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**AGENDA**  
**Exeter District Ambulance**  
**Governing Board**  
**REGULAR MEETING**

302 E. Palm St., Exeter, CA 93221  
Monday, October 28, 2019, 5:30 pm  
District Office Meeting Room

President	Adam Pfenning
Vice President	VACANT
Secretary	Diana Mendez
Board Member	Tony Miller
Board Member	VACANT

The Exeter District Ambulance Board of Director welcomes you to its meeting and encourages you to participate. This agenda contains a brief general description of each item that will be considered by the Board. All attendees are advised that pagers, cell phones, and any other communication devices should be powered off upon entering the Board meeting. The Board may consider and act on an agenda item in any order it deems appropriate. Actual timed items may be heard later but not before the time set on agenda. Persons interested in an item listed on the agenda are advised to be present throughout the meeting to ensure their presence when the item is called.

**OPENING**

- A. Call to Order
- B. Roll Call
- C. Pledge of Allegiance

**AGENDA APPROVAL**

**PUBLIC FORUM/REQUEST TO ADDRESS TO BOARD (NON-AGENDA ITEMS)**

*This portion of the meeting is reserved for the members of the public to address the Board on items that are not on the Agenda and are within the subject matter jurisdiction of the board. Each person will be granted three (3) minutes to address the Board and overall public comments will be limited to thirty (30) minutes total. The Board is prohibited by law from taking any action on matters discussed that are not on the Agenda. When addressing the Board, speakers are requested to come forward, state your name and address, and then proceed with your comments. All speakers are requested to wait until recognized by the Board President.*

**CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered to be routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. For any discussion of an item; it will be enacted at the request of any member of the Board and made a part of the regular agenda.*

- A. Approval of Meeting Minutes September 23, 2019
- B. Approval of Collections/Write Offs – September 2019

**PUBLIC HEARINGS**

- None

*Members of the public wishing to address the Board on these items should raise their hand when the Agenda item is called and the President will recognize you at that time. You will have three minutes to comment.*

**UNFINISHED BUSINESS**

- A. TCCAD Report
  - 1. Presentation of October 2019 data

**NEW BUSINESS**

- A. Reports from District Accountant (informational only)**
  - 1. Monthly Income Statement: September 2019
  - 2. Profit and Loss Summary: September 2019
- B. Consider approval of agreement with Wittman Enterprises LLC for billing services and consider approval of related Business Associate Agreement with Wittman Enterprises LLC for compliance with HIPAA and related laws and authorize execution by District Manager.**
- C. Discuss and consider alternatives for Board Meetings**

**BOARD MEMBER REPORTS AND REQUESTS FOR AGENDA ITEMS**

**REPORTS FROM THE DISTRICT MANAGER (INFORMATIONAL ONLY)**

- A. District Operations**
- B. Compliance Update**
- C. Three Rivers Update**

**PUBLIC COMMENT REGARDING CLOSED SESSION**

*This portion of the meeting is reserved for persons desiring to address the Board on an item to be considered in Closed Session. Speakers should limit their comments to three (3) minutes.*

**CLOSED SESSION**

- A. Conference with Labor Negotiator pursuant to Government Code Section 54957.6**  
 Agency Designated Representatives: District Manager  
 Employee Organization: TEAMSTERS LOCAL #517
- B. Public Employee Performance Evaluation (Government Code Section 54957)**  
 Title: District Manager

**RECONVENE TO OPEN SESSION; REPORT FROM CLOSED SESSION, IF ANY**

**ADJOURNMENT**

**Next Regular Meeting: November 28, 2019**

**Agenda packets are available for review 72 hours prior to the meeting at the District Office. Office hours are Monday to Friday 8 AM to 5 PM, excluding holidays.**

**Any documents/writings provided to a majority of the Board less than 72 hours before the Regular Meeting regarding an item on this agenda will be made available for public inspection during normal business hours at the District Office located at 302 E. Palm Street, Exeter, CA 9322.**

