



Board Agenda Item 60

DATE: June 30, 2026

TO: Board of Supervisors

SUBMITTED BY: Joe Prado, Director of Public Health

SUBJECT: Agreements for Dispatch Services at the Fresno County Emergency Medical Services Communications Center

RECOMMENDED ACTION(S):

1. Approve and authorize the Chairman to execute a revenue Agreement with the City of Sanger, for dispatch services for the City of Sanger Fire Department through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026, through December 31, 2027 (\$34,506);
2. Approve and authorize the Chairman to execute an Agreement with K.W.P.H. Enterprises, d.b.a. American Ambulance, for City of Sanger Fire Department dispatch services through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026, through December 31, 2027 (\$27,504);
3. Approve and authorize the Chairman to execute a revenue Agreement with the City of Fresno, for dispatch services for the City of Fresno Fire Department through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026, through December 31, 2027 (\$1,713,360);
4. Approve and authorize the Chairman to execute an Agreement with K.W.P.H. Enterprises, d.b.a. American Ambulance, for City of Fresno Fire Department dispatch services through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026, through December 31, 2027 (\$1,579,401);
5. Approve and authorize the Chairman to execute a revenue Agreement with Sierra Ambulance Service, for dispatch services through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026, through December 31, 2027 (\$180,216);
6. Approve and authorize the Chairman to execute an Agreement with K.W.P.H. Enterprises, d.b.a. American Ambulance, for dispatch of Sierra Ambulance Services through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026, through December 31, 2027 (\$158,634); and
7. Approve and authorize the Chairman to execute a revenue Agreement with K.W.P.H. Enterprises, d.b.a. American Ambulance, for dispatching of their ambulances in Kings County through the Fresno County Emergency Medical Services Communications Center, effective July 1, 2026 through December 31, 2027 (\$186,570).

There is no additional Net County Cost associated with the recommended actions. Approval of the recommended actions will continue the provision of dispatch services for the fire departments in the Cities of Fresno and Sanger, and ambulance providers in Madera and Kings Counties at the EMS Communications Center. The agreements with Sanger, Fresno, and Sierra include a separate agreement with American Ambulance for actual provision of dispatch services and to pass-through funds received from the city fire departments and Sierra for reimbursement of personnel and dispatch costs provided by American Ambulance. County retains a portion to offset County costs, with no increase in Net County cost.

The seventh recommended action authorizes the ambulance dispatch services for American Ambulance in Kings County. This item is countywide; however, it includes services outside County jurisdiction which is necessary because of the EMS Communications Center's regional functions.

ALTERNATIVE ACTION(S):

There are no viable alternative actions. Should your Board not approve the recommended actions, the Cities of Fresno and Sanger will need to find another dispatch center for their fire departments, the identified Madera and Kings Counties ambulance providers would need to find other alternatives for dispatch services.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The recommended agreements are fully funded with pass-through revenue(s) from the Cities. The total revenue and costs for each recommended agreement are outlined below:

Sanger - Revenue Agreement

Year One (7/1/2026 - 6/30/2027): \$23,004
Year Two (7/1/2027 - 12/31/2027): \$11,502
Term Maximum: \$34,506

Sierra - Revenue Agreement

Year One (7/1/2026 - 6/30/2027): \$120,144
Year Two (7/1/2027 - 12/31/2027): \$60,072
Term Maximum: \$180,216

American Ambulance - Sanger - Agreement

Year One (7/1/2026 - 6/30/2027): \$18,336
Year Two (7/1/2027 - 12/31/2027): \$9,168
Term Maximum: \$27,504
Department retains \$7,002

American Ambulance - Sierra Agreement

Year One (7/1/2026 - 6/30/2027): \$105,756
Year Two (7/1/2027 - 12/31/2027): \$52,878
Term Maximum: \$158,634
Department retains \$21,582

