

Date: June 27, 2023

To: Board of County Commissioners, Clackamas County

From: Rodney A. Cook, Director

Re: MEMORANDUM – American Medical Response (AMR) Contract Compliance

Request

The Board approve a path forward regarding the AMR contract compliance fines.

Summary

This memo provides options for the Board of County Commissioners to consider regarding response time compliance as outlined in the County's Ambulance Services Agreement between Clackamas County and American Medical Response NW (AMR) for contract year #9 (May 2022 – April 2023). Since July, 2022, AMR has failed to meet contractual response time requirements multiple times resulting in extensive liquidated damages totaling \$456,000, a fine accounting for this last fiscal year, only.

Per the ambulance service contract, collected fines are to be deposited into the EMS Program Fund (franchise fee & cost savings accounts) to help improve the system County-wide with funding recommendations developed through the EMS Council.

At the BCC Policy Session on Wednesday, June 21, 2023 the Board had discussion on this item and is considering the three options below.

Board Options

Option 1 – Reduce AMR's fine from \$456,000 to \$228,000 going to Clackamas County's Cost Saving Fund, System Enhancement Program to support implementation of the County's BCC adopted EMS Strategic Plan AND require AMR to spend an additional \$228,000 in retained fine savings to support workforce and recruitment efforts and additional strategies identified in the performance improvement plan in addition to pre-planned efforts towards AMR's workforce development.

Option 2 – Forgive the entire \$456,000 fine AND require AMR to direct \$228,000 of their retained fine savings to support workforce and recruitment efforts and additional strategies identified in the performance improvement plan.

Option 3 – Require AMR to pay the full \$456,000 fine to Clackamas County’s Cost Saving Fund, System Enhancement Program to support implementation of the County’s BCC adopted EMS Strategic Plan.

Regardless of the option selected by the Board of County Commissioners, County staff will work directly with AMR on implementation of a performance improvement plan, approved by the County, to increase contract compliance.

Rod Cook
Health, Housing and Human Services Director