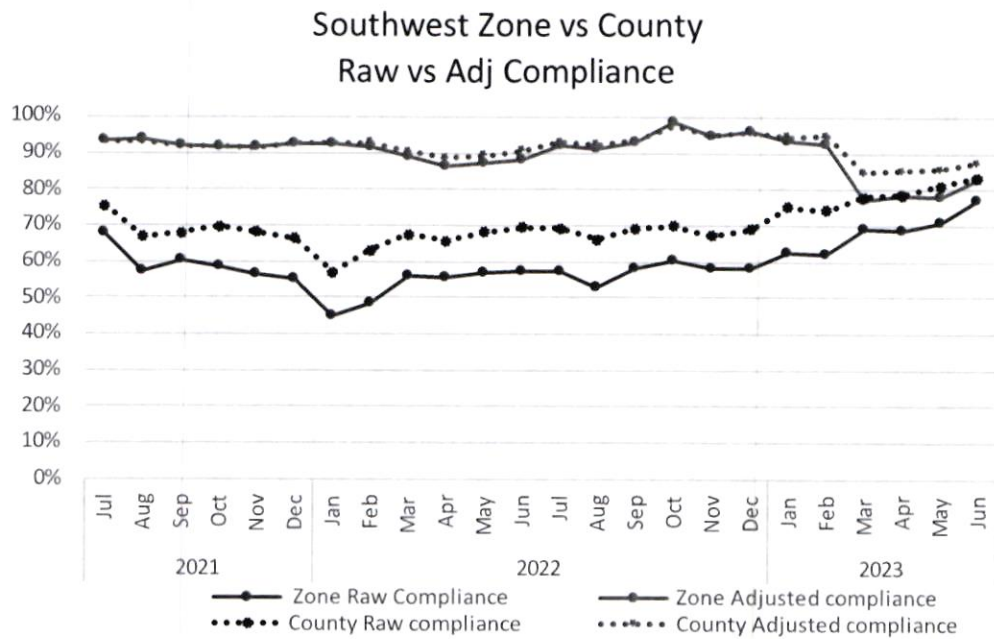


SOUTHWEST ZONE

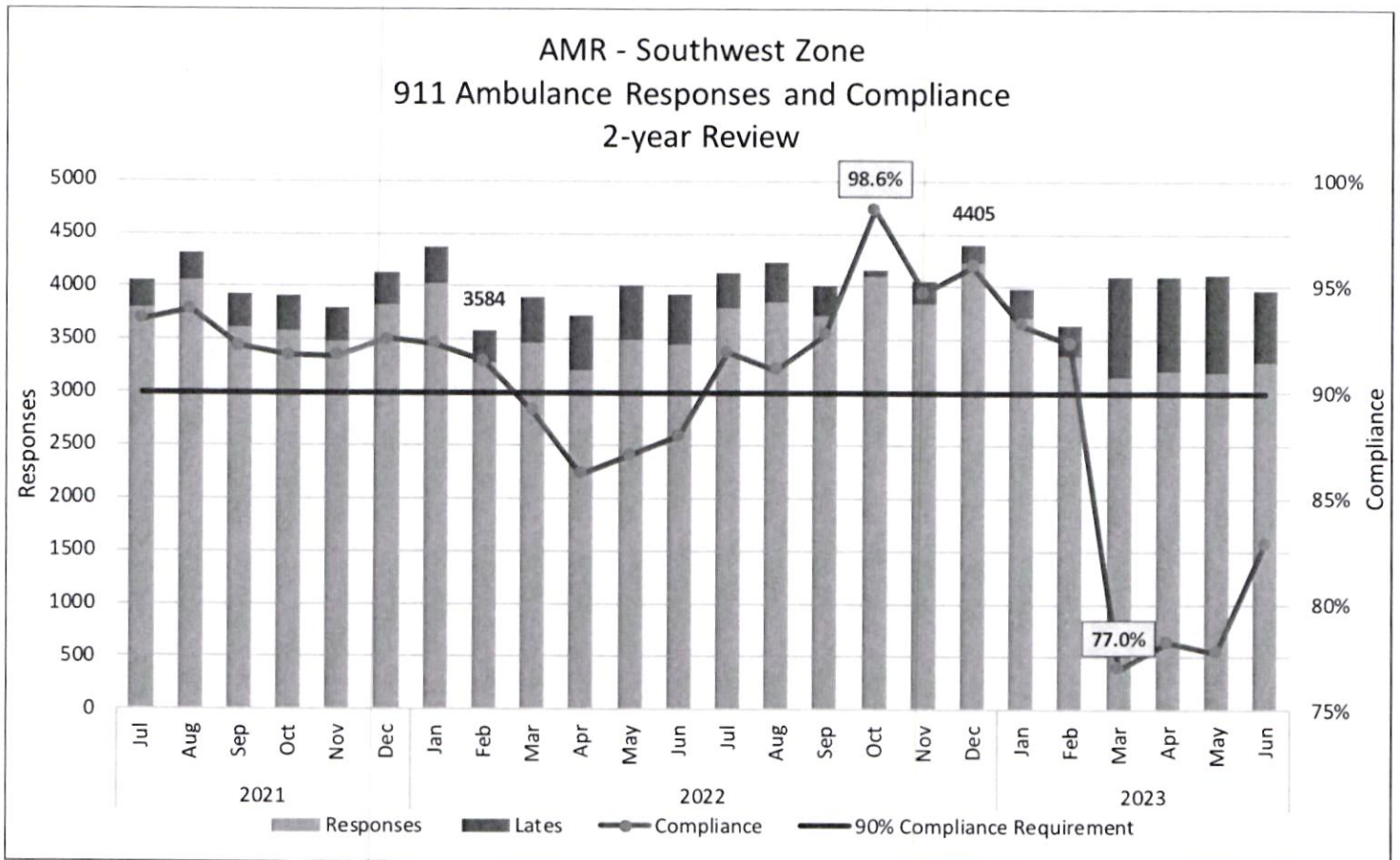
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest Zone borders the Northwest and Central Zones to the North, the San Jacinto Zone to the Northeast, and the Mountain Plateau Zone to the East.

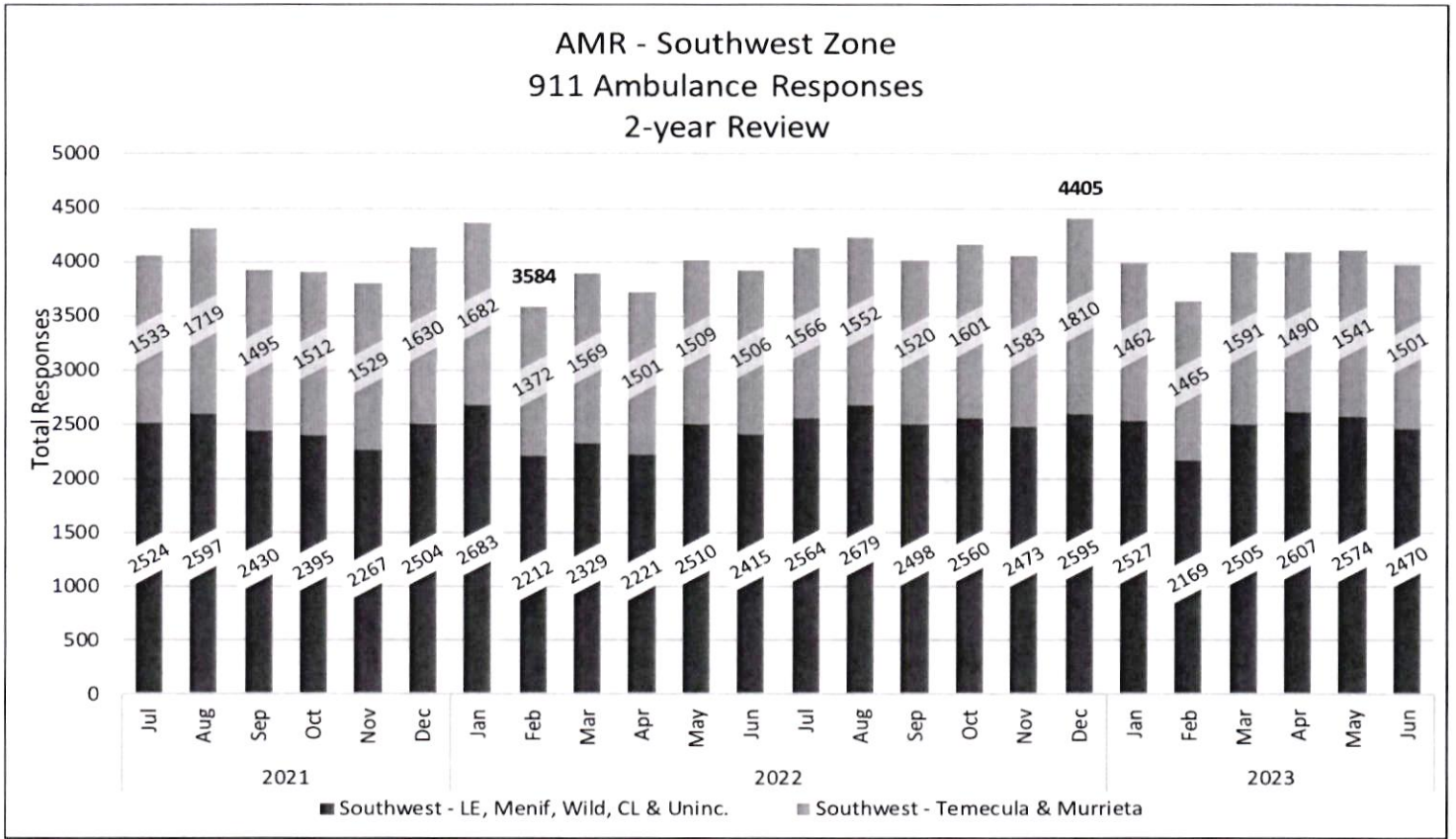


Southwest Zone: Raw vs Adjusted Compliance Data

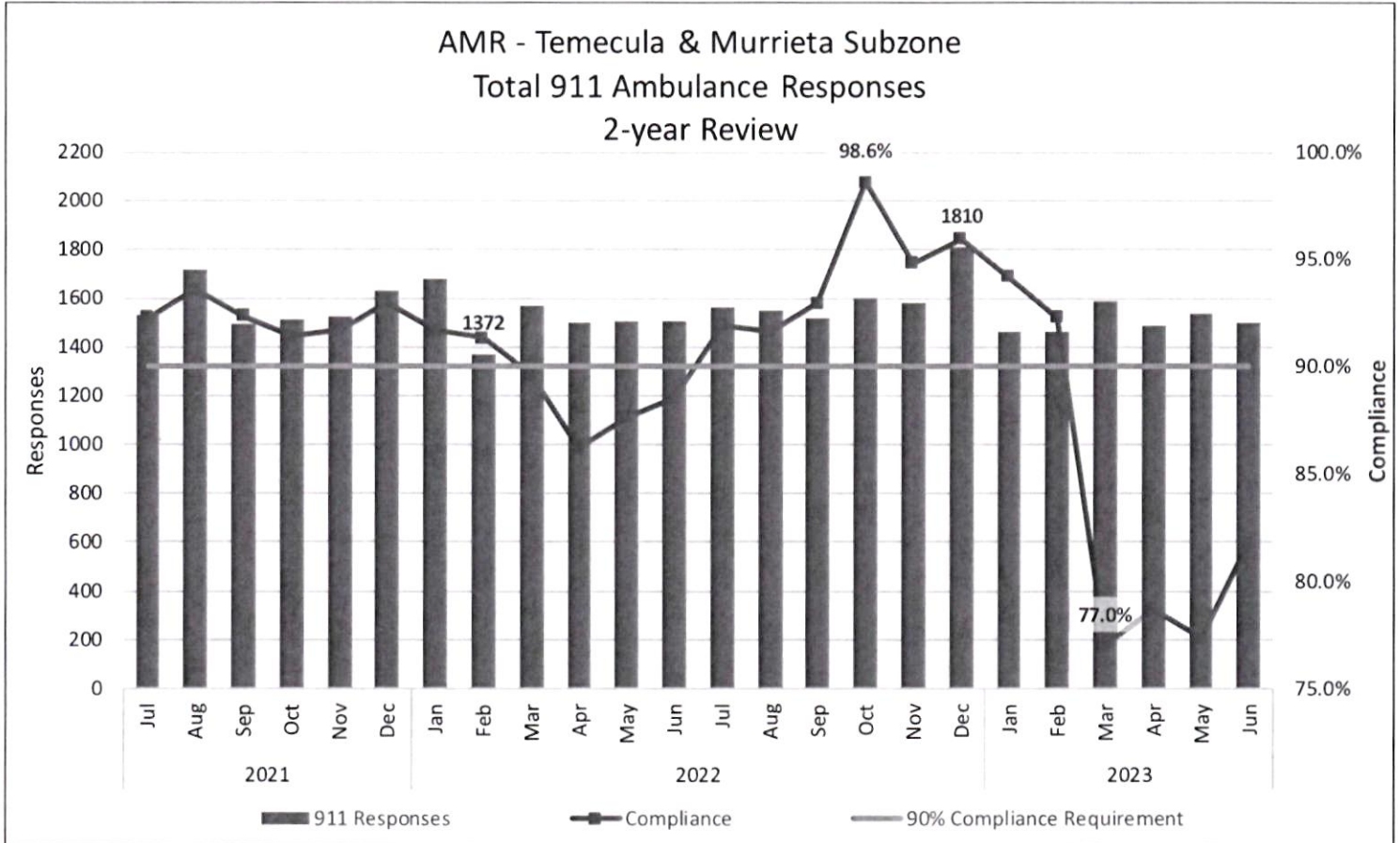


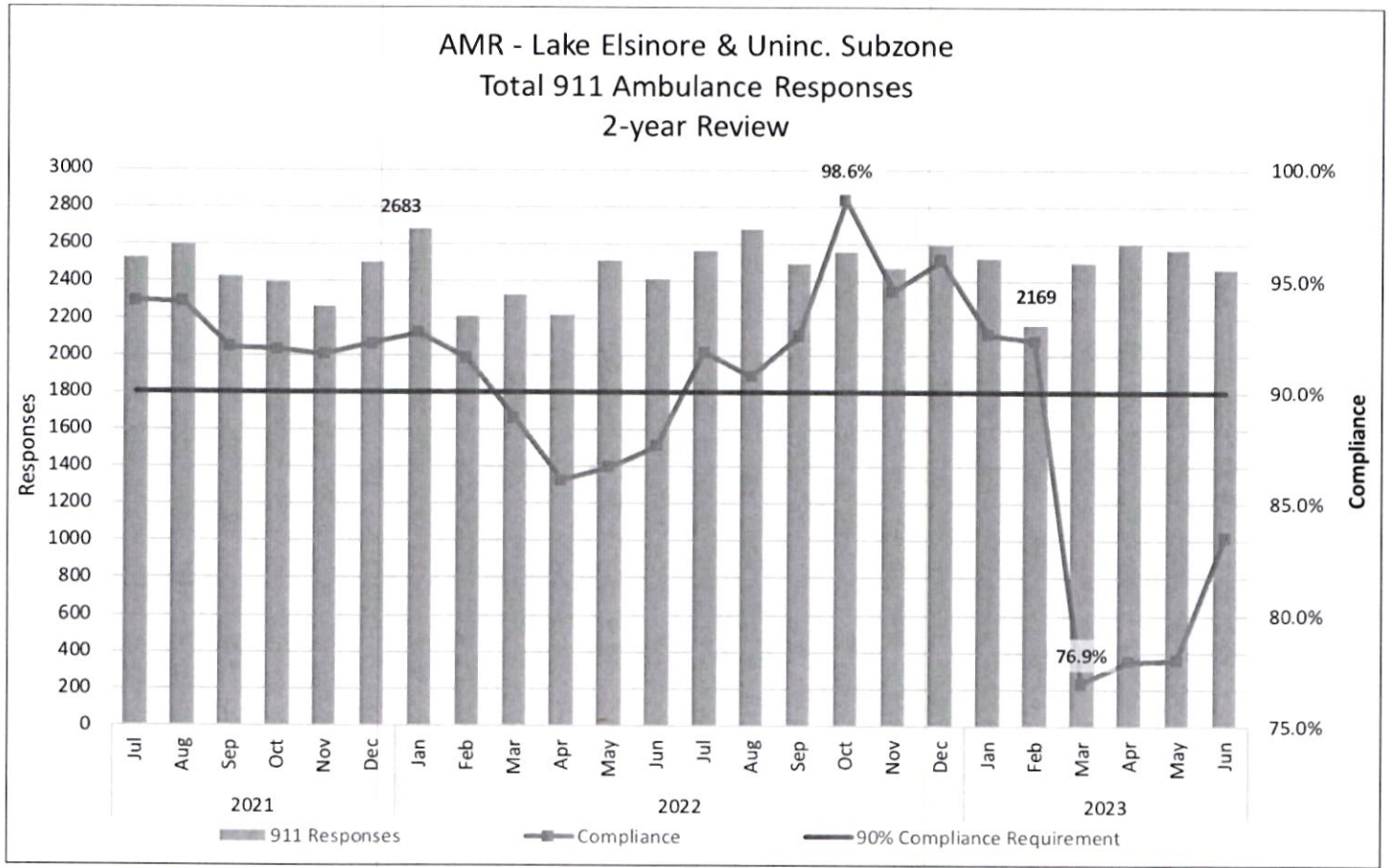
Southwest Zone: zone Response and Compliance Data



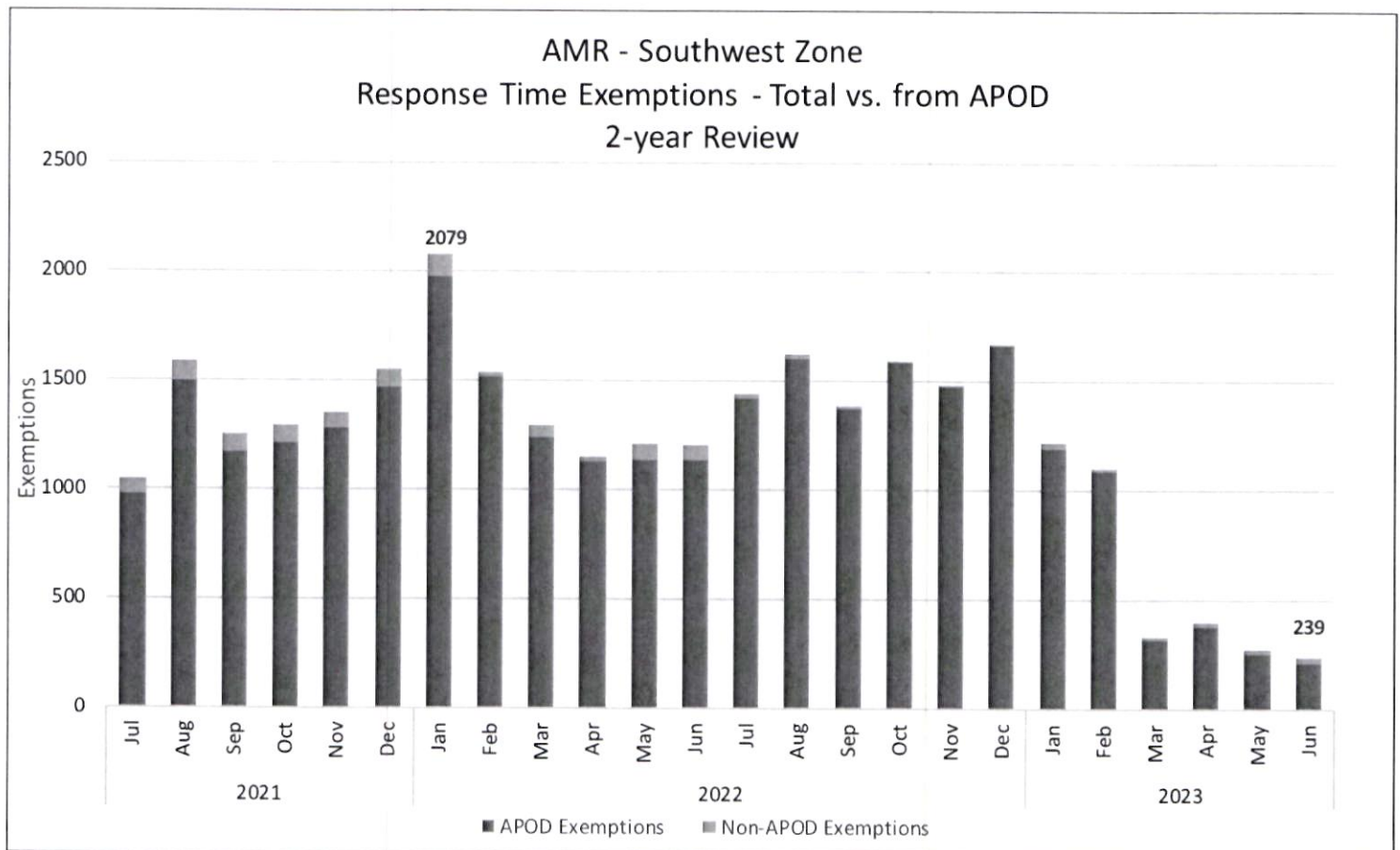


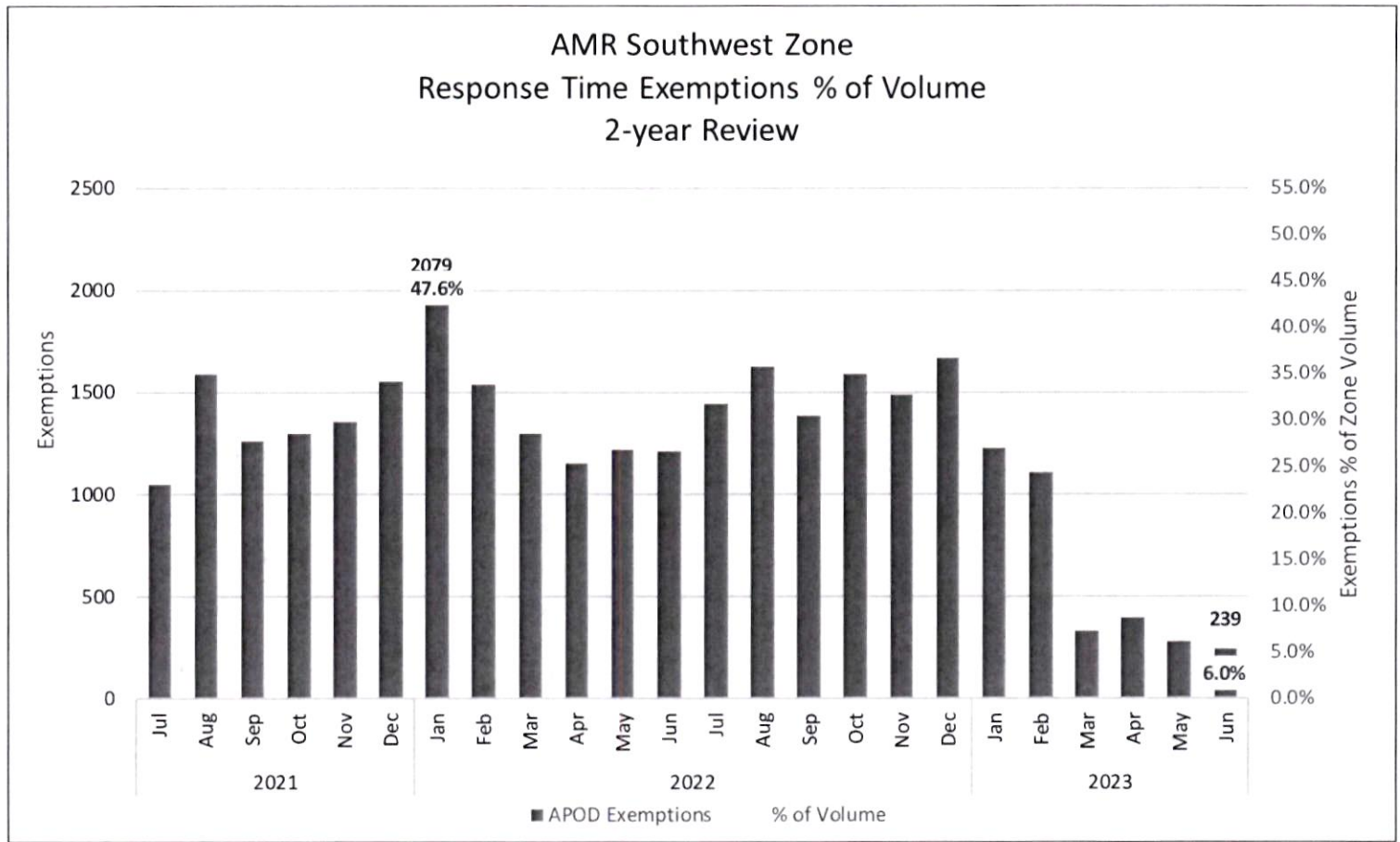
Southwest Zone: Subzone Response and Compliance Data



