

COAST LIFE SUPPORT DISTRICT

P.O. Box 1056, Gualala, CA 95445

Tel: (707) 884-1829 Fax: 884-9119

AGENDA REGULAR MEETING OF THE BOARD OF DIRECTORS >>> 4:00 PM September 25, 2017 <<< CLSD Headquarters – Bill Platt Training Room

- | | |
|---|--------------|
| 1. Call to Order | Hughes |
| 2. Adoption of the agenda | Hughes |
| 3. Minutes Approval | Hughes |
| 4. Privilege of the floor | Hughes |
| a. Community Service Appreciation – Gayle Forster (Training Rm re-design) | Caley |
| 5. New Business | |
| a. New Auditor | Hughes |
| b. CLSD 5-year Financial Projection | Hughes/Beaty |
| 6. Old Business | |
| a. Final Budget | Caley |
| b. Resolution 251 – Adoption of the Final Budget – ACTION | Caley |
| c. Board goals – update | Hughes |
| 7. Reports: | |
| a. Finance; YTD | Beaty/Hughes |
| i. Wittman ambulance revenue – YTD | |
| ii. Expenses | |
| b. Communication Committee | Bower/André |
| c. MHA update | Titte |
| d. Customer Survey – August | Caley |
| 8. DA report | Caley |
| a. Ambulance run data | |
| b. DA Summary Report – read in advance and will have Q & A | |
| c. CA Ambulance Association Annual Conference highlights | |
| 9. Adjourn | Hughes |

NEXT MEETINGS: Scheduled Board of Director meetings are held at the Bill Platt Training Center unless otherwise noted.

Upcoming meetings are:

Oct 23, 2017

Nov 27, 2017

Dec 25, 2017 – CANCELLED RE-SCHEDULED



MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS Aug 28th, 2017

Call to Order: Director Hughes called the meeting to order at 4:00 p.m. at the Bill Platt Training Room. Present were Directors: André, Bower, Beaty, Perry, Schwartz and Tittle. Also, present: District Administrator Caley, Ops Manager Evan Dilks, and Executive Assistant Robin Bean.

Adoption of the Agenda: Director Beaty moved to adopt the agenda and seconded by Director Perry. All ayes.

Approval of July 24th, 2017 Board Minutes: Director Perry moved to approve the July 24th meeting minutes and was seconded by Director Beaty. All ayes.

Privilege of the Floor – Public Comment: Anthony Macedo thanked the BOD for providing a \$3,000 stipend to help defray the extra teaching and material costs associated as instructor of the EMT and EMR Classes held at CLSD in the past year. Instructor Macedo also shared with the BOD some details of pending tuition/registration fee increases (still TBD) in the upcoming year for both courses offered through the Mendocino County Office of Education. President Hughes and DA Caley are in the process of coordinating a meeting with Superintendent Warren Galletti to pursue a sustainable plan in the coming years. CLSD will also coordinate discussion amongst the District Fire Chiefs to help assure continued local training and maintain potential recruits for both our District Fire Departments and CLSD.

New Business: D. Caley shared with the BOD the first responses to the CLSD's Customer Survey, as well as, the first Employee Engagement Survey from July 2017.

- a. **Customer Survey feedback:** Overall, CLSD scored in the 97.58% range. Initial response rates are low but this was the initial report. Future monthly reports will not only summarize feedback from the previous month but also build cumulative trend data. They will also compare us to other like-sized agencies nationally and other agencies in CA.
- b. **Employee Engagement Survey feedback:** All staff had a chance to participate in the completely confidential survey. Overall, 17 of 19 potential respondents. Answering both multiple choice and open-ended questions, staff provided feedback on areas working well, some areas needing improvement, and validated information currently known. DA Caley provided a summary report to staff and action plans for improvement.

Old Business:

- a. **Board Goals – Update:** Director Hughes share with the BOD the Annual Board Goals for FY18. The BOD reviewed 1) Financial Management 2) Personnel Development 3) Community Relations and Service Improvement 4) Mendocino Health Alliance 5) Communications 6) Measure of Success and 7) Facilities. Director Hughes will update the goals with a time line for achieving said goals (to be reviewed at next BOD meeting).

Reports:

- a. **Finance: YTD**
 - i. **Wittman ambulance revenue – FY17 July:** The "Wittman CLSD (YTD) Report" was reviewed with the following discussion: July gross charges \$239,510. Net receipts received for July \$62,114. The Wittman YTD Report was reformatted to include monthly billable incidents and the averaged totals for the current FY, besides the existing totals of the last 12 months.
 - ii. **Expenses – FY17 YTD:** Expenses continue to be within budget.
- b. **P&L Actuals vs Budget: FY17 Report:**
 - i. Board of Directors reviewed the "P&L Actuals vs Budget" Report.

- ii. July is the beginning of the new FY for CLSD. There were (52) transports in July. After discussion to discern # of transports vs. # of billable incidents, future graphs will reflect the difference.
- c. **180+ Day Aging:** In July, a collections batch (approved by Finance Sub-Committee) was reflected on the CLSD YTD report in the amount of \$34,780.51 and a write-off batch in the amount of \$1,988. CLSD's true A/R Balance is around ~415K (after subtraction of CMS "On Hold"). EA Bean is working a new batch to be review next Finance Sub-Committee meeting.

Communications Committee:

- **CLSD Website Update:** Director Bower and Director André continue to make progress on the CLSD website (which is close to launch). The CLSD website release date is still on target in the next few months (after the completion of a few technical procedures).

MHA update:

- Director Tittle shared with the BOD that MHA is currently interviewing for a few open positions.
- Mendonoma Health Alliance (CLSD, RCMS, and Memorial Hospital Santa Rosa) continues to seek CVEMS agreement and interpretation of CA and FED codes that RCMS is providing Emergency Medical Services (even though they do not fit the definition of a hospital) and thus qualify for Federal Financial Participation reimbursement (This would also allow CLSD to bill Medicare for ambulance transports to RCMS).
- The MHA (CLSD, RCMS, and Memorial Hospital Santa Rosa) Emergency Medical Services workgroup coordinated a site visit of Sonoma County Board of Supervisor Lynda Hopkins to the District. She expressed interest in the targeted initiatives. She plans to advocate for a Rural Healthcare group to be convened by her. Her visit included a 10 mile ride in the back of an ambulance up/down Skaggs Spring Road.
- Director Perry's previous request for a joint BODs meeting between St. Joseph's, RCMS and CLSD to review with the current status of MHA as a result of securing additional HRSA funding has been post-poned. With the new funding, MHA is in the process of hiring several positions and such a meeting would be more meaningful after recruitment is secured.

