



**San Francisco
Department of Public Health**

DHRPSC0006145 : Ambulance Services

**Department Project Manager: Michele Lee, Director of Social Services (ZSFG)
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**DPH Division – Section: SFHN - Zuckerberg San Francisco General Hospital &
Laguna Honda Hospital**

Civil Service Commission

May 4, 2026

PSC REQUEST OVERVIEW: AMBULANCE SERVICES

- **Scope of Services:** As needed, non-emergency ambulance transport (basic life support, advanced life support, critical care transport) to support safe interfacility transfers and safe discharges. Services will include both transportation and medical monitoring & care during transport. Transport companies are expected to bill third party health insurance, as available and appropriate for payment.
- **Need of Services:** Timely and reliable access to ambulance services is essential for patients needing basic life support, advanced life support or critical care during transport. Without access, patients needing medical monitoring and care would not be able to be safely transported to obtain medically necessary care.
- **Service Delivery Locations:** Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital (LHH)
- **Service Delivery Timeline:** As needed service with expected service delivery within two hours of transport request; 7 day a week operation. Start Date Requested: July 1, 2026. Current contracts expire on 6/30/2026.
- **Clients to be Served:** Patients needing basic life support, advanced life support or critical care during transport to/from an acute care or skilled nursing facility.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:** Historically it had been difficult to secure ambulance services for our patients without a contract. Service requests were not prioritized, resulting in transport delays that in turn delayed patient access to care and adversely affected hospital patient flow.
- **Why Contracting is the Right Tool for This Need:** This contract will help to provide equitable needed access to support transitions between care levels.
- **How This Supports DPH Programs:** Ready and reliable access to transportation facilitates timely access to medical care, regardless of payor source.
- **PSC Amount:** \$4,431,540
- **PSC Duration:** 60 months



THANK YOU

