

AGREEMENT NO. 2023-04  
SECOND AMENDMENT TO EMERGENCY MEDICAL SERVICES AGREEMENT

THIS SECOND AMENDMENT TO EMERGENCY MEDICAL SERVICES AGREEMENT ("Amendment") is entered into as of June 19, 2023, but effective as of May 31, 2023 ("Effective Date") by and between Mission Care of Illinois, LLC dba American Medical Response ("AMR"), and Franklin County, Illinois ("Agency"). AMR and Agency are sometimes collectively referred to hereafter as the "Parties" and individually a "Party".

Preliminary Statement

- A. AMR wishes to amend the Emergency Medical Services Agreement that was entered into on April 1, 2022, and first amended March 1, 2023 (collectively, the "Agreement");
- B. The parties agree to amend the Agreement on the terms and conditions set forth herein.

Agreement

In consideration of the foregoing and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties incorporate the above recitals and agree as follows:

- 1. The parties hereby make permanent the operational changes reflected in the First Amendment and outlined again below.

*AMR must dedicate a minimum of the following: Two (2) Advanced Life Support (ALS) ambulances 24 hours per day, seven days per week dedicated to emergency 911 services and emergent requests originating within Franklin County. AMR will prioritize Franklin County PSAP/Emergency Communications Center requests above private requests within the county by reserving one ambulance to be available for emergency requests; nor will AMR drop to status zero for non-emergent in county requests. AMR may choose to utilize dedicated ambulances on non – urgent in county requests when two units are available. Non-urgent requests placed on these units must be limited to transports that have both pick up and destination within the County of Franklin. AMR may staff additional ambulances above the required amount at their discretion and utilize those additional units within the 911 response system during times of increased demand providing they meet the requirements set forth by the agreement. AMR must maintain the capability to call back personnel and surge additional ambulance units into the 911 system during major emergencies and disasters.*

- 2. All other terms of the Agreement remain unchanged.

By signing below, each party acknowledges that he/she has carefully read and fully understands this Amendment to the Agreement, and each agrees to be bound by the terms of this Amendment.

Franklin County, Illinois:

Mission Care of Illinois, LLC:

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

With a mandatory copy to:  
Global Medical Response  
Attn: Law Department  
6363 S. Fiddler's Green Circle, Ste 1400  
Greenwood Village, CO 80111

We are asking for the county to amend the contract to allow AMR to have 2 dedicated ambulances instead of 3 for the next 90 days. Currently with three dedicated trucks to Franklin County 911, the business unit in a position that is not financially sustainable.

**How did we get here?**

- 281% increase in employee cost per transport from 2013-2022 The shortage of employees starting in 2020 and the market dictated the salary increase.
- Less than 1% increase in volume from 2013-2022, we are not seeing volume growth as anticipated. Budgeted UHU of 15.8% and actual is 12.5%
- Budgeted for trucks to be busy (TUHU) 15.8% of time and actual is 12.5% of the time in 2023
- In 2019 and 2020 we had negative growth in volume, across the nation we are not seeing the 911 volume return to pre covid numbers as anticipated.
- In 2020 and 2021 AMR had cares dollars and FEMA dollars from deployments that helped sustain the operation, those dollars are gone.
- In 2022 when contract was signed, AMR added a fourth truck to try and gain additional volume outside of Franklin County to help support the Franklin Operation. The volume never materialized as anticipated.
- Increase in self Pay patients, has decreased our reimbursement for the past two years. We have increased billed amount but are seeing less collected. Currently we are at 2019 reimbursement levels with 1865 less transports. Average Self pay is \$215
- We are deploying 7,877 hours more than in 2013. This equated to almost one additional truck 24 hours a day
- At the end of the day, we are price takers. 80% of our volume is Medicare and Medicaid. These pains are especially profound in smaller rural systems because those BUs (low volume) are so sensitive to cost fluctuations.

