

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 38901 Ocean Drive, Gualala, CA 95445 – Bill Platt Training Room >>> **MONDAY JANUARY 27TH, 2020** <<<

1. Call to Order Beaty
2. Adoption of the agenda Beaty
3. Minutes Approval: December 18th, 2019 meeting Beaty
4. Privilege of the floor Beaty
5. New Business Beaty
 - a. Election of Board Officers Beaty
 - b. Check signing / access to Treasuries, etc. Beaty
 - c. Spaghetti Dinner – Coastal Seniors Caley
6. Old Business Beaty
 - a. Resolution 264: EMS Ballot Measure May 5th, 2020 – **ACTION** Beaty
 - b. Fair Political Practice Commission Ballot Measure Committee Caley/Winningham
 - c. Board Goals Beaty
 - d. DA Succession / Recruitment: Ad hoc planning update Tittle
7. Reports: Beaty
 - a. RCMS update Beaty
 - b. Ballot Measure Analysis workgroup Beaty
 - c. Finance: YTD Paterson/Beaty
 - i. Ambulance revenue – Wittman YTD
 - ii. Expenses
 - iii. Investment account
 - d. Communication Committee Bower/André
 - i. Communication strategy for Ballot Measure
 - e. MHA update Tittle
8. DA / Ops report Caley
 - a. Ambulance run data, with 2nd-Out program data
 - b. DA / Ops Summary Report – read in advance and will have Q & A
 - c. EMS Survey – Quarterly Report
9. **NEXT MEETINGS:** Scheduled Board of Director meetings are held routinely on the 4th Monday of the month at 4:00 PM at the CLSD Bill Platt Training Center unless otherwise noted. Upcoming meetings are:

Feb 24th, 2020
Mar 23^d, 2020
Apr 27th, 2020
10. Adjourn



MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS
4:00 PM, December 18th, 2019 Meeting

Call to Order: President Beaty called the meeting to order at 4:02 p.m. at the Bill Platt Training Room. Present were Directors: Paterson, André, Tittle, Schwartz, Tilles, and Bower. Also present: District Administrator (DA) David Caley, Ops Manager Evan Dilks, Bookkeeper Clara Frost, Staff Member Chris Ottolini, RCMS Board Chair Vanessa Ignacio, and RCMS New acting-CEO/CFO Ara Chakrabarti.

Adoption of the Agenda: Director Bower moved to adopt the agenda as written seconded by Director Schwartz. All ayes.

Approval of Minutes: Board of Directors meeting minutes November 25th, 2019: Director Schwartz moved to approve the minutes as written and seconded by Director Tittle. All ayes.

Privilege of the Floor

- a. Vanessa Ignacio opened with a presentation and the intention of bridging the communication gap between CLSD and RCMS. She then opened Q&A for the Board. Ara Chakrabarti was able to provide more details of their emerging business plan to right-size the staffing based on patient volume, goals of increasing patient visits, tighter controls for medical supplies purchasing, and assuring all services are billed accurately. All while they continue to seek donations from the community.
- b. DA Caley read a letter of appreciation (along with \$1,500 donation) from a community member for services rendered. This is the second time this family has made such a donation expressing their gratitude for enhancing their safety net while living in our rural community.

New Business: none.

Old Business:

- a. Resolution 264: EMS Ballot Measure May 5th, 2020 (possible ACTION). Through discussion, the Directors requested we inquire with County Counsel if we could change the language of the Ballot Measure to reflect "an increase in an existing parcel tax" instead of "consider a new parcel tax, that if approved, would repeal the old". The Board feels the new language is clearer for the voter to understand what they are voting for. No action was taken at this meeting.
- b. Board Goals- (deferred until January 2020)
- c. DA Succession planning. A compiled list of questions to interview potential recruiting firms was reviewed. An Ad hoc committee was formed and includes Directors Tittle, Tilles, André, and Beaty. The Board requests that the DA be intimately involved in the recruitment and hiring process.

Reports:

- a. RCMS update: their Board requested the resignation of the current CEO. They have now appointed an acting CEO/CFO/COO, Ara Chakrabarti. He has been in the process of meeting with other CEOs in rural Federally Qualified Health Centers (similar to RCMS) for consulting. See minutes Privilege of the Floor above for more detail.
- b. Ballot Measure Analysis workgroup will make a decision in January on whether to proceed with ballot measure.
- c. Finance: YTD
 - i. Ambulance Revenue – Wittman YTD: Higher monthly average could be due to second out program. Net payments for November 2019 were \$68,727 with A/R of 526,824. November had 58 billable incidents with 43 transports. Cumulative are 320 billable incidents with 236 transports.
 - ii. Expenses – within budget
 - iii. Investment account – Renewed. We are not expecting to cash in any funds.
- d. Communication Committee:
 - i. Communication strategy for Ballot Measure will resume in January.

- e. MHA update: They have received an education grant to start working on the project with Indian Health. They have also received \$22,000 in donations which they can use for working capital and will not be needing a loan.

DA / Ops report:

- a. Ambulance Run data with new 2nd out paramedic program data attached to BOD packet- fully staffed.
- b. DA / OPS Summary Report – Reviewed ahead and Q and A provided as necessary.
- c. Christmas dinner for the crew - The BOD volunteered to bring dishes to the staff on duty.

Next Meeting: the 4th Monday of the month at 4 PM

- Monday, January 27th
- Monday, February 24th
- Monday, March 23rd

Adjournment: at 6:00 Director Schwartz motioned to adjourn and seconded by Director André, all ayes.

Minutes Approved:

_____(Date)_____

RESOLUTION NO. 264

Dated: January 27th, 2020

RESOLUTION OF THE BOARD OF DIRECTORS OF THE COAST LIFE SUPPORT DISTRICT CALLING AN ELECTION ON AN ORDINANCE IMPOSING A SPECIAL TAX FOR AMBULANCE, LIFE SUPPORT AND TRANSPORT PURPOSES SUBJECT TO APPROVAL BY TWO-THIRDS OF THE VOTERS IN THE DISTRICT, AND RAISING THE DISTRICT'S SPENDING LIMIT TO ALLOW USE OF PROCEEDS OF THE TAX, AND ORDERING A SPECIAL ELECTION IN MAY 2020

WHEREAS, the Board of Directors of the Coast Life Support District wishes to propose an ordinance authorizing an increase in the current special tax to be voted upon by the voters of the District for ambulance, life support and transport purposes, and raising the District's spending limit to allow use of the proceeds of the tax; and

WHEREAS, state law requires that proposed special taxes be submitted to the voters for their approval, and authorizes Districts to call a special election on May 5, 2020 for this purpose conducted wholly by mail pursuant to Elections Code sections 1500 and 4000; and

WHEREAS, state law further requires that the proposed tax be approved by two-thirds of the District's Board members following a noticed, public hearing.

NOW, THEREFORE, BE IT RESOLVED:

- (1) The Board finds and declares that the District has complied with all laws requiring notice of this action and has held a public hearing as required by law.
- (2) An ordinance authorizing a special tax shall be presented to the voters of the District, which ordinance shall be worded as follows:

AN ORDINANCE OF THE COAST LIFE SUPPORT DISTRICT INCREASING THE CURRENT SPECIAL TAX FOR AMBULANCE, LIFE SUPPORT AND TRANSPORT PURPOSES, AND RAISING THE DISTRICT'S SPENDING LIMIT TO ALLOW USE OF PROCEEDS OF THE INCREASED TAX

SECTION 1. PURPOSE AND INTENT

It is the purpose of this Ordinance to authorize an increase in the current special tax on parcels of real property that are within the Coast Life Support District, established by Chapter 375, Statutes of 1986, in order to augment funding for furnishing, operating and maintaining emergency medical services, ambulance, life support, and transport equipment and services.

This is a special tax within the meaning of Section 4 of Article XIII A of the California Constitution, and is being enacted pursuant to the authority and procedures of Chapter 375, Statutes of 1986 and Government Code section 50077. This tax is based on the use or the

right of use of each Assessor's parcel; and is based, to the extent practical, upon the costs of providing ambulance and life support and transportation services associated with each parcel, its use and the improvements thereon. Since this tax is not an ad valorem tax, the exemptions contained in or authorized by Article XIII of the California Constitution shall not apply.

The taxes imposed by this Ordinance may be collected by the Counties of Mendocino and Sonoma ("Counties") on behalf of the District in the same manner and subject to the same penalty as other charges and taxes fixed and collected by the Counties.

The revenues raised by this tax shall be placed in a separate account and are to be used solely for the purposes of obtaining, furnishing, operating and maintaining emergency medical services, ambulance, life support and transport equipment or apparatus and services, and for other necessary operating expenses of the District, consistent with Section 40 of Chapter 375, Statutes of 1986 (Coast Life Support District Act).

SECTION II. SPECIAL TAX

The District's Board of Directors is authorized to levy a special tax within the boundaries of the Coast Life Support District each year, for the purposes stated in Section I, on each parcel of land shown on the respective County Assessor's parcel maps and carried on the County secured property tax rolls; provided, however, that such a special tax shall not be imposed upon a federal or state governmental agency or another local agency. This special tax shall be imposed in accordance with the following schedule.

The following are the special tax rates for the Coast Life Support District:

| <u>Actual Land Use</u> | <u>Units of Benefit</u> |
|---|-------------------------|
| <i>Undeveloped agricultural, timber, pasture, or waste land</i> | <i>0</i> |
| <i>Vacant Buildable Lot, commercial or agricultural</i> | <i>1</i> |
| <i>Single Family Dwelling</i> | <i>3</i> |
| <i>Farm with residence or rural properties with multiple buildings</i> | <i>4</i> |
| <i>Duplex</i> | <i>6</i> |
| <i>Other Multi-family Dwellings including trailer parks</i> | <i>8</i> |
| <i>Institutions, utilities, parks, schools, churches, hospitals and rest homes</i> | <i>8</i> |
| <i>Service stations, stores, enterprises, commercial, industrial office buildings</i> | <i>10</i> |
| <i>Hotels, motels, restaurants, golf courses, theaters</i> | <i>20</i> |

SECTION III. SPECIAL TAX LIMIT

The special tax authorized by this Ordinance shall not exceed \$ 61 per unit of benefit per year.

SECTION IV. REPORT AND HEARING

Each year prior to the imposition of said tax, the District's Board of Directors shall cause a report to be prepared showing each parcel, the owner(s) thereof, and the proposed levy thereon. The report shall also contain a summary by the District's chief fiscal officer stating the amount of funds collected and expended in the prior fiscal year, and the status of any project required or authorized to be funded by the tax. Upon the receipt of such report, the Board of Directors shall set a date for a hearing thereof and shall cause notice of such hearing to be posted at three (3) public places within the District, or, in lieu of posting, by mailing notice of hearing to each property owner at the address disclosed on the latest tax roll. At said hearing, the Board of Directors shall make such corrections to the taxes proposed to be levied as may be required to conform to the schedule as set forth above.

SECTION V. COLLECTION

The tax shall be collected in the same manner and subject to the same penalty as other property taxes collected by the Counties.

SECTION VI. APPROPRIATIONS LIMIT

The appropriations limit for the District shall be increased by the amount of the tax money raised by imposition of this tax, for the maximum period permitted by law (four years).

SECTION VII. SEVERABILITY CLAUSE

If any section, subsection, sentence, phrase or clause of this Ordinance is for any reason held to be invalid, such decision shall not affect the validity of the remaining portions of this Ordinance. The Directors of the District hereby declare that they would have adopted the Ordinance and each section thereof despite the fact that any one or more sections, subsections, phrases or clauses be declared invalid.

SECTION VIII. EFFECTIVE DATE

This Ordinance shall take effect immediately upon its confirmation by two-thirds of the voters in the District voting in an election to be held on May 5, 2020. "If the Ordinance is not approved by two thirds of the voters in the District voting on the Ordinance, then the current tax rates will remain in effect."

- (3) The Board hereby calls a special election for Tuesday, May 5, 2020, and directs that the foregoing proposition shall be submitted to a vote of the qualified electors of the District at that election, in the following manner:

- a. There shall be included on the ballot to be marked by all qualified electors of the District, in addition to any other matters required by law, ballot language in substantially the following form:

“Shall the Coast Life Support District increase the current special tax rate to an amount not to exceed \$ 61 per unit of benefit for emergency medical services and operating expenses of the District as set forth in the ordinance, providing \$ 1,180,350 annually; and raising the appropriations limit of the District to permit spending of the revenue raised by the tax?”

