



MEMORANDUM

To: Mayor and City Council

From: Billy Grogan, Chief of Police

Date: May 22, 2023

Subject: Approval of a Contract with AMR for Additional Ambulance Services

ACTION

Authorize the mayor, city manager, or designee to sign the contract with American Medical Response (AMR) for one additional dedicated ALS ambulance for the City of Dunwoody.

BACKGROUND/SUMMARY

On October 30, 2018, the City of Dunwoody and DeKalb County entered into an MOU related to the administration of emergency medical services in DeKalb County as applied to the City of Dunwoody. The MOU outlined service response times and other requirements of DeKalb County.

As part of this agreement, DeKalb County positioned three and sometimes four AMR ambulances in the City of Dunwoody. These ambulances conduct their shift changes at the DeKalb County Fire Stations in Dunwoody but are frequently pulled outside the city limits for calls for service.

Despite the MOU with DeKalb County and the AMR ambulances conducting their shift changes in the City, response times and complaints about response times continue to rise.

In 2019, DeKalb County signed a new contract with AMR. As part of that contract, local jurisdictions can contract with AMR directly for additional services at a pre-determined rate identified in the contract.

After a careful analysis of peak call times and the services needed, staff believes directly contracting with AMR for one ALS ambulance staffed with a Paramedic and



4800 Ashford Dunwoody Road
 Dunwoody, Georgia 30338
 dunwoodyga.gov | 678.382.6700

EMT operating 9 am to 9 pm each day will make a significant impact on response times and the level of service being provided to the citizens of Dunwoody.

DeKalb County officials have assured staff that this agreement with AMR will not affect the MOU DeKalb County has with Dunwoody or the number of ambulances currently assigned to the City of Dunwoody.

RECOMMENDATION

Staff recommends that the City Council approve the contract with AMR for one dedicated ALS ambulance assigned to the City of Dunwoody from 9 am to 9 pm daily. The cost is \$129.38 per hour, which comes to \$566,684.40 a year. The City Council has previously budgeted \$600,000 of ARPA II funds for this purpose.

March 20, 2023
 Chief Darnell Fullum
 Dekalb County Fire Rescue
 1950 Exchange Palace | Tucker, GA 30084

RE: City of Dunwoody EMS

City of Dunwoody

American Medical Response (AMR), Dekalb Fire Rescue, and the City of Dunwoody are proposing a partnership that would consist of one (1) dedicated ALS Ambulance Unit, 12-hours per day, at a contracted rate of \$129.38 per unit hour. These resources would solely operate in the City, unless directed otherwise by City/County authorities.

Staffing Change Coverage and Deployment Plans

The ambulance will be staffed at a minimum of one (1) Paramedic and one (1) EMT-Advanced or an EMT Basic. This resource will be located/stationed within current County FD stations. One (1) ambulance will be posted at Dekalb County Fire Department at Station 21, located at **1020 Crown Pointe Pkwy.**

Please see the table below for our proposed initial shift schedules.

SHIFT	LEVEL OF SERVICE	STAFFED BY	DEPLOYED
Nurse Navigation	Registered Nurses	Medical Command Center	24/7/365
ALS 1	Advanced Life Support Ambulance	1 EMT 1 Paramedic	0900 – 2100 12 HOURS

Implementation Plan

As the experienced provider already established in Dekalb, we have the depth of resources and infrastructure, to move quickly towards full implementation within 30-45 days. Our primary focus will be dedicated towards ensuring continuity in patient care and community service. Given the current pressures facing the EMS industry, both locally and nationally regarding workforce recruitment and retention, our recruitment program works to identify and attract the best pre-hospital medical professionals for long-term employment. This recruitment plan would not impact the surrounding jurisdictions in Dekalb but, look to attract and retain talent from the local Dunwoody and surrounding Atlanta market through our competitive wage, benefit, and career track programs.

AMR will ensure the Dekalb County EMS system is not impacted by the new deployment model for the City of Dunwoody. AMR will implement several recruitment strategies to ensure we are able to build a workforce focused on the City of Dunwoody, therefore, not impacting our current Dekalb County workforce.

1. **Desired Working Conditions to Recruit Externally**
 - A. Low Call Volume & Workload
 - B. Static Deployment – Deployment out of Fire Stations

2. **Workforce Development**
 - A. Continue with Earn While You Learn Programs
 - B. Continue with our in-house Paramedic School

3. **Compensation**
 - A. Continue to have competitive with wages