

# Ambulance Performance Operations Committee



## DRAFT Meeting Minutes

1:30 PM March 21<sup>st</sup>, 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

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
<b>CALL TO ORDER</b>	<b>1:33 PM</b>
<b>Introduction</b>	
<b>Announcements</b> None	
<b>Public Comment</b> No public comment	
<b>APPROVAL OF PREVIOUS MINUTES</b>	
<b>Approval of February 15<sup>th</sup> minutes with the understanding of having summary minutes going forward.</b>	M. Bronson Motioned, J. Lewis Seconded. Approved.
<b>ACTION ITEMS/DISCUSSION ITEMS</b>	
<b>Emergency Transport Contract, Term 7/1/24 – 6/30/26.</b> 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.  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. <b>Ambulance contract with interim changes.</b> 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. <b>Contract renewal with potential penalties.</b> 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. <b>Contract changes and penalty structure.</b> The committee discusses changing the contract deadline from 959 to 1059, with no rate changes. <b>Emergency response times and contract compliance.</b>	

	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><b>Ambulance response times and penalties.</b></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><b>Investment costs for meeting service level standards.</b></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><b>Implementing fees for EMS services.</b></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><b>EMS response times and standards in San Luis Obispo.</b></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><b>Mapping</b></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><b>Ambulance contract with rate review and termination details.</b></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 1<sup>st</sup>.</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>	
<b>Motion to Approve with Changes</b>	
<b>Committee Member's Announcements or Reports</b>	
<b>Announcements</b> None	
<b>Next Meeting</b> Next meeting May 16th at 1:30 PM.	
<b>Adjournment</b> The meeting adjourned at 2:46 PM	J. Stornetta adjourns the meeting.