DA report:

- Thank you for attending the First Annual EMS Appreciation BBQ. Estimated 100 in attendance. We had 6 of our 7 BOD present. Great opportunity to socially chat with 1st Responders without being on the scene of an incident.
- We are moving forward with CVEMSA's recognition of RCMS as providing "Emergency Medical Services". While RCMS has been previously approved as an "Alternative EMS Receiving Facility", we are seeking clarification of the CA Health and Safety Code and ultimately Medicare, that a "non-hospital" can provide appropriate Emergency Medical Services and thus, qualify for equivalent reimbursement in Federal Financial Participation. Anticipated outcomes could result in:
 1. More transports to RCMS
 2. Decrease transports out of the area
 3. Decrease in the number of patients who refuse transport (sign out Against Medical Advice)
 4. Increase time our medics are available in the District
 5. Increased financial sustainability for local Emergency Medical Services
- In the last week, I have spoken with Assemblyman Jim Wood, Congressman Jared Huffman about this and have their full support.
- Intergovernmental Transfer (IGT): Last week, we wired the Provider match and Admin fees for FY 15/16 with expected net new funds just over \$100K.
- Community Fall Prevention Program: Fourth **Matter of Balance** class completed mid-Aug. Summary:

	Actual FY16	Budget FY16	Budget FY17	Budget FY18	FY17 vs FY18 Changes	% Change
Income	Actual	Budget	Budget	Draft Budget		
4000 CLSD Special Taxes						
4001 Mendocino County Taxes						
4004 Mendocino Ambulance Tax	470,808	473,572	474,012	477,664	3,652	0.77%
4009 Mendocino Urgent Care Tax	333,391	334,535	335,168	337,927	2,759	0.82%
4010 Mendocino Special Tax	93,571	87,000	92,672	92,672	-	0.00%
Total 4001 Mendocino County Taxes	897,769	895,107	901,852	908,263	6,411	1%
4002 Sonoma County Taxes						
4024 Sonoma Ambulance Tax	371,556	364,716	368,632	372,856	4,224	1.15%
4029 Sonoma Urgent Care Tax	302,775	302,162	302,795	304,922	2,127	0.70%
Total 4002 Sonoma County Taxes	674,332	666,878	671,427	677,778	6,351	1%
Total 4000 CLSD Special Taxes	1,572,101	1,561,985	1,573,279	1,586,041	12,762	1%
4100 Interest Income	182	1,338	-	-	-	-
4200 Ambulance Income						
4201 Ambulance Transport Billings	2,475,216	534,896	575,576	600,000	24,424	4.24%
4220 Writedowns - Misc	(50,910)	-	-	-	-	-
4225 Writedowns - MediCar/Cal	(1,622,166)	-	-	-	-	-
4228 Writedowns - District Resident Discount	-	(38,478)	(40,000)	(12,500)	27,500	-68.75%
Total 4201 Ambulance Transport Billings	802,139	496,418	535,576	587,500	51,924	9.69%
4400 Miscellaneous Income	4,693	5,299	2,150	3,000	850	39.53%
4410 Intergovernmental Transport (IGT)	84,076	80,000	81,500	80,000	(1,500)	-1.84%
4420 Ground Emerg Med Transport	-	20,000	10,000	25,000	15,000	150.00%
4430 Transfer from Urgent Care reserves	-	-	-	130,000	130,000	-
Unapplied Cash Payment Income	-	-	-	-	-	-
Total Income	2,463,191	2,165,040	2,202,505	2,411,541	209,036	9.49%
Expenses						
5000 Wages and Benefits						
5200 Health Insurance	96,583	108,250	96,000	108,000	12,000	12.50%
5300 Payroll Taxes Employer Costs	26,782	31,168	31,057	32,124	1,067	3.44%
5350 PERS Employer Costs	93,444	98,114	117,595	91,069	(26,526)	-22.56%
5405 Administration Salaries	197,229	229,530	188,779	209,579	20,800	11.02%
5405.1 Admin Salaries-Allocate to UIC	(15,316)	(21,526)	(22,681)	(22,724)	(43)	-0.19%
5410 Ambulance Operations Wages	546,701	568,701	599,482	615,379	15,897	2.65%
5430 Extra Duty/Stipend Pay/DA	32,837	33,068	32,808	45,068	12,260	37.37%
5460 Other Compensation	1,376	3,527	-	-	-	-
5500 Work Comp Insurance	37,521	39,032	30,950	39,582	8,642	27.92%
Total 5000 Wages and Benefits	1,017,157	1,089,864	1,073,990	1,118,087	44,097	4.11%
6000 Ambulance Operations						
6030 Medical Director Fee-non AHUC	37,800	37,800	37,800	37,800	-	0.00%
6040 Dispatch Services	30,900	30,900	31,020	23,500	(7,520)	-24.24%
6050 Misc Reimbursements	1,098	-	-	-	-	-
6100 Station/Crew Expenses						
6101 Facility Repair & Maintenance	-	-	-	9,400	9,400	-
6102 Facility Furniture	-	-	-	-	-	-
5100 Uniforms & Med Tests	4,479	4,700	5,000	5,000	-	0.00%
6110 Supplies, Rental, Cleaning etc.	14,312	12,800	21,800	13,000	(8,800)	-40.37%
6210 Vehicle Repair & Maintenance	17,951	15,000	15,000	18,000	3,000	20.00%
6240 Vehicle Fuel	12,022	15,000	15,000	15,000	-	0.00%
6410 Radios & Comm Equip	778	3,750	8,100	4,000	(4,100)	-50.62%
6510 Medical Supplies & Equipment	40,030	30,900	28,900	24,000	(4,900)	-16.96%
6511 Capital Replacement fund	-	-	-	-	-	-
6980 Misc. Employee Training Expense	3,738	5,700	10,100	6,000	(4,100)	-40.59%
Total 6000 Ambulance Operations	163,108	156,550	172,720	155,700	(17,020)	-9.85%
6700 Overhead/Administration						
6180 Utilities	11,037	12,000	12,000	12,000	-	0.00%
6188 Telephone	7,843	5,900	12,000	6,000	(6,000)	-50.00%
6300 Insurance	15,006	12,134	16,350	17,000	650	3.98%
6711 Outside Agency Collections	80	1,400	-	-	-	-
6713 Ambulance Billing	49,372	33,000	33,031	38,753	5,722	17.32%
6718 Office Supp/Equip/Software	4,255	3,500	5,300	5,000	(300)	-6.66%
6718.1 Office Supplies	-	-	-	-	-	-
6718.2 Computer Equipment	-	-	-	8,000	3,000	-
6718.3 Software	-	-	-	1,575	1,575	-

CLSD Final Budget modified r/t IG7
September 22, 2017

6720 Board Expenses	913	5,000	5,000	2,500	(2,500)	-50.00%
6730 Consultants						
6734 IT	1,420	-	6,750	7,500	750	11.11%
6735 EMS Survey	-	-	2,436	3,500	1,064	43.68%
6737 Financial/Bookkeeping	18,475	9,180	14,000	5,000	(9,000)	-64.29%
6738 Legal	9,600	3,000	10,000	10,000	-	0.00%
6740 Audit	8,500	12,000	8,500	8,500	-	0.00%
6741 Tax Administration	12,580	10,118	10,345	10,430	85	0.82%
6742 Bank/Merchant Fees	1,181	1,000	1,000	1,000	-	0.00%
6755 Property Tax Administration	24,156	25,707	27,785	29,000	1,215	4.37%
6760 Education/Professional Dev	-	-	2,500	2,500	-	0.00%
6765 Election Costs/Reserve	-	-	10,000	45,000	35,000	350.00%
6770 Dues, Subscriptions, Membership	6,002	4,500	4,500	10,000	5,500	122.22%
6788 Printing & Reproduction	-	-	2,000	10,000	8,000	400.00%
6795 Travel/Transportation	762	500	1,500	3,000	1,500	100.00%
6970 Community Dev/Training	2,766	2,700	4,500	10,000	5,500	122.22%
Total 6700 Overhead/Administration	173,949	141,239	189,497	241,258	51,761	27.32%
7000 Urgent Care						
7011 Admin Salaries-Alloc to UC	15,316	21,526	22,681	22,724	43	0.19%
7050 UC Contract	624,756	621,739	624,738	754,738	130,000	20.81%
Total 7000 Urgent Care	640,072	643,265	647,419	777,462	130,043	20.09%
8000 Interest Expense	3,138		4,086	3,000	(1,086)	-26.58%
8005 EMS Interest Expense		1,338		1,500	1,500	
Total 8000 Interest Expense	3,138	1,338	4,086	4,500	414	10.13%
9500 Depreciation Expense	76,453	96,000	80,794	92,119	11,325	14.02%
Unapplied Cash Bill Payment Expense		-				
Total Expenses	2,073,877	2,128,256	2,168,506	2,389,126	220,620	10.17%
Net Operating Income	389,314	36,784	33,999	22,415	(11,584)	-34.07%
Other Miscellaneous Expense	-	-	-	-	-	-
Net Other Income	-	-	-	-	-	-
Net Income	389,314	36,784	33,999	22,415	(11,584)	-34.07%

