

# COAST LIFE SUPPORT DISTRICT

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## AGENDA

### REGULAR MEETING OF THE BOARD OF DIRECTORS

38901 Ocean Drive, Gualala, CA 95445 – Bill Platt Training Room

>>> **4 PM, August 27<sup>th</sup>, 2018** <<<

1. Call to Order Hughes
2. Adoption of the agenda Hughes
3. Minutes Approval Hughes
4. Privilege of the floor Hughes
5. New Business Hughes
  - a. None
6. Old Business
  - a. Board goals – revised Hughes
  - b. Resolution 256: CLSD's support of North Sonoma Coast Fire Protection District's Measure V to establish a permanent Appropriations Limit Hughes
  - c. Proposed salary range DA – shift from step ladder to salary range Hughes
7. Reports:
  - a. Finance: YTD Beaty
    - i. Wittman ambulance revenue – YTD
    - ii. Expenses
    - iii. Intergovernmental Transfer (IGT) update Caley
  - b. Communication Committee Bower/André
  - c. MHA update Tittle
8. DA / Ops report Caley
  - a. Ambulance run data
  - b. DA Summary Report – read in advance and will have Q & A
  - c. Customer Survey – 13 month summary
9. **NEXT MEETINGS:** Scheduled Board of Director meetings are held routinely on the 4<sup>th</sup> Monday of the month at 4:00 PM at the CLSD Bill Platt Training Center unless otherwise noted. Upcoming meetings are:  
**Sep 24, 2018 – propose cancelling: at least three Directors confirmed out of town**  
**Oct 22, 2018**  
Scheduled currently:  
**November 26<sup>th</sup>** – Monday after Thanksgiving  
**December 24<sup>th</sup>** – Christmas Eve  
Propose combining Nov/Dec meeting to **Dec 10<sup>th</sup>, starting at 2 PM** and combine with Finance Committee Mtg. This meeting would also include the swearing in of reelected or newly elected Board Directors into new four-year terms.
10. Adjourn



MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS  
July 23<sup>rd</sup>, 2018

**Call to Order:** Director Hughes called the meeting to order at 4:03 p.m. at the Bill Platt Training Room.  
**Present:** Directors: Beaty, Bower, Schwartz, Tittle and Villagomez. Also, present: District Administrator David Caley, Ops Manager Evan Dilks. Excused absence Director André and Executive Assistant Robin Bean.

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

**Approval of May 21<sup>st</sup>, 2018 Board Minutes:** Director Beaty moved to approve the June 25<sup>th</sup> meeting minutes and was seconded by Director Schwartz. All ayes.

**Privilege of the Floor – Public Comment:** CLSD's Paramedic Marcus Bond and EMT Lu Davis were introduced to the BOD's for a meet and greet.

- Marcus Bond EMT-P: has been a part-time Paramedic with CLSD for about six months but has five years' experience. He has been really enjoying working here at CLSD. Marcus has professional plans of becoming a Pediatrician.
- Lu Davis EMT: has been with CLSD for 13 years and has 21 years of dedicated service to the regional EMS system. She resides in Fort Bragg. She hopes to begin traveling extensively in the upcoming months.

**New Business:**

- Board Goals:** The Board Directors have previously made recommendations to revise the FY19 Board Goals. Director Hughes led discussion and a ranking of the Goals to establish priorities. The results will be distributed next month. Proposed goals fall under the following categories: 1) Financial Management 2) Personnel Development 3) Community Relations 4) Service Improvement 5) Mendocino Health Alliance 6) Communications 7) Measures of Success and 8) Facilities.
- RCMS Urgent Care contract:** DA Caley advised the BOD the initial 5-year contract of expanded UC services implemented after the passage of Measure J in 2014, will expire at the end of June 2019. The District may award up to (2) two-year extensions under all of the same terms and conditions of the original contract if mutually agreed upon by the District and Provider. CLSD will confirm with RCMS.

**Old Business:**

- None**

**Reports:**

**a. Finance: YTD**

**Wittman ambulance revenue – FY18:** The "Wittman CLSD (YTD) Report" was reviewed. June gross charges \$192,499. Net receipts received for June \$43,452. Net receipts for FY18 averaged (avg. monthly net \$54,459).

- Expenses – FY17 YTD:** Expenses continue to be within budget.

**b. P&L Actuals vs Budget: FY18 Report:**

- Board of Directors reviewed the "P&L Actuals vs Budget" Report.
- Ambulance dispatch and transport data YTD: There were (37) transports in June with a cumulative volume of (508). There were (54) billable incidents with cumulative volume of (661).

- 180+ Day Aging:** in June is \$428,768. E. A. Bean continues to monitor and take correct course of action regarding the aging claims. A new batch of bad debt (~30K) is in the process of review for the next Finance Committee meeting.

- Communications Committee:** nothing to report.

**e. MHA:**

Director Tittle presented a Mendonoma Health Alliance Quarterly Update (included in the agenda packet). She provided a detailed description of the work being done by the MHA collaborative. The BOD appreciated the comprehensive update.

**DA report:**

- a. **Ambulance run data** - Reviewed
- b. **DA Summary Report** – read in advance and Q & A during meeting.
- c. **RCMS Urgent Care formally recognized by the CA Emergency Medical Services Authority as a Designated Alternate Receiving Facility.** RCMS is the only such agency in the State to be recognized with this status. They now have such formal recognition from the Regional and State EMS Authorities even though they are not a hospital.
- d. **Parcel reviews:** a parcel review of “Vacant/Buildable” parcels was reviewed for potential out of date county records and lost parcel tax revenue. Ninety two parcels were identified suspect and would be confirmed prior to notifying the Assessor's Office.

Next Board of Directors Meeting: 4pm

Monday, Aug 27<sup>th</sup>, 2018

Monday, Sept 24<sup>th</sup>, 2018

Monday, Oct 22<sup>nd</sup>, 2018

**Adjournment:** at 5:37 pm. Director André moved for adjournment, Director Schwartz seconded, all ayes.

Minutes Approved:

\_\_\_\_\_  
(Date)

# **Ranked CLSD GOALS FOR FY 18 -19**

	Status
<p><b>1. FINANCIAL MANAGEMENT</b></p> <p style="text-align: center;"><b>Highest Priority</b></p> <p>(1) Assess need for parcel tax increase, amount and when (includes updating multi-year projection) (8)</p> <p>(2) Review parcel tax rates for different uses and determine where changes are needed. (6)</p> <p>(3) Begin development of process for passing any tax increase proposed (community group, funding, messaging, activities, etc.) (5)</p> <p>(4) Complete DA salary structure change (5)</p> <p>(5) Determine funding sources for “self directed” EMT training (5)</p> <p style="text-align: center;"><b>Next Priority</b></p> <p>(6) Implement parcel tax classification adjustments found in aerial scan (4)</p> <p>(7) Monitor Reserve balances with three to six months targets set (4)</p> <p>(8) Continue to monitor new revenue streams, including County sales tax increase in unincorporated areas for EMS (4)</p> <p>(9) Review Urgent Care expenditure and revenue need forecasts and affirm CLSD policy for allocating tax revenues (3)</p> <p>(10) Develop RFP for Urgent Care contract with completion of the existing five year contract (3)</p> <p style="text-align: center;"><b>Lower Priority</b></p> <p>(11) Decide on how equipment replacement to be handled financially (2)</p> <p>(12) Determine a way to allocate and codify unrestricted reserves (2)</p> <p>(13) Complete 10 year forecast of equipment needs (1)</p> <p>(14) Find way to finance research better logo for CLSD (1)</p>	