City of Fresno - Revenue Agreement

Year One (7/1/2026 - 6/30/2027): \$1,142,240
Year Two (7/1/2027 - 12/31/2027): \$571,120
Term Maximum: \$1,713,360

American-Kings - Revenue Agreement

Year One (7/1/2026 - 6/30/2026): \$124,380
Year Two (7/1/2027 - 12/31/2027): \$62,190
Term Maximum: \$186,570

American Ambulance - Fresno Agreement

Year One (7/1/2026 - 6/30/2027): \$1,052,934
Year Two (7/1/2027 - 12/31/2027): \$526,467
Term Maximum: \$1,579,401
Department retains \$133,959

The retained revenues will be used to offset County costs, such as personnel and radio equipment. Sufficient appropriations and estimated revenues will be included in the Department's Org 5620 FY 2026-27 Recommended Budget and will be included in subsequent fiscal year budget requests.

DISCUSSION:

The Fresno County EMS Communications Center (Center) is a regional dispatch center responsible for the management and dispatch of all ambulance requests in Fresno, Kings, and Madera Counties. The Center began dispatch services for the City of Sanger in July 2008, City of Fresno in February 2006, Sierra in 2005, and American Ambulance's Kings County operations in 2000. The prior agreements were passed by your Board on June 20, 2023 for Sierra (Agreement Nos. 23-339 and 23-340), the City of Sanger (Agreement Nos. 23-324 and 23-325), the City of Fresno (Agreement Nos. 23-326 and 23-327), and American Ambulance Kings County dispatch (Agreement No. 23-332).

The proposed revenue agreements with Sanger, Sierra, and the City of Fresno allow them to continue

contracting with the County for dispatch services utilizing the Center, which is staffed and operated by American Ambulance under its exclusive operating Agreement with the County of Fresno.

The proposed service agreements with American Ambulance for dispatch services allows the County to pass-through funds received by the cities and ambulance providers to American Ambulance for dispatch services; and continue services as provided for in prior agreements, which are all set to expire on June 30, 2026.

The proposed revenue agreement with American Ambulance for Kings County dispatch allows them to continue contracting with the County for dispatching services utilizing the Center, which is staffed and operated by American Ambulance under its exclusive operating agreement with the County of Fresno .

All recommended agreements have a one-year, six-month term as American Ambulance's Exclusive Operating Area (EOA) and EMS Communications Center operations agreement, County Agreement No. 17-218, ends on December 31, 2027. The Department is currently in the process of developing a competitive request for proposal (RFP), which will need to be completed to determine how that EOA continues past that date.

The proposed revenue agreements with the Cities of Fresno and Sanger, Sierra, and American Ambulance for Kings County operations requires the County to maintain insurance as the service provider, and can be terminated without cause by either party with a ninety-day written notice, and either party may terminate the contract if the other party commits a material breach by providing a ten-day written notice, unless the breaching party cures the breach within the ten days.

The proposed American Ambulance service agreements can be terminated without cause by either party with a sixty-day written notice, and either party may terminate the contract if the other party commits a material breach by providing a seven-day written notice, unless the breaching party cures the breach within seven days.

The proposed agreements contain a mutual hold harmless clause and in the event of an act of god, act of public enemy, or other extraordinary cause not reasonably within control of either party, the proposed agreements contain a force majeure clause, which excuses the parties' performance under the agreements.

REFERENCE MATERIAL:

BAI #68, June 20, 2023

ATTACHMENTS INCLUDED AND/OR ON FILE:

- On file with Clerk - Agreement with City of Sanger
- On file with Clerk - Agreement with American Ambulance (Sanger)
- On file with Clerk - Agreement with City of Fresno
- On file with Clerk - Agreement with American Ambulance (Fresno)
- On file with Clerk - Agreement with Sierra Ambulance Service
- On file with Clerk - Agreement with American Ambulance (Sierra)
- On file with Clerk - Agreement with American Ambulance (Kings County)

CAO ANALYST:

Ronald Alexander