		BUDGET FY16	BUDGET FY17	BUDGET FY18
EMS Income		1,525,667	1,564,542	1,638,692
EMS Expense		1,484,991	1,521,087	1,611,664
EMS Net		40,676	43,455	27,028
UC Income		636,697	637,963	642,849
UC Expense		643,265	647,419	777,462
UC Net		(6,568)	(9,456)	(134,613)

REVISED 09/22/17 (DC)

COAST LIFE SUPPORT DISTRICT

**RESOLUTION No: 251
ADOPTION OF FINAL BUDGET FOR FISCAL YEAR 2018**

WHEREAS, Coast Life Support District Board of Directors, Finance Committee and Staff have reviewed the current financial position for the past year, and

WHEREAS, the District has a need to maximize its revenues, including maintaining the benefit assessment special tax rates as approved by the voters for Emergency Medical Services, and

WHEREAS, the District has reviewed the Ambulance billing charges, in order to maximize revenue while maintaining rates consistent with medical cost inflation,

WHEREAS, the District will not require the full assessment as authorized for Urgent Care services in order to fully fund the current program and provide adequate funds for development of the presently envisioned Urgent Care program and any other authorized use, and

WHEREAS, Reserve funding should remain at present levels to support contingencies and capital replacement requirements, and

WHEREAS, Coast Life Support District anticipates Revenues of the following:

Sonoma County	\$677,778
Mendocino County	\$908,263
Ambulance Billings	\$587,500
Miscellaneous	<u>\$238,000</u>
Total Budgeted Revenue	\$2,411,541

WHEREAS, the following Expenditures will provide the resources necessary to meet the established objectives for the next Fiscal Year:

Ambulance Operations	\$1,273,787
Administration & Overhead	\$241,258
Urgent Care Program	\$777,462
Interest & Depreciation	\$92,119
Reserve Fund Increase	<u>\$26,915</u>
Total Budgeted Expenditures	\$2,411,541

BE IT RESOLVED that the Board of Directors authorize its Officers, Administrator and Staff to make expenditures necessary to operate the Ambulance service and all Authorized programs,

BE IT FURTHER RESOLVED that the Board of Directors authorized the above amounts for the Coast Life Support District's Budget for Fiscal Year 2018.

CLSD AMBULANCE REVENUE

A	B	C	D	E	F	G	H	I	J	K	L	M
BILLABLE INCIDENTS	CHARGES	MCARE WRITE DOWNS	MCAL WRITE DOWNS	OTHER CONTRACTUAL WRITE DOWNS	NET CHARGES	PAYMENTS	REFUNDS	NET PAYMENTS	BAD DEBT WRITE OFFS	OTHER WRITE OFFS	ADJ	NEW A/R BALANCE

FY 17													
SEPTEMBER '16	58	196,639	107,297	49,069	11,544	28,728	51,801		51,801		488	97	470,906
OCTOBER '16	57	196,349	102,512	24,757	(48)	69,129	78,359		78,359				461,675
NOVEMBER '16	59	232,994	90,082	32,507	639	109,765	65,481		65,481				505,960
DECEMBER '16	45	191,565	85,425	35,904	77	70,159	44,377	917	43,459	29,017	3,903		499,740
JANUARY '17	58	295,900	135,365	31,436	10,841	118,259	76,233		76,233				541,766
FEBRUARY '17	49	181,705	66,854	54,733	13,899	46,218	48,693	8,003	40,690				547,294
MARCH '17	56	231,976	130,377	48,901	1,833	50,864	58,970	2,000	56,970	(727)	8,318		533,597
APRIL '17	55	197,865	98,027	52,662	5,417	41,759	51,484		51,484		3,399		520,474
MAY '17	36	142,371	79,567	38,383	1,337	23,085	65,743	230	65,513	32,757		1,076	446,364
JUNE '17	61	256,097	112,884	42,394	5,226	95,593	32,542	220	3,222				509,635

FY18													
JULY '17	60	239,510	135,540	45,593	13,973	44,404	62,114	-	62,114	34,781	1,988	11	455,167
AUGUST '17	78	292,949	132,529	65,944	3,088	91,424	56,944	3,413	53,531	-	-	2,226	495,286

FY TO DATE	138	532,459	268,069	111,537	17,061	135,828	119,058	3,413	115,645	34,781	1,988	2,237
LAST 12 MONTHS	672	2,655,919	1,276,459	522,283	67,826	789,387	692,740	14,784	648,856	95,828	18,096	3,409

Average FY To Date	69	266,229	134,034	55,769	8,531	67,914	59,529	1,706	57,823	17,391	994	1,119
Average YTD Last 12 Months	56	221,327	106,372	43,524	5,652	65,782	57,728	1,232	54,071	7,986	1,508	284

6

6:46 PM
09/14/17
Accrual Basis





Coast Life Support District
Profit & Loss Budget vs. Actual
July through August 2017

	Jul - Aug 17	Budget	\$ Over Bu...	% of Bud...
Ordinary Revenue/Expense				
Revenue				
4000 - CLSD Special Taxes	264,295.18	264,295.18	0.00	100.0%
4100 - Interest Revenue	0.00	0.00	0.00	0.0%
4200 - Ambulance Revenue	128,189.36	97,916.68	30,272.68	130.9% ¹
4400 - Miscellaneous Rev...	1,404.38	500.00	904.38	280.9% ²
4410 - Intergovernmental Tra...	0.00	21,130.34	-21,130.34	0.0%
4420 - Ground Emerg Me...	0.00	4,166.68	-4,166.68	0.0%
4430 - Transfer Frm Urge...	21,666.66	21,666.66	0.00	100.0%
Total Income	415,555.58	409,675.54	5,880.04	101.4%
Expense				
5000 - Wages and Benefits	184,865.71	190,367.84	-5,501.93	97.1%
6000 - Ambulance Operati...	30,888.86	31,574.03	-685.17	97.8%
6700 - Overhead/Administ...	21,014.80	43,042.98	-22,028.18	48.8%
7000 - Urgent Care	129,580.00	129,577.00	3.00	100.0%
8000 - Interest Expense	575.83	750.00	-174.17	76.8%
9500 - Depreciation Expe...	16,111.60	16,111.60	0.00	100.0%
Total Expense	383,036.80	411,423.25	-28,386.45	93.1%
Net Ordinary Operating Surplus	32,518.78	-1,747.71	34,266.49	
Other Revenue/Expense				
Other Expense				
Other Miscellaneous Expense	0.00	0.00	0.00	0.0%
Total Other Expense	0.00	0.00	0.00	0.0%
Net Other Revenue	0.00	0.00	0.00	0.0%
Net Revenue	32,518.78	-1,747.71	34,266.49	