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Billed Volume	3,522	3,840	4,007	4,029	3,910	4,770	5,400	3,461	3,341	3,535
Salaries per Billed Transport	\$157	\$171	\$182	\$209	\$241	\$248	\$247	\$311	\$324	\$442
Cost percent increase		8%	6%	13%	14%	3%	0%	20%	4%	27%
		281% increase in salary per billed transport	Less than 1% call volume difference in 2013 and 2022							

Transport Growth 8% 4% 1% -3% 18% 12% -44% -4% 5%

**Develop Best Reasons**

- Allowing us to free up the third dedicated truck will allow us to get volume outside of Franklin County that will help sustain the Franklin County operations
- 97% of the time two trucks is enough to support the region.
- AMR has mutual aid agreements with surrounding departments that can assist when all trucks are on calls
- We will trial this for 90 days, staying in constant communication with EOC Director, making sure the two trucks can sustain the local 911 volume
- If County is not happy with service at any point in the 90-day trial, or at the end of the trial. AMR will support the county issuing an RFP for 911 services in Franklin County
- Show the county the language that we are proposing.

## AMR of Southern Illinois monthly stability report

### Response Time by Originator



2/1/2023 - 3/31/2023

Municipality	Total Calls	Number of Transports	Transport %	Primary Resp Time (avg in mins)	# of Assists	% of Calls as Assist
Abbott - FC-Benton	205	157	77%	5.0	0	0.0%
Abbott - FC-Christopher	62	53	85%	10.0	0	0.0%
Abbott - FC-Zeigler	29	24	83%	12.2	0	0.0%
Abbott - FC- All other response zones	355	276	78%	11.4	0	0.0%

#### Financial Stability

We have refined the process of how we schedule and staff our ambulances to position ourselves better to mitigate losses

We have successfully implemented a sustainable response plan that has achieved improvement financially

Since end of January, 2023 we have successfully mitigated many of our losses bringing the business unit back to being closer to financially solvent

#### Operations

We are staffed to meet our contractual minimum requirements at this time.

We have seen an increase in the number of times that we are status 0 as we expected. We are servicing over 99% of the Franklin County requests at this time.

#### Issues/Concerns

Franklin County Sheriff Office continues to fail to call the East Regions Communications Center by phone to provide call information.

## AMR of Southern Illinois monthly stability report

### Response Time by Originator



04/01/2023 through 05/31/2023

Municipality	Total Calls	Number of Transports	Transport %	Primary Resp Time (avg in mins)	# of Assists	% of Calls as Assist
Abbott - FC-Benton	244	187	77%	4.4	0	0.0%
Abbott - FC-Christopher	66	52	79%	10.5	0	0.0%
Abbott - FC-Zeigler	48	36	75%	13.2	0	0.0%
Abbott - FC- All other response zones	405	299	74%	11.3	0	0.0%

#### Financial Stability

The Franklin Operation has remained financially solvent for the past couple of months. We are no longer experiencing significant financial losses.

#### Operations

We are staffed to meet our contractual minimum requirements at this time.

We have seen an increase in the number of times that we are status 0 as we expected. We are servicing over 99% of the Franklin County requests at this time.

In the past two months we have been able to successfully onboard two EMTs and two Paramedics. This will afford us a more reliable ability to staff a third unit.

#### Issues/Concerns

Franklin County Sheriff Office has improved in calling the East Regions Communications Center by phone to provide call information.

## Franklin County Post Plan and Utilization

Effective 04/10/2023

### Franklin SOPs

- **Local** is defined as any trip originating and terminating inside of Franklin County.
- **Long Distance ('LD')** is defined as any transport more than 70 miles.
- Contact Franklin SO via radio when status 0.
- If BLS unit is available, it may be utilized on 911 calls. BLS units may request ALS intercepts or QRV response from on – duty Supervisor
- We will only respond to mutual aid requests for transports, we do not provide venue coverage for any other department.
- The Ops Sup has the discretion to rotate crews or reassign transfers as necessary. They will do so by sending written correspondence to the Communications Supervisor group and “Franklin - Marion Transfer Requests” to ensure handoff of information between leadership groups from shift to shift.

