

COAST LIFE SUPPORT DISTRICT

P.O. Box 1056, Gualala, CA 95445

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AGENDA

REGULAR MEETING OF THE BOARD OF DIRECTORS

>>> 4:00 PM, November 27th, 2017 <<<

CLSD Headquarters – Bill Platt Training Room

- | | |
|---|-------------|
| 1. Call to Order | Hughes |
| 2. Adoption of the agenda | Hughes |
| 3. Minutes Approval | Hughes |
| 4. Privilege of the floor | Hughes |
| 5. New Business | |
| a. EMR & EMT classes – Mendocino County Office of Education | Caley |
| b. Conversion of the DA salary plan | Hughes |
| 6. Old Business | |
| a. Board goals – update | Hughes |
| b. Board Orientation Resource Manual | Caley |
| 7. Reports: | |
| a. Finance: YTD | Beaty |
| i. Wittman ambulance revenue – YTD | |
| ii. Expenses | |
| iii. Audit FY17 status | |
| iv. Intergovernmental Transfer update | Caley |
| v. Ground Emergency Medical Services update | Caley |
| vi. SB523 update | Caley |
| b. Communication Committee | Bower/André |
| c. MHA update | Tittle |
| i. Dates for a MHA Joint BOD meeting | |
| ii. Medicare billing for transports to RCMS – update | Caley |
| d. Customer Survey Report – September and October 2017 | Caley |
| 8. DA report | Caley |
| a. Ambulance run data | |
| b. DA Summary Report – read in advance and will have Q & A | |
| 9. December meeting | |
| 10. Adjourn | Hughes |

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

Dec meeting rescheduled to Wednesday Dec 20th, at 4 PM b/c of Christmas Holiday

Jan 22, 2018

Feb 26, 2018



MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS
Oct 23th, 2017

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

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

Approval of Sept 25th, 2017 Board Minutes: Director Beaty moved to approve the Sept 25th meeting minutes and was seconded by Director Schwartz. All ayes.

Privilege of the Floor – Public Comment: no comment

New Business:

- a. **Recommendation: form ad hoc committee for June 2018 Election** – At the last FC meeting a discussion about the current EMS parcel tax structure (established in 1995) led to the recommendation to form an ad hoc committee to review and analyze the current status. It was agreed by all BOD's to form this task force (with 3 seats).
- b. **Election timelines** – D. Caley shared with the BOD the election cycles for the upcoming 2018 June Primary Election, November General Election and 2019 April Special Election. CLSD will be on the June Primary ballot for the re-approval of the prop 4 Appropriations limit. It requires a simply majority to approve.

Old Business:

- a. **Board Goals – Update:** Director Hughes reviewed with the BOD, the Annual Board Goals for FY18. Many goals were reviewed (Reserve Policy - Initial projections 5-years. Parcel tax structure, D.A. Salary proposal, Employee Engagement, Board & Staff-relationship, etc.). Board Goals to be added to the next BOD meeting.
- b. **Board Orientation Manual- Table of Contents:** D. Caley introduced the new CLSD's "Board Director Orientation Reference Manual" The BOD's reviewed and discussed the contents of this reference manual. To be added to future meeting for review.

Reports:

- a. **Finance: YTD**
 - i. **Wittman ambulance revenue – FY18 September '17:** The "Wittman CLSD (YTD) Report" was review with following discussion: Sept gross charges \$158,264. Net receipts received for Sept \$72,870.
 - ii. **Expenses – FY17 YTD:** Expenses continue to be within budget.
- b. **P&L Actuals vs Budget: FY17 Report:**
 - i. Board of Directors reviewed the "P&L Actuals vs Budget" Report.
 - ii. There were (36) transports in Sept and Cumulative Volume of (147)
- c. **180+ Day Aging:** In Sept, EA Bean continues to make progress with regards to the 180+ day aging. A new list of aging claims has been batched (~\$15K) and being sent to collections in October. A new batch is in the works and will be to be reviewed at next meeting.

Communications Committee: No updates at this time due to recent fires.

MHA update: Deferred to next meeting.

Customer Survey feedback: Subject deferred till next meeting.

DA report: (the DA and Operations Manager report provided in writing in Board Packet. Directors were given the opportunity to clarify material provided) In addition, the DA discussed:

- a. **Ambulance run date:** It was agreed that the ambulance run date should continue to be tracked and included in the BOD's packets.
- b. **AT & T Communication Tower Lease – Mendocino County:** It was discovered that back in 2010 CLSD entered into an agreement with Mendocino County (sublease on AT&T communications tower), to place necessary radio equipment in a radio dead-zone. To-date no billing had been received. D. Caley is in discussion with Mendocino County and awaiting a response. Updates will be provided as new info becomes available.
- c. **Urgent Care utilization:** David Caley presented Urgent Care utilization data for FY13/14 (pre-Measure J) volume and the following three FY's 14-17 (post Measure J). Prior to Measure J, Urgent Care was open Monday through Friday. After, in addition to weekdays Urgent Care, weekend's on-call were added. Total UC volume was as follows: FY14/3809; FY15/4886; FY16/5226; and FY17/5310. Also discussed was the volume of ambulance transports avoided (from RCMS to out-of-District Hospitals) due to their ability to provide emergency medical services allowing patients to be treated and released locally. As a result, this increases paramedic availability in the District to respond to other 911 calls.
- d. **Ambulance Ordinance:** to be added to new business and discussed at future meeting.

Adjournment: at 5:19pm. Director Perry moved for adjournment, Director Schwartz seconded, all ayes.

Next Board of Directors Meeting: 4 pm

- Monday, Oct 23rd, 2017
- Monday, Nov 27nd, 2017
- Monday, Dec 25th 2017 (an alternative date TBD)

Minutes Approved:

(Date)

EMR and EMT coursework through Mendocino County Office of Education:

Winter 2018 EMT class \$ 700 (cost increase "contained" with leveraged funding)

Carl Perkins funding, previously used to hold down fee increases, now stipulates it must provide Full Time employment for students at the end of coursework. Filling Volunteer Fire Department positions or Part Time CLSD EMT positions does not meet that criteria.

Future Fee increases are not manageable for our local rural community:

Fall 2018 EMR class \$ 800

Winter 2019 EMT class \$1,500

Short-Term Possible Next Steps:

1. Conversations with District Fire Departments
 - a. Coursework paid for upon filling positions (EMR completion and EMT passing National Registry licensure testing)
 - b. Scholarships
2. CLSD subsidize some of the registration fees
3. Mendocino County Community Foundation: 501(c)3 – Donor directed funds that are tax deductible
4. Adult Education Block Grants – State funds to subsidize Adult Education
5. Mendocino County Health and Human Services
6. Sonoma County Health and Human Services
7. Supervisor Lynda Hopkins – Sonoma County: passionate about EMS services and rural healthcare
8. Supervisor Dan Hamburg – Mendocino County: Term expires Jan 2019 and not seeking re-election
9. Cal-Fire – possible rural training funds?