1. NET BILLING: High Billing in the Month of Aug. *Ref: Wittman YTD Report (acc 4200 = Column F minus H/K/L)
2. CPR PROGRAM







6:27 PM
09/14/17
Accrual Basis

Coast Life Support District
Profit & Loss Budget vs. Actual
July through August 2017

	Jul - Aug 17	Budget	\$ Over Bu...	% of Bud...
Ordinary Revenue/Expense				
Revenue				
4000 - CLSD Special Taxes				
4001 - Mendocino County T...				
4004 - Mendocino Ambul...	79,610.68	79,610.68	0.00	100.0%
4009 - Mendocino Urgent...	56,321.18	56,321.18	0.00	100.0%
4010 - Mendocino Speci...	15,445.32	15,445.32	0.00	100.0%
4001 - Mendocino Count...	0.00	0.00	0.00	0.0%
Total 4001 - Mendocino Co...	151,377.18	151,377.18	0.00	100.0%
4002 - Sonoma County Taxes				
4024 - Sonoma Ambulan...	62,097.68	62,097.68	0.00	100.0%
4029 - Sonoma Urgent C...	50,820.32	50,820.32	0.00	100.0%
Total 4002 - Sonoma Count...	112,918.00	112,918.00	0.00	100.0%
Total 4000 - CLSD Special Ta...	264,295.18	264,295.18	0.00	100.0%
4100 - Interest Revenue	0.00	0.00	0.00	0.0%
4200 - Ambulance Revenue	128,189.36	97,916.68	30,272.68	130.9% 
4400 - Miscellaneous Revenue	1,404.38	500.00	904.38	280.9% 
4410 - Intergovernmtl Transp...	0.00	21,130.34	-21,130.34	0.0%
4420 - Ground Emerg Med Tr...	0.00	4,166.68	-4,166.68	0.0%
4430 - Transfer Frm Urgent C...	21,666.66	21,666.66	0.00	100.0%
Total Revenue	415,555.58	409,675.54	5,880.04	101.4%
Expense				
5000 - Wages and Benefits				
5200 - Health Insurance	14,569.61	18,000.00	-3,430.39	80.9%
5300 - Payroll Taxes Emplr ...	4,730.82	5,354.00	-623.18	88.4%
5350 - PERS Employer Costs	15,086.31	15,178.18	-91.87	99.4%
5405 - Administration Salar...				
5405.1 - Admin Salaries...	-3,787.34	-3,787.32	-0.02	100.0%
5405 - Administration Sa...	38,350.74	38,301.12	49.62	100.1%
Total 5405 - Administration...	34,563.40	34,513.80	49.60	100.1%
5410 - Ambulance Operatio...	101,056.68	99,912.34	1,144.34	101.1%
5430 - Extra Duty/Stipend P...	4,960.96	7,511.32	-2,550.36	66.0%
5500 - Work Comp Insurance	9,897.93	9,898.00	-0.07	100.0%
Total 5000 - Wages and Benef...	184,865.71	190,367.64	-5,501.93	97.1%
6000 - Ambulance Operations				
6030 - Med. Director Fee-n...	6,300.00	6,300.00	0.00	100.0%
6040 - Dispatch Services	7,873.90	7,874.00	-0.10	100.0%
6100 - Station/Crew Expen...				
5100 - Uniforms & Med T...	69.04	833.32	-764.28	8.3%
6101 - Facility Repair & ...	3,210.87	1,566.68	1,644.19	204.9% 
6102 - Facility Furniture	247.07	1,666.67	-1,419.60	14.8%
6110 - Supps, Rental, Cle...	764.00	2,166.68	-1,402.68	35.3%
6210 - Veh. Repair & Mai...	3,644.98	3,000.00	644.98	121.5% 
6240 - Vehicle Fuel	2,265.75	2,500.00	-234.25	90.6%
6320 - Licenses and Per...	129.00			
6410 - Radios & Comm E...	0.00	666.68	-666.68	0.0%

6:27 PM
09/14/17
Accrual Basis

Coast Life Support District
Profit & Loss Budget vs. Actual
July through August 2017

	Jul - Aug 17	Budget	\$ Over Bu...	% of Bud...
6510 - Medical Supplies ...	6,384.25	4,000.00	2,384.25	159.6% 
Total 6100 - Station/Crew E...	16,714.96	16,400.03	314.93	101.9%
6980 - Misc. Employee Trai...	0.00	1,000.00	-1,000.00	0.0%
Total 6000 - Ambulance Oper...	30,888.86	31,574.03	-685.17	97.8%
6700 - Overhead/Administrati...				
6180 - Utilities	3,318.64	2,750.00	568.64	120.7% 
6188 - Telephone	523.42	1,000.00	-476.58	52.3%
6300 - Insurance	4,282.25	4,250.00	32.25	100.8%
6713 - Ambulance Billing	5,666.10	6,458.82	-792.72	87.7%
6718 - Office Supp/Equip/S...				
6718.1 - Office Supplies	556.61	833.32	-276.71	66.8%
6718.2 - Computer Equip...	289.90	500.00	-210.10	58.0%
6718.3 - Software	424.90	262.50	162.40	161.9% 
6718 - Office Supp/Equip...	0.00	0.00	0.00	0.0%
Total 6718 - Office Supp/Eq...	1,271.41	1,595.82	-324.41	79.7%
6720 - Board Expenses	0.00	416.66	-416.66	0.0%
6730 - Consultants				
6734 - IT	948.00	1,750.00	-802.00	54.2%
6735 - EMS Survey	325.00	583.32	-258.32	55.7%
6737 - Financial/Bookke...	525.00	833.32	-308.32	63.0%
6738 - Legal	699.00	1,666.68	-967.68	41.9%
6740 - Audit	0.00	1,416.68	-1,416.68	0.0%
6741 - Tax Administration	0.00	1,738.32	-1,738.32	0.0%
Total 6730 - Consultants	2,497.00	7,988.32	-5,491.32	31.3%
6742 - Bank/Merchant Fees	206.58	166.68	39.90	123.9% 
6755 - Property Tax Admin	0.00	4,833.32	-4,833.32	0.0%
6760 - Education/Professio...	0.00	416.68	-416.68	0.0%
6765 - Election Costs/Rese...	0.00	7,833.32	-7,833.32	0.0%
6770 - Dues, Subscrip, Me...	1,573.68	1,666.68	-93.00	94.4%
6788 - Printing & Reproduc...	0.00	1,666.68	-1,666.68	0.0%
6795 - Travel/Transportation	0.00	500.00	-500.00	0.0%
6970 - Community Dev/Trai...	1,675.72	1,500.00	175.72	111.7% 
Total 6700 - Overhead/Admini...	21,014.80	43,042.98	-22,028.18	48.8%
7000 - Urgent Care				
7011 - Admin Salaries-Allo...	3,787.34	3,787.32	0.02	100.0%
7050 - UC Contract	125,792.66	125,789.68	2.98	100.0%
Total 7000 - Urgent Care	129,580.00	129,577.00	3.00	100.0%
8000 - Interest Expense				
8005 - EMS Interest Expense	0.00	250.00	-250.00	0.0%
8000 - Interest Expense - O...	575.83	500.00	75.83	115.2% 
Total 8000 - Interest Expense	575.83	750.00	-174.17	76.8%
9500 - Depreciation Expense	16,111.60	16,111.60	0.00	100.0%
Total Expense	383,036.80	411,423.25	-28,386.45	93.1%
Net Ordinary Operating Surplus	32,518.78	-1,747.71	34,266.49	
Other Revenue/Expense				
Other Expense				

