

Emergency Medical Services Agency

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Public Health Department

Santa Clara Valley Health & Hospital System



March 10, 2008

Wayne Davis
American Medical Response
111 Pullman Way
San Jose, CA 95128

Via Electronic Mail Only

Subject: EOA Extension Process Request

Dear Mr. Davis:

As you are aware, the EMS Agency has started the process of reviewing AMR's performance and contract compliance in preparation for an anticipated request by AMR to extend the agreement for the final two-year period. This request is due to the Contract Administrator, Bruce Lee, by June 30, 2008.

In addition to the scheduled stakeholder meetings, I wanted to request your assistance by reviewing the components for agreement extension found in Section II – E of the Master Agreement. With input from the subcontractors/stakeholders, will be reviewing each item and then finalizing a response. In order to assure that we have adequately reviewed each component, I would like to request that AMR provide a response to each item below by March 28th.

- Operational and Financial Areas
- Cooperation of management in assisting the EMS Agency with system enhancements.
- Number of substantiated complaints filed against the contractor and the manner in which the contractor handled them.
- Effectiveness of the contractors quality improvement program in achieving demonstrable improvements in the performance and efficiency of the system.
- Extent of contractors community involvement.
- Consistency in maintaining and/or improving its professional image.
- Integration of community/employee input.
- Level of cooperation between the contractor and other participants within the EMS System.
- Effectiveness in managing and coordinating first responder agreements.

In addition to the mandated review components above, please also complete the attached modification request form (one form per request) for any areas that AMR would like to see changed should the final two-year extension be granted.

Dedicated to the health of the whole community

The Public Health Department is a division of Santa Clara Valley Health & Hospital System, owned and operated by the County of Santa Clara.

Thank you for your continued support of our Emergency Medical Services System. If you should have any questions or concerns, please feel free to contact me at the number provided or by email at josh.davies@hhs.sccgov.org

Sincerely,

A handwritten signature in black ink that reads "Josh Davies". The signature is written in a cursive, slightly slanted style.

Josh Davies
Prehospital Programs Section Manager

Attachment

- Agreement Modification Request Form