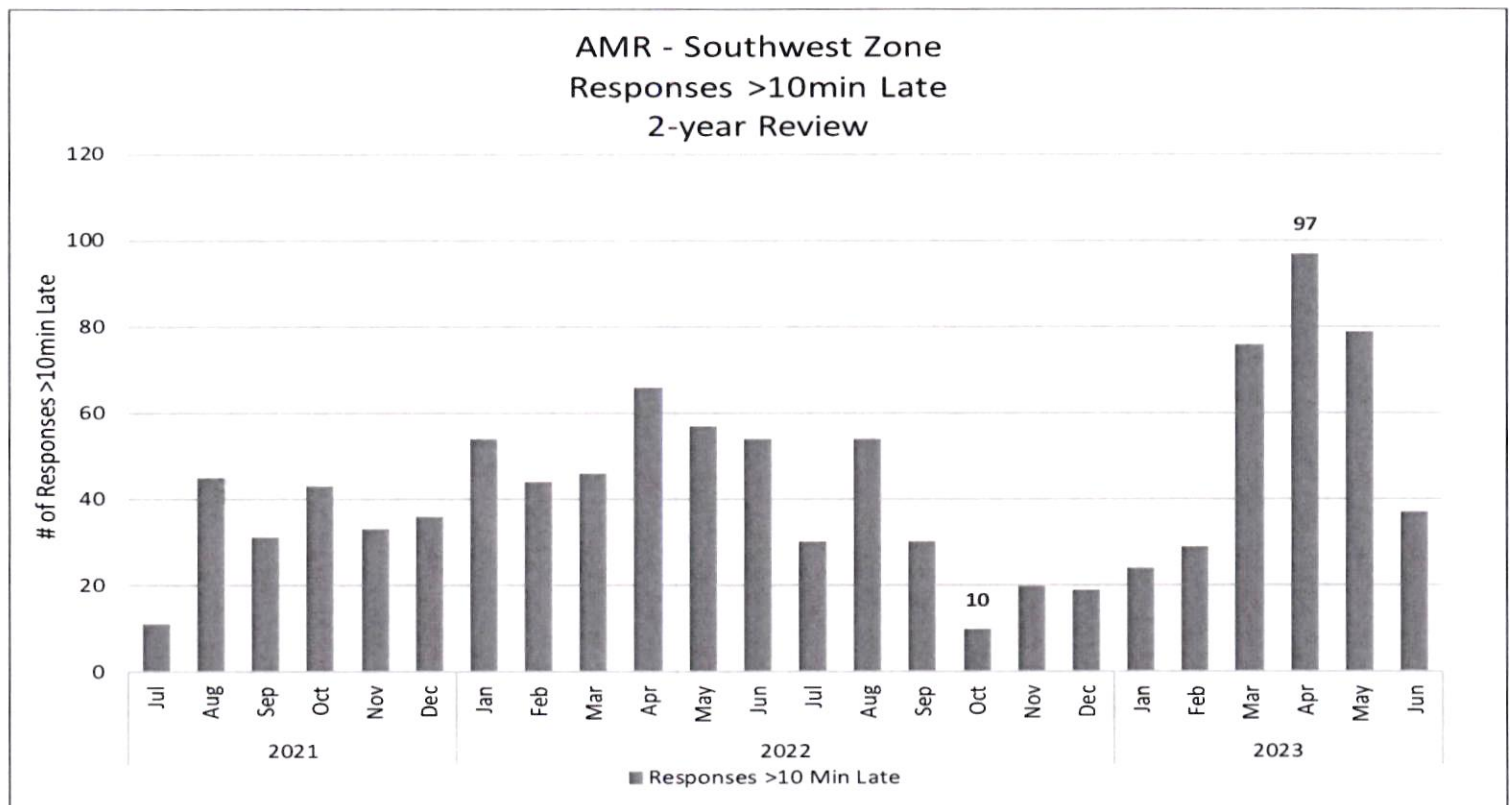


Southwest Zone: Exemptions





Southwest Zone: Responses > 10 Minutes Late



DESERT ZONE

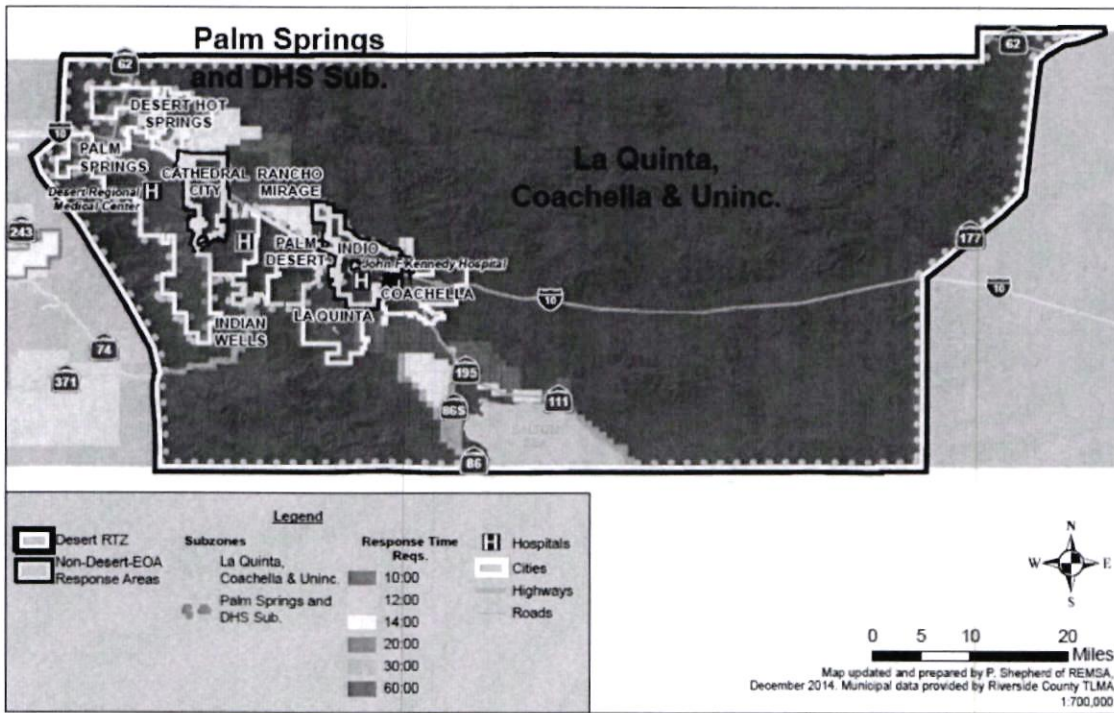


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

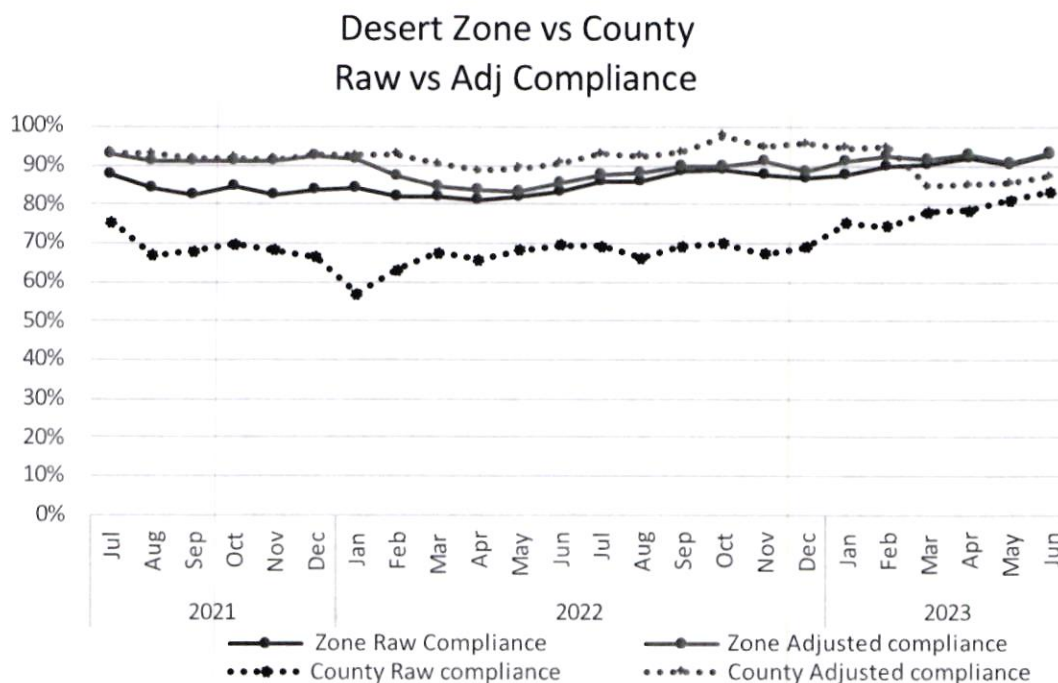
DESERT

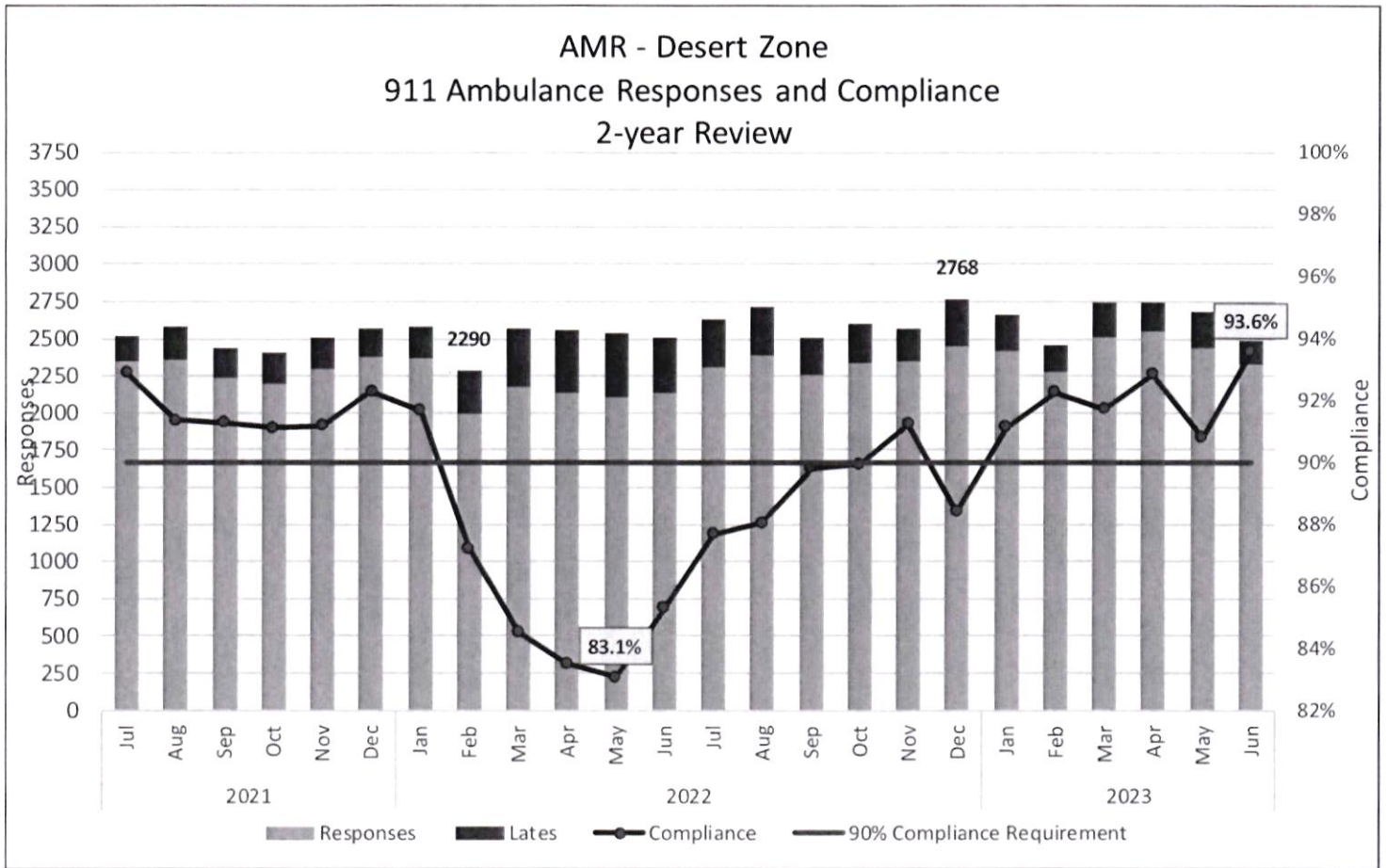
The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.

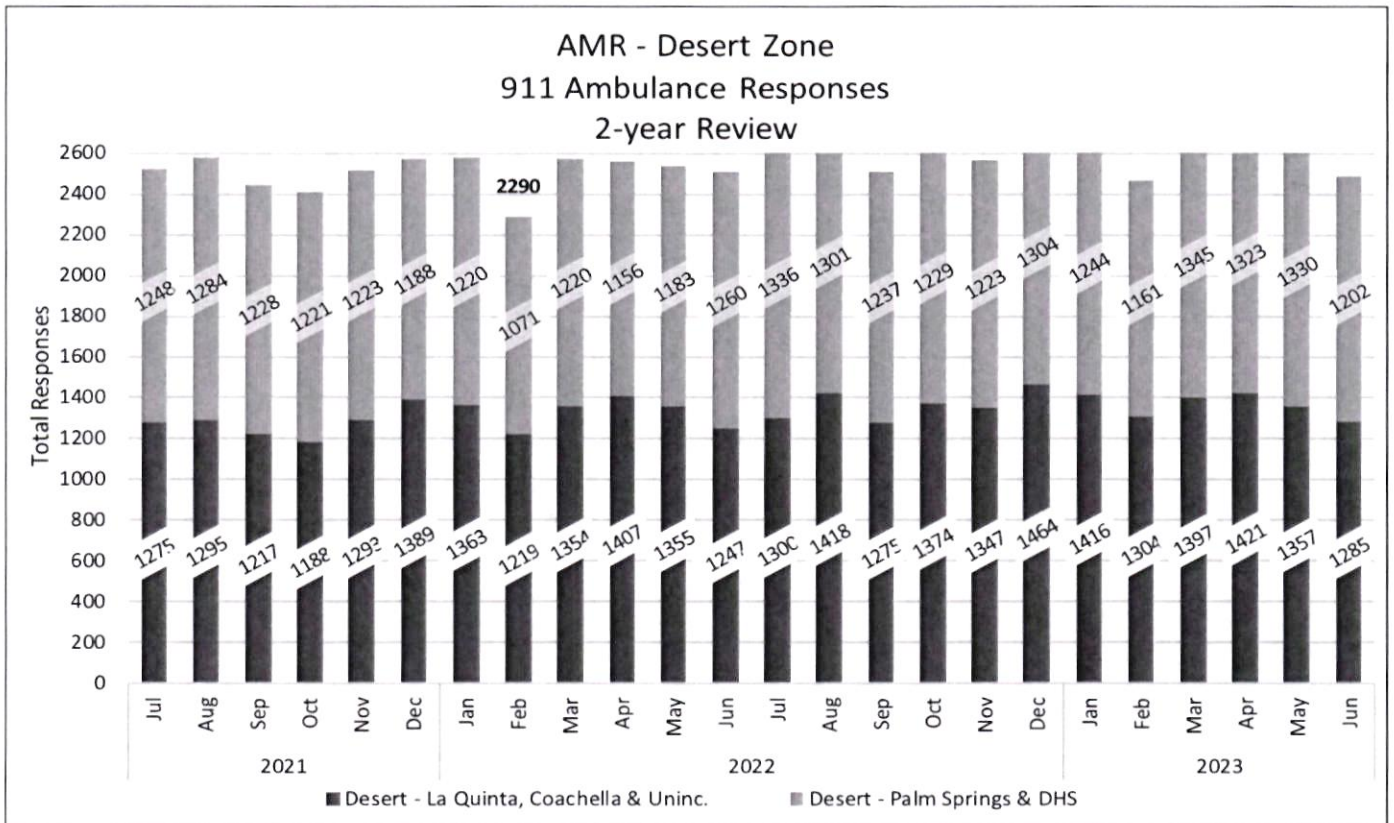


Desert Zone: Raw vs Adjusted Compliance Data

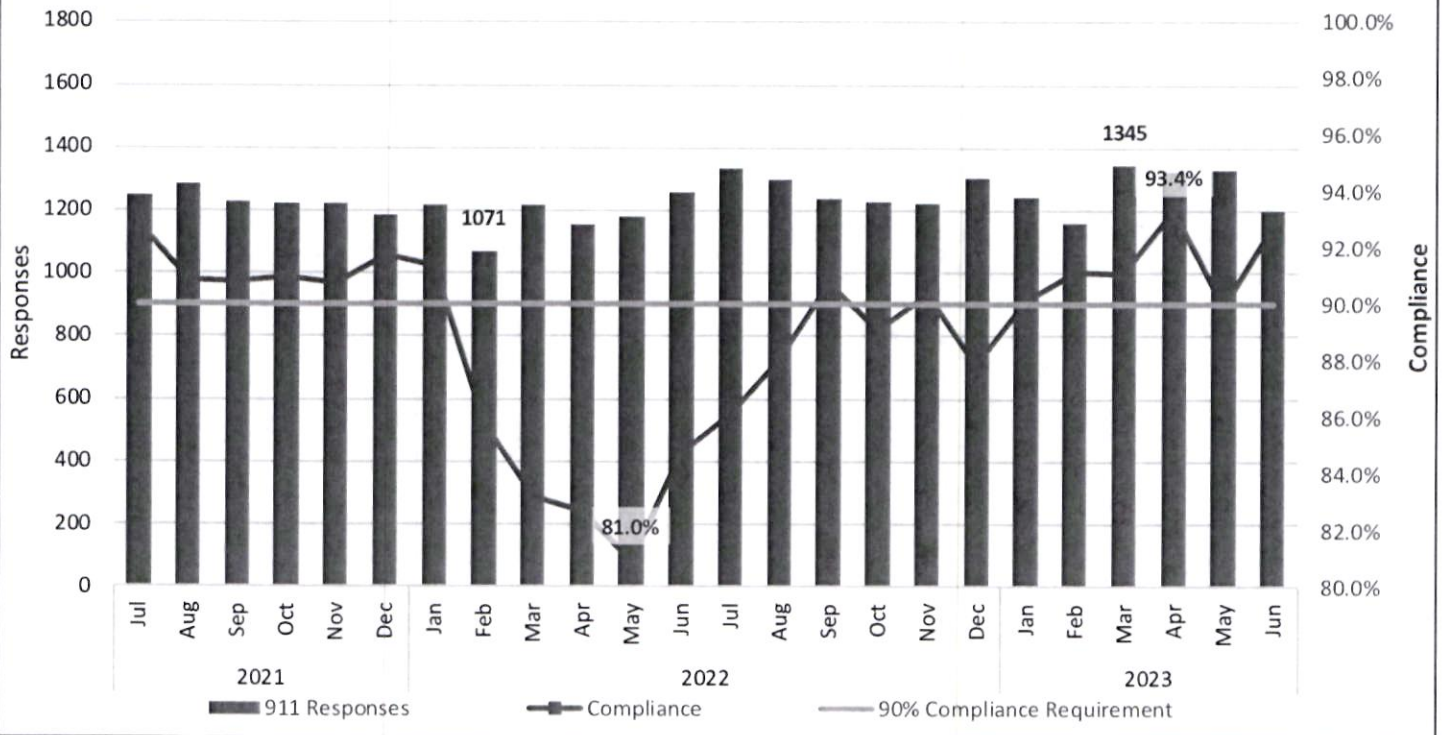




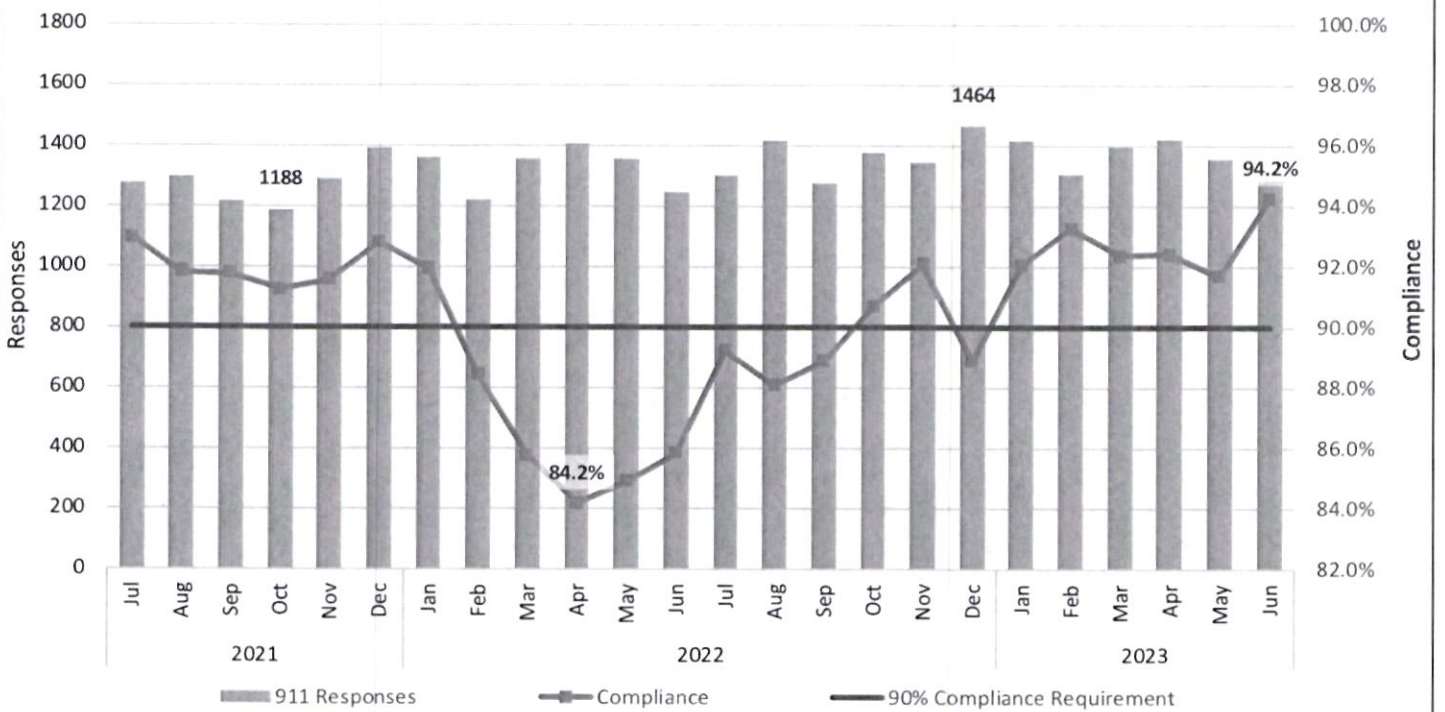
Desert Zone: Subzone Response and Compliance Data

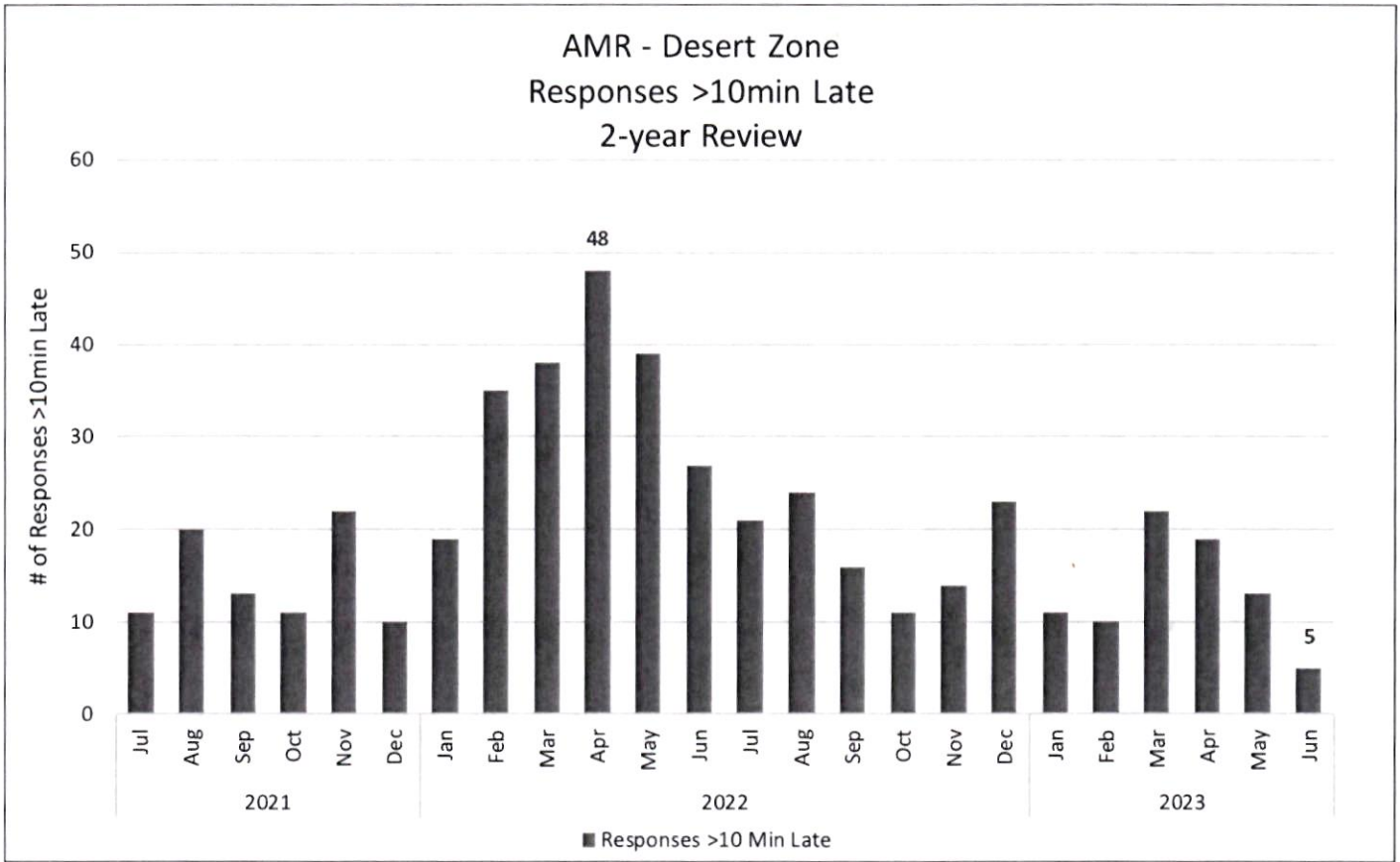


AMR - Palm Springs & Desert Hot Springs Subzone
Total 911 Ambulance Responses
2-year Review

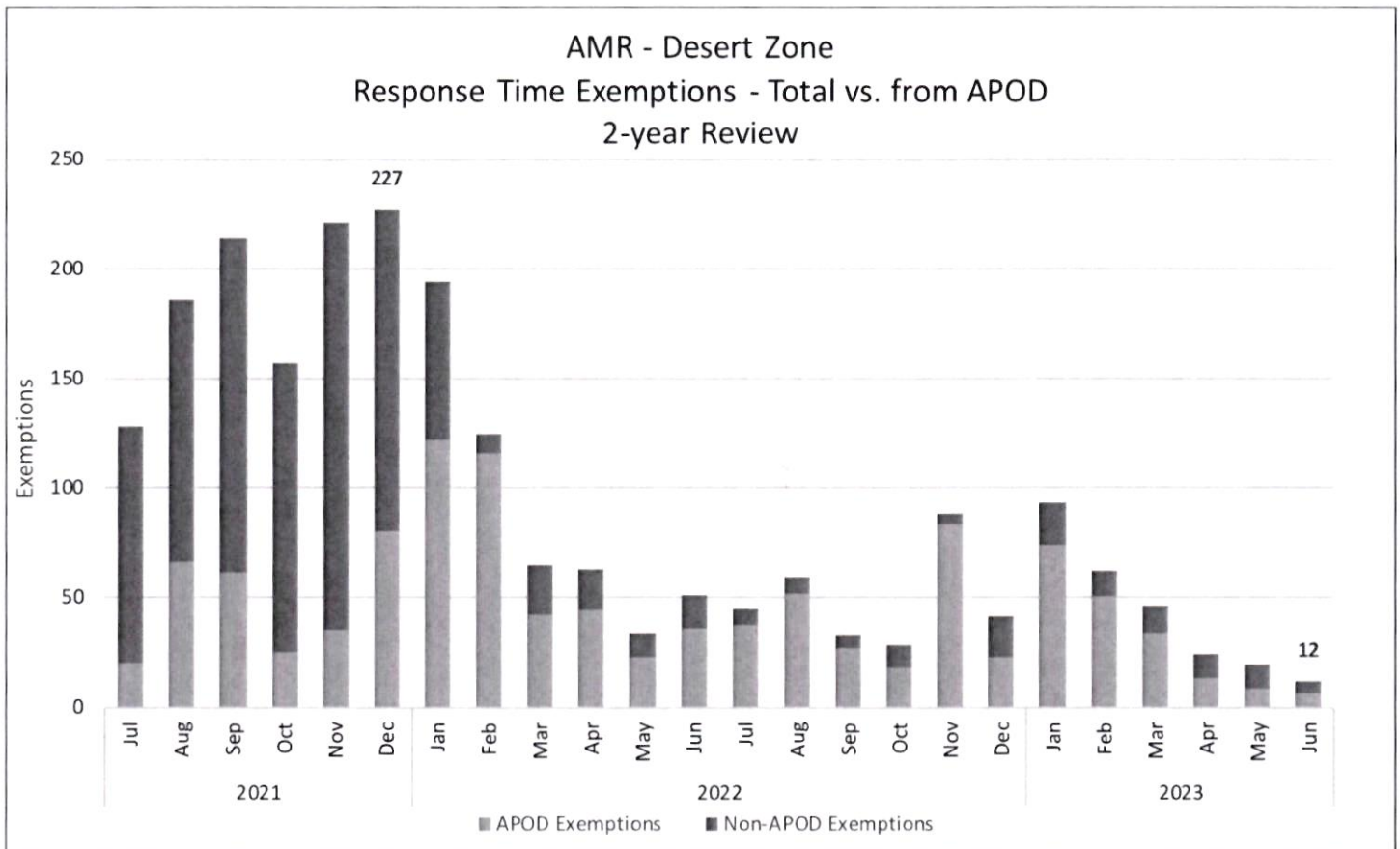


AMR - La Quinta, Coachella, & Uninc. Subzone
Total 911 Ambulance Responses
2-year Review