### Day Post Plan – 0900 to 2100

Post Plan	Status 1	Status 2	Status 3	Status 4
<i>FR Units</i>	71	71	71	71
		74	74	74
			71	71
				71

### Night Post Plan – 2100 to 0900

Post Plan	Status 1	Status 2	Status 3	Status 4
<i>FR Units</i>	71	71	71	71
		71	71	71
			71	71
				71

**All Transport Requests greater than 70 miles** should be sent to “Franklin – Marion Transfer Requests” and the Comm Sups for approval and placed on hold until ETA provided.

Utilization Plan on next page.

“Local” facilities include Hospital and SNF callers WITHIN Franklin County with destination within Franklin County.

Examples of local: Franklin Hospital, Stonebridge, Westside Rehabilitation Center

Non-Local are Hospital and SNF callers outside Franklin County.

Examples of non-local: Herrin Hospital, Marion VA, Heartland Regional Medical Center, Ferrell Hospital, Harrisburg, Memorial Hospital Carbondale

**Status 4 and Higher:** Everything can be sent up to and including B7 responses.

Local 911	SEND
Local IFT Request (A1/A2/A7/B1/B2/B7)	SEND
Non-Local Request (A1/A2/A7/B1/B2/B7)	SEND once insurance or payment info is gathered
Mutual Aid Request for 911 Response	SEND

**Status 3**

Local 911	SEND
Local IFT Request (A1/A2/A7/B1/B2/B7)	SEND
Non-Local Request (A1/A2/A7/B1/B2/B7)	SEND once insurance or payment info is gathered
Mutual Aid Request for 911 Response	SEND

**Status 2**

Local 911	SEND
Local IFT Request (A1/A2/A7/B1/B2/B7)	SEND
Franklin Hospital to Higher Level of Care (to out of county destination - A1/A7)	SEND
Non-Local Request (A1/A2/A7/B1/B2/B7)	HOLD until Status 3
Mutual Aid Request for 911 Response	SEND

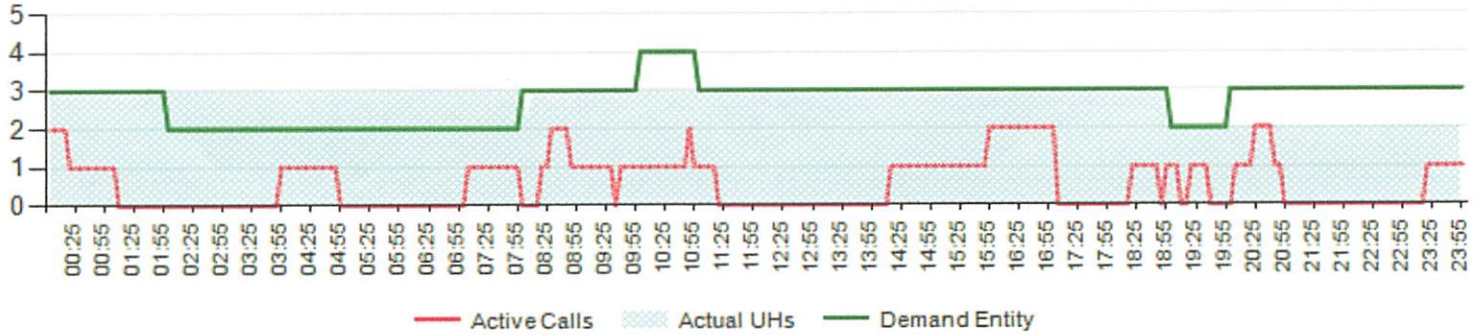
**Status 1**

Local 911	SEND
Local IFT A1/B1	SEND
Local IFT Request (A2/A7/B2/B7)	HOLD until Status 2
Franklin Hospital to Higher Level of Care (to out of county destination - A1/A7)	HOLD until Status 2
Non-Local Request (A1/A2/A7/B1/B2/B7)	HOLD until Status 3
Mutual Aid Request for 911 Response	NUA - with Cancel Reason "No ALS"

