



AMERICAN MEDICAL RESPONSE®

June 6, 2008

Board of Supervisors  
Santa Clara County  
70 West Hedding Street  
San Jose, CA 95110

Dear Board Members:

Thank you for allowing American Medical Response (AMR) to provide emergency ambulance services to Santa Clara County. We consider it a privilege to have served this community for over 40 years, and are extremely pleased with how the Emergency Medical Services (EMS) system has performed in our service to our patients and customers. Throughout this contract period, we have achieved response times to our citizens' requests for help that have consistently exceeded the expectations set by the Agreement. We are committed to continuing our partnership with you and the EMS System stakeholders to provide the best possible medical care and ambulance transportation, and to work with Santa Clara County leadership to identify and implement innovative solutions for delivering emergency medical services in an ever-changing pre-hospital environment.

According to section II E of the AGREEMENT BETWEEN THE COUNTY OF SANTA CLARA AND AMERICAN MEDICAL RESPONSE-WEST FOR PRE-HOSPITAL EMERGENCY MEDICAL CARE AND TRANSPORT SERVICES, the Agreement states "One year prior to the expiration of the three year extension, the Contractor may petition the Board for an additional two year extension." Please consider this letter as American Medical Response's petition for a two-year extension of this Agreement.

To achieve our goal of providing the best possible care and transportation of our patients, we are committed to:

- Using deployment strategies to meet our system's demands for ambulance transportation. As an example, AMR's response time compliance over the most recent six-month period has averaged 93% under a 90% contractual requirement.
- Continue to partner with our County fire agencies to provide Advanced Life Support Paramedic fire responder services and supplemental transport units.
- Provide a highly trained and experienced workforce and management team dedicated to serving our community.
- Integrated quality improvement countywide through a multidisciplinary program that is aimed at improving quality at all levels, including clinical and operational performance.

- Continued participation in local community causes and events, such as the Emergency Medical Services Committee, Pre-hospital Providers Committee, Cardiac Care Committee, Trauma Advisory Committee, Clinical Care Committee and several local charity groups.

We appreciate the opportunity to be part of this wonderful community, and hope to earn the privilege of continue serving Santa Clara County in the future.

Sincerely,

A handwritten signature in black ink that reads "Paul W. Davis". The signature is written in a cursive style with a large, prominent initial "P".

Paul W. Davis  
General Manager