

**From:** THERESA ACERRO [REDACTED]  
**Sent:** Tuesday, July 13, 2021 5:08 PM  
**To:** CityClerk <[CityClerk@chulavistaca.gov](mailto:CityClerk@chulavistaca.gov)>  
**Subject:** public comment for today

**Warning:**  
**External**  
**Email**

After agreeing unanimously in 2019 to competitively bid the city's ambulance transport service contract this Council changed course in January and decided instead to provide these services in house via the CV fire Department. The rationale for eliminating the competitive process were three promises made by CVFD: Better Service, More Revenue and Lower costs to customers. This decision bucks industry trends where many cities have moved from public to private programs over the last 30 years. We could find only one municipality which has chosen to move from private to public.

We urge the city to begin measuring the performance of the system and reporting the hard data in a transparent way.

We believe we have identified quantifiable measures that will determine if the claims made to taxpayers by this council have been kept, and will be providing a list of the key data points that we believe the city should be tracking and reporting to each of you tomorrow.

In the spirit of good government, accountability and transparency, we urge the city to begin to measure and track the key performance data points we have identified, and to report the performance of the program on a regular basis, with regard to the promises made to justify this process.

Hopefully we will all be extremely pleased with the data.

I retyped it. I don't know what problem was first time. Hopefully this come through okay.

Theresa