

**CITY OF PEORIA, ARIZONA
COUNCIL COMMUNICATIONS**

CC: _____

Amend No. _____

Date prepared: March 26, 2010

Council Meeting Date: April 20, 2010

TO: Carl Swenson, City Manager

THROUGH: Susan K. Thorpe, Deputy City Manager 

FROM: Brent Mattingly, Chief Financial Officer 

PREPARED BY: Dan Zenko, Finance, Materials Management Supervisor 

SUBJECT: *Award a Term Contract to Professional Medical Transport, Inc. for Emergency Transportation Services*

RECOMMENDATION: Discussion and possible action to award a three (3) year term contract with a two year extension to Professional Medical Transport, Inc. (PMT) for Emergency Transportation Services. The two year extension will be at the discretion of the City Manager.

SUMMARY: The City's current emergency transportation services contract expires on August 17, 2010. A Request For Proposal was published according to City Procurement Code and two firms responded. A seven member selection committee has chosen Professional Medical Transport, Inc. as the most qualified firm to provide those Emergency Transportation Services for the City of Peoria. The Fire Department along with Materials Management and the City Attorney's office has negotiated a comprehensive contract with PMT to provide emergency transportation services to the citizens of the City of Peoria. The contract addresses several areas that were not addressed in our previous contract such as faster response time criteria, poor performance penalties, input on station locations, increase city oversight, and optional integrated joint staffing.

FISCAL NOTE:

ATTACHMENT:

CITY CLERK USE ONLY:

- Consent Agenda
- Carry Over to Date: _____
- Approved
- Unfinished Business (Date heard previous: _____)
- New Business
- Public Hearing: No Action Taken

ORD. # _____ RES. # _____

LCON# _____ LIC. # _____

Action Date: _____

The contract
pertaining to this
agenda item is on file
in the City Clerk's
Office.

**CITY OF PEORIA
MEMORANDUM**

TO: Mayor and City Council

FROM: Dan Zenko, Materials Management Supervisor, on behalf of the Selection Committee for the Emergency Transportation Services RFP

DATE: April 14, 2010

As a follow up to the April 6 City Council Study Session, City staff, including myself and all the members of the Selection Committee, have developed responses to the questions and comments raised by City Council members. This report is organized in two sections: (1) RFP Process Questions and (2) Ambulance Service and Operations Questions.

We hope this information is valuable and appropriately addresses Council questions and concerns. City staff members are available to meet with individual council members as requested.

Please let me know if you need further information. Thank you.

RFP Process Questions

1. Did all of the committee members vote?

ANSWER: The committee members were: Thomas Solberg, Fire Chief; Larry Ratcliff, Police Chief; Brent Mattingly, Finance Director; Jeff Tyne, Management and Budget Director; Jim Bratcher, EMS Chief; Greg Serrano, Fire Engineer, and Susan Thorpe, Deputy City Manager. Process leader was Dan Zenko, Materials Management Supervisor. Observers were Cheryl Boswell, Assistant City Attorney and Herman Koebergen, Materials Manager.

All of the committee members attended the scoring sessions and gave their input for the final scores. No individual "votes" were taken. The final scores represent the consensus among the group. There is 100% agreement among all committee members on the final scores.

2. How does the vote work on the committee?

ANSWER: For the RFP evaluation portion, the committee members met as a group and discussed each of the scoring categories and as a group decided what comments and score would go into the official record. For the Presentation and Interview portion, all committee members attended and participated. After the

presentation and interview/Q&A, the committee discussed each of the categories as a group and came to a consensus on what comments and scoring would go into the official record. Again, all committee members were in agreement as to the final scores.

3. Is there a list of general comments from individual members of the committee?

ANSWER: No, individual comments of each committee member are not kept. Only the consensus comments are kept as a record, as is standard practice for Peoria's RFP process. This is to ensure that individual committee members are not singled out for their specific comments. This is a common practice with all City of Peoria RFP evaluations. This provides the needed anonymity for preserving ongoing relationships and so the committee members are candid in their comments and evaluations.

4. It's not clear how the comments in the summary relate to the number of points, or how the comments explain the separation between the two firms in a single category?

ANSWER: The comments are not meant to be a point by point comparison for each firm; however at some points comparisons are made. The comments and scoring are used to give an overall impression of how the committee viewed the written responses to the RFP as well as the presentation and interview and answers to the specific questions the committee asked each firm. The scoring and comments are used to debrief the firms and provide constructive feedback about how well they did or did not do after an award is made. They are not meant to be all inclusive of every item and detail presented, but rather an overall synopsis, specific to each firm.

5. How do we know every member read the entire RFP?

ANSWER: Committee members are briefed on the expectations for serving on a committee of this type. In this case, throughout the process each committee member clearly displayed a thorough knowledge of the proposals, and subsequently offered useful comments and insight on the subject matter. Each committee member signs a letter acknowledging their responsibilities and commitment to confidentiality regarding the process. It has been shown in previous contract awards that Council has trust in staff that they have done their due diligence through this type of process.

6. Concern about committee making a decision based on a "snapshot in time" when we have had 20 years of a successful history with SW. A successful history should weigh more than a firm that's been in business a short time.

ANSWER: The "snapshot in time" statement by Dan Zenko, Materials Management Supervisor, was in reference to the response that each firm gave in their written RFP response, and in the presentation, interview, and questions and answers. The actual discussions among committee members held afterward, during the consensus scoring, took into account the City's long term relationship with SW. The committee reviewed and scored the RFP response as well as the presentation and interview and the answers to the specific questions that were asked of each firm. The City's unbiased selection committee came to the unanimous conclusion that PMT was the best choice.

The selection committee focused on specific goals – service delivery and quality - and which firm was the best choice. The new contract was developed with stringent safeguards in place specifically due to the City's past experiences with emergency transportation services over the course of time and the City's goals for such services in the future.

7. Areas on the spreadsheet seem very sketchy. How can the Council get more in-depth, nitty gritty information about how the decision was made for each area of the RFP?

ANSWER: Summary information is not meant to include every point and item in the RFP. The City's long-standing procurement process, the study session format, and procurement law all provided a framework for the information contained in the spreadsheet. The summary scoring spreadsheet was never meant to be an all inclusive review for Council. Instead it is a summary of the high and low points of what the committee viewed as important. With guidance from the City Attorney's office, our standard RFP practice is to provide information that will give constructive feedback to the firms and, at the same time, minimize protests and litigation. With that in mind, we documented what we consider key points as to why we did or did not select a particular firm. The specifics are discussed by the staff in a private debriefing if the firm requests one after the process is complete.

