

**CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS**  
**Sitting/Acting as Board of Health**  
**Policy Session Worksheet**

**Presentation Date:** 11/26/2024   **Approx. Start Time:** 11:30am   **Approx. Length:** 60 mins.

**Presentation Title:** American Medical Response (AMR) Contract Update

**Department:** Health, Housing and Human Services / Public Health Division

**Presenters:** Rodney Cook, H3S Director and Philip Mason-Joyner, Public Health Division Director

**WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?**

This policy session is for the Board of County Commissioners to review American Medical Response Northwest (AMR NW) compliance with the current ambulance services contract and provide direction to staff on next steps.

**EXECUTIVE SUMMARY:**

In April of 2024, the Board approved Amendment #5 to the ambulance contract between Clackamas County and AMR NW. This amendment extended the ambulance contract for an additional year, expiring on April 30, 2025.

The Board agreed to waive the accumulated liquidated damages from the contract that ended on April 30, 2024, if three conditions were met:

- AMR NW provides nurse navigation services.
  - This requirement was met when the project launched in September 2024.
- AMR NW provides \$200,000 in paramedic scholarships to current emergency medical technicians.
  - AMR NW has exceeded this requirement.
- AMR NW meets or exceeds all response time requirements set forth in the contract extension for a period of three (3) consecutive months.
  - As of November 2024, this requirement has not been fulfilled.

AMR NW needs to meet 90% response time compliance over 3 consecutive months between May 2024 and April 2025 to have their \$1,158,000 fine forgiven for last contract year. The attached memo provides first and second quarter response time compliance data of the contract extension. AMR did not meet response time requirements in May, June, July, August, September, or October 2024, resulting in \$567,000 in additional liquidated damages.

Since 2020, Board Policy Sessions have discussed the development of a performance-based ambulance services contract with AMR NW to sustain these services for the community over the long term. County staff initially received Board direction to work in good faith with AMR NW towards the development of a draft performance-based contract that aligns with the standards established in the recently adopted Ambulance Service Plan (County Code Chapter 10.01) with input from Emergency Medical Services (EMS) program stakeholders. This approach changes requirements to put less emphasis on response times and more focus on clinical quality. Additionally, the performance-based contract would be non-expiring and in place unless performance issues persist. Retaining the contract would be at the discretion of the Board, acting as the Board of Health for Clackamas County.

Alternatively, the Board could choose to have staff issue a Request for Proposal (RFP) to select a new ambulance service provider. This is the final decision juncture for the Board to choose between issuing a new RFP or pursuing a revised contract with AMR NW.

**FINANCIAL IMPLICATIONS (current year and ongoing):**

Is this item in your current budget?  YES  NO

What is the cost?

- Clackamas County receives approximately \$970,340 annually from AMR NW to administer the EMS program.
- Operations in Clackamas County provide approximately \$21 million in annual revenue for AMR NW.

**STRATEGIC PLAN ALIGNMENT:**

- **How does this item align with your Department's Strategic Business Plan goals?**
  - Emergency Medical Services is an important Public Health program and aligns with H3S and Public Health Strategic Business Plans.
  - Monthly contract compliance for emergency medical services is a key performance measure incorporated into the County's annual budgeting process.
- **How does this item align with the County's Performance Clackamas goals?**
  - Ensure safe, healthy & secure communities.

**LEGAL/POLICY REQUIREMENTS:**

ORS 682.062 requires each county to establish a plan for the county for efficient and effective ambulance services. ORS 682.063 (1) (b) requires persons and governmental units that desire to provide ambulance services under the plan to meet all the requirements established by the plan.

**PUBLIC/GOVERNMENTAL PARTICIPATION:**

EMS stakeholders are primarily engaged through the County's Emergency Medical Services Council.

**OPTIONS:**

1. Instruct staff to begin negotiations with AMR NW on the performance-based contract.
2. Accept the report as submitted and take no action at this time.
3. Direct staff to issue a Request for Proposal and begin a competitive process for selecting an ambulance service provider.
4. Instruct staff on an alternative approach.

**RECOMMENDATION:**

No recommendation provided.