6:27 PM
09/14/17
Accrual Basis

Coast Life Support District
Profit & Loss Budget vs. Actual
July through August 2017

	Jul - Aug 17	Budget	\$ Over Bu...	% of Bud...
Other Miscellaneous Expense	0.00	0.00	0.00	0.0%
Total Other Expense	0.00	0.00	0.00	0.0%
Net Other Revenue	0.00	0.00	0.00	0.0%
Net Revenue	32,518.78	-1,747.71	34,266.49	

1. NET BILLING: High Billing in the Month of Aug. *Ref. Wittman YTD Report (acc 4200 = Column F minus H/K/L)
2. CPR PROGRAM
3. REMODEL OF TRAINING ROOM
4. UNEXPECTED AMBULANCE REPAIRS
5. MEDICAL SUPPLY ORDERER. INVENTORY REVIEWED. LARGE ORDERS TO RESUPPLY STOCK.
6. DUE TO OVERLAP OF CALNEVA AND INSTALL OF SKYFIBER
7. QUICKBOOKS & DROPBOX
8. MERCHANT CREDIT CARD FEE
9. CPR SUPPLIES,CREST,LUNCH MEETINGS, ETC.
10. LOAN INTEREST- AMBULANCE

Coast Life Support District

Gualala, CA
Client 3102



1515 Center Street
Lansing, MI 48096
1 (877) 583-3100
service@EMSSurveyTeam.com
www.EMSSurveyTeam.com

EMS System Report

August 1, 2017 to August 31, 2017

Your Score

97.21

Number of Your Patients in this Report

9

Number of Patients in this Report

6,115

Number of Transport Services in All EMS DB

142





Executive Summary

This report contains data from **9 Coast Life Support District** patients who returned a questionnaire between **08/01/2017** and **08/31/2017**.

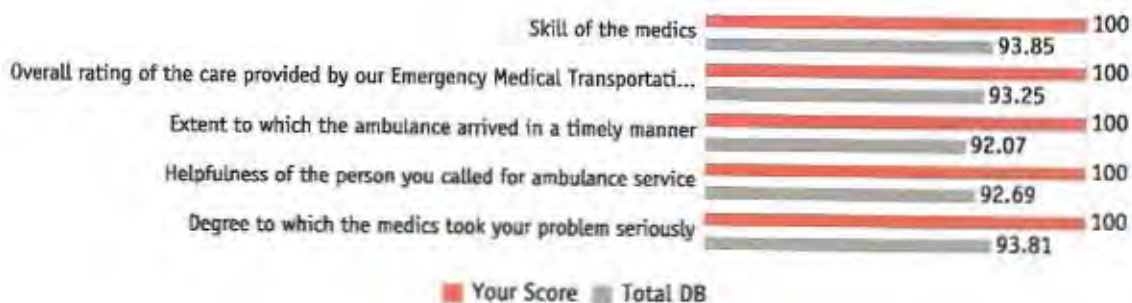
The overall mean score for the standard questions was **97.21**; this is a difference of **4.86** points from the overall EMS database score of **92.35**.

The current score of **97.21** is a change of **-0.37** points from last period's score of **97.58**. This was the **11th** highest overall score for all companies in the database.

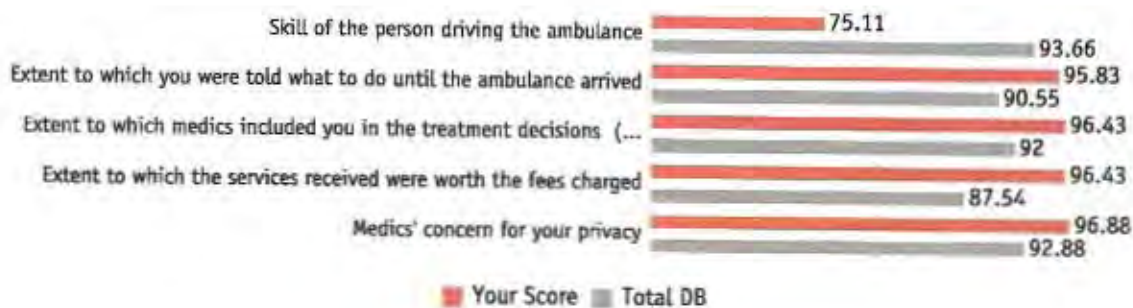
You are ranked **8th** for comparably sized companies in the system.

91.49% of responses to standard questions had a rating of Very Good, the highest rating. **99.47%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

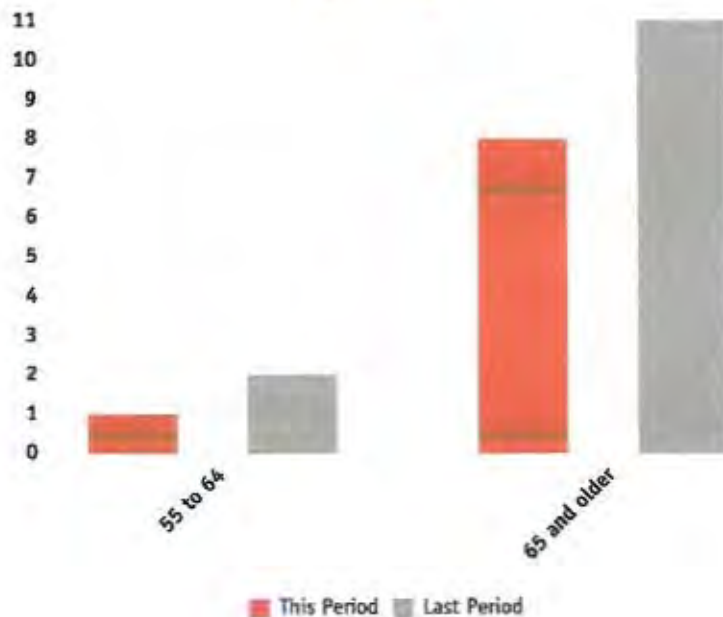




Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
55 to 64	2	1	1	0	1	0	1	0
65 and older	11	6	5	0	8	3	5	0
Total	13	7	6	0	9	3	6	0

Age Ranges



Gender





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	98.08	1.92	100.00	92.69
Concern shown by the person you called for ambulance service	94.23	2.65	96.88	92.53
Extent to which you were told what to do until the ambulance arrived	96.15	-0.32	95.83	90.55

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.64	5.36	100.00	92.07
Cleanliness of the ambulance	96.43	0.79	97.22	94.43
Comfort of the ride	97.92	-0.70	97.22	87.42
Skill of the person driving the ambulance	93.18	-18.07	75.11	93.66

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	98.21	1.79	100.00	94.01
Degree to which the medics took your problem seriously	100.00	-0.00	100.00	93.81
Degree to which the medics listened to you and/or your family	98.21	1.79	100.00	93.62
Skill of the medics	100.00	-0.00	100.00	93.85
Extent to which the medics kept you informed about your treatment	96.15	0.73	96.88	92.28
Extent to which medics included you in the treatment decisions (if applicable)	98.08	-1.65	96.43	92.00
Degree to which the medics relieved your pain or discomfort	97.73	-0.85	96.88	89.94
Medics' concern for your privacy	97.92	-1.04	96.88	92.88
Extent to which medics cared for you as a person	100.00	-2.78	97.22	93.91