 Yes No

- b. The ballot to be used at said election shall be both as to form and matter contained therein such as may be required by law.
- c. The County Clerk of both Counties are hereby authorized, instructed and directed to provide and furnish any all official ballots, notices, printed matter, and all supplies, equipment and paraphernalia that may be necessary to properly and lawfully conduct a mail in ballot election pursuant to Election Code section 1500 and 4000.
- d. Notices of mail in ballot election, together with any other notices required by law, shall be given by the County Clerks.
- e. Arguments for and against the measure, and other analyses provided for by law, may be submitted in accordance with law.
- f. A special mail in ballot election is hereby ordered on May 5, 2020 pursuant to Election Code sections 1500 and 4000.
- g. The Clerk of the Board is directed to forward a certified copy of this resolution to the Mendocino County Board of Supervisors, the Mendocino County Clerk, the Mendocino County Registrar of Voters, the Sonoma County Board of Supervisors, the Sonoma County Clerk and the Sonoma County Registrar of Voters.

AYES NOES ABSENT ABSTAIN (2/3 vote required)

SO ORDERED.

Geoffrey Beaty, CLSD Board Chair

The within instrument is a true and correct copy of the original on file in this office.

ATTEST:

BY: _____
Naomi Schwartz, Secretary

| | GOALS | ACTION PLAN | DUE BY: | Status | LEAD: | COMM MBRS: |
|---|--|--|-------------|-----------------|--------------------------|-------------|
| 1 | Pass and EMS tax to fund future CLSD services and develop an action plan for all necessary steps, including a communication plan | Complete Analysis for EMS tax | | Completed 11/19 | Ballot Measure Workgroup | David |
| | | Work with County Counsel to develop language | Jan BOD Mtg | In Progress | | Geoff |
| | | Proceed if no Fire Sales Tax carve out | | NA | | Julie |
| | | Form FPPC | 01/20/20 | | Steven Lead | Rich H. |
| | | | | | | David Bower |
| | | | | | | Steven W. |
| | | Develop campaign based on Fire Sales Tax | 02/20/20 | In Progress | Communication Committee | Julie |
| | | | | | | Carolyn |
| 2 | Maintain and enhance all service areas through management of District finances using best practices and accounting. | | | | | David |
| | | Continue to work with Communication Comm to update website regarding billing and customer fees. | 02/20/20 | | Finance Committee | Annan |
| | | FC subcommittee to research and make recommendations re bill collection. Report to Board at large re findings. | Jan FC Mtg | | | Geoff |
| | | Monitor 2019 investments. | Ongoing | | | Naomi |
| | | Monitor 2nd Paramedic cost effectiveness. | Ongoing | | | David |
| | | | | | | Evan |
| | | | | | | Clara |
| | | Work with DA to develop FY20/21 Budget | Q4 FY20 | | | Robin |
| 3 | Development of a succession plan for the retiring DA | | | | | |
| | | Hire Recruitment Firm | 01/20/20 | | Succession Committee | |
| | | Update Job Bulletin | | | Leslie | |
| | | Release Job Bulletin | | | Michael | |
| | | Application Deadline | | | Carolyn | |
| | | Screening, Supplemental Questionnaire | | | | |
| | | Telephone interviews, Design Assessment Ctr | | | | |
| | | Conduct Assessment Center | | | | |
| 4 | Improve effectiveness of internal and external communications through regularly scheduled outreach and communiques | Board interview of candidates | | | | |
| | | Reference checks --> Negotiate job offer | | | | |
| | | Determine start date | | | | |
| | | Ballot Measure educational materials | | | Communication Committee | Carolyn |
| | | Ongoing Community Outreach Communication materials | | | | Julie |
| | | Rebranding CLSD after Ballot Measure | | | | David |
| | | | | | | |
| | | TO BE DETERMINED BY COMMUNICATION COMMITTEE | | | | |
| 5 | Maintain excellence in CLSD staff at all levels | | | | | |
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| 6 | Help sustain a long-term Urgent Care option for the District, including review of overhead allocation and future revenue | | | | District Administrator | David |
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| | | Attend and monitor RCMS FC, Board and Forums. | Ongoing | | UC ad-hoc Committee | Geoff |
| | | Attend and participate in MHA Vision and Planning sessions. | 11/19/20 | | | David |
| | | Detailed analysis of RCMS financials UC Parcel Tax levy | 05/20/20 | | | Annan |
| | | Consider timing of Ballot Measure to support UC? | Fall 20 | | | |
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| | needs | | | | | |
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| 7 | Find ways to develop an EMS "team" infrastructure integrating the Board, full-time and part-time medical and other operational staff and supervisors focused on common goals with roles that relate to each other. Consider re-wording Goal | Assure competitive salaries and benefits Support the DA in terms of staff management Assure CLSD readiness to meet EMS needs DA keeps staff informed of BOD and FC actions and decisions Part of DA performance evaluation is monitoring staff retention | | | | Entire BOD David |
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| 8 | Ensure the District is doing 5-year planning based on community needs and organizational planning | Does EMS Ballot Measure pass? Analysis of RCMS on-going financial stability? Considering the two items above, update 5-year planning doc | 06/20/20 | | Finance Committee District Administrator | Annan Geoff Naomi David Evan |
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| 9 | Continue support of and dialogue with sister EMS and fire service agencies | Include in Goal #7 as a mandate of the DA's performance | | | | |
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| 10 | Continue to collaborate locally, regionally and statewide to maximize our resources and better serve our community | Some Board members to attend annual SD conferences annually. Field trips by board members to other agency board meetings. On-going education to expand Directors to ability to serve Roles as a Board Member Brown Act, etc. | (e.g. webinar) | | DA Board Members | David Board Mbrs |
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| 11 | CLSD provides resource materials for optimal Emergency preparedness | Share established educational materials to empower the community to shelter in place, prepare for power outages, have emergency kits, etc. | | | Communication Committee | Carolyn Julie David Evan |
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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 |
| FY19 | | | | | | | | | | | | | |
| JAN '19 | 50 | \$ 199,104 | \$ 110,645 | \$ 48,835 | \$ 2,685 | \$ 36,940 | \$ 48,119 | \$ 7,077 | \$ 41,042 | \$ - | \$ - | \$ 7 | \$ 470,383 |
| FEB'19 | 61 | \$ 233,790 | \$ 94,248 | \$ 63,149 | \$ 9,264 | \$ 67,129 | \$ 47,592 | | \$ 47,592 | \$ 34,163 | \$ 233 | \$ - | \$ 455,524 |
| MARCH '19 | 75 | \$ 297,252 | \$ 172,524 | \$ 32,088 | \$ 964 | \$ 91,676 | \$ 39,210 | | \$ 39,210 | \$ 38,101 | \$ 5,024 | \$ - | \$ 464,867 |
| APRIL '19 | 54 | \$ 196,917 | \$ 143,715 | \$ 18,395 | \$ 3,144 | \$ 31,662 | \$ 71,037 | \$ 1,091 | \$ 69,947 | \$ - | \$ 250 | \$ 65 | \$ 426,397 |
| MAY '19 | 56 | \$ 215,716 | \$ 74,460 | \$ 50,320 | \$ 967 | \$ 89,969 | \$ 67,379 | \$ - | \$ 67,379 | \$ 26,680 | \$ 1,948 | \$ 500 | \$ 420,858 |
| JUNE '19 | 69 | \$ 245,187 | \$ 127,965 | \$ 28,276 | \$ 5,326 | \$ 83,620 | \$ 49,795 | \$ - | \$ 49,795 | \$ 16,416 | \$ 800 | \$ 62 | \$ 437,528 |
| FY20 | | | | | | | | | | | | | |
| JULY '19 | 61 | \$ 225,748 | \$ 62,734 | \$ 2,853 | \$ 7,631 | \$ 152,530 | \$ 71,407 | \$ - | \$ 71,407 | \$ - | \$ - | \$ 3,911 | \$ 522,562 |
| AUGUST '19 | 61 | \$ 227,284 | \$ 114,434 | \$ 74,225 | \$ 8,913 | \$ 29,713 | \$ 69,867 | \$ - | \$ 69,867 | \$ 16,067 | \$ 1,837 | \$ - | \$ 464,503 |
| SEPTEMBER '19 | 76 | \$ 277,000 | \$ 75,627 | \$ 47,381 | \$ 6,146 | \$ 147,846 | \$ 48,221 | \$ - | \$ 48,221 | \$ - | \$ 7,930 | \$ 15 | \$ 556,213 |
| OCTOBER '19 | 64 | \$ 242,079 | \$ 117,750 | \$ 57,124 | \$ 5,077 | \$ 62,127 | \$ 80,054 | \$ 2,119 | \$ 77,935 | \$ - | \$ 4,914 | \$ 158 | \$ 535,648 |
| NOVEMBER '19 | 58 | \$ 236,748 | \$ 138,127 | \$ 38,467 | \$ 250 | \$ 59,904 | \$ 68,727 | \$ - | \$ 68,727 | \$ - | \$ - | \$ - | \$ 526,824 |
| DECEMBER '19 | 50 | \$ 199,255.4 | \$ 132,912.9 | \$ 26,184.3 | \$ 10,388.6 | \$ 29,769.6 | \$ 109,482.9 | \$ - | \$ 109,482.9 | \$ 15,870.0 | \$ 6,211.3 | \$ - | \$ 425,029.7 |
| DEC '18 | 68 | \$ 223,719 | \$ 67,435 | \$ 61,071 | \$ - | \$ 95,212 | \$ 48,587 | \$ - | \$ 48,587 | \$ - | \$ - | \$ 2,638 | \$ 474,478 |

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|-----------------------|-----|--------------|--------------|------------|-----------|------------|------------|-----------|------------|------------|-----------|----------|
| FY To Date | 370 | \$ 1,408,114 | \$ 641,585 | \$ 246,235 | \$ 38,406 | \$ 481,888 | \$ 447,760 | \$ 2,119 | \$ 445,641 | \$ 31,937 | \$ 20,893 | \$ 4,084 |
| Last 12 Months | 735 | \$ 2,796,080 | \$ 1,365,142 | \$ 487,298 | \$ 60,757 | \$ 882,884 | \$ 770,892 | \$ 10,286 | \$ 760,606 | \$ 147,297 | \$ 29,148 | \$ 4,718 |

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|---|----|------------|------------|-----------|----------|-----------|-----------|--------|-----------|-----------|----------|--------|
| Monthly Average FY To Date | 62 | \$ 234,686 | \$ 106,931 | \$ 41,039 | \$ 6,401 | \$ 80,315 | \$ 74,627 | \$ 353 | \$ 74,273 | \$ 5,323 | \$ 3,482 | \$ 681 |
| Monthly Average Last 12 Months | 61 | \$ 233,007 | \$ 113,762 | \$ 40,608 | \$ 5,063 | \$ 73,574 | \$ 64,241 | \$ 857 | \$ 63,384 | \$ 12,275 | \$ 2,429 | \$ 393 |

| AGING | | | | | | | |
|--------|-----------|-----------|-----------|-----------|-----------|------------|------------|
| Month | Current | 31-60 | 61-90 | 91-120 | 121-180 | 180+ | Balance |
| 19-Dec | \$ 91,989 | \$ 40,932 | \$ 44,056 | \$ 50,721 | \$ 73,509 | \$ 123,822 | \$ 425,030 |

| | |
|----------------------------|------------------|
| CMS TRANSPORTS ON - | |
| TOTAL | \$ 923.48 |

as of DEC' 19

Coast Life Support District

Profit & Loss Budget Overview FY19

July through December 2019

| | Jul - Dec 19 | Budget | \$ Over Budget | % of Budget |
|---|---------------------|---------------------|------------------|---------------------|
| Ordinary Revenue/Expense | | | | |
| Revenue | | | | |
| 4000 · CLSD Special Taxes | 972,058.31 | 906,729.92 | 65,328.39 | 107.2% |
| 4100 · Interest Revenue | 16.16 | 5,499.98 | -5,483.82 | 0.3% |
| 4200 · Ambulance Revenue | 454,792.34 | 324,999.98 | 129,792.36 | 139.9% ¹ |
| 4400 · Miscellaneous Revenue | 10,092.38 | 24,999.98 | -14,907.60 | 40.4% |
| 4410 · Intergovernmental Transport(IGT) | 0.00 | 87,765.00 | -87,765.00 | 0.0% |
| 4420 · Ground Emerg Med Transport | -184.60 | 9,000.00 | -9,184.60 | -2.1% |
| 4421 · GEMT QAF Revenue | 0.00 | 23,052.00 | -23,052.00 | 0.0% |
| Total Revenue | 1,436,774.59 | 1,382,046.86 | 54,727.73 | 104.0% |
| Expense | | | | |
| 5000 · Wages and Benefits | 737,407.90 | 730,962.46 | 6,445.44 | 100.9% |
| 6000 · Ambulance Operations | 83,316.93 | 81,835.50 | 1,481.43 | 101.8% |
| 66000 · Payroll Expenses | 0.00 | 0.00 | 0.00 | 0.0% |
| 6700 · Overhead/Administration | 86,560.57 | 102,700.10 | -16,139.53 | 84.3% |
| 6971 · IGT | 0.00 | 0.00 | 0.00 | 0.0% |
| 7000 · Urgent Care | 412,653.52 | 412,657.50 | -3.98 | 100.0% |
| 8000 · Interest Expense | 658.00 | 999.98 | -341.98 | 65.8% |
| 9000 · Other Expenses | 0.00 | 0.00 | 0.00 | 0.0% |
| 9500 · Depreciation Expense | 46,832.02 | 46,832.02 | 0.00 | 100.0% |
| 9999 · Prior Period Adjustment | 0.00 | 0.00 | 0.00 | 0.0% |
| Total Expense | 1,367,428.94 | 1,375,987.56 | -8,558.62 | 99.4% |
| Net Ordinary Operating Surplus | 69,345.65 | 6,059.30 | 63,286.35 | |
| Net Revenue | 69,345.65 | 6,059.30 | 63,286.35 | |