## **2. PERSONNEL DEVELOPMENT**

### **Top Priorities**

- (1) Resolve best way to provide annual EMT training and update courses in house, pricing and financing (8)**
- (2) Begin development of a succession plan for the DA position with a targeted retirement date of 2020 (7)**
- (3) Complete the Employee Engagement survey annually and take action on findings (6)**
- (4) Continue to build relationships between staff and Board and agree on activities needed. (5)**

### **Next Priority**

- (5) Advocate for appropriate and expanded scope of practice for Paramedics and EMT's who serve in a rural and isolated frontier area. (4)**
- (6) Develop redundancy planning for the Operations Manager position (3)**

### **Lower Priority**

- (7) Continue ongoing support of the multi-disciplinary SOP committee and insure all relevant SOP's are in place. (2)**
- (8) Expand and update the Boar Orientation manual and develop a process for assessing its usefulness and relevance (1)**
- (9) Develop redundancy for the Executive Assistant position (1)**

### **3. COMMUNITY RELATIONS**

#### **Highest Priority**

- (1) Continue to develop positive relations with all fire departments and other EMS agencies. (7)**
- (2) Insure we understand what other EMS organizations need from CLSD. (6)**
- (3) Involve CLSD Board and staff in important and high visibility events (5)**

#### **Lower Priority**

- (4) Improve CLSD signage on the road (2)**
- (5) Provide an annual report on what CLSD has accomplished during the year (2)**

#### **4. SERVICE IMPROVEMENT**

##### **Priority**

- (1) By end of year insure dual paramedic program (Second Out) has 100% coverage from 9 to 2100. (4)**
- (2) Determine cost and benefits of dual paramedic (Second Out) 24/7 with potential implementation date of 20/21 (3)**

##### **Lower Priority**

- (3) Determine what needs to happen to keep Urgent Care on the coast and a viable operation**

## 5. MENDOCINO HEALTH ALLIANCE

### High Priority

- (1) Expanding services available in Urgent Care (6)

### Priority

- (2) Increasing hours of urgent care (3)  
(3) Advocating for Congressional adoption of HR 5678 (Rural  
Emergency Medical Services Act) (3)

### Lower Priority

- (4) Expanding protocols for urgent care providers (1)





## **6. COMMUNICATIONS**

### **High Priority**

- (1) Create a communication plan for an upcoming election (7)**
- (2) Insure the new website remains up-to-date and relevant (6)**

### **Priority**

- (3) Continue development of community education programs (4)**
- (4) Develop a multi-year communications plan for CLSD (4)**
- (5) Develop and implement on ongoing presence in the ICO (3)**
- (6) Assess logo and rebranding options for CLSD (3)**

### **Lower Priority**

- (7) Insure medicine alert notice has wide distribution for homes (2)**
- (8) Expand CLSD's digital outreach to the community through other media outlets (2)**



## **7. MEASURES OF SUCCESS**

### **High Priority**

- (1) Develop an customer/patient services improvement plan based on the ongoing customer satisfaction survey (6)

### **Lower Priority**

Create an annual report on when paramedics are available on the coast by time of day and day of week as well as by day of year (3)

Create an annual report on when services are provided by time of day and day of week (2)

Simplify the service call and transport workload volume reporting (2)



## **8. FACILITIES**

### **Highest Priority**

(1) Complete renovation of Quarters downstairs (2018) (7)

(2) Complete renovation of Quarters upstairs (2019) (5)

### **Priority**

(3) Complete cosmetic renovation of Bill Platt meeting room (4)

(4) Power wash building and landscape/weed removal (4)

### **Lower Priority**

(5) Develop a plan for maintenance of the training room (2)

(6) Insure the policies for training room use meet the needs of CLSD and the community (2)

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE COAST LIFE SUPPORT  
DISTRICT TO SUPPORT THE PASSAGE OF MEASURE V ON TUESDAY,  
NOVEMBER 6, 2018, WHICH WILL ESTABLISH THE PERMANENT  
APPROPRIATIONS LIMIT FOR THE NORTH SONOMA COAST FIRE  
PROTECTION DISTRICT**

**WHEREAS**, as part of the final steps in the formation of the North Sonoma County Fire Protection District, the Board of Directors of the North Sonoma Coast Fire Protection District has proposed an ordinance to establish the permanent appropriations limit for the District; and

**WHEREAS**, the establishment of the permanent appropriations limit for the North Sonoma Coast Fire Protection District has been designated by the Sonoma County Registrar of Voters as Measure V on the election set for Tuesday, November 6, 2018; and

**WHEREAS**, the continued effective collaboration of Coast Life Support District, the North Sonoma Coast Fire Protection District and all of the other fire agencies in the two-county area, together with Redwood Coast Medical Services, represents a continuum of public safety, fire suppression and emergency medical care which are essential to maintaining adequate emergency services for our community;

**NOW, IT IS THEREFORE RESOLVED**, the Board of Directors of the Coast Life Support District hereby expresses its support for and endorses Measure V and urges those casting votes in the November 6, 2018 election to vote Yes on Measure V.

**THE FOREGOING RESOLUTION** was introduced at a meeting of the Board on August 27, 2018 by Director Hughes, who moved its adoption, seconded by Director \_\_\_\_\_, and ordered adopted by the following vote:

AYES: \_\_\_\_\_ NOES: \_\_\_\_\_ ABSENT OR NOT VOTING: \_\_\_\_\_

**WHEREUPON**, the Chair declared the foregoing Resolution adopted, and **SO ORDERED**.

By: \_\_\_\_\_  
Chair of the Board

By: \_\_\_\_\_  
Secretary of the Board

# 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	ADI	NEW A/R BALANCE
FY18													
AUGUST '17	78	292,985	132,529	65,944	3,088	91,424	56,944	3,413	53,531	-	-	2,226	495,286
SEPTEMBER '17	43	158,264	61,382	35,655	1,954	59,273	72,870	104	72,767	-	(9)	1,127	482,959
OCTOBER '17	31	126,356	43,683	44,504	6,796	31,373	56,086	177	55,909	\$	4,346	200	454,247
NOVEMBER '17	55	300,041	107,310	78,225	(2,518)	117,024	49,971	580	49,391	\$	-	-	504,156
DECEMBER '17	47	172,167	69,416	63,344	3,929	35,478	50,462	-	50,462	\$	-	4	489,176
JANUARY '18	43	163,388	65,539	46,515	2,622	48,711	35,372	-	35,372	\$	-	-	482,236
FEBRUARY '18	53	272,815	109,275	65,276	2,803	95,461	54,511	23	54,487	\$	-	-	523,210
MARCH '18	72	272,061	148,108	52,151	3,021	68,784	40,754	-	40,754	\$	653	-	518,423
APR '18	56	206,528	105,159	46,448	3,024	51,897	80,068	-	80,068	\$	3,835	737	487,155
MAY '18	58	204,220	80,596	51,439	(1,495)	73,681	55,203	-	55,203	\$	1,250	-	448,338
JUNE '18	54	192,499	103,831	61,697	3,130	23,859	52,759	9,307	43,452	\$	-	23	428,768
FY19													
JULY '19	70	281,184	174,532	49,415	5,255	51,982	37,431	-	37,431	\$	3,317	-	408,669