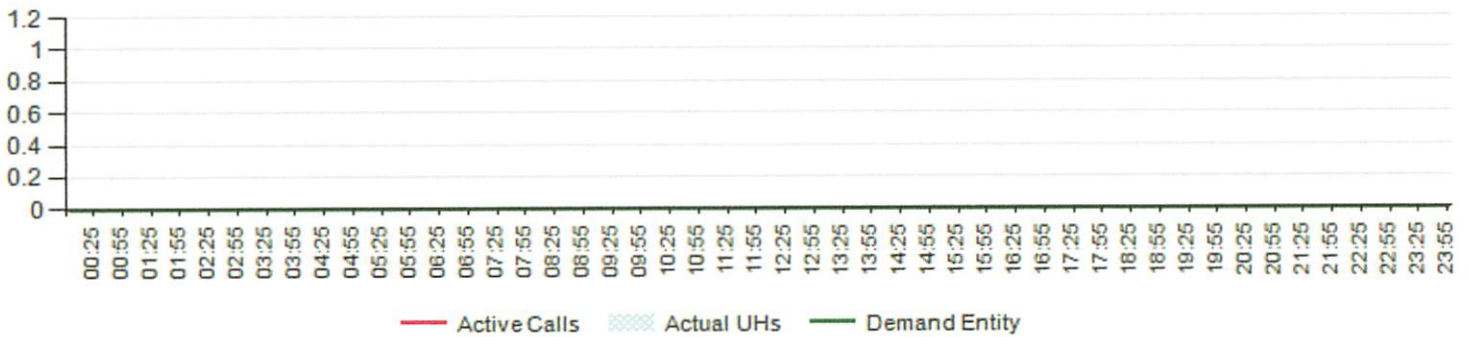


Franklin County for Date: 6/4/2023

Demand Entity: IL\_Franklin Co



Demand Entity: IL\_Saline Co



### KPI Snapshot

ET3 included in Total

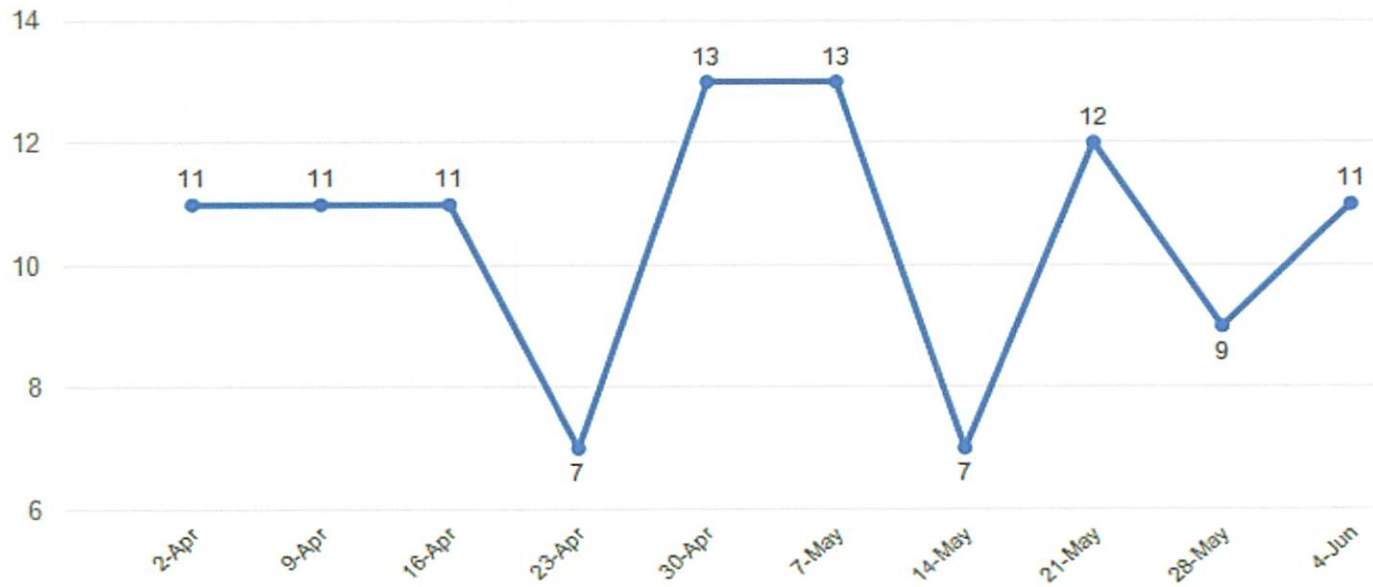
Business Unit	BU #	TICX Static	Source	Date	Transports				
					911	IFT	ET3 TIP	Total	Budget
Franklin County, IL	29300	Static	OPAP	2023-06-04	4	7	0	11	16
				7 Day	52	31	0	83	108
				14 Day	105	52	0	157	215
				28 Day	207	123	0	330	429
				Jun MTD	25	21	0	46	62
				YTD	1,077	794	0	1,871	2,327

