

# On Behalf of Participating Zone 1 Agencies

## REQUEST FOR PROPOSALS (RFP)

### REGIONAL AMBULANCE SERVICES

**Q/A RESPONSES – posted by May 24, 2024**

## 1. Response Data

**Q: Please provide the amount of transport requests where a private ambulance was used. Please provide the number of requests for private ambulances that were cancelled and did not result in transport.**

Number of AMB transports over the last 5 years:

AMB Transport History					
Department	2019	2020	2021	2022	2023
Bothell	902	885	1144	1306	1049
Dist. 27	60	39	39	32	23
Duvall	35	34	18	21	30
EF&R	587	511	587	846	909
Kirkland	446	291	527	503	583
Mercer Island	239	232	233	264	307
Northshore	890	919	1013	615	203
Redmond	389	359	508	362	410
Shoreline	454	464	554	468	414
Snoqualmie	58	47	34	52	35
Woodinville	280	254	189		

*\*Note: highlighted departments have merged over time.*

Total number of requests compared to number of transports:

Total Requests and Percentage Transports							
Department	2019	2020	2021	2022	2023	Req	Perc
Bothell	1217	1202	1690	1950	1471	7530	70.20%
Dist. 27	86	62	76	57	46	327	59.02%
Duvall	90	103	56	75	83	407	33.91%
EF&R	1078	774	1033	1510	1503	5898	58.32%
Kirkland	619	403	793	937	890	3642	64.52%
Mercer Island	434	395	445	496	577	2347	54.32%
Northshore	1110	1114	1318	869	258	4669	77.96%
Redmond	590	549	849	700	742	3430	59.13%
Shoreline	595	589	755	656	547	3142	74.92%
Snoqualmie	142	106	82	117	86	533	42.40%
Woodinville	432	429	341			1202	60.15%
Total						33127	65.36%

'Cancel	2019	2020	2021	2022	2023	Total
CANCELED	1748	1254	1917	2220	1857	8996
Lost Call	39	34	112	62	72	319
Other	4	14	4	12	5	39
POV		35	73	66	60	234
PT Refusal/Not Found	45	120	97	107	79	448
TX by AMB	4361	4062	4987	4698	3985	22093
TX by Other	196	207	248	202	145	998

**Q: Are there any explanation for jumps/decreases in call volume?**

Answer: We cannot identify any specific reasons for jumps/decreases in call volumes.

## 2. Anticipated Annual Transport Volume

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**Q: Can you share the anticipated annual transport volume?**

- **Is it the intent of the agencies to maintain as many transports as they can versus utilizing the contracted provider?**
- **How will the agencies determine what transport volume will be given to the contracted provider?**

Answer: The agencies intend to transport patients to achieve continuity of care whenever possible, but agencies need to partner with an ambulance service provider in order to meet the service demands of the community.

Transport volume given to contracted providers is determined by King County EMS Guidelines, individual agency policies and procedures, and patient medical needs.

## 3. Current Response Time Criteria

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**Q: Please provide the current response time criteria that is in place with the current provider.**

Answer: Currently, the response time criteria is 20 minutes from request for most all of Zone 1. The old Battalions 4 and 5 for ES&R and Duvall were at 30 minutes. Shoreline had an amendment strictly for them that made the time window 27-35 minutes.

**Q: Please provide the compliance success rate with adherence to those response time criteria currently in place.**

Answer: Average monthly compliance from 2019-2023:

Dept	Avg Compliance
Bothell	90.25%
Dist. 27	86.05%
Duvall	83.84%
EF&R	88.81%
Kirkland	87.95%
Mercer Island	87.84%
Northshore	91.16%
Redmond	80.64%
Shoreline	86.00%
Snoqualmie	78.50%
Woodinville	87.78%

**Q: What is the amount of the fines paid for service deficiencies over the last calendar year by the current provider?**