FY To Date	70	281,184	174,532	49,415	5,255	51,982	37,431	-	37,431	31,334	3,317	-	
Last 12 Months	660	2,642,509	1,201,359	613,678	31,609	748,948	642,431	13,604	628,827	157,547	13,391	4,318	

Monthly Average FY To Date	70	281,184	174,532	49,415	5,255	51,982	37,431	-	37,431	31,334	3,317	-	
Monthly Average Last 12 Months	55	220,209	100,113	51,140	2,634.05	62,412	53,536	1,134	52,402	13,129	1,116	360	

5:05 PM

08/09/18

Accrual Basis

# Coast Life Support District Profit & Loss Budget Overview FY19 July 2018

	Jul 18	Budget	\$ Over Budget	% of Budget
<b>Ordinary Revenue/Expense</b>				
<b>Revenue</b>				
4000 · CLSD Special Taxes	132,816.84	132,816.84	0.00	100.0%
4100 · Interest Revenue	0.00	0.00	0.00	0.0%
4200 · Ambulance Revenue	48,665.58	58,333.37	-9,667.79	83.4% <sup>1</sup>
4400 · Miscellaneous Revenue	0.00	833.34	-833.34	0.0%
4410 · Intergovernmental Transport(IGT)	0.00	0.00	0.00	0.0%
4420 · Ground Emerg Med Transport	0.00	2,083.34	-2,083.34	0.0%
4421 · GEMT - SB523 (QAF)	0.00	2,333.34	-2,333.34	0.0%
<b>Total Revenue</b>	<b>181,482.42</b>	<b>196,400.23</b>	<b>-14,917.81</b>	<b>92.4%</b>
<b>Expense</b>				
5000 · Wages and Benefits	100,309.60	104,417.50	-4,107.90	96.1%
6000 · Ambulance Operations	9,963.40	12,812.09	-2,848.69	77.8%
6700 · Overhead/Administration	9,635.99	15,910.47	-6,274.48	60.6%
7000 · Urgent Care	64,897.08	64,897.12	-0.04	100.0%
8000 · Interest Expense	209.82	375.00	-165.18	56.0%
9500 · Depreciation Expense	6,945.66	6,945.66	0.00	100.0%
9999 · Prior Period Adjustment	0.00	0.00	0.00	0.0%
<b>Total Expense</b>	<b>191,961.55</b>	<b>205,357.84</b>	<b>-13,396.29</b>	<b>93.5%</b>
<b>Net Ordinary Operating Surplus</b>	<b>-10,479.13</b>	<b>-8,957.61</b>	<b>-1,521.52</b>	<b>117.0%</b>
<b>Net Revenue</b>	<b>-10,479.13</b>	<b>-8,957.61</b> <sup>2</sup>	<b>-1,521.52</b>	<b>117.0%</b>

1. NET BILLING: \*REF WITTMAN YTD REPORT (ACC 4200 + COLUMN F MINUS H/K/L)

2. \$10,833 X 1 MONTH = \$10,833 FOR URGENT CARE INCREASE & COVERED BY UC RESERVES.

4:53 PM

08/09/18

Accrual Basis

# Coast Life Support District Profit & Loss Budget Overview FY19 July 2018

	Jul 18	Budget	\$ Over Bud...	% of Bud...
<b>Ordinary Revenue/Expense</b>				
<b>Revenue</b>				
4000 · CLSD Special Taxes				
4001 · Mendocino County Taxes				
4004 · Mendocino Ambulance Tax	39,805.34	39,805.34	0.00	100.0%
4009 · Mendocino Urgent Care Tax	28,160.59	28,160.59	0.00	100.0%
4010 · Mendocino Ad Valorem Tax	8,369.41	8,369.41	0.00	100.0%
Total 4001 · Mendocino County Taxes	76,335.34	76,335.34	0.00	100.0%
4002 · Sonoma County Taxes				
4024 · Sonoma Ambulance Tax	31,071.34	31,071.34	0.00	100.0%
4029 · Sonoma Urgent Care Tax	25,410.16	25,410.16	0.00	100.0%
Total 4002 · Sonoma County Taxes	56,481.50	56,481.50	0.00	100.0%
Total 4000 · CLSD Special Taxes	132,816.84	132,816.84	0.00	100.0%
4100 · Interest Revenue	0.00	0.00	0.00	0.0%
4200 · Ambulance Revenue				
4201 · Amb Transport Billings	48,665.58	58,333.37	-9,667.79	83.4%
4228 · Writedowns-District Res. Disc.	0.00	0.00	0.00	0.0%
Total 4200 · Ambulance Revenue	48,665.58	58,333.37	-9,667.79	83.4%
4400 · Miscellaneous Revenue	0.00	833.34	-833.34	0.0%
4410 · Intergovermntl Transport(IGT)	0.00	0.00	0.00	0.0%
4420 · Ground Emerg Med Transport	0.00	2,083.34	-2,083.34	0.0%
4421 · GEMT - SB523 (QAF)	0.00	2,333.34	-2,333.34	0.0%
Total Revenue	181,482.42	196,400.23	-14,917.81	92.4%
<b>Expense</b>				
5000 · Wages and Benefits				
5200 · Health Insurance	9,586.90	9,000.00	586.90	106.5%
5300 · Payroll Taxes Emplr Costs	2,295.84	3,034.75	-738.91	75.7%
5350 · PERS Employer Costs	8,783.75	8,389.16	394.59	104.7%
5405 · Administration Salaries				
5405.1 · Admin Salaries-Alloc/UC	-2,000.75	-2,000.75	0.00	100.0%
5405 · Administration Salaries - Other	19,005.94	19,403.66	-397.72	98.0%
Total 5405 · Administration Salaries	17,005.19	17,402.91	-397.72	97.7%
5410 · Ambulance Operations Wages	54,844.18	57,447.84	-2,603.66	95.5%
5430 · Extra Duty/Stipend Pay/DA	3,828.19	4,650.00	-821.81	82.3%
5500 · Work Comp Insurance	4,492.84	4,492.84	0.00	100.0%
5000 · Wages and Benefits - Other	-527.29			
Total 5000 · Wages and Benefits	100,309.60	104,417.50	-4,107.90	96.1%
6000 · Ambulance Operations				
6030 · Med. Director Fee-non AHUC	3,150.00	3,150.00	0.00	100.0%
6040 · Dispatch Services	0.00	1,795.41	-1,795.41	0.0%
6050 · Misc Reimbursements	0.00	0.00	0.00	0.0%
6100 · Station/Crew Expenses				
5100 · Uniforms & Med Tests	0.00	416.66	-416.66	0.0%
6101 · Facility Repair & Maintenance	728.25	783.34	-55.09	93.0%
6102 · Facility Furniture	0.00	0.00	0.00	0.0%
6110 · Supps, Rental, Clean. etc	317.78	1,083.34	-765.56	29.3%
6210 · Veh. Repair & Maintenance	63.31	1,500.00	-1,436.69	4.2%
6240 · Vehicle Fuel	1,985.75	1,250.00	735.75	158.9%
6410 · Radios & Comm Equip	0.00	333.34	-333.34	0.0%
6510 · Medical Supplies & Equip	3,718.31	2,000.00	1,718.31	185.9%

