



RECEIVED  
FEB 09 2018  
COASTAL VALLEYS  
EMS AGENCY

February 8, 2018

Carmel Angelo  
Chief Executive Officer  
County of Mendocino  
501 Low Gap Road, Room 1010  
Ukiah, CA 95482

Dear Ms. Angelo,

As an interested stakeholder in the EMS system within Mendocino County, I am writing today to provide insight into the ongoing performance of Coastal Valley Emergency Medical Service Agency (CVEMSA).

As you are aware, AMR is the largest provider of 911 emergency ambulance services in California. We deliver EMS in large urban areas as well as rural, remote and suburban communities. This footprint allows us to interact and work with numerous Local Emergency Medical Services Agencies (LEMSA) throughout the state. While not always in complete agreement with each LEMSA, we have tremendous respect for the work they do.

Nowhere is this more evident than in our over 25 year working relationship with CVEMSA. As the regulatory authority overseeing our 911 contract, CVEMSA is by definition our customer. On behalf of the Sonoma County Board of Supervisors, they develop the system specification for the exclusive operating area and ensure we are delivering the services necessary for a strong and sustainable EMS system.

Over the past decade, healthcare has been in a dynamic state of flux, often times affecting emergency medical services systems. With each hurdle that healthcare reform has brought, CVEMSA has been a willing partner with not just AMR, but all system stakeholders. The Coastal Valleys EMS Agency remains focused on ensure that delivery of dependable, high quality care to the patients in the region is the primary focus. While never wavering from their mission, CVEMSA has been open and transparent in working with the providers on innovations and solutions that deliver improved care and sustainability. While other California counties have experienced difficulties with their EMS services over the past few years due to unrealistic expectations, faulty contracts, and cavalier providers, CVEMSA systems have remained

strong and evolving. It is my belief that this positive outcome is due to the leadership and forward-thinking actions of the Coastal Valleys team.

It has come to our attention that Mendocino County may cancel the contract with CVEMSA. I would encourage the County to further explore this option, as the professionalism, experience understanding of your unique needs, and integrity of CVEMSA is unparalleled. Mendocino County is embarking on a critical process that will set the stage to improve your EMS delivery model for the foreseeable future. During this time, it is crucial you have the expertise and thoughtfulness that CVEMSA staff brings to these discussions.

Over the past ten years, EMS system management has become increasingly complex. Having a knowledgeable well-respected agency like CVEMSA is critical to ensuring that you establish and maintain a sustainable, safe patient-focused EMS system. We hope you see similar value in CVEMSA and continue the relationship.

If you have any questions, please feel free to contact me.

Sincerely,



Tom Wagner  
Chief Executive Officer, West Region  
American Medical Response

Cc: Supervisor Carre Brown  
Supervisor John McCowen  
Supervisor Georgeanne Croskey  
Supervisor Dan Gjerde  
Kirk Thomsen, Chairperson Mendocino County EMCC  
Amy Buckingham, Vice Chairperson Mendocino County EMCC  
Bryan Cleaver, CVEMSA ✓