Long-Term Considerations:

1. Alternative Education Provider? (Mendocino College? Santa Rosa JC?)
2. Distant Learning model?
3. Hybrid (Distant Learning didactic with Local Proctor for testing and clinical)

CLSD AMBULANCE REVENUE

	A	B	C	D	E	F	G	H	I	J	K	L	M
	BILLABLE INCIDENTS	CHARGES	MCARE WRITE DOWNS	MCAL WRITE DOWNS	OTHER CONTRACTUAL WRITE DOWNS	NET CHARGES	PAYMENTS	REFUNDS	NET PAYMENTS	BAD DEBT WRITE OFFS	OTHER WRITE OFFS	ADJ	NEW A/R BALANCE
FY 17													
NOVEMBER '16	59	232,994	90,082	32,507	639	109,765	65,481		65,481				505,960
DECEMBER '16	45	191,565	85,425	35,904	77	70,159	44,377	917	43,459	29,017	3,903		499,740
JANUARY '17	58	295,900	135,365	31,436	10,841	118,259	76,233		76,233				541,766
FEBRUARY '17	49	181,705	66,854	54,733	13,899	46,218	48,693	8,003	40,690				547,294
MARCH '17	56	231,976	130,377	48,901	1,833	50,864	58,970	2,000	56,970	(727)	8,318		533,597
APRIL '17	55	197,865	98,027	52,662	5,417	41,759	51,484		51,484		3,399		520,474
MAY '17	36	142,371	79,567	38,383	1,337	23,085	65,743	230	65,513	32,757		1,076	446,364
JUNE '17	61	256,097	112,884	42,394	5,226	95,593	32,542	220	3,222				509,635
FY18													
JULY '17	60	239,510	135,540	45,593	13,973	44,404	62,114	-	62,114	34,781	1,988	11	455,167
AUGUST '17	78	292,985	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

FY TO DATE	212	817,114	373,133	191,696	25,811	226,474	248,015	3,694	244,321	34,781	6,325	3,564
LAST 12 MONTHS	631	2,547,586	1,171,714	528,616	65,079	782,176	691,537	15,065	647,372	95,828	21,945	4,640

Average FY To Date	106	408,557.10	186,567	95,848	12,906	113,237	124,007	1,847	122,160	17,391	3,162	1,782
Average YTD Last 12 Months	53	212,299	97,643	44,051	5,423	65,181	57,628	1,255	53,948	7,986	1,829	387

5:36 PM
11/15/17
Accrual Basis

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

	Jul - Oct 17	Budget	\$ Over Budget	% of Budget
Ordinary Revenue/Expense				
Revenue				
4000 · CLSD Special Taxes	528,590.36	528,590.36	0.00	100.0%
4100 · Interest Revenue	0.00	0.00	0.00	0.0%
4200 · Ambulance Revenue	212,890.03	195,833.32	17,056.71	108.7% ¹
4400 · Miscellaneous Revenue	6,473.37	1,000.00	5,473.37	647.3% ²
4410 · Intergovermntl Trans...	0.00	26,666.64	-26,666.64	0.0%
4420 · Ground Emerg Med T...	0.00	8,333.36	-8,333.36	0.0%
Total Revenue	747,953.76	760,423.68	-12,469.92	98.4%
Expense				
5000 · Wages and Benefits	365,935.78	374,381.37	-8,445.59	97.7%
6000 · Ambulance Operations	45,778.91	57,149.72	-11,370.81	80.1%
6700 · Overhead/Administrat...	40,305.32	83,919.28	-43,613.96	48.0%
7000 · Urgent Care	259,160.00	259,154.00	6.00	100.0%
8000 · Interest Expense	1,124.90	1,500.00	-375.10	75.0%
9000 · Other Expenses	0.00			
9500 · Depreciation Expense	29,486.94	30,706.32	-1,219.38	96.0%
Total Expense	741,791.85	806,810.69	-65,018.84	91.9%
Net Ordinary Operating Surplus	6,161.91	-46,387.01	52,548.92	
Other Revenue/Expense				
Other Expense				
Other Miscellaneous Expense				
Total Other Expense				
Net Other Revenue				
Net Revenue	6,161.91	-46,387.01 ³	52,548.92	

1. NET BILLING: Had High Net Charges in Mo. of Aug. *Ref Wittman YTD Report (4200=Column F minus H/K/L). Net Payments High in Mo. Sept. Low Net Charges & Avg. Net Payments Mo. Oct.
2. Revenue due to CPR Program
3. \$10,833.34 a mo. x 4 mo. = -(43,333.36) for Urgent Care. Increase covered by U.C. reserve.