Last Month Thru	911	IFT	Total TX	Fcst TX	Tx Var	UH	Fct UH	Daily OH +/-	TUHU	Fcst TUHU
5/4/2023	27	31	58	61	-3	287	384	-20	0.202	0.158
May MTD	27	31	58	61	-3	287	384	-20	0.202	0.158
Same Month Last Year	911	IFT	Total TX	Fcst TX	Tx Var	UH	Fct UH	Daily OH +/-	TUHU	Fcst TUHU
Jun MTD	28	9	37	41	-4	288	252	15	0.128	0.161

### Averages TxS/UHs/UHU By DOW

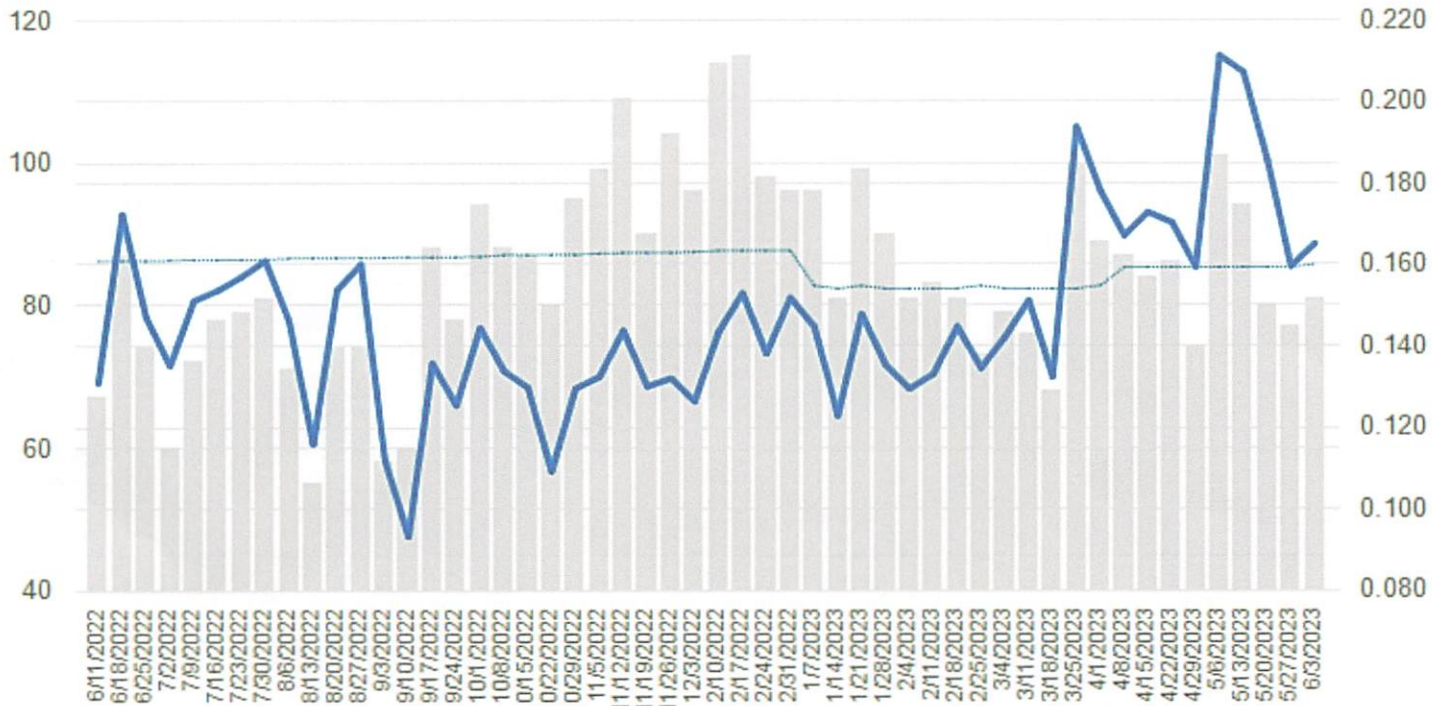
	TxS			UHs			UHU		
	Apr	May	Jun MTD	Apr	May	Jun MTD	Apr	May	Jun MTD
Sun	11	10	11	71	62	67	0.149	0.166	0.165
Mon	18	13		68	65		0.257	0.200	
Tue	13	11		72	65		0.177	0.172	
Wed	12	13		72	70		0.160	0.188	
Thu	8	16	8	68	72	72	0.111	0.223	0.111
Fri	9	11	16	69	70	71	0.131	0.154	0.226
Sat	14	13	11	76	58	72	0.190	0.216	0.153

