



Ambulance Franchise Update on Ambulance Time Times

Fire Department

Safety, Wellness, and Youth Committee
April 17, 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 was extended on November 8, 2023. The new contract negotiations are near completion and anticipated to be finalized by May 2024.



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AMR Franchise / Operational Contract

- The AMR Operational Contract is currently in the final stages of negotiations between the City of Riverside and AMR.
- Overview/highlights of the new Operational Contract.
 1. **Term:** The new Franchise and Operational Contract will be in effect for three (3) years from the date of signing.
 2. **Ambulance Deployment:**
 - 2018 Operational contract: "System Status." The model is based on meeting response times of 90%. No ambulances are dedicated to the City of Riverside.
 - 2024 Operational contract: AMR will continue with "System Status" and will be City of Riverside Fire Stations. Fire Station 1, Fire Station 3, Fire Station 5, and Fire Station 12.



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AMR Franchise / Operational Contract cont.

- Overview/highlights of the new Operational Contract.
 2. **Ambulance Deployment continued.**
 - The City of Riverside Fire Department will begin Tier Dispatching. Right resource will be sent to the 911 incident. The Fire Department and AMR responding will respond with lights and sirens (code 3) and the fire Department and AMR responding without lights and sirens (code 2).
 - CAD-to-CAD: The City of Riverside and AMR will coordinate a CAD-to-CAD data transfer to help with the Fire Department and AMR ambulance information exchange.
 - First Watch: AMR will feed response data to First Watch Online Compliance Utility Module (OCU) and any associated response dashboards to help the City of Riverside monitor compliance.



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AMR Franchise / Operational Contract cont.

3. 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.



AMR Franchise / Operational Contract cont.

4. Contract Penalties:

- AMR ALS ambulances shall arrive on scene in eleven (11) minutes and fifty-nine (59) seconds or less; at least ninety percent (90%) of the time or fees will be assessed.
- 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 ARM 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.



Discussion / Response Time Review

- Riverside City Subzone:
 - Within the Riverside Zone, AMR did not meet the 90% adjusted compliance for March, April, and May 2023.
 - AMR was non-compliant with the Advanced Life Support (ALS) mandate, sending Basic Life Support (BLS) ambulances to ALS level calls, which is outside of the current 2018 ALS First Responder Agreement (AMR & City of Riverside).
 - FY2023: Two (2) BLS ambulances responded in the City of Riverside requiring a City of Riverside Fire Department paramedic to provide ALS care.

	March 2023	April 2023	May 2023
Total EMS Responses	3058	3001	3098
90% Response Compliant	2752	2701	2788
10% Response Non-Compliant	306	300	310



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Discussion / Response Time Review cont.

- City of Riverside Contract Review:
 - Breach of Contract Letter:
 - February 23, 2024, Breach of Contract letter was sent to AMR due to delayed response for March, April and May 2024.
 - AMR non-compliant with the Advance Life Support (ALS) mandate, sending BLS ambulances to ALS level calls, which is outside of the current 2018 ALS First Responder Agreement.
- 2024 Operational Agreement:
 - February 27, 2024, Fire started receiving AMR's Response Time Compliance Summary through First Watch. Allows for quick monitoring of response times.
 - February 2024 Compliance Summary

Total Volume	RAW Gross Exceptions	RAW Compliance	Exemptions Requested	Exemptions Approved	Chargeable Late Responses	Compliance	Contract Comp%
2454	280	88.59%	54	54	189	92.30%	90.0%



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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:
 - There is no fiscal impact associated with this update.



Recommendations

That the Safety, Youth and Wellness Committee:

1. Consider the information contained in this report regarding an update on the proposed Operational contract with AMR; and
2. Consider the information contained in this report regarding AMR's compliance metrics including response times.