1. AMBULANCE REVENUE: *Ref Wittman YTD Report (acc 4220 + Column F minus H/K/L)

Coast Life Support District

Profit & Loss Budget Overview FY19

July through December 2019

| | Jul - Dec 19 | Budget | \$ Over Bud... | % of Bud... |
|--|--------------|--------------|----------------|---------------------|
| Ordinary Revenue/Expense | | | | |
| Revenue | | | | |
| 4000 · CLSD Special Taxes | | | | |
| 4001 · Mendocino County Taxes | | | | |
| 4004 · Mendocino Ambulance Tax | 238,831.96 | 238,831.96 | 0.00 | 100.0% |
| 4009 · Mendocino Urgent Care Tax | 217,374.98 | 217,374.98 | 0.00 | 100.0% |
| 4010 · Mendocino Ad Valorem Tax | 52,875.00 | 52,875.00 | 0.00 | 100.0% |
| Total 4001 · Mendocino County Taxes | 509,081.94 | 509,081.94 | 0.00 | 100.0% |
| 4002 · Sonoma County Taxes | | | | |
| 4024 · Sonoma Ambulance Tax | 218,442.86 | 187,572.00 | 30,870.86 | 116.5% |
| 4029 · Sonoma Urgent Care Tax | 230,483.53 | 196,026.00 | 34,457.53 | 117.6% |
| 4030 · Sonoma County Special Tax | 14,049.98 | 14,049.98 | 0.00 | 100.0% |
| Total 4002 · Sonoma County Taxes | 462,976.37 | 397,647.98 | 65,328.39 | 116.4% |
| Total 4000 · CLSD Special Taxes | 972,058.31 | 906,729.92 | 65,328.39 | 107.2% |
| 4100 · Interest Revenue | 16.16 | 5,499.98 | -5,483.82 | 0.3% |
| 4200 · Ambulance Revenue | | | | |
| 4201 · Amb Transport Billings | 454,792.34 | 324,999.98 | 129,792.36 | 139.9% ¹ |
| Total 4200 · Ambulance Revenue | 454,792.34 | 324,999.98 | 129,792.36 | 139.9% |
| 4400 · Miscellaneous Revenue | 10,092.38 | 24,999.98 | -14,907.60 | 40.4% |
| 4410 · Intergovermntl Transport(IGT) | 0.00 | 87,765.00 | -87,765.00 | 0.0% |
| 4420 · Ground Emerg Med Transport | -184.60 | 9,000.00 | -9,184.60 | -2.1% |
| 4421 · GEMT QAF Revenue | 0.00 | 23,052.00 | -23,052.00 | 0.0% |
| Total Revenue | 1,436,774.59 | 1,382,046.86 | 54,727.73 | 104.0% |
| Expense | | | | |
| 5000 · Wages and Benefits | | | | |
| 5200 · Health Insurance | 62,260.94 | 66,000.00 | -3,739.06 | 94.3% |
| 5300 · Payroll Taxes Emplr Costs | 17,802.81 | 19,793.02 | -1,990.21 | 89.9% |
| 5350 · PERS Employer Costs | 78,732.04 | 79,119.98 | -387.94 | 99.5% |
| 5405 · Administration Salaries | | | | |
| 5405.1 · Admin Salaries-Alloc/UC | -12,657.52 | -12,657.52 | 0.00 | 100.0% |
| 5405 · Administration Salaries - Other | 145,862.43 | 128,515.50 | 17,346.93 | 113.5% ² |
| Total 5405 · Administration Salaries | 133,204.91 | 115,857.98 | 17,346.93 | 115.0% |
| 5410 · Ambulance Operations Wages | 405,189.28 | 400,605.98 | 4,583.30 | 101.1% |
| 5430 · Extra Duty/Stipend Pay/DA | 17,681.04 | 22,298.02 | -4,616.98 | 79.3% |
| 5500 · Work Comp Insurance | 22,536.88 | 27,287.48 | -4,750.60 | 82.6% |
| Total 5000 · Wages and Benefits | 737,407.90 | 730,962.46 | 6,445.44 | 100.9% |
| 6000 · Ambulance Operations | | | | |
| 6030 · Med. Director Fee-non AHUC | 18,900.00 | 18,900.00 | 0.00 | 100.0% |
| 6040 · Dispatch Services | 13,348.49 | 10,935.52 | 2,412.97 | 122.1% |
| 6050 · Misc Reimbursements | 0.00 | 0.00 | 0.00 | 0.0% |
| 6100 · Station/Crew Expenses | | | | |
| 5100 · Uniforms & Med Tests | 1,507.34 | 1,749.98 | -242.64 | 86.1% |
| 6101 · Facility Repair & Maintenance | 3,623.48 | 3,750.00 | -126.52 | 96.6% |
| 6102 · Facility Furniture | 286.99 | 0.00 | 286.99 | 100.0% |
| 6110 · Supps, Rental, Clean. etc | 5,689.53 | 3,750.00 | 1,939.53 | 151.7% |
| 6210 · Veh. Repair & Maintenance | 7,824.69 | 11,250.00 | -3,425.31 | 69.6% |
| 6240 · Vehicle Fuel | 12,611.37 | 12,500.02 | 111.35 | 100.9% |
| 6410 · Radios & Comm Equip | | | | |
| 6410.1 · ATT Tower Lease | 437.50 | 0.00 | 437.50 | 100.0% |
| 6410 · Radios & Comm Equip - Other | 1,276.46 | 1,500.00 | -223.54 | 85.1% |
| Total 6410 · Radios & Comm Equip | 1,713.96 | 1,500.00 | 213.96 | 114.3% |
| 6510 · Medical Supplies & Equip | 17,811.08 | 15,000.00 | 2,811.08 | 118.7% |
| Total 6100 · Station/Crew Expenses | 51,068.44 | 49,500.00 | 1,568.44 | 103.2% |

Coast Life Support District

Profit & Loss Budget Overview FY19

July through December 2019

| | Jul - Dec 19 | Budget | \$ Over Bud... | % of Bud... |
|--|---------------------|---------------------|-------------------|---------------|
| 6980 · Misc. Employee Train. Exps | 0.00 | 2,499.98 | -2,499.98 | 0.0% |
| Total 6000 · Ambulance Operations | 83,316.93 | 81,835.50 | 1,481.43 | 101.8% |
| 66000 · Payroll Expenses | 0.00 | 0.00 | 0.00 | 0.0% |
| 6700 · Overhead/Administration | | | | |
| 6180 · Utilities | 7,427.52 | 6,500.02 | 927.50 | 114.3% |
| 6188 · Telephone | 3,344.39 | 3,249.98 | 94.41 | 102.9% |
| 6300 · Insurance | 7,224.59 | 8,649.98 | -1,425.39 | 83.5% |
| 6713 · Ambulance Billing | 23,157.20 | 19,500.00 | 3,657.20 | 118.8% |
| 6714 · GEMT QAF Expense | 7,162.93 | 0.00 | 7,162.93 | 100.0% |
| 6718 · Office Supp/Equip/Software | | | | |
| 6718.1 · Office Supplies | 1,337.29 | 1,250.02 | 87.27 | 107.0% |
| 6718.2 · Computer Equipment | 42.88 | 999.98 | -957.10 | 4.3% |
| 6718.3 · Software | 1,526.11 | 1,500.00 | 26.11 | 101.7% |
| 6718 · Office Supp/Equip/Software - Other | 0.00 | 0.00 | 0.00 | 0.0% |
| Total 6718 · Office Supp/Equip/Software | 2,906.28 | 3,750.00 | -843.72 | 77.5% |
| 6720 · Board Expenses | 1,088.40 | 1,250.02 | -161.62 | 87.1% |
| 6730 · Consultants | | | | |
| 6734 · IT | 3,083.40 | 3,500.02 | -416.62 | 88.1% |
| 6735 · EMS Survey | 719.55 | 1,500.00 | -780.45 | 48.0% |
| 6737 · Financial/Bookkeeping | 0.00 | 1,500.00 | -1,500.00 | 0.0% |
| 6738 · Legal | 7,797.00 | 2,499.98 | 5,297.02 | 311.9% |
| 6739 · Policy Development | 0.00 | 2,400.00 | -2,400.00 | 0.0% |
| 6740 · Audit | 2,076.24 | 4,550.02 | -2,473.78 | 45.6% |
| 6741 · Tax Administration - NBS | 5,643.16 | 5,499.98 | 143.18 | 102.6% |
| Total 6730 · Consultants | 19,319.35 | 21,450.00 | -2,130.65 | 90.1% |
| 6742 · Bank/Merchant Fees | 821.05 | 600.00 | 221.05 | 136.8% |
| 6755 · Property Tax Admin | 0.00 | 8,750.02 | -8,750.02 | 0.0% |
| 6760 · Education/Professional Dev | 1,599.36 | 500.02 | 1,099.34 | 319.9% |
| 6765 · Election Costs/Reserve | 0.00 | 12,500.02 | -12,500.02 | 0.0% |
| 6770 · Dues, Subscrip, Membership | 5,542.31 | 6,000.00 | -457.69 | 92.4% |
| 6788 · Printing & Reproduction | 1,002.50 | 3,000.00 | -1,997.50 | 33.4% |
| 6795 · Travel/Transportation | 1,113.63 | 2,000.02 | -886.39 | 55.7% |
| 6970 · Community Dev/Training | 4,851.06 | 5,000.02 | -148.96 | 97.0% |
| Total 6700 · Overhead/Administration | 86,560.57 | 102,700.10 | -16,139.53 | 84.3% |
| 6971 · IGT | 0.00 | 0.00 | 0.00 | 0.0% |
| 7000 · Urgent Care | | | | |
| 7011 · Admin Salaries-Alloc to UC | 12,657.52 | 12,657.52 | 0.00 | 100.0% |
| 7050 · UC Contract | 399,996.00 | 399,999.98 | -3.98 | 100.0% |
| Total 7000 · Urgent Care | 412,653.52 | 412,657.50 | -3.98 | 100.0% |
| 8000 · Interest Expense | | | | |
| 8005 · EMS Interest Expense | 0.00 | 0.00 | 0.00 | 0.0% |
| 8000 · Interest Expense - Other | 658.00 | 999.98 | -341.98 | 65.8% |
| Total 8000 · Interest Expense | 658.00 | 999.98 | -341.98 | 65.8% |
| 9000 · Other Expenses | 0.00 | 0.00 | 0.00 | 0.0% |
| 9500 · Depreciation Expense | 46,832.02 | 46,832.02 | 0.00 | 100.0% |
| 9999 · Prior Period Adjustment | 0.00 | 0.00 | 0.00 | 0.0% |
| Total Expense | 1,367,428.94 | 1,375,987.56 | -8,558.62 | 99.4% |
| Net Ordinary Operating Surplus | 69,345.65 | 6,059.30 | 63,286.35 | |
| Net Revenue | 69,345.65 | 6,059.30 | 63,286.35 | |

1. AMBULANCE REVENUE: *Ref Wittman YTD Report (acc 4220 + Column F minus H/K/L)

2. Admin Salaries -Other: Increased partly, due to recording (14 of 14 days in total) from Payroll on 1.2.19 into Dec. The Opt's Manager's Ambulance Wage not split out from his Admin Salary (Budgeted to 5410), Increase of hours needed for the in house bookkeeper shared duties.

