

Ambulance Performance/Operations Committee Meeting Agenda



Thursday, May 16th, at 1:30 PM
2995 McMillan Ave, Suite 178
San Luis Obispo, CA 93401

Members:

CHAIR: Chief Jonathan Stornetta, City of Paso Robles Fire
 VICE CHAIR: Matthew Bronson, Grover Beach City Manager
 Rebecca Campbell, Interim County Administrative Officer
 Nick Drews, Health Agency Director
 Dr. Penny Borenstein, County Health Officer
 Jim Lewis, Atascadero City Manager
 Chief Daniel McCrain, City of Morro Bay Fire

EMS Agency Staff:

Alyssa Vardas, EMS Admin Assistant

AGENDA	ITEM	LEAD
Call To Order	Introductions	Chairperson
	Announcements	
	Public Comment	
Action/Discussion	Approval of minutes: Mar 21, 2024 (attached) Approval of minutes: April 18, 2024 (attached)	
Action/Discussion	Emergency Transport Contract Status Update Review of April 2024 response times Decision on postponing next meeting.	Chairperson
Committee Members Announcements or Reports	Opportunity for Committee members to make announcements, provide brief reports on their EMS-related activities, ask questions for clarification on items not on the agenda, or request consideration of an item for a future agenda (Gov. Code Sec. 54954.2[a][2])	Committee Members
Next Meeting	June 20, 2024	

Ambulance Performance Operations Committee



DRAFT Meeting Minutes

1:30 PM April 18th, 2024
 2995 McMillan Way, Suite 178
 San Luis Obispo, CA 93401

Members

- CHAIR Jonathan Stornetta, City of Paso Robles Fire, Chief
- VICE CHAIR Matthew Bronson, Grover Beach City Manager
- Dr. Penny Borenstein, County Health Officer
- Daniel McCrain, City of Morro Bay Fire, Chief
- Rebecca Campbell, Interim County Administrative Officer
- Nick Drews, Health Agency
- Jim Lewis, Atascadero City Manager

Guests

EMS Agency Staff

Alyssa Vardas, EMS Administrative Assistant

See Public Sign-In Sheet

Chris Javine, San Luis Ambulance General Manager

Justin Kelton, San Luis Ambulance

Kris Strommen, San Luis Ambulance

Rob Jenkins, CAL Fire

Ryan Rosander, EMSA

Bill Mulkerin, EMS Medical Director

Rachel Oakley, EMSA

	ACTION
CALL TO ORDER	1:34 PM
Introduction	
Announcements None	
Public Comment No public comment	
APPROVAL OF PREVIOUS MINUTES	
Approval of March 21st minutes	Deferred until next meeting
ACTION ITEMS/DISCUSSION ITEMS	
<p>Emergency Transport Contract, Term 7/1/24 – 6/30/26. Discussed revisions to the emergency transport contract, including updates on the fee schedule, response time goals, and contract group changes. Concerns were raised about adding a BLS rate, and that it should be included in the upcoming rate review. Discussed inconsistencies in EMS response times in various zones, including urban, suburban, rural, and remote changes.</p> <p>Discussion Emergency transport contract. It was determined that there was not enough historical context on what LaPanza was to keep it on the map. J. Stornetta-LaPanza was removed and wanted to know if there was a reason for that. Adding BLS rate to contract, concerns about response times in remote areas. The committee discusses adding a BLS rate to the fee schedule for inter-facility transport. D. McCrain – The chiefs had concerns about if a BLS rate was added then there would not be enough time to implement it during this contract. B. Mulkerin – We would add an addendum to the contract to add in a BLS rate after the rate review. Motion to include the BLS rate in the upcoming rate review then add it in as an addendum.</p> <p>Ambulance response times and potential changes to deployment model. B. Mulkerin – For Cal. Valley, the time being 70 minutes would not be enough time. 90% percentile cut off was 69.9 minutes. Their concern was that they would either hit it or would not. The committee discusses alternative options, including changing the percentage or frequency of response time measurements. J. Stornetta – I don't have any problem with sticking to 80 minutes. N. Drews – What do you think the financial consequences would be to keep the 70-minute mark? Motion to approve 80-minute response time for Cal. Valley.</p> <p>Contract terms for ambulance service, including liquidated damages and reporting requirements. The committee discusses response time targets and potential credits for overperformance. B. Mulkerin – If they over-perform in an area for one month, could they then get a credit back?</p>	<p>N. Drews Motions / P. Borenstein seconds / Call for a vote, All Approve.</p> <p>D. McCrain Motions / M. Bronson seconds / Call for a vote, All approve.</p>