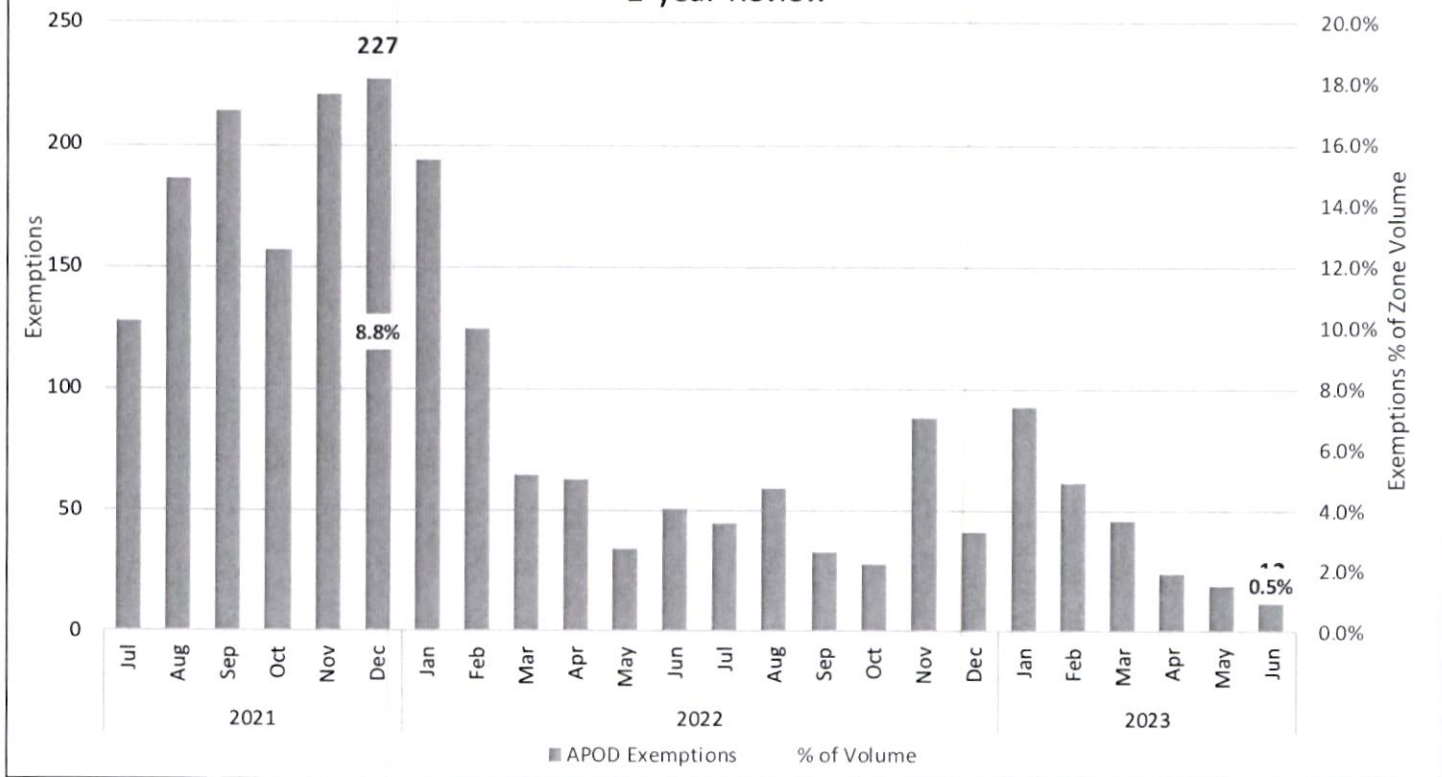




Desert Zone: Exemptions



AMR Desert Zone Response Time Exemptions % of Volume 2-year Review

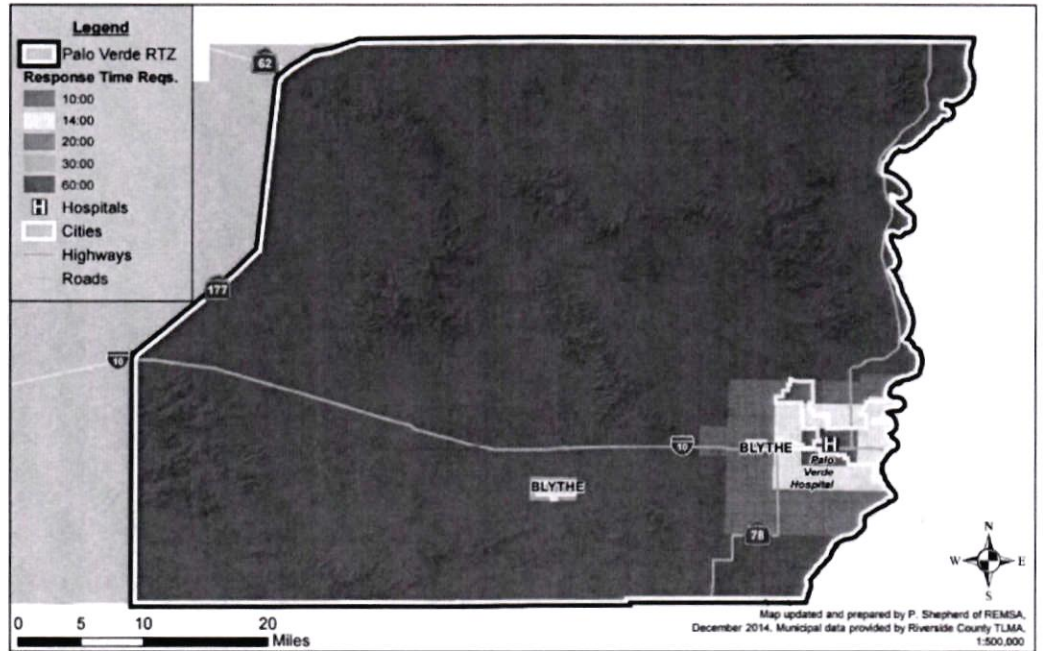


PALO VERDE ZONE



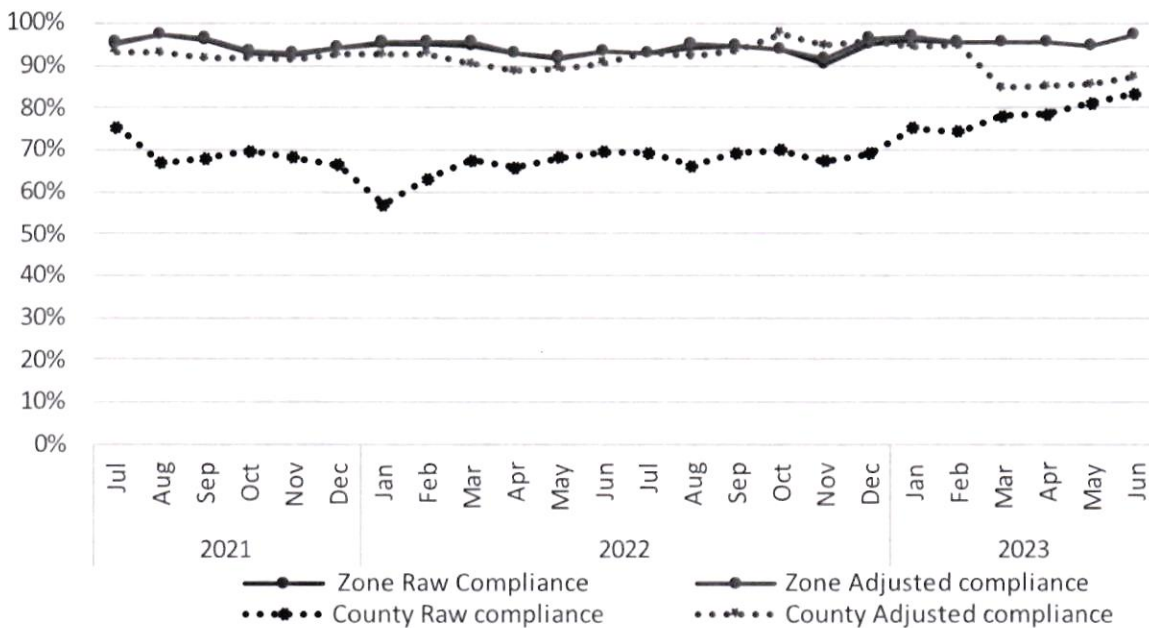
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES
PALO VERDE

The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.

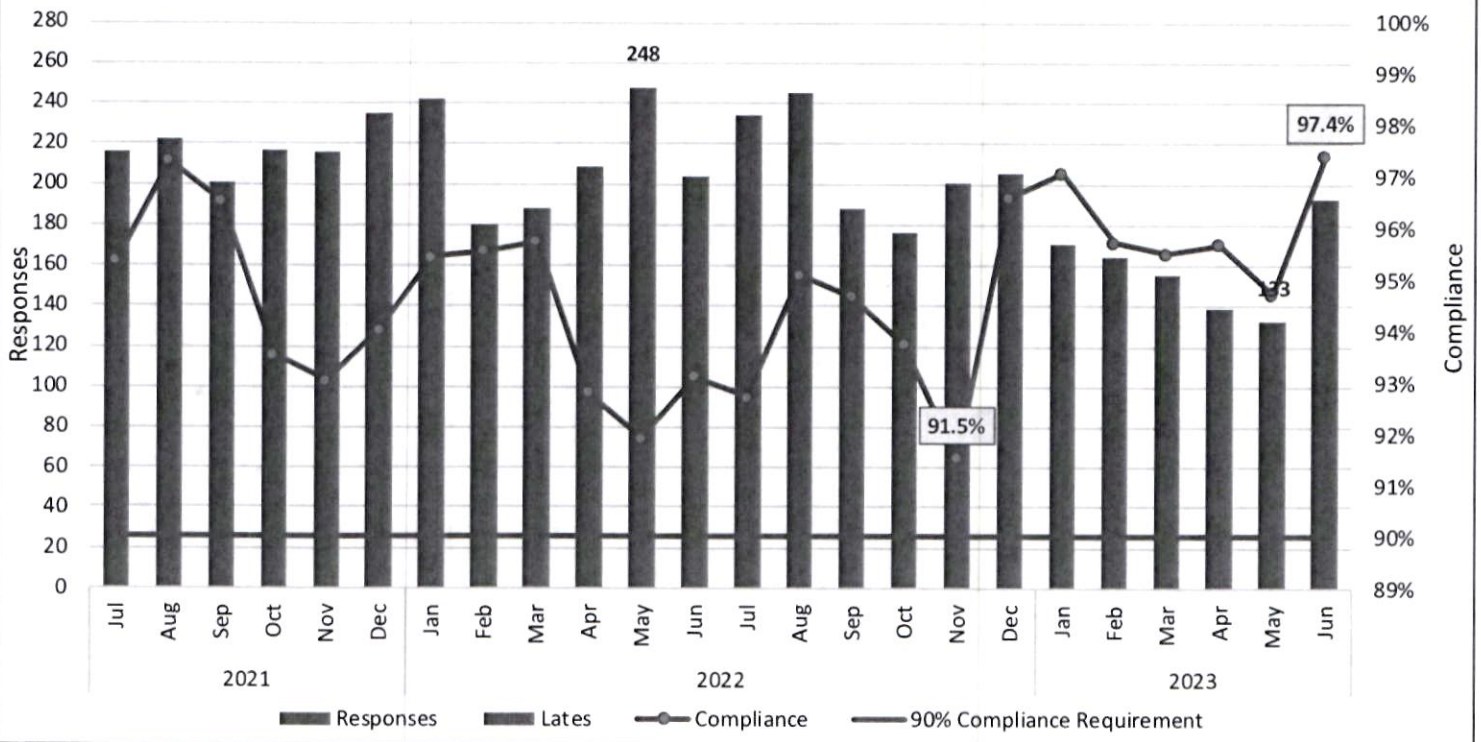


Palo Verde Zone: Raw vs Adjusted Compliance Data

Palo Verde Zone vs County Raw vs Adj Compliance

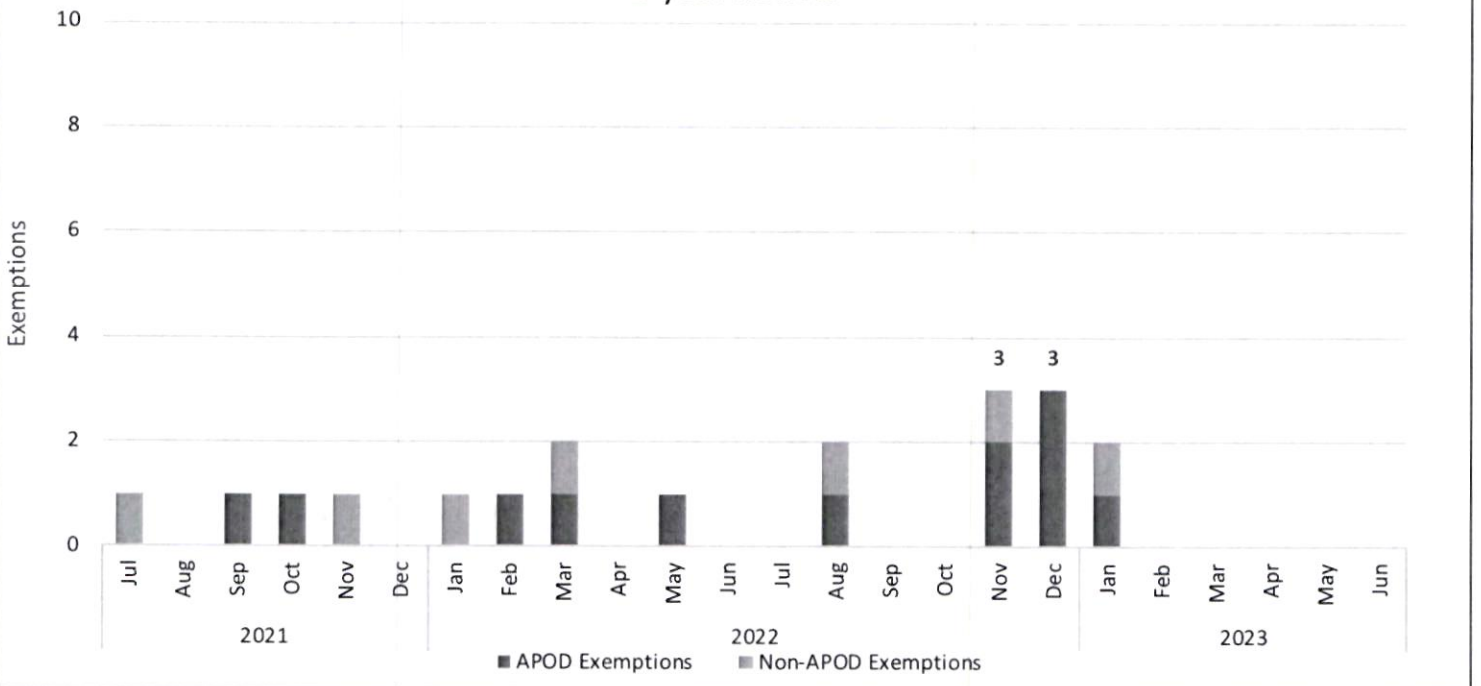


AMR - Palo Verde Zone 911 Ambulance Responses and Compliance 2-year Review

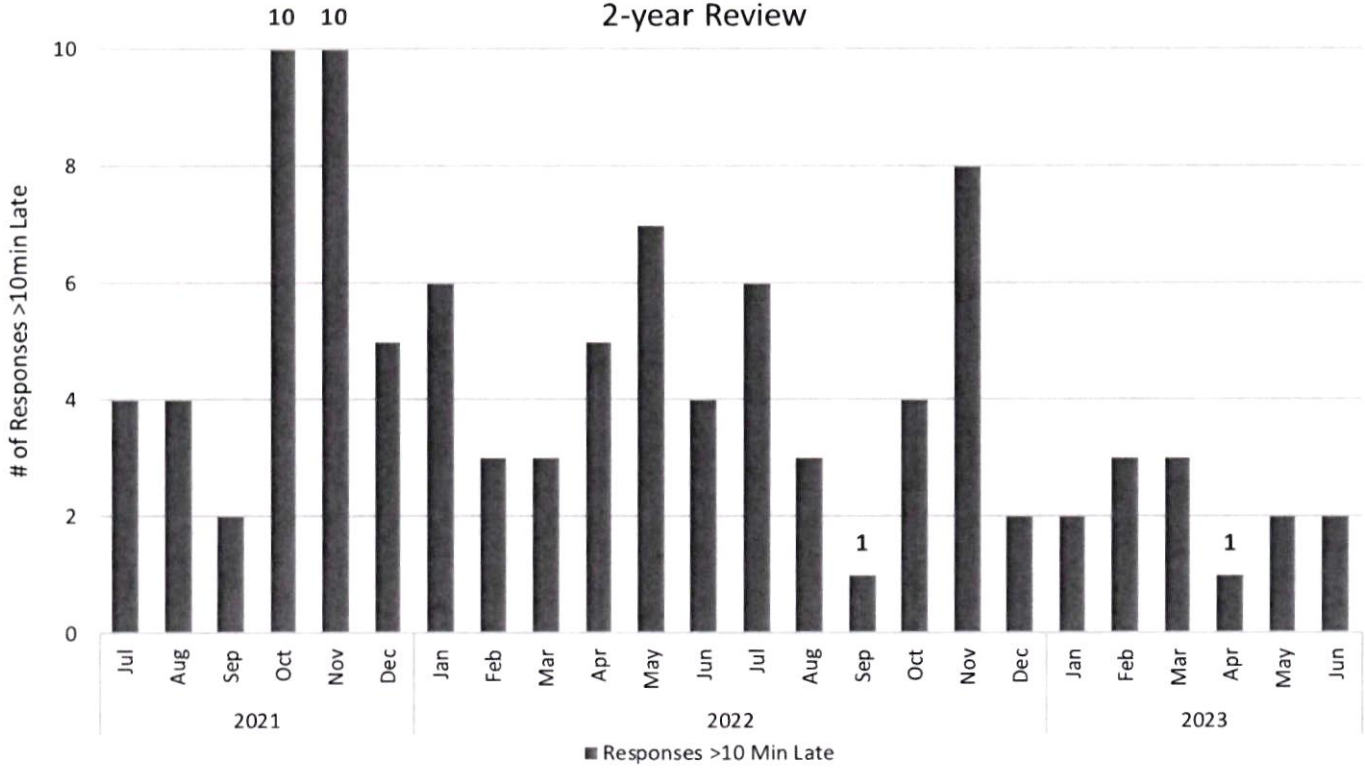


Palo Verde Zone: Exemptions and >10 Minutes Late

AMR - Palo Verde Zone Response Time Exemptions - Total vs. from APOD 2-year Review



AMR - Palo Verde Zone
 Responses >10min Late
 2-year Review

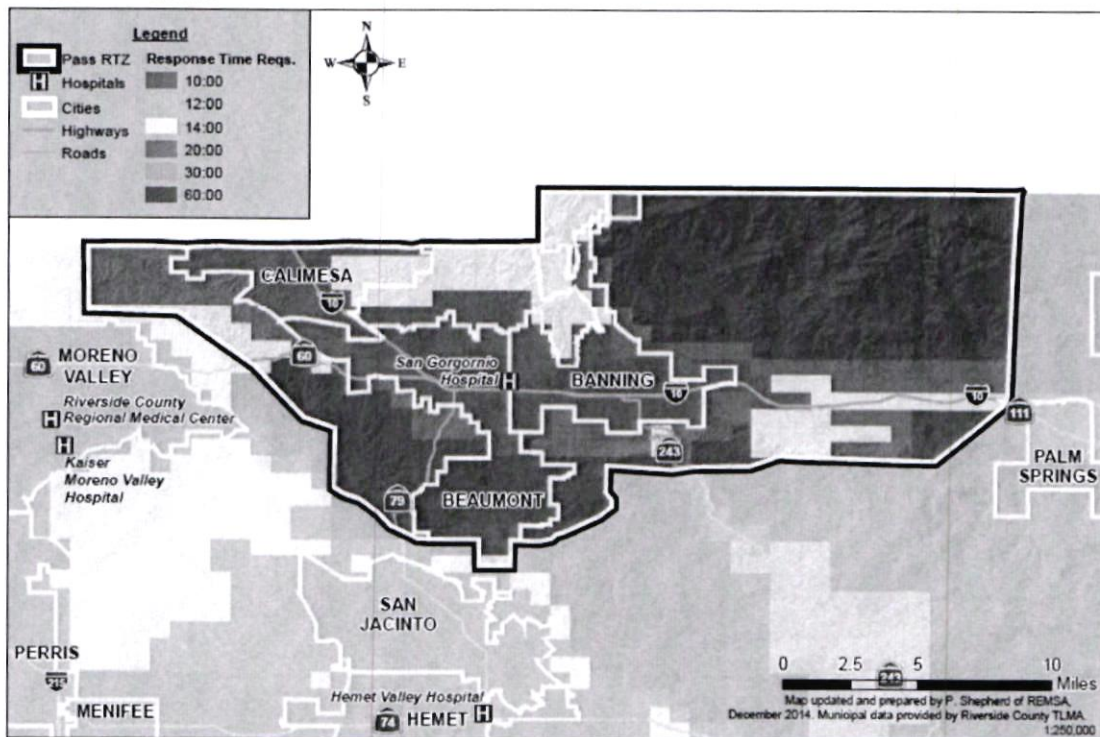


PASS ZONE



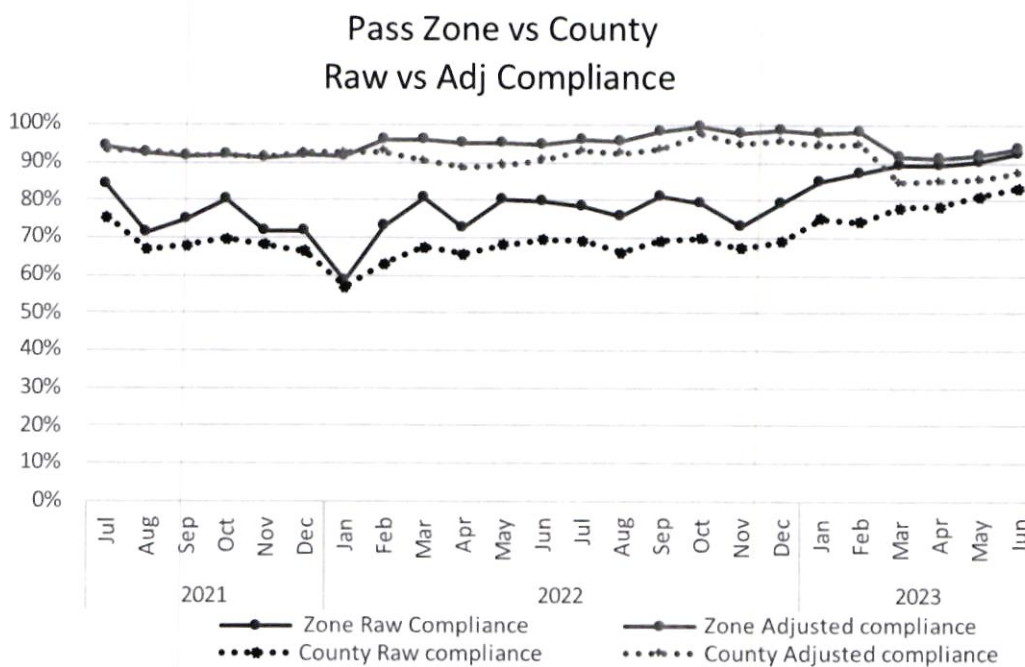
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