**In compliance with the American with Disabilities Act (ADA), if you need special assistance to participate at this meeting, please contact the District Office at (559) 594-5250 during normal business hours as listed above. Notification of 48 hours prior to the meeting will enable the District to make reasonable arrangements to ensure accessibility to this meeting.**



**MINUTES**  
**Exeter District Ambulance**  
**Governing Board**  
**REGULAR MEETING**

District Office Meeting Room  
302 E. Palm St., Exeter, CA 93221  
Monday, September 23, 2019, 5:30pm

President Adam Pfenning  
Vice President VACANT  
Secretary Diana Mendez  
Board Member Tony Miller  
Board Member VACANT

**Present** Adam Pfenning (AP), Tony Miller (TM), Diana Mendez (DM),  
**Also Present** District Manager Peter Sodhy (PS), District Counsel Hilda Montoy (HM) [Phone]

**OPENING**

- Call to Order – Mr. Pfenning at 5:31pm
- Roll Call – Mr. Pfenning
- Pledge of Allegiance – Mr. Pfenning

**AGENDA APPROVAL**

A motion was made (DM) and seconded (AP). 3-0-0.

**PUBLIC FORUM/REQUEST TO ADDRESS TO BOARD (NON-AGENDA ITEMS)**

- None

**CONSENT CALENDAR**

A motion was made (DM) and seconded (AP). 3-0-0.

**PUBLIC HEARINGS**

- None

**UNFINISHED BUSINESS**

**A. TCCAD Report**

Doug Woods sent the report electronically to the board and brought some additional hard-copies. Essentially it contains similar information with the addition of a series of pie charts referencing the posting information. Mr. Woods covered a couple of incidents involving 817 that included a long post chute time and a question of closest unit in Visalia. 872 appeared to self-dispatch on September 18<sup>th</sup>.

It was noted that EDA stands out largely because of lower call volumes and response volumes. The pie charts show the percentages of each of the three categories of chute performance. Lifestar offered to have Daniel produce additional reports that might be helpful, including response volumes for each provider in each zone.

**NEW BUSINESS**

**A. Reports from District Accountant (informational only)**

- a. Monthly Income Statement: July 2019
- b. Profit and Loss Summary: July 2019

Financial reports were presented in the absence of the District Accountant. The board requested that the Bookkeeper be present for the next meeting. The District Manager will speak with the Bookkeeper.

**B. District Election**

- a. Consideration of District Election for Filling Vacancy on Board

- b. Discussion on filling Vacancy of Board Seat by Special Election
  - i. Adopt Resolution Calling a Special Election in March 2020 to Fill Vacancy OR
  - ii. Wait until the November 2020 Election to fill the vacancies when the election for open positions is held. HM will prepare a report for the next meeting. Item tabled until September 23<sup>rd</sup> Regular Meeting.

It was noted that is less expensive to do the November 2020 election than the March 2020 election. It was also noted that regardless of which election, if there is only one candidate, we can request to withdraw the election have the county appoint that person instead. AP recommended that March would be better for all. HM noted that the resolution contains language for the March 2020 election date for Area 3. DM moved to adopt the resolution calling for an election for Area 3 in March 2020. AP 2<sup>nd</sup>. 3-0-0.

PS will type the dates into the form and have DM sign it.

PS was also asked to have a blown-up copy of the District map prepared for the board room.

**C. Request Confirmation from Board on Pay-Out of Unused Vacation-Time for Employees downgrading from Full Time to Per Diem as Per Diem employees Do Not Earn Vacation**

PS reported that when employees go from Full Time to Per Diem, they no longer accrue vacation time, but are also not in a position to actually use what vacation accrual they already have. This forms a liability for the organization. PS recommended that we formally adopt a policy that pays out accrued vacation time when an employee goes from Full Time to Per Diem. AP moved, DM 2<sup>nd</sup>. 3-0-0.

**D. Consideration of Billing Options and Proposals to Provide Billing**

**a. Selection of Wittman Enterprises, LLC to provide Billing Services or other direction**

PS reported that Wittman sent a quote which was presented to the board. There followed a discussion for potential HIPAA issues with remote staff accessing patient information in unsecured locations. There was also a discussion of potential impact on the union MOU. The board asked for a copy of the Wittman agreement or contract to be reviewed by District Counsel. TM moved to accept the bid from Wittman Enterprises to provide billing services. DM 2<sup>nd</sup>. 3-0-0.

