



A COMMUNICATION FROM THE OFFICE OF

The City of Buffalo Common Council

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Fillmore District Council Member Mitchell P. Nowakowski

To: Tom Maxian, American Medical Assistance President Northeast Region
From: Mitchell P. Nowakowski, Fillmore District Council Member
Date: July 18, 2024
Subject: **AMR Response Times in Buffalo**

Dear Tom:

I am writing to you regarding a matter of significant concern that has been brought to my attention by numerous constituents and businesses in my district. There have been multiple complaints about the response times of AMR Ambulance Services, with some reports indicating that individuals experiencing serious medical emergencies have been left without proper care for over an hour, or no service at all.

These delays are not only alarming but also pose severe risks to the health and well-being of our residents. Emergency response is one of the most critical services that local municipalities provide, and timely medical intervention is paramount in saving lives and preventing long-term health complications.

The trauma that our residents endure when faced with the task of keeping another civilian alive while waiting for emergency services is profound and distressing. Ordinary citizens do not ask to be thrust into critical life-saving situations. We must do everything in our power to ensure that emergency medical care is prompt and reliable.

In light of these concerns, I respectfully request detailed information on your average response times in the last year, including mapping of these response times to help us better understand the distribution of these delays. I would also like to inquire about any current shortages in staffing or vehicles that might be contributing to these delays, and any plans AMR has to address them. Lastly, do you believe AMR has sufficient resources to meet the demands of our City's emergency medical needs, and if not, what additional resources would be necessary to ensure that all residents receive timely and adequate care?

The City of Buffalo's contract with AMR was extended until March 31, 2021. Following that date there has been no new contract filed with the Buffalo Common Council. It is imperative that we tackle the issue of response times within the context of this contract as well.

I appreciate your attention to this matter and look forward to your prompt response. I respectfully request that you attend and speak on this item in the Finance Committee on

September 10, 2024 at 10 AM. Please forward any necessary documents and statistics ahead of the meeting.

Thank you for your time and anticipated response on this matter. For questions, I can be reached at (716) 851-4138 or by email at mnowakowski@buffalony.gov.

Sincerely,

A handwritten signature in black ink that reads "Mitchell P. Nowakowski". The signature is written in a cursive style with a large, stylized 'M' at the beginning.

Mitchell P. Nowakowski
Fillmore District Council Member