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08/09/18

Accrual Basis

# Coast Life Support District Profit & Loss Budget Overview FY19 July 2018

	Jul 18	Budget	\$ Over Bud...	% of Bud...
<b>Total 6100 · Station/Crew Expenses</b>	6,813.40	7,366.68	-553.28	92.5%
6980 · Misc. Employee Train. Exps	0.00	500.00	-500.00	0.0%
<b>Total 6000 · Ambulance Operations</b>	9,963.40	12,812.09	-2,848.69	77.8%
<b>6700 · Overhead/Administration</b>				
6180 · Utilities	994.68	1,166.66	-171.98	85.3%
6188 · Telephone	624.98	500.00	124.98	125.0%
6300 · Insurance	1,502.42	1,499.66	2.76	100.2%
6713 · Ambulance Billing	2,607.14	3,250.00	-642.86	80.2%
6714 · GEMT SB52B EXP	0.00	583.34	-583.34	0.0%
6718 · Office Supp/Equip/Software				
6718.1 · Office Supplies	56.70	416.66	-359.96	13.6%
6718.2 · Computer Equipment	0.00	250.00	-250.00	0.0%
6718.3 · Software	224.10	250.00	-25.90	89.6%
6718 · Office Supp/Equip/Software - Other	0.00	0.00	0.00	0.0%
<b>Total 6718 · Office Supp/Equip/Software</b>	280.80	916.66	-635.86	30.6%
6720 · Board Expenses	493.16	208.34	284.82	236.7%
6730 · Consultants				
6734 · IT	542.42	475.00	67.42	114.2%
6735 · EMS Survey	162.50	291.66	-129.16	55.7%
6737 · Financial/Bookkeeping	0.00	250.00	-250.00	0.0%
6738 · Legal	0.00	416.66	-416.66	0.0%
6740 · Audit	0.00	758.34	-758.34	0.0%
6741 · Tax Administration - NBS	893.78	869.16	24.62	102.8%
<b>Total 6730 · Consultants</b>	1,598.70	3,060.82	-1,462.12	52.2%
6742 · Bank/Merchant Fees	81.02	100.00	-18.98	81.0%
6755 · Property Tax Admin	0.00	1,666.66	-1,666.66	0.0%
6760 · Education/Professional Dev	0.00	208.34	-208.34	0.0%
6765 · Election Costs/Reserve	0.00	416.66	-416.66	0.0%
6770 · Dues, Subscrip, Membership	492.15	833.34	-341.19	59.1%
6788 · Printing & Reproduction	0.00	416.66	-416.66	0.0%
6795 · Travel/Transportation	0.00	250.00	-250.00	0.0%
6970 · Community Dev/Training	960.94	833.33	127.61	115.3%
<b>Total 6700 · Overhead/Administration</b>	9,635.99	15,910.47	-6,274.48	60.6%
<b>7000 · Urgent Care</b>				
7011 · Admin Salaries-Alloc to UC	2,000.75	2,000.75	0.00	100.0%
7050 · UC Contract	62,896.33	62,896.37	-0.04	100.0%
<b>Total 7000 · Urgent Care</b>	64,897.08	64,897.12	-0.04	100.0%
<b>8000 · Interest Expense</b>				
8005 · EMS Interest Expense	0.00	125.00	-125.00	0.0%
8000 · Interest Expense - Other	209.82	250.00	-40.18	83.9%
<b>Total 8000 · Interest Expense</b>	209.82	375.00	-165.18	56.0%
9500 · Depreciation Expense	6,945.66	6,945.66	0.00	100.0%
9999 · Prior Period Adjustment	0.00	0.00	0.00	0.0%
<b>Total Expense</b>	191,961.55	205,357.84	-13,396.29	93.5%
<b>Net Ordinary Operating Surplus</b>	-10,479.13	-8,957.61	-1,521.52	117.0%
<b>Net Revenue</b>	<b>-10,479.13</b>	<b>-8,957.61</b>	<b>-1,521.52</b>	<b>117.0%</b>

1. NET BILLING:\*REF WITTMAN YTD REPORT (ACC 4200+COLUMN F MINUS H/K/L)

2. \$10,833 X 1 MONTH = \$10,833 FOR URGENT CARE INCREASE & COVERED BY UC RESERVES.