5:15 PM
11/15/17
Accrual Basis

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

	Jul - Oct 17	Budget	\$Over Budget	% of Budget
Ordinary Revenue/Expense				
Revenue				
4000 · CLSD Special Taxes				
4001 · Mendocino County Taxes				
4004 · Mendocino Ambulanc..	159,221.36	159,221.36	0.00	100.0%
4009 · Mendocino Urgent Ca...	112,642.36	112,642.36	0.00	100.0%
4010 · Mendocino Special Tax	30,890.64	30,890.64	0.00	100.0%
4001 · Mendocino County Ta...	0.00	0.00	0.00	0.0%
Total 4001 · Mendocino County..	302,754.36	302,754.36	0.00	100.0%
4002 · Sonoma County Taxes				
4024 · Sonoma Ambulance T...	124,195.36	124,195.36	0.00	100.0%
4029 · Sonoma Urgent Care ...	101,640.64	101,640.64	0.00	100.0%
Total 4002 · Sonoma County T...	225,836.00	225,836.00	0.00	100.0%
Total 4000 · CLSD Special Taxes	528,590.36	528,590.36	0.00	100.0%
4100 · Interest Revenue	0.00	0.00	0.00	0.0%
4200 · Ambulance Revenue	212,890.03	195,833.32	17,056.71	108.7% ¹
4400 · Miscellaneous Revenue	6,473.37	1,000.00	5,473.37	647.3% ²
4410 · Intergovernment Transport (L.	0.00	26,666.64	-26,666.64	0.0%
4420 · Ground Emerg Med Trans...	0.00	8,333.36	-8,333.36	0.0%
Total Revenue	747,953.76	760,423.68	-12,469.92	98.4%
Expense				
5000 · Wages and Benefits				
5200 · Health Insurance	32,766.18	36,000.00	-3,233.82	91.0%
5300 · Payroll Taxes Emplr Cos...	9,008.49	10,708.00	-1,699.51	84.1%
5350 · PERS Employer Costs	29,638.36	30,356.36	-718.00	97.6%
5405 · Administration Salaries				
5405.1 · Admin Salaries-Allo..	-7,574.68	-7,574.67	-0.01	100.0%
5405 · Administration Salari...	75,996.31	71,545.32	4,450.99	106.2%
Total 5405 · Administration Sal...	68,421.63	63,970.65	4,450.98	107.0%
5410 · Ambulance Operations...	201,340.95	205,126.36	-3,785.41	98.2%
5430 · Extra Duty/Stipend Pay/...	14,862.24	15,022.64	-160.40	98.9%
5500 · Work Comp Insurance	9,897.93	13,197.36	-3,299.43	75.0%
Total 5000 · Wages and Benefits	365,935.78	374,381.37	-8,445.59	97.7% ³
6000 · Ambulance Operations				
6030 · Med. Director Fee-non A...	12,600.00	12,600.00	0.00	100.0%
6040 · Dispatch Services	7,873.90	13,083.00	-5,209.10	60.2%
6050 · Misc Reimbursements	5.00			
6100 · Station/Crew Expenses				
5100 · Uniforms & Med Tests	297.81	1,666.64	-1,368.83	17.9%

5:15 PM
11/15/17
Accrual Basis

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

	Jul - Oct 17	Budget	\$Over Bu...	% of Bud..
6101 · Facility Repair & Mai...	174.38	3,133.36	-2,958.98	5.6%
6102 · Facility Furniture	519.31	0.00	519.31	100.0%
6110 · Supps, Rental, Clean. ...	1,190.80	4,333.36	-3,142.56	27.5%
6210 · Veh. Repair & Mainte..	6,912.66	6,000.00	912.66	115.2% ⁴
6240 · Vehicle Fuel	5,163.85	5,000.00	163.85	103.3%
6320 · Licenses and Permits	129.00			
6410 · Radios & Comm Equip	0.00	1,333.36	-1,333.36	0.0%
6510 · Medical Supplies & E...	10,912.20	8,000.00	2,912.20	136.4% ⁵
Total 6100 · Station/Crew Expe...	25,300.01	29,466.72	-4,166.71	85.9%
6980 · Misc. Employee Train. E...	0.00	2,000.00	-2,000.00	0.0%
Total 6000 · Ambulance Operations	45,778.91	57,149.72	-11,370.81	80.1%
6700 · Overhead/Administration				
6180 · Utilities	3,664.82	4,000.00	-335.18	91.6%
6188 · Telephone	2,469.17	2,000.00	469.17	123.5% ⁶
6300 · Insurance	8,564.50	8,500.00	64.50	100.8%
6713 · Ambulance Billing	11,304.67	12,917.64	-1,612.97	87.5%
6718 · Office Supp/Equip/Softw..				
6718.1 · Office Supplies	1,104.31	1,666.64	-562.33	66.3%
6718.2 · Computer Equipment	289.90	1,000.00	-710.10	29.0%
6718.3 · Software	1,005.18	525.00	480.18	191.5% ⁷
6718 · Office Supp/Equip/Sof..	19.95	0.00	19.95	100.0%
Total 6718 · Office Supp/Equip/...	2,419.34	3,191.64	-772.30	75.8%
6720 · Board Expenses	0.00	833.32	-833.32	0.0%
6730 · Consultants				
6734 · IT	1,896.00	2,500.00	-604.00	75.8%
6735 · EMS Survey	634.40	1,166.64	-532.24	54.4%
6737 · Financial/Bookkeeping	0.00	1,666.64	-1,666.64	0.0%
6738 · Legal	64.00	3,333.36	-3,269.36	1.9%
6740 · Audit	0.00	2,833.36	-2,833.36	0.0%
6741 · Tax Administration	3,482.83	3,476.64	6.19	100.2%
Total 6730 · Consultants	6,077.23	14,976.64	-8,899.41	40.6%
6742 · Bank/Merchant Fees	497.44	333.36	164.08	149.2%
6755 · Property Tax Admin	3.50	9,666.64	-9,663.14	0.0%
6760 · Education/Professional.	0.00	833.36	-833.36	0.0%
6765 · Election Costs/Reserve	0.00	15,666.64	-15,666.64	0.0%
6770 · Dues, Subscrip, Member...	2,603.24	3,333.36	-730.12	78.1%
6788 · Printing & Reproduction	0.00	3,333.36	-3,333.36	0.0%
6795 · Travel/Transportation	533.43	1,000.00	-466.57	53.3%
6970 · Community Dev/Training	2,167.98	3,333.32	-1,165.34	65.0%
Total 6700 · Overhead/Administra	40,305.32	83,919.28	-43,613.96	48.0% ⁸
7000 · Urgent Care				
7011 · Admin Salaries-All odo ...	7,574.68	7,574.64	0.04	100.0%
7050 · UC Contract	251,585.32	251,579.36	5.96	100.0%
Total 7000 · Urgent Care	259,160.00	259,154.00	6.00	100.0%
8000 · Interest Expense				
8005 · EMS Interest Expense	0.00	500.00	-500.00	0.0%
8000 · Interest Expense- Other	1,124.90	1,000.00	124.90	112.5% ⁹
Total 8000 · Interest Expense	1,124.90	1,500.00	-375.10	75.0%

5:15 PM

11/15/17

Accrual Basis

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

	Jul - Oct 17	Budget	\$ Over Bu...	% of Bud..
9000 · Other Expenses	0.00			
9500 · DepreciationExpense	29,486.94	30,706.32	-1,219.38	96.0%
Total Expense	741,791.85	806,810.69	-65,018.84	91.9%
Net OrdinaryOperating Surplus	6,161.91	-46,387.01	52,548.92	
Other Revenue/Expense				
Other ExpenseNet				
Other Revenue				
Net Revenue	6,161.91	-46,387.01	52,548.92	

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1. NET BILLING: Had High Net Charges in Mo. of Aug. *Ref Wittmann YTD Report (acc 4200=Column F minus H/K/L) Net Payments High in Mo. Sept. Low Net charges & Avg Net Payments Mo. Oct.
2. Revenue due to CPR program
3. Payroll based on CY & Budget Mo to Mo. 9 days were allocated to OCT (from Nov) from the Nov 9th 2017 payroll
4. Unexpected Ambulance Repairs
5. Medical supply ordering: restocking supplies
6. 3 new cell phones for ambulances (not anticipated at time of budgeting)
7. QuickBooks and Dropbox
8. 6700: Overhead/Administraion: Under budget amt of ~43k due to budgeted on a monthly basis. Expenses (election,printing of upcoming election,financial/bookeeping, audit/legal fee) that have not yet been used (scheduled for near future use).
9. Loan interest - Ambulance
10. \$10,833.34 a mo. x 4 mo.= -(43,333.36) for Urgent.Care. Increase covered by U.C reserve.

