

## Health Department

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### EMERGENCY MEDICAL SERVICES

TO: Contract Compliance and Rate Regulation Committee (CCRRC)  
FROM: Multnomah County Emergency Medical Services (MCEMS)  
RE: American Medical Response (AMR) Contract Year 4 (CY4) Review Report  
DATE: December 27, 2022

Multnomah County has an existing contract with AMR that includes the provision of exclusive emergency ambulance services when requested through the County's designated public safety answering center (PSAP). This contract began on September 1, 2018 and is a five (5) year contract, with provisions for extensions. An extension was granted by the Board in March of 2022, and expires August 31, 2028. MCEMS administers this contract and county code requires annual contract review be conducted by the Board appointed CCRRC.

What follows is the fourth annual contract performance evaluation, for the period beginning September 1, 2021 to August 31, 2022. This evaluation details MCEMS determination of AMR performance and also includes AMR's self-reported performance for the same period.

This fourth annual evaluation has been one of persistent and unprecedented system challenges. AMR continued to provide high quality 911 emergency medical ambulance services to residents of Multnomah County. However, the myriad of pressures have impacted AMR's performance. Starting with March of 2022 AMR started falling short of the 90% Urban Code 3 standard and their compliance has trended down every month since. AMR identified staffing, dispatch and hospital issues as the proximate causes of this decline in performance. They subsequently implemented a staffing correction plan.

Attached, please find all MCEMS and AMR reports related to contract year four. Should you have any questions, please email [aaron.monntag@multco.us](mailto:aaron.monntag@multco.us) or [mark.prinzmetal@multco.us](mailto:mark.prinzmetal@multco.us).

Respectfully,

Aaron Monntag/s/  
MCEMS Program Administrator

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