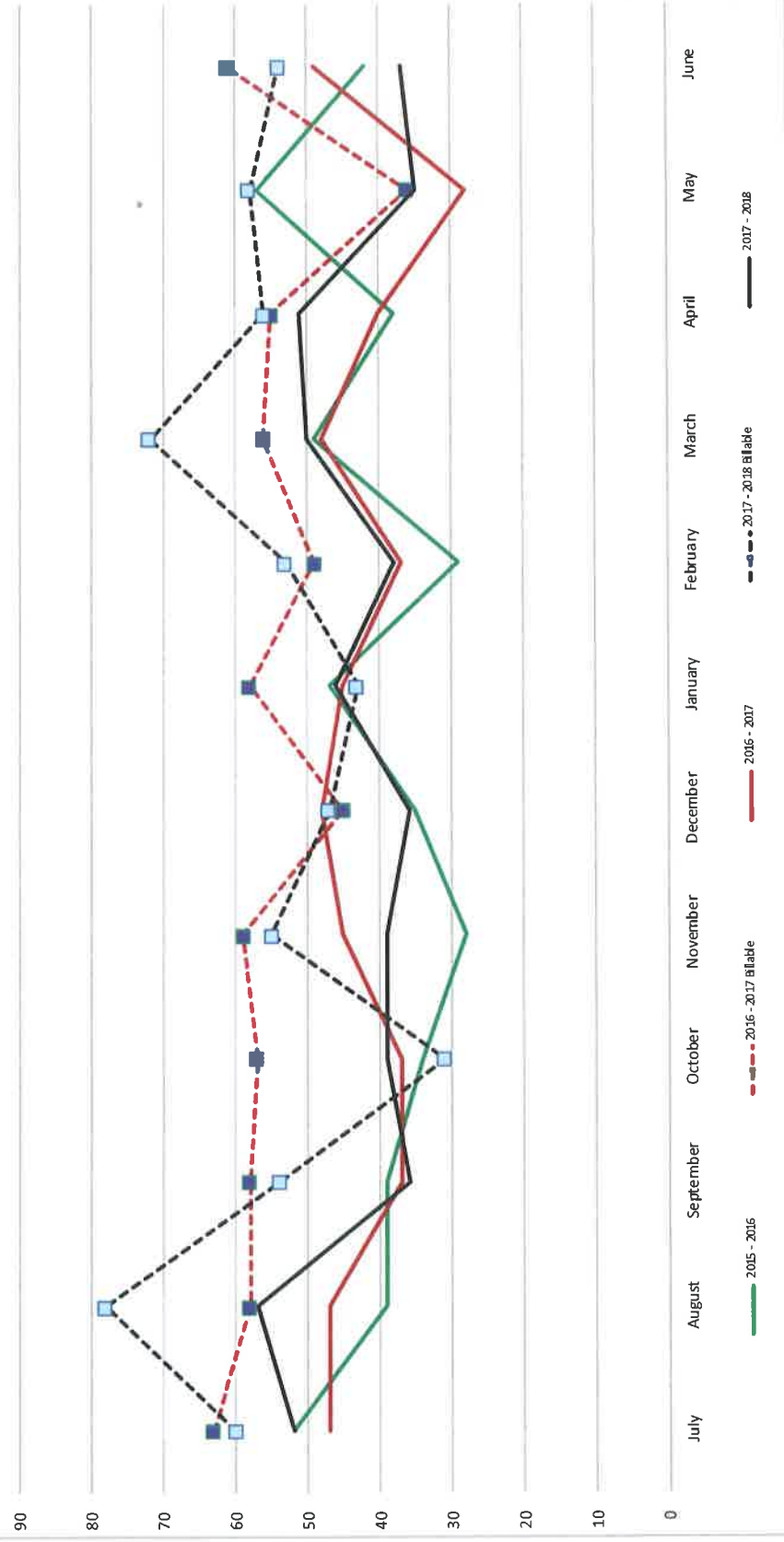


# MONTHLY AMBULANCE DATA

Monthly Transports	July	August	September	October	November	December	January	February	March	April	May	June
2015 - 2016	52	39	39	34	28	35	47	29	49	38	57	42
2016 - 2017	47	47	37	37	45	48	45	37	48	40	28	49
2017 - 2018	52	57	36	39	39	36	46	38	50	51	35	37
2018 - 2019	55											

Monthly Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017 Billable	63	58	58	57	59	45	58	49	56	55	36	61
2017 - 2018 Billable	60	78	54	31	55	47	43	53	72	56	58	54
2018 - 2019 Billable	70											

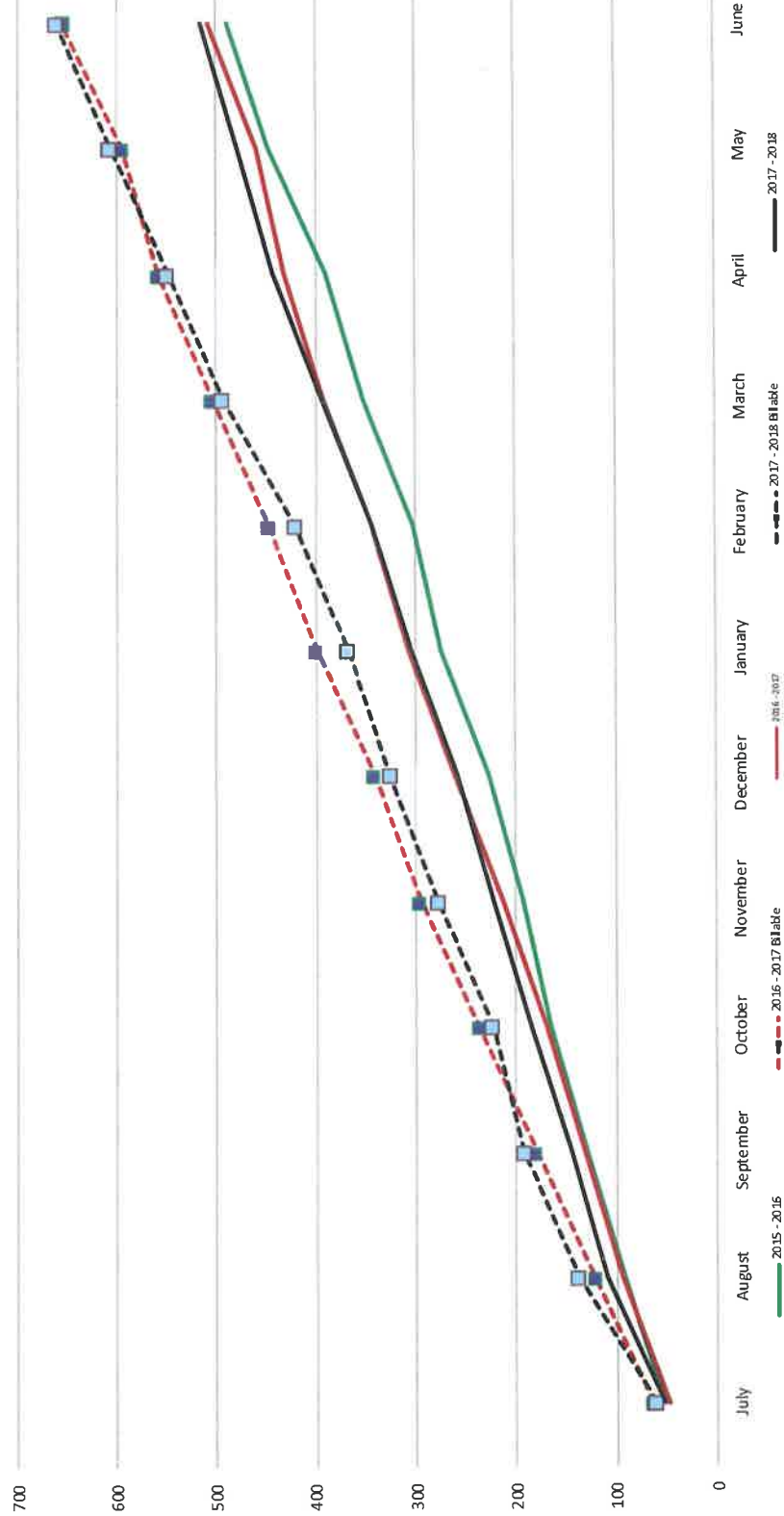
MONTHLY Transport & Billable Incident Volume by Fiscal Years



# CUMULATIVE AMBULANCE DATA

Cumulative Transports	July	August	September	October	November	December	January	February	March	April	May	June
2015 - 2016	52	91	130	164	192	227	274	303	352	390	447	489
2016 - 2017	47	94	131	168	213	261	306	343	391	431	459	508
2017 - 2018	52	109	145	184	223	259	304	343	393	444	479	516
2018 - 2019	55											
<b>Cumulative Billable Incidents</b>												
2016 - 2017 Billable	63	121	179	236	295	340	398	447	503	558	594	655
2017 - 2018 Billable	60	138	192	223	278	325	368	421	493	549	607	661
2018 - 2019 Billable	70											



