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To: CityClerk <CityClerk@chulavistaca.gov>
Subject: 7/13 PUBLIC COMMENT FROM CV CIVIC ASSN

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**STATEMENT OF SOUTHWEST CHULA VISTA CIVIC
ASSOCIATION
Jul 13, 2021**

After agreeing unanimously in 2019 to competitively bid the city's ambulance transport service contract, this City Council changed course in January, deciding instead to provide these services in-house via the Chula Vista Fire Department.

The rationale for eliminating the competitive bid process were THREE promises made by CVFD: Better Service, More Revenue and Lower Costs for Customers.

This decision bucks industry trends. While many cities have moved from public to private programs over the past 30 years, we are only aware of one municipality which has chosen to move from a private provider to a public agency.

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

We were promised better service, including faster response times and more units on duty to service the public. Have response times improved? Are more ambulances in service today and are those ambulances fully staffed?

We were told that the fire department could access additional revenues. These figures and funding sources were itemized in the sales program. Is the city receiving the funds that were anticipated? To what degree are we relying on mutual aid and overtime from sworn employees to staff the program?

Chula Vista's ambulance transport fees were too high, and we are pleased that the city identified lower costs as an objective for the new system. What may not have been clear to citizens who heard the Chief's

presentation, however, was the REAL reason that our ambulance transport service fees were the highest in the region ... AMR was required by the city to increase bills to customers and pass on over half the amount collected to the city of Chula Vista as part of a so-called "reimbursement" scheme. How much are customers getting billed now and what portion of the \$3M that was being passed through to the city by AMR is still being collected?

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.