Net Penalties							
Department	2019	2020	2021	2022	2023	Total	Annual Average
Bothell	\$ 30,700	\$ 17,900	\$ 35,500	\$ 62,400	\$ 32,000	\$ 178,500	\$ 35,700
Dist 27	\$ 2,500	\$ 2,900	\$ 2,500	\$ 1,300	\$ 300	\$ 9,500	\$ 1,900
Duvall	\$ 5,900	\$ 2,800	\$ 1,200	\$ 3,800	\$ 4,800	\$ 18,500	\$ 3,700
EF&R	\$ 15,900	\$ 20,800	\$ 27,300	\$ 52,200	\$ 41,000	\$ 157,200	\$ 31,440
Kirkland	\$ 15,900	\$ 6,800	\$ 18,600	\$ 40,700	\$ 30,200	\$ 112,200	\$ 22,440
Mercer Island	\$ 2,900	\$ 4,400	\$ 9,300	\$ 30,500	\$ 18,000	\$ 65,100	\$ 13,020
Northshore	\$ 23,700	\$ 16,700	\$ 26,400	\$ 20,100	\$ 4,900	\$ 91,800	\$ 18,360
Redmond	\$ 25,400	\$ 13,500	\$ 31,800	\$ 46,100	\$ 38,700	\$ 155,500	\$ 31,100
Shoreline	\$ 9,100	\$ 14,800	\$ 30,700	\$ 34,300	\$ 14,700	\$ 103,600	\$ 20,720
Snoqualmie	\$ 4,000	\$ 3,600	\$ 5,500	\$ 10,200	\$ 6,100	\$ 29,400	\$ 5,880
Woodinville	\$ 15,100	\$ 10,700	\$ 8,900			\$ 34,700	\$ 6,940
<b>Total</b>	<b>\$ 151,100</b>	<b>\$ 114,900</b>	<b>\$ 197,700</b>	<b>\$ 301,600</b>	<b>\$ 190,700</b>	<b>\$ 956,000</b>	<b>\$ 191,200</b>

**Q: What is the expected quantity of unit hours needed to achieve compliance and avoid fines on a daily basis?**

Answer: We are not able to conduct the level of analysis required to answer the expected quantity of unit hours needed to achieve compliance.

**Q: What is the expected dry run percentage of the contracted provider to include times when the provider is called for transport and then cancelled by the requesting agency?**

Answer: We do not currently track this information.

**Q: What are the anticipated exemption criteria as they pertain to late responses?**

Answer: Below are the current contractual late response exemption criteria. Future exemption criteria will be negotiated in the contract for services.

**Response Time Exemptions**

In the monthly calculation of the Provider's response time performance, every Basic Life Support emergency medical service call originating from the Department within the emergency ambulance provider operating area shall be included except as follows:

In case of a period of unusual system overload, e.g., multiple incidents with multiple victims or a large number of victims from a single incident (e.g., bus crash, plane crash, etc.). For purposes of calculations, unusual system overload will not exceed 3% of provider's monthly call volume per zone.

**Exemptions.** The Provider shall apply for, and the Fire Departments shall grant, exemptions to response time performance standards in situations beyond the Provider's control that cause unavoidable delays or no response. The Departments shall examine each request for exemption and shall take into consideration traffic, street blockages, severe weather, and other influencing factors. If the Fire Departments determine the circumstances so warrant, the Fire Departments shall grant an exemption of the response from the performance standards. To be eligible for such an exemption, the Provider shall apply for the exemption with supporting documentation no later than the month following the month of the occurrence. The following subsections describe situations where the Department shall grant an exemption.

1. **Multiple Unit Response.** In the event two (2) or more ambulance units are simultaneously committed to one (1) incident, the first arriving ambulance unit shall be held to the response time standard. The Department may grant an exemption for each ambulance unit starting with the second unit provided the additional units arrive at the scene within an additional 10 minutes. In the event that two (2) units are independently committed to two (2) independent incidents, both units shall be held to the response time standard.
2. **Concurrent Responses.** In the event three (3) or more ambulance units are simultaneously committed to one (1) incident, and one (1) or more additional units are concurrently responding to at least one (1) other separate incident, the Fire Departments may grant an exemption for each unit starting with the third unit provided the additional units arrive at the scene within an additional 10 minutes.
3. **Declared Disaster.** In the event an emergency is declared, as defined by RCW 43.06, the Fire Departments may grant an exemption for all ambulance units during the declared emergency.
4. **Canceled Request.** In the event a request is canceled prior to or at the ambulance unit's arrival on scene for reasons other than exceeding the maximum response time standard, the Fire Departments will grant an exemption.
5. **Response Location Errors.** In the event the Communications Center provides an inaccurate address, or if the location does not exist, the Fire Department will grant an automatic response time exemption, except if the incorrect response is the result of an error made by Provider's personnel, in that event the Fire Department shall not grant an exemption.

6. **Response Location Change.** In the event the Fire Department changes the incident location and the change delays the ambulance unit's response time because the unit must reroute farther than one (1) block to respond to the call, the Fire Department shall grant an exemption.
7. **Response Delayed by Accident.** In the event the ambulance unit is involved in an accident and cannot continue to respond to the call, the Fire Department may grant an exemption.
8. **Response Requested to Area Outside Primary Coverage Area.** In the event the Department requests the Provider respond to an area outside of its primary coverage area, the Fire Department may grant an exemption to the Emergency Response Performance Standard on the condition that the Provider uses diligence to respond to the scene within a reasonable time.

## 4. Transport Decisions

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**Q: Please explain the departments' transport decision making process. How do departments decide who the patients go with once on scene? Is each department's decision-making process different?**

Answer:

1. Participating agencies mainly use KCEMS Guidelines, agency policies, patient's preference and resource availability in their transport decision making process and to decide who transports the patient.
2. The policies used for decision making vary by agency. Available policies will be provided.