	ACTION
<p>M. Bronson – I have concerns that this would create a burden on staff to financially track. This feels like something we could have discussed earlier as it feels like a bigger issue. B. Mulkerin – This is probably a stepping stone for future contracts. Motion to allow credit for liquidated damages.</p> <p>Clarifications and changes in contract. The committee members discuss minor clarifications in the contract. J. Stornetta – On page 7, I suggest striking off paved locations since many locations are not paved. The contract references zones so every instance of emergency response areas needs to say zones. C. Javine – On page 9 section 3.4 A , will should be changed to shall be evaluated on. The minimum should be changed to a maximum of 80 minutes. On page 35 under the table, refers to four-wheel drive vehicle, which should be south zone, not area. C. Javine – I agree with assessment of BLS rates, brought it up because it may have a bearing on how insurance carriers pay depending on what they think should be a BLS or ALS rate. Review of response times. R. Rosander gives a review of the response times for March where they were only out of compliance in 5 of 26 zones for March.</p> <p>The Committee members discuss and finalize what changes need to be incorporated in the contract.</p>	<p>All vote No.</p>
<p>Motion to Approve with Changes</p>	<p>M. Bronson motions / D. McCrain seconds / Call for a vote, all approve.</p>
<p><i>Committee Member’s Announcements or Reports</i></p>	
<p>Announcements None</p>	
<p>Next Meeting Next meeting May 16th at 1:30 PM.</p>	
<p>Adjournment The meeting adjourned at 2:17 PM</p>	<p>J. Stornetta adjourns the meeting.</p>

Ambulance Performance Operations Committee



DRAFT Meeting Minutes

1:30 PM March 21st, 2024
 2995 McMillan Way, Suite 178
 San Luis Obispo, CA 93401

Members

- CHAIR Jonathan Stornetta, City of Paso Robles Fire, Chief
- VICE CHAIR Matthew Bronson, Grover Beach City Manager
- Dr. Penny Borenstein, County Health Officer
- Daniel McCrain, City of Morro Bay Fire, Chief
- Rebecca Campbell, Interim County Administrative Officer
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Guests

EMS Agency Staff

Alyssa Vardas, EMS Administrative Assistant

See Public Sign-In Sheet

Chris Javine, San Luis Ambulance General Manager
 John Owens, San Luis Obispo Fire
 Justin Kelton, San Luis Ambulance
 Kris Strommen, San Luis Ambulance
 Rob Jenkins, CAL Fire
 Ryan Rosander, EMSA
 Bill Mulkerin, EMS Medical Director
 Rachel Oakley, EMSA

	ACTION
CALL TO ORDER	1:33 PM
Introduction	
Announcements None	
Public Comment No public comment	
APPROVAL OF PREVIOUS MINUTES	
Approval of February 15th minutes with the understanding of having summary minutes going forward.	M. Bronson Motioned, J. Lewis Seconded. Approved.
ACTION ITEMS/DISCUSSION ITEMS	
<p>Emergency Transport Contract, Term 7/1/24 – 6/30/26. Discussed revisions to the emergency transport contract, including increasing the dollar amount to \$12,000. Also went over inconsistent interpretations of emergency medical response time standards and potential revisions to the ambulance service agreement. Agreed on the need for a thorough analysis of response times but had differing opinions on how to approach it. Liquidated damages were a point of differing opinion, with some saying it should not encourage investment and others saying it would incentivize investment. The group also touched on potential future opportunities. Discussed keeping the contract at the 10 minute 59 second standard or moving to the 9 minute 59 second standard. Talked about adding back in the deployment plan details to the contract if keeping the 10-minute 59-second standard.</p> <p>Discussion N. Drews – The Subcommittee presents two options for moving forward with the contract: either maintaining the 959 standards with a temporary increase in the base rate or retaining the original 1059 standard with no change in the base rate. The subcommittee sought Apoc's input on the proposed ideas and any additional suggestions. The graduated penalties will stay under 1059, regardless of which option the committee chooses.</p> <p>Ambulance contract with interim changes. County officials discussed whether a phased approach to penalty structure for the ambulance contract is still required if no changes to current time goals, with consensus to keep the contract at 10:59 for urban response zones, 20:59 for suburban zones, 30:59 for rural zones, and 60:59 for remote zones.</p> <p>Contract renewal with potential penalties. J. Lewis expresses concerns about the proposed agreement, citing potential penalties and increased costs for the city. J. Lewis suggests that the agreement should be revised to include tougher penalties for non-compliance to ensure the city's needs are met.</p> <p>Contract changes and penalty structure. The committee discusses changing the contract deadline from 959 to 1059, with no rate changes.</p> <p>Emergency response times and contract compliance.</p>	