### Sunday Tx Trending (10-wks)

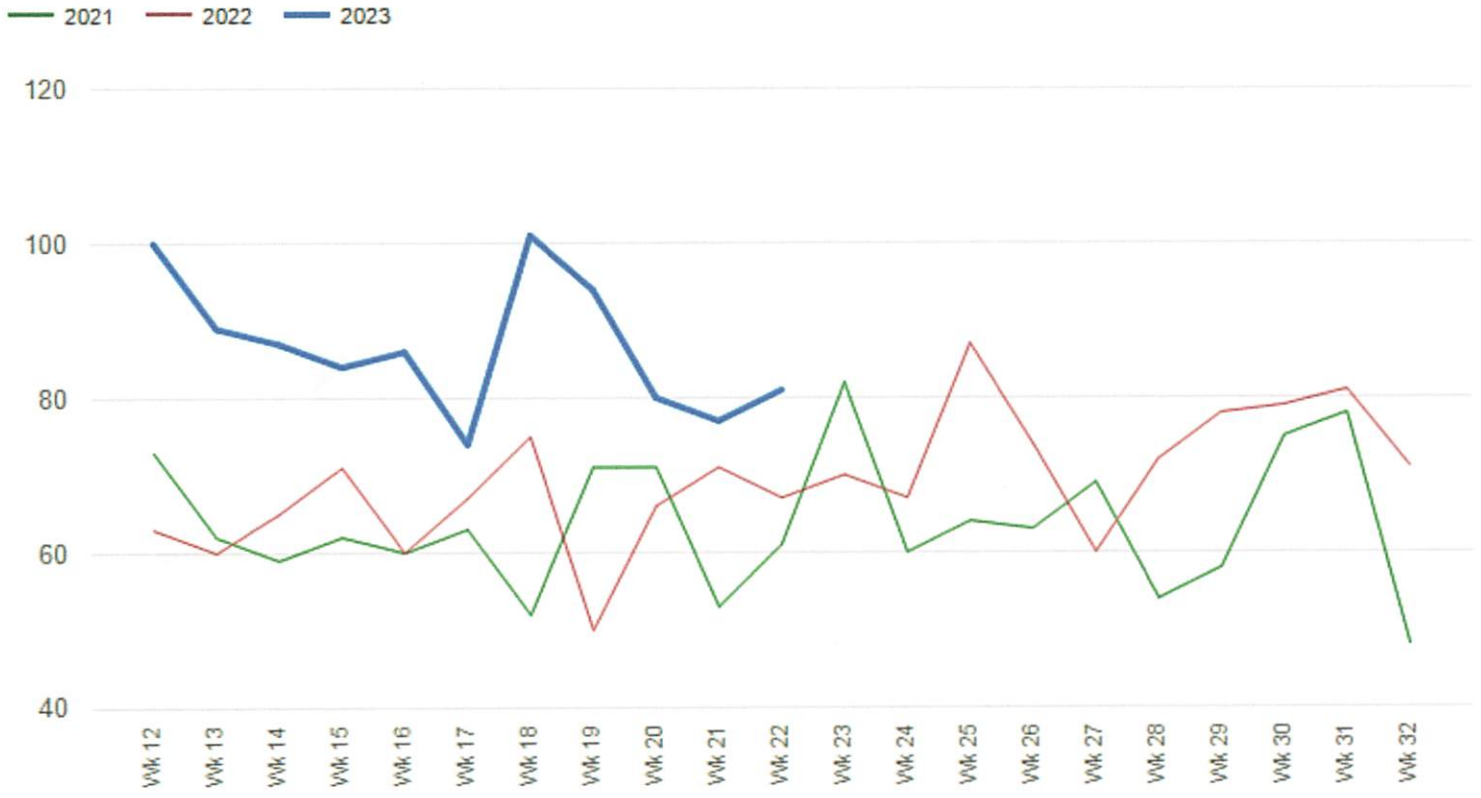


**Txs By WE and UHU Management**

Amb TXs    Amb UHU    Budget UHU



**YOY Transport Volume**



**Entity Detail from 5/7/2023 to 6/4/2023**

IL\_Franklin Co

**Total**

	Txs	UHs	UHU
IL_Franklin Co	343	1,924	0.178
<b>Total</b>	<b>343</b>	<b>1,924</b>	<b>0.178</b>

**Entity Detail for 6/4/2023**

IL\_Franklin Co

**Total**

	Txs	UHs	UHU
IL_Franklin Co	11	67	0.165
<b>Total</b>	<b>11</b>	<b>67</b>	<b>0.165</b>

[Link to Ops Metrics](#)



<b>FRANKLIN COUNTY 2023</b>	<b>1-Mar</b>	<b>1-Apr</b>	<b>1-May</b>	<b>June MTD</b>	<b>Sum/Avg</b>	<b>Sum of Time</b>
<i>County 911 calls</i>	329	341	420	231	<b>1321</b>	932hrs 35mins
<i>In County Mutual Aid</i>	30	15	11	12	<b>68</b>	46hrs 30mins
<i>All other calls (Non-Franklin County)</i>	24	23	19	12	<b>78</b>	344hrs 08mins
<i>Total Calls</i>	560	570	620	343	<b>2093</b>	
<i>Lost 911 calls</i>	3	4	5	0	<b>12</b>	
<i>Percent of lost 911 calls</i>	0.9%	1.2%	1.2%	0.0%	<b>0.9%</b>	
<i>Percent of Mutual Aid</i>	9.1%	4.4%	2.6%	5.2%	<b>5.3%</b>	
<i>Lost Calls from Franklin Hospital</i>	10	9	9	7	<b>35</b>	
<i>Percent of lost calls from Franklin Hospital</i>	1.8%	1.6%	1.5%	2.0%	<b>2.0%</b>	

1. To this point in the year there has been approximately 12,000 uhs of coverage provided to the residents of Franklin County at no cost
2. We spent 344 hours engaged with business outside of Franklin County of the 7920 hours deployed during this time period. Less than 5% of total deployed hours
3. We spent about 930 hours engaged with in county assignments.
4. The calls that we take outside of the county with the third truck are helping subsidize the 911 contract