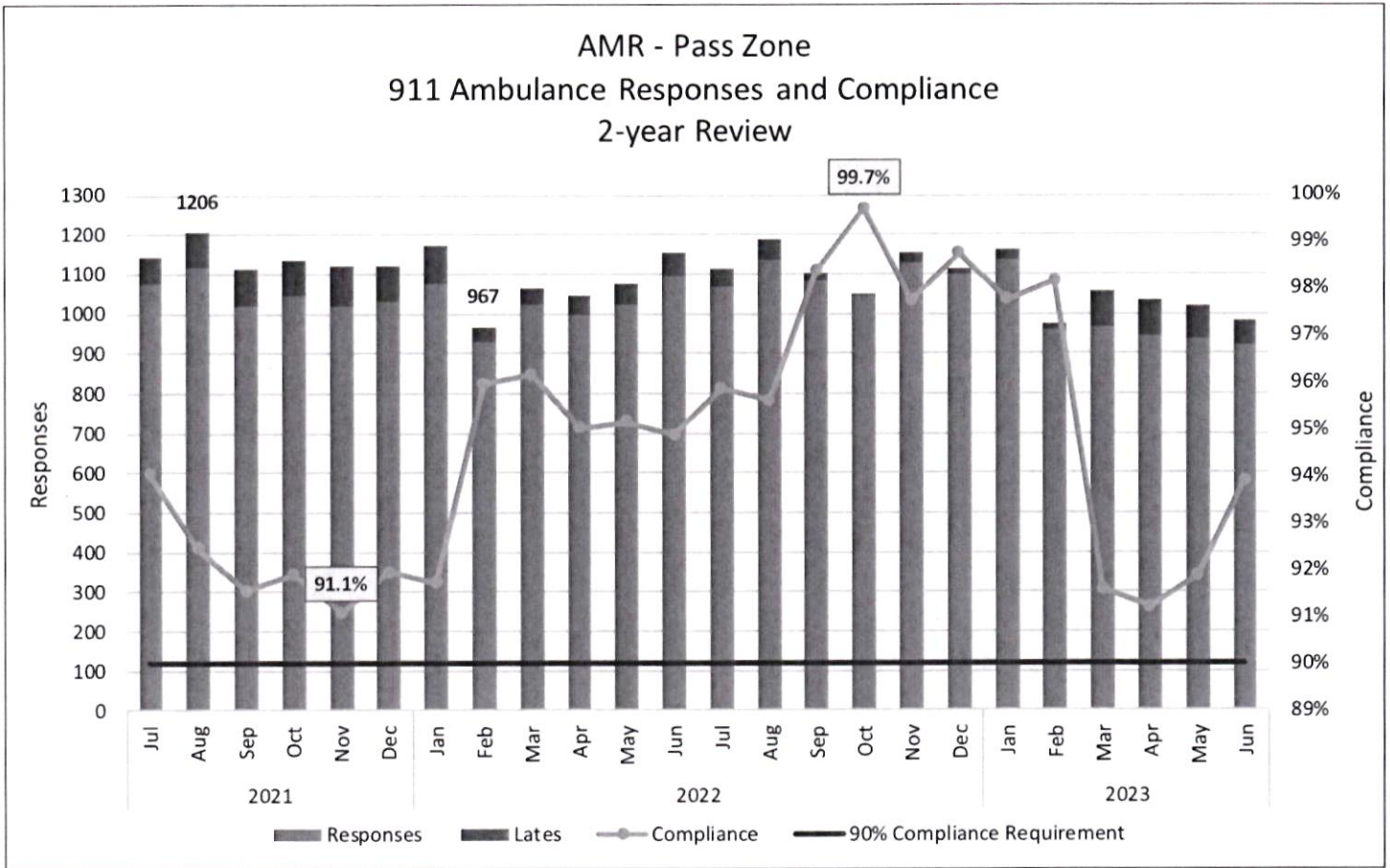
PASS



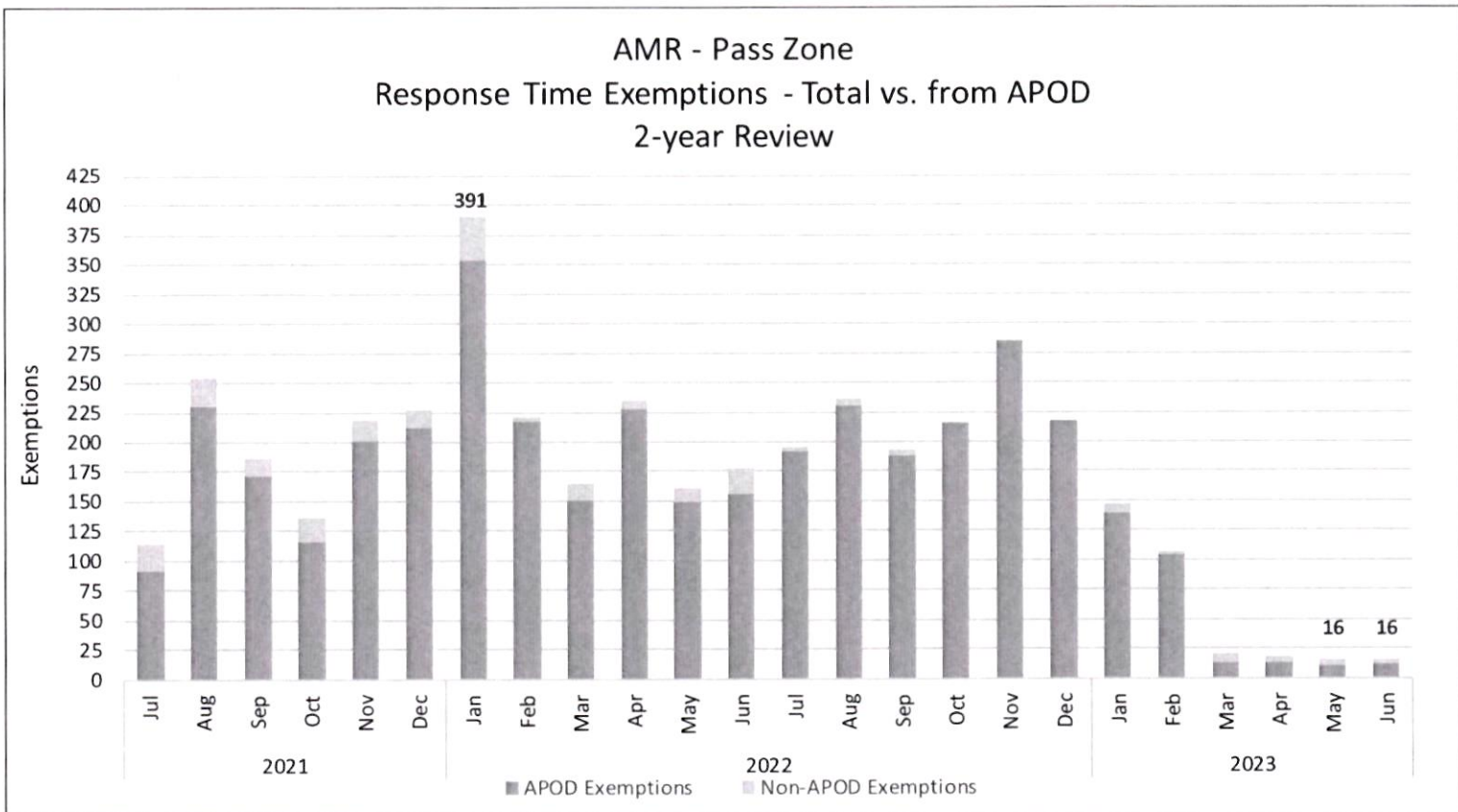
The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

Pass Zone: Raw vs Adjusted Compliance Data

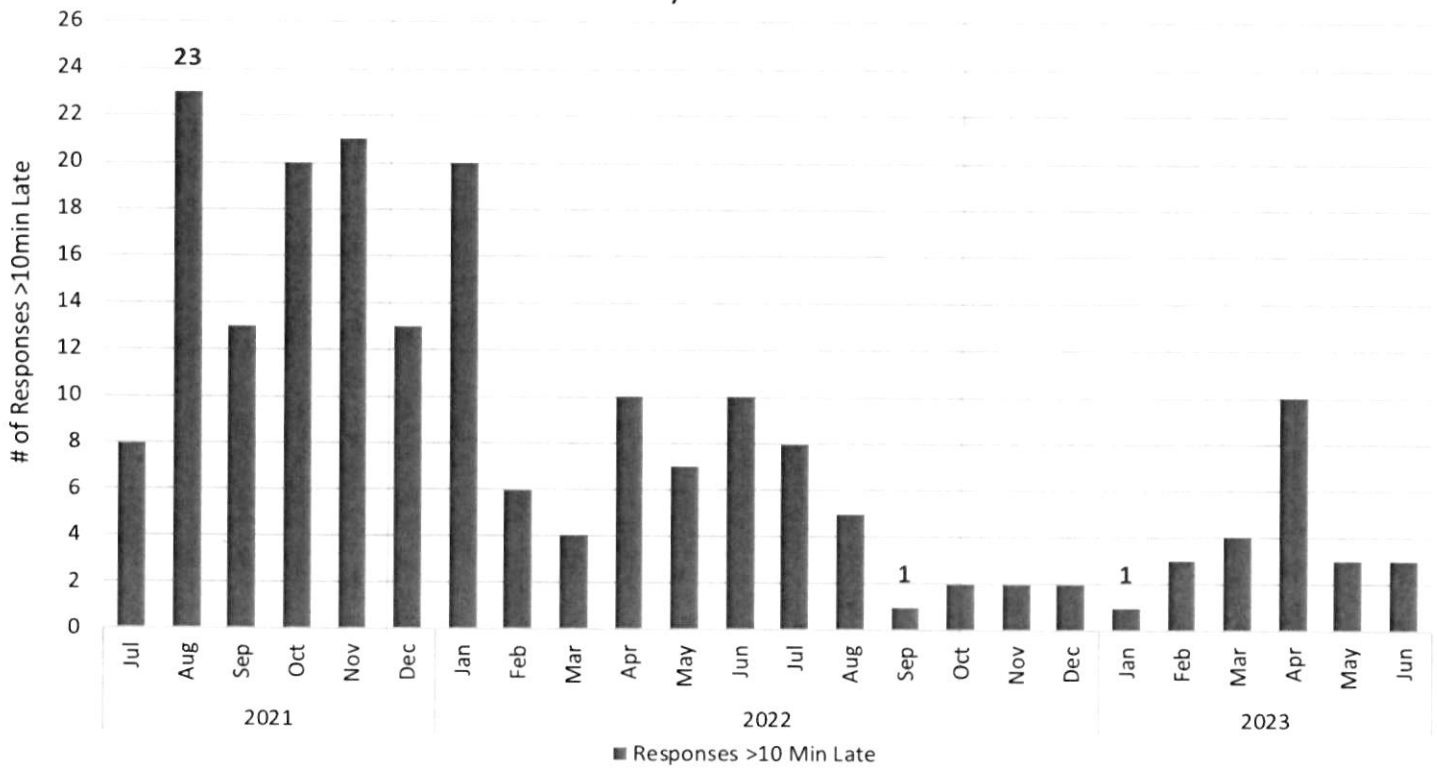




Pass Zone: Exemptions and Responses >10 Minutes Late

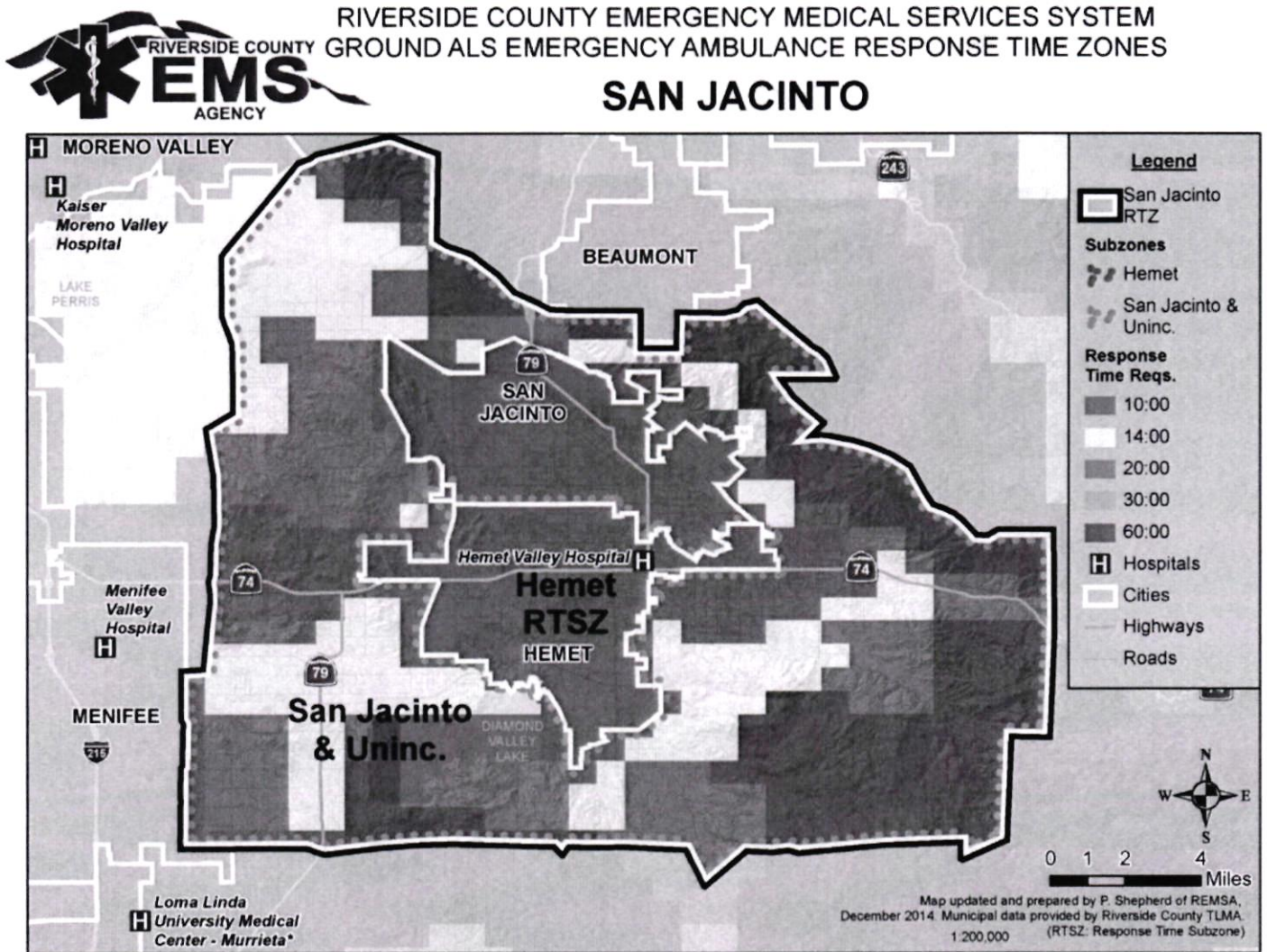


AMR - Pass Zone
 Responses >10min Late
 2-year Review

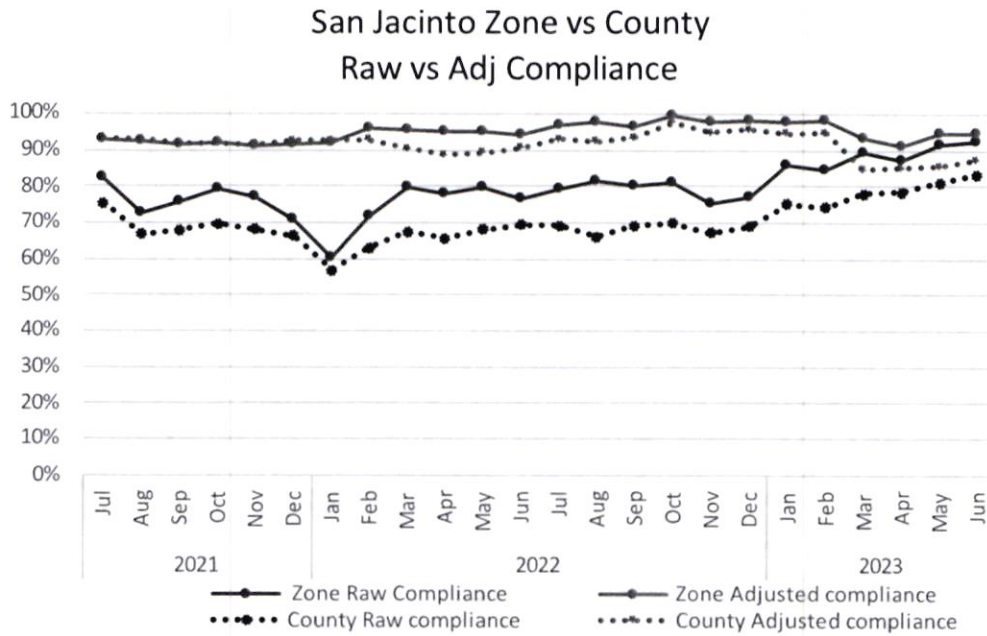


SAN JACINTO ZONE

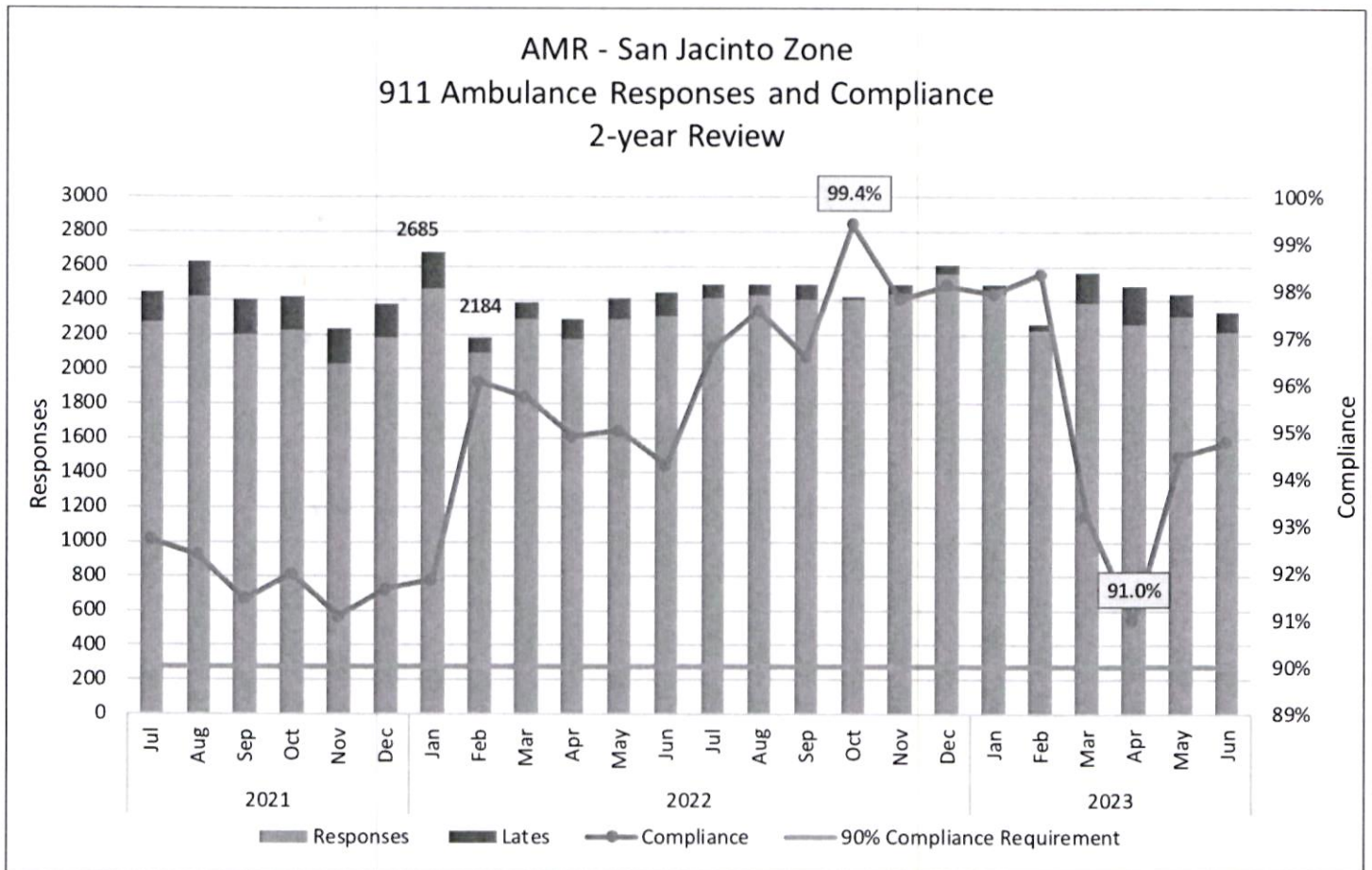
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone.

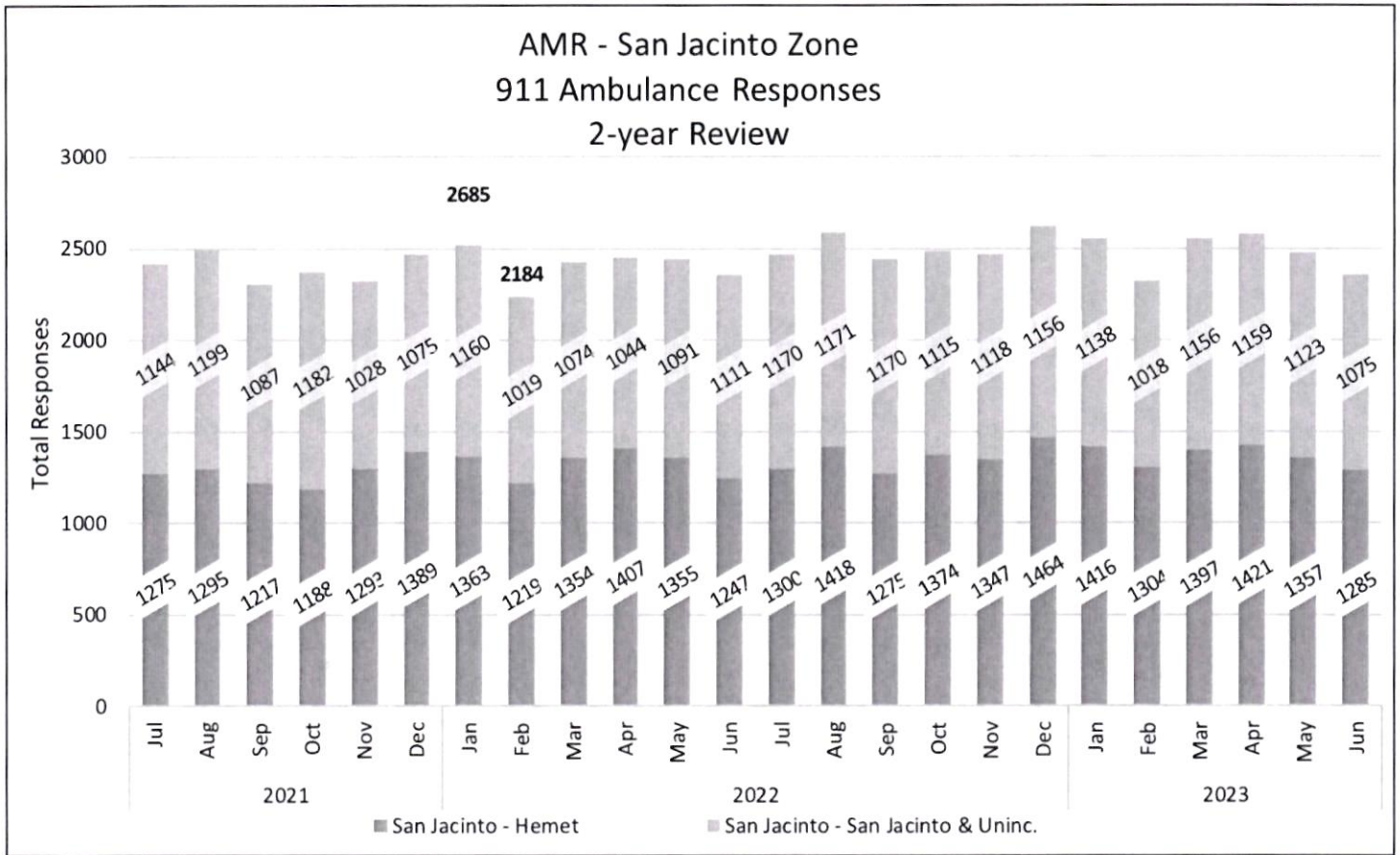


San Jacinto Zone: Raw vs Adjusted Compliance Data

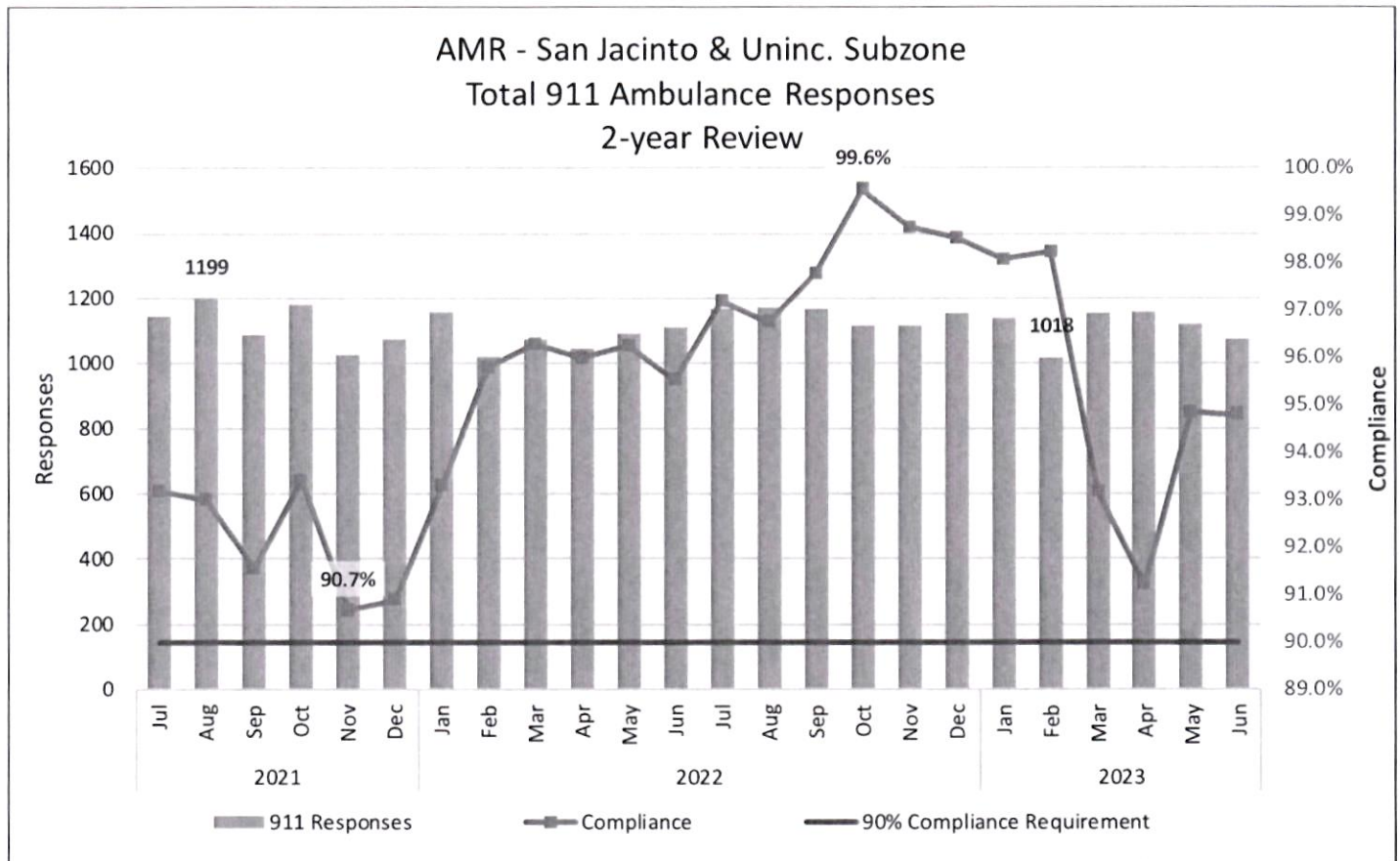


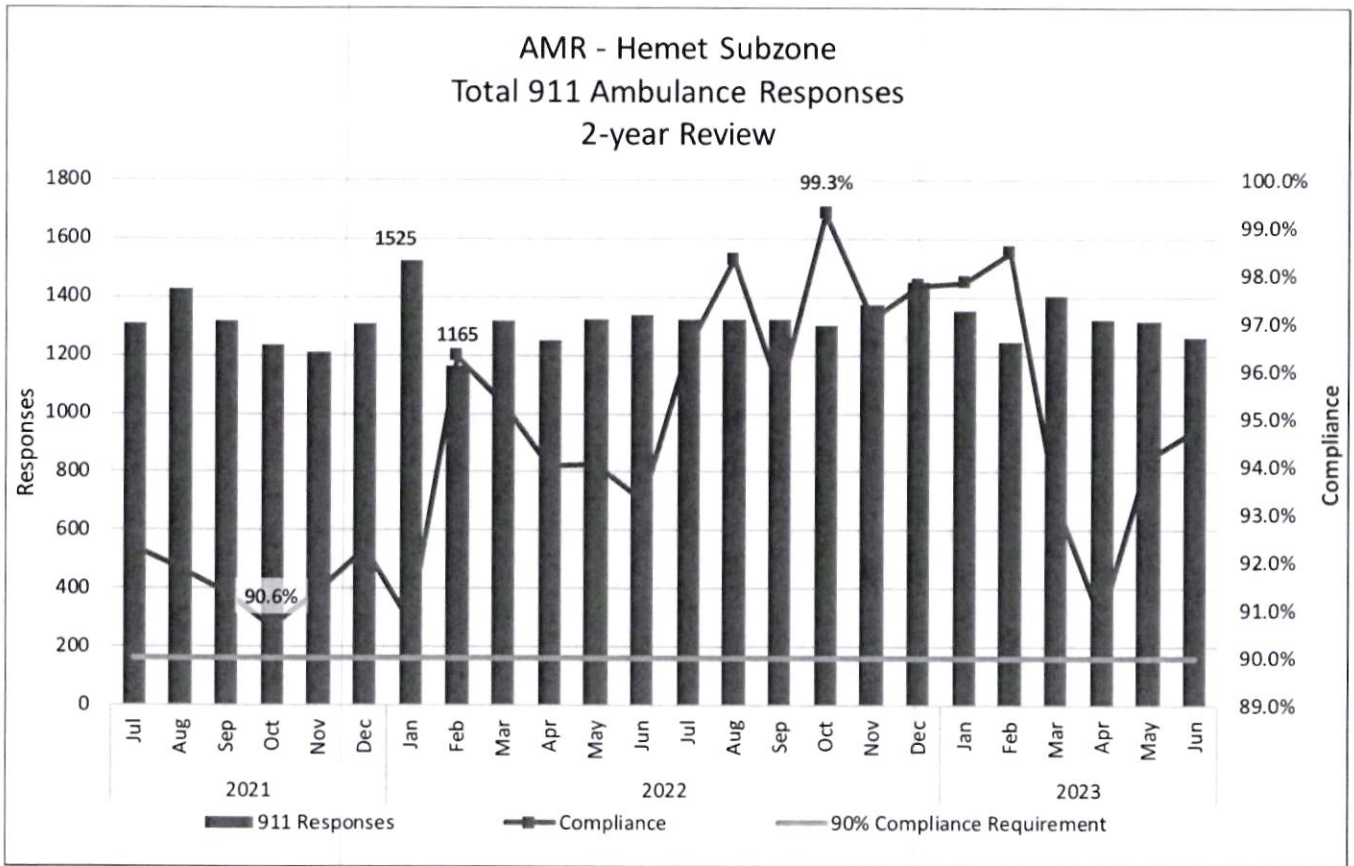
San Jacinto Zone: Subzone Response and Compliance Data