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our ambulance service billing office	93.75	6.25	100.00	89.10
Willingness of the staff in our billing office to address your needs	94.44	5.56	100.00	88.67



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	100.00	-0.00	100.00	93.10
Extent to which our staff eased your entry into the medical facility	100.00	-2.78	97.22	93.48
Appropriateness of Emergency Medical Transportation treatment	100.00	-2.78	97.22	93.19
Extent to which the services received were worth the fees charged	95.45	0.98	96.43	87.54
Overall rating of the care provided by our Emergency Medical Transportation	98.21	1.79	100.00	93.25
Likelihood of recommending this ambulance service to others	100.00	-0.00	100.00	92.68



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	100.00	95.00	89.19	97.50	93.52	90.79	96.20
Concern shown by the person you called for ambulance service	96.88	91.67	90.69	100.00	93.75	88.89	95.11
Extent to which you were told what to do until the ambulance	95.83	85.00	88.73	100.00	92.19	88.89	91.28
Extent to which the ambulance arrived in a timely manner	100.00	90.48	90.22	95.00	91.67	96.25	94.68
Cleanliness of the ambulance	97.22	94.05	94.18	97.73	92.39	98.33	95.65
Comfort of the ride	97.22	81.82	88.00	95.45	82.02	91.67	85.25
Skill of the person driving the ambulance	75.11	86.41	94.67	97.73	92.61	100.00	95.56
Care shown by the medics who arrived with the ambulance	100.00	93.06	93.16	100.00	95.38	98.68	96.81
Degree to which the medics took your problem seriously	100.00	95.83	92.24	100.00	94.70	97.37	98.40
Degree to which the medics listened to you and/or your family	100.00	95.59	92.87	100.00	93.85	97.37	97.34
Skill of the medics	100.00	95.83	92.92	100.00	94.76	98.68	96.81
Extent to which the medics kept you informed about your	96.88	95.31	90.46	100.00	94.40	98.44	96.11
Extent to which medics included you in the treatment decisions (if	96.43	93.75	91.12	97.22	94.95	98.33	92.71
Degree to which the medics relieved your pain or discomfort	96.88	96.67	86.92	97.22	91.83	96.88	94.51
Medics' concern for your privacy	96.88	95.59	91.68	97.22	93.18	97.22	95.93
Extent to which medics cared for you as a person	97.22	95.83	90.64	97.22	94.05	98.61	97.83
Professionalism of the staff in our ambulance service billing office	100.00	93.75	91.88	93.75	90.18	79.17	98.08
Willingness of the staff in our billing office to address your needs	100.00	93.75	94.11	93.75	91.35	83.33	98.08
How well did our staff work together to care for you	100.00	95.83	90.73	97.22	93.64	97.06	96.20
Extent to which our staff eased your entry into the medical facility	97.22	97.22	91.33	97.22	91.28	96.43	96.02
Appropriateness of Emergency Medical Transportation treatment	97.22	97.37	90.51	97.22	90.40	95.00	94.89
Extent to which the services received were worth the fees charged	96.43	90.28	86.52	86.11	89.38	0	95.95
Overall rating of the care provided by our Emergency Medical	100.00	97.37	90.89	97.22	93.27	98.61	96.20
Likelihood of recommending this ambulance service to others	100.00	90.33	91.47	94.44	93.40	0	96.59
Overall score	97.21	93.07	91.04	97.22	92.71	95.65	95.39
National Rank	11	47	76	10	53	21	23
Comparable Size (Small) Company Rank	8	24	32	7	28	15	16



Benchmark Comparison

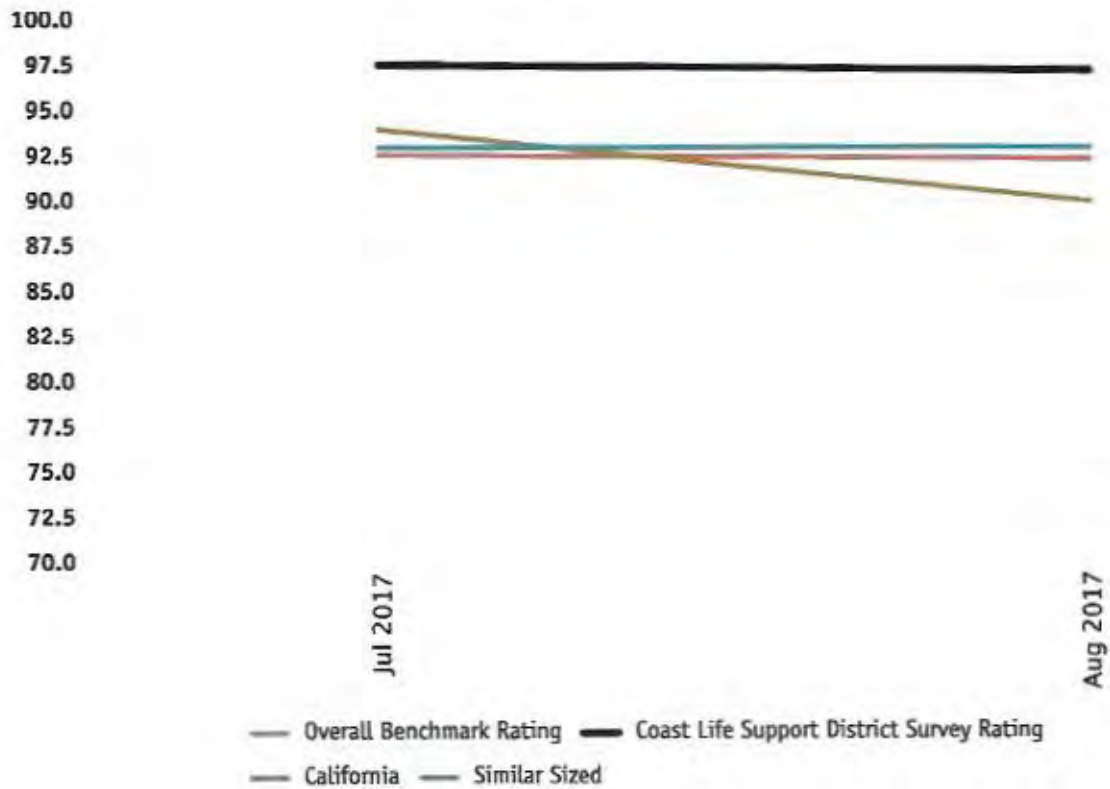
	Your Company	Total DB	Similar Sized	California
Total Score	97.21	92.35	92.58	90.01
Medics' concern for your privacy	96.88	92.88	93.47	89.94
Extent to which the medics kept you informed about your	96.88	92.28	93.31	90.01
Helpfulness of the person you called for ambulance service	100.00	92.69	92.57	93.16
Skill of the medics	100.00	93.85	94.61	90.83
Degree to which the medics listened to you and/or your family	100.00	93.62	94.02	91.63
Extent to which our staff eased your entry into the medical	97.22	93.48	93.82	92.14
Extent to which you were told what to do until the ambulance	95.83	90.55	91.03	87.81
Cleanliness of the ambulance	97.22	94.43	95.13	91.92
Degree to which the medics relieved your pain or discomfort	96.88	89.94	91.11	88.27
Care shown by the medics who arrived with the ambulance	100.00	94.01	94.63	92.45
Willingness of the staff in our billing office to address your	100.00	88.67	88.98	85.24
Comfort of the ride	97.22	87.42	87.17	87.20
Professionalism of the staff in our ambulance service billing	100.00	89.10	89.07	83.67
Extent to which medics included you in the treatment decisions	96.43	92.00	92.72	90.48
Extent to which the ambulance arrived in a timely manner	100.00	92.07	93.02	92.16
How well did our staff work together to care for you	100.00	93.10	93.74	90.34
Extent to which medics cared for you as a person	97.22	93.91	94.40	91.21
Extent to which the services received were worth the fees	96.43	87.54	88.44	85.16
Skill of the person driving the ambulance	75.11	93.66	93.82	90.73
Concern shown by the person you called for ambulance service	96.88	92.53	92.29	91.61
Overall rating of the care provided by our Emergency Medical	100.00	93.25	93.72	90.83
Likelihood of recommending this ambulance service to others	100.00	92.68	93.25	90.77
Appropriateness of Emergency Medical Transportation treatment	97.22	93.19	93.23	91.62
Degree to which the medics took your problem seriously	100.00	93.81	94.31	91.05

