

City of Calistoga

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Staff Report

TO: Honorable Mayor and City Council

FROM: Richard Spitler, City Manager 

DATE: August 16, 2011

SUBJECT: Discussion regarding the proposed Napa County franchise agreement with American Medical Response for emergency ambulance services, and authorization for the Mayor to sign a letter in support of the selection process.

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2 **ISSUE:** Discussion regarding the proposed Napa County franchise agreement
3 with American Medical Response for emergency ambulance services, and
4 authorization for the Mayor to sign a letter in support of the selection process.
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6 **RECOMMENDATION:** Discuss and authorize letter of support.
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8 **BACKGROUND/DISCUSSION:** Napa County, through its Health & Human
9 Services Department, administers the countywide emergency ambulance
10 services franchise. Presently Piner Ambulance provides this service. This
11 contract expires January 1, 2012. The County is required to have a competitive
12 process to find a qualified firm for a new service contract. The process was
13 designed to have two major policy goals: 1) to improve the performance, quality
14 and safety of the local emergency medical services system; and 2) to control the
15 cost of emergency ambulance services.
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17 The County had its first RFP release in March 2010. Due to an inadequate
18 response the Board of Supervisors terminated this effort and directed the Health
19 & Human Services Director to undertake a new RFP process. This resulted in a
20 re-evaluation of the scope of services and a community outreach to ensure that
21 this scope was responsive. Accordingly, a presentation was made to the
22 Calistoga City Council earlier this year.
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24 As a result of this process a new RFP process was initiated on April 12, 2011.
25 Four bidders submitted proposals: American Medical Response, Care
26 Ambulance Service, Inc., Medic Ambulance Service, Inc. and Piner Ambulance.
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28 After a formal review of the proposals, the Health & Human Services Director
29 found that American Medical Response had the highest score and has
30 recommended award of the contract to them. This determination was appealed
31 by Medic Ambulance and Piner Ambulance Service on several technical
32 grounds. This appeal has been submitted to a hearing officer who is expected to
33 render a decision on August 16th. The Board of Supervisors will address the
34 outcome of this process at an August 19th meeting.

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36 Attached is a copy of the July 6, 2011 County staff report that provides a
37 summary of the RFP process and justification for the recommendation to award
38 the franchise to American Medical Response.

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40 Upon review it appears that American Medical Response did meet the overall
41 objectives to improve the emergency ambulance service in Napa County. If the
42 City Council concurs, a letter in support of this process and award of the bid to
43 American Medical Response to the Board of Supervisors and local media would
44 be beneficial.

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46 **FISCAL IMPACT:**

47 There is no fiscal impact

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49 **ATTACHMENTS:**

50 Draft Letter

51 July 6, 2011 Staff report by Randolph Snowden

52 August 10, 2011 Notice of Ambulance Franchise RFP Update

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