8. Is it common to have the presentation portion account for 25% of the total points?

ANSWER: The interview section consisted of a presentation by each firm which was assigned a point value of 12.5% and then a response to questions section that was assigned 12.5% for a total of 25%. The actual presentation portion did only account for 12.5%. Yes, in any RFP process, the presentation and question/answer section scoring can be any percentage deemed appropriate, depending on what is being evaluated. The range the City normally uses is anywhere from 15% to 50%. The committee and Procurement staff decided on the weight to be given the written RFP evaluation and the interview/presentation process prior to the RFP being released. The presentation and interview portion gives all respondents to the RFP the opportunity to emphasize important information in their RFP responses, answer questions and clarify information that may not have been clear to committee members after reading each RFP response.

9. Please describe what the Presentation included.

ANSWER: The first part of the Interview/Presentation portion included a 20-30 minute presentation by each firm. The total time for the Presentation and Q&A portion was 90 minutes. The content of the initial presentation is up to each firm and is generally used to give an overview of what was included in the actual RFP submittal and to give more detail on areas the firm feels are important. This was an opportunity for the firms to present themselves and their company verbally and to interact with the committee. The written words contained in the RFP submittal are not always clear in their meaning and intent, so the presentation lets the firm clarify any issues in the RFP.

The second part was a question and answer session where the committee asked specific questions of the firm's CEO, the Peoria Project Manager and the overall Team. For the individual interview with the Peoria Project Manager, the rest of the firm was asked to leave the room. This allows the committee to ask direct questions of that person without the influence of the Project Manager's CEO and other managers.

The specific questions of each firm are attached. The comments the committee believe were relevant to each firm are included in the scoring summary document.

10. What does "plan and method of approach" mean?

ANSWER: Plan and Method of Approach refers to each firm's plan to accomplish the scope of work that the City outlined in the RFP. The specific words contained in the RFP are as follows:

"Describe your understanding of the project. The objectives stated in the proposal should reflect the proposal's intent and understanding of the project. Describe your plan and method of approach to accomplish the scope of work and how it will meet the requirements of the City. The work methodology should be described in sufficient detail to permit objective evaluation of the proposal. Identify the level of City staff support required, if any....Specifically address how your proposal would positively impact Emergency Transportation Services in the City of Peoria to include, but not limited to, increased quality of patient care, customer service, quality assurance and contractual compliance."

11. Were there any cost differences in revenue to the City from the two firms?

ANSWER: No. In reading the written responses to the RFP's, a question arose concerning what is allowed by the Arizona Department of Health Services (DHS) concerning the companies' reimbursement rates to the City for the difference between the charges for Advanced Life Support (ALS) and Basic Life Support (BLS). State law requires DHS to review all contracts entered into by ambulance providers concerning emergency transportation services. Based upon what DHS has told us and what they have allowed for recently approved contracts with other cities, the DHS will only approve a contract that allows the City to be reimbursed the difference between the ALS rate and the BLS rate which is currently at \$77.61. In its RFP response SW had proposed a reimbursement of \$130.00 with no explanation of how they would get approval from the Department of Health Services. During the interview we asked specific questions related to the \$130.00 reimbursement. SW's answer was vague and did not address how they would get this approved through the DHS. In fact, SW stated in the question and answer session that any requested increase would be looked upon unfavorably by DHS. The committee had no confidence that SW could in fact get this amount approved through DHS. Although we are not confident that DHS will approve the higher rate, we have negotiated the \$130.00 reimbursement into the contract with PMT in case DHA allows it. This agreement effectively makes the issue moot.

12. Concern that the scores are very close until you get the interview/presentation portion of the scoring. Why didn't the issues identified in the interview come up in the RFP portion of the process?

ANSWER:

Issues raised in the interview were largely a result of questions developed upon the RFP review portion of the process. Staff believes it is important to distinguish between the “presentation” portion of the process and the “Q & A” portion of the process. These portions are all part of the overall Presentation/Interview score on the summary document.

PMT was rated higher than SW on the scores for both the RFP portion and the Presentation/Interview/Q&A portion. Issues from the proposal were addressed in the Presentation portion. The committee asked questions about specific portions of the RFP during the question and answer session of the interview. As stated previously, not all questions and answers are contained in the summary, but staff did address items which were of concern. Concern areas for the committee related to SW included the \$130 proposed by SW with no rationale, “street-corner” posting of ambulances, 30% of calls in Peoria being responded to from ambulances posted in other cities, ambulance maintenance and quality control issues, and Lake Pleasant staffing. Concern areas for the committee related to PMT were back-up coverage when the majority of Peoria’s ambulances are engaged, and how automatic aid would work with SW providing service currently in neighboring cities.

Clear answers during the interview process and during the question and answer process garnered more points for a firm. Answers that were vague or essentially non-responsive resulted in fewer points. The specific questions are attached.

13. Which part of the scoring is more objective?

ANSWER: The objective part of the scoring includes the RFP submittal scoring, the presentation, interviews with employees of each firm and the answers provided to the specific questions asked.

The presentation could be perceived as somewhat subjective, but not entirely since the firms are given time to explain to the committee why their firm should be selected. Presentations are a standard part of almost all selection processes and provide each firm with an opportunity to present themselves and how they propose to deliver the service requested.

The specific interviews and the question and answers provided were quite important and valuable in the committee’s consensus scoring. Ultimately, a consensus scoring method relies on the objectivity of the group.

14. Not happy to have the “presentation” portion weigh so much when our staff acknowledges that it’s clearer to explain things in writing.

ANSWER:

To clarify, the Presentation portion of the process included two segments: the firm’s formal “presentation” (12.5%), the “interviews and Q & A with specific staff (12.5%)”. In total, this portion was only weighted at 25% of the total score. As previously stated, even if that portion were weighted less, PMT still would have been selected based on the Committee’s scoring of the other RFP criteria.

Clearly, the written portion of a document is a critical aspect of a vendor selection. Yet, the written portion of any document can also contain vague references or words that can be construed in various ways. A presentation can clear up questions on what the real intent of the RFP response was. The presentations and interviews were intended to supplement what was contained in the RFP. The Selection Committee believes that the presentation and interview portion gave both proposers the opportunity to expand upon or clarify areas in the written proposal.

15. Concern that there is too much of a difference in scores when you get to the subjective part (presentation).

ANSWER: The major weighting was on the written RFP submittal, which was 1500 points (75%). The presentation points were 250 points (12.5%) then the interview and question portion 250 points (12.5%), for a total of 2000 points. If there were not an Interview and presentation, PMT still received more points. If there were no Presentation, PMT would still be the winning firm due to the question and answer section of the interview. The committee discussed all of the issues raised and came to a unanimous decision on which firm would be the best and most advantageous in providing emergency transportation services for the City.