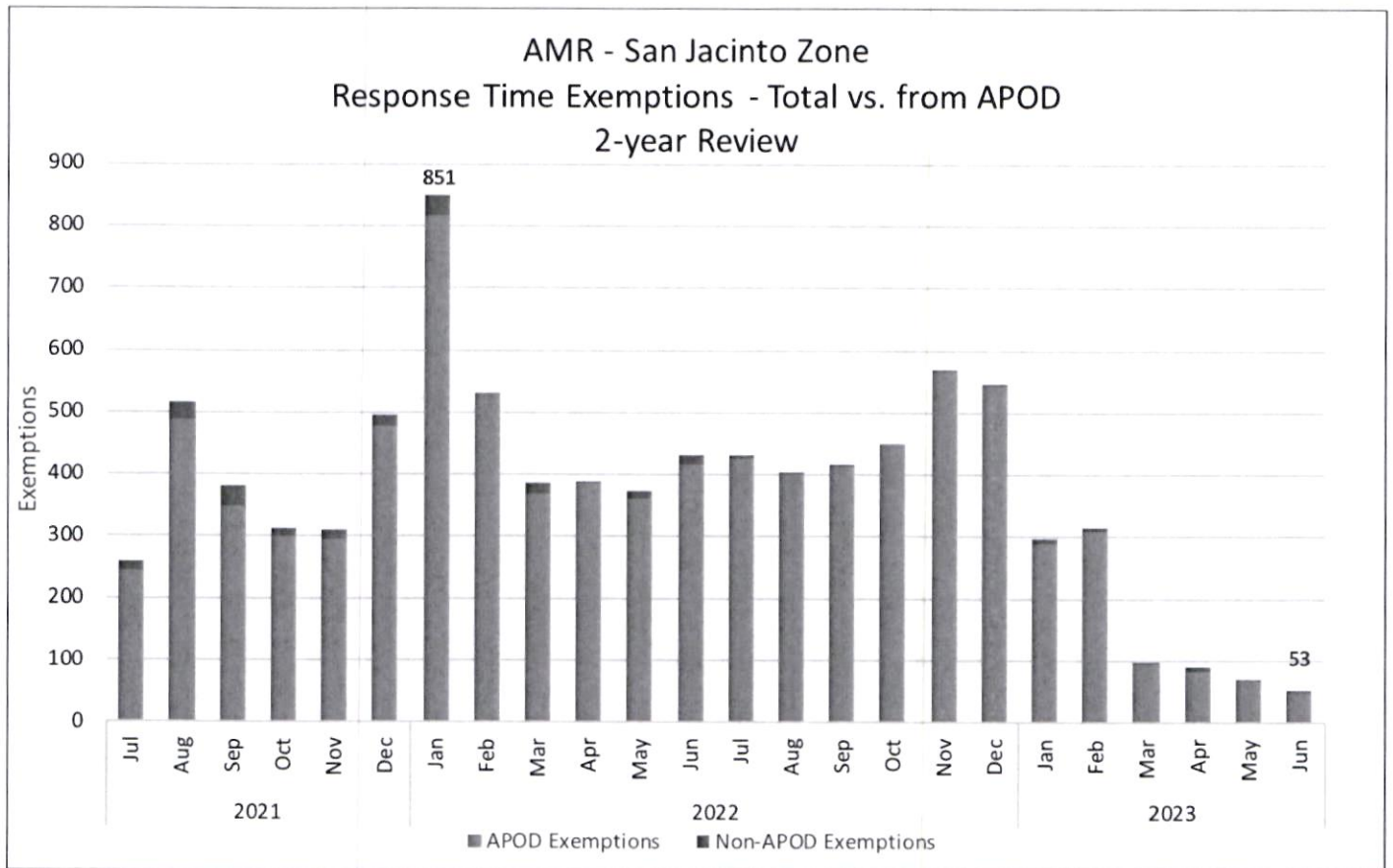


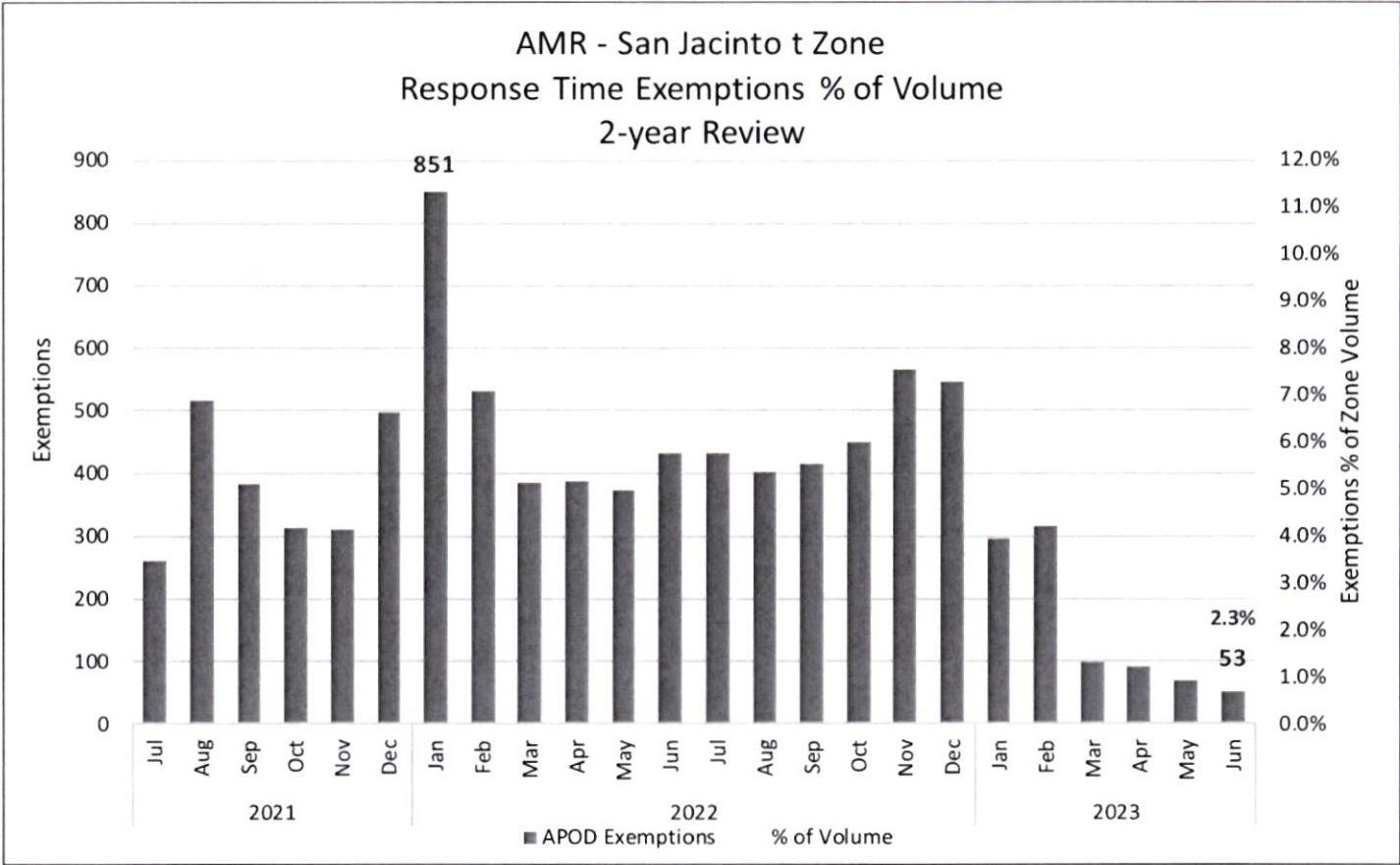
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



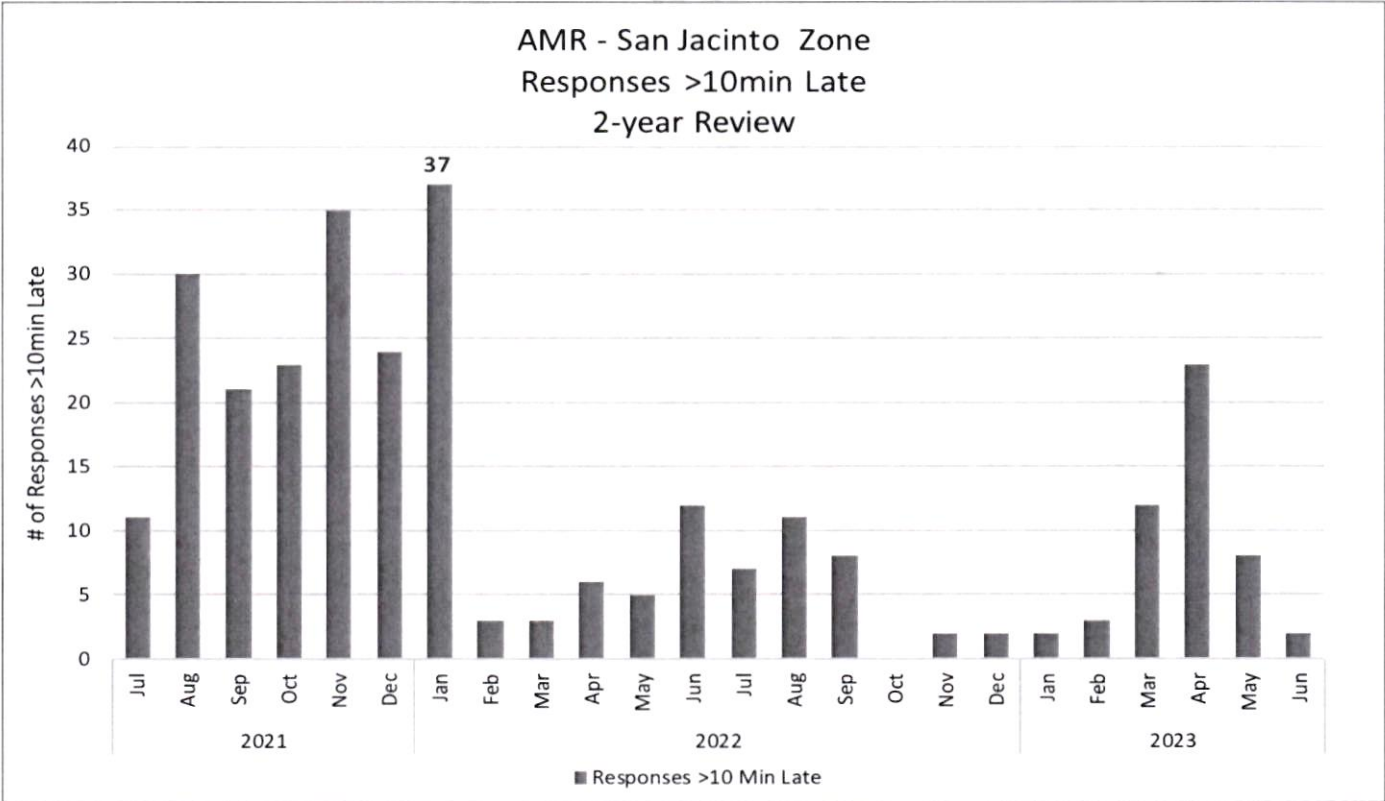


San Jacinto Zone: Exemptions





San Jacinto Zone: Responses > 10 Minutes Late



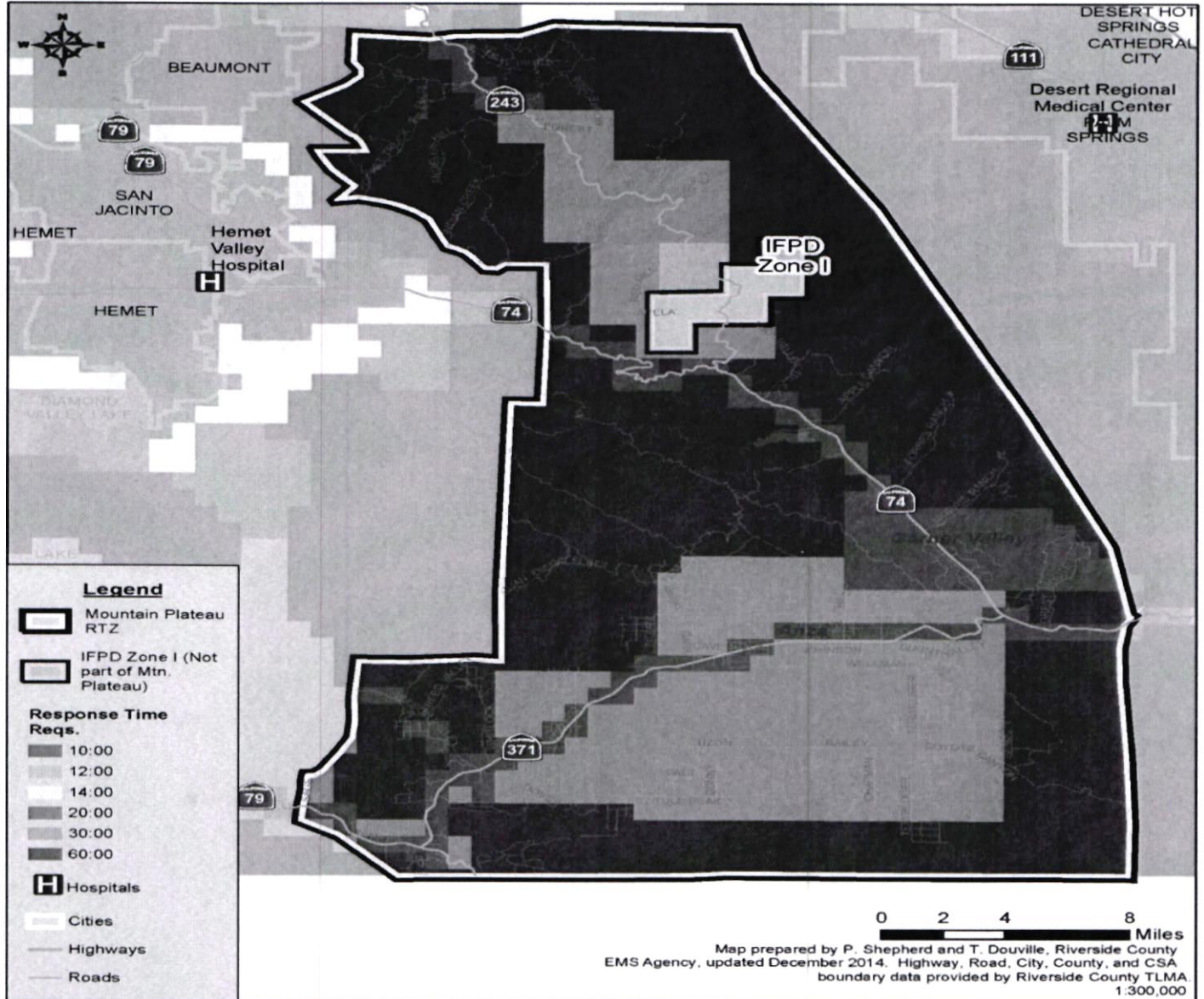
MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone.

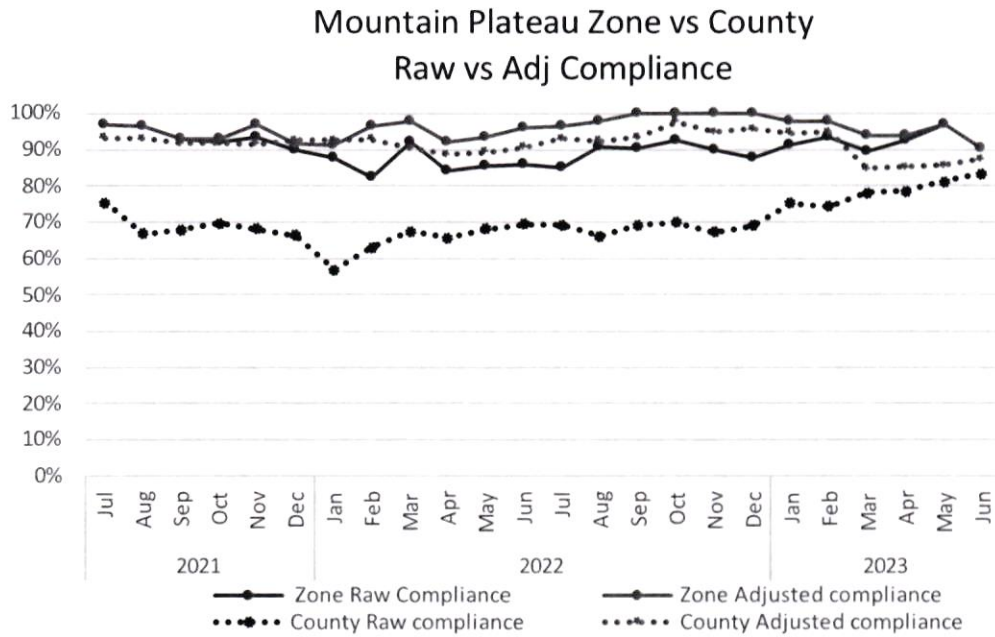
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



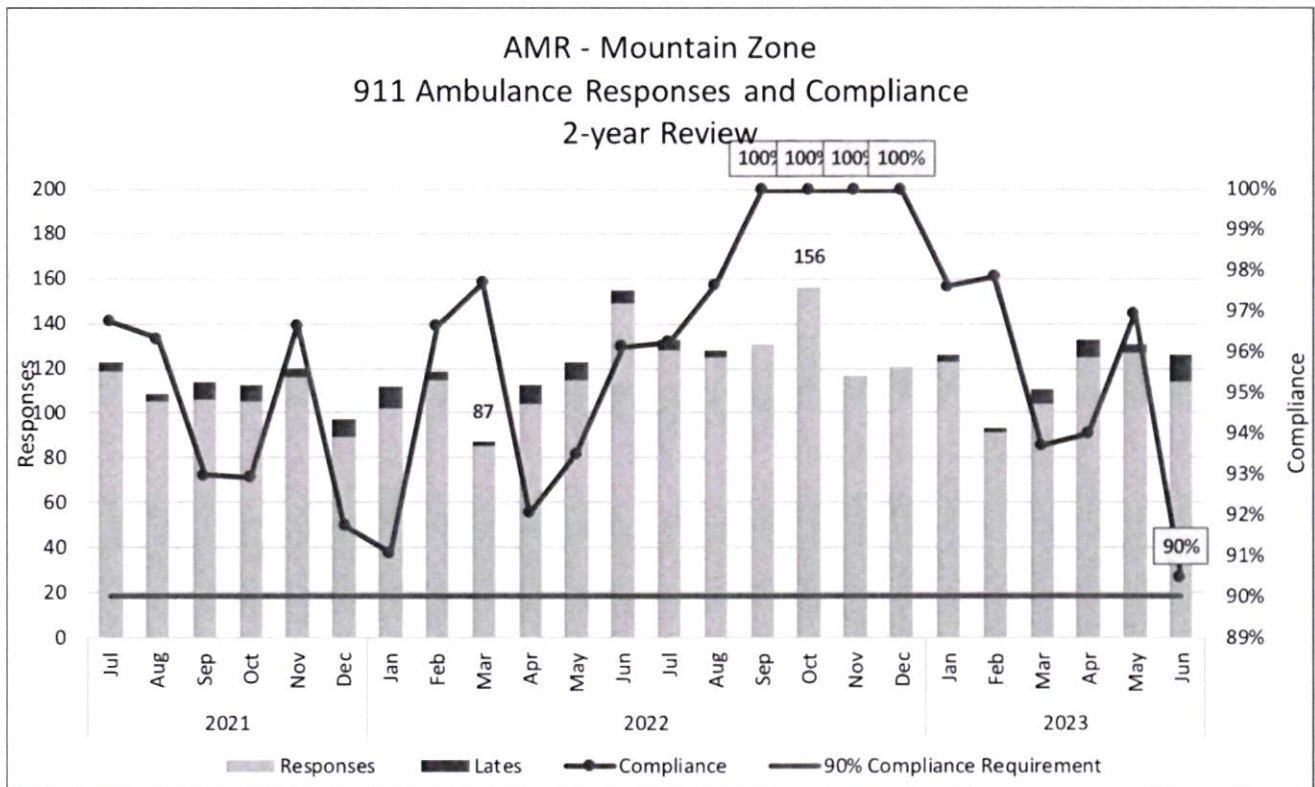
MOUNTAIN PLATEAU



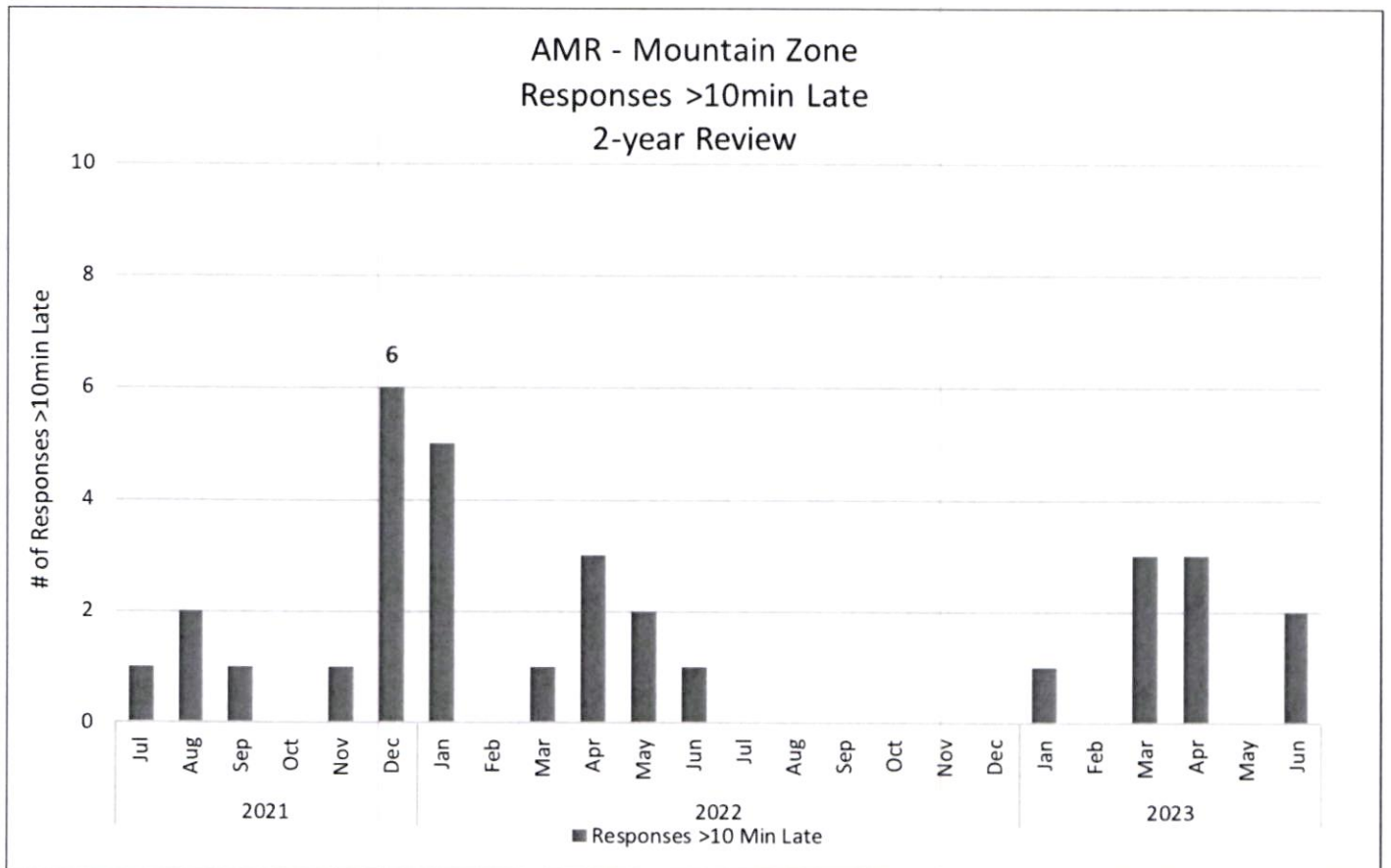
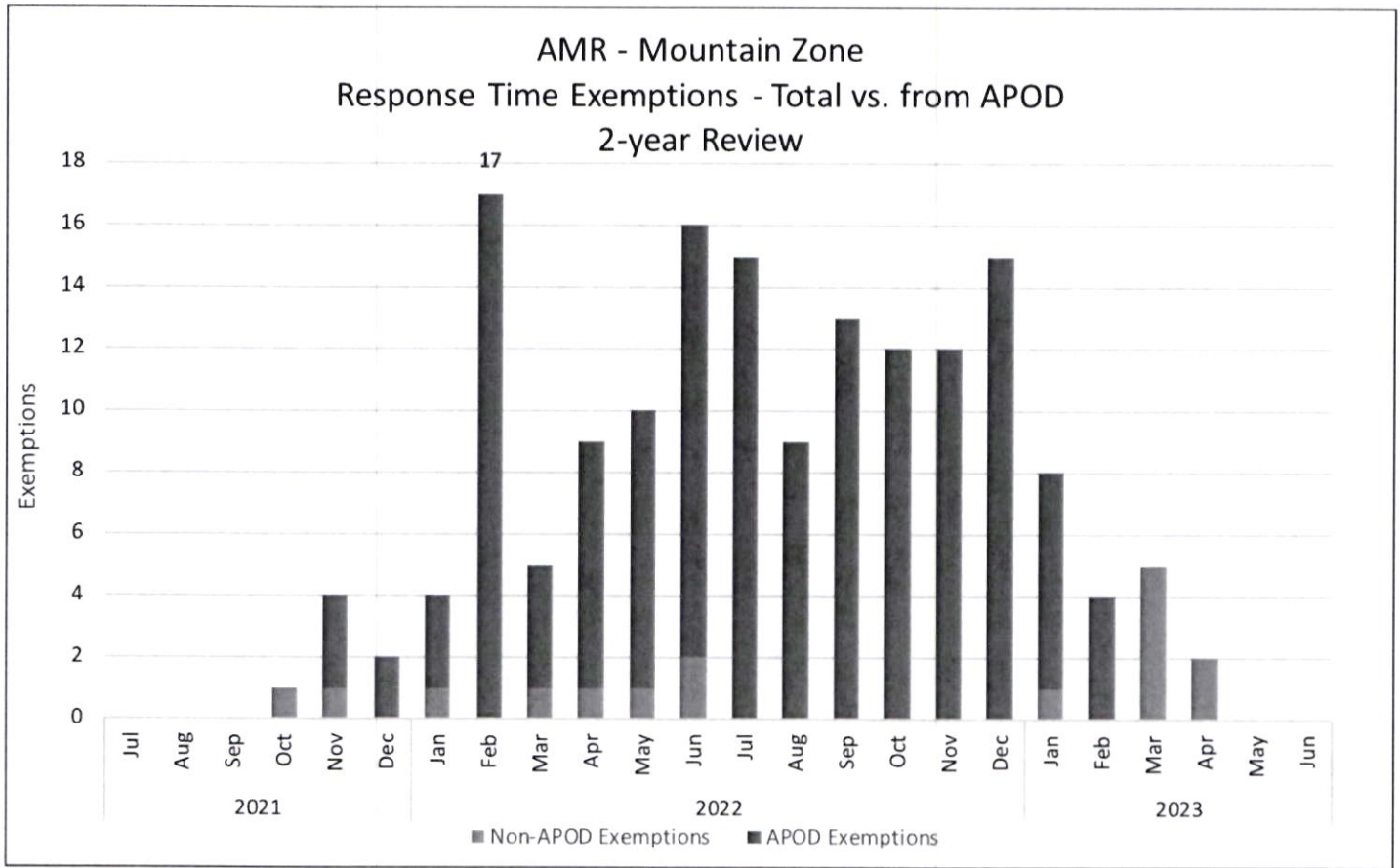
Mountain Plateau Zone: Raw vs Adjusted Compliance Data



