

## **Medix Ambulance Service, Inc.**

*Press Release Dated 31 July 2008*

### **Company Background**

Medix Ambulance Service, Inc. (Medix) is a family business founded in 1978. It has provided the best ambulance service in Orange County for 30 years. Medix innovated many medical transportation practices that are now standard in the industry. It has received numerous accolades from the Orange County Board of Supervisors (Board) as well as from business and community leaders.

The Board recognized Medix's precedent setting performances, in all levels of medical transportation, by awarding Medix the only *Certificate of Public Necessity* ever issued to an Orange County ambulance service.

Medix's proficiency is demonstrated by its national accreditation through the Commission on the Accreditation of Ambulance Services (CAAS). Medix is one of only 15 companies in California with that accreditation. Nationwide, fewer than 175 ambulance companies have received the CAAS accreditation.

The Orange County Fire Authority's (OCFA) Request for Proposal (RFP) process started in 1988. Experts who were hand picked by OCFA have consistently awarded a significant majority of contracts issued under the RFPs to Medix. Those contracts were consistently renewed for the maximum allowable periods because of Medix's exceptional performance.

Medix's emergency life saving response times are consistently and significantly better than the standards required under the OCFA service contracts. Medix has consistently provided the best service and the best response time performance in Orange County.

### **Central Issues**

#### **1. OCFA Changed the Rules After the Current RFP Was Issued**

RFP Section RL972 (FIRE/EMS EMERGENCY AMBULANCE  
TRANSPORTATION AND RELATED SERVICES)

Medix submitted proposals as allowed in the RFP for separate EOAs. Its proposals describe an operating system, a program design and level of service for more than one EOA.

The RFP allowed the type of proposal submitted by Medix but Medix's proposal was rejected by OCFA administrators. This rejection was communicated in a letter from OCFA dated May 17, 2004.

This raises the question: *How can something that was expressly allowed by the RFP be rejected by OCFA?* The rejection is even more troubling because the proposal submitted by Medix is exactly the same type of system currently used by OCFA in all areas in which it provides service.

In subsequent correspondence from OCFA it asked Medix if Medix was awarded only one EOA, what ambulances would be committed to that one EOA.

Medix, trying to maintain its good relationship with OCFA, complied with OCFA's demands with a revised number of ambulances to be utilized in an EOA *if* Medix was awarded *only that EOA, and no others*.

Subsequently, however, Medix was awarded *numerous* EOAs many of which shared boundaries, the exact scenario upon which Medix's original proposals were based and which made the use of an operating system more efficient and cost effective.

OCFA, however, took the position that despite the fact that Medix was awarded contiguous EOAs and despite the fact that an operating system would be much more effective, that Medix was required to staff each EOA with the number of ambulances proposed *if Medix had been awarded only that EOA and no others*.

The OCFA's contentions are wrong and Medix asked it to issue a Memorandum of Understanding (MOU) to resolve the controversy.

Medix is seeking a provision in the MOU that allows it to staff its ambulances *in the same manner that OCFA staffs its ambulances*. The wording proposed by Medix in this MOU is ... "*as long as the number of dedicated units remains the same, the contractor (Medix) may assign reasonable operating hours to best meet the performance requirements of the contract.*"

## **2. Medix is Not in Breach of the Contracts**

Medix is not in breach of any of the contracts.

Medix is being unfairly accused of "material breach" for terms which are not required in the original contract - operating hours of dedicated units.

Battalion Chief Bailey makes the incorrect and inflammatory statement "...*unlike the other ambulance providers under the contract to OCFA, Medix has a history of non-compliance with contract provisions*". That is not true.

The best evidence that it is not true is the indisputable fact that Medix has been called repeatedly by OCFA when OCFA does not have a unit available to respond to a call in its territory. Medix has responded, every time OCFA has called, to thousands of such calls during the term of the most recent contract. Ask OCFA why the operating system that it uses in San Clemente is not good enough for the cities that Medix serves.

## **3. No Medix Customer Has Registered a Complaint With OCFA About Medix's Service**

The purpose of emergency medical transportation is just that - to transport persons in need of emergency medical treatment. No one has done that better than Medix since 1988, including OCFA. Compare Medix's response times to the response times of other providers if you wish when evaluating OCFA's assertions.

**4. Ratio of Units**

We believe it is informative for you to know the ratio of ambulance units relative to the population currently provided by OCFA and some of Medix's competitors. The ratios are as follows:

OCFA Ambulance	1 unit per 67,900 population	San Clemente
OCEMSA Paramedic	1 unit per 64,000 population	Orange County
(Ref. Policy & Procedure Sect.#700.00 & #705.00)		
Doctors Ambulance	1 unit per 70,000 population	Irvine
Medix Ambulance	1 unit per 32,857 population	Mission Viejo
Medix Ambulance	1 unit per 23,223 population	All Medix Areas

Why is it permissible for OCFA to provide only one unit for almost 68,000 people when, according to OCFA, Medix must provide one unit for less than half that number?

**5. Medix is in Compliance With the Contract**

Medix is in full compliance with the contract and with the RFP. OCFA should be asked why it wants Medix to do as OCFA says and not as OCFA does.