

Ambulance Performance Operations Committee



Meeting Minutes

3:00 P.M., November 29, 2023

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

Vince Pierucci, EMS Administrator
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
Rob Jenkins, CAL Fire
Ryan Rosander, EMSA
David Goss, EMSA
Bill Mulkerin, EMS Medical Director
Rachel Oakley, EMSA

	ACTION
CALL TO ORDER	3:14 PM
Introduction	
Announcements None	
Public Comment No public comment	
ACTION ITEMS/DISCUSSION ITEMS	
Approval of Previous Minutes R. Campbell requests a motion to table approval until the next meeting.	Motion to table: R. Campbell / Second: M. Bronson.
ACTION ITEMS/DISCUSSION ITEMS	
Election of New Officers M. Bronson would like to move to elect J. Stornetta as Chair. J. Stornetta would like to move to elect M. Bronson as Vice Chair.	Motion to elect: M. Bronson / Second: P. Borenstein.
ACTION ITEMS/DISCUSSION ITEMS	
Emergency Transport Contract, Term 7/1/24 – 6/30/26. The SLO EMS Agency makes the recommendation to renegotiate a two-year contract with SLA with several additions, changes, and deletions to the updated agreement. EMS Director Vince Pierucci reviewed all changes, as specified in the recorded Staff Report, with a supplemental PowerPoint presentation that details the reasoning and research involved with all proposed changes. Changes would involve implementing response time liquidated damages. From average noncompliance times, an estimated \$300k in fines is expected to be incurred. Recommendation to fold Cal Poly into SLO response time zone to favor the contractor, Recommendation to move 10 min response time to 10:59 to favor the contractor. Med Comm contract, and estimated \$67/call, would be approximately \$ 2.4 million/year. The ambulance licensing fee of \$180/ambulance is estimated at \$4,000 per year based on a time study by EMS Agency staff of an average of 2 hours/ambulance. The proposed fines shouldn't be more than implementing an additional unit to the system. This is favorable to the contractor's bottom line. The customer satisfaction survey has a fine of \$500/call which is below 80% satisfaction. This is to reduce complaints received by the public and to promote exceptional customer service. The contract with San Luis Ambulance (SLA) ends June 2024, so EMS makes the recommendation to implement the changes and renegotiate the contract with SLA. Discussion D. McCrain – Having a background with Cambria Ambulance, I think the customer satisfaction survey is a good idea. Could we roll the response time to 9:59?	V. Pierucci

	ACTION
<p>V. Pierucci – I have thought about reducing the response time, but they struggle with 10:59 and if it is reduced, they would have to add more cars which would up the costs.</p> <p>D. McCrain – Ambulance licensing justification, would this be beneficial to cost recovery?</p> <p>V. Pierucci – This would be far below cost recovery. It would not cover everything.</p> <p>R. Campbell – How receptive would the contractor be?</p> <p>V. Pierucci – The contractor seemed to have positive things to say about the conversation we had on 11/28/23.</p> <p>M. Bronson – Question about timing, It feels like there should be another step in the process. Is there an opportunity to come back after discussing with others to make the best possible decision?</p> <p>V. Pierucci – We need to get the contract renewed and we would like to get this on the agenda in April/May 2024. My recommendation is to move forward due to the time frame and complexity of the ambulance contracts.</p> <p>J. Stornetta – I would also like an opportunity to bring this to CalFire and the Five Cities Fire Chiefs.</p> <p>Pierucci – We will have to look at the meeting the third week of January to meet as soon as possible as we don't want to delay anything.</p> <p>J. Stornetta – I would like to open the discussion with any other comments.</p> <p>C. Javine – Our conversation yesterday was good, but we have some concerns and would like to go over the definitions more thoroughly as it is changing operational things and would have financial impacts. Would we even have enough revenue? It will take us some time to review so we can continue.</p> <p>N. Drews – It would be interesting to hear your perspective, but we want to make sure that things are standard. We don't want this to be a revenue-generating thing. Is the language of the contract, correct?</p> <p>C. Javine – We don't want to pay the fines, but I think we have always been open to adjusting. The ambulance industry is varied, and I don't think there is a standard in the state.</p> <p>J. Kelton – We will work with everyone on negotiating a new contract and need additional time to calculate the impact, both financially and operationally, as there are a lot of changes.</p> <p>N. Drews – We want to set you up for success and I like the idea of a contract that has things in it that benefit everyone. Contract 1. Must do something, and 2. Has the right consequences.</p> <p>M. Bronson – I think this would benefit from one more month. The third week of January meeting to go over again.</p> <p>V. Pierucci – Would January 17th or January 18th work?</p> <p>M. Bronson – I already have January 18th set with a meeting scheduled for the 18th.</p> <p>V. Pierucci – Then January 18th at 1:30 p.m.</p> <p>M. Bronson – Could we have copies of the charts and the PP?</p> <p>V. Pierucci – Yes.</p> <p>P. Borenstein – This has gone unsaid for a very long time, but I do think other counties have support from ambulance companies and it might be the right time to say that we need the support from the ambulance company.</p> <p>J. Stornetta – I applaud Vince for this. I am also sympathetic to SLA. I throw it out to the committee that maybe we phase this in as it might be too much at once.</p> <p>V. Pierucci – Could we have clarity on a transition?</p> <p>M. Bronson – Is this a transition, do we need this all at once or can we phase it in in steps?</p> <p>J. Stornetta – What does that look like, and can we leave the door open for more conversation?</p> <p>V. Pierucci – If there is a desire to change the process there would have to be an RFP. We only have six months to figure things out.</p> <p>J. Stornetta – I was talking more about the transitional agreement. I don't want to go through an RFP or administrative extensions. What does it look like in the contract?</p> <p>N. Drews – This is more of a MOV. This isn't intended to break anyone's back, and I would want us to come to a point where it would say "must" do.</p> <p>J. Stornetta – I am not willing to waive the 10-minute response time.</p> <p>V. Pierucci – To clarify, 10:59 or 9:59?</p> <p>J. Stornetta – 9:59, it should say 10 minutes so really 9:59.</p> <p>V. Pierucci – It will put a lot of pressure on the contractor, and it will change compliance.</p> <p>J. Stornetta – Any other discussions?</p> <p>M. Bronson – I want to thank SLA for being a community partner.</p> <p>R. Campbell – I am looking forward to conversations and working with your team.</p> <p>J. Stornetta – Would you be able to put out a summary with 9:59 response times?</p> <p>V. Pierucci – Yes, we will make the change. SLO EMS Agency will change all response time data and proposed average fines to reflect 9:59 instead of the current practice of 10:50, as the response time required is 10 minutes and not 11 minutes.</p>	

	ACTION
V. Pierucci makes a motion to continue the matter at the next meeting to implement these changes when updating the contract with San Luis Ambulance.	V. Pierucci Motions / J. Stornetta Seconds. All in Favor.
<i>Committee Member's Announcements or Reports</i>	
Announcements None	
Next Meeting Next meeting January 18 th at 1:30 PM.	
Adjournment The meeting adjourned at 4:45 PM	J. Stornetta adjourns the meeting.