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



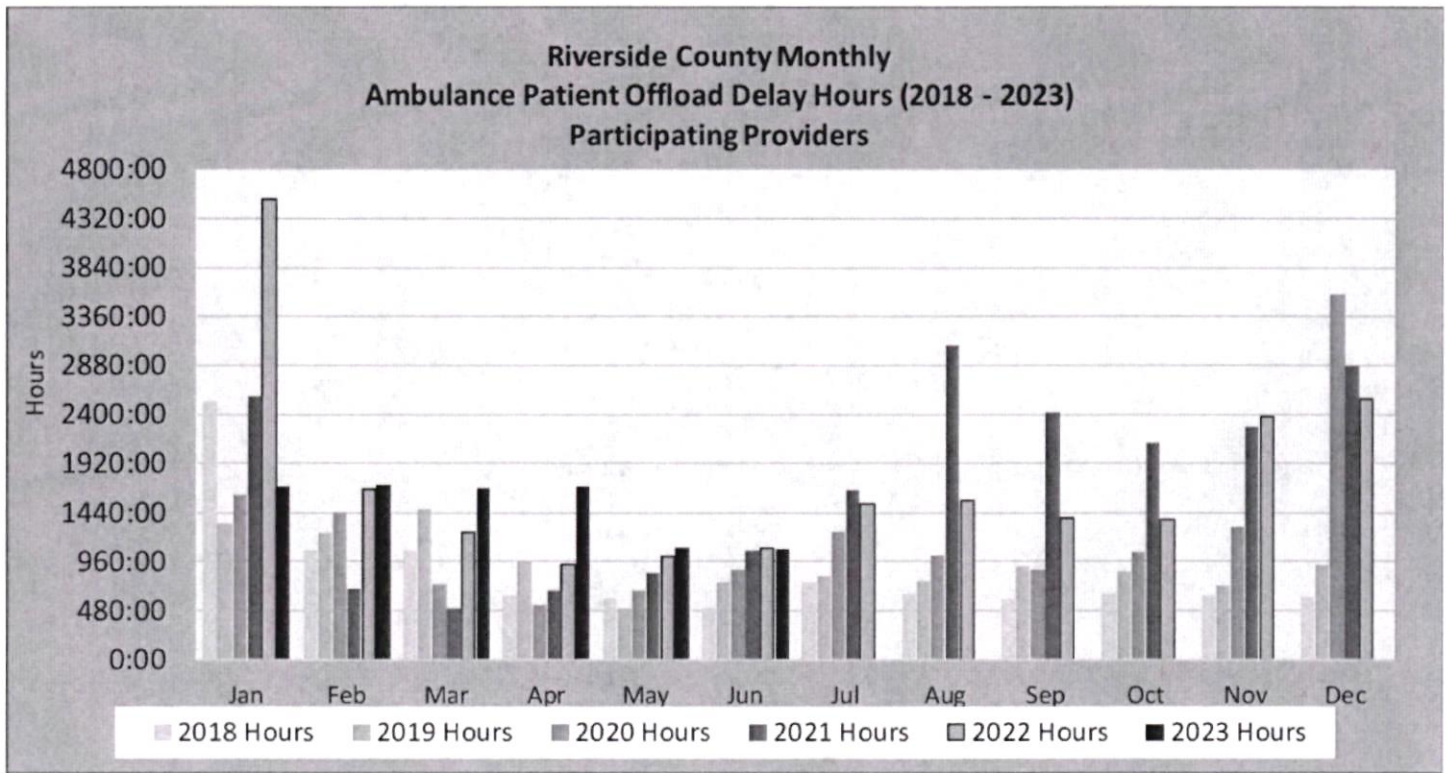
ALS, BLS UTILIZATION OF AMR 9-1-1 CALLS

		2023						Total
County		Jan	Feb	Mar	Apr	May	Jun	
	Total Responses	18877	17303	19140	18932	18949	18297	111498
	Total ALS Responses	17371	16172	18101	17822	17868	17272	104606
	Total BLS Responses	1506	1131	1039	1110	1081	1025	6892
	% ALS Responses	92%	93%	95%	94%	94%	94%	94%
	%BLS Responses	8%	7%	5%	6%	6%	6%	6%
Central	Total Responses	2381	2438	2448	2544	2538	2519	14868
	Total ALS Responses	2044	2072	2144	2222	2187	2223	12892
	Total BLS Responses	337	366	304	322	351	296	1976
	% ALS Responses	86%	85%	88%	87%	86%	88%	87%
	%BLS Responses	14%	15%	12%	13%	14%	12%	13%
Desert	Total Responses	2663	2468	2742	2745	2688	2488	15794
	Total ALS Responses	2632	2461	2711	2718	2637	2425	15584
	Total BLS Responses	31	7	31	27	51	63	210
	% ALS Responses	99%	100%	99%	99%	98%	97%	99%
	%BLS Responses	1%	0%	1%	1%	2%	3%	1%
Mountain Plateau	Total Responses	126	97	113	135	136	127	734
	Total ALS Responses	125	97	112	135	136	127	732
	Total BLS Responses	1		1				2
	% ALS Responses	99%	100%	99%	100%	100%	100%	100%
	%BLS Responses	1%	0%	1%	0%	0%	0%	0%
Northwest	Total Responses	5890	5258	5961	5745	5874	5673	34401
	Total ALS Responses	5317	4947	5654	5404	5638	5421	32381
	Total BLS Responses	573	311	307	341	236	252	2020
	% ALS Responses	90%	94%	95%	94%	96%	96%	94%
	%BLS Responses	10%	6%	5%	6%	4%	4%	6%
Palo Verde	Total Responses	171	164	156	139	133	194	957
	Total ALS Responses	171	164	156	139	133	194	957
	Total BLS Responses							0
	% ALS Responses	100%	100%	100%	100%	100%	100%	100%
	%BLS Responses	0%	0%	0%	0%	0%	0%	0%
Pass	Total Responses	1162	976	1058	1037	1021	983	6237
	Total ALS Responses	1093	926	999	990	964	907	5879
	Total BLS Responses	69	50	59	47	57	76	358
	% ALS Responses	94%	95%	94%	95%	94%	92%	94%
	%BLS Responses	6%	5%	6%	5%	6%	8%	6%
San Jacinto	Total Responses	2494	2265	2565	2488	2443	2340	14595
	Total ALS Responses	2385	2183	2470	2375	2363	2261	14037
	Total BLS Responses	109	82	95	113	80	79	558
	% ALS Responses	96%	96%	96%	95%	97%	97%	96%
	%BLS Responses	4%	4%	4%	5%	3%	3%	4%
Southwest	Total Responses	3990	3637	4097	4099	4116	3973	23912
	Total ALS Responses	3604	3322	3855	3839	3810	3714	22144
	Total BLS Responses	386	315	242	260	306	259	1768
	% ALS Responses	90%	91%	94%	94%	93%	93%	93%
	%BLS Responses	10%	9%	6%	6%	7%	7%	7%

BLS RESPONSES TO 9-1-1 CALLS

County		Jan	Feb	Mar	Apr	May	Jun	Total
		Total Responses	18877	17303	19140	18932	18949	18297
	Total BLS Responses	1506	1131	1039	1110	1081	1025	6892
	EMD approved(Omega,Alpha)	978	981	905	934	993	955	5746
	EMD-Beta,Charlie,Delta,Echo	304	97	78	104	56	33	672
	EMD-NA	224	53	56	72	32	37	474
	Total Non-Compliant BLS Responses to Mandate	528	150	134	176	88	70	1146
	% of Non-Complaint BLS responses to Mandate	35.1%	13.3%	12.9%	15.9%	8.1%	6.8%	16.6%
Central	Total Responses	2381	2438	2448	2544	2538	2519	14868
	Total BLS Responses	337	366	304	322	351	296	1976
	EMD approved(Omega,Alpha)	292	337	284	302	329	287	1831
	EMD-Beta,Charlie,Delta,Echo	41	24	15	17	15	3	115
	EMD-NA	4	5	5	3	7	6	30
	Total Non-Compliant BLS Responses to Mandate	45	29	20	20	22	9	145
	% of Non-Complaint BLS responses to Mandate	13.4%	7.9%	6.6%	6.2%	6.3%	3.0%	7.3%
Desert	Total Responses	2663	2468	2742	2745	2688	2488	15794
	Total BLS Responses	31	7	31	27	51	63	210
	EMD approved(Omega,Alpha)	20	7	21	23	49	61	181
	EMD-Beta,Charlie,Delta,Echo	4		6	4	1	1	16
	EMD-NA	7		4		1	1	13
	Total Non-Compliant BLS Responses to Mandate	11	0	10	4	2	2	29
	% of Non-Complaint BLS responses to Mandate	35.5%	0.0%	32.3%	14.8%	3.9%	3.2%	13.8%
Mountain Plateau	Total Responses	126	97	113	135	136	127	734
	Total BLS Responses	1		1				2
	EMD approved(Omega,Alpha)	1						1
	EMD-Beta,Charlie,Delta,Echo			1				1
	EMD-NA							0
	Total Non-Compliant BLS Responses to Mandate		0	1				1
% of Non-Complaint BLS responses to Mandate		#DIV/0!	100.0%				50.0%	
Northwest	Total Responses	5890	5258	5961	5745	5874	5673	34401
	Total BLS Responses	573	311	307	341	236	252	2020
	EMD approved(Omega,Alpha)	240	223	216	207	193	208	1287
	EMD-Beta,Charlie,Delta,Echo	150	52	47	74	28	24	375
	EMD-NA	183	36	44	60	15	20	358
	Total Non-Compliant BLS Responses to Mandate	333	88	91	134	43	44	733
	% of Non-Complaint BLS responses to Mandate	58.1%	28.3%	29.6%	39.3%	18.2%	17.5%	36.3%
Palo Verde	Total Responses	171	164	156	139	133	194	957
	Total BLS Responses							
	EMD approved(Omega,Alpha)							
	EMD-Beta,Charlie,Delta,Echo							
	EMD-NA							
	Total Non-Compliant BLS Responses to Mandate							
% of Non-Complaint BLS responses to Mandate								
Pass	Total Responses	1162	976	1058	1037	1021	983	6237
	Total BLS Responses	69	50	59	47	57	76	358
	EMD approved(Omega,Alpha)	63	48	58	45	55	76	345
	EMD-Beta,Charlie,Delta,Echo	6	2	1	1	1		11
	EMD-NA				1	1		2
	Total Non-Compliant BLS Responses to Mandate	6	2	1	2	2	0	13
	% of Non-Complaint BLS responses to Mandate	8.7%	4.0%	1.7%	4.3%	3.5%	0.0%	3.6%
San Jacinto	Total Responses	2494	2265	2565	2488	2443	2340	14595
	Total BLS Responses	109	82	95	113	80	79	558
	EMD approved(Omega,Alpha)	77	76	94	109	79	73	508
	EMD-Beta,Charlie,Delta,Echo	13	1		2		1	17
	EMD-NA	19	5	1	2	1	5	33
	Total Non-Compliant BLS Responses to Mandate	32	6	1	4	1	6	50
	% of Non-Complaint BLS responses to Mandate	29.4%	7.3%	1.1%	3.5%	1.3%	7.6%	9.0%
Southwest	Total Responses	3990	3637	4097	4099	4116	3973	23912
	Total BLS Responses	386	315	242	260	306	259	1768
	EMD approved(Omega,Alpha)	285	290	232	248	288	250	1593
	EMD-Beta,Charlie,Delta,Echo	90	18	8	6	11	4	137
	EMD-NA	11	7	2	6	7	5	38
	Total Non-Compliant BLS Responses to Mandate	101	25	10	12	18	9	175
	% of Non-Complaint BLS responses to Mandate	26.2%	7.9%	4.1%	4.6%	5.9%	3.5%	9.9%

AMBULANCE PATIENT OFFLOAD TIME



June 2023						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	782	327:57:07	76:52:02	182	76.7%	0:48:16
Desert Regional Med Ctr	1,254	311:50:06	23:47:08	86	93.1%	0:26:45
Eisenhower Health	1,338	238:50:44	3:13:36	25	98.1%	0:17:50
Hemet Valley Hospital	1,167	779:55:45	297:12:00	532	54.4%	1:18:43
Inland Valley Med Ctr	926	360:53:32	84:11:35	194	79.0%	0:51:35
JFK Hospital	728	97:20:59	0:22:13	4	99.5%	0:13:47
Kaiser Hospital Moreno Valley	349	143:30:04	29:35:10	87	75.1%	0:48:50
Kaiser Hospital Riverside	530	233:43:18	61:06:27	130	75.5%	0:48:17
Loma Linda Univ Med Ctr Mur	776	342:25:04	74:17:33	174	77.6%	0:45:20
Menifee Med Ctr	303	162:09:34	43:32:42	114	62.4%	0:59:45
Palo Verde Hospital	140	18:54:36	0:00:00	0	100.0%	0:15:04
Parkview Community Hospital	612	184:23:09	6:46:24	41	93.3%	0:27:55
Rancho Springs Med Ctr	466	176:21:23	32:06:10	83	82.2%	0:39:07
Riverside Community Hospital	1,650	780:19:23	229:03:22	547	66.8%	1:00:38
Riverside University Health System	1,576	472:26:06	13:30:47	96	93.9%	0:28:32
San Geronio Mem Hospital	543	285:03:44	75:29:25	164	69.8%	1:00:00
Temecula Valley Hospital	566	225:23:12	37:22:08	123	78.3%	0:45:44
Grand Total	13,706	5141:27:46	1088:28:42	2582	81.2%	0:43:44

	Monthly Average over last 12 Months					
	Avg	Avg APOD		Max of		
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	781	456:58:08	175:10:36	272	182	351
Desert Regional Med Ctr	1,360	334:43:56	37:38:14	92	41	171
Eisenhower Health	1,349	277:18:02	8:43:48	45	19	75
Hemet Valley Hospital	1,131	811:16:32	340:11:13	539	483	616
Inland Valley Med Ctr	964	408:39:55	107:20:36	228	168	300
JFK Hospital	728	99:20:52	2:33:52	9	2	17
Kaiser Hospital Moreno Valley	364	158:07:17	40:30:34	90	71	127
Kaiser Hospital Riverside	552	306:41:59	110:07:42	188	130	254
Loma Linda Univ Med Ctr Mur	825	381:04:39	93:32:53	202	148	334
Menifee Med Ctr	306	202:09:14	79:40:42	129	80	234
Palo Verde Hospital	146	21:41:33	1:25:50	3	0	7
Parkview Community Hospital	717	252:59:43	33:49:50	97	41	189
Rancho Springs Med Ctr	511	223:02:42	57:29:26	113	61	153
Riverside Community Hospital	1,520	967:31:42	372:08:42	729	547	829
Riverside University Health System	1,601	494:14:22	22:00:52	140	85	207
San Gorgonio Mem Hospital	601	304:28:42	84:33:39	169	103	260
Temecula Valley Hospital	557	257:17:23	61:03:55	166	123	277

	Average APOD and Compliance by Qtr Comparison								
	2022			2023					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	61%	312	229:34:50	67%	258	164:13:56	70%	237	129:46:20
Desert Regional Med Ctr	93%	100	52:05:36	90%	134	65:02:36	94%	85	24:59:29
Eisenhower Health	96%	49	11:18:01	96%	59	10:59:17	98%	30	4:50:49
Hemet Valley Hospital	51%	521	386:56:57	46%	587	370:28:40	58%	512	257:07:16
Inland Valley Med Ctr	75%	255	120:32:42	75%	235	114:24:48	77%	226	103:25:05
JFK Hospital	99%	9	2:19:58	98%	12	4:10:33	99%	9	2:12:37
Kaiser Hospital Riverside	57%	237	163:31:53	72%	154	79:04:24	74%	143	65:07:17
Loma Linda Univ Med Ctr Mur	70%	257	149:16:49	76%	200	89:40:14	76%	195	91:02:30
Menifee Med Ctr	50%	160	130:51:42	50%	154	92:01:34	62%	113	55:39:54
Palo Verde Hospital	97%	5	1:58:29	97%	4	2:21:04	98%	2	0:59:40
Parkview Community Hospital	81%	145	69:51:16	87%	92	25:35:44	89%	70	23:20:46
Rancho Springs Med Ctr	77%	124	74:27:22	80%	104	49:48:02	80%	95	49:51:04
Riverside Community Hospital	49%	753	404:41:58	49%	745	416:42:00	58%	666	305:38:33
Riverside University Health System	89%	179	29:43:46	92%	126	17:49:53	94%	89	13:09:29
San Gorgonio Mem Hospital	69%	194	118:33:04	68%	196	94:17:30	70%	171	85:31:59
Temecula Valley Hospital	64%	210	89:49:02	69%	163	57:41:10	74%	142	50:00:00
	75%	219	127:13:20	76%	201	103:23:50	80%	174	78:55:11

	Average Transports and APODs at ETS: Quarter Comparison								
	2022			2023					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	44%	148	49:07:28	87%	40	10:03:33	87%	38	8:08:36

2022-2023 Annual Performance Report and recommendation for agreement (#15-097) with American Medical Response (AMR).

Date: 10-31-2023

Background:

The Board of Supervisors approved the County 9-1-1 Advanced Life Support (ALS) emergency ambulance agreement with American Medical Response (AMR) on January 13, 2015 (item 3-8). The eighth-year performance period of the agreement commenced on July 1, 2022 and finished on June 30, 2023. According to the terms of the agreement, AMR may submit a written request for a one (1) year “earned extension” each year following the first full year of the agreement. To qualify for the earned extension, AMR must submit the annual performance report to the Riverside County EMS Agency (REMSA), demonstrate compliance with articles of the contract and request the one (1) year earned extension by September 1, of the applicable year. REMSA received AMR’s request accompanied by their annual performance report on September 1, 2023.

The annual performance report must include (1) evidence of compliance with the agreement provisions, (2) achievement of response time performance of at least 91% in all response time zones for at least nine months, (3) evidence of completed system enhancements for the finished year, and (4) a written agreement with REMSA for planned EMS system enhancements for the next performance period. The request may also include a rate increase request to cover the cost of system enhancements for the current year that exceeds \$250,000.

DETERMINATION OF CONTRACTOR (AMR) ELIGIBILITY

REMSA has reviewed AMR’s annual report submission and all the contractor requirements, as stipulated in the agreement, for eligibility to receive a one-year earned annual renewal. Additionally, REMSA monitors AMR’s monthly compliance and reports response time performance semi-annually to the EMS Administrative Zone Groups. REMSA utilized the following to determine that AMR has not met the terms of the agreement to grant a one-year renewal:

- 2022/2023 AMR Annual Report
 - Exhibit A: Completed System Enhancements: 2022/2023 - (Page 8)
 - Exhibit B: Planned System Enhancements: 2022/2023 - (Page 9)
 - Attachment 1: 2022/2023 AMR Compliance Review Matrix
 - Attachment 2: 2022/2023 AMR Annual Response Time Report

The AMR Annual Report, Compliance Review Matrix, and Response Time Report supply the information collected by REMSA to determine AMR’s compliance with the agreement provisions. The performance period reviewed by REMSA is the eighth year of the agreement, which ran from July 1, 2022, through June 30, 2023. The following summarizes key performance areas of the agreement during that performance period.

RESPONSES, TRANSPORTS, AND COMPLIANCE

AMR responded to 207,005 Emergency Medical Service (EMS) 9-1-1 calls during this performance period and transported 155,093 patients to hospitals (74.9% transport percentage). Compared to the previous performance period, this was a 7.1% decrease in 9-1-1 response volume and a 1.2% decrease in patient transport. Ambulance response and transport volume were decreased throughout this performance period.

Period	Total Responses	Transports	Transports with APOD	Transport (%)
2022	105,646	78,455	21,114	74%
Quarter 1	52,671	39,124	9,793	74%
Quarter 2	52,975	39,331	11,321	74%
2023	101,359	76,638	19,308	75%
Quarter 3	50,399	38,104	10,306	75%
Quarter 4	50,960	38,534	9,002	75%
Grand Total	207,005	155,093	40,442	74.9%

Refer to attached AMR Annual Compliance document.

OPERATIONS AND EMERGENCY MEDICAL DISPATCH

3.1.3 Advanced Life Support (ALS) Mandate - Contractor shall place an ALS ambulance on scene for every request for emergency medical services, unless otherwise authorized by REMSA through an approved Emergency Medical Dispatch (EMD) and resource response program that dictates level and priority of ambulance response. The ALS mandate may be suspended by REMSA either directly or by policy/protocol during a Multiple Casualty Incident (MCI) response.

AMR continues experiencing the inability to respond to certain ALS mandated calls due to recruitment and staffing challenges that persist after the COVID-19 pandemic. REMSA authorized a BLS response model to low acuity Omega and Alpha EMD calls only.

Emergency Medical Dispatch covers approximately 96% of the County including all Riverside County Fire resources and dispatched agencies including but not limited to: Calimesa Fire, Canyon Lake Fire, Pechanga Fire, Soboba Fire, Morongo Fire. The municipal Fire departments have approved EMD programs including Corona Fire, Riverside City Fire, and Murrieta Fire and Rescue. This gives AMR wide discretion to execute that agreement to strategically dispatch BLS resources to low acuity calls across the County.

During the sample research time during the performance period, AMR has been unable to consistently meet the requirements of the ALS mandate and BLS resources respond above the tier of Omega and Alpha EMD calls. This is not in compliance with section 3.1.3 ALS mandate of the contract. AMR responded 6892 BLS resources to 911 emergency requests between the months of January and June 2023. Of these, 5746 were classified as approved EMD Alpha and Omega responses. 1,146 responses were deemed non-compliant of the ALS Mandate or 16.6%. Compared to the previous performance period, AMR has demonstrated a significant increase in compliance with BLS utilization in the 911 environment.

Month	Jan	Feb	March	April	May	June
Total Responses	18877	17,303	19,140	18,932	18,949	18,297
Total BLS Responses	1506	1,131	1,039	1,110	1,081	1,025
EMD approved (Omega, Alpha)	978	981	905	934	993	955
EMD-Beta, Charlie, Delta, Echo	304	97	78	104	56	33
EMD-NA	224	53	56	72	32	37
Total Non-Compliant BLS Responses to Mandate	528	150	134	176	88	70
Percent of Non-Compliant BLS Responses to Mandate	35.1%	13.3%	12.9%	15.9%	8.1%	6.8%

CLINICAL DATA COLLECTION AND REPORT

During this performance period, AMR submitted 243,067 records compared to 237,307 of the last performance periods. This marks a 9% increase from the previous year in ePCRs to the Riverside County EMS Information System (REMSIS) for review and analysis.

Performance Period		AMR - Desert Cities	AMR - Hemet	AMR -Riverside
Quarter 1	Jul-22	3553	4205	12790
	Aug-22	3752	4580	13034
	Sep-22	3502	4328	12742
Quarter 2	Oct-22	3532	4177	12886
	Nov-22	3550	4385	12916
	Dec-22	3706	4430	13006
Sub Total Quarter 1 and 2		21605	26105	77374
Quarter 3	Jan-23	3450	4191	12443
	Feb-23	3245	3855	11487
	Mar-23	3479	4156	12857
Quarter 4	Apr-23	3439	4045	12354
	May-23	3383	3981	12577
	Jun-23	3162	3720	12159
Sub Total Quarter 3 and 4		20158	23948	73877
GRAND TOTAL		41763	50053	151251

The AMR records collected by REMSA were submitted to the California EMS Authority (EMSA) for inclusion in the California EMS Information System (CEMSIS) to improve Statewide decision-making related to public health concerns such as COVID-19, Ebola, MX, influenza like illness, and respiratory syncytial virus. REMSA also included AMR's data in the California Core Measures report for 2022.

WORKFORCE SATISFACTION AND TURNOVER

AMR's turnover survey results were reviewed and verified by REMSA staff. AMR employee turnover by a quarter
2022/2023 AMR Annual Report

during the performance period was July-Sept 8.5%, Oct-Dec 6.3%, Jan-Mar 8.0%, and Apr-Jun 7.2%. The top 3 primary reasons for separation, according to survey results provided to REMSA, were: Job with the Fire Department 19%, career advancement 14%, and seeking other employment 20%.