Coast Life Support District

Gualala, CA

Client 3102



Assess Your Vitals

1515 Center Street

Lansing, Mi 48096

1 (877) 583-3100

service@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

October 1, 2017 to October 31, 2017

Your Score

98.16

Number of Your Patients in this Report

13

Number of Patients in this Report

5,427

Number of Transport Services in All EMS DB

142





Executive Summary

This report contains data from **13 Coast Life Support District** patients who returned a questionnaire between **10/01/2017** and **10/31/2017**.

The overall mean score for the standard questions was **98.16**; this is a difference of **6.00** points from the overall EMS database score of **92.16**.

The current score of **98.16** is a change of **1.99** points from last period's score of **96.17**. This was the **6th** highest overall score for all companies in the database.

You are ranked **5th** for comparably sized companies in the system.

94.04% of responses to standard questions had a rating of Very Good, the highest rating. **99.65%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

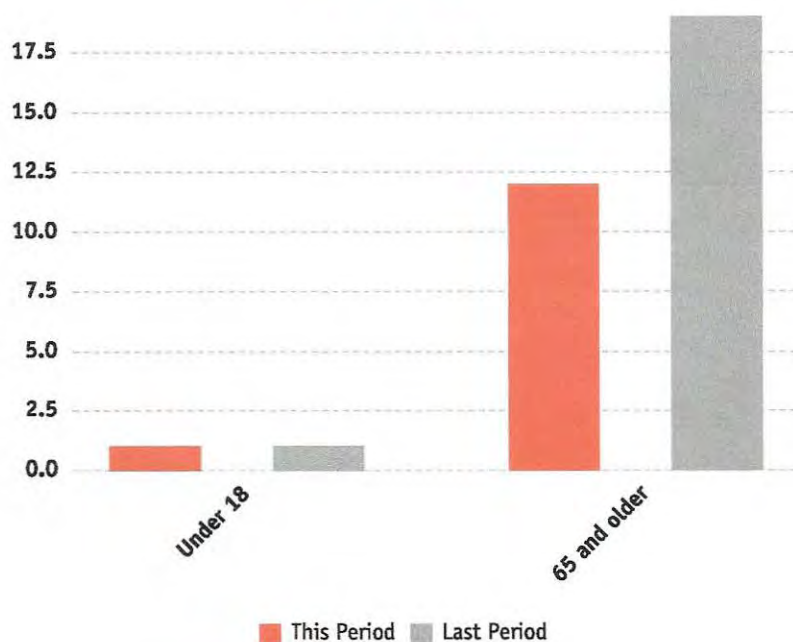




Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	1	1	0	0	1	0	1	0
65 and older	19	11	8	0	12	6	6	0
Total	20	12	8	0	13	6	7	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	97.50	2.50	100.00	92.31
Concern shown by the person you called for ambulance service	96.25	3.75	100.00	92.41
Extent to which you were told what to do until the ambulance arrived	96.25	3.75	100.00	90.70

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the Coast Life Support ambulance arrived in a timely manner	94.00	2.15	96.15	91.64
Cleanliness of the ambulance	96.88	1.20	98.08	94.08
Comfort of the ride	86.96	9.19	96.15	86.48
Skill of the person driving the ambulance	98.91	1.09	100.00	93.16
Skills of the Fire Department Emergency Medical Services provided prior to the	94.44	3.64	98.08	98.08

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the Coast Life Support medics who arrived with the ambulance	97.92	2.08	100.00	93.86
Degree to which the medics took your problem seriously	97.92	2.08	100.00	93.84
Degree to which the medics listened to you and/or your family	97.83	2.17	100.00	93.57
Skill of the medics	98.96	1.04	100.00	93.89
Extent to which the medics kept you informed about your treatment	96.43	-0.60	95.83	92.18
Extent to which medics included you in the treatment decisions (if applicable)	97.37	2.63	100.00	92.03
Degree to which the medics relieved your pain or discomfort	95.24	-1.49	93.75	89.84
Medics' concern for your privacy	93.75	4.17	97.92	93.03
Extent to which medics cared for you as a person	98.86	1.14	100.00	93.99

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

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	90.00	10.00	100.00	88.41
Willingness of the staff in our billing office to address your needs	92.50	7.50	100.00	88.25

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well our staff worked together to care for you	97.62	0.11	97.73	93.08
Extent to which our staff eased your entry into the medical facility	96.25	1.25	97.50	93.13
Appropriateness of Emergency Medical services provided	96.43	-0.98	95.45	92.91
Extent to which the services received were worth the fees charged	92.11	1.07	93.18	87.23
Overall rating of the care provided by our ambulance services	98.81	-1.08	97.73	93.10
Likelihood of recommending this ambulance service to others	98.86	-1.36	97.50	92.81



