



VIA USPS-CERTIFIED MAIL

March 14, 2023

American Medical Response
879 Marlborough Avenue
Riverside, CA. 92507
Attention: Jeremey Shumaker, Senior Regional Director of Operations

VIA EMAIL: Jeremey.Shumaker@gmr.net

RE: Performance Period Fiscal Year 21/22 Requested Earned Annual Renewal

Dear Mr. Shumaker

The Riverside County EMS Agency has received your request for a one year earned annual renewal for the performance period ending on June 30, 2022.

After careful review of all submitted documentation, the request for a one year earned annual renewal has been denied based on the bullet points below. The term for Agreement #15-097: Ground Emergency Ambulance Service remains unchanged and is set to expire on June 30, 2026.

- Did not meet minimum (90%) or enhanced (91%) response time performance for the months of February, March, April, May, and June 2022.
- Submission of monthly compliance reports within 15 days of the end of each month.
- Submitted an incomplete annual report (missing 5 months of data).
- Non-compliant with the ALS mandate, sending BLS ambulances to ALS level calls outside of the approved Emergency Medical Dispatch program approved by REMSA.

Should you have any questions, please contact us.

Sincerely,

Dan Bates
EMS Administrator
Riverside County Emergency Medical Service Agency