AMR Employee Turnover	2019-20	2020-21	2021-22	2022-23
Q1	9.8%	7.3%	10.1%	8.5%
Q2	5.5%	6.3%	7.3%	6.3%
Q3	6.3%	7.2%	8.4%	8.0%
Q4	5.1%	9.6%	8.0%	7.2%

Turnover has decreased compared to the previous review period. AMR continues to escalate recruiting and retention strategies. AMR continued to offer paramedic scholarships, sign-on bonuses, paramedic upgrade bonuses, and in certain locations relocation bonuses to attract candidates. During this performance period “career advancement” was the number one cause of turnover. Typically, “Seeking Other Employment” is the primary cause for turnover.

EMPLOYEE INJURIES AND EXPOSURES

During the performance period July 1, 2022 – June 30, 2022
 The most common cause of employee injury or exposure was:
 Exposure to Infectious Disease: 13%
 Sprains/Strains: 48%

CUSTOMER SERVICE AND PATIENT SATISFACTION

AMR continues to utilize a patient satisfaction survey that is conducted by a third-party vendor, “EMS SURVEY TEAM.” A percentage of patients are randomly selected and surveyed each month. The data is analyzed, and the vendor generates the reports monthly and or quarterly by operational division. The reports include customer satisfaction scoring relating to dispatch, ambulance cleanliness, personnel competency, and office performance including billing and customer service metrics. The report also includes AMR’s overall mean score and performance compared to similar companies of size and complexity.

AMR customer satisfaction was at or above the average satisfaction metric for comparable EMS operations in neighboring jurisdictions. AMR continues to perform above those established benchmarks by the third-party company conducting the research.

VEHICLE PERFORMANCE AND SAFETY

AMR Riverside County drove 6,920,519 miles in the performance period July 1, 2022 – June 30, 2023. The fleet experienced 19 at fault vehicle contacts during the period resulting in 364,237 miles DRIVEN per at fault vehicle contact. This is a 7.64% increase in miles driven per contact compared to the previous year. AMR has had their fleet equipped with Drive Cam for several years, which is a vehicle monitoring system to help us in identifying risky behavior and through coaching and counseling, changed driving habits that have been shown to reduce incidents.

HIGH USERS OF 9-1-1 SERVICES

REMSA has developed at the request of AMR a program that identifies individuals who are repeated heavy users of 9-1-1 services. This effort identifies individuals who may benefit from alternative services or education that would lessen the use of the 9-1-1 system due to chronic medical conditions. Additionally, it identifies opportunities for improving EMS system efficiency and reducing costs.

The process is completed through electronic patient care records (ePCR) demographics fields. Variation in patient names were accounted for using the Soundex module that converts patient names into numerical representation and compares for similarity. Examples, Stephanie or Stephany or Stephani will be matched to the same patient with matching last name and DOB.

Raw data during the review period has identified 23 patients that have individually exceeded 100 activations of the 911 system. In the upcoming year, AMR has committed to coordinating with REMSA and DPSS to support establishing an outreach program that will assist in evaluating the ability to connect these high frequency users with secondary services more appropriate to their needs.

SERVICES FOR MENTAL HEALTH PATIENTS

AMR Riverside 5150 transports by Zone for the performance period July 1, 2021 – June 30, 2022.

EMS Zone	Transports	Percentage of Total
Northwest Zone	2367	26.64%
Central Zone	1535	17.28%
Southwest Zone	917	10.32%
San Jacinto/Hemet Zone	1030	11.59%
Pass Zone	379	4.19%
Mountain Plateau Zone	7	.08%
Desert Zone	2562	28.84%
Palo Verde Zone	95	1.07%
Total Transports	8885	100%

AMR provides ambulance transportation for mental health patients placed on Welfare and Institutions Code (WIC) 5150 (hold for gravely disabled individuals). These patients are transported from the field at the request of law enforcement or between facilities at the request of the Riverside University Health System (RUHS) Behavioral Health Department.

5150 transports were down by 77 transports over last performance period. AMR through system enhancement is working with Riverside University Behavioral Health to develop a crisis response unit to aid officers in no writing 5150's and transporting patients to voluntary treatment centers instead of General Acute Care Hospitals.

23.03% of Mental Health transports were from law enforcement/fire agency requests, the majority were from

healthcare facilities.

COMMUNITY EDUCATION AND INVOLVEMENT

During this performance period, AMR provided 1464 hours of community education and support across Riverside County.

Public Education	Hours	Tactical Support	Hours
NW Zone:	137	Riverside County Sheriff	745
SW Zone:	51.5	Hemet Police/Murrieta	10
San Jacinto/Hemet Zone:	263.5	FBI	30
Pass Zone	69.5	US Marshal and CHP	10
Mountain Plateau Zone:	0	Desert SWAT	20
Desert Zones	234.5		
Central Zone:	365.5		
Palo Verde Zone:	17		
Riverside County:	1138.5	Total TEMS Hours	815
Subtotal	1138.5	Subtotal	815

GRAND TOTAL **1,953.50**

FINANCIAL PERFORMANCE

AMR's fiscal year runs concurrently with the calendar year, making financial reporting by AMR's fiscal year misaligned with the agreement performance period. However, throughout the performance period, REMSA receives preliminary quarterly financial statements. For AMR's fiscal year 2022, AMR provided an audited annual financial statement to REMSA for review. The financial statement reported net revenue of \$114,155,470 and operating expenses of \$98,637,334. Earnings before income tax and interest were \$870,367; taxes were \$249,806; and total profit was \$620,561. Total profit as a percentage of net revenue was 0.005%.

2016-2021	2016	2017	2018	2019	2020	2021	2022
Net Revenue	124,368,557	130,288,845	136,181,476	109,302,915	102,089,706	113,219,232	114,155,470
Operations Expenses	116,471,640	120,902,826	133,346,722	91,437,449	92,893,864	97,433,807	98,637,334
EBITDA	7,896,917	9,386,019	2,834,754	17,865,466	9,195,842	15,785,425	870,367
Taxes	4,662,320	3,841,039	799,974	5,008,554	2,575,640	4,422,650	249,806
Profit	3,234,597	5,544,980	2,034,780	12,856,912	6,620,202	11,362,775	620,561
Revenue %	2.50%	4.30%	1.50%	11.80%	6.50%	10.04%	0.005%

SERVICE RATES

Per Exhibit 13 of the agreement, AMR has requested a rate increases as the Ambulance rate of 6.38% for the current performance period from the previous year. The rates below as follows:

	2021/2022 Rates	2022/2023
<i>ALS and BLS Rate</i>	2,028.71	2,373.74
<i>Mileage</i>	49.33	57.72
<i>Oxygen</i>	211.00	246.88
<i>Night Charge</i>	230.72	269.96
<i>Dry Run with Patient Care</i>	315.32	368.94

RATE INCREASE FOR PLANNED SYSTEM ENHANCEMENTS

The terms of the current agreement require that AMR provide the first \$250,000 in annual system enhancements at their cost and may request a rate increase to cover the balance of the cost of the agreed-upon system enhancements. REMSA negotiated the PLANNED system enhancements to be completed by AMR during the 2022-2023 performance period. AMR has requested a 9.99% increase based on the area consumer price index of a 8.7% as determined by the US Bureau of Labor and Statistics and published on their website.

SUMMATION

REMSA has concluded review of the annual performance report from American Medical Response (AMR). AMR has shown significant improvements in previously identified areas of deficiency throughout this performance period. However, during this performance period AMR has failed to meet the required compliance thresholds of 91% in all EMS Zone's and subzones for more than nine (9) nonconsecutive months of the performance period. Therefore, REMSA is unable to grant AMR the requested annual renewal.

The current Ambulance 9-1-1 Advance Life Support (ALS) Ground Ambulance Service contract remains in effect until June 30, 2026.

EXHIBIT A:
COMPLETED SYSTEM ENHANCEMENTS (2022/2023)

CONFIRE Inland Empire Public Safety Operations Platform (IE PSOP)

AMR will endeavor to transition to the CONFIRE Inland Empire CAD to CAD Hub which will allow for the rapid transmission of Computer Aided Dispatch data to all participating departments. The ability to receive data directly through a CAD-to-CAD interface saves valuable time in the dispatching process by eliminating unnecessary phone calls. Additionally, the CAD-to-CAD interface will allow AMR to receive EMD deterrent codes from participating departments that are using emergency medical dispatch procedures.

Behavioral Health Response Unit

AMR, in cooperation with Riverside County Behavioral Health has reached an agreement for a 5150-response unit. This unit is utilized as a scene response unit to law enforcement to avoid the 5150 and transport the patient to a voluntary treatment center to avoid unnecessary hospitalizations. This program is staffed by an EMT and a Clinical Therapist. The vehicle and EMT have been supplied by AMR and the Clinical Therapist are funded by Behavioral Health.

System Improvements with Ongoing Costs

AMR Mobile Training Unit

AMR has placed into service a mobile training unit with a high-fidelity manikin used to simulate more realistic training scenarios. The MTU will be offered to all community partners as well as AMR personnel. The unit also contains cameras and monitors to allow students to watch interactions while outside of the vehicle to enhance the student experience. Further it is stocked with 2 CPR manikins designed to test and provide feedback to healthcare professionals on effective CPR. This unit was used several times during the review period of 2022-2023.

Cost: \$15K annually

AVL Program

AMR continues to support the closest unit response program outlined by REMSA by providing to Idyllwild Fire Protection District AVL devices to track their vehicles to aid in the implementation of the program. AMR has a reduced revenue of approximately \$178,000 annually to support the program plus an additional \$3,600 in annual costs related to the upkeep of the AVL systems.

Cost: \$181,600 annually

Citizen CPR Training

AMR has dedicated Two (2) Citizen CPR training units to the fleet. These units are fully stocked with all supplies necessary to conduct Compression only training to any group or organization. AMR has hired a full time CPR coordinator to do community outreach and schedule training classes, including a dedicated CPR hotline for scheduling classes. AMR has trained thousands of citizens with this program in Hands only CPR as a part of our no cost Citizen CPR Training program. The ongoing annual costs of this program include \$50,000 in Coordinator costs + \$60K in instructor costs, materials, and vehicle maintenance.

Cost: \$110,000 annually

Behavioral Health Response Unit

AMR, in cooperation with Riverside County Behavioral Health has reached an agreement for a 5150-response unit. This unit will be utilized as a scene response unit to law enforcement to avoid the 5150 and transport the patient to a voluntary treatment center to avoid unnecessary hospitalizations. This program is staffed by an EMT and a Clinical Therapist. The vehicle and EMT have been supplied by AMR

and the Clinical Therapist will be funded by Behavioral Health. There has been a delay in putting the unit in service while the county develops protocols and procedures. The unit will be in service as soon as staffing is secured by Riverside County Behavioral Health.

Cost: \$90K annually

EXHIBIT B: PLANNED SYSTEM ENHANCEMENTS (2023/2024)

Patient Follow Up Program

AMR shall work with REMSA and other stakeholders to develop a program under which follow up will occur with patients who are high frequency users of the EMS system and others who may benefit from follow up after engaging the EMS system, linking the individual with appropriate resources for their underlying medical, mental health, and social needs.

Cost: TBD

Span of Control

To improve span of control, and to meet administrative and operational needs more effectively within the Riverside Operation, AMR will hire additional leadership team members and administrative positions with operational oversight may include the Southwest and Central zones.

Cost: +/- \$250,000

Additional Unit Hours

AMR will add over 1000 additional ambulance unit hours weekly throughout the County aimed at the continual improvement of 9-1-1 ambulance response times. Continuous analysis of system demands will be monitored and scheduled unit hours will be adjusted as necessary to better maintain system compliance.

Cost: TBD

Item #	Summary of Contract Section	Evidence of Compliance	Status
Article 2.2	Meet 91% response time performance in all RTZs for at least nine (9) non-consecutive months of preceding contract year.	Contractor has not met non consecutive 9 months out of the performance year in all RTZ's for the 91% enhanced response or 90% compliance requirement.	Not Compliant
Article 6.1	Licensing and Permits are current.	Contractor has provided all copies of applicable CHP ambulance drivers permits, and Local Jurisdictional Business licenses. REMSA staff has verified all credentials to be in good standing.	Compliant
Article 8.1	Subcontract for work or services to have prior written approval of County Contract Administrator.	No changes for the 22/23 contract period. The Contractor holds public/private partnerships agreements with the City of Riverside, City of Corona, Morongo Band of Mission Indians, Soboba Band of Luiseno Indians. The contractor has also formalized an agreement with Morongo Fire Department to supply additional ambulances and an air ambulance to the Morongo Reservation and surrounding area in the Pass EMS zone. Contractor has recently begun negotiations for formalizing a similar agreement with Calimesa City regarding ALS services.	Compliant
3.1	Provide continuous ALS emergency ambulance services to residents and visitors of Riverside County 24 hours a day, every day, according to the EMS Plan.	Contractor has available to REMSA staff 24/7 access into Firstwatch to provide daily and retrospective Schedules including ALS/BLS, and CCT interfacility staffing hours that is required for Section 3.1 of the Ground Ambulance Contract. These reports are sub divided by EMS zone has outlined in our EMS plan. This includes scheduled hours versus actual and lossed hours due to unforeseen circumstances including out of service reasons for mechanical, staffing, restocking, etc. Hard copy core schedules has been provided in the Annual Review report and have been verified as part of the annual review.	Compliant
3.2	Contractor shall provide ground ALS emergency ambulance services for the exclusive operating areas and non-exclusive operating areas as stated in Attachments 1 & 2.	Contractor has available to REMSA staff 24/7 access into Firstwatch reports that have detailed posting plans and schedules by business unit, EMS zone. In addition the annual report they have provided a static posting location by Business Unit that details EMS zone posts. REMSA staff have independently confirmed that every EMS zone and Subzone have staffing/posting locations and are available for immediate need by the MHOAC and EMS Duty Officer programs for coordination. All ALS ambulances meet the criteria as outlined in Riverside County Ordinance 756.	Compliant
3.2.3	Contractor may enter into a subcontract or partnership with REMSA authorized ALS ambulance provider for the Mountain operating area, subject to approval by REMSA	Contractor has a partnership through REMSA Operational Policy #2120 with Idyllwild Fire Protection District and has utilized AVL locators with applicable ambulances on the mountain plateau where they assign and refer calls to the closes most appropriate resource per Policy #2120 intent. Compliance is monitored through monthly compliance reports and REMSA staff have verified these calls to be referred appropriately since the operational policy has gone into effect.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
3.5.1	Establish and maintain operations centers to effectively support operations and field staff, including deployment/equipment, management/supervision, education/training, and adequate living quarters for 24 hour units/supervisors if needed, and equipped with generator for backup operation.	Contractor has demonstrated effective support operations for field staff which include equipment, supervision, education/training, and adequate living quarters for the 24 hour units and supervisors. Evidence of backup generators have been provided. REMSA staff have conducted site visits of these locations. The annual review provides location evidence and documentation in relation to those wrap around services for the operation centers.	Compliant
3.5.2	Establish and maintain an administrative headquarters for Riverside County operations.	Contractor headquarters is located at 879 Marlborough Ave. Riverside, Ca 92507. REMSA staff frequently meet with Contractor leadership at this location.	Compliant
3.5.3	Maintain a communications center for system status management and dispatch of ALS emergency ambulances.	Contractor's communication center is located at 879 Marlborough Ave. Riverside, Ca 92507. REMSA staff frequently meet with Contractor leadership at this location.	Compliant
3.5.3.1	Communications center shall utilize radio and data communication plan approved by REMSA that digitally integrates Contractor communications and CAD with EMS response partners; plan shall contain provisions for redundancy in the event of primary Communications systems failure.	Contractor has a completed Radio and Data infrastructure model that has been in place since 2018 since its last over haul. Contractor maintains CAD to CAD integrations with four municipal fire departments, and One County Fire department and secondary PSAP. Contractor has worked in conjunction to replace those current integrations with a CAD to CAD Hub located with ConFire in San Bernardino. Contractor has supplied a Communications COOP plan which has sections regarding Response to a failure, recovery operations, and site migration if the current location is not suitable for operations. Those plans are due for revisions this next performance review for FY 23/24.	Compliant
3.5.3.2	Communications center shall be equipped with a generator capable of maintaining operations despite loss of power or other utilities.	Contractor generator and supplied information including load tests are conducted at normal intervals. Site visits have been conducted by REMSA staff during past visits.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
3.5.3.5	Contractor shall provide REMSA with a written deployment and system status plan for the number of ambulances, their assigned locations, deployment strategies and shift schedules; changes to the plan must be provided to REMSA at least 30 days prior to implementation date of proposed change.	Contractor has deployed the Operational Performance Analytics Program (OPAP) to enhance analyses of demand and staffing. OPAP allows AMR to strategize and anticipate necessary staffing deployment during seasonal fluctuations. Contractor has available to REMSA staff 24/7 access into Firstwatch reports that have detailed posting plans and schedules by business unit, EMS zone. In addition the annual report they have provided a static posting location by Business Unit that details EMS zone posts. REMSA staff have independently confirmed that every EMS zone and Subzone have staffing/posting locations and are available for immediate need by the MHOAC and EMS Duty Officer programs for coordination.	Compliant
3.6	Contractor may place ambulances in specific cities or communities of Riverside County; any contracts are subject to approval of REMSA.	Contractor has no parallel contracts to provide ambulance services outside of the current ground ambulance contract and EMS plan.	Compliant
3.9	Contractor may provide non-transport special EMS programs as approved by REMSA.	Contractor has on occasion throughout the performance period provided EMS standby, and event medicine to large gathering events in Riverside County. Those events include but not limited to: Coachella and Stagecoach, March Air show, and UC Riverside events. In conjunction contractor submitted applicable Event Actions Plans in Incident Command System Format, and Coordinated efforts with other jurisdictional partners as needed. REMSA staff have provided administrative policies when needed for these events. Refer to REMSA Policies #6203. In addition Contractor has specialty teams comprised of Tactical EMS, and Bicycle EMS teams when those services are needed.	Compliant
3.11	Capitalization: 5 year refresh cycle for technology; expand infrastructure as needed; rate increase may apply.	Contractor during this performance period did an equipment handheld and mounted radio refresh totaling \$550,000 for Supervisors vehicle and handhelds.	Compliant
3.12	Disaster Assistance and Response: Contractor to be actively involved in planning for and responding; shall implement ambulance back up and system surge plan as requested, to be coordinated through MHOAC. Point of contact individual shall be designated by Contractor as primarily responsible for disaster preparedness and planning coordination.	Contractor has participated in several planned drill's that allow for our stakeholders to review and measure performance to mock drills of disaster including but not limited to: Hospital evacuations, Mass Gathering events, and Active Shooter drills. Evidence of compliance including correspondence of After action reviews were provided in the annual review documents.	Compliant
3.13	Contractor shall assign a primary point of contact for ECC personnel and shall pay a fee for dispatch services provided by the County.	Contractor has a primary POC for ECC personnel either the Communications Manager or their designee. Contractor pays for dispatch services through a Semi Annual Payment process facilitated through REMSA as pass through to the ECC for services rendered.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status

4.2	Continuous Quality Improvement (CQI) Program Plan - Contractor shall develop and implement a CQI program that ensures optimal patient care and effective operations for all services under this Agreement. (4.2.5.1 - 4.2.5.11)	Contractor submitted the current 2022 CQI Plan. Contractor also submitted current or updated OGL policies that cover but not limited to: Customer Patient Satisfaction, Patient belongings, Injury/illness prevention, Community Education, Human Resources, Safety, Fleet equipment performance and materials management, Unusual Occurrences incidents and complaint management, Leadership, Communications including deployment and system status management, and risk management. REMSA staff has reviewed and verified its contents.	Compliant
4.5	Contractor shall employ a Medical Advisor who shall be a California licensed physician (MD or OD) employed as a 0.25 FTE minimum, and shall serve as primary liaison between Contractor and REMSA Medical Director for medical issues. REMSA Medical Director shall participate in selection process.	The Contractor's medical advisor is Dr. William Seth Dukes - in addition to his role as the medical advisor, he also serves as the Medical Director for Riverside City Fire, Highland Fire, and AMR San Bernardino County.	Compliant
4.8	Contractor shall develop and implement a comprehensive Patient Satisfaction Program for services provided to patients in the Riverside County EMS System.	Contractor participates in a patient satisfaction survey process implemented by a company called EMS Survey Team. A percentage of patients from each division are randomly selected each month. The report aggregates and reports out for the performance period by division. Key demographics including customer satisfaction related to dispatching, ambulance, paramedic empathy, and billing service performance. Report also contains overall mean score and performance compared to similar companies of size and complexity. There was a considerable shift in decreased performance that began of Q3 January 1 to March 30 of the performance year. Overall drop of 6-10% on satisfaction with every survey question and category. This resulted in a sharp rise back to normal 93% range in June 2023 showing improvement in all categories and survey questions.	Compliant
4.9	Clinical Education and Training Program to be developed and implemented by Contractor using contemporary performance based methods and processes. Program shall be linked to the Contractor's CQI program and congruent with EQJP.	Contractor has concurrent field training officer program that is utilized for new hire employee training. The contractor CQI plan identifies issues of individual paramedic performance and has options for remediation including concurrent field observation up to and including the providers medical director as necessary. Contractor also has through the REMSIS solution instituted peer review CQI from the Field training officer's perspective to give ongoing feedback to field providers documentation and clinical performance. Contractor also has begun using REMSIS to document direct observation notes from the FTO regarding the employee that is undergoing training to be aggregated in reports.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
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5.2.1	Contractor shall meet the response time standards, as described in Exhibit 5-A, a minimum of 90% of the time.	Response time reports have been received, reviewed, and validated by REMSA staff. Compliance for months of March through June have been submitted by REMSA declared deadlines. After conclusion of the performance reporting period the Firstwatch Online Compliance Utility will be reviewed and changed to address the lessons learned regarding this performance period challenge and settled methodology for Same Unit Concurrent Zone model developed by REMSA Data and Reporting Unit.	Compliant
5.2.3	Contractor agrees to cooperate with REMSA and EMS System participants to establish the Medical Dispatch System (MPDS).	Contractor has cooperated in various implementations of MPDS within City jurisdictions that have launched ProQA software. MPDS currently is available in 97% of the County and AMR has complied with administration policies concerning low acuity Omega, Alpha calls where a BLS ambulance can be properly utilized. However the contractor has sent BLS resources on MPDS advanced life support calls on numerous occasions and has been included as part of the Annual Compliance Report	Compliant
5.3	Contractor shall use REMSA approved CAD program synchronized to atomic clock and shall cooperate with REMSA and First Watch to provide and maintain continuous 24/7 data feeds and remote read-only access for real time monitoring and analysis of response time performance.	Tritech CAD by Central Square has been in place since the beginning of this Ground Ambulance Contract. REMSA staff have full read only access to both VisiCAD tools and Firstwatch for system monitoring. Response time performance reports are available to REMSA staff 24/7.	Compliant
5.3.2	Contractor shall utilize AVL/GPS linked to the digital CAD for real time tracking and monitoring capability.	AVL/GPS is integrated into the TriTech CAD. REMSA staff have access to VisiCAD for system monitoring. Contractor also provides access to AVL/GPS data for response exemption approval process in the OCU and other drill down versions within every call in Firstwatch.	Compliant
6.1	Contractor shall have a program to retain employees and minimize turnover.	Contractor provided competitive benefits, sign-on bonuses, paramedic upgrade bonuses, location relocation bonuses, educational assistance program, employee assistance program, employee discounts and 401k program. Contractor also allows for certain plans to be accessed by employees at their cost including Legal plan, Auto and Home insurance, ID Theft, Pet Insurance, and optional life insurance plans for family and children. Contractor also provided an earn while you learn EMT program for AMR Riverside, and paramedic scholarship program to help reduce the numbers of paramedic vacancies. Contractor is also offering a 15K sign on bonus for hard to recruit areas such as AMR Blythe.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
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6.1.1	Working with unions and an employee group to create an ongoing employee satisfaction assessment and monitoring system.	Contractor maintains Open Door Policy for encouraging employees to share suggestions, problems, and complaints. Program in place meeting every third Thursday between Contractor management and Union leadership including representatives, union president, and union stewards. Contractor has an onboarding survey for new employees that administered within the first 90 days. There is no ongoing satisfaction assessment or monitoring system in place outside of the labor management meetings at this time. However this is slated to be addressed in future REMSA contract meetings with AMR.	Compliant
6.1.2	Conducting exit interviews with employees leaving employment to identify the dissatisfies that could be driving employee turnover. Reports of such analyses and Contractor's improvement strategies will be available to REMSA.	Contractor supplied results from employee exit survey relating to reasons why they had separated employment from the company. Contractor has an average of 6-8% turnover by quarter County wide. Annual Review documents provided spreadsheet of all involuntary and voluntary separation by reason and by regular/temp position. REMSA has reviewed all documents and are in good standing.	Compliant
6.1.3	Contractor will track and report employee turnover and results of employee satisfaction surveys annually to REMSA.	Contractor turnover survey results were reviewed and verified by REMSA staff. Contractor employee turnover by monthly performance ranges from 1.7% to as high as 3.0%. Top reasons are the same as previous performance years citing Hiring by Fire Department, Career advancement and return back to school as top three reasons.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
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6.2	Workforce professionalism - Standards of behavior to be implemented (14 points, 6.2.1- 6.2.14) for all services rendered under this Agreement.	6.2.1 Contractor's workforce professionalism standards are in place and defined within the Operational Guidelines Manual (OGL) and Employee Handbook updated on July 1 2020. The OGL manual includes all required contract standards and is updated on a regular basis and was reviewed by REMSA staff. 6.2.2 Pre employment and screening forms were provided and reviewed by REMSA staff. 6.2.3 Prospective employee criminal background checks examples have been provided and inspected by REMSA staff. Contractor has policies in place to exclude people from employment if background process prevents employment. 6.2.4 Contractor has demonstrated policies and procedures in place for vehicle, equipment, and station use and maintenance. 6.2.5 Policies regarding personal cleanliness and grooming are in place and inspected by REMSA staff. 6.2.6 Contractor has physical ability testing standards and policies in place to ensure a minimum physical fitness for duty. 6.2.7 Contractor maintains a regional and local Uniform standardization which includes cleanliness and appearance standards. The policies and uniform standards have been observed by REMSA staff throughout the year. 6.2.8 Contractor has secondary credentialing monitoring tools that is required through CAAS accreditation as well. REMSA maintains information security that personnel must have and an expired medical credential and if they do are locked out of the system. Prompting them to seek help and identifying any personnel that may be working with an expired credential. 6.2.9 Contractor has an OGL for patient interaction requirements that has been inspected by REMSA staff. 6.2.10 Contractor has regular staff meetings to education and update personnel when REMSA develops and pushes out a Protocol Update Course. Class rosters are available for inspection by REMSA staff. 6.2.11 Contractor regularly attends all of REMSA committee meetings including but not limited to EMCC, PMAC, Stroke, STEMI, TAC, ePCR workgroup, Riverside County Fire Chief's Association. Contractor also has an operational guideline regarding external party interactions that has been reviewed by REMSA staff. 6.2.12 Contractor participates in local events such as Chamber of Commerce, Hospital association, and general public safety events as requested. Contractor also provides regular community training and education. 6.2.13 Contractor has a standing policy addressing etiquette and expectations of conduct as it pertains to social media use. 6.2.14 Contractor has a standing policy that addresses interactions with family as well as ancillary parties potentially involved in emergency incidents.	Compliant
6.3	Organizational Staffing and Key Management Personnel: REMSA shall review and approve key management personnel. Contractor shall submit an organization chart and associated job descriptions to REMSA within sixty (60) calendar days of the signing of this Agreement (positions listed 6.3.1-6.3.9).	Contractor organization chart and job descriptions have been reviewed and approved by the REMSA contract administrator.	compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
6.4	Credentialing for EMTs and Paramedics is required for all field personnel and shall be in conformance with REMSA policies and procedures.	All copies checked and verified by REMSA staff. Additionally, all contractor's employees are registered within the Riverside County Emergency Medical Services Information System (REMSIS) Licensure Management System (LMS).	Compliant
6.5	Ambulance Staffing requirements: Two REMSA accredited paramedics or a REMSA accredited paramedic and REMSA certified EMT. Field personnel uniforms and identifiers must conform to Contractor's policy, subject to REMSA approval. REMSA may authorize alterations to staffing requirements as part of EMD program.	Contractor's ambulance staffing standards are in place and defined within the Operational Guidelines Manual (OGL). OGL manual was reviewed by REMSA staff. REMSA staff performs periodic scheduled and unscheduled field inspections. In the upcoming review period, REMSA plans to work with the Contractor to reinforce ambulance ride-alongs for real time views of system.	Compliant
6.6	Field Supervisor Program - one supervisor for every 15 ambulances in service by operation; meet REMSA credentialing criteria; have written program.	Contractor has a Riverside County Supervisor Plan and Operations Supervisor Training plan in place. The program was reviewed and approved by REMSA staff. Ratios are verified to be in compliance. REMSA has approved current supervisor staffing levels but has yet to establish a formal program for credentialing.	Compliant
6.8	Employees Health and Wellness Programs (6.8.1, 6.8.1.1, 6.8.1.2).	Reviewed by REMSA staff. Contractor Employee Health and Wellness program is all inclusive in scope and comprehensive in content based upon contract requirements and recommendations by the County Health Officer or designee.	Compliant
6.9	Contractor shall have a comprehensive FTO program approved by REMSA that establishes roles/responsibilities, employee eligibility criteria, credentialing and education/training requirements; FTO roles/responsibilities shall be integrated into Contractor's CQI plan and education/training programs.	Contractor has Field Training Officer (FTO) program in place. Reviewed by REMSA staff and approved by the Contract Administrator. FTO has begun utilizing REMSIS for peer review CQI for retrospective monitoring of new hire employees performance.	Compliant
7.2	Establish policies and procedures for integration of radio and data communications with PSAPs, base hospitals, Public Health and Medical Communications Center, and on-scene incident command.	AMR has radio and telephone communication procedures in place. Policies and AMR OGLs were reviewed and approved by REMSA. It is recommended to update those policies including utilization of Public Safety Enterprise Communication system.	Compliant
7.3	Operate a dispatch center located within Riverside County and maintain all hardware and software necessary to receive and fulfill requests for emergency ambulance services made by County PSAP Centers; capable of receiving and replying to requests by voice and by CAD interface; capable of dispatching all ambulance units. Contractor shall implement CQI program for evaluation of dispatch operations, education and training of dispatchers, problem identification and resolution. The Dispatch CQI Plan shall be submitted to REMSA within 180 days and updated with the Contractor CQI Plan.	Contractor's ambulance dispatch center is currently located at 879 Marlborough Ave Riverside, CA 92507 and is operational 24/7/365. REMSA has verified communication center capacity during routine site visits. Contractor's Dispatch CQI program is updated simultaneously with Contractor CQI Plan and is provided timely.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
7.3.1	CAD and IT Support - maintain a Computer Aided Dispatch (CAD) system according to the specifications of REMSA that assures a complete audit trail for all response times and assures REMSA access to the response time data at any time to assure Contractor compliance.	Contractor has the TriTech CAD in place. REMSA utilizes the VisiCAD tools regularly to audit response time performance and monitor system status. Sample work orders for CAD upgrades and changes have been reviewed by REMSA staff.	Compliant
7.3.1.1	Contractor will establish and maintain digital CAD-to-CAD interfaces with PSAPs as requested and authorized by REMSA.	Over the past 6 years, AMR has established and maintained CAD integrations with all PSAPs who request are ready for integrations. Active CAD links have been established with: City of Riverside Fire Department, City of Corona Fire Department, City of Murrieta Fire Department, City of Hemet Fire Department, Riverside County Fire Department. AMR is working with the Palm Springs Fire Department to implement CAD links and has begun the onboarding process in the Countywide CAD-to-CAD project. Although CAD link has not been established with all first response agencies, Contractor has fulfilled its obligation to progress towards CAD integration.	Compliant
7.3.1.3	Contractor shall ensure its own information system's hardware, software and personnel are capable of receiving and processing required data including, but not limited to, the ability to continuously monitor data transfer system stability and resolve system failures. In the event of a CAD outage Contractor shall deploy a continuity of operations plan, which shall be submitted to and approved by REMSA within thirty (30) calendar days of the signing of this Agreement.	Contractor's Business Continuity Plan is in place and has been reviewed by REMSA staff.	Compliant
7.3.2	Supervisors - Contractor shall have a Dispatch Supervisor program for 24 hour supervision throughout the term of this agreement, which shall also contain requirements for employee eligibility, education and training.	Contractor Dispatch Supervisor Program is in place and is defined within the Operational Guidelines Manual (OGL). Program has been reviewed by REMSA staff.	Compliant
7.3.3	Dispatcher/System Status Controller (SSC) and Call Taker Program shall be comprehensive and ensure effective dispatch operations 24 hours per day, every day throughout the term of this Agreement, which shall contain requirements for employee eligibility, education and training.	Contractor has continuously, 24/7/365, provided dispatch services to residence and visitors of Riverside County through performance period. Dispatcher/ System Status Controller and Call Taker program is in place and is defined within the Operational Guidelines Manual (OGL). Program has been reviewed by REMSA staff.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
7.4	Radio and Data Infrastructure and Equipment Requirements - Contractor will provide REMSA with a comprehensive radio system/network design including, but not limited to, site selection, power, security, IP backhaul and inter-site communications. Should Contractor's radio communication system be upgraded or replaced within the term of the Agreement, Contractor at their cost will upgrade and/or replace their radio communication equipment to be compatible with and operate on the new system. Modifications to the radio system/network shall be proposed to REMSA for approval at least thirty (30) calendar days prior to initiation of work.	Contractor has provided a technical and architectural review of the radio communication system developed by Rivcomm. Upgrade of radio equipment installed in ambulance has been upgraded to a PSEC compliant system.	Compliant