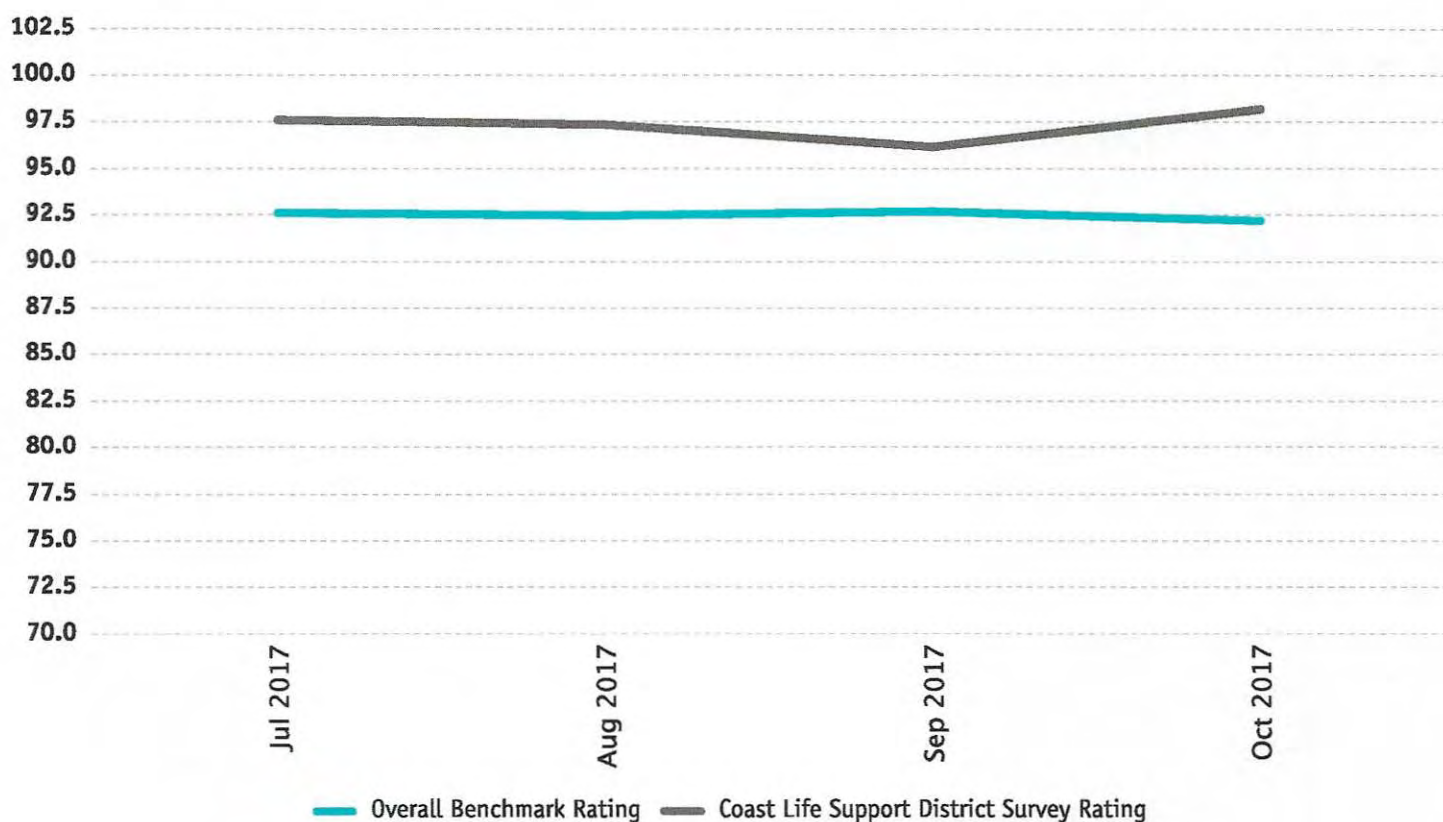
Monthly Breakdown

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
Helpfulness of the person you called for ambulance service	98.08	100.00	97.50	100.00
Concern shown by the person you called for ambulance service	94.23	96.88	96.25	100.00
Extent to which you were told what to do until the ambulance	96.15	95.83	96.25	100.00
Extent to which the Coast Life Support ambulance arrived in a	96.43	97.22	94.00	96.15
Cleanliness of the ambulance	97.92	97.22	96.88	98.08
Comfort of the ride	93.18	75.11	86.96	96.15
Skill of the person driving the ambulance	97.73	100.00	98.91	100.00
Skills of the Fire Department Emergency Medical Services	94.64	100.00	94.44	98.08
Care shown by the Coast Life Support medics who arrived with	98.21	100.00	97.92	100.00
Degree to which the medics took your problem seriously	100.00	100.00	97.92	100.00
Degree to which the medics listened to you and/or your family	98.21	100.00	97.83	100.00
Skill of the medics	100.00	100.00	98.96	100.00
Extent to which the medics kept you informed about your	96.15	96.88	96.43	95.83
Extent to which medics included you in the treatment decisions	98.08	96.43	97.37	100.00
Degree to which the medics relieved your pain or discomfort	97.73	96.88	95.24	93.75
Medics' concern for your privacy	97.92	96.88	93.75	97.92
Extent to which medics cared for you as a person	100.00	97.22	98.86	100.00
Professionalism of the staff in our billing office	93.75	100.00	90.00	100.00
Willingness of the staff in our billing office to address your	94.44	100.00	92.50	100.00
How well our staff worked together to care for you	100.00	100.00	97.62	97.73
Extent to which our staff eased your entry into the medical	100.00	97.22	96.25	97.50
Appropriateness of Emergency Medical services provided	100.00	97.22	96.43	95.45
Extent to which the services received were worth the fees	95.45	96.43	92.11	93.18
Overall rating of the care provided by our ambulance services	98.21	100.00	98.81	97.73
Likelihood of recommending this ambulance service to others	100.00	100.00	98.86	97.50
Your Master Score	97.58	97.34	96.17	98.16
Your Total Responses	14	9	26	13



Monthly tracking of Overall Survey Score





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

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	100.00	92.86	93.29	93.06	86.55	96.05	96.15
Concern shown by the person you called for ambulance service	100.00	94.85	96.15	93.42	89.52	95.83	92.31
Extent to which you were told what to do until the ambulance	100.00	88.97	91.24	90.63	88.16	91.18	96.15
Extent to which the Coast Life Support ambulance arrived in a	96.15	91.46	91.69	92.86	90.15	97.37	93.33
Cleanliness of the ambulance	98.08	92.44	95.24	92.86	92.75	94.44	93.33
Comfort of the ride	96.15	83.75	86.25	86.90	87.14	88.16	90.00
Skill of the person driving the ambulance	100.00	92.86	95.12	93.75	91.67	98.61	93.33
Skills of the Fire Department Emergency Medical Services provided	98.08	0	0	0	0	0	0
Care shown by the Coast Life Support medics who arrived with the	100.00	92.76	93.11	93.75	92.55	98.53	98.21
Degree to which the medics took your problem seriously	100.00	93.59	93.38	93.75	90.69	97.06	98.21
Degree to which the medics listened to you and/or your family	100.00	92.76	92.64	89.06	90.17	97.06	96.43
Skill of the medics	100.00	92.57	94.32	87.50	92.31	98.53	96.43
Extent to which the medics kept you informed about your	95.83	91.22	92.88	89.06	88.93	98.44	94.23
Extent to which medics included you in the treatment decisions (if	100.00	89.84	92.89	88.46	87.98	93.75	94.44
Degree to which the medics relieved your pain or discomfort	93.75	87.15	91.45	84.44	85.80	88.40	93.18
Medics' concern for your privacy	97.92	91.22	95.51	90.63	88.77	97.06	95.83
Extent to which medics cared for you as a person	100.00	92.95	92.47	93.33	90.78	98.44	98.21
Professionalism of the staff in our billing office	100.00	90.00	92.50	93.75	87.86	94.44	93.75
Willingness of the staff in our billing office to address your needs	100.00	90.00	92.50	93.75	87.50	94.44	93.75
How well our staff worked together to care for you	97.73	90.13	93.45	91.07	91.67	93.33	92.31
Extent to which our staff eased your entry into the medical facility	97.50	90.79	93.24	91.07	91.29	96.88	94.23
Appropriateness of Emergency Medical services provided	95.45	92.36	93.06	88.33	89.17	98.33	93.75
Extent to which the services received were worth the fees charged	93.18	85.94	84.41	85.00	84.82	95.83	72.92
Overall rating of the care provided by our ambulance services	97.73	93.42	93.29	93.75	90.23	96.67	96.15
Likelihood of recommending this ambulance service to others	97.50	93.38	93.93	92.19	91.55	96.43	95.83
Overall score	98.16	91.22	92.76	90.92	89.70	95.67	93.94
National Rank	6	60	49	63	78	17	29
Comparable Size (Small) Company Rank	5	29	25	30	35	14	21

