

Michael Scott
Eagan Fire Chief-Retired

March 13, 2023

To Whom it may concern,

While serving as the Eagan Fire Chief from 2006-2021 I had several personal interactions with Eagan's private ambulance service that I feel would help demonstrate some of the difficulties with the current PSA laws in Minnesota. The lack of transparency and accountability from our EMS provider was a constant source of frustration for our community. To be very clear, Eagan at no time had any interest in providing our own ambulance service, we just want transparency, accountability, and a partnership.

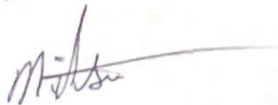
It was very common for a citizen to call the Fire Chief with concerns over response times from the private ambulance. As the Eagan Fire Chief whose department responded to fire and EMS calls in our community, I felt it was my duty to investigate the concerns of OUR citizens and provide a response back to them on my findings. With the current PSA laws, the private ambulance/EMS provider does not have to share that data with any city officials or community members. Eagan's EMS provider's practice was not to share any response time data. I can't imagine in today's world of the public demanding public safety accountability to have one of the main cogs of public safety EMS response, not being held to the same level of public transparency as police and fire departments are held to.

In 2016 Eagan hired Citygate Associates LLC to perform a *Fire Department Staffing, Emergency Medical Services and Response Times Study*. The purpose of this study was to evaluate Eagan's practice of using an all-volunteer staffed fire department to respond to fire & some EMS calls for our community and to rely on the Eagan Police Department to provide response to all EMS calls in our community with our private ambulance service (HealthEast at the time). In order to properly perform this analysis, Citygate requested a great deal of data to start their assessment of Eagan's current practices. This data included a request for response times from Eagan Police, Eagan Fire and HealthEast ambulance services to emergency calls in our community.

Imagine our shock and surprise when HealthEast refused to provide any response time data for Eagan's study for response times to OUR citizens in OUR community. I was told privately from HealthEast leadership that they feared if they shared their data for our study, we would attempt to take over their ambulance service. Eagan had no intention to try to take over the ambulance service for Eagan, but rather wanted to ensure we were providing the best service available to OUR community members by having highly trained Firefighter/EMT's respond to all EMS calls with the private ambulance service.

Eagan was forced to do a data privacy request from the EMSRB Board to get the limited data that the EMSRB tracks for each EMS provider. This data was greatly lacking accuracy and was not complete.

Sincerely,



Michael Scott

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