PS will gather the contract and forward to District Counsel. District Counsel will prepare a courtesy notification letter to be sent to the union.

**E. Update on offer of used Ambulances (informational only)**

**a. Informational Only**

In addition to the unit being offered by LifeStar, EDA also received an offer from Pistoresi Ambulance in Madera to sell us two of their van units for approximately \$11,000 each. Each unit is very similar to EDA's current van units except they are non-diesel. Each unit is also approximately at 200,000 but in good to excellent condition. It was agreed that EDA will not pursue purchase of the Pistoresi units.

**BOARD MEMBER REPORTS AND REQUESTS FOR AGENDA ITEMS**

None

**REPORTS FROM THE DISTRICT MANAGER (INFORMATIONAL ONLY)**

PS reported that July and August number were slightly lower than anticipated, although it appears to be consistent with a slightly lower volume throughout the county.

We are being affected by illness among the crew in addition to injury and the fact that several crew members are at the upper limit of their vacation accruals. Thus crews are taking vacation at a time

when we can ill-afford to have fewer staff available. This has had a negative effect on availability although we have managed to keep fully crewed most of the time. Furthermore, we lost a full time medic who resigned to move out of state, one full time EMT reverted to Per Diem, although we do have one returning Full Time EMT.

We have met our compliance for July and appear to be in good shape for August.

We purchased a booster antenna for our pager at Station 11. This is to address a sporadic issue of the pager not activating while at station.

EDA has put in place several procedures regarding chute times, radio etiquette, posting, and general performance to address issues brought up by APATC. We have seen some improvement in post move issues, what appears to be a complete resolution for the Lindsay/Lemon Cove start ups, a significant improvement in availability (or reduction in going out of service), and immediate addressing of issues as they arise. This is being assisted by the Shift Leads.

EDA has received and paid the Q1 and Q2 invoices for the GEMT QAF program, totaling \$41,000.

## **PUBLIC COMMENT REGARDING CLOSED SESSION**

A. No public comments

## **CLOSED SESSION – 6:51pm**

### **A. Conference with Labor Negotiator pursuant to Government Code Section 54957.6**

Agency Designated Representatives: District Manager

Employee Organization: TEAMSTERS LOCAL #517

### **B. Public Employee Performance Evaluation (Government Code Section 54957)**

Title: District Manager

## **RECONVENE TO OPEN SESSION; REPORT FROM CLOSED SESSION, IF ANY – 7:21pm**

No Reportable Actions

## **ADJOURNMENT**

Motion to adjourn (DM) seconded (TM) at 7:28pm. 3-0-0.

**Next Regular Meeting:      October 28, 2019, 5:30pm**

## **MINUTES CERTIFICATION**

I, Diana Mendez, Board Secretary, Exeter District Ambulance, do hereby declare under penalty of perjury that the above minutes are a true depiction of all actions taken at the Board meeting held on the first date above at Meeting Room 302 E. Palm Street, Exeter, CA.

Date: October 28, 2019

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Diana Mendez  
Board Secretary