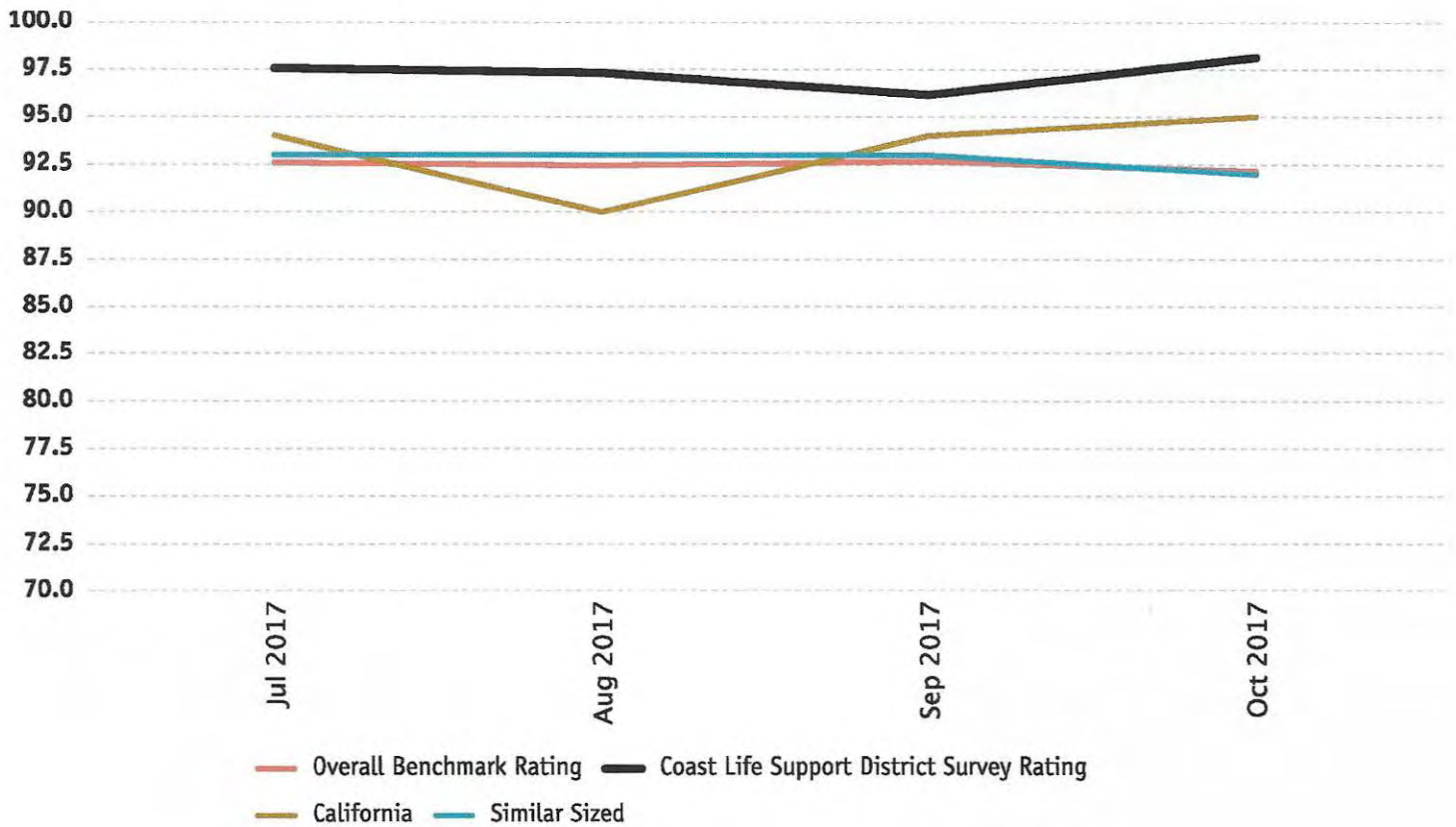


Benchmark Comparison

	Your Company	Total DB	Similar Sized	California
Total Score	98.16	92.16	92.37	94.19
Helpfulness of the person you called for ambulance service	100.00	92.31	92.90	95.37
Concern shown by the person you called for ambulance service	100.00	92.41	93.07	95.37
Extent to which you were told what to do until the ambulance	100.00	90.70	90.60	94.44
Extent to which the Coast Life Support ambulance arrived in a	96.15	91.64	92.44	96.55
Cleanliness of the ambulance	98.08	94.08	94.76	94.83
Comfort of the ride	96.15	86.48	86.96	89.69
Skill of the person driving the ambulance	100.00	93.16	93.80	96.55
Skills of the Fire Department Emergency Medical Services	98.08	98.08	98.08	98.08
Care shown by the Coast Life Support medics who arrived with	100.00	93.86	94.33	98.08
Degree to which the medics took your problem seriously	100.00	93.84	94.21	97.12
Degree to which the medics listened to you and/or your family	100.00	93.57	93.63	97.12
Skill of the medics	100.00	93.89	94.04	97.00
Extent to which the medics kept you informed about your	95.83	92.18	92.48	96.00
Extent to which medics included you in the treatment decisions	100.00	92.03	92.23	95.65
Degree to which the medics relieved your pain or discomfort	93.75	89.84	89.79	89.04
Medics' concern for your privacy	97.92	93.03	92.62	96.00
Extent to which medics cared for you as a person	100.00	93.99	94.20	96.15
Professionalism of the staff in our billing office	100.00	88.41	88.59	83.33
Willingness of the staff in our billing office to address your	100.00	88.25	87.93	81.25
How well our staff worked together to care for you	97.73	93.08	92.74	95.19
Extent to which our staff eased your entry into the medical	97.50	93.13	93.19	97.00
Appropriateness of Emergency Medical services provided	95.45	92.91	92.85	96.15
Extent to which the services received were worth the fees	93.18	87.23	87.49	89.58
Overall rating of the care provided by our ambulance services	97.73	93.10	93.09	95.19
Likelihood of recommending this ambulance service to others	97.50	92.81	93.23	94.00
Number of Surveys for the period	13			