Number of Surveys for the period

9

Coast Life Support District
August 1, 2017 to August 31, 2017

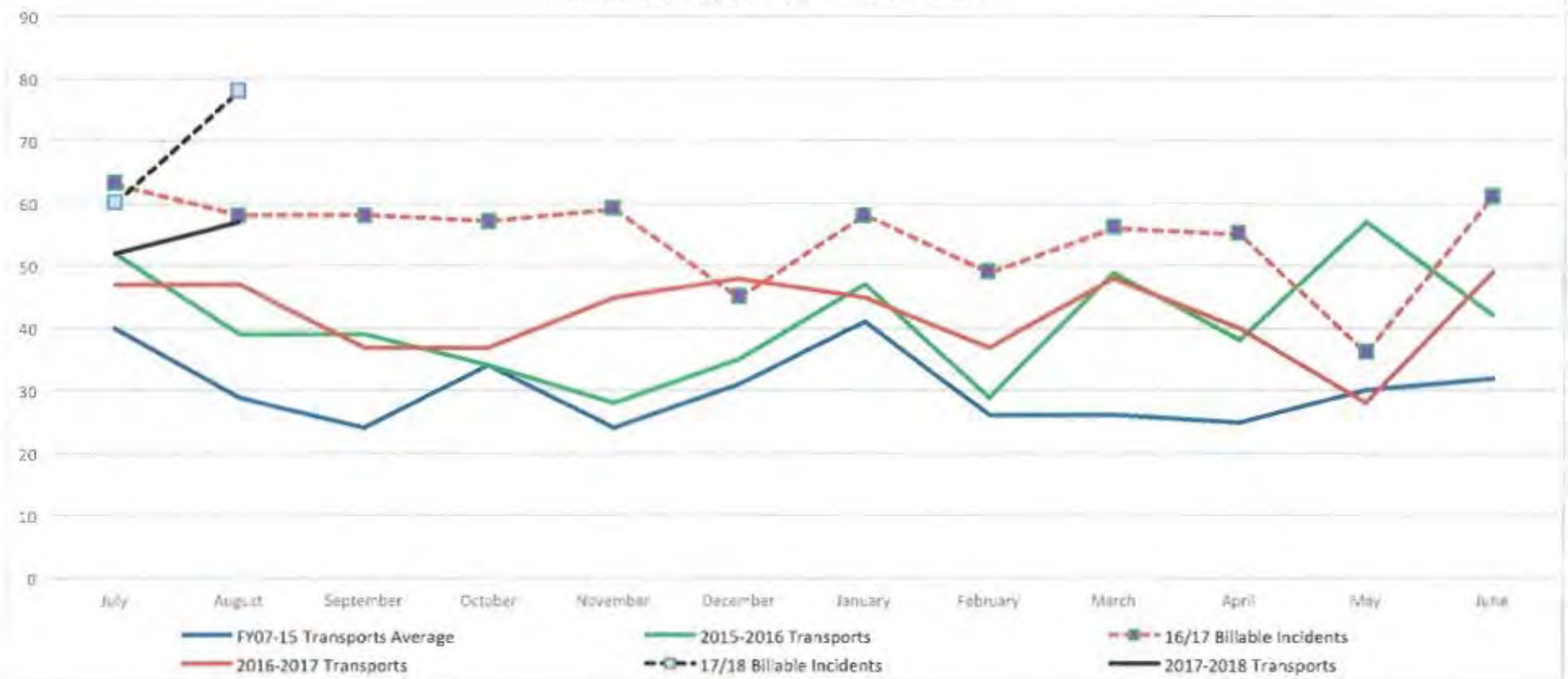
Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.



CLSD AMBULANCE RUN DATA (Month/Cumulative)

Monthly Transports	July	August	September	October	November	December	January	February	March	April	May	June
FY07-15 Transports Average	40	29	24	34	24	31	41	26	26	25	30	32
2015-2016 Transports	52	39	39	34	28	35	47	29	49	38	57	42
16/17 Billable Incidents	63	58	58	57	59	45	58	49	56	55	36	61
2016-2017 Transports	47	47	37	37	45	48	45	37	48	40	28	49
17/18 Billable Incidents	60	78										
2017-2018 Transports	52	57										

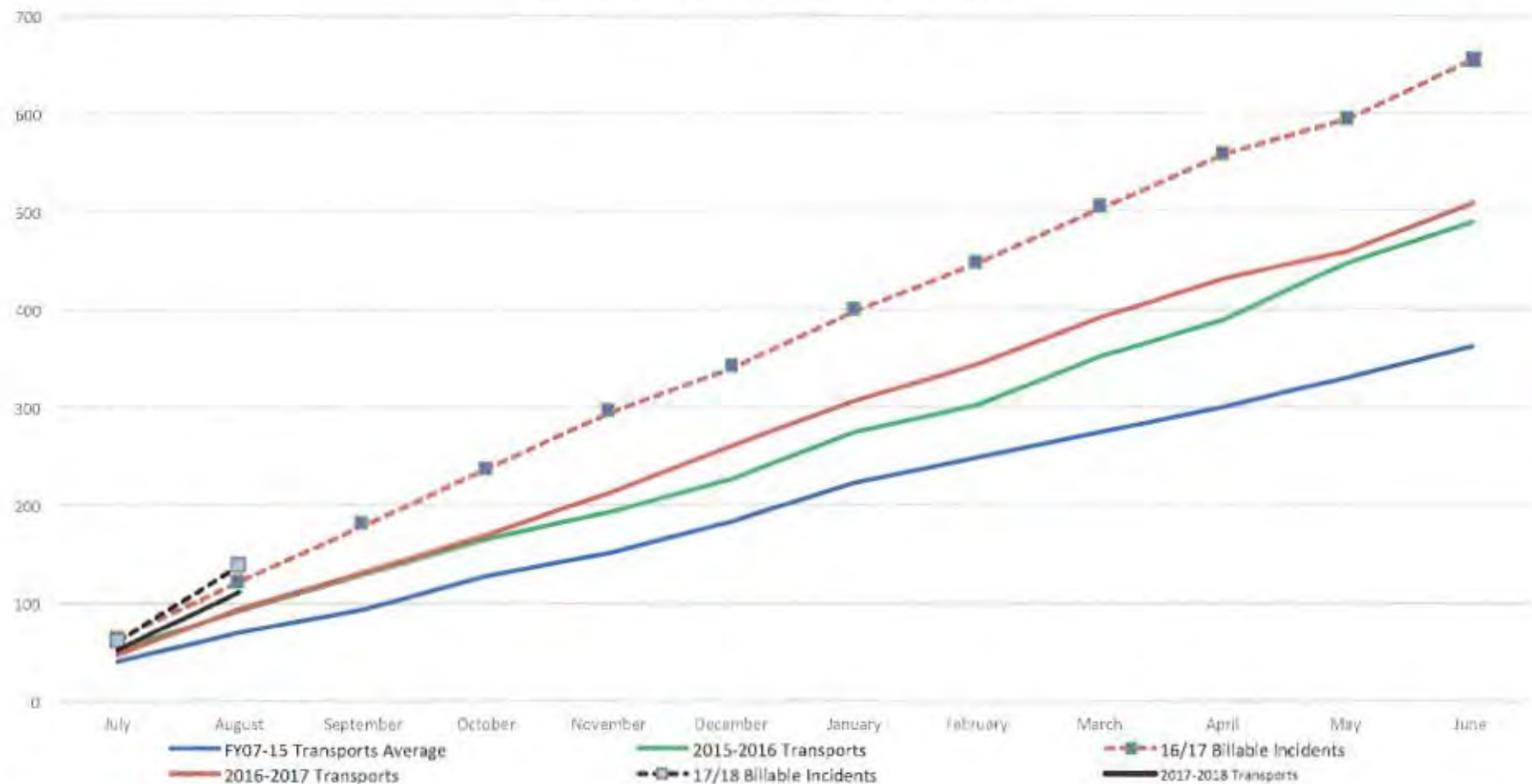
Monthly Transport Volume by Fiscal Years