3. Ballot Measure Development

MHA Quarterly Report
January 2020 – Overview of 2019

Current Programs (see attached quality report attached for additional information)

- Care Transitions
 - Referrals from
 - SRMH, Petaluma Valley Hospital, Aurora Santa Rosa Hospital, Multiple Skilled
 - Nursing Facilities (SNF's – Apple Valley, Spring lake Village, Redwood Cove Health Center)
 - Self/family referrals
 - Coastal Seniors
 - Working on expanding to Adventist Health (all three regional AH hospitals) and Mendocino County Public Hospital
 - Readmission rate
 - FY19/20 – 10%
 - Since start of program in 2017 – 10%
 - Readmission rate for Mendocino County & Sonoma County – 14%
 - Preventing a single readmission saves \$14,500 to \$16,500
- Health Screenings
 - Done quarterly at multiple locations
 - Blood Pressure
 - # of screenings – FY 19/20 – 141 (6 months)
 - % above normal – 55%
 - # of screenings since start in 2017 – 1,127
 - % above normal – 70%
 - Cholesterol
 - Program started in April 2019
 - # of screenings since start – 156
 - Process to notify PC provider and/or refer to RCMS for abnormal results in place as of October 2019
 - 3 referrals to RCMS
- Chronic Disease Workshops
 - Group sessions provides education to assist individuals in taking an active role in management of their chronic disease
 - Two 6 week workshops provided, good feedback, positive lifestyle changes 6 months after completion of workshops
- Opioid Needs Assessment – done as part of the HRSA Opioid Planning grant – full report available on request
 - Purpose – to better understand alcohol and drug use in our community and identify gaps in services needed, access to care, outreach and education,
 - Included surveys, focus groups, one on one interviews
 - Submitted a comprehensive 57 page report to HRSA on 12/31/2019
 - Findings
 - 12% of Mendocino population is dependent on a drug
 - Most common substances used/abused – alcohol, prescription opioids, marijuana
 - 35% of community has a friend or loved one who is currently dependent on a drug/alcohol
 - Additional information obtained regarding barriers to care, need for education (school & community), stigma around use and admitting use
- Opioid Education
 - Collaboration with Point Arena School District
 - Provided to 10th graders last fall
 - Plan for annual and possibly semi-annual classes for 8th, 9th and/or 10th graders
 - Teachers interested in obtaining additional education to improve their ability to talk with students/parents regarding drugs, drug use and support services

- Health Information Exchange – Sac Valley

- MHA onboarding in Jan 2020
- SRMH already a part of Sac Valley HIE
- CLSD – working with Coastal Valley EMS to determine if this is the HIE that will be used by the EMS system
- RCMS – future plans in discussion
- Staff
 - Community Health Workers
 - Third CHW hired in October 2019
 - Bookkeeper
 - Started in November
 - One day per week
- Current funding sources
 - HRSA Development Grant 2017 – 2020
 - Funds most of current programs
 - \$299,000/yr
 - Lead applicant transfer from RCMS to MHA completed in Nov 2019
 - 6 months remaining
 - HRSA Opioid Planning Grant 2019 -2020
 - Supports Opioid planning process and some of current opioid programs
 - \$140,000
 - Established Opioid Coalition with MHA, CLSD, MCHVAN, Safe RX, Point Arena Schools, Sheriffs Department, RCMS, Brighthouse Health
 - Activities
 - Needs Assessment
 - Drug take back days
 - Lock bags for home use
 - Possible needle/sharps collection boxes/sights
 - Arlene & Michael Rosen Foundation grant January 2020 – December 2020
 - Received \$100,000
 - To be used to support programs related to substance use/abuse/addiction
 - SRMH Community Benefit grant 2019
 - \$25,000
 - Supports various operational needs
 - Donations
 - \$27,000 received from 4 individuals over the course of 2019
- Submitted grant applications
 - HRSA Development Grant 2020 – 2023
 - 3 year, \$300,000/year grant
 - Application submitted Nov 2019 – anticipate notification of award May/June of 2020
 - Purpose
 - Support and expand current programs – add A1C testing
 - Investigate funding options and collaborate on transportation with RCMS & Coastal Seniors
 - Develop Care Giver training program
 - Partner with RCMS on Chronic Care Management group appointments (for which RCMS can receive reimbursement)
 - SRMH Community Benefit grant for 2020
 - Application submitted Jan 2020
 - \$50,000 requested
 - HRSA Opioid Development grant 2020-2023
 - 3 year, \$300,000/year
 - Support and expand current opioid programs



Quality Committee

FY19/20 Q2 Report

Care Transitions (1 of 3)

Annual #s Served and Readmission Comparison

| Year | # of CT Clients | # of Readmissions | % of readmissions |
|--------------|-----------------|-------------------|-------------------|
| FY 2017/2018 | 39 | 4 | 10.3% |
| FY 2018/2019 | 63 | 2 | 3.2% |
| FY 2019/2020 | 40 | 4 | 10% |
| Total | 142 | 10 | 7% |

The current average readmissions rate for Mendocino and Sonoma County hospitals is 14.3%.
Data provided by the Health Services Advisory Group, a program of the National Committee for Quality Assurance and the Centers for Medicare & Medicaid Services.
<https://www.hsag.com/en/medicare-providers/states-of-service/california/care-coordination/readmission-data/>

Causes of readmissions:

- 4 clients had terminal conditions
- 2 clients needed permanent placement in care facility

Care Transitions (2 of 3)

- Receiving referrals from:
 - Santa Rosa Memorial Hospital
 - Petaluma Valley Hospital
 - Aurora Santa Rosa Hospital
 - SNFs (Apple Valley, Spring Lake Village, Redwood Cove Healthcare Center)
 - Self-referrals
 - Coastal Seniors
- Adventist Health – request to expand services and to partner with all three regional AH hospitals

Care Transitions (3 of 3)

Partner Savings Analysis - SRMH

| Diagnosis | Avg. Cost of Readmission | # of avoided readmission | | | | Total Cost Savings |
|--------------------------|--------------------------|--------------------------|----------|----------|-------|--------------------|
| | | FY 17/18 | FY 18/19 | FY 19/20 | Total | |
| CHF | \$15,900 | 5 | 7 | 9 | 21 | \$ 333,900 |
| COPD | \$14,500 | 2 | 8 | 1 | 11 | \$ 159,500 |
| Pneumonia | \$14,500 | 2 | 4 | 3 | 9 | \$ 130,500 |
| Injuries/External Causes | \$16,500 | 8 | 5 | 2 | 15 | \$ 247,500 |
| Total | | | | | | \$ 871,400 |

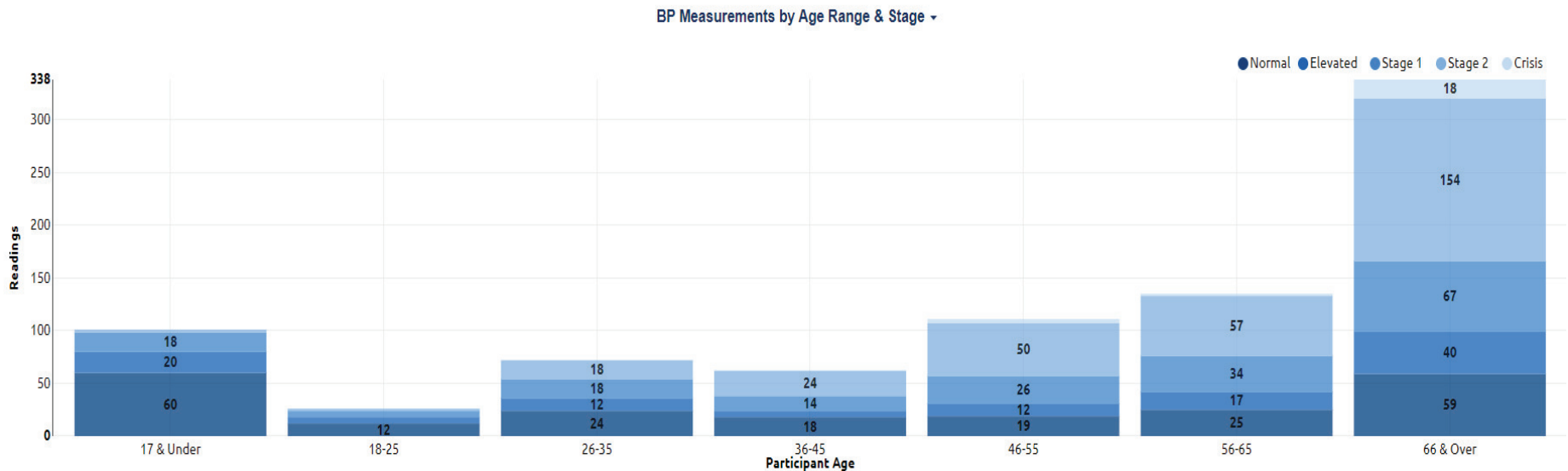
- FY 17/18 Savings: \$269,500
- FY 18/19 Savings: \$367,800 (35.6% increased savings from FY 17/18 to FY 18/19)
- FY 19/20 Savings: \$234,100 (As of Nov. 2019, MHA met 63.6% of the total savings of previous year)

Health Screenings (1 of 2)

Blood Pressure

| | FY 17/18 | FY 18/19 | FY 19/20 | Total |
|------------------------|----------|----------|----------|-------|
| # of Screenings | 551 | 435 | 141 | 1,127 |
| % above normal | 73% | 71% | 55% | 70% |
| # of referrals to RCMS | N/A | N/A | 3 | 3 |

According to the Centers for Disease Control, 28.5% of Californian adults (18+) suffer from hypertension. Of those suffering from hypertension, 70.2% use medication to help control the problem. In 2016, 31.5% of adults (18+) in Mendocino County had high blood pressure.

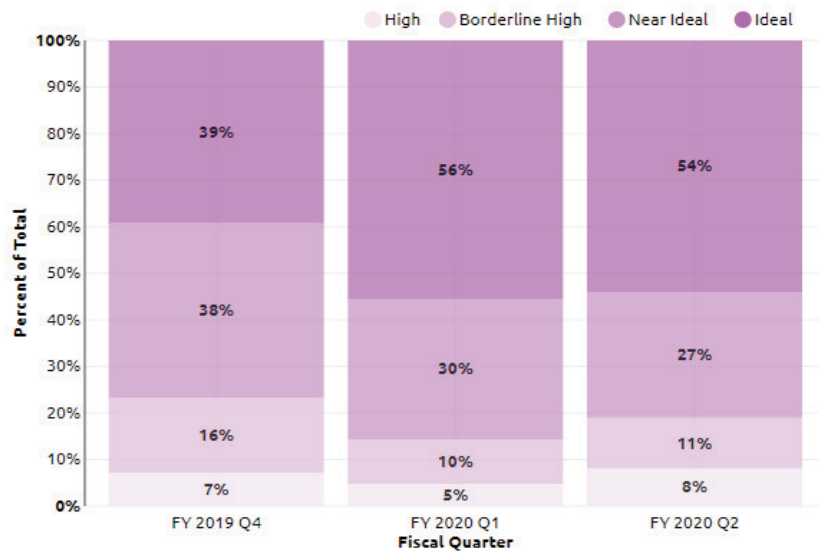


Health Screenings (2 of 3)

Cholesterol Screening

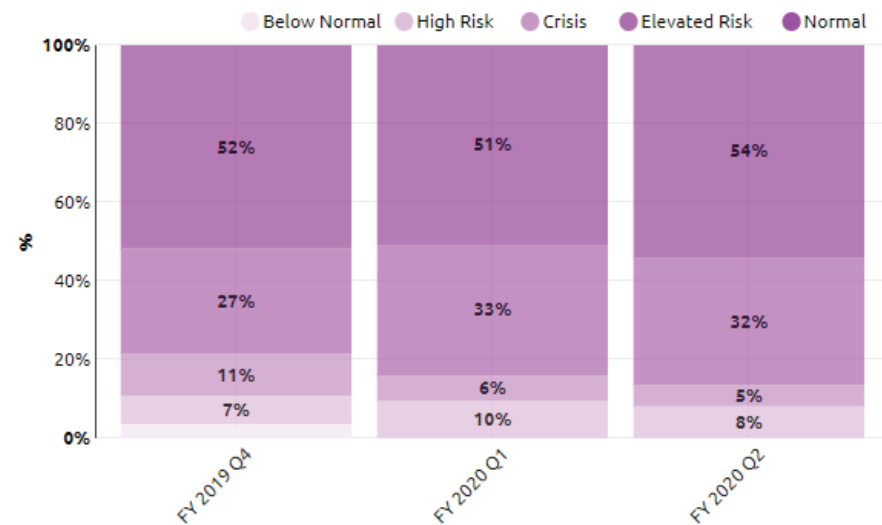
| | Q4 FY 2019 | Q1 FY 2020 | Q2 FY 2020 | Total |
|----------------------|------------|------------|------------|-------|
| # of screenings | 56 | 63 | 37 | 156 |
| # referrals to RCMS | 0 | 3 | 2 | 5 |
| # of Release of Info | 1 | 7 | 1 | 9 |

Non-HDL Range by Fiscal Quarter ▾



The non-HDL cholesterol value reflects all of the major lipoproteins linked with a higher risk of cardiovascular disease. This includes triglycerides and Low-Density Lipids. A healthy non-HDL range for an individual 19 years or older is 130 mg/dl. As the number increases over 130 mg/dl, so does the risk for Cardiovascular Disease.