7.4.1	Unit Mobile Radios - Contractor is responsible for the communications equipment on ambulances and supervisory units; Contractor shall equip all ambulances and supervisory vehicles with radio equipment for communications with Contractor's dispatch center on Contractor's radio channels.	Radio equipment is verified by REMSA staff during ambulance permitting inspection. REMSA intends to migrate all online medical control over to the Public Safety Enterprise Communications (PSEC) system.	Compliant
7.4.1.1	Radio communications equipment used for ambulance-to-hospital communication shall be configured so that personnel providing patient care are able to directly communicate with base or receiving hospital staff regarding the patient.	All Contractor ambulances are equipped with cellular phones and MedNet Radio consistent with REMSA policy. REMSA intends to migrate all online medical control over to the Public Safety Enterprise Communications (PSEC) system.	Compliant
7.4.1.2	Approved radio equipment shall be installed in conformance with existing REMSA policies prior to assignment of a vehicle to an emergency response area. Installations and removals will be at Contractor's expense.	Contractor radio equipment is installed in accordance with REMSA policies. Verified by onsite inspection by REMSA staff.	Compliant
7.4.1.3	Contractor shall operate communications equipment in conformance with all applicable rules and regulations of the Federal Communication Commission, and in conformance with all applicable REMSA policies and operating procedures.	Operational guidelines (OGL) and FCC licenses reviewed and verified by REMSA staff. Found to be in conformance with all REMSA policies and procedures.	Compliant
7.4.2	Portable or Handheld Radios - Contractor will provide each crew member assigned to an ambulance or supervisor unit with a VHF portable radio programmed annually as specified by REMSA. Contractor shall maintain a minimum cache of twenty (20) spare radios for back-up purposes.	Cellphones have been consistently used for review period. Contractor is utilizing Zipit application for cellular connectivity. Radios have been inspected by REMSA staff to be in compliance with REMSA Radio Standards policy.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
7.4.3	Mobile Data Computers (MDCs) - Contractor shall equip each emergency ambulance and supervisor vehicle with a MDC that is capable of receiving and sending response related information to and from the vehicles. Contractor shall provide REMSA with the specifications for approval of any new MDCs to be used in the vehicles prior to purchase. All existing MDCs shall be afforded grandfathered approval by REMSA upon signing of this Agreement.	Equipment has been verified by inspection by REMSA staff. Technical specifications and VisiNet Mobile Training Manual reviewed by REMSA staff. GIS support services are being provided through EMD staff to support and facilitate latest mapping layers to ensure timely response for Contractors resources.	Compliant
7.5	Global Positioning System (GPS) and Automatic Vehicle Location (AVL) - Contractor will provide an Automatic Vehicle Locator/Global Positioning System (AVL/GPS) solution integrated with ambulance and supervisor vehicle MDCs, including the equipment, software, and ongoing maintenance, solely at Contractor's expense. Contractor's ambulances and supervisor units must be equipped with a wireless modem and GPS receiver that links to its communications center's CAD system to track vehicle locations and select the closest available unit. Contractor shall supply AVL/GPS feeds to REMSA and other public safety agencies as authorized and requested by REMSA.	Contractor GPS and AVL equipment is in place and frequently utilized by REMSA staff for monitoring response time performance and ambulance routing. GIS support services are being provided through EMD staff to support and facilitate latest mapping layers to ensure timely response for Contractors resources.	Compliant
7.6	Radio Frequency Use, Management and Credentialing - Contractor will provide REMSA copies of all radio frequency records and will coordinate all frequency licensure activity through REMSA.	FCC licensing reviewed, verified and found up to date by REMSA staff. REMSA communicates regularly with the County Communications licensing coordinator to assure compliance. (Updated License provided by Mark karlin)	Compliant
7.7	Communications Equipment Replacement - Contractor agrees to replace communications equipment according to a five year technology refresh cycle. Equipment that provides new capabilities to operations above established baseline capabilities at the effective date of this Agreement may be included in annual improvement and enhancement goals; replacement of existing equipment that has reached the end of its five year cycle shall be considered baseline operating maintenance and shall not be included in the formulation of annual improvement and enhancement goals.	Contractor's communications capital equipment list reviewed and verified by the Contract Administrator. Equipment purchase orders have been reviewed and verified. Contractor has provided proof of radio equipment capable of utilizing the Public Safety Enterprise Communication. (PSEC)	Compliant
7.7.1	Contractor's computer aided dispatch (CAD) system will not be included in the technology refresh program; however, the Contractor shall utilize upgrades offered by their CAD vendor if they are applicable to the Contractor's service offerings under this Agreement.	Contractor's current CAD configuration meets the requirements. Regular CAD upgrades that provide for more robust daily and roll-up performance reporting and monitoring have been completed and are ongoing.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
8.1	Customer Service Excellence - Develop and implement customer service program to establish and maintain customer service excellence. Include qualitative and quantitative evaluation of customer feedback. Findings and metrics to be included in the APR shall document and incorporate feedback from, but not limited to, the following customers: (8.1.1 - 8.1.6)	During the performance period AMR received consistent responses to surveys by various agencies and stakeholders including Fire Departments, Cities, Hospitals and other medical facilities. Results were overall positive with the majority of responses from hospital staff. There were no dissenting opinions about services or quality of personnel willing to help and integrate into the health teams. Most notable responses were from the AMR Hemet operation and Jack Hansen as their operations manager.	Compliant
8.2	Community Education Program - Provide a minimum of one hundred and twenty (120) hours per year for each ambulance operating area, as defined by Attachment 1, Operating Areas. Prepare an annual Community Education Plan with specific goals and objectives as to meet or exceed minimum acceptable levels set by the EMS Administrative Group for that operating area. Plan shall include but not be limited to the following elements: (8.2.1 - 8.2.5)	Contractor provided evidence of public and partner education across the eight (8) ambulance operating areas and other areas of the County. Education included Health and Safety Fair, Community CPR, Fire of Life, Ambulance Demonstrations, Air Ambulance Demonstrations, Every 15 minutes awareness campaign, and Kid safe. All hours were accounted for in the Annual Report and verified by REMSA staff. Contractor also has a deployable mobile training unit containing a high fidelity training simulator to complete any necessary medical trainings to the public or internal staff.	Compliant
8.3	Communications with Electronic or Print Media - Contractor will notify REMSA of all communications with media when it pertains to services performed within the scope of this Agreement.	REMSA received notification from the Contractor each time there was a media inquiry.	Compliant
9.1	Ambulances - Shall meet the standards as specified in Riverside County Ambulance Ordinance No. 756 or any other REMSA approved program, policy, protocol or procedure governing the provision of ambulances and equipment. All emergency ambulances used for prehospital care and transport shall be Type III (Modular) ambulances that conform to the highest standards for crash safety rating, passenger/patient safety systems, and shall have less than 250,000 miles of service. All exterior colors, lettering, graphics and markings on ambulances and supervisor vehicles must be approved by REMSA. All ambulances utilized for response to 9-1-1 and prehospital emergency calls shall meet or exceed CAAS standards.	For the review period in question, Contractor has complied with ambulance mileage standards. In the upcoming annual review period, due to changes in resources assigned to emergent responses, Contractor will be required to specify which BLS units are utilized for emergency responses.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
9.2	Vehicle Maintenance Program - Institute and maintain a preventative vehicle maintenance program approved by REMSA. The program shall include sufficient service sites strategically located throughout Contractor's service areas so that out-of-service time is limited. The program shall contain, but not be limited to, metrics for annual miles driven, lost unit hours due to mechanical failures, number of mechanical failures and vehicle accidents. These metrics shall be included in the annual performance report to REMSA.	Confirmed by REMSA staff through vehicle inspections and spot checks. All ambulances meet the required criteria. 100% of the ambulance fleet comprise of types III ambulances. Verified, through the permit process, that all ambulances meet CAAS standards. AMR has provided updated facility locations throughout Riverside County that has been verified by REMSA staff.	Compliant
9.3	Field Supervisor Vehicles - Shall have less than 250,000 miles of service on the entire vehicle (engine, drivetrain, chassis, truck body and all associated major parts). Each field supervisor on-duty shall be assigned a dedicated emergency response vehicle (ERV) which shall meet all requirements for designation as an ERV and be equipped pursuant to REMSA specifications.	Field Supervisor vehicle mileage logs and specifications submitted to REMSA and has been verified. Contractor has purchased and begun using one all electric supervisor (Ford Mustang Mach-E) vehicle.	Compliant
9.4	Durable Medical Equipment - Provide field personnel standardized durable medical equipment as specified by the REMSA standard drug and equipment list or as approved by REMSA for use within a specialty EMS services program. Contractor shall fully support achievement of the County EMS System Strategic Plan objectives and comply with resulting REMSA policies for equipment standardization with First Responders.	REMSA staff reviewed the Contractors capital equipment, durable medical equipment, and ambulance par level sheets. All meet REMSA policy equipment standards for ALS and BLS ground transport services including the recent implementation of IGEL airway implemented during this performance period.	Compliant

9.4.1	Contractor shall have a durable medical equipment maintenance program. Critical failures of medical equipment shall be reported consistent with applicable laws and to REMSA. Lost unit hours due to equipment failure or malfunctions shall be reported to REMSA monthly and included in Contractor's annual performance report to REMSA.	All service agreements were submitted to REMSA for review including contracts for Stryker (Ambulance Gurney), and Zoll (Cardiac Monitor). Equipment failure records are available to REMSA upon request. Lost unit hour reports are available through the Daily Management Report supplied by Firstwatch that tracks all out of service reasons available in real time and retrospective to REMSA staff 24/7.	Compliant
9.4.2	Mandatory Cardiac Monitor Purchase – Contractor shall purchase new cardiac monitors for every ambulance used under this Agreement. REMSA shall specifically identify the new monitors to be purchased by Contractor and the new equipment shall be in service by January 1, 2016.	Contractor completed rollout of Zoll cardiac monitors and has been compliant with program for multiple review periods. Invoices for the new monitors were submitted to REMSA. The new monitors and associated field employee training were verified and approved by REMSA.	Compliant
9.5	Disposable Medical Equipment - Equip and supply ambulances according to REMSA policies, protocols and procedures. REMSA written approval required to modify inventory.	Contractor has provided up to date checklists that are compliant with the current REMSA equipment standards.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
9.5.1	Ambulance Equipment/Supplies Restock - Submit a detailed written plan to maintain adequate equipment and supplies on all ambulances. Include provisions for support services strategically located across the County to maximize unit in-service time and minimize out-of-service time. Report lost unit hours due to equipment restock monthly and include in APR.	Plans is up to date and continues to be tested with the COVID-19: Contractor has established guidelines (OGL) for equipment restock and has deployment centers/restock locations in place across the County. Out of Service hours continues to be tracked and available in the Daily Management Report and trigger through firstwatch to REMSA staff.	Compliant
9.6	Equipment and Supply Cache - maintain an on-site inventory of equipment sufficient to ensure continued, uninterrupted operations for 14 calendar days in the event of a large scale disaster.	Contractor has provided evidence of compliance that shows 14 calendar days of emergency supplies.	Compliant
10.1	REMSIS - REMSIS shall consist of an ePCR platform, secure data base and analytical/reporting tools pursuant to REMSA specifications. Contractor shall utilize REMSIS ePCR to capture and transmit patient care reports and data, and by REMSA to perform clinical quality oversight for medical services provided by Contractor.	Contractor has updated its OGL effective 01/28/2020 to be compliant with ePCR ImageTrend requirements per REMSA policy 7701 and 7702. Contractor participates in the REMSIS data collection program including timely submission of NEMSIS 3.4.0 complaint records and is compliant with CEMSIS Title 22 regulations.	Compliant
10.1.01	An ePCR shall be created, completed and transmitted to the data server for every EMS response and prehospital transport by Contractor.	Contractor submits roughly 75% of all applicable ePCR's pertaining to an EMS response. Contractor does generate for every patient transport and operates above normal behavior of other EMS First response and transport agencies. Next performance period will include a reconciliation report and process tied to EMS responses with a fine structure attached as outlined in section 10.5 of the contract	Compliant
10.1.03	Contractor shall pay costs that include personnel, support, vendor maintenance, hardware and software procurement, annual maintenance and upgrades, annual County IT oversight for REMSIS and associated information systems as per County Fee Schedule, Exhibit 14-A.	Fees received by REMSA and verified by invoice and accounts receivable. EMD Fiscal staff are reviewing all REMSIS related documents as part of routine audit.	Compliant
10.2	Dynamic Performance Monitoring - First Watch will be used as a data reporting application for the near real time evaluation of operational performance, response time data, clinical data and syndromic surveillance. First Watch shall interface with REMSIS, Contractor CAD and other data systems as required, and shall utilize the following features:	The FirstWatch integration, as part of the REMSIS program, is continuously utilized as a part of this agreement for concurrent and retrospective contract compliance and clinical data validation. The AMR CAD is directly linked with FirstWatch and the ImageTrend ePCR system. This process was used for COVID-19 response, influenza like illness tracking, pediatric response and surge. This regulatory oversight method has improved situational awareness for all Riverside County stakeholders. The AMR Monthly reports are processed within the FirstWatch Online Compliance Utility (OCU) Module.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
10.3	Monthly and Annual Performance Reports - Monthly reports within 15 working days following the end of each month. The APR shall be provided by the first work day of September each year and shall include but not be limited to the following elements:	The Contractor's monthly reports are processed with the Firstwatch Online Compliance Utility (OCU) Module. In the upcoming review period, an automated compliance/exemption model has been completed and is currently providing monthly reports in the outlined time.	Compliant
10.3.12	Strategic plan goals/objectives for the year - completed system improvements and enhancements	During the performance period, Contractor implemented multiple system enhancements/improvements including but not limited to; CAT Team, utilized to respond to psychological crisis, implementing BLS ambulances designated for the appropriately dispatched Alpha/Omega emergent responses and bolstering the "earn while you learn" program to sponsor over 50 EMT's through paramedic school.	Compliant
10.3.13	Activities and results of the CQI Plan	Compliant and submitted as part of the annual CQI update.	Compliant
10.5	Missing Patient Care Reports (PCRs) - REMSA may assess a fee of \$100 for every PCR that is not submitted to the REMSIS database within the time specified by REMSA. The fee amount will be included as part of the quarterly invoices.	Contractor has given report of reconciliation report of all ePCR's generated per ambulance response. REMSA staff will develop a plan to increase performance of patient care generated reports to ambulance responses and attach fine reports through firstwatch as part of the monthly compliance intervals.	Compliant
11.1	Integration with the MHOAC Program - During response to mass casualty incidents or disasters within or effecting the County, Contractor operations shall fall under management and coordination of the MHOAC as a function of the Medical/Health Branch in support of the County Emergency Operations Plan (EOP). Contractor shall participate in disaster drills and DMS training programs as requested by REMSA.	Contractor demonstrated consistent ability to integrate with MHOAC and participate in large scale community events without an obvious impact to emergency system. Contractor was also able to respond in real time to large scale, multi patient incidents. Frequent participation in county and municipal emergency trainings/demonstrations.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
11.3	Contractor shall at all times have two (2) type II immediate need Ambulance Strike Team (AST) and one (1) type II planned need AST available for deployment upon authorization from the MHOAC. Contractor shall maintain and operate the two (2) County acquired Disaster Medical Support Units (DMSU), of which one will be located in the Eastern County and one will be located in the Western County.	The contractor maintains two DMSUs, (1) in Hemet and (1) in Palm Springs. The DMSUs were activated and deployed multiple times during the COVID-19 pandemic to augment supply and supervisory functions. The vehicle was inspected by REMSA staff during an ambulance permit inspection.	Compliant
11.5	Disaster Coordinator shall be identified and shall participate fully in all MHOAC planning and response activities as requested by REMSA.	The AMR Disaster Coordinator is Paramedic Supervisor, Gary Denham. The lasting effects of the COVID-19 pandemic was continuous throughout this performance period including the influenza like illness cases that continue to rise in Riverside County. Gary and many other AMR supervisors were integrated into to the Riverside County MHOAC program.	Compliant
12.1	Contractor shall enter into public/private partnerships with First Responder agencies to maximize the functional capacity and efficiency of an integrated and cooperative two tiered Regional EMS System. Agreements are subject to approval by REMSA. Contractor response time requirements may be lengthened by a maximum of two minutes in Metro and Urban areas only to facilitate partnerships, with REMSA approval.	The Contractor holds public/private partnership agreements with the City of Riverside and Corona. The Response Time Standard in the City of Corona and the City of Riverside is 12 minutes (10 Minutes + 2 minutes). This agreement supports the first response paramedic (ALS) programs in each city, respectively. Contractor has recently entered into a agreement for augmented Ambulance response in the pass zone with Morongo Fire Department.	Compliant
12.1.03	Within one year of the signing of this agreement, Contractor shall demonstrate good faith effort to establish support agreements with all Fire Departments authorized by REMSA to provide ALS First Responder services.	No Changes for this reporting period: All requested agreements have been established with first responder agencies. No "supply" related complaints were reported to REMSA during the reporting period.	Compliant

12.2	Equipment Supply, Inventory and Restock - Contractor will develop mechanisms to restock disposable equipment and supplies (as detailed on the First Responder Standard Drug and Equipment lists) other than narcotics used by First Responders when treatment has been provided by First Responder personnel and the patient is transported by Contractor. Contractor shall submit written plans for accomplishing First Responder restock to REMSA within 90 days of the signing of this Agreement.	No change: agreement review by REMSA staff and no "supply" related complaints were reported to REMSA during the reporting period. The agreements are current and active.	Compliant
13.5	Financial Reports and Audits - Contractor will provide quarterly unaudited financial statements, in a format prescribed by REMSA.	All financial documents provided as stipulated by contract.	Compliant
Item #	Summary of Contract Section	Evidence of Compliance	Status
13.6	Billing/Collection Services - Contractor shall assist REMSA to evaluate the billing accuracy and customer service provided by their billing department. Contractor shall include customer/patient feedback in their customer services program. The APR will include metrics of the number of billing complaints and compliments.	Contractor supplied annual summary of billing accuracy as well as summary of customer feedback. Primary customer complaint was "billing" related with multiple sub-categories. (Wrong person, incorrect amount)	Compliant

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 to Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Captain M. [unclear] ^{thunderstroke}

Address: _____

City: _____ Zip: _____

Phone #: _____

Date: 1/4 Agenda # 2.9 Amr

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: _____

BOARD RULES

Requests to Address Board on "Agenda" Items:

You may request to be heard on a published agenda item. Requests to be heard must be submitted to the Clerk of the Board before the scheduled meeting time.

Requests to Address Board on items that are "NOT" on the Agenda/Public Comment:

Notwithstanding any other provisions of these rules, a member of the public shall have the right to address the Board during the mid-morning "Oral Communications" segment of the published agenda. Said purpose for address must pertain to issues which are under the direct jurisdiction of the Board of Supervisors. YOUR TIME WILL BE LIMITED TO THREE (3) MINUTES. Donated time is not permitted during Public Comment.

Power Point Presentations/Printed Material:

Speakers who intend to conduct a formalized Power Point presentation or provide printed material must notify the Clerk of the Board's Office by 12 noon on the Monday preceding the Tuesday Board meeting, insuring that the Clerk's Office has sufficient copies of all printed materials and at least one (1) copy of the Power Point CD. Copies of printed material given to the Clerk (by Monday noon deadline) will be provided to each Supervisor. If you have the need to use the overhead "Elmo" projector at the Board meeting, please ensure your material is clear and with proper contrast, notifying the Clerk well ahead of the meeting, of your intent to use the Elmo.

Individual Speaker Limits:

Individual speakers are limited to a maximum of three (3) minutes. Please step up to the podium when the Chairman calls your name and begin speaking immediately. Pull the microphone to your mouth so that the Board, audience, and audio recording system hear you clearly. Once you start speaking, the "green" podium light will light. The "yellow" light will come on when you have one (1) minute remaining. When you have 30 seconds remaining, the "yellow" light will begin to flash, indicating you must quickly wrap up your comments. Your time is up when the "red" light flashes. The Chairman adheres to a strict three (3) minutes per speaker. **Note: If you intend to give your time to a "Group/Organized Presentation", please state so clearly at the very bottom of the reverse side of this form.**

Group/Organized Presentations:

Group/organized presentations with more than one (1) speaker will be limited to nine (9) minutes at the Chairman's discretion. The organizer of the presentation will automatically receive the first three (3) minutes, with the remaining six (6) minutes relinquished by other speakers, as requested by them on a completed "Request to Speak" form, and clearly indicated at the bottom of the form.

Addressing the Board & Acknowledgement by Chairman:

The Chairman will determine what order the speakers will address the Board, and will call on all speakers in pairs. The first speaker should immediately step to the podium and begin addressing the Board. The second speaker should take up a position in one of the chamber aisles in order to quickly step up to the podium after the preceding speaker. This is to afford an efficient and timely Board meeting, giving all attendees the opportunity to make their case. Speakers are prohibited from making personal attacks, and/or using coarse, crude, profane or vulgar language while speaking to the Board members, staff, the general public and/or meeting participants. Such behavior, at the discretion of the Board Chairman, may result in removal from the Board Chambers by Sheriff Deputies.