



DEKALB COUNTY FIRE RESCUE DEPARTMENT

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Per ongoing discussions with DeKalb County, American Medical Response (AMR) has agreed to address the issues of poor performance as it relates to Contract for EMS Transport in DeKalb County, the following initiatives have been provided by AMR and approved for implementation on Monday, May 28, 2018:

1. AMR will staff and deploy two additional units, detached of the Deployment Plan, on a 24/7 basis to cover areas with noted low call volume/high risk for extended response times. AMR dispatchers located in the DeKalb E911 Center will monitor the system to ensure effective use of these resources. The units will occupy County Fire Stations as outlined below:

North DeKalb County:
DCFR Fire Station #21
1020 Crown Pointe Pkwy
Dunwoody, Ga 30338

Southeast DeKalb County:
DCFR Fire Station #17
3900 Evans Mill Rd
Lithonia (Stonecrest), Ga 30058

2. AMR will ensure that the hourly crew positions according to the Deployment Plan are fully staffed by investing in travel expenses, additional overtime costs, shift differentials and bonus stipends to compensate paramedics and EMT's from across the region to work in the system.
3. AMR will staff and deploy previously agreed upon Basic Life Support (BLS) units as a part of the Deployment Model to complement the Advance Life Support (ALS) units to increase the available units and reduce the incidents of no ambulances available for incoming calls.
4. AMR will augment the overall coverage by developing an agreement with a third-party ambulance service provider to deploy additional transport units in the system within thirty days. This will continue to be a strategy until a willing provider is found and an agreement is reached.
5. AMR data analysts will review the current Posting and Deployment Plan using the most current data. AMR will provide a revised Posting and Deployment Plan for review in 10 business days.
6. AMR will provide a daily report to DeKalb County that outlines the previous 24-hour operational period of performance.
7. AMR will conduct continuous monitoring of its services and participate in monthly review meetings with DeKalb County Public Safety leadership.

There is an expectation of operational improvements by Tuesday, May 29th, to include:

- Increase in staffed units in system
- Reduction of incidents of no available transports (NAT)