



County of Santa Clara EOA Agreement Extension Meeting

**March 11, 2008
1:00 PM – 4:00 PM**

**Santa Clara County EMS Agency Conference Room
645 South Bascom Avenue, San Jose 95128**

AGENDA

Welcome and Introductions

EOA Extension Process Review

Master Agreement Review Components

- Operations and Finance. (discussion March 11, 2008)
- Cooperation of management in assisting the EMS Agency with System Enhancements.
- Substantiated Complaints. (presented April 1, 2008)
- Effectiveness of QI Program in achieving demonstrable improvements in the performance and efficiency of the System. (presented April 1, 2008)
- Contractors Community Involvement. (presented April 1, 2008)
- Consistency in maintaining/improving professional image. (presented April 1, 2008)
- Integration of Community/Employee Input. (presented April 1, 2008)
- Level of cooperation between the contractor and other participants. (discussion March 11, 2008)
- Effectiveness in managing and coordinating first responder agreements. (discussion March 11, 2008)

Presentation of Requested Modifications

- County
- Subcontractors

Next Meetings

April 1, 2008 1-4 PM & April 15, 2008 1-4 PM

Adjourn