



Agenda Report

Fullerton City Council

MEETING DATE: OCTOBER 21, 2025

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: ADAM LOESER, FIRE CHIEF

PREPARED BY: ANDREW YANG, ADMINISTRATIVE ANALYST II

SUBJECT: PROFESSIONAL SERVICES AGREEMENT WITH FALCK
MOBILE HEALTH CORP FOR EMERGENCY MEDICAL
TRANSPORTATION SERVICES TERMINATION

SUMMARY

Staff requests authorization to terminate the professional services agreement with Falck Mobile Health Corp for emergency medical transportation services. This action facilitates transition to City-operated ambulance service approved by City Council on April 1, 2025.

PROPOSED MOTION

Authorize City Manager to issue a 90-day termination notice to Falck Mobile Health Corp to terminate the emergency transportation services agreement, in a form approved by the City Attorney.

ALTERNATIVE OPTIONS

- Approve the Proposed Motion
- Do not approve the Proposed Motion
- Other options brought by City Council.

STAFF RECOMMENDATION

Staff recommends the Proposed Motion.

CITY MANAGER REMARKS

None.

PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statements:

- Fiscal and Organizational Stability
- Public Safety.

FISCAL IMPACT

The proposed motion does not generate new fiscal impact. Terminating the agreement is a necessary procedural step to realize cost savings from transitioning to a City-operated ambulance program approved by City Council on April 1, 2025.

BACKGROUND AND DISCUSSION

City Council approved the Fire Department proposal to transition to a City-operated ambulance program on April 1, 2025 with a Spring 2026 target launch date. The department has made significant progress on key implementation tasks over the past six months, placing the project ahead of schedule.

The Fire Department collaborated with the Human Resources Department to finalize a new Ambulance Operator classification which City Council approved on September 16, 2025. The City has initiated the recruitment process for these new positions and staff anticipates making conditional offers of employment to candidates by early December. The City also executed purchasing agreements for seven new ambulance vehicles and accompanying patient gurney systems and proceeds with planned financing arrangements. Concurrently, the Fire Department is discussing potential mutual aid agreements with neighboring jurisdictions and preparing a solicitation to secure additional surge ambulance capacity through a secondary private provider.

The progress achieved to date allows the Fire Department to propose an accelerated transition timeline, with a new service commencing February 2, 2026 at 8:00 a.m. The original agreement states the City can terminate the agreement by providing a written notice. The City must deliver a 90-day written notice to the current provider no later than November 2, 2025 to meet the target date. The City Attorney reviewed the agreement and confirmed it includes a provision allowing for termination without cause. The agreement does not require City Council approval to proceed with termination, however, staff seeks City Council direction due to the substantial changes to public safety operations.

The Fire Department acknowledges Falck Mobile Health Corp. for its many years of dedicated service to the Fullerton community. The company, formerly Care Ambulance, has served as a reliable ambulance partner since 2003. This transition marks a strategic decision based on the significant long-term cost savings and operational benefits inherent to a City-operated model and does not reflect on the quality of service provided by the company. The department remains committed to ensuring a seamless transition honoring this past service while establishing a sustainable and high-performing program that will serve the community for years to come.

Attachments:

- Attachment 1 – Professional Services Agreement with Falck Mobile Health Corp

cc: Interim City Manager Eddie Manfro