16. What was included in the "Presentation" part of the process? Some people are better at making persuasive presentations than others.

ANSWER: It is up to the firm to determine what they present to the committee. Each firm was given 30 minutes for their presentations, followed by another 60 minutes for the Interview and Question and Answer portion. As stated in the summary comments, the Committee concluded that Southwest Ambulance's presentation lacked substance. They did present how much money they contribute to the City and how many programs they support, which is not something the committee can consider in the decision of which firm can better provide emergency transportation services. PMT on the other hand, presented a more analytical approach to ambulance deployment as well as a detailed account, based on a review of Peoria call data, response times, etc., of how they would provide emergency transportation services to the City if selected.

17. The information the Council received at the study session on April 6 is not adequate to make a decision.

ANSWER: The information presented to the Council on April 6 was a summary document that is included in the public file. That summary document is not intended to be all inclusive for reasons previously stated. Council is not normally provided even this level of detail. Since Council was not involved in the actual selection process and the process does not capture every word and answer, what was provided was intended to make Council aware of the process staff went through to identify and select the best firm

The selection committee consisted of senior staff members and subject matter experts from the City and included observers from the City Attorney's Office and Materials Management. The observers were there to insure there was no bias towards a particular firm and that the process was fair to both firms. It was the intent

of the study session overview, and the PowerPoint that was shown to Council, to explain how thorough the committee was in its review, and to give Council a view of what the public record would show in the summary document. It is hoped that this Q&A document will provide adequate information to the Council to explain the reasons the committee recommended PMT as the best choice for emergency transportation services.

18. Would like to know about the ambulance posting proposals between the two firms.

ANSWER: A brief summary is offered below:

Southwest Ambulance's (SW) proposal offered four stations, at locations decided on by SW, within the more populated areas of the City of Peoria and an additional station in the Lake Pleasant vicinity. Four full time ambulances and two peak time ambulances would be stationed amongst the four stations. The written proposal was not clear regarding the hours proposed for the Lake Pleasant station. SW proposed an additional station in the Vistancia area, with the caveat that the station would only open if the area generated 30 calls per month. Peoria Fire Department data from the past two years indicates that this area generates 20 to 25 calls per month and that the call volume has been static. The Selection Committee did not believe the call volume would increase in this area in the near future, making the offer of this station unlikely during the term of the contract. There are also provisions in the RFP that would allow for additional ambulances based upon call volume increases. SW utilizes a posting and deployment system that relies on ambulances from neighboring cities or general transport units (general transport units are ambulances normally assigned for non-emergency transports between facilities, such as hospital to hospital or skilled nursing facility to hospital) to respond into Peoria to meet demand. Likewise, ambulances that are posted in Peoria are called upon to respond to neighboring cities. When ambulance availability is diminished, a series of "move ups" occur. Ambulances are moved to geographical locations that may or may not be within the City of Peoria to provide coverage. The geographical locations may be "street corner" postings (stationing the ambulance at a particular street corner or parking lot, for example).

PMT's proposal offered four stations within the more populated areas of the City of Peoria, with City input on station locations, with an additional station at Lake Pleasant. Four full time ambulances and two peak time ambulances would be stationed at the four stations. An additional seasonal peak time ambulance would be stationed at Lake Pleasant. PMT's plan is to utilize those ambulances stationed within Peoria to respond to calls within Peoria. They are 100% devoted to Peoria calls and would not be obligated to respond to calls outside the city limits. Cross-border response may be possible if PMT's Certificate of Necessity and the surrounding jurisdiction allow the response. Generally the ambulances will serve only the City of Peoria. When ambulance availability starts to diminish due to ambulances being called into service, "move ups" occur. PMT moves ambulances from fixed ambulance station to ambulance station and does not utilize street corner postings. PMT feels that the proposed locations of ambulance stations within Peoria are the best locations from which to post ambulances during move-ups. Additionally, PMT will move as many of their 18 general transport units stationed in the west valley as needed to support Peoria response, In addition, their 17 ambulances stationed in central Phoenix can provide move-up assistance as well to support Peoria response.

It is important to note that almost all west valley cities have ambulance contracts that call for a certain amount of dedicated ambulances to serve their respective communities. These contracts are not based upon a true automatic or mutual aid system. The system as proposed by PMT is comparable to what has existed in the City of Phoenix for the last 20 years. Peoria, Glendale and several other west valley cities share borders with Phoenix. The City of Phoenix Certificate of Necessity only allows their ambulances to respond within their borders, while the Phoenix Fire Department frequently responds across borders. If Peoria Fire responds into Phoenix, a Phoenix ambulance will respond. If Phoenix Fire responds into Peoria, currently a SW ambulance will respond. This happens seamlessly through the computer aided dispatch provided by the Phoenix Regional Dispatch Center which serves most cities in the valley and all west valley Fire Departments. This same seamless service will continue within the City of Peoria with PMT as the ambulance service provider.

Prior to the final selection recommendation of this contract, Dan Zenko, Materials Management Supervisor, contacted all the cities that currently contract with PMT utilizing their deployment model. He asked specific questions regarding the ability to meet high demand. All cities were satisfied with PMT's response times and had no problems or issues during their tenure with PMT ambulances. The reference checks and responses are attached.

19. Is the Council's role to seek this kind of detail or to confirm or deny the staff recommendation?

ANSWER: It is normally Council's role to confirm or deny the staff recommendation. A record simply does not exist at this time for the staff to recreate for the Council the entire RFP process word for word.

20. How long is the contract for?

ANSWER: The contract is for an initial term of 3 years, with an extension of up to 2 additional years.

21. What are the deployment differences between the two firms' proposals?

ANSWER: Please see answer to number 18 above.

22. Please provide details of the two proposals on Lake Pleasant staffing options.

ANSWER: PMT proposed a dedicated Advanced Life Support (ALS, i.e. staffed with a PMT paramedic and an EMT) ambulance stationed at the lake from April to October for 10 hours a day. This mirrors the Peoria Fire Department's current period of increased staffing at the Lake and addresses the majority of emergency medical call activity in the Lake Pleasant area.

In the RFP response, SW proposed staffing an ambulance in the Lake Pleasant vicinity but offered no details. In the presentation/interview process SW was asked specifically how SW would provide Lake Pleasant ambulance coverage. The responses offered by SW were vague. The Selection Committee had concerns as to

what Lake Pleasant coverage by SW would entail, and concerns as to whether the ambulance would be dedicated to the Lake Pleasant area or moved to service other areas or even to other cities in periods of high ambulance demand.

23. Can we hear from a representative of SW and PMT?

ANSWER: Yes, the firms will have the opportunity to speak at the April 20 Council Meeting when the staff recommendation is brought before Council for consideration of contract award.

