

Health Department

EMERGENCY MEDICAL SERVICES (EMS)

Robert McDonald,

AMR's performance is not in compliance with our contract. The contract provides for penalties when AMR does not meet performance standards. Multnomah County has been reporting accrued response times and outlier fines as we reconcile the FirstWatch response time data in the online compliance utility each month, but has not been invoicing and collecting those response time penalties. As you know, the County has been working with AMR for the better part of 13 months to address the various issues that have been identified as proximate causes.

Staffing was deemed to be the primary reason for AMR's poor response time performance. AMR submitted a staffing corrective action plan in June 2022 following 3 consecutive months of response time non-compliance. That corrective action plan went through December 2022. While AMR completed the actions outlined in the corrective action that appeared to be designed to increase recruiting, and incentivize staffing ambulances, there has been no change in ambulance response times. There is not a current or updated corrective action plan to equitably mitigate these ongoing issues.

We demand you develop more deliberate plans to increase the actual Paramedic staffing on the Advanced Life Support (ALS) ambulances, and Emergency Medical Technicians on the Basic Life Support (BLS) pilot ambulances in Multnomah County. Failure to do so will likely cause AMR to continue to breach its contract with Multnomah County.

This is a formal notice to ensure a clear and unambiguous understanding that the County intends to invoice and collect the monthly financial penalties per the contract terms and processes in paragraph N ("Penalty Provisions"). We expect our contractual obligations to be met in August, and we reserve the right to penalize AMR for prior non-compliance as well.

Any monthly fines related to overall performance, and subzone performance, will be collected starting in September. We look forward to AMR addressing its operational and clinical deficiencies.

Thank you,