## 5. ALS Service

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**Q: Please explain the dynamics with ALS service. Confirmation of ALS service provided and if so, by RNs in prehospital handoff from fire setting?**

Answer: In the King County EMS system, the scope of Advanced Life Support (ALS) work for private ambulance services is restricted to Registered Nurses (RNs) or higher-qualified medical professionals. Having ALS capabilities within private ambulance contracts is valuable, particularly for transporting monitored patients, managing medication pumps, and operating ventilators for conducting inter-facility transports to area hospitals outside the local Zone One region.

Although the need for such specialized ALS services is relatively limited, it represents a significant enhancement to the contracted work. Ensuring that private ambulances service providers are equipped to provide ALS services, with an RN or above, adds a critical layer of improving the overall effectiveness and reliability of emergency medical response and patient transport within the system.

## 6. CAD / Radio Communication Needs

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**Q: What are the current and future anticipated CAD (Computer Aided Dispatch) and subsequent associated integration and radio communication needs?**

Answer:

- Currently, our ambulance provider dispatchers have access to and monitor 24x7 the “E-AMB” 800 MHz talk group via their own radios. Either a NORCOM dispatcher or field unit can switch to the “E-AMB” talk group and request an ambulance via their preferred provider. Any new ambulance provider would need to work with PSERN to obtain a compatible radio and access to the “E-AMB” talk group and would be at the ambulance provider’s expense.
- Currently, ambulance provider dispatchers have access to and monitor RAADAR 24x7 for call information. This ensures accurate information is obtained by the ambulance provider and limits the amount of radio traffic needed to request a unit. RAADAR is browser based and only requires the URL and login information.
- There is no current integration to our CAD for ambulance providers.

**Q: Will our transport units have full access to the MDT software system, as does the fire departments? In other words, will we only see on the MDT the agencies we contract with and will we be blocked from seeing law enforcement, etc.?**

Answer: There is currently no CAD integration or MDT access by private ambulance providers. While a ‘CAD-to-CAD’ interface may be desired, it would need to be vetted through NORCOM Operations to determine the workflow impact. Currently, dispatch does not attach any private ambulance units to the actual incident. Using a ‘CAD-to-CAD’ interface would require this additional step. Should a private ambulance provider be interested in pursuing this interface (at their expense), NORCOM would treat this as a project to evaluate the feasibility.

## 7. Wall Times

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**Q: Please expand on what is expected of the contractor in regard to the reduction of hospital wall times.**

Answer: Increased wall times are a concern for all involved agencies. The hope is that private partners would collaboratively come up with solutions that help all involved agencies maintain acceptable wall times.

## 8. Payer Information Data

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**Q: Can you provide the zone payer mix? What is the payer information breakdown, i.e. Medicare, Medicaid, private pay, etc.?**

Answer:

	Medicare	Medicaid	Commercial	Private
City of Bothell	54%	13%	18%	14%
City of Kirkland	52%	14%	23%	10%
City of Snoqualmie	34%	22%	33%	10%
King 10/Eastside	54%	12%	25%	9%
King 45/Duvall	50%	12%	28%	10%
Shoreline	58%	17%	18%	7%

## 9. Administrative Costs

**Q: Please provide the amounts currently paid to the participating Fire Departments for Administrative costs/etc. by the current service provider.**

Answer: Currently, AMR does not pay any administrative costs to the participating fire departments. As of roughly 2019, there is no record of payment, and prior to that, any payments were specifically made to ESF&R as recoverable costs for administrative responsibilities etc. The last known amounts paid are below.

**Q: What is the anticipated administration cost in its entirety and expected year-over-year increases?**

Answer: This answer could/should be negotiated by the participating parties. Historically, when admin fees were being assessed, the formula was .03 cents x population of participating departments. There was also a lump sum of \$30,000 as a charitable contribution, split between the departments, also based on population (see chart below). There was never an increase in costs (CPI) because the annual population growth in each department's coverage area would suffice for a satisfactory increase.

**Q: The 'monthly fee' per department – After negotiating with each department their fair and reasonable amount, will the contractor pay a total amount to Shoreline Fire who will then distribute accordingly?**

Answer: As stated above, only the administering department receives the fee, and did not distribute to any other agency. How the fee was determined (.03 x population) could be renegotiated based on a different metric all together or increased. In 2019, the transport contract had an addendum that specifically stated there would be no monthly administrative reimbursements moving forward.