24. Some confusion on postings of ambulances. What about the posting at Lake Pleasant. (Difference between the two proposals, as well as the actual final contract we are recommending)?

ANSWER: Please see answer to number 18 above regarding the differences of proposals.

The contract with PMT that staff is presenting to the Council for approval at the April 20th meeting includes an enhancement to what was requested in the RFP. During contract negotiations PMT indicated a strong desire to staff the Lake Pleasant ambulance at an ALS level, with one paramedic and one EMT-Basic. The staffing required in the RFP calls for BLS staffing with two EMT-Basics. The advantage provided in the PMT contract is that PMT could bill all transports at the higher ALS reimbursement rate, regardless of whether the care given was at the BLS or ALS level. This is a common practice among ambulance companies in Arizona, and is allowed by DHS rule and Medicare reimbursement guidelines.

Although having an additional paramedic at the lake is advantageous, City staff believes strongly that the additional paramedic should be a Peoria Fire Department paramedic in order to yield the most value to the City and to the patient. Unlike some other cities in the valley, the Peoria Fire Department policy is that once ALS care is initiated by a Peoria Fire Department paramedic, the care of the patient will continue until patient care is transferred to and arrives at the hospital. This policy assures the highest degree of continuity of patient care, accountability, and quality assurance. Even if PMT staffed with a Paramedic, a Peoria Fire Department paramedic would still accompany all ALS patients. In order to yield the best patient care and value to the City, the following terms were negotiated in the contract:

- The seasonal Lake Pleasant ambulance will be staffed with a Peoria Fire Department paramedic and an EMT-Basic employed by PMT.
- PMT will reimburse the City an amount that will cover the wages of the Peoria Fire Department Paramedic.
- PMT will be allowed to base the ambulance at the Peoria Fire Department station at Lake Pleasant.
- PMT will reimburse the City for station rent on a monthly basis.
- PMT will pay for any enhancements required at the station to facilitate the dispatch of the ambulance. This would include additional dispatch equipment as well as additional electrical outlets to power the vehicle's computer systems when parked.

We anticipate this Lake Pleasant arrangement to greatly enhance service delivery. Presently, on all calls in the Lake Pleasant area, an additional Engine company is dispatched from another part of Peoria to assist the two-person fire apparatus stationed at Lake Pleasant and to assist with transport. The presence of a Peoria Fire Department paramedic on the ambulance will mean, in most cases, that the additional engine company would not have to respond and would remain in its service area in the City.

25. Who were the presenters for each firm, by name?

ANSWER: A number of employees for each firm attended and participated in the Presentation/Interview and Question and Answer portion of the process.

Southwest Ambulance (SW) Key Personnel & Presenters:

1. Bryan Gibson, President (Main Presenter)
2. Roy Ryals, Senior Vice President
3. Kristi Ponszak, Senior Vice President/CFO
4. Jeff Baker, Market General Manager
5. Joe Gibson, Director of Communications and Scheduling
6. Dr. Garth Gemar, Medical Director

Professional Medical Transport (PMT) Key Personnel & Presenters:

1. Bob Ramsey, President (Main Presenter)
2. Pat Cantelme, CEO (Main Presenter)
3. Chris Christianson, Senior Vice President/CFO
4. Jim Roeder, Senior Vice President
5. Bethany Horner, Peoria Area Manager
6. Michelle Angle, Vice President
7. Beverly Lemoine, Director 911 Operations
8. Marc Chambers, Director IT Technologies

26. Who was the main presenter for each firm?

ANSWER:

SW main presenter was Bryan Gibson, President

PMT main presenters were Bob Ramsey, President and Pat Cantelme, CEO

Ambulance Service and Operations Questions

27. If the company does not meet requirements for 4 months in a year, as required by the contract, and we need to terminate the contract, then what would happen?

ANSWER: Presumably, if PMT did not perform to the terms of the contract, and only one other provider had a Certificate of Necessity to operate in the City of Peoria, the City would negotiate with that provider, namely SW. If multiple CON's were in place at that time to serve Peoria, then the City could consider instituting a new RFP process. This would be contingent upon recommendations from legal counsel and approval by Council.

28. Concern about mutual aid with other cities. PMT doesn't have other cities in our area. This seems to be a significant disadvantage to us.

ANSWER: The committee believes that the deployment model offered by PMT will offer more benefit to the City. In reviewing the deployment plans for similar systems and cities that PMT currently serves, there were no notable disadvantages identified. PMT's dedication of ambulances within the city limits of Peoria means that our ambulances will not be diverted to another city, and will be maximally available for our residents. In a mutual aid system ambulances not only come into Peoria, but Peoria ambulances are utilized or posted away from the City. SW indicated that about 30% of Peoria's calls are currently answered by ambulances from other cities that SW serves. This indicates that there have not been enough ambulances posted in our City to serve our needs. The Selection Committee believes that PMT's deployment plan and Westside resources as needed for move-ups better meet the City's needs as described in the RFP criteria.

29. Explain how the optional Joint Integrated Staffing would work.

ANSWER: The RFP is written to encompass a base contract and an optional Joint Integrated Staffing model (at the City's discretion).

The base contract calls for 4 dedicated full time ambulances (available 24/7) and two peak time 12 hour ambulances. An additional Lake Pleasant ambulance is also included. The ambulances would be staffed by two EMT-Basic (BLS) employees of the ambulance company and would be at stations provided by the ambulance company. The City would receive ALS reimbursement for every call in which the Peoria Fire Department paramedic rides with the patient and provides ALS care. Through negotiations, the contract will also provide a seasonal 10 hour ambulance stationed at Lake Pleasant that will be ALS (described in answer to 24 above). If the optional Joint Integrated Staffing model is not implemented, this level of contractual services will continue for the 3 year contract (with some built in provisions for additional ambulances based upon City growth and call volume).

The City may at its discretion, implement a Joint Integrated Staffing model. The decision on whether to pursue this option can be made by the City within the first 12 months of the contract. That does not mean that it would start within the first 12 months. Under the Joint Integrated Staffing model the following would occur:

- The ambulance company would either provide or subsidize the costs related to the training of 12 new paramedics.
- The four full time ambulances would be staffed with one City employed paramedic and one ambulance employed EMT-Basic.
- The four full time ambulances would be housed in Peoria Fire Stations.

- The ambulance company would reimburse the City the salary and benefit costs for the 12 City employed paramedics.

