



COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

September 19, 2025

2025 SEP 23 25:09:36

Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

RE: Authorization to Contract with LaSalle Ambulance, Inc. d.b.a. American Medical Response

Dear Honorable Members:

The Erie County Department of Health (ECDOH) is seeking authorization to enter into contract with American Medical Response (AMR) to implement a nurse navigator program in its primary service areas.

Should your Honorable Body require further information, please contact Commissioner of Health Gale Burstein. Thank you for your consideration on this matter.

Sincerely yours,

A handwritten signature in blue ink, reading "Mark C. Poloncarz".

Mark C. Poloncarz, Esq.
Erie County Executive

MCP/jah
Enclosure

cc: Dr. Gale Burstein, Commissioner of Health

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Department of Health
Re: Authorization to Contract with LaSalle Ambulance, Inc. d.b.a. American Medical Response
Date: September 19, 2025

SUMMARY

ECDOH's Division of Emergency Medical Services (EMS) is seeking authorization to contract with LaSalle Ambulance, Inc. d.b.a. American Medical Response (AMR) to implement a nurse navigation program in conjunction with its 911 emergency medical services system. The nurse navigator program will divert lower acuity calls to non-emergency room medical care facilities.

The areas where AMR will provide nurse navigation are:
City of Buffalo, Town of Cheektowaga, Town of West Seneca, Town of Aurora, Village of East Aurora, City of Lackawanna, Town of Hamburg, Village of Hamburg, Village of Blasdell, Town of Evans, Village of Angola, Town of Marilla, Town of Elma, South Wales Fire District #1

FISCAL IMPLICATIONS

None.

REASONS FOR RECOMMENDATION

The intention of AMR's nurse navigator program is to relieve local emergency rooms of unnecessary visits, prompting lower acuity calls to other medical care options and facilities and lower ambulance wait times. AMR is implementing the program at no cost also saving municipalities funds and resources on not having to implement their own programs.

CONSEQUENCES OF NEGATIVE ACTION

Emergency rooms will continue to experience unnecessary traffic from lower acuity calls and ambulance wait times will not improve.

STEPS FOLLOWING APPROVAL

ECDOH will work with the County Attorney's Office on executing this resolution.

RESOLUTION SUBMITTED BY:
DEPARTMENT OF HEALTH

Re: Authorization to Contract with LaSalle Ambulance, Inc. d.b.a. American Medical Response

WHEREAS, ECDOH's Division of Emergency Medical Services (EMS) is seeking authorization to contract with LaSalle Ambulance, Inc. d.b.a. American Medical Response (AMR) to implement a nurse navigation program in conjunction with its 911 emergency medical services system; and

WHEREAS, AMR's nurse navigation program will be of no cost to Erie County and be implemented in the following municipalities: City of Buffalo, Town of Cheektowaga, Town of West Seneca, Town of Aurora, Village of East Aurora, City of Lackawanna, Town of Hamburg, Village of Hamburg, Village of Blasdell, Town of Evans, Village of Angola, Town of Marilla, Town of Elma and South Wales Fire District #1; and

WHEREAS, the nurse navigation program will alleviate traffic to emergency rooms and lower ambulance wait times.

NOW, THEREFORE, BE IT

RESOLVED, the Erie County Legislature hereby authorizes the County Executive or Deputy County Executive to enter into contracts with LaSalle Ambulance, Inc. d.b.a. American Medical Response; and be it further

RESOLVED, that certified copies of this resolution will be forwarded to the Erie County Executive's Office, Department of Law, Department of Health and Division of Budget and Management.