TC/HDL Range by Fiscal Quarter ▾



TC refers to Total Cholesterol. HDL refers to High-Density Lipids, also known as your "good" cholesterol. Total Cholesterol divided by your High-Density Lipids will provide you with a ratio that assesses your risk for Cardiovascular Disease. A healthy range for the TC/HDL ratio is 1.0 to 3.5. As the number increases above 3.5, so does one's risk for Cardiovascular Disease.

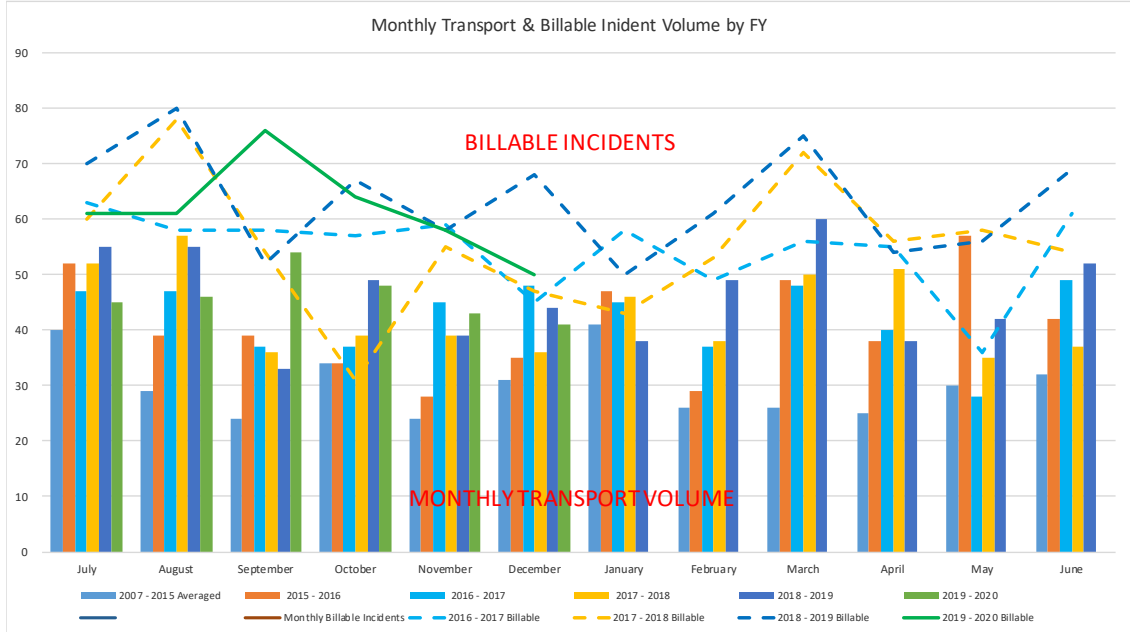
Highlights from Evaluation Plan

| Strategic Objective | Measure | Target | Year 1 | Year 2 | Overall Outcome |
|---|--|-----------------------------------|---|---|---|
| Access to and Quality of Emergency & Urgent Care (UC) Services will improve by June 2020. | % decrease in # of patients signing out AMA | Reduced AMA by 10% by end of Yr 2 | N/A | 8% decrease in patients signing out AMA. | |
| Local wellness education and preventive health care services will have expanded and improved beginning in October 2017. | CMS165v5 measure Controlling High Blood Pressure | 70% | not yet reported | 50% | |
| | personal impact | 2 stories per quarter | Averaging 4 per quarter | Averaging 4 per quarter | |
| Chronic Care Management will be enhanced by supporting self-management beginning in March 2018. | # of clients in MHA's HTN Support Network | 8 per cohort | 8 completed class | 10 graduated from the second session | Stanford Self-Management model to teach 2 nd class. There were a variety of chronic conditions represented in the second session. |
| | % improved knowledge and self-efficacy for behavior change | 80% | 80% increased behavior change | 80% increased behavior changes. | Other important notes: <ul style="list-style-type: none"> 90% of participants have not been admitted to hospital for conditions since taking the self-management class. 100% of participants reported the class taught skills that they will be used long-term. |
| | decrease in blood pressure | 30% | 100% of participants had lower BP readings by end of cohort | The second CCM workshop was open to community members with all chronic conditions, not only hypertension. | 90-day follow-up: participants in the 2 nd workshop note the following: <ul style="list-style-type: none"> -full cardiovascular work-up to monitor heart health -30% of participants have successful weight loss -Patience with self in managing positive changes -Reduced blood pressure -60% of participants noted that they feel "overall better." |
| Access to medical care will be improved and enhanced beginning in November 2017. | % increase in rides for medical care | 50% by end of Yr 2 | No progress | 21% increase in rides from Year 1 to Year 2. | MHA has on-going access to CRC ridership data and are able to work directly with volunteers to coordinate rides. |
| | # of care transitions referrals | 120 per year by end of Yr 2 | Averaging 56/year | 63 referrals in Year 2. | A 12.5% increase from Year 1. Working to secure a partnership with another hospital. Meeting scheduled for December 4, 2019. |

MONTHLY AMBULANCE DATA

| Monthly Transports | July | August | September | October | November | December | January | February | March | April | May | June |
|----------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|
| 2007 - 2015 Averaged | 40 | 29 | 24 | 34 | 24 | 31 | 41 | 26 | 26 | 25 | 30 | 32 |
| 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 | 55 | 33 | 49 | 39 | 44 | 38 | 49 | 60 | 38 | 42 | 52 |
| 2019 - 2020 | 45 | 46 | 54 | 48 | 43 | 41 | | | | | | |

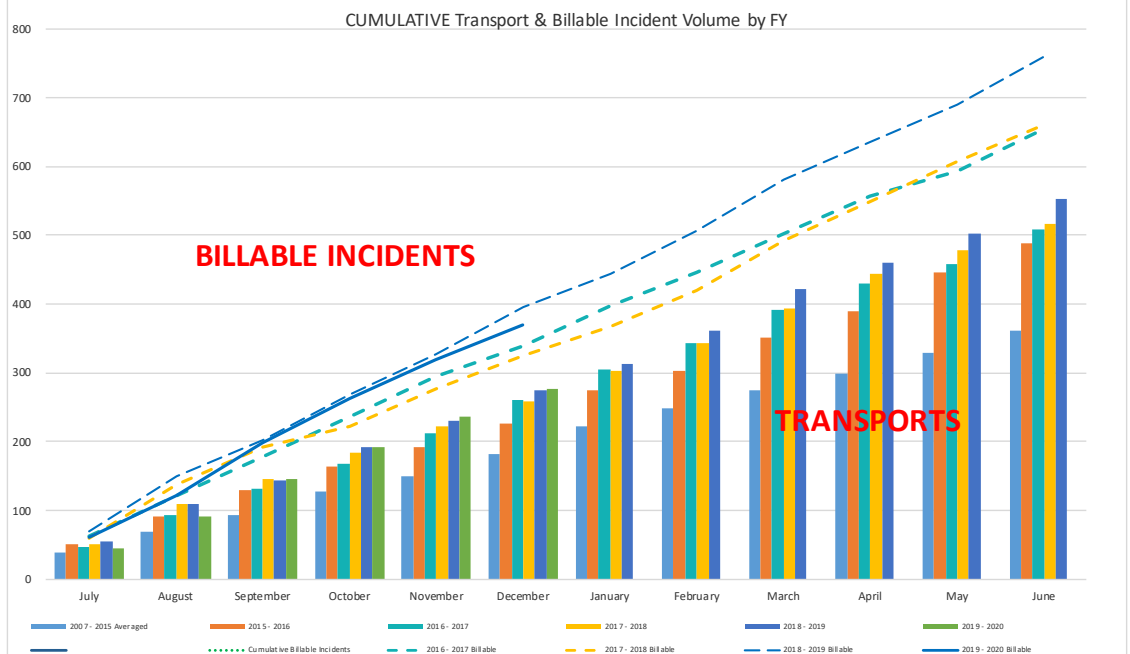
| Monthly Billable Incidents | July | August | September | October | November | December | January | February | March | April | May | June |
|----------------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|
| 2016 - 2017 Billable | 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 | 80 | 52 | 67 | 58 | 68 | 50 | 61 | 75 | 54 | 56 | 69 |
| 2019 - 2020 Billable | 61 | 61 | 76 | 64 | 58 | 50 | | | | | | |



CUMULATIVE AMBULANCE DATA

| Cumulative Transports | July | August | September | October | November | December | January | February | March | April | May | June |
|-----------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|
| 2007 - 2015 Averaged | 40 | 69 | 93 | 127 | 151 | 182 | 223 | 249 | 275 | 300 | 330 | 362 |
| 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 | 110 | 143 | 192 | 231 | 275 | 313 | 362 | 422 | 460 | 502 | 554 |
| 2019 - 2020 | 45 | 91 | 145 | 193 | 236 | 277 | | | | | | |

| Cumulative Billable Incidents | July | August | September | October | November | December | January | February | March | April | May | June |
|-------------------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|
| 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 | 150 | 202 | 269 | 327 | 395 | 445 | 506 | 581 | 635 | 691 | 760 |
| 2019 - 2020 Billable | 61 | 122 | 198 | 262 | 320 | 370 | | | | | | |





M-120: 1st Out - PM + EMT = ALS
M-122: 2nd Out - PM + EMT = ALS
B-121: Back up - EMT + EMT = BLS

2nd-Out Paramedic Tracking

| 2019 | # of Shifts M-122 Staffed | Shift | Total M122 Incidents | Dispatched | Cancelled | AMA / RAS | Transports | Billed as ALS | Billed as BLS | Total billable | Notes |
|------|------------------------------|-----------------|-------------------------|------------|-----------|-----------|------------|------------------|------------------|-------------------|--|
| MAY | 29 | 9:00 A - 9:00 P | 15 | 13 | 6 | 3 | 4 | 4 | 2 | 7 | (2) shifts no M-122 but B-121 not dispatched |
| | 19 | 9:00 P - 9:00 A | | 2 | 1 | 0 | 1 | 1 | 0 | | |
| JUN | 25 | 9:00 A - 9:00 P | 11 | 10 | 0 | 0 | 10 | 10 | 0 | 11 | (5) shifts no M-122 due to vacations. Once Hans independent - not an issue. |
| | 12 | 9:00 P - 9:00 A | | 1 | 0 | 0 | 1 | 1 | 0 | | |
| JUL | 28 | 9:00 A - 9:00 P | 18 | 16 | 3 | 3 | 9 | 8 | 2 | 11 | (3) days 2nd Out staffed by BLS (1 AMA) |
| | 1 | 9:00 P - 9:00 A | | 2 | 0 | 0 | 1 | 1 | 0 | | |
| AUG | 25 | 9:00 A - 9:00 P | 9 | 7 | 3 | 0 | 5 | 5 | 0 | 6 | All ALS incidents |
| | 16 | 9:00 P - 9:00 A | | 2 | 1 | 0 | 1 | 1 | 0 | | |
| SEP | 25 | 9:00 A - 9:00 P | 13 | 17 | 5 | 9 | 9 | 9 | 8 | 17 | 5 shifts BLS - 2 transports |
| | 20 | 9:00 P - 9:00 A | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| OCT | 30 | 9:00 A - 9:00 P | 12 | 11 | 1 | 3 | 7 | 8 | 2 | 11 | 1 BLS transport the 1 day M122 not staffed --> transport to RCMS |
| | 25 | 9:00 P - 9:00 A | | 1 | 0 | 0 | 1 | 1 | 0 | | |
| NOV | 30 | 9:00 A - 9:00 P | 7 | 7 | 1 | 0 | 6 | 6 | 0 | 6 | |
| | 20 | 9:00 P - 9:00 A | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| DEC | 29 | 9:00 A - 9:00 P | 10 | 9 | 0 | 3 | 6 | 6 | 0 | 10 | 3 BLS Hand-Offs --> ALS; 1 BLS to LZ |
| | 22 | 9:00 P - 9:00 A | | 1 | 0 | 1 | 0 | 1 | 0 | | |
| 2020 | | | | | | | | | | | |
| JAN | | 9:00 A - 9:00 P | | | | | | | | | |
| | | 9:00 P - 9:00 A | | | | | | | | | |
| FEB | | 9:00 A - 9:00 P | | | | | | | | | |
| | | 9:00 P - 9:00 A | | | | | | | | | |
| MAR | | 9:00 A - 9:00 P | | | | | | | | | |
| | | 9:00 P - 9:00 A | | | | | | | | | |
| APR | | 9:00 A - 9:00 P | | | | | | | | | |
| | | 9:00 P - 9:00 A | | | | | | | | | |