Advantages to the City:

Under Joint Integrated Staffing, the majority of calls would be handled with a transport unit staffed by a Peoria Fire Department paramedic. This allows the patient to be transported in the ambulance with a Peoria Fire Department paramedic on board. This will assure continuity of care, and in most cases would allow the Fire apparatus to remain in service with paramedics still available on the fire apparatus. This is anticipated to improve response time for the Fire Department and maximize service availability within Peoria. This could allow for better quality control and quality assurance. The Fire Department believes this will be a major enhancement to service delivery for residents and visitors to Peoria.

This is cost neutral for the City.

Advantages to ambulance provider:

Allows placement of ambulances in Fire stations. Fire stations offer a better geographic placement for response as opposed to available commercial property for lease. Station placement is offered rent-free with the exception of the seasonal Lake Pleasant ambulance.

Challenges:

If the Optional Joint Integrated Staffing model is initiated, this will entail hiring 12 additional staff for the Fire Department. This may or not be feasible or desirable for the City, depending on economic conditions. There will be some cost to the City involved with the hiring process that will not be reimbursed by the ambulance provider.

30. Concern that if we shift to PMT we become an "island" and we wouldn't have a consortium approach to the area.

ANSWER: The City of Phoenix is a consortium partner and has operated their own ambulances for over twenty years. Scottsdale, Chandler and Tempe continue to function as consortium partners with PMT providing service. Our Fire Department will continue to operate under an automatic aid (consortium) approach with neighboring cities. Private ambulance services like PMT and SW do not follow the same approach to automatic aid as municipal fire departments. The Selection Committee understands the potential concern with having a different ambulance provider than our immediate neighbor cities, but the committee believes it has done due diligence to research and study the deployment models. Staff does not believe an "island" effect will occur.

31. Concern that due to "island" effect, our response times would be affected negatively. Would they pull service away from Peoria?

ANSWER: The selection Committee addressed this issue and believes that the deployment plan offered by PMT would actually keep more resources dedicated

within Peoria, rather than pull resources away. The response times to our residents should be better with PMT and with this deployment plan.

32. Have done a ride along with a SW Peoria ambulance when they have gone on a call in Glendale. The fluid service between the cities in our area seems to work well. How would our service work with PMT?

ANSWER: PMT has a Certificate of Necessity that includes Glendale. It would be up to Glendale if they would allow a response into their City if it was close to the border and PMT was the closest ambulance. If not, a response into Glendale by any Fire Department would yield a SW ambulance and a response into Peoria by any Fire Department will yield a PMT ambulance.

33. Please provide a list of cities where PMT has a Certificate of Necessity.

ANSWER: PMT CON (#71) includes:
Phoenix, Tempe, Mesa, Scottsdale, Chandler, Paradise Valley, Glendale, Peoria, Gilbert, Sun Lakes, Ahwatukee, and the Town of Guadalupe.

34. What is going on with the Westside Fire Chiefs Coalition and how would a contract with PMT affect that?

ANSWER: We believe this question refers to an informal ad hoc committee that was formed at the request of the Avondale Fire Chief. We are aware of no formal consortium or sponsorship by way of the Arizona Fire Chiefs Association or the division of the West Valley Fire Chiefs dealing with ambulance contracts.

The Fire Chief of Avondale, through a consultant hired by Avondale, formed an informal group or committee to look into the possibility of drafting a regional contract with Southwest Ambulance (SW) that would include multiple municipalities in the west valley. Chief Solberg and EMS Chief Bratcher participated in initial conversations with this committee. They indicated clearly that Peoria was interested in participating and supported the efforts of other west valley cities to improve the level of performance in ambulance contracts. They also explained that Peoria's ambulance contract was due to expire and the City would be initiating the RFP process for a new contract. Because two providers are eligible to respond to Peoria due to Certificates of Necessity, Peoria is obligated to use an open, competitive process for emergency transportation services.

EMS Chief Bratcher stated that Peoria continues to be willing to participate but we have not been apprised of any recent meetings or other activity.

35. Where can PMT go as our ambulance provider?

ANSWER: PMT's Certificate of Necessity (CON) covers the cities of Phoenix, Tempe, Mesa, Scottsdale, Chandler, Paradise Valley, Glendale, Peoria, Gilbert, Sun Lakes and Guadalupe, including county islands within the cities, as well as some areas outside these listed cities. PMT's CON requires that they provide emergency and non-emergency service to the entire certificated service area.

36. How big is PMT and how big is SW, in number of employees and number of ambulances?

ANSWER: PMT is a local company with 76 ambulances in the Valley. PMT's headquarters are in Tempe. PMT has offered to provide 24 ambulances in the Peoria/Glendale/Far West Phoenix area, Six of those ambulances are dedicated to Peoria and do not respond to calls outside of Peoria, and an additional ambulance at Lake Pleasant from mid-April to mid-October which is also dedicated and will not respond outside of Peoria. PMT uses additional non-dedicated ambulances to back-up the contract. In addition, PMT has another 17 ambulances assigned to Central Phoenix which are available to respond to Peoria providing additional back-up. PMT has 550 full time and 200 part time employees.

SW states they have 1200 employees and nearly 300 ambulances serving 25 communities in the southwestern United States. SW's headquarters are in Mesa. For Maricopa County they have 175 ambulances available to respond in case of a mass casualty event.

37. To the folks who need transportation in an ambulance, this is an emergency, not just in a mass casualty situation. How will we deal with those patients' needs across the borders of our neighboring cities?

ANSWER: Each city is responsible for its own ambulance service through a contract. The issue of a neighboring City having a specific need other than during a mass casualty is a concern of that City and their specific ambulance contract. If Council awards the contract to PMT and a citizen in Glendale needs an ambulance, it is our understanding that the ambulance provider under contract with Glendale (currently Southwest) would provide that service to meet the needs of their contract with Glendale. Under our current contract with SW, SW responds to calls in neighboring cities because they have a contract to do so. It is important to recognize that SW responding to a neighboring city with a Peoria ambulance, results in a reduction in the number of ambulances remaining in Peoria. Our city would be less equipped to respond to a City of Peoria citizen if the need arose during the time Southwest was servicing a Glendale citizen.

While it may seem appropriate to provide that type of service, in reality SW is getting the benefit of using City of Peoria ambulances as back up to their other neighboring city contracts. This is why we strengthened the contract regarding how a dedicated ambulance can be used. If an ambulance were requested because of some need by a neighboring city, it would be at the discretion of the Peoria Fire Chief to allow the ambulance to respond, and only if he felt it would not endanger their availability for the Peoria citizens. The first priority is for the citizens of the City of Peoria and the issue of mutual aid would only come into play during an extraordinary event.