CUMULATIVE Transport & Billable Incident Volume by Fiscal Years



8/10/18

## CLSD RUN DATA for the PRECEDING 12 MONTHS

ALL SHADED COLUMNS ARE PREVIOUS YEAR DATA

MONTH  MOST CURRENT ON TOP	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LANDING		DRY RUN		T&R		TO RCMS				FROM RCMS			
	AUTHORIZED ORDER DISPATCHED		PATIENT CARE RECORD		ADVANCED LIFE SUPPORT				BASIC LIFE SUPPORT				TRANSPORTS				CANCELLED ON ROUTE				ALS		BLS		ALS		BLS	
	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior
18-Jul	105	98	70	62	47	37	3	4	8	15	1	1	55	52	5	9	26	31	15	15	4	4	0	0	7	8	5	7
18-Jun	78	99	52	61	33	33	1	4	4	16	2	2	37	49	8	7	26	28	15	15	4	2	0	0	3	6	1	10
18-May	76	70	54	58	32	34	1	4	3	4	0	0	35	51	5	10	20	25	19	20	3	0	0	2	8	10	1	3
18-Apr	70	84	58	58	34	27	4	2	4	13	0	1	51	40	10	4	25	23	20	18	0	2	2	0	10	10	3	6
18-Mar	97	91	70	60	37	34	1	4	13	14	1	4	50	48	10	8	25	23	20	12	0	1	3	0	10	6	2	6
18-Feb	63	72	53	53	31	28	2	3	7	9	2	1	38	37	6	3	7	13	13	16	2	4	1	0	4	4	4	3
18-Jan	80	67	59	53	36	28	2	1	10	8	2	0	46	36	2	5	16	17	13	11	7	5	0	2	8	5	7	3
17-Dec	67	95	53	92	28	32	1	6	8	18	0	3	36	48	5	7	17	25	11	10	5	4	2	1	5	3	3	4
17-Nov	90	89	61	58	31	33	0	2	18	12	1	1	49	45	5	5	29	27	12	15	3	5	1	1	9	5	12	6
17-Oct	81	83	54	57	23	24	2	4	16	13	0	1	39	37	4	6	21	22	15	20	2	3	1	0	2	2	9	5
17-Sep	60	74	48	56	28	25	1	1	6	12	1	0	34	37	5	4	12	15	14	19	2	1	0	0	8	8	4	8
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
	988	1012	709	729	402	370	21	38	112	146	12	16	527	527	68	76	262	272	189	181	39	37	12	8	81	73	57	66
	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		IZ		DRY RUN		T&R		TO RCMS				FROM RCMS			

Transports	Landing	Dry Run	T & R
6	1	4	1

A/O	Days M-122 Staffed	Shifts Staffed 9 A-9 P	Shifts Staffed 9 P-9 A	# of Incidents Days	# of Incidents Nights
18-Jul					
M-122	11	16	9	7	2

52%

## District Administrator and Operations Manager's Report

July/Aug 2018

### District Administrator:

- Mendocino County recently discovered some incorrectly coded items on our apportions secured and supplemental taxes under the "Teeter Plan". The revised claim resulted in a check for \$63,315.50.
- Our Continuous Quality Improvement Program designed for the **BLS Expanded Scope** was approved on Aug 22<sup>nd</sup>. Our BLS crews can now do the following:
  - Use an Epi-Pen (anaphylactic shock)
  - Glucometer (measure blood sugar levels)
  - Administer Narcan (reverse drug over dose)
  - Apply Continuous Positive Airway Pressure [CPAP] for respiratory challenges like Congestive Heart Failure
- Three Board of Directors seats are up for reelection in Nov. We will not be on the ballot as we have three seats and three candidates applied. Incumbent Directors Bower and Villagomez ran unopposed and will be sworn into new 4-year terms the first week in December. Director Hughes elected not to run. His seat will be filled by Annan Paterson for a 4-year term. All will be sworn in at the December BOD meeting.
- DHCS has distributed the Intergovernmental Transfer (IGT FY18/19) Letter of Interest and Supplemental Agreements, completed and returned. We have understood this funding program had ended. Currently, funds are expected to be ~the same as last year (est \$130K).
- GEMT – Quality Assurance Fee was to have started July 1, 2018. DHCS has not yet invoiced us. They are running about 2 months behind at this point. Reporting to the state to continues to be submitted per mandate. Still unknown if this will create a budget deficit or generate a small amount of revenue.
- GEMT – FYE15: Contacted by the DHCS auditor for this year (all providers/all participation years) get audited. All paperwork has been submitted and awaiting to hear findings.
- Sonoma County Ambulance Ordinance Workgroup. Monday Aug 20<sup>th</sup>, half day session brought in presenters showcasing Efficiencies/Innovations in EMS. Work continues.
- \$12K Tourist Mitigation funding paperwork to augment the EMR and EMT training program was rolled over into FY19. Completed and submitted to Sonoma County.
- EMR / EMT program: Santa Rosa JC formally declined setting up a program at CLSD. Our location is in their jurisdiction, now that we know they formally decline, we are pursuing level of interest with Mendocino College. Also talking with Coast Valleys EMS Agency about setting up a program with CLSD as the Provider. We have a CA credentialed, local resident instructor who wants to continue teaching. Details to follow as they develop.
- Consolidated election costs for Measure E (June 5<sup>th</sup> General Primary Election) – Sonoma County: \$3,577.44
- Worker's Comp payroll reconciliation timely submitted to SDRMA. The heavy lifting on this was done by Robin – Kudos to her.
- AB2262 – sponsored by Jim Wood amending enabling legislation has previously cleared the Assembly, referred to the Senate and awaiting the third and final reading has hit a snag. The state EMS Authority wants to include language that is construed by Cal Chiefs as an unnecessary overreach on the part of EMSA. Interpretation of overreach blurs LAFCO's role of setting and adjusting of district boundaries, including the provision of emergency services. Considering the current triangulation of tension between public and private providers in So Co with CalChiefs and EMSA, there is a standoff. Actively working with top officials of both agencies in final ditch effort to save the bill. If compromise not made, even if it passes in the Senate, the opposing side will recommend the Governor veto the bill. Wood will pull if that ends up being its fate.
- The Rural Emergency Medical Center Act of 2018: RE: the lack of access to rural hospitals. Legislation currently being considered by Congress (H.R.5678) to amend title XVIII of the Social Security Act to provide for coverage of rural emergency medical center services under the Medicare Program. Have not yet been able to coordinate/strategize advocacy with RCMS or

MHA so I have independently reached out to: the Rural EMS Committee of the National Association of State EMS Officials; National Organization of State Offices of Rural Health; National Government Relations and Reimbursement; and Congressman Jared Huffman's (Constituent Contact – Mendocino Co). Numerous other national organizations have been targeted and will plan outreach to them in the coming weeks.

- CA State EMSA formerly approved designating RCMS as an alternate ambulance receiving destination.
- We have secured services of a local CPA to formally close the CLSD books in preparation for the FY18 audit as recommended by the FY17 auditor. We also plan to consult with him throughout the year as needed. Books to be closed in Sep/Oct. Late Oct submit to Larry Bain auditor. Audit site visit Nov 7-9.
- Biennial Conflict of Interest documents submitted to the Fair Political Practices Commission.