**EXETER DISTRICT AMBULANCE**  
**Balance Sheet**  
 As of September 30, 2019

	Sep 30, 19
<b>ASSETS</b>	
<b>Current Assets</b>	
<b>Checking/Savings</b>	
1004 · Bank of Sierra Checking	138,457.07
1006 · Bank of Sierra Money Market	60,978.24
1005 · LAIF	172,526.84
1030 · Petty Cash	150.00
<b>Total Checking/Savings</b>	372,112.15
<b>Accounts Receivable</b>	
1200 · Account Receivable	366,362.41
1210 · Allowance for Bad Debt	-100,000.00
<b>Total Accounts Receivable</b>	266,362.41
<b>Other Current Assets</b>	
1250 · Accrued Taxes Receivable	12,737.25
1260 · Other Receivables	30,249.60
1400 · Prepaid Expenses	15,634.16
<b>Total Other Current Assets</b>	58,621.01
<b>Total Current Assets</b>	697,095.57
<b>Fixed Assets</b>	
1500 · Fixed Assets	
1450.0 · Other Asset - Grant Equipment	5,145.45
1500-05 · Land	141,820.00
1500-10 · Buildings and Improvements	505,359.66
1500-20 · Vehicles & Medical Equipment	738,304.01
1500-30 · Office Equipment & Fixtures	71,522.86
<b>Total 1500 · Fixed Assets</b>	1,462,151.98
1600 · Allowance for Depreciation	-1,095,575.48
<b>Total Fixed Assets</b>	366,576.50
<b>Other Assets</b>	
1700.0 · Deferred Outflows of Resources	294,803.70
<b>Total Other Assets</b>	294,803.70
<b>TOTAL ASSETS</b>	<b>1,358,475.77</b>
<b>LIABILITIES &amp; EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
<b>Accounts Payable</b>	
2000 · Accounts Payable	25,981.52
<b>Total Accounts Payable</b>	25,981.52
<b>Other Current Liabilities</b>	
2160 · Accrued Expenses	19,930.65
2100 · Payroll Liabilities	
2100-10 · California PR Taxes	-4.71
2100-20 · Federal PR Taxes	535.88
2100-50 · Union Dues	226.00
2100 · Payroll Liabilities - Other	2,509.93
<b>Total 2100 · Payroll Liabilities</b>	3,267.10
2111 · *Direct Deposit Liabilities	317.05
2150 · Accrued Vacation, Sick Pay	31,435.41
<b>Total Other Current Liabilities</b>	31,752.46

**Balance Sheet**

As of September 30, 2019

	<u>Sep 30, 19</u>
Total Current Liabilities	80,931.73
Long Term Liabilities	
2211 · Net Pension Liability	488,738.96
2900.0 · Deferred inflows of Resources	6,626.00
Total Long Term Liabilities	<u>495,364.96</u>
Total Liabilities	576,296.69
Equity	
33000 · Reserve for Contingencies	52,500.00
32000 · Unrestricted Net Assets	744,423.02
Net Income	<u>-14,743.94</u>
Total Equity	<u>782,179.08</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u><u>1,358,475.77</u></u></b>

**EXETER DISTRICT AMBULANCE**  
**Profit & Loss**  
 July through September 2019

	<u>Jul - Sep 19</u>
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
4010 · Services Revenue	
5030 · Other Charge Write-off	-108,973.10
5020 · Contractual Write-Off	-1,099,025.54
4010-10 · Revenue Adjustment	-274,986.31
4010 · Services Revenue - Other	<u>2,028,588.24</u>
<b>Total 4010 · Services Revenue</b>	<b>545,603.29</b>
4015 · Bad Debt Recovery	6,250.25
4020 · Miscellaneous Income	
4020-20 · Interest Income	13.84
4020-40 · Other Income	<u>6,356.38</u>
<b>Total 4020 · Miscellaneous Income</b>	<b>6,370.22</b>
4030 · Tax Revenue	12,737.25
4040 · Overpayments	<u>-6,070.90</u>
<b>Total Income</b>	<b>564,890.11</b>
<b>Cost of Goods Sold</b>	
5040 · Bad Debt Expense	<u>85,520.78</u>
<b>Total COGS</b>	<b>85,520.78</b>
<b>Gross Profit</b>	<b>479,369.33</b>
<b>Expense</b>	
5050 · Refunds	57.38
5065 · Bank service charge	1,190.49
6200 · Communications	
6200-10 · Dispatch	23,690.00
6200-30 · Telephone	2,721.39
6200 · Communications - Other	<u>991.87</u>
<b>Total 6200 · Communications</b>	<b>27,403.26</b>
6270 · Fines and Assessments	50.02
6300 · Fuel & Oil	20,069.52
6400 · Insurance	
6400-10 · General Liability Insurance	12,999.75
6400-20 · Health Insurance	27,676.49
6400-40 · Worker's Compensation Insurance	11,557.60
6400-50 · AFLAC Insurance	<u>36.66</u>
<b>Total 6400 · Insurance</b>	<b>52,270.50</b>
6500 · Maintenance	
6500-10 · Buildings and Grounds	1,317.63
6500-20 · Computers and Equipment	3,300.93
6500-30 · Vehicle Maintenance	<u>29,414.48</u>
<b>Total 6500 · Maintenance</b>	<b>34,033.04</b>
6510 · Memberships	180.00
6520 · Miscellaneous	317.05
6530 · Office Expense	4,482.03
6600 · Professional Services	
6600-40 · Consulting Services	499.00
6600-10 · Accounting Services	5,200.00
6600-20 · Legal Services	1,980.00
6600 · Professional Services - Other	<u>3,049.61</u>
<b>Total 6600 · Professional Services</b>	<b>10,728.61</b>
6700 · Payroll Expenses	
6700-50 · Pension Expense-GASB 68	700.00
6700-20 · Regular Wages	<u>274,065.65</u>