38. How has SW done on response times over the years?

ANSWER: SW has not been timely in providing response time data and monthly reports, for a number of years, which the City has requested, so it is difficult to answer this question. In general, SW data indicates they have met the contractual response time in aggregate over the years. The response times and station

deployment (SW currently has two ambulance stations in the City of Peoria) in the northern area of the City have not been as consistent as we would like. Also, the methodology in measuring response times has not been well defined in our current contract. This has led to discrepancies between Peoria Fire data and SW data as to the accuracy of the response times. The RFP was written to address these issues, specifically defining methodology and calculation of response times and reporting requirements.

39. How do we know that PMT can meet their response times?

ANSWER: Reference checks were conducted with like size or larger cities that currently use PMT. In all instances response times were consistently met and response times had improved over previous ambulance providers. In addition, City staff has built performance criteria and penalties into the contract for not meeting the required response times. Also, staff built in contract termination language in case whoever is awarded the contract does not perform as required under the contract.

40. The City of Peoria has a long tradition of Council-Staff respect and cooperation. There is no disrespect to staff intended. Council needs to be able to answer for this contract. Council needs to answer for the staff's recommendation, so we need answers to these questions to do so.

ANSWER: Staff agrees. It is our intent to provide all the information requested, within procurement law guidelines, so that the council may make an informed decision. Hopefully the answers contained in this document will be enough to show that staff did put forth a great deal of effort and thought into the process and recommendation for a new emergency transportation service provider. In addition, the safeguards built into the contract will likely ease Council concerns with a new provider for these services.

41. SW has been here 20 years and hasn't failed on response times. Why are we changing horses in mid-stream?

ANSWER: The current contract will expire in August; there are no options for contract extension. City procurement code requires us to offer a request for proposal (RFP) to which all qualified bidders may respond. For much of the previous 20 years, SW was the only qualified proposer. It was the Selection Committee's task to objectively evaluate all proposals to determine which firm offered the best proposal for the City as we move into the future. The Committee concluded that PMT better met the criteria stated in the RFP.

The Committee's assessment was that SW did not sufficiently address various concerns raised by staff. For example, staff was concerned that there would be continuing problems with reporting, posting activity, ambulances without air-conditioning or with other maintenance problems, among other concerns.

PMT offered a dispatch plan and reporting system which was independently verifiable and which the committee felt was a preferred solution. PMT's approach in not utilizing a street corner posting system as well as a real time maintenance monitoring system was also viewed as a preferred approach. There will likely be an

improvement in response times since Phoenix dispatches the PMT ambulances directly.

42. Concerns about Peoria as an “island” for ambulance service.

ANSWER: We have examined services in Phoenix, Scottsdale, Tempe and in certain aspects Chandler. Additional comparisons can be made with the Fire Districts of Sun City West and Sun Lakes, who provide their own ambulance services. Moving to PMT will be a change, but the city staff and committee believe, based upon our research, that PMT’s proposed deployment model and additional PMT resources on the Westside will actually improve service to Peoria and its residents.

43. Who pays if a City of Peoria ambulance responds to a Glendale transport?

ANSWER: We interpret this question as involving a scenario where a Peoria Fire crew responds into Glendale and the Peoria paramedics accompany the patient to the hospital on a SW ambulance. In this case, would Peoria receive the ALS reimbursement rate from SW? The answer is probably not. The Selection Committee considered this scenario. While this can conceivably be seen as lost revenue, the Selection Committee felt that the overall objective of providing service to the residents and visitors to Peoria, took precedence over the possibility of lost revenue in this type of infrequent scenario. It should be noted that under the proposed contract with PMT a Peoria ambulance would very likely not go into Glendale.

Conversely, PMT has indicated that they have agreements with other municipalities that border their service areas who are not contracted with PMT, but respond into a City that is contracted with PMT. When the paramedic from the neighboring city accompanies the patient to the hospital, PMT will reimburse that city for the ALS services. In the case of Glendale, it would be up to Glendale and PMT to work out this agreement.

44. If the city decided to reverse the joint staffing decision and go back to having the ambulance company provide staffing, how would that work?

ANSWER: If the City decided to exercise the joint staffing option, the City would not likely reverse its decision. Any future contract would include this option. The joint staffing option represents an increase to the service delivery levels and a more effective response and patient care system. The contract option for joint staffing is written to provide the City with ample time after the contract starts to evaluate if this option would be in the best interest of the City, dependent upon future economic and staffing conditions.

45. What are the response times for PMT versus SW Ambulance? Can those be provided in hard copy format?

ANSWER: We can provide the data that we have concerning Southwest response times. This data is being compiled and will be available April 15. However, this data represents data from the Phoenix Regional Dispatch Center. Since Southwest uses a different dispatch, their data may not match the data from our dispatch. Southwest

has not submitted response time data for a number of years. As such, we do not have any recent data on Southwest response times to provide.

We have requested the specific response time data from PMT for like systems.

We are attaching reference letters from the various fire departments for both firms which include information about response times.

46. Having to depend upon an ambulance service responding from the east valley is unthinkable in times of an emergency. How is this going to work?

ANSWER: PMT ambulances will be stationed specifically within the City of Peoria; they will not be responding from the east valley. Six PMT ambulances will be dedicated to Peoria and do not respond to calls outside of Peoria, and an additional ambulance at Lake Pleasant from mid-April to mid-October which is also dedicated and will not respond outside of Peoria. PMT uses additional non-dedicated ambulances to back-up the contract. PMT has more than adequate west side based ambulances to provide back up, if those ambulances in Peoria were becoming depleted. In addition, PMT has another 17 ambulances assigned to Central Phoenix which are available to respond to Peoria providing additional back-up.

47. For other businesses and private individuals in Peoria who have contracts with Southwest Ambulance how will this new contract affect those private contracts?

ANSWER: The new contract with PMT would not affect private subscription contracts that Southwest Ambulance has for providing general transport services. The contract the City of Peoria will enter into with PMT is for emergency transportation services and does not have anything to do with Southwest Ambulances obligations for their private transportation service contracts. Private contracts would include retirement homes, assisted living facilities, hospitals, nursing homes, doctor's offices and even private individuals.

**Reference Check on PMT Ambulance
RFP P10-0041
Emergency Transportation Services**

**City of Chandler
Fire Department
Paul Nies, Battalion Chief
480 782-2136
Date: February 26, 2010**

1. Given the geographic requirements of the city have you encountered any instances where either provider was not able to maintain required response coverage? This would exclude unusually high demand such as mass casualty or incidents that occur near geographic borders where provider is the closer ambulance.

Answer: No, both providers have always been able to provide sufficient coverage.

2. Do you have any current concerns with PMT's ability to provide required ambulance services during periods of high demand?

Answer: No.

**City of Tempe
Fire Department
John Valenzula
Assistant Chief of Emergency Services
Phone: 480 797-3582**

Date: February 26, 2010

1. Have you had any instances where PMT was not able to maintain required response coverage? This would exclude unusually high demand such as mass casualty or incidents that occur near geographic borders where provider is the closer ambulance.