CLSD RUN DATA for the PRECEEDING 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 |
| 19-Dec | 67 | 100 | 51 | 62 | 36 | 29 | 0 | 2 | 4 | 15 | 4 | 2 | 40 | 44 | 4 | 4 | 7 | 29 | 11 | 18 | 1 | 2 | 0 | 1 | 10 | 10 | 0 | 6 |
| 19-Nov | 71 | 89 | 55 | 54 | 42 | 31 | 0 | 3 | 1 | 7 | 0 | 1 | 43 | 39 | 8 | 4 | 18 | 20 | 12 | 16 | 1 | 1 | 0 | 1 | 13 | 5 | 1 | 1 |
| 19-Oct | 84 | 99 | 54 | 64 | 47 | 38 | 0 | 4 | 1 | 11 | 0 | 2 | 48 | 49 | 7 | 10 | 17 | 19 | 16 | 15 | 2 | 1 | 1 | 1 | 11 | 15 | 0 | 6 |
| 19-Sep | 94 | 74 | 66 | 54 | 51 | 30 | 0 | 2 | 2 | 3 | 1 | 1 | 54 | 33 | 12 | 6 | 20 | 18 | 23 | 17 | 0 | 1 | 1 | 0 | 13 | 8 | 1 | 1 |
| 19-Aug | 85 | 110 | 61 | 73 | 41 | 46 | 1 | 1 | 5 | 9 | 0 | 1 | 45 | 55 | 11 | 6 | 22 | 26 | 13 | 18 | 1 | 3 | 0 | 0 | 13 | 14 | 3 | 4 |
| 19-Jul | 84 | 105 | 61 | 70 | 45 | 47 | 0 | 3 | 0 | 8 | 0 | 1 | 45 | 55 | 9 | 5 | 11 | 26 | 16 | 15 | 2 | 4 | 0 | 0 | 11 | 7 | 0 | 5 |
| 19-Jun | 87 | 87 | 67 | 58 | 47 | 41 | 0 | 1 | 4 | 1 | 0 | 0 | 52 | 37 | 6 | 5 | 20 | 19 | 16 | 14 | 2 | 4 | 0 | 0 | 9 | 10 | 3 | 0 |
| 19-May | 87 | 76 | 58 | 54 | 41 | 32 | 1 | 1 | 1 | 3 | 0 | 0 | 42 | 35 | 5 | 5 | 19 | 20 | 14 | 19 | 4 | 3 | 0 | 0 | 10 | 8 | 0 | 1 |
| 19-Apr | 78 | 108 | 53 | 79 | 31 | 49 | 1 | 1 | 7 | 13 | 1 | 3 | 38 | 51 | 5 | 8 | 20 | 27 | 15 | 17 | 1 | 7 | 2 | 0 | 8 | 10 | 3 | 8 |
| 19-Mar | 108 | 97 | 79 | 70 | 49 | 37 | 1 | 1 | 13 | 13 | 3 | 1 | 60 | 50 | 8 | 10 | 27 | 25 | 17 | 20 | 7 | 0 | 0 | 2 | 10 | 10 | 8 | 3 |
| 19-Feb | 82 | 63 | 63 | 53 | 35 | 31 | 0 | 2 | 14 | 7 | 2 | 2 | 49 | 38 | 6 | 6 | 20 | 7 | 13 | 14 | 4 | 2 | 1 | 1 | 10 | 4 | 6 | 4 |
| 19-Jan | 71 | 80 | 47 | 59 | 27 | 36 | 4 | 2 | 11 | 10 | 0 | 2 | 38 | 46 | 4 | 2 | 17 | 16 | 9 | 13 | 2 | 7 | 1 | 0 | 5 | 8 | 7 | 7 |
| | 998 | 1088 | 715 | 750 | 492 | 447 | 8 | 23 | 63 | 100 | 11 | 16 | 554 | 532 | 85 | 71 | 218 | 252 | 175 | 196 | 27 | 35 | 6 | 6 | 123 | 109 | 32 | 46 |
| | A/O | | PCR | | ALS | | ALS>BLS | | BLS | | BLS>ALS | | TOTAL | | LZ | | DRY RUN | | T&R | | TO RCMS | | | | FROM RCMS | | | |

District Administrator and Operations Manager Report January 2020

District Administrator:

- A big THANK YOU to the Board and Admin for the staff Christmas dinner. The letter previously forwarded from Paramedic Dean exemplifies their appreciation.
- We have received the first installments of the parcel taxes from both counties totaling \$1,001,818 (both EMS and Urgent Care).
- Sonoma County Request For Proposals (RFP) process to shape the parameters of awarding an Exclusive Operating Area (EOA) is meeting bi-monthly. Of particular interest this month was discussion of the potential for Community Paramedicine (especially for rural application) and the challenges of EMS Training Programs (Santa Rosa JC and CLSD) Internship Placements during coursework.
- The EMT Winter 2020 class began January 21st. The first class session we had 16 students, 14 of which have already paid. With CLSD subsidizing and two community donations, we were able to offer the class at \$195.
- DA and Ops Mgr continue strategizing alternative staffing models based on potential new demand for services if RCMS operations are curtailed or cease. However, RCMS now has exceeded their fund raising goal (~\$550K) to help sustain their operations while they work to right-size staffing, increase patient visits, refine medical supplies purchasing and their billing processes with the goal of more financial sustainability.
- GEMT audited CLSD for FY15/16. I received an overpayment demand letter for over \$10,500. Last month we reported that \$8,100 had not been received when indeed it had but was buried in a larger deposit. We have submitted the overpayment.
- I attended three separate REDCOM interviews to fill the Executive Director position. We have now compiled a recommendation to the BOD to finalize in February.
- Please see the most recent EMS Customer Survey Summary report for FY20 Q2 attached. We are receiving exemplary scores. This has been shared with staff.
- The Finance Committee has gone through an internal review and further clarified some billing processes (see next page). The algorithm at the top helps clarify whether an incident should be billed (or not). All transports are billed. Those resulting in Release at Scene (RAS) or signing out Against Medical Advice (AMA) have incidents that can be grey. We have identified a number of items (in blue) to address with Wittman as well as several things internally (in red) to implement to help streamline the processes resulting in writing-offs or moving claims to collections while (hopefully) improving customer service.
- Website compliance with SB292. We have made some minor changes to comply with the new law regarding special district websites. We were way ahead with our new website released last year but had to make some other adjustments.

Operations Manager:

Deployment / Staffing

- All staffing remains strong.
- New hire EMT's Katherine Wells and Brenda Storm are progressing well on their probationary period.
- Adeline "Lu" Davis retired. Breakfast party was held on her last day.
- Paramedic Jeff Finck is retiring and in escrow to sell his home. He has estimated March 20th as his resignation date then moving to the East coast.
- We opened the positions up to internal staff for: 1) promotion to Paramedic Shift Supervisor/Team Leader and 2) and FT ALS EMT. We had three candidates apply for both positions. When Jeff retires, we will backfill the paramedic who moved to fill his position.
- Bi-annual staff performance appraisals are finishing up

Facilities

- No major issues pending... in maintenance mode. Many little projects will be attended to in the next couple of months such as getting ahead of the weeds, mowing, finalizing some landscaping details, etc. See the refreshed CLSD sign on the street.
- The next six months we will remodel upstairs crew bathrooms (2).
- Investigating the possibilities of splitting one of the bedrooms upstairs. Goal is 3 bedrooms upstairs.

Vehicles/Equipment

- No major issues pending.
- The Ford ambulance (our oldest 2005) has had multiple issues. Brake system, charging system and oil leaks. All repaired. This is the ambulance that will be retired and soon will be researching a new ambulance for replacement
- Chevy (2008) ambulance had rear end issue
- Sprinter(2012) ambulance had major service done \$3500.00

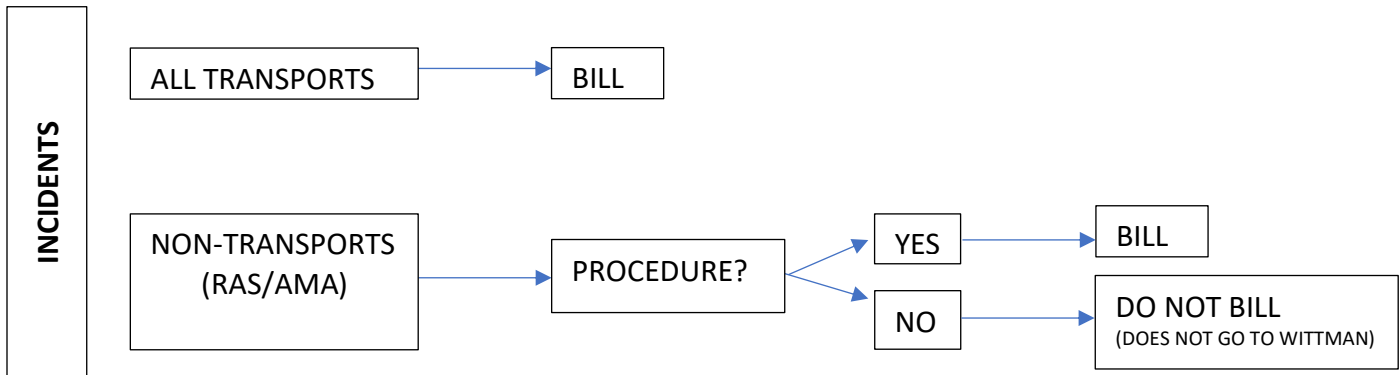
Community events / Training

- \$250.00 received from Lions Club for student CPR / First aid training. See ICO pix below
- CPR for RCMS completed
- We are updating all AED records and program district-wide
- EMT class has started 16 Attendees for the first day



Gualala Lions Club President Sylvia Evans, left, presents a donation check for CLSD's CPR Youth Program to District Administrator David Caley and Operations Manager Evan Dilks. Photo by Goldie Pounds.

Proposed Refinements in the CLSD Billing Process
(January 2020)



Work with Wittman (policy & training):

- Edit Resident Discount language on invoice: Change “maybe eligible” to “are eligible” for Discount
- If mailing address is within the District, the customer does not require proof for Resident Discount
- Refine the Hardship process
- Refine the Payment Plan process
- Overall/ongoing training (Customer Feedback relays inconsistent customer support from Wittman)

Aging / Collections (Internal):

- Bookkeeper reviews aging claims monthly in A/R
- Compiles list of claims to consider Writing Off or sending to Collections
- Bookkeeper calls each patient nearing transfer to Collections
- Final batch prepared for FC Billing Sub-committee
- Billing Sub-committee reviews and finalizes action claim by claim

Coast Life Support District

Gualala, CA

Client 3102



1515 Center Street

Lansing, Mi 48096

1 (517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

October 1, 2019 to December 31, 2019

Your Score

95.86

Number of Your Patients in this Report

44

Number of Patients in this Report

21,883

Number of Transport Services in All EMS DB

160





Executive Summary

This report contains data from **44 Coast Life Support District** patients who returned a questionnaire between **10/01/2019** and **12/31/2019**.

