



**Contra  
Costa  
County**

To: Board of Supervisors  
From: William Walker, M.D., Health Services Director  
Date: April 25, 2017

Subject: Annual Performance Evaluation Report of Alliance Emergency Medical Services

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**RECOMMENDATION(S):**

Receive Annual Performance Evaluation Report of Alliance Emergency Medical Services covering the subject year of 2016.

**FISCAL IMPACT:**

No fiscal impact, information report only.

**BACKGROUND:**

Contra Costa Fire Protection District was awarded the contract for Emergency Ambulance Services for Exclusive Areas I, II and V covering approximately 92% of the County on January 1, 2018. Emergency Ambulance Services provided under this agreement utilize the unique emergency ambulance service delivery model known as the Alliance, with Contra Costa Fire Protection District being responsible for the subcontractor performance provided by American Medical Response.

This is the first annual performance evaluation report to the Board of Supervisors of this contract. The joint presentation by the EMS Agency and Contractor (Contra Costa Fire Protection District) will describe Emergency Ambulance Services delivered during 2016.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **04/25/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: April 25, 2017

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Pat Frost,  
925-646-4690

The performance evaluation specifies a report on the following:

1. Response Time performance standards assessed with reference to the minimum requirements in the contract
- 2.

### BACKGROUND: (CONT'D)

Clinical performance standards assessed with reference to the minimum requirements in the contract.

- Initiation of innovative programs to improve system performance
- Workforce stability, including documented efforts to minimize employee turnover;
- Compliance of pricing and revenue recovery efforts with rules and regulations
- Compliance with information reporting requirements
- Financial stability and sustainability

### CONSEQUENCE OF NEGATIVE ACTION:

The Board will not receive the Alliance performance evaluation report as required under the emergency ambulance contract.

### ATTACHMENTS

BOS Annual Performance Evaluation Report 2016

CCFPD AMR Performance Report PowerPoint