**ATTACHMENTS:**

- AMR NW Compliance Memo - Quarter 1 & 2 (Amendment 5)

**SUBMITTED BY:**

Division Director/Head Approval \_\_\_\_\_

Department Director/Head Approval \_\_\_\_\_

County Administrator Approval \_\_\_\_\_

For information on this issue or copies of attachments, please contact Bill Conway @ 503-313-9170 or [wconway@clackamas.us](mailto:wconway@clackamas.us)



**Public Health Division**

**MEMORANDUM**

TO: Clackamas County Board of County Commissioners (BCC)  
 FROM: Rodney Cook, H3S Director  
 RE: American Medical Response Contract Compliance  
 DATE: November 26, 2024

Amendment #5 is a 1 year extension to the Ambulance Contract between Clackamas County and American Medical Response Northwest, Inc (AMR NW). The Board-approved amendment went into effect May 1, 2024 and expires on April 30, 2025.

The Board agreed to waive \$1,158,000 in accumulated liquidated damages from the previous contract year if the following conditions are met during the extension period:

Conditions	Status / Results
<ul style="list-style-type: none"> <li>AMR NW provides nurse navigation services.</li> </ul>	<p><b>Condition met.</b></p> <ul style="list-style-type: none"> <li>Nurse navigation launched September 17, 2024.</li> </ul>
<ul style="list-style-type: none"> <li>AMR NW provides \$200,000 in paramedic scholarships to current emergency medical technicians.</li> </ul>	<p><b>Condition met.</b></p> <ul style="list-style-type: none"> <li>AMR NW provided \$410,000 in paramedic scholarships over the past year.</li> </ul>
<ul style="list-style-type: none"> <li>AMR NW meets or exceeds all response time requirements set forth in the contract extension for a period of three (3) consecutive months.</li> </ul>	<p><b>Condition <u>not</u> met.</b></p> <ul style="list-style-type: none"> <li>AMR NW is steadily improving its performance from Q1 to Q2 but did not meet response time requirements.</li> </ul>

**AMR NW did not meet response time requirements in quarter (1) or quarter (2) of the contract extension, resulting in \$567,000 in additional liquidated damages.**

AMR NW needs to meet 90% response time compliance over three (3) consecutive months between May 2024 and April 2025 to have their liquidated damages from the previous contract year forgiven.

**Liquidated Damages**

Current Year	\$567,000
Previous Year	\$1,158,000
Accumulative Total	<b>\$ 1,725,000</b>

Please see below for contract compliance numbers:

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### MAY

Priority	Zone	Response Time Compliance
Priority 1	Urban	82.58%
	Suburban	83.53%
	Rural	84.85%
	Frontier	--
Priority 2 and 3	Urban	96.14%
	Suburban	94.61%
	Rural	93.08%
	Frontier	--

### JUNE

Priority	Zone	Response Time Compliance
Priority 1	Urban	84.60%
	Suburban	85.79%
	Rural	85.59%
	Frontier	100.00%
Priority 2 and 3	Urban	95.43%
	Suburban	92.13%
	Rural	92.80%
	Frontier	100%

### JULY

Priority	Zone	Response Time Compliance
Priority 1	Urban	85.65%
	Suburban	82.99%
	Rural	86.92%
	Frontier	100%
Priority 2 and 3	Urban	95.69%
	Suburban	95.05%
	Rural	85.62%
	Frontier	50.00%

**AUGUST**

Priority	Zone	Response Time Compliance
Priority 1	Urban	87.90%
	Suburban	88.29%
	Rural	90.23%
	Frontier	100%
Priority 2 and 3	Urban	96.37%
	Suburban	98.09%
	Rural	90.23%
	Frontier	0.00%

**SEPTEMBER**

Priority	Zone	Response Time Compliance
Priority 1	Urban	87.21%
	Suburban	84.74%
	Rural	88.43%
	Frontier	100%
Priority 2 and 3	Urban	96.91%
	Suburban	95.58%
	Rural	91.11%
	Frontier	100.00%

**OCTOBER**

Priority	Zone	Response Time Compliance
Priority 1	Urban	86.55%
	Suburban	88.46%
	Rural	90.09%
	Frontier	--
Priority 2 and 3	Urban	97.10%
	Suburban	95.98%
	Rural	95.15%
	Frontier	100.00%

Data represented in these tables is current and subject to change as we continue to refine the FirstWatch Online Compliance Utility (OCU).