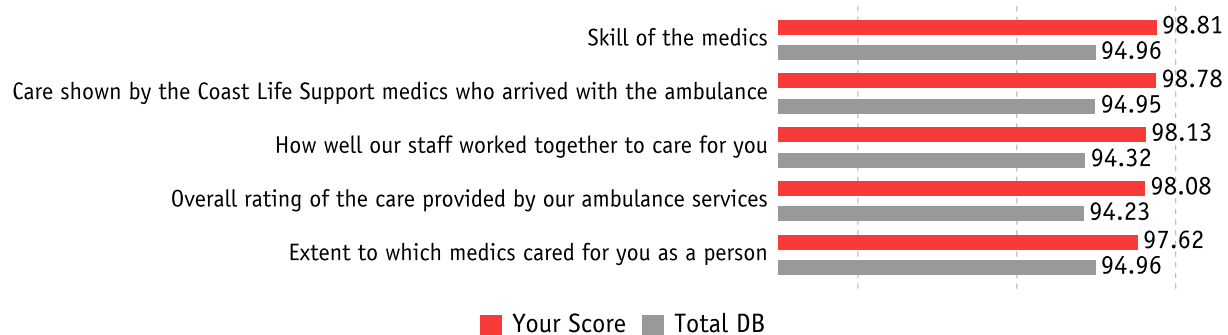
The overall mean score for the standard questions was **95.86**; this is a difference of **2.46** points from the overall EMS database score of **93.40**.

The current score of **95.86** is a change of **3.52** points from last period's score of **92.34**. This was the **15th** highest overall score for all companies in the database.

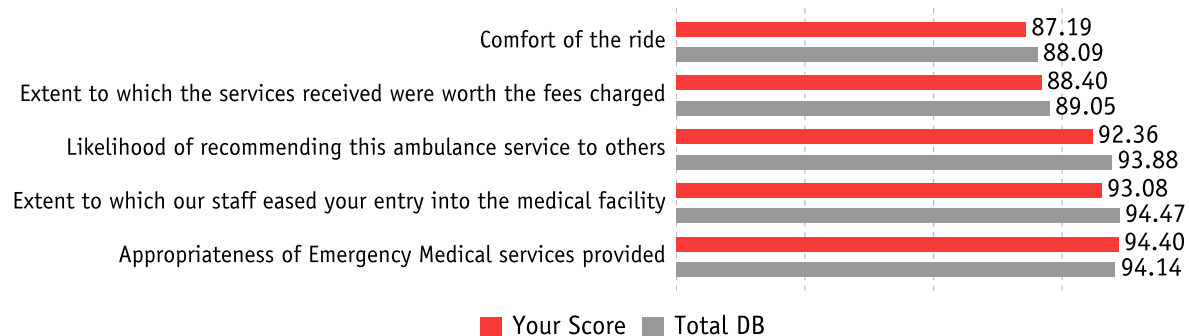
You are ranked **9th** for comparably sized companies in the system.

88.29% of responses to standard questions had a rating of Very Good, the highest rating. **98.45%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

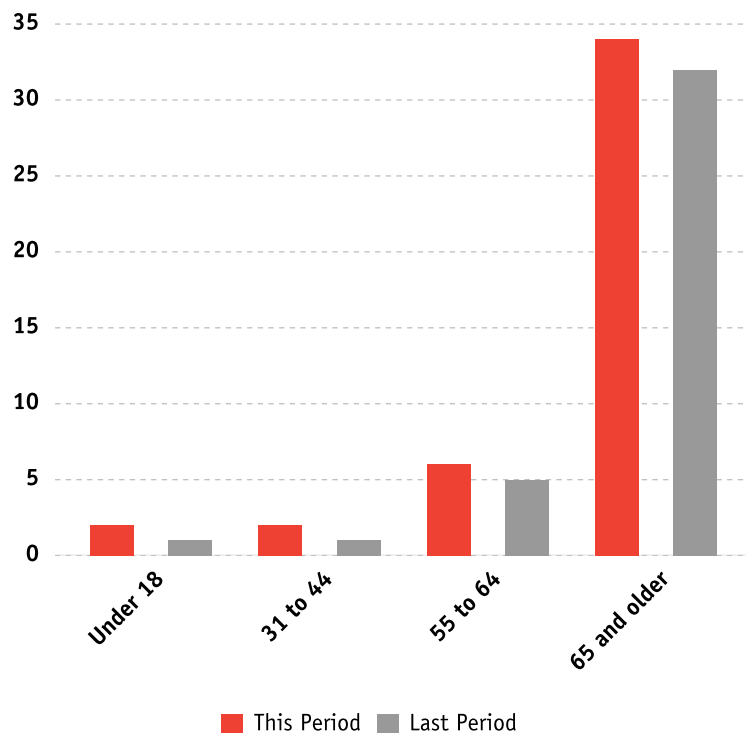




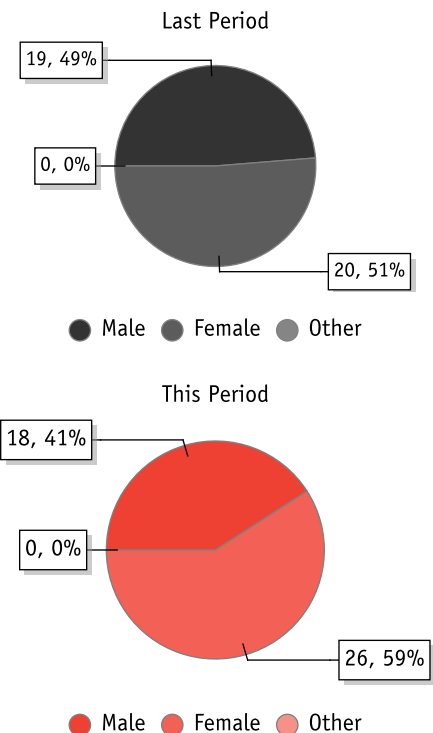
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

| | Last Period | | | | This Period | | | |
|--------------|-------------|-----------|-----------|----------|-------------|-----------|-----------|----------|
| | Total | Male | Female | Other | Total | Male | Female | Other |
| Under 18 | 1 | 0 | 1 | 0 | 2 | 2 | 0 | 0 |
| 31 to 44 | 1 | 1 | 0 | 0 | 2 | 0 | 2 | 0 |
| 55 to 64 | 5 | 1 | 4 | 0 | 6 | 3 | 3 | 0 |
| 65 and older | 32 | 17 | 15 | 0 | 34 | 13 | 21 | 0 |
| Total | 39 | 19 | 20 | 0 | 44 | 18 | 26 | 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 | 91.67 | 5.30 | 96.97 | 93.22 |
| Concern shown by the person you called for ambulance service | 92.65 | 4.23 | 96.88 | 93.07 |
| Extent to which you were told what to do until the ambulance arrived | 90.15 | 4.49 | 94.64 | 91.84 |

Ambulance Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Extent to which the Coast Life Support ambulance arrived in a timely manner | 92.68 | 4.41 | 97.09 | 92.77 |
| Cleanliness of the ambulance | 94.08 | 3.36 | 97.44 | 95.09 |
| Comfort of the ride | 84.06 | 3.13 | 87.19 | 88.09 |
| Skill of the person driving the ambulance | 92.36 | 4.86 | 97.22 | 94.32 |
| Skills of the Fire Department Emergency Medical Services provided prior to the | 93.32 | 1.92 | 95.24 | 95.24 |

Medic Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Care shown by the Coast Life Support medics who arrived with the ambulance | 94.67 | 4.11 | 98.78 | 94.95 |
| Degree to which the medics took your problem seriously | 94.67 | 2.42 | 97.09 | 94.97 |
| Degree to which the medics listened to you and/or your family | 94.54 | 1.97 | 96.51 | 94.62 |
| Skill of the medics | 94.51 | 4.30 | 98.81 | 94.96 |
| Extent to which the medics kept you informed about your treatment | 92.29 | 3.22 | 95.51 | 93.36 |
| Extent to which medics included you in the treatment decisions (if applicable) | 92.89 | 4.33 | 97.22 | 93.36 |
| Degree to which the medics relieved your pain or discomfort | 91.69 | 4.56 | 96.25 | 91.35 |
| Medics' concern for your privacy | 94.76 | 2.19 | 96.95 | 94.16 |
| Extent to which medics cared for you as a person | 95.03 | 2.59 | 97.62 | 94.96 |

**Question Analysis (Continued)****Billing Staff Assessment Analysis**

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Professionalism of the staff in our billing office | 83.38 | 12.45 | 95.83 | 89.79 |
| Willingness of the staff in our billing office to address your needs | 83.38 | 12.45 | 95.83 | 89.65 |

Overall Assessment Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| How well our staff worked together to care for you | 93.15 | 4.98 | 98.13 | 94.32 |
| Extent to which our staff eased your entry into the medical facility | 92.33 | 0.75 | 93.08 | 94.47 |
| Appropriateness of Emergency Medical services provided | 92.71 | 1.69 | 94.40 | 94.14 |
| Extent to which the services received were worth the fees charged | 91.00 | -2.60 | 88.40 | 89.05 |
| Overall rating of the care provided by our ambulance services | 93.32 | 4.76 | 98.08 | 94.23 |
| Likelihood of recommending this ambulance service to others | 93.15 | -0.79 | 92.36 | 93.88 |

Coast Life Support District
October 1, 2019 to December 31, 2019



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.

