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An Open Letter to the Life Line / AMR Personnel:

For the past six years, CAFMA has worked diligently to address our ambulance response time concerns regarding American Medical Response (AMR), which in the Quad Cities does business as Life Line Ambulance. In that time, I have personally heard from many of you regarding your dissatisfaction with Life Line's management, specifically your concerns relating to your lack of resources, the lack of ambulances in the system, and the many ways in which this for-profit company shortchanges its employees and our community in the pursuit of a buck.

As I have told many of you – and every leader and resident of the region who has asked – our problems with AMR / Life Line have absolutely nothing to do with each of you as first responders. The CAFMA team continues to have the utmost respect for each of you and the job you do under difficult circumstances. We deeply value the fantastic working relationships that exist between AMR's frontline personnel and CAFMA's firefighters, paramedics, and staff members.

Let me be as clear as I know how to be: Our problem is with AMR / Life Line's leadership, the poor decision-making that leadership has exhibited for years, and the impact their failures have had on the EMS system that serves Quad Cities residents.

Recently, CAFMA has stepped up our efforts to draw attention to this failure of leadership. Again, this is not an indictment of any of you. Rather, it is an effort to have Arizona's state government take action to improve response times and to hold AMR / Life Line leadership accountable in ways they have never been held accountable in the past.

This week John Valentine, Life Line regional manager, wrote a letter that included multiple false claims about the CAFMA informational campaign. Mr. Valentine also suggested that some members of the public locally have harassed some of you while you were on duty.

Let me again be crystal clear: That is not acceptable behavior, no matter how frustrated or concerned one may be. All of us at CAFMA will do everything in our power to ensure you are treated with civility and respect as you undertake a demanding job while exhausted, overworked, frustrated, and under-resourced.

To the general public, please take my request to heart: Offer your full support to every member of the Life Line frontline team. Buy them a sandwich or a cup of coffee. Tell them thank you for all they do to help keep you safe. If you feel compelled to express concern, please do so in a productive manner. Visit cazfire.org, where we have provided contact information for those who need to hear your voice. Please direct your concerns to them as they are the ones who can make the necessary changes.

We appreciate your continued support, as well as your support for every paramedic and EMT desperately trying to provide public safety without the necessary resources. CAFMA supports these men and women, we respect them, and we thank them for their continued service.

Respectfully,

A handwritten signature in black ink, appearing to read 'Scott A. Freitag', with a large, stylized flourish at the end.

Scott A. Freitag
Fire Chief