



AMR Franchise Agreement & Operational Contract

Fire Department

Safety, Wellness & Youth Committee
May 15, 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.



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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.



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.



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

- 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 with the ability to extend three (3) additional periods, not more than one (1) year each time.
 2. **2024 Operational Contract Changes:** To enhance the performance of our EMS System and to address identified response deficiencies, the following changes added to the contract.
 - Ambulance Deployment: AMR will continue with "System Status" and will also be stationed in the 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 data 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.
- Safety Net Ambulances: The City of Riverside Fire Department will have the ability to transport under specific criteria.



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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.



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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.



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.



Recommendations

That the Safety Wellness, and Youth Committee:

1. Consider the information contained in this report regarding the renewal application for Medical Transport Franchise submitted by American Medical Response Ambulance Service, Inc. and
2. Recommend that the City Council approve the granting of an additional medical transport franchise to American Medical Response; and
3. Recommend that City Council approve the medical transport operational agreement between the City of Riverside and AMR.