CLSD AMBULANCE RUN DATA (Month/Cumulative)

Cumulative Transports	July	August	September	October	November	December	January	February	March	April	May	June
FY07-15 Transports Average	40	69	93	127	151	182	223	249	275	300	330	362
2015-2016 Transports	52	91	130	164	192	227	274	303	352	390	447	489
16/17 Billable Incidents	63	121	179	236	295	340	398	447	503	558	594	655
2016-2017 Transports	47	94	131	168	213	261	306	343	391	431	459	508
17/18 Billable Incidents	60	138										
2017-2018 Transports	52	111										

Cumulative Transport Volume by Fiscal Years



CLSD RUN DATA for the PRECEEDING 12 MONTHS

MONTH	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LANDING		DRY RUN		T&R		TO RCMS				FROM RCMS			
	AUTHORIZED		PATIENT		ADVANCED				BASIC				TRANSPORTS				CANCELLED											
	ORDER		CARE		LIFE				LIFE						ON		ROUTE			ALS	BLS	ALS	BLS	ALS	BLS			
ON TOP	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total	Current	Year Total		
17-Aug	121	90	77	61	42	35	3	3	15	12	2	2	57	47	3	8	38	23	22	10	7	6	2	1	7	6	6	5
17-Jul	98	106	62	71	37	30	4	7	15	17	1	1	52	47	9	9	31	31	15	17	4	5	0	1	8	6	7	6
17-Jun	99	90	61	63	33	26	4	6	16	16	2	2	49	42	7	8	28	18	15	23	2	1	1	0	6	3	10	4
17-May	67	101	42	77	20	32	2	10	5	25	0	0	28	57	7	5	21	24	21	10	0	3	0	0	5	3	1	4
17-Apr	84	91	58	60	27	34	2	4	13	14	1	4	40	48	4	8	23	23	18	12	2	1	0	0	10	6	6	6
17-Mar	91	91	60	70	34	31	4	6	14	18	4	0	48	49	8	5	23	20	12	13	1	2	0	1	6	7	6	7
17-Feb	72	59	53	47	28	18	3	8	9	11	1	0	37	29	3	4	13	12	16	10	4	1	0	0	4	2	3	0
17-Jan	87	83	60	68	34	34	2	4	11	12	1	1	45	46	7	6	25	15	15	16	5	5	0	0	7	4	4	5
16-Dec	95	67	92	57	32	29	6	3	18	6	3	2	48	35	7	5	25	10	10	14	4	2	1	1	3	4	4	0
16-Nov	89	66	58	42	33	19	2	2	12	9	1	0	45	28	5	4	27	24	15	12	5	4	1	2	5	2	6	2
16-Oct	83	72	57	50	24	28	4	2	13	6	1	1	37	34	6	7	22	22	20	16	3	4	0	0	2	5	5	2
16-Sep	74	82	56	50	25	30	1	2	12	9	0	0	37	39	4	5	15	20	19	8	1	4	0	0	8	7	8	2
	1060	998	736	716	369	346	37	57	153	155	17	13	523	501	70	74	291	242	198	161	38	38	5	6	71	55	66	43
	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LZ		DRY RUN		T&R		TO RCMS				FROM RCMS			

ALL SHADED COLUMNS ARE PREVIOUS YEAR DATA

District Administrator and Operations Manager Report

District Administrator:

- Met with Karen Milman, MD, MPH, Health Officer with Sonoma County Department of Health Services to discuss the Ambulance Ordinance giving her the rural ambulance perspective. I will be participating on the committee to redraft a new Sonoma County ambulance ordinance.
- Outcome of Supervisor Lynda Hopkins to District: she is convening a meeting Oct 20th to discuss possible strategies for improving rural healthcare and ultimately rural health outcomes. "Acknowledging the increasing senior population in our rural areas is already straining emergency services on the North Coast, and what's happening in Gualala is only a sign of things to come for all of rural Sonoma County as our population ages and medical demands increase".
- MHA: Emergency Medical Services workgroup - researching how the state plan is designed and approved by the Feds to assure payment. Sheila is also reaching out to some old DHCS contacts.
- Met with Annan Hanson and Rich Hughes – New Board Director Manual moving downstream. Plan is to complete within a month of next meeting 9/28.
- Starting interviews for the Network Director position of MHA.
- 1:1 meetings – Directors and the DA. To date: 2 completed, 1 scheduled, 4 still TBD.
- SOP (Standard Operating Procedure) Committee has launched. Plan, structure, prioritization of SOPs in progress. Plan is to meet every two weeks.
- RCMS Helipad permitting process: Conference call held to move forward with the process. Consultant engaged to assure correct questions are being asked and appropriate parties involved.
- Attended the 2017 Annual CA Ambulance Association conference in San Diego.
- Phase I of Training Room (essentially) completed.

Operations Manager:

Deployment / Staffing

- ALS (M-120) and second out BLS (B-121) was staffed 100%
- Paramedic students have started. A few open shifts for October on BLS
- Malay Thacker is in the application process
- Matt Bold is the new supply coordinator. Working on PAR levels, ordering and stocking
- Paramedic Chris Ottolini appointed Training Officer
- Paramedic Bronwyn Golly appointed Field Training Officer

Facilities

- Training room improvements—paint, carpeting should be completed

Vehicles/Equipment

- All vehicles in service nothing major pending
- Had a repair on our new Ferno gurney. Electrical connection...fixed under warranty
- Received 3 Apple I pads on a grant from CVEMS to be used for e-PCR entry. Ordering protective cases.

Community events / Training

- We had a RCMS CPR class. Community CPR scheduled for September 30th
- Gualala River scheduled for October 7th