Name	2017 population	w/Kirk	\$30,000.00
Eastside Fire & Rescue	122,253	21.19%	\$6,355.69
KCFD #10	30,166		
KCFD #38	10,043		
Issaquah	30,434		
North Bend	5,830		
Sammamish	45,780		
Northshore	33,390	5.79%	\$1,735.88
Kenmore	20,780		
Lake Forest Park	12,610		
Fall City	6,400	1.11%	\$332.72
Duvall	19,823	3.44%	\$1,030.56
City of Duvall	6,695		
KCFD #45	13,128		
Shoreline Fire Department (District 4)	56,325	9.76%	\$2,928.23
City of Shoreline	54,990		
KCFD #4	1,335		
Bothell	52,860	9.16%	\$2,748.09
City of Bothell	42,640		
SCFD #10	10,220		
Mercer Island	23,480	4.07%	\$1,220.68
Redmond	105,129	18.22%	\$5,465.45
City of Redmond	82,720		
KCFD #34	22,409		
Snoqualmie	12,850	2.23%	\$668.05
Woodinville	35,116	6.09%	\$1,825.61
Kirkland	109,430	18.96%	\$5,689.05
City of Kirkland	83,460		
KCFD #41	25,970		
Total	577,056	100.00%	\$30,000.00
2017 AMR Per Capita Fee	\$0.03	\$17,311.68	per month

1	<b>AMR Annual billing Rate</b>						
2	<b>Based on the population as stated in the Washington State Fire Service Directory</b>						
3	Change made in August						
4							
5							
6	<b>Name</b>	<b>2013</b>	<b>2012</b>	<b>Population</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>
7	Eastside Fire & Rescue	120,862	120,862	117,426	111,409	111,409	100,000
8	King County Fire Protection District No. 16 (Northshore Fire Dept)	35,403	35,209	35,008	35,000	33,252	32,600
9	King County Fire Protection District No. 27 (Fall City Fire Dept)	4,992	6,000	5,139	7,100	7,100	6,550
10	King County Fire Protection District No. 45 (Duvall Fire Dept)	12,534	12,174	11,855	14,000	14,000	13,000
11	Shoreline Fire Department (District 4)	53,270	53,200	54,580	53,440	53,440	53,296
12	City of Bothell	42,545	42,719	42,235	33,550	33,550	
13	City of Mercer Island	22,690	22,710	22,890	22,650	22,650	21,700
14	City of Redmond (plus District 34)	76,810	75,264	76,089	72,430	72,220	68,500
15	City of Snoqualmie	11,320	10,950	9,850	9,730	9,500	7,845
16	<b>Woodinville Fire (District 36) (possible inclusion in contract)</b>	<b>39,073</b>					
17		419,499	379,088	375,072	359,309	357,121	303,491
18							
19	Cost per person	\$ 0.03	\$ 0.03	\$ 0.03	\$ 0.03	\$ 0.03	\$ 0.03
20	Monthly fee	\$ 12,584.97	\$ 11,372.64	\$ 11,252.16	\$ 10,779.27	\$ 10,713.63	\$ 9,104.73
21							
22	Annual Fee	\$ 151,019.64	\$ 136,471.68	\$ 135,025.92	\$ 129,351.24	\$ 128,563.56	\$ 109,256.76
23							
24		\$ 14,547.96	\$ 1,445.76	\$ 5,674.68	\$ 787.68	\$ 19,306.80	
25							
26							

## 10. Subsidy

### Q: Will there be any subsidy associated with this venture?

Answer: Any subsidy or fees paid to contract agencies would need to conform to the law and would need to be negotiated in the contract for services.

## 11. Single Provider

### Q: Will you choose a single provider or will more than one be considered? Will there be ability to subcontract?

Answer: Both options to use a single provider or to contract with multiple providers will be considered. Subcontracting would need to conform to the law and would need to be negotiated in the contract for services.

## 12. Scoring Criteria

### Q: Please expand on the scoring criteria and RFP process and selection of a provider in more detail.

Answer: There is no formal scoring rubric for the RFP process. Selection of a provider will require consensus from the Fire Chiefs of the participating agencies. We encourage contractors to systematically address the items in the scope of work section of the RFP.

### Q: Overall, for the RFP response, is the evaluation panel expecting that the bidder will present proposed response times, fine/fee structures, monthly fees paid, pricing models, etc.? Or will this be negotiated and/or discussed once the vendor is chosen?

Answer: The expectation is that response times, fine/fee structures, monthly fees paid, pricing models, etc. will be negotiated in the contract for services.

## 13. Timeline

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**Q: What is the expected start date if awarded the RFP contract? Can the agency that is awarded the contract negotiate the start date? What is the contract duration? Is there an expiration date/term or is that negotiable as well?**

Answer: The expected start date is July 1, 2024, unless otherwise negotiated in the contract for services. Contract duration and expiration will be negotiated in the contract for services.

## 14. PCR Platform

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**Q: Do the Zone 1 participating agencies use ESO as their PCR platform?**

Answer: Yes