Answer: None.

2. Do you have any current concerns with PMT's ability to provide required ambulance services during periods of high demand?

Answer: None at all, contingency plans are fantastic. 100% in compliance. Transition was seamless and they have been spectacular to deal with.

**Reference Check on PMT Ambulance
RFP P10-0041
Emergency Transportation Services**

**City of Scottsdale
Fire Department
Jay DuCote
EMS Chief
Phone: 480 312-1876
Date: February 26, 2010**

1. Have you had any instances where PMT was not able to maintain required response coverage? This would exclude unusually high demand such as mass casualty or incidents that occur near geographic borders where provider is the closer ambulance.

Answer: Pretty good backup plan. Always been able to cover with resources. Only 1 instance in last 4 years and were only out of compliance 1 month at 89.8% instead 90%.

2. Do you have any current concerns with PMT's ability to provide required ambulance services during periods of high demand?

Answer: No we do not. Even monsoon time when it is busy, they have a good general transport backup system. Good partnership.

PMT
P10-0041 – Emergency Transportation Services
Interview Questions

1. How many in-service bariatric ambulances do you have in the valley and where are they currently located?

2. The City has become aware that private ambulance companies are now allowed to bill for supplies used even when a transport does not occur and for meaningful contact when a transport does not occur. If awarded the contract, what would be your position on billing for these items?

3. The City was recently awarded a grant for their own EPCR system. Depending upon the vendor selected to provide this system, would you be willing to assume the cost for your portion of an interface between the two systems?

4. If awarded the contract, Peoria would be the only City that you would service on the West side of the valley.

How do you propose supporting the operations in Peoria?

How will fleet operations and maintenance be supported on the West side with the operations center being located in Tempe?

**Southwest Ambulance
P10-0041 – Emergency Transportation Services
Interview Questions**

1. In your proposal you state you will provide reimbursement for the ALS transport fee in the amount of \$130.00 per transport. The City's past experience is that AZDHS has recently denied paying more than the difference between the ALS rate and the BLS rate which is currently at \$77.61 per transport. Do you have any recently negotiated contracts where AZDHS has allowed more than the difference between the ALS and BLS rates to be paid?

2. How do you propose gaining AZDHS approval for the \$130 rate stated in the RFP?

3. Please clarify what you mean by providing an EPCR system to the City? Specifically: who hosts it, who owns it, who provides maintenance and ongoing costs such as spares and replacements? Who would own and control the data in the system?

4. The City was recently awarded a grant for their own EPCR system. Depending upon the vendor selected to provide this system, would you be willing to assume the cost for your portion of an interface between the two systems?

5. How many in-service bariatric ambulances do you have in the valley and where are they currently located.

6. The City has become aware that private ambulance companies are now allowed to bill for supplies used even when a transport does not occur and for meaningful contact when a transport does not occur. If awarded the contract, what would be your position on billing for these items?

**Southwest Ambulance
P10-0041 – Emergency Transportation Services
Interview Questions**

7. In your proposal you state that the ambulance that would be assigned to the Lake Pleasant area would be staffed ALS with a Paramedic and an EMT. Are you averse to staffing this ambulance BLS with 2 EMT's during Phase 1 and for the remainder of the contract if the City chooses not to implement the Integrated Joint Staffing model?

What is the hourly staffing plan for the proposed Lake Pleasant ambulance?

8. In your proposal you state that a Bariatric Ambulance would be stationed in Peoria. It also appears that you propose converting one of the dedicated Peoria ambulances to a Bariatric ambulance. Is this the same ambulance or two separate Bariatric ambulances? If a Peoria dedicated ambulance is converted to a Bariatric ambulance, would this ambulance still be considered "dedicated" to Peoria?

9. With the current contract, statistical reporting to the Fire Department has been sporadic. The RFP is specific to several reporting and data sharing requirements. How do you propose to meet the reporting requirements in the RFP? What will need to change from what is currently being done?

10. The current Southwest Ambulance policy is to return the Fire Department Paramedic to the Fire Station after completing a call and prior to taking another call. Are you adverse to contractual language that stipulates that this is the policy?

11. In your proposal you offer to provide the Motorola XTS 5000 radios to meet 800 MHz interoperability communications requirements. The most recent information we have is that the XTS 5000 will be phased out and the valley standard will be the Motorola APX 7000 radio which has VHF, 700 MHz and 800 MHz capabilities. Would you be willing to provide the APX 7000 radios to meet the 800 MHz communications requirements?



Evaluation Committee Member Statement

Solicitation Number: P10-0041

Dear Committee Member:

You have been selected to participate in the evaluation of offers received as the result of the above referenced solicitation. Your selection was based upon your qualifications in this area and your ability to objectively analyze each offer. Your role is part of the public trust we owe our employees, vendors and citizens.

The integrity of the evaluation process must be maintained to insure that each offer is given fair and equal consideration. Your background with particular brands, equipment, material or firms may influence your evaluation; however, you are required in this instance to be objective and avoid issues that might slant your evaluation in favor of a personal preference. You are required to report to Materials Management any actual or potential conflict of interest as defined in the City Charter and/or Arizona Revised Statutes.

It is important to maintain confidentiality of the content of any offer and the proceedings of the Evaluation Committee meetings during the evaluation and negotiation processes. Once the evaluation process has started, it is essential that any contact regarding this project with the vendors be through, and by, the Chairman of the Evaluation Committee. It is permitted to obtain input from other City staff who signed a City Conflict of Interest and Confidentiality Statement. You are expected to exercise your professional judgment, rather than let it be replaced by another person's judgment or wishes.

The following statement is your acknowledgement of these requirements.

I have read and understand the above and agree to be bound by the rules and principles represented. I know of no conflict of interest on my part nor have I committed any indiscretions or accepted any gratuities or favors that would compromise my impartiality. I will maintain all deliberations of the evaluation committee in confidence during the evaluation and negotiating processes by not disclosing information to anyone who is not authorized. I understand that all contact with the vendors be exclusively through, and by, the Chairman of the Evaluation Committee. My recommendations shall be based upon an objective review of the offers and the appropriate award criteria from the solicitation.

Printed Name

Signature

Date

Department / Division

Phone Number



Fire Department

8401 E. Indian School Road
Scottsdale, AZ 85251

PHONE 480-312-8000
FAX 480-312-1887
WEB www.ScottsdaleFD.com

January 27, 2010

To Whom It May Concern:

PMT Ambulance Company currently provides emergency medical ambulance transportation services to the City of Scottsdale. The company was awarded a five-year contract through a competitive request for proposal (RFP) process in 2005, and began to serve our community in February 2006. The contract marked a transition from a "level of effort" system, in which the number of ambulances and personnel were specified in the previous agreement, to a "performance" contract, intended to enhance and continuously measure services, through a series of performance improvements.