### Operations:

#### **Deployment / Staffing**

- ALS (M-120) staffed 100% Second out Staffed 100%  
Medic 122 staffed 16 days in July. August has 26 days scheduled.
- Employee performance reviews are complete
- **NOTE:** twice in the last week we have deployed a third ambulance. The first incident M120 was on a transfer from RCMS when M122 responded to a multiple victim motor vehicle accident. Evan launched solo in B121 to help on scene and possibly utilize a Fire Fighter EMT to drive the ambulance if needed for transport. As was the case: Malay responded with Fire and drove the ambulance as they transported to Santa Rosa. The transport however, was BLS instead of ALS because the rig did not have full inventory of ALS equipment. For a relatively small outlay of expenses, we will resolve this as we do have three cardiac monitors.  
Kudos to staff who quickly and creatively found a way to better serve the public.

#### **Facilities**

- No major issues or projects pending. Concentrating on general maintenance and cleaning over the next few months.

#### **Vehicles/Equipment**

- ECG monitors are being rotated for routine service
- The Ford Catalytic converter is done. Exhaust fumes are much improved
- The 2011 Sprinter Turbo is leaking oil. Rig is still in service. Heading to SR in the next week

#### **Community events / Training**

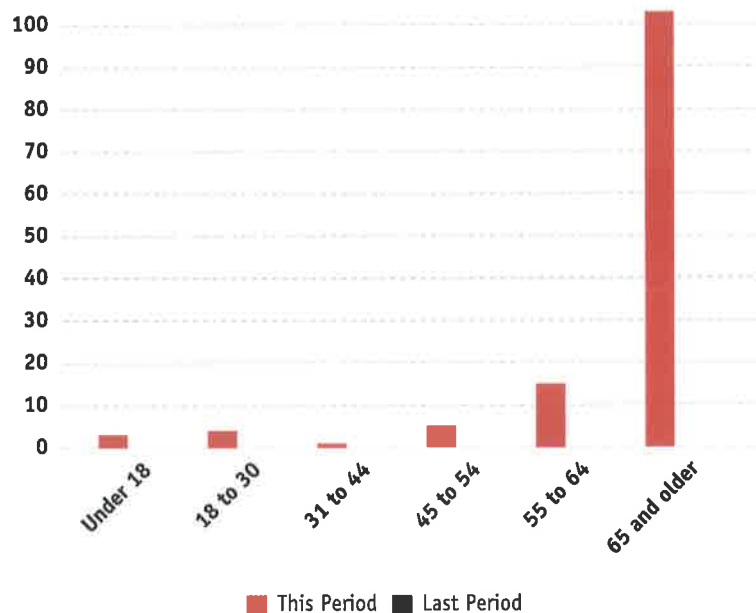
- CREST Aug 23<sup>rd</sup>: Firefighter Rehab – This month's training specifically targeted assessments required of local Firefighters physical/mental health needs deployed on Strike Teams. Many of our CLSD EMTs also work as Firefighters. Addressed issues like proper hydration, self-rehab vs. in depth rehab, metabolism during heavy exertion, heat exhaustion v. heat stroke, paid FF's v. volunteer FF's, prevention measures, etc.
- RCMS is scheduling monthly CPR classes with us now. Averaging 6 a month
- AED and first aid kit placed in the CLSD training room. Looking for the best location for permanent installation.
- Chris Ottolini is fully engaged in his position as Training officer. During Employee Performance Reviews, numerous crew members wrote positive comments on the continually improving quality of training (CREST monthly training program).



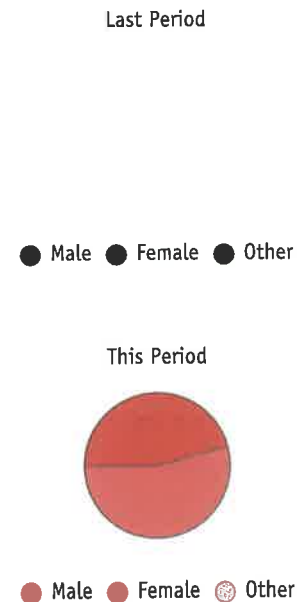
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18		0	0	0	3	1	2	0
18 to 30		0	0	0	4	1	3	0
31 to 44		0	0	0	1	0	1	0
45 to 54		0	0	0	5	2	3	0
55 to 64		0	0	0	15	5	10	0
65 and older		0	0	0	103	51	52	0
<b>Total</b>		0	0	0	131	60	71	0

### Age Ranges



### Gender



Coast Life Support District  
July 1, 2017 to July 31, 2018



### Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018
Helpfulness of the person you called for ambulance service	98.08	100.00	97.50	100.00	100.00	100.00	86.11	100.00		95.45	87.50	95.00	88.46
Concern shown by the person you called for ambulance service	94.23	96.88	96.25	100.00	75.00	100.00	90.63	100.00		92.50	87.50	95.00	93.75
Extent to which you were told what to do until the ambulance	96.15	95.83	96.25	100.00	25.00	100.00	94.44	100.00		92.50	50.50	92.50	93.75
Extent to which the Coast Life Support ambulance arrived in a	96.43	97.22	94.00	96.15	87.50	87.50	95.83	89.29	100.00	87.50	87.50	91.67	96.43
Cleanliness of the ambulance	97.92	97.22	96.88	98.08	87.50	100.00	95.83	100.00	100.00	97.73	87.50	97.50	97.92
Comfort of the ride	93.18	75.11	86.96	96.15	25.00	87.50	92.31	78.57	100.00	72.92	25.50	85.00	86.36
Skill of the person driving the ambulance	97.73	100.00	98.91	100.00	100.00	100.00	94.23	89.29	100.00	93.18	38.00	95.00	97.22
Skills of the Fire Department Emergency Medical Services	94.64	100.00	94.44	98.08	75.00	75.00	93.18	100.00	100.00	95.45	87.50	97.22	94.23
Care shown by the Coast Life Support medics who arrived with	98.21	100.00	97.92	100.00	100.00	100.00	96.43	100.00	100.00	93.75	38.00	98.08	98.33
Degree to which the medics took your problem seriously	100.00	100.00	97.92	100.00	100.00	100.00	94.64	100.00	100.00	95.83	25.50	100.00	98.33
Degree to which the medics listened to you and/or your family	98.21	100.00	97.83	100.00	100.00	87.50	96.15	100.00	100.00	95.83	25.50	96.15	98.33
Skill of the medics	100.00	100.00	98.96	100.00	100.00	100.00	96.43	100.00	100.00	95.83	38.00	97.92	96.67
Extent to which the medics kept you informed about your	96.15	96.88	96.43	95.83	100.00	87.50	94.23	100.00	100.00	93.18	38.00	94.23	92.31
Extent to which medics included you in the treatment decisions	98.08	96.43	97.37	100.00	100.00	87.50	95.83	96.43	100.00	100.00	38.00	100.00	95.83
Degree to which the medics relieved your pain or discomfort	97.73	96.88	95.24	93.75	75.00	87.50	94.64	85.71	100.00	90.00	38.00	91.67	95.83
Medics' concern for your privacy	97.92	96.88	93.75	97.92	75.00	87.50	92.31	92.86	100.00	87.50	38.00	95.83	96.15
Extent to which medics cared for you as a person	100.00	97.22	98.86	100.00	100.00	87.50	96.43	96.43	100.00	93.75	38.00	98.08	96.43
Professionalism of the staff in our billing office	93.75	100.00	90.00	100.00			87.50	87.50	75.00	93.75	100.00	100.00	87.50
Willingness of the staff in our billing office to address your	94.44	100.00	92.50	100.00			87.50	93.75	100.00	93.75	100.00	100.00	91.67
How well our staff worked together to care for you	100.00	100.00	97.62	97.73	75.00	87.50	89.58	91.67	100.00	93.18	38.00	97.92	96.43
Extent to which our staff eased your entry into the medical	100.00	97.22	96.25	97.50	75.00	87.50	91.67	91.67	100.00	92.50	38.00	97.50	97.73
Appropriateness of Emergency Medical services provided	100.00	97.22	96.43	95.45	75.00	87.50	89.58	96.43	100.00	97.50	38.00	97.92	95.83
Extent to which the services received were worth the fees	95.45	96.43	92.11	93.18	25.00	100.00	83.33	95.83	100.00	90.63	13.00	84.09	88.64
Overall rating of the care provided by our ambulance services	98.21	100.00	98.81	97.73	75.00	100.00	90.38	100.00	100.00	91.67	38.00	90.46	95.00
Likelihood of recommending this ambulance service to others	100.00	100.00	98.86	97.50	75.00	100.00	88.46	100.00	100.00	93.18	38.00	91.75	93.18
Your Master Score	97.58	97.34	96.17	98.16	83.06	93.18	92.86	95.55	98.86	92.57	48.81	94.99	94.80
Your Total Responses	14	9	26	13	2	2	14	7	1	13	2	13	15