**EXETER DISTRICT AMBULANCE**  
**Profit & Loss**  
**July through September 2019**

	<u>Jul - Sep 19</u>
6700-30 · Payroll Taxes	6,287.10
6700-40 · PERS - Company Contribution	35,704.81
6700 · Payroll Expenses - Other	<u>298.65</u>
Total 6700 · Payroll Expenses	317,056.21
6800 · Rents	7,135.28
6810 · Service and Supplies	
6810-10 · Medical Supplies	11,552.87
6810 · Service and Supplies - Other	<u>205.00</u>
Total 6810 · Service and Supplies	11,757.87
6820 · Training/Seminars and Supplies	995.78
6830 · Travel and Transportation	0.00
6850 · Uniform Allowance	486.73
6900 · Utilities	
6900-10 · Gas and Electric	5,542.19
6900-20 · Water and Sewer	<u>357.31</u>
Total 6900 · Utilities	5,899.50
Total Expense	<u>494,113.27</u>
Net Ordinary Income	<u>-14,743.94</u>
Net Income	<u><u>-14,743.94</u></u>

**EXETER DISTRICT AMBULANCE**  
**Profit & Loss Prev Year Comparison**  
July through September 2019

	<u>Jul - Sep 19</u>	<u>Jul - Sep 18</u>	<u>\$ Change</u>
<b>Ordinary Income/Expense</b>			
<b>Income</b>			
<b>4010 · Services Revenue</b>			
5030 · Other Charge Write-off	-108,973.10	-71,632.44	-37,340.66
5020 · Contractual Write-Off	-1,099,025.54	-1,263,996.84	164,971.30
4010-10 · Revenue Adjustment	-274,986.31	-114,694.62	-160,291.69
4010 · Services Revenue - Other	<u>2,028,588.24</u>	<u>1,939,701.72</u>	<u>88,886.52</u>
<b>Total 4010 · Services Revenue</b>	<b>545,603.29</b>	<b>489,377.82</b>	<b>56,225.47</b>
<b>4015 · Bad Debt Recovery</b>	6,250.25	786.19	5,464.06
<b>4020 · Miscellaneous Income</b>			
4020-20 · Interest Income	13.84	20.14	-6.30
4020-40 · Other Income	<u>6,356.38</u>	<u>7,632.30</u>	<u>-1,275.92</u>
<b>Total 4020 · Miscellaneous Income</b>	<b>6,370.22</b>	<b>7,652.44</b>	<b>-1,282.22</b>
<b>4030 · Tax Revenue</b>	12,737.25	0.00	12,737.25
<b>4040 · Overpayments</b>	<u>-6,070.90</u>	<u>-2,873.57</u>	<u>-3,197.33</u>
<b>Total Income</b>	<b>564,890.11</b>	<b>494,942.88</b>	<b>69,947.23</b>
<b>Cost of Goods Sold</b>			
5040 · Bad Debt Expense	<u>85,520.78</u>	<u>36,782.27</u>	<u>48,738.51</u>
<b>Total COGS</b>	<b>85,520.78</b>	<b>36,782.27</b>	<b>48,738.51</b>
<b>Gross Profit</b>	<b>479,369.33</b>	<b>458,160.61</b>	<b>21,208.72</b>
<b>Expense</b>			
5050 · Refunds	57.38	0.00	57.38
5065 · Bank service charge	1,190.49	908.83	281.66
<b>6200 · Communications</b>			
6200-10 · Dispatch	23,690.00	22,704.00	986.00
