



# EOA AGREEMENT EXTENSION PROCESS PROCESS EVALUATION SUMMARY

April 15, 2008

**Total Responses:** 12  
**Scale:** (less satisfied) 1 2 3 4 5 (more satisfied)

**What is your overall impression of how the extension process has been managed?** 4

- Very organized and systematic.
- Very methodical, progressive, and comprehensive.
- Josh used a balanced approach with the issues and listened to input/feedback.
- Info has been timely and organized County EMS reps have played the neutral role very effectively and moderated well to keep relevant and moving along.
- As a subcontractor we brought forward very few issues. Josh and John addressed all issues as well as possible.

**Did you review the EOA Section of the EMS Agency website during this process?**

Yes 6  
No 6

**Do you feel that your concerns were considered appropriately and adequately addressed?** 4

- We are more of a secondary player with EMS being primary for the County, "Our Needs" don't come into play very much.
- For the extension yes, more detailed consideration for concerns will occur during the contract process.
- Except code 2.
- I believe that all stakeholders present were given equal access and consideration.
- However, I recognize that the majority of our request would have required more research and discussion than was available prior to the need to extend the contract.

**Do you feel that the process was fair, open, and provided for adequate stakeholder participation? 4.33**

- Josh really knows how to civilly shut down Wayne...although it doesn't stop him from trying.
- I never felt there was the basic question addressed of "should the contract be extended". Maybe I missed something but that was just going to happen.
- Initial open session did not foster a collaborative process.

**Please provide any comments or suggestions that you may have about the process?**

- Better parking, sorry Josh.
- More time for discussion on some topics. However most areas in this will be targeted at the next RFP.
- Well done.
- Public Health DEOC room is a difficult venue for meetings.
- Exemption process needs stakeholder feedback.
- Overall very good and starting as early as we did is a positive factor by not creating urgency also allowing for government process. Even with early start, LEMSA maintains a tight schedule to keep moving.
- While County respond to each "proposal for modification", a more detailed response regarding the legitimacy of the request would give the proposal some idea of the potential for successfully moving it forward in the next contract process.