



# AMR Franchise / Resolution Adoption For Medical Transport

## Fire Department

City Council  
June 25, 2024



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## Legislative History & Background

- Riverside Municipal Code 5.66 "Ambulances":
  - Outlines how the City of Riverside Fire Department manages Franchise (911) and Interfacility Transports (IFT) ambulance transports within its jurisdiction.
- Riverside County Emergency Medical Services Agency (REMSA):
  - REMSA and American Medical Response entered into a County wide agreement in 2015 to provide Advance Life Support ambulance services, which made AMR the solo ALS provider for Riverside County.
- City of Riverside and American Medical Response:
  - City of Riverside & AMR 2018 Franchise Agreement has expired on June 30, 2023, with the Operational Agreement on November 8, 2023.
- Safety, Wellness, and Youth Committee:
  - May 15, 2024 – Presented American Medical Response Franchise Application. Unanimous vote to recommend.



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## Discussion / Application Review

- Franchise Application Review:
  - RMC 5.66.040 Processing Application:
    - Prerequisites for a new Franchise Agreement or extension, the applicant (AMR) must fill out an application for review by the Administrator. After review, the Administrator shall submit a report to the Committee to consider the report and hear testimony.
  - Riverside County EMS Agency (REMSA) Review:
    - REMSA Contractual Renewal: Did not earn annual renewal.
      - Did not meet the minimum (90%) or enhanced (91%) response time performance for the months of March, April, May, August, September, October, and November 2023.
      - Non-Compliant with ALS mandate, sending Basic Life Support (BLS) ambulances to Advance Life Support (ALS) calls outside of the Emergency Medical Dispatch program approved by REMSA.



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## Discussion / Application Review cont.

- Riverside City Subzone:
  - AMR was non-compliant with the ALS mandate, sending BLS ambulances to ALS level calls, which is outside of the current 2018 ALS First Responder Agreement (AMR & City of Riverside).
    - CY2022: Total of 1,403 incidents BLS ambulance responded in the City of Riverside requiring a City of Riverside Fire Department paramedic to provide ALS care with the BLS ambulance.
    - CY2023: 230 BLS ambulances responded in the City of Riverside requiring a City of Riverside Fire Department paramedic to provide ALS care with the BLS ambulance.
    - CY2024: No BLS ambulance have responded in the City of Riverside.
  - Delayed Responses:
    - Did not meet the minimum (90%) or enhanced (91%) response time performance for the months of March, April, May, August, September, October and November 2023 for Riverside City Zone.



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## Discussion / Application Review cont.

- City of Riverside Contract Review:
  - Breach of Contract Letters: Three (3) Breach of Contract letters have been sent to AMR due to delayed responses and ALS mandate.
  - AMR was non-compliant with the ALS mandate, sending BLS ambulances to ALS level calls, which is outside of the current 2018 ALS First Responder Agreement.
- Customer Service Surveys:
  - The three main area hospitals and ten convalescent hospitals were surveyed. In all cases, facilities were satisfied with the services AMR provided.
- Commission of Accreditation of Ambulance Service (CAAS):
  - Current



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## AMR Franchise / Operational Contract cont.

1. **Term:** The new Franchise and Operational Contract will run through November 8, 2027, with the option for extensions.
2. **Contract Financials:**
  - AMR will pay the City of Riverside one hundred and sixty-five thousand, two hundred and twenty-four dollars, and eleven cents (\$165,224.11) per month. The fee shall increase by 3%.
  - AMR will pay \$1,800.00 per month per Fire Station for using the City of Riverside Fire Stations.
  - AMR will pay \$30,000 annually to reimburse the City of Riverside for equipment that supports the restocking of EMS supplies.
  - AMR will pay one hundred and forty-four thousand, eight hundred and twenty-one dollars, and thirty-five cents (\$144,821.35) per year for a Dispatch Emergency Medical Dispatch Coordinator.



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## AMR Franchise / Operational Contract cont.

### 4. Contract Penalties:

- AMR BLS ambulances shall arrive on scene in twenty (20) minutes and fifty-nine (59) seconds or less, at least ninety percent (90%) of the time, or fees will be assessed.
- Three hundred sixty dollars (\$360.00) for the ambulance crew's failure to report their arrival at the scene, and the at-scene time is not verifiable by other reliable means.
- Five hundred dollars (\$500.00) for any incident when AMR refers a call to a Basic Life Support Unit (BLS), except expressly permitted by the City in the RFD EMD MPDS PROTOCOL MATRIX-City of Riverside.



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## Strategic Plan Alignment / Fiscal Impact

### ▪ Strategic Priorities:

- Strategic Priority Number 2: Community Well-Being
  - Goal 2.6 – Strengthen community preparedness for emergencies to ensure effective response and recovery.

### ▪ Fiscal Impact:

- Total fiscal impact is \$2,243,910.67. All revenue will be recorded in the City's general fund.
- RMC Section 5.66.030: AMR has paid the Franchise Application Fee of \$1,858.00.



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## Recommendations

That the City Council:

1. Approve the Application for Medical Transport Ambulance Franchise from AMR to perform ALS and BLS transport services; and
2. Adopt a resolution of intent to grant an Ambulance Medical Transport Franchise to AMR.
3. Schedule a Public Hearing on July 16, 2024, for the purpose of adopting an ordinance granting the Medical Transport Ambulance Franchise to AMR.



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