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

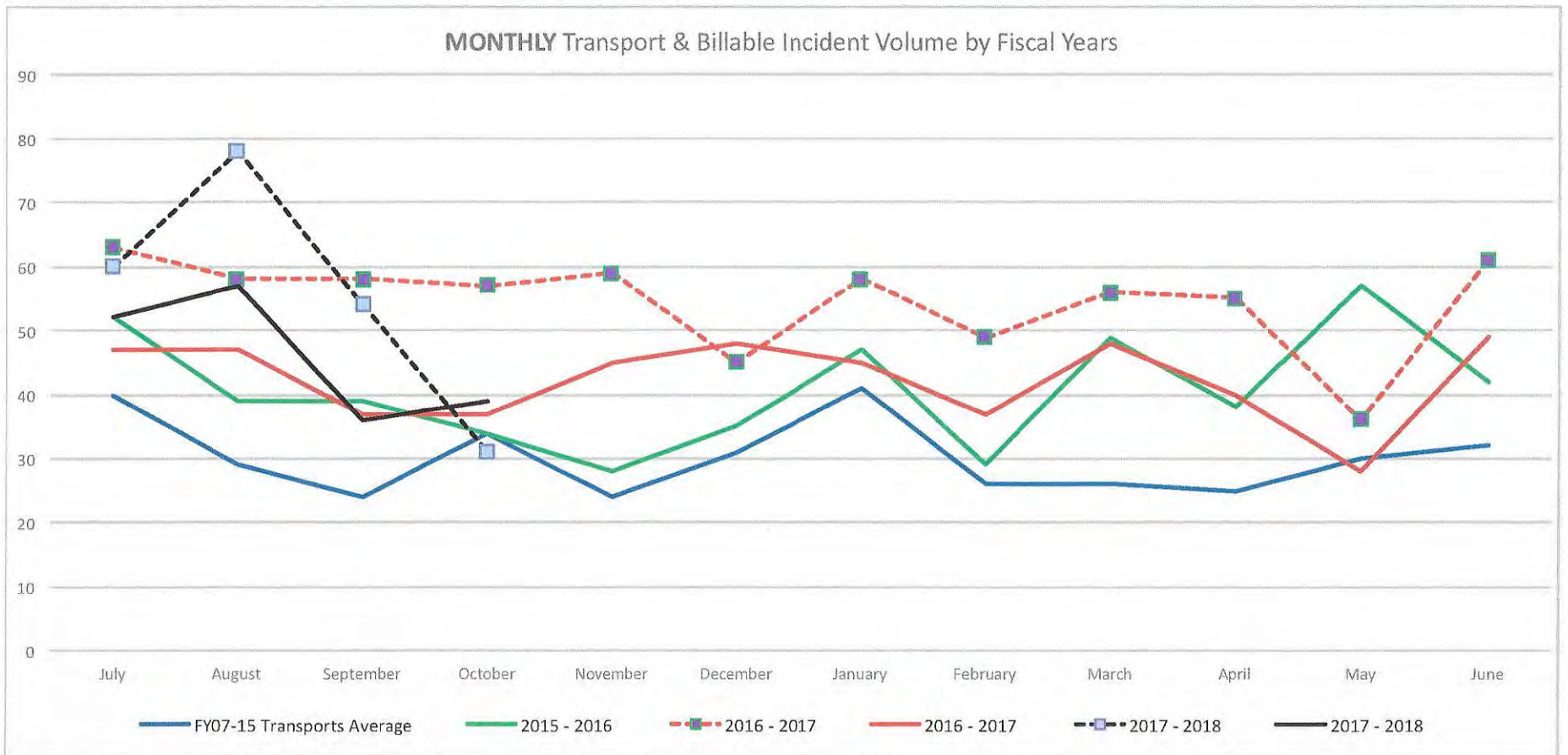
Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.



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								

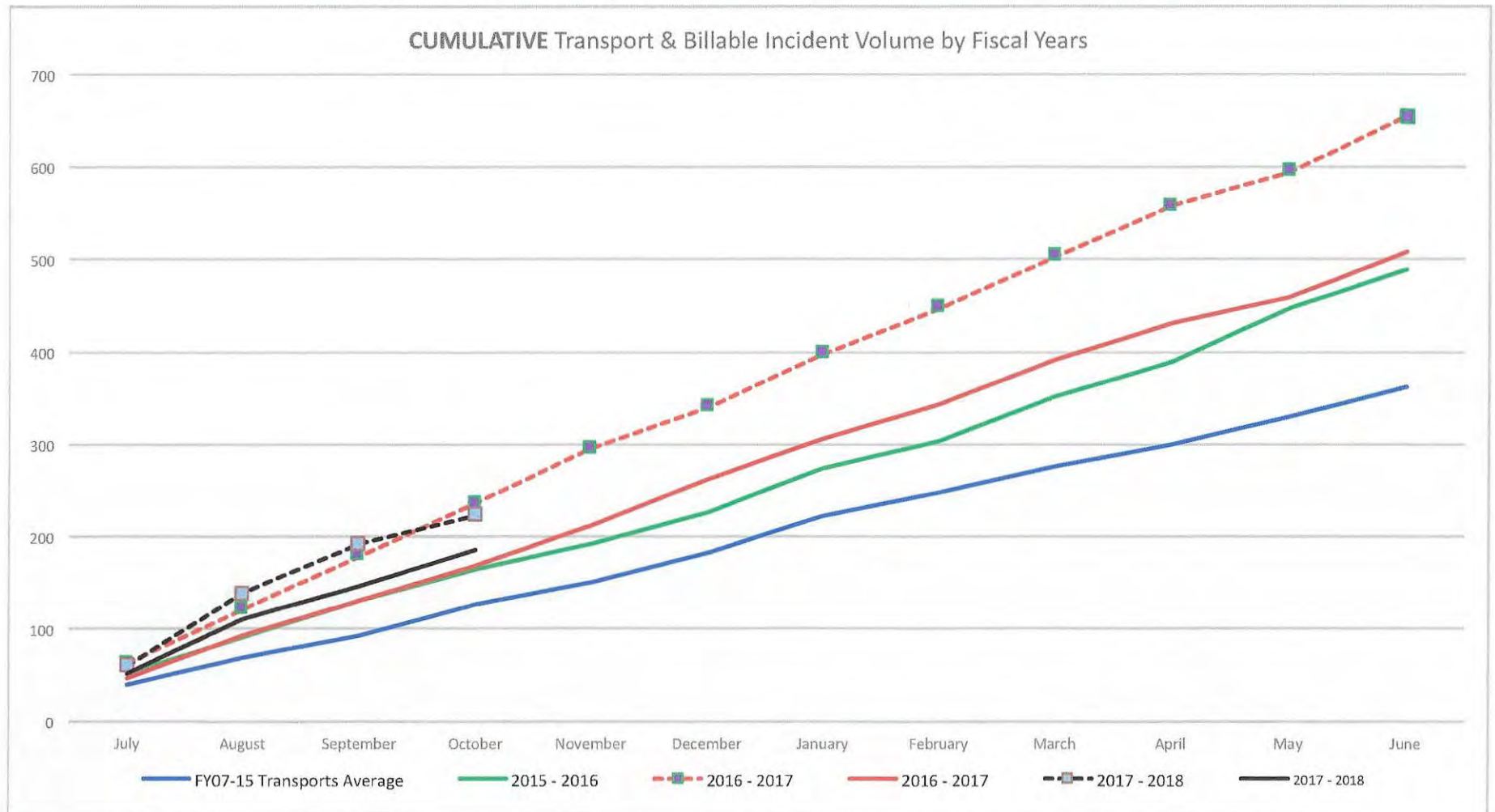
Monthly Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017	63	58	58	57	59	45	58	49	56	55	36	61
2017 - 2018	60	78	54	31								