	ACTION
<p>Committee members discuss potential penalties for not meeting contract requirements.</p> <p>P. Borenstein - The current contract states a maximum response time of 10 minutes, but there is no data to show if ambulances have met those times in recent years.</p> <p>Ambulance response times and penalties.</p> <p>R. Rosander provides data on response times for ambulances in San Luis Obispo, showing an increase in non-compliance in urban zones.</p> <p>R. Campbell mentions liquidated damages for the current contract, which are unpaid.</p> <p>Investment costs for meeting service level standards.</p> <p>The Committee seeks to incentivize investment in system upgrades to improve service levels for residents.</p> <p>N. Drews – We are not looking for liquidated damages, we are looking for the meeting of response times.</p> <p>J. Lewis – The damages should encourage the investment.</p> <p>P. Borenstein – This is an expectation to meet this standard.</p> <p>Implementing fees for EMS services.</p> <p>The Committee discusses using liquidated damages for EMS system improvements.</p> <p>R. Campbell suggests delaying equipment purchases during the transition period, while N. Drews emphasizes the importance of setting a precedent for future RFP processes.</p> <p>J. Stornetta questions the rate review process, mentioning that if we are already doing an RFP, they would do one already, so why would we do one ourselves?</p> <p>N. Drews suggests keeping the current standard for liquidated damages, with no phasing or graduation, to avoid confusion and ensure consistency.</p> <p>D. McCrain asks for consensus on whether to start with 100% liquidated damages or a phased approach, with the interim contract in place.</p> <p>EMS response times and standards in San Luis Obispo.</p> <p>There are ongoing discussions about defining response areas, with no consensus yet.</p> <p>C. Javine suggests that the data produced may be inaccurate due to exceptions in the response time system and proposes a structure to address these issues.</p> <p>The Committee and Public bring up that there have been issues with what time has been the standard for years.</p> <p>J. Stornetta reports inconsistent communication between EMSA and San Luis Ambulance and fire chiefs regarding 10-minute metrics.</p> <p>Mapping</p> <p>The committee members and the public discuss inconsistent interpretations of fire district boundaries and mapping over the past 10 years.</p> <p>J. Stornetta mentions a conversation about finalizing a contract and reviewing a map, with N. Drews adding that Ryan Trapp seemed to have a sense he could get it done quickly.</p> <p>R. Jenkins -raises a concern about Oceano Dunes not being identified, with D. McCrain agreeing to add it to the discussion.</p> <p>The committee discusses potential modifications to the mapping of Oceano Dunes during emergency response situations.</p> <p>Ambulance contract with rate review and termination details.</p> <p>J. Stornetta questions contract language and seeks clarification on financial remuneration for mutual aid.</p> <p>N. Drews mentions that the county identifies potential firms for financial analysis and rate reviews, with expectations of a quick turnaround.</p> <p>Consensus on 10 minutes and 59 seconds response time.</p> <p>N. Drews – I feel it is okay to start because we are bringing this to the Board in May so there is already a buffer period before it would be implemented July 1st.</p> <p>The Committee members discuss and finalize a transitional contract for ambulance services, highlighting a 10:59 response time and implementation of fines right away.</p>	<p>M. Bronson Motions / Call for a vote, All approve.</p>
<p>Motion to Approve with Changes</p>	
<p>Committee Member’s Announcements or Reports</p>	
<p>Announcements None</p>	
<p>Next Meeting Next meeting May 16th at 1:30 PM.</p>	
<p>Adjournment The meeting adjourned at 2:46 PM</p>	<p>J. Stornetta adjourns the meeting.</p>