The new performance contract requires PMT ambulances to arrive at the scene of an emergency within eight minutes and 59 seconds, 90-percent of the time, on priority 1 (high priority) incidents. This is a two-minute reduction in the previous requirement, and we believe it significantly improves the overall performance of the system. PMT is dispatched at the same instant as Scottsdale fire units, through the same dispatch center, which both speeds their response to the emergency, and provides for immediate and accurate raw performance data, to assist us in monitoring their response performance, virtually eliminating reporting discrepancies.

The agreement has provided the City of Scottsdale Fire Department with a high degree of influence over the entire system and provision of services. The PMT Ambulance Management Team has been very cooperative, responsive, and supportive to our requests and suggestions to improve services. The working relationship between our agencies has been very much a partnership since its inception, and that has facilitated improvements and modifications to be accomplished during the course of the agreement. Their personnel follow the same shift schedule as our employees, and have worked very successfully to cultivate positive work relationships with our crews over the course of the contract. To date, there have been no significant personnel matters that have needed attention or resolution.

The company has responded to an annual average of more than 15,000 emergency incidents in our community since the beginning of the contract, and they have been compliant with the requirements of the contract, including response performance in every month. PMT also provides a variety of community services and outreach programs to our community, through our agreement, which includes drowning prevention programs and the donation of automatic external defibrillators, to be used as determined by our staff.

City staff has been in the process of evaluating the overall performance of the contract over the past few months, in anticipation of its expiration in February 2011. As we have been very satisfied with their performance and the cultivation of our relationship, through the life of the contract, in February 2010, staff will be recommending to our City Council that our contract for services with PMT ambulance be renewed (as provided through our agreement) for an additional two years. We anticipate continued good service from the company.

Respectfully,


William L. McDonald
Fire Chief



Chandler Arizona
Where Values Make The Difference

January 20, 2010

Pat Cantelme & Bob Ramsey
PMT 911 Emergency Services
1501 W. Fountainhead Ste 650
Tempe, AZ 85282

RE: PMT Ambulance

Pat and Bob:

I am writing this letter in support of PMT Ambulance in a Request For Proposal process.

PMT Ambulance has been under the current contract to provide ambulance services to the City of Chandler since 2005. PMT is to be commended on the manner in which they have approached this contract. Responsiveness to City requests has been outstanding, the ambulance response system has been excellent, and city customer service goals and standards have been supported by PMT.

During the term of this contract, PMT Ambulance has worked in support of the City's emergency response objectives. PMT has adhered to contractual obligations and maintained a focus on fulfilling all requests made by the City. When operational issues have arisen, PMT management has been responsive to resolving them in a professional manner.

Should you need any further information, please feel free to contact me at 480-782-2130.

Sincerely,



Jeff Clark
Fire Chief
City of Chandler Fire Department

Mailing Address
Mail Stop 801
PO Box 4008
Chandler, Arizona 85244-4008

Printed on recycled paper ♻️

Fire Department
Telephone (480) 782-2120
Fax (480) 782-2125
www.chandleraz.gov

Location
151 East Boston Street
Chandler, Arizona 85225

City of Tempe
P.O. Box 5002
1400 East Apache
Tempe, AZ 85280
480-858-7200



Fire Department

January 26, 2010

To Whom It May Concern:

It is my pleasure to review with you the services of Professional Medical Transport. Professional Medical Transport has been the emergency ambulance service provider in the City of Tempe since May 8, 2008.

During this time period we have seen significant improvements in the provision of emergency ambulance transportation. This is due to the model which was developed for the Request for Proposal and the response to and management of that model by Professional Medical Transport during the contract period.

The system that we are currently working with includes two Advanced Life Support Professional Medical Transport units stationed in Tempe Fire Stations and four Basic Life Support units housed in quarters operated by Professional Medical Transport. We are extremely pleased with the results of this arrangement and the excellent commitment on the part of management at Professional Medical Transport to make this system work seamlessly.

To date, all aspects of the contract have been met. The response time requirements have been in compliance 100% of the time, and all reimbursements are current and up to date.

Professional Medical Transport has been a partner in the continuous improvement of emergency medical care in our community. Please do not hesitate to contact me if I can provide more information or respond to questions. I can be reached at 480-858-7200.


Cliff Jones
Fire Chief

Internationally Accredited Fire Department





**CITY OF TOLLESON
FIRE DEPARTMENT**

**9169 West Monroe Street
Tolleson, AZ 85353**

Phone: (623) 936-8500 Fax: (602) 244-9681

January 28, 2010

To Whom It May Concern:

Southwest Ambulance has been providing emergency transportation services in the City of Tolleson for approximately 14 years, and I am pleased to serve as a reference.

The City of Tolleson has a population of 7,200 and is approximately six square miles. I am pleased to report that Southwest Ambulance is in compliance with Code 2 responses (100% in 2009) and Code 3 responses (98.1% in 2009) in our city. Southwest Ambulance operations within the City of Tolleson consists of one Advanced Life Support ambulance, 6 employees (3 BLS and 3 ALS) and one station.

The Southwest managers are very responsive to the needs of Tolleson Fire and the crews provide excellent service and response times.

If you have any questions regarding to the Southwest Ambulance performance within the City of Tolleson, feel free to contact me at 623-936-8500.

Sincerely,


George Good
Fire Chief

Sun City Fire Department

January 27, 2010

To Whom It May Concern:

Southwest Ambulance has been providing emergency transportation within the Sun City Fire District for over two decades, and we are pleased to serve as a reference.

The Fire District has a population of approximately 43,000 and per capita is one of the busiest communities for emergency response in the State of Arizona. Southwest Ambulance and the Fire District have a great working relationship and Southwest is in compliance with Code 2 (100% in 2009) and Code 3 (97.1% in 2009) response calls.

The Southwest operations within the Sun City Fire District consist of four dedicated BLS ambulances, 24 BLS employees and two stations. In 2009, Southwest Ambulance received over 6,800 calls and performed approximately 5,400 transports in our community.

If you have any questions regarding to the Southwest Ambulance performance within the Sun City Fire District, feel free to contact me at 623-974-2321.

Sincerely,


James Haner, Fire Chief

18602 NORTH 99th AVENUE SUN CITY, ARIZONA 85373-1436 OFFICE: (623) 974-2321 FAX: (623) 972-1996
E-MAIL: sucffi@suncityfire.com

Response Time Data
pertaining to this
agenda item is on file
in the City Clerk's
Office.