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	111	147	186								

Cumulative Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017	63	121	179	236	295	340	398	447	503	558	594	655
2017 - 2018	60	138	192	223								



CLSD RUN DATA for the PRECEEDING 12 MONTHS

MONTH	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LANDING		DRY RUN		T&R		TO RCMS				FROM RCMS			
MOST CURRENT ON TOP	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
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
17-Jul	98	106	62	71	37	30	4	7	15	17	1	1	52	47	9	9	31	31	15	17	4	5	0	1	8	6	7	6
17-Jun	99	90	61	63	33	26	4	6	16	16	2	2	49	42	7	8	28	18	15	23	2	1	1	0	6	3	10	4
17-May	67	101	42	77	20	32	2	10	5	25	0	0	28	57	7	5	21	24	21	10	0	3	0	0	5	3	1	4
17-Apr	84	91	58	60	27	34	2	4	13	14	1	4	40	48	4	8	23	23	18	12	2	1	0	0	10	6	6	6
17-Mar	91	91	60	70	34	31	4	6	14	18	4	0	48	49	8	5	23	20	12	13	1	2	0	1	6	7	6	7
17-Feb	72	59	53	47	28	18	3	8	9	11	1	0	37	29	3	4	13	12	16	10	4	1	0	0	4	2	3	0
17-Jan	87	83	60	68	34	34	2	4	11	12	1	1	45	46	7	6	25	15	15	16	5	5	0	0	7	4	4	5
16-Dec	95	67	92	57	32	29	6	3	18	6	3	2	48	35	7	5	25	10	10	14	4	2	1	1	3	4	4	0
16-Nov	89	66	58	42	33	19	2	2	12	9	1	0	45	28	5	4	27	24	15	12	5	4	1	2	5	2	6	2
	1044	1001	725	729	371	337	35	58	150	165	17	13	522	502	69	72	287	237	188	176	38	34	6	6	71	53	66	52
	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LZ		DRY RUN		T&R		TO RCMS				FROM RCMS			

ALL SHADED COLUMNS ARE PREVIOUS YEAR DATA

District Administrator and Operations Manager Report

District Administrator

- Audit Site Visit completed Nov 1 – 3, 2017. Three days with three personnel
- Two meetings with MCOE Superintendent Warren Galletti – see summary document in agenda packet
- Admin, Ops Mgr, Paramedic Supervisor and Tuck off-site meeting all day in Santa Rosa. Continue to evolve the QA process, Training, CREST, Performance Management reviews to be completed (4 month increments), and Paramedic skills check-off (intubation) completed.
- Attended MHA off-site in Santa Rosa.
- MHA - CLSD billing Medicare for ambulance transports to CLSD. After extensive research and analysis, CLSD will draft letter to Medicare asking for ambulance transport reimbursement to RCMS – an emergency medical services provider. Will obtain co-signature of RCMS and CVEMS.
- SB523 – have provided mandated data to Department of CA Healthcare Services. As reported previously, likely CLSD will be collateral damage as "Assessment Fee" applied to all transports will be greater than Reimbursement for Medi-Cal transports. Other agencies also affected. Officials made aware. Attending conference first week in Dec to learn first-hand from DCHS representative.
- Attended Santa Rosa Fires Hospital Evacuation de-briefing. (see video played at meeting). Lessons learned related to complexities of patient evacuations, medical equipment, communication equipment redundancy, transport vehicles, etc. Catastrophic fires depleted all resources as well as neighboring agency resources and ability to backfill support needed until distant outlying agencies mobilized.

Deployment / Staffing

- ALS (M-120) staffed 100%. BLS (B-121) missed 9 hours due to a sick call
- EMT Malay Thacker is hired and starting his training

Facilities

- Vehicle exhaust system is fully operational
- Training room improvements—Instructor furniture arrived.
- Extra project room is complete.
- No major expenses anticipated

Vehicles/Equipment

- Chevy in for (2) Alternators and batteries
- Other vehicles are all in good working order
- Power chair update— waiting for modifications to rigs delayed due to fires
- Three IPADS are in service from CVEMS Dept. of Homeland Security grant.

Community events / Training

- Bronwyn Golly taught CPR to ELK Fire
- We had a community demo "health fair" event scheduled for November 15th at PA high school. All district schools rotated through. Goldie Pounds, Adrienne Martin, Hans Petersen and Glenn Valli all help out. Estimated 450 attendees (see photo of students in back of ambulance)
- Next CLSD community CPR is Saturday December 2
- RCMS has CPR scheduled for December 21
- Chris Ottolini is active in his role of Training Officer. Presented Cardiac Arrest Management and skills training at monthly CREST.
He is working on a training schedule for 2018