| | Jan 2019 | Feb 2019 | Mar 2019 | Apr 2019 | May 2019 | Jun 2019 | Jul 2019 | Aug 2019 | Sep 2019 | Oct 2019 | Nov 2019 | Dec 2019 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Helpfulness of the person you called for ambulance service | 90.91 | 91.67 | 97.50 | 96.43 | 87.50 | 95.83 | 88.64 | 92.86 | 93.75 | 93.75 | 100.00 | 94.23 |
| Concern shown by the person you called for ambulance service | 90.00 | 100.00 | 95.00 | 96.43 | 87.50 | 95.83 | 86.36 | 96.43 | 94.44 | 100.00 | 100.00 | 91.67 |
| Extent to which you were told what to do until the ambulance arrived | 88.89 | 92.86 | 92.50 | 96.43 | 75.00 | 97.50 | 81.82 | 94.64 | 93.75 | 100.00 | 100.00 | 86.36 |
| Extent to which the Coast Life Support ambulance arrived in a timely manner | 85.79 | 97.50 | 98.08 | 92.50 | 87.50 | 98.08 | 88.46 | 92.19 | 97.92 | 96.43 | 98.81 | 95.00 |
| Cleanliness of the ambulance | 93.75 | 100.00 | 100.00 | 90.63 | 100.00 | 100.00 | 89.58 | 95.00 | 97.73 | 100.00 | 98.81 | 94.64 |
| Comfort of the ride | 80.00 | 86.11 | 90.00 | 91.67 | 62.50 | 90.38 | 77.27 | 80.07 | 97.50 | 93.75 | 88.21 | 83.93 |
| Skill of the person driving the ambulance | 95.00 | 94.44 | 100.00 | 100.00 | 87.50 | 100.00 | 88.64 | 91.67 | 97.50 | 100.00 | 97.22 | 96.43 |
| Skills of the Fire Department Emergency Medical Services provided prior to | 92.31 | 96.88 | 100.00 | 94.44 | 100.00 | 100.00 | 91.67 | 90.69 | 98.08 | 92.86 | 95.24 | 96.43 |
| Care shown by the Coast Life Support medics who arrived with the ambulance | 91.67 | 95.45 | 100.00 | 97.50 | 87.50 | 100.00 | 94.23 | 92.25 | 98.08 | 100.00 | 98.75 | 98.21 |
| Degree to which the medics took your problem seriously | 92.86 | 93.18 | 100.00 | 97.73 | 87.50 | 100.00 | 94.23 | 92.25 | 98.08 | 100.00 | 95.24 | 98.33 |
| Degree to which the medics listened to you and/or your family | 86.67 | 95.45 | 100.00 | 95.45 | 87.50 | 100.00 | 95.83 | 90.69 | 98.08 | 100.00 | 95.24 | 96.67 |
| Skill of the medics | 94.64 | 95.45 | 97.73 | 95.45 | 87.50 | 100.00 | 92.31 | 93.75 | 97.92 | 100.00 | 98.81 | 98.21 |
| Extent to which the medics kept you informed about your treatment | 96.43 | 95.00 | 100.00 | 92.50 | 75.00 | 97.73 | 90.38 | 89.13 | 98.08 | 95.83 | 97.37 | 92.86 |
| Extent to which medics included you in the treatment decisions (if | 95.00 | 100.00 | 100.00 | 88.89 | 100.00 | 100.00 | 94.44 | 88.40 | 97.73 | 100.00 | 98.61 | 94.64 |
| Degree to which the medics relieved your pain or discomfort | 88.64 | 93.75 | 100.00 | 90.63 | 87.50 | 93.18 | 92.50 | 86.73 | 97.73 | 100.00 | 96.25 | 94.64 |
| Medics' concern for your privacy | 90.91 | 100.00 | 100.00 | 95.00 | 87.50 | 97.73 | 95.45 | 91.73 | 97.92 | 100.00 | 97.50 | 94.64 |
| Extent to which medics cared for you as a person | 94.64 | 97.22 | 100.00 | 95.45 | 87.50 | 100.00 | 95.45 | 92.25 | 98.08 | 100.00 | 96.43 | 98.21 |
| Professionalism of the staff in our billing office | 91.67 | 62.50 | 95.00 | 100.00 | 87.50 | 89.29 | 71.88 | 80.20 | 96.88 | | 100.00 | 93.75 |
| Willingness of the staff in our billing office to address your needs | 90.00 | 100.00 | 95.00 | 100.00 | 100.00 | 90.00 | 71.88 | 80.20 | 96.88 | | 100.00 | 93.75 |
| How well our staff worked together to care for you | 94.23 | 97.50 | 100.00 | 95.00 | 87.50 | 100.00 | 88.64 | 92.25 | 98.08 | 100.00 | 97.50 | 98.08 |
| Extent to which our staff eased your entry into the medical facility | 91.67 | 97.22 | 100.00 | 96.88 | 100.00 | 100.00 | 86.36 | 92.25 | 97.92 | 100.00 | 89.53 | 96.15 |
| Appropriateness of Emergency Medical services provided | 94.64 | 97.22 | 100.00 | 100.00 | 100.00 | 100.00 | 88.46 | 92.25 | 97.92 | 100.00 | 90.52 | 98.08 |
| Extent to which the services received were worth the fees charged | 84.18 | 83.50 | 96.88 | 95.00 | 87.50 | 100.00 | 84.09 | 90.46 | 97.92 | 100.00 | 86.73 | 88.54 |
| Overall rating of the care provided by our ambulance services | 92.86 | 97.50 | 100.00 | 97.50 | 87.50 | 100.00 | 90.38 | 92.25 | 97.92 | 100.00 | 97.50 | 97.92 |
| Likelihood of recommending this ambulance service to others | 89.36 | 95.45 | 100.00 | 94.44 | 87.50 | 100.00 | 91.67 | 90.69 | 97.92 | 100.00 | 87.60 | 95.83 |
| Your Master Score | 91.23 | 95.15 | 98.52 | 95.19 | 88.02 | 98.20 | 88.91 | 91.03 | 97.51 | 98.82 | 95.80 | 94.80 |
| Your Total Responses | 15 | 12 | 13 | 12 | 2 | 15 | 13 | 16 | 13 | 7 | 21 | 16 |



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 | 96.97 | 90.20 | 90.62 | 95.00 | 90.65 | 97.97 | 95.45 |
| Concern shown by the person you called for ambulance service | 96.88 | 91.68 | 91.06 | 94.20 | 91.13 | 97.97 | 96.43 |
| Extent to which you were told what to do until the ambulance | 94.64 | 88.81 | 90.78 | 94.40 | 91.04 | 94.59 | 90.48 |
| Extent to which the Coast Life Support ambulance arrived in a | 97.09 | 91.36 | 88.13 | 92.99 | 93.12 | 97.16 | 93.48 |
| Cleanliness of the ambulance | 97.44 | 94.67 | 92.49 | 95.83 | 94.83 | 97.86 | 94.57 |
| Comfort of the ride | 87.19 | 86.49 | 78.32 | 87.19 | 89.67 | 91.89 | 83.33 |
| Skill of the person driving the ambulance | 97.22 | 93.75 | 90.48 | 95.13 | 93.62 | 98.65 | 92.86 |
| Skills of the Fire Department Emergency Medical Services provided | 95.24 | 0 | 0 | 0 | 0 | 0 | 0 |
| Care shown by the Coast Life Support medics who arrived with the | 98.78 | 95.14 | 91.75 | 96.15 | 94.86 | 97.92 | 97.73 |
| Degree to which the medics took your problem seriously | 97.09 | 94.73 | 92.04 | 96.79 | 95.38 | 95.83 | 98.86 |
| Degree to which the medics listened to you and/or your family | 96.51 | 94.04 | 91.86 | 94.81 | 95.21 | 95.83 | 97.73 |
| Skill of the medics | 98.81 | 94.01 | 92.85 | 96.23 | 94.93 | 95.83 | 97.73 |
| Extent to which the medics kept you informed about your | 95.51 | 92.91 | 91.31 | 93.94 | 93.18 | 93.55 | 97.73 |
| Extent to which medics included you in the treatment decisions (if | 97.22 | 92.02 | 92.05 | 95.10 | 93.24 | 93.52 | 97.22 |
| Degree to which the medics relieved your pain or discomfort | 96.25 | 92.37 | 90.19 | 92.37 | 93.03 | 92.74 | 94.05 |
| Medics' concern for your privacy | 96.95 | 94.03 | 91.42 | 93.59 | 93.98 | 95.71 | 96.59 |
| Extent to which medics cared for you as a person | 97.62 | 93.49 | 91.75 | 96.13 | 95.42 | 98.61 | 96.43 |
| Professionalism of the staff in our billing office | 95.83 | 88.15 | 88.18 | 92.86 | 89.19 | 90.00 | 87.50 |
| Willingness of the staff in our billing office to address your needs | 95.83 | 87.55 | 87.52 | 94.59 | 88.89 | 90.38 | 87.50 |
| How well our staff worked together to care for you | 98.13 | 92.71 | 92.19 | 95.13 | 93.79 | 95.83 | 94.32 |
| Extent to which our staff eased your entry into the medical facility | 93.08 | 94.70 | 91.15 | 95.65 | 94.42 | 96.32 | 93.42 |
| Appropriateness of Emergency Medical services provided | 94.40 | 92.16 | 90.42 | 94.93 | 93.51 | 97.79 | 93.75 |
| Extent to which the services received were worth the fees charged | 88.40 | 84.65 | 88.51 | 89.42 | 88.27 | 90.52 | 89.71 |
| Overall rating of the care provided by our ambulance services | 98.08 | 92.27 | 90.17 | 95.33 | 94.01 | 97.86 | 95.00 |
| Likelihood of recommending this ambulance service to others | 92.36 | 91.43 | 91.71 | 93.75 | 93.84 | 97.66 | 94.05 |
| Overall score | 95.86 | 92.05 | 90.44 | 94.28 | 93.13 | 95.89 | 94.36 |
| National Rank | 15 | 67 | 86 | 29 | 48 | 14 | 28 |
| Comparable Size (Small) Company Rank | 9 | 30 | 39 | 19 | 25 | 8 | 18 |



Benchmark Comparison

| | Your Company | Total DB | Similar Sized | California |
|--|-----------------|--------------|---------------|--------------|
| Medics' concern for your privacy | 96.95 | 94.16 | 94.76 | 93.09 |
| Skill of the medics | 98.81 | 94.96 | 95.59 | 94.51 |
| Extent to which our staff eased your entry into the medical | 93.08 | 94.47 | 95.10 | 93.90 |
| Extent to which you were told what to do until the ambulance | 94.64 | 91.84 | 92.21 | 91.50 |
| Care shown by the Coast Life Support medics who arrived with | 98.78 | 94.95 | 95.38 | 94.40 |
| Degree to which the medics relieved your pain or discomfort | 96.25 | 91.35 | 92.54 | 90.81 |
| Extent to which medics included you in the treatment decisions | 97.22 | 93.36 | 94.03 | 92.44 |
| Professionalism of the staff in our billing office | 95.83 | 89.79 | 90.16 | 90.43 |
| How well our staff worked together to care for you | 98.13 | 94.32 | 94.80 | 94.13 |
| Extent to which medics cared for you as a person | 97.62 | 94.96 | 95.43 | 94.31 |
| Extent to which the services received were worth the fees | 88.40 | 89.05 | 89.42 | 88.72 |
| Skill of the person driving the ambulance | 97.22 | 94.32 | 94.69 | 93.81 |
| Concern shown by the person you called for ambulance service | 96.88 | 93.07 | 92.88 | 93.31 |
| Likelihood of recommending this ambulance service to others | 92.36 | 93.88 | 94.46 | 93.16 |
| Overall rating of the care provided by our ambulance services | 98.08 | 94.23 | 94.70 | 94.10 |
| Appropriateness of Emergency Medical services provided | 94.40 | 94.14 | 94.70 | 94.01 |
| Degree to which the medics took your problem seriously | 97.09 | 94.97 | 95.25 | 94.09 |
| Cleanliness of the ambulance | 97.44 | 95.09 | 95.54 | 94.77 |
| Skills of the Fire Department Emergency Medical Services | 95.24 | 95.24 | 95.24 | 95.24 |
| Willingness of the staff in our billing office to address your | 95.83 | 89.65 | 89.84 | 89.90 |
| Comfort of the ride | 87.19 | 88.09 | 88.31 | 86.93 |
| Extent to which the Coast Life Support ambulance arrived in a | 97.09 | 92.77 | 93.05 | 92.56 |
| Extent to which the medics kept you informed about your | 95.51 | 93.36 | 93.74 | 92.25 |
| Helpfulness of the person you called for ambulance service | 96.97 | 93.22 | 92.99 | 93.88 |
| Degree to which the medics listened to you and/or your family | 96.51 | 94.62 | 94.96 | 93.52 |
| Number of Surveys for the period | 44 | | | |
| Overall Score | 95.86 | 93.19 | 93.59 | 92.79 |



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

| | Your Score | Total DB |
|--|--------------|--------------|
| Overall Facility Rating | 94.55 | 92.72 |
| Dispatch | 94.46 | 91.88 |
| Helpfulness of the person you called for ambulance service | 95.16 | 92.55 |
| Concern shown by the person you called for ambulance service | 94.92 | 92.32 |
| Extent to which you were told what to do until the ambulance | 93.29 | 90.78 |
| Ambulance | 93.65 | 92.89 |
| Extent to which the Coast Life Support ambulance arrived in a timely | 94.25 | 94.25 |
| Cleanliness of the ambulance | 96.70 | 94.19 |
| Comfort of the ride | 85.97 | 87.29 |
| Skill of the person driving the ambulance | 95.74 | 93.11 |
| Skills of the Fire Department Emergency Medical Services provided | 95.59 | 95.59 |
| Medic | 95.93 | 93.4 |
| Care shown by the Coast Life Support medics who arrived with the | 96.94 | 96.94 |
| Degree to which the medics took your problem seriously | 96.80 | 94.02 |
| Degree to which the medics listened to you and/or your family | 96.17 | 93.72 |
| Skill of the medics | 97.09 | 94.12 |
| Extent to which the medics kept you informed about your treatment | 94.80 | 92.28 |
| Extent to which medics included you in the treatment decisions (if | 96.39 | 92.06 |
| Degree to which the medics relieved your pain or discomfort | 93.40 | 90.38 |
| Medics' concern for your privacy | 94.97 | 93.06 |
| Extent to which medics cared for you as a person | 96.82 | 93.98 |

**Cumulative Comparisons (Continued)**

| | Your Score | Total DB |
|--|--------------|--------------|
| Overall Facility Rating | 94.55 | 92.72 |
| Billing Staff Assessment | 91.49 | 88.54 |
| Professionalism of the staff in our billing office | 90.73 | 88.47 |
| Willingness of the staff in our billing office to address your needs | 92.25 | 88.61 |
| Overall Assessment | 94.28 | 93.38 |
| How well our staff worked together to care for you | 95.65 | 95.65 |
| Extent to which our staff eased your entry into the medical facility | 94.76 | 93.40 |
| Appropriateness of Emergency Medical services provided | 95.23 | 95.23 |
| Extent to which the services received were worth the fees charged | 89.94 | 87.37 |
| Overall rating of the care provided by our ambulance services | 95.70 | 95.70 |
| Likelihood of recommending this ambulance service to others | 94.40 | 92.90 |