



## Review of Application for American Medical Response Ambulance Franchise

Fire Department

Public Safety Committee  
July 18, 2018



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### BACKGROUND/PROCESS

1. Application submitted by American Medical Response on May 30, 2018
2. RMC 5.66 stipulates the evaluation and reporting process for franchisee applications.
3. Ambulance Administer evaluates applicant.
4. Public Safety Committee (PSC) considers findings, hears testimony, makes recommendation to the City Council.
5. City Council holds a public hearing, renders decision.



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## INVESTIGATION TO DETERMINE

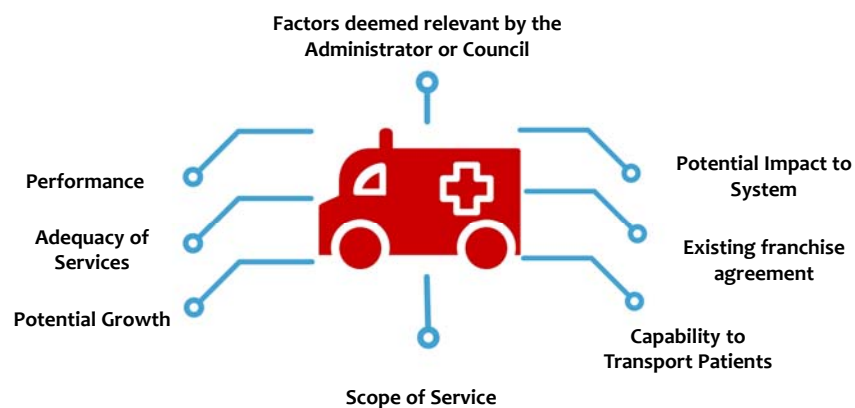
1. If the applicant meets all requirements of the governing RMC chapter (5.66)
2. The administrator shall consult with the Local EMS Agency.



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## EVIDENCE TO SUPPORT AMR'S FRANCHISE APPLICATION



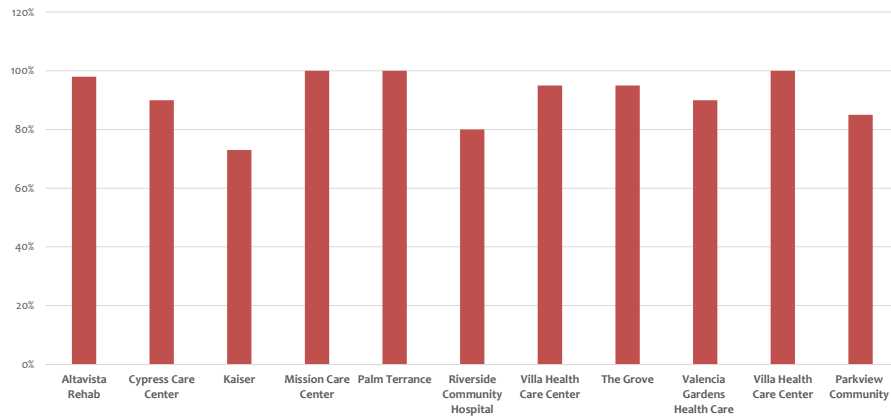
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## FINDINGS

Our survey results indicate that the health care community is pleased with AMR's performance

AMR Customer Satisfaction Survey 2018



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## FINDINGS

1. AMR is an established business & has served as the primary 911 transport provider in the City of Riverside and throughout Riverside County.
2. The company has a positive long standing track record and proven performance.
3. AMR is Accredited by the Commission on Accreditation of Ambulance Services (CAAS)
4. Riverside County EMS Agency validated that AMR remains in good standing with their organization.



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## FINDINGS CONT'D

5. Applicant has submitted statements of facts explaining past experience which meets RMC requirements.
6. The Administrator and staff has determined that AMR has provided all requirements pertaining to RMC 5.66



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## Recommendations

That the Public Safety Committee

1. Consider the application for Ambulance Franchise submitted by AMR Ambulance, the information contained in the Committee Report, this oral presentation and all testimony regarding the application; and
2. Recommend that the City Council approve the granting of an ambulance franchise to AMR Ambulance at this time.



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