



Bartow County has entered into a contract with MetroAtlanta Ambulance Service to provide 9-1-1 ambulance service in Bartow County. A considerable amount of false information is being spread on social media and the County wanted to set forth the correct facts.

- Metro is a quality service. Metro has been the 9-1-1 ambulance provider for Cobb County for 18 years. It has recently taken over serving Paulding County. Metro has also operated multiple ambulances in the County for several years under contract to Cartersville Medical Center for transports.
- Metro has agreed to take over operations with no subsidy from the County. The ambulance service operated at a loss of over \$2,000,000 in FY 2017 and is already at a loss of \$950,000 for the first five months of FY 2018. Over the last five years, the service has lost nearly \$7,000,000 (that is, the excess of expenses over billing revenue). That figure does not capture all costs, such as SPLOST expenditures on ambulances and billing service costs.
- Metro will operate ambulances from the same five fire stations that currently house ambulances, for at least a year. Metro has agreed to provide six “24 hour” trucks at all time (same as we have now) and three “12 hour” trucks, which run during the time of highest call volume (which is two more than we have now). There will also typically be two or three transport ambulances in the County. While the Metro dispatch center is in Cobb County, the trucks will be based in Bartow, same as they are now.
- Metro has committed to an average response time, from the time the call is received by 9-1-1 dispatch to the time the ambulance arrives on the scene, that is four minutes shorter than our existing average response time, for both urban and rural zones.
- Metro typically has about 32 to 36 ambulances in Cobb County and 10 to 12 in Paulding, which provide additional regional resources.
- Metro has agreed to hire all full-time Bartow County personnel, at higher pay than their existing pay. The County just granted a three percent raise, and Metro will grant, at a minimum, an additional three percent raise.
- The County has the option to terminate the contract annually if the service provided is not satisfactory. We do not anticipate needing to exercise that option, but if we do, we have a number of other companies who would be interested in serving Bartow County. The County will maintain ownership and the license for its EMS zone so as to retain control.
- The transition will take three to four months, depending on how many Bartow EMS employees agree to take the job with Metro.
- The vast majority of the millions of Georgians in the metro-area are served by private ambulance providers, including counties such as Floyd, Polk, Gordon, Paulding, Cobb, Fulton, DeKalb, Forsyth, and Newton, among others.

- Commissioner Taylor commented, “The County takes public safety as its highest priority and we would do nothing to jeopardize that. This was an extremely difficult decision to make. We have spent a great deal of time considering options and proposals and believe this to be the best option to provide quality EMS service as well as savings to the taxpayer. ”