**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	95.64	94.43	92.41	93.00	90.89	94.87	94.47
Concern shown by the person you called for ambulance service	95.05	94.41	92.84	92.50	90.88	94.11	93.42
Extent to which you were told what to do until the ambulance	94.24	90.25	91.43	91.10	89.88	91.36	92.05
Extent to which the Coast Life Support ambulance arrived in a	93.80	91.37	90.43	93.01	91.69	95.61	93.98
Cleanliness of the ambulance	97.22	94.66	93.38	94.38	93.77	95.00	95.74
Comfort of the ride	84.58	86.90	84.14	89.27	89.16	87.82	91.80
Skill of the person driving the ambulance	95.77	93.59	92.45	93.51	93.56	95.87	96.54
Skills of the Fire Department Emergency Medical Services provided	95.33	0	0	0	0	0	0
Care shown by the Coast Life Support medics who arrived with the	97.06	95.12	93.45	94.20	92.53	96.68	95.96
Degree to which the medics took your problem seriously	97.25	95.02	93.49	95.00	92.58	96.29	96.54
Degree to which the medics listened to you and/or your family	96.61	94.09	93.06	93.55	92.22	96.37	94.43
Skill of the medics	97.43	95.38	93.69	93.40	93.13	96.91	95.96
Extent to which the medics kept you informed about your	94.24	92.90	91.83	93.43	91.15	95.57	92.98
Extent to which medics included you in the treatment decisions (if	96.40	92.78	92.01	92.04	90.42	95.15	92.30
Degree to which the medics relieved your pain or discomfort	92.71	91.36	89.48	90.29	89.41	92.84	92.73
Medics' concern for your privacy	93.27	94.35	93.15	93.23	91.79	95.27	94.01
Extent to which medics cared for you as a person	96.50	94.58	93.79	94.06	92.70	96.69	96.83
Professionalism of the staff in our billing office	92.31	88.39	90.31	88.54	86.24	91.44	91.80
Willingness of the staff in our billing office to address your needs	94.61	88.74	90.39	89.60	86.52	91.26	90.69
How well our staff worked together to care for you	94.96	92.93	92.52	92.89	92.00	95.70	93.45
Extent to which our staff eased your entry into the medical facility	94.53	93.16	92.11	92.78	92.84	96.50	94.64
Appropriateness of Emergency Medical services provided	94.92	94.16	92.15	92.06	92.49	95.59	94.43
Extent to which the services received were worth the fees charged	88.79	87.15	87.20	87.09	86.24	93.57	87.28
Overall rating of the care provided by our ambulance services	94.63	93.93	91.76	92.85	92.47	96.07	94.30
Likelihood of recommending this ambulance service to others	94.75	92.20	92.61	93.35	92.22	95.68	93.87
Overall score	94.62	92.74	91.82	92.54	91.40	94.84	93.96
National Rank	20	51	69	54	76	16	30
Comparable Size (Small) Company Rank	15	27	32	28	35	12	19





### Benchmark Comparison

	Your Company	Total DB	Similar Sized	California
<b>Total Score</b>	<b>94.62</b>	92.72	92.98	91.89
Extent to which our staff eased your entry into the medical	94.53	93.81	94.13	92.92
Degree to which the medics relieved your pain or discomfort	92.71	90.58	91.32	90.12
How well our staff worked together to care for you	94.96	93.61	93.94	92.60
Extent to which the services received were worth the fees	88.79	88.22	88.71	87.44
Comfort of the ride	84.58	87.35	87.50	86.93
Extent to which the Coast Life Support ambulance arrived in a	93.80	92.26	93.03	92.63
Helpfulness of the person you called for ambulance service	95.64	92.73	92.98	92.44
Degree to which the medics listened to you and/or your family	96.61	94.03	94.59	93.43
Extent to which you were told what to do until the ambulance	94.24	91.13	91.49	90.79
Extent to which medics cared for you as a person	96.50	94.36	94.96	93.62
Skill of the person driving the ambulance	95.77	93.89	94.20	93.31
Concern shown by the person you called for ambulance service	95.05	92.63	92.94	92.19
Appropriateness of Emergency Medical services provided	94.92	93.58	94.08	92.82
Medics' concern for your privacy	93.27	93.45	93.88	92.36
Skill of the medics	97.43	94.39	94.99	93.60
Professionalism of the staff in our billing office	92.31	88.73	88.53	87.07
Likelihood of recommending this ambulance service to others	94.75	93.29	93.76	92.50
Skills of the Fire Department Emergency Medical Services	95.33	95.33	95.33	95.33
Cleanliness of the ambulance	97.22	94.45	94.98	93.80
Extent to which the medics kept you informed about your	94.24	92.69	93.35	91.79
Care shown by the Coast Life Support medics who arrived with	97.06	94.40	94.91	93.81
Extent to which medics included you in the treatment decisions	96.40	92.37	93.17	91.63
Overall rating of the care provided by our ambulance services	94.63	93.72	94.10	92.99
Degree to which the medics took your problem seriously	97.25	94.36	94.95	93.51
Willingness of the staff in our billing office to address your	94.61	88.79	88.80	87.63
<b>Number of Surveys for the period</b>	<b>131</b>			