6200-30 · Telephone	2,721.39	2,585.52	135.87
6200 · Communications - Other	<u>991.87</u>	<u>645.82</u>	<u>346.05</u>
<b>Total 6200 · Communications</b>	<b>27,403.26</b>	<b>25,935.34</b>	<b>1,467.92</b>
6270 · Fines and Assessments	50.02	0.00	50.02
6300 · Fuel & Oil	20,069.52	17,653.70	2,415.82
<b>6400 · Insurance</b>			
6400-10 · General Liability Insurance	12,999.75	11,196.25	1,803.50
6400-20 · Health Insurance	27,676.49	25,477.28	2,199.21
6400-40 · Worker's Compensation Insurance	11,557.60	2,249.66	9,307.94
6400-50 · AFLAC Insurance	<u>36.66</u>	<u>0.00</u>	<u>36.66</u>
<b>Total 6400 · Insurance</b>	<b>52,270.50</b>	<b>38,923.19</b>	<b>13,347.31</b>
<b>6500 · Maintenance</b>			
6500-10 · Buildings and Grounds	1,317.63	1,478.33	-160.70
6500-20 · Computers and Equipment	3,300.93	3,028.89	272.04
6500-30 · Vehicle Maintenance	<u>29,414.48</u>	<u>54,888.42</u>	<u>-25,473.94</u>
<b>Total 6500 · Maintenance</b>	<b>34,033.04</b>	<b>59,395.64</b>	<b>-25,362.60</b>
6510 · Memberships	180.00	200.00	-20.00
6520 · Miscellaneous	317.05	0.00	317.05
6530 · Office Expense	4,482.03	3,530.14	951.89

**EXETER DISTRICT AMBULANCE**  
**Profit & Loss Prev Year Comparison**  
 July through September 2019

	<u>Jul - Sep 19</u>	<u>Jul - Sep 18</u>	<u>\$ Change</u>
<b>6600 · Professional Services</b>			
6600-40 · Consulting Services	499.00	1,497.00	-998.00
6600-10 · Accounting Services	5,200.00	4,500.00	700.00
6600-20 · Legal Services	1,980.00	5,892.50	-3,912.50
6600 · Professional Services - Other	3,049.61	3,700.00	-650.39
<b>Total 6600 · Professional Services</b>	<u>10,728.61</u>	<u>15,589.50</u>	<u>-4,860.89</u>
<b>6650 · Publications and Legal Notices</b>	0.00	315.00	-315.00
<b>6700 · Payroll Expenses</b>			
6700-50 · Pension Expense-GASB 68	700.00	0.00	700.00
6700-20 · Regular Wages	274,065.65	254,950.60	19,115.05
6700-30 · Payroll Taxes	6,287.10	7,155.45	-868.35
6700-40 · PERS - Company Contribution	35,704.81	27,621.48	8,083.33
6700 · Payroll Expenses - Other	298.65	277.80	20.85
<b>Total 6700 · Payroll Expenses</b>	<u>317,056.21</u>	<u>290,005.33</u>	<u>27,050.88</u>
<b>6800 · Rents</b>	7,135.28	3,348.54	3,786.74
<b>6810 · Service and Supplies</b>			
6810-10 · Medical Supplies	11,552.87	10,386.23	1,166.64
6810 · Service and Supplies - Other	205.00	140.00	65.00
<b>Total 6810 · Service and Supplies</b>	<u>11,757.87</u>	<u>10,526.23</u>	<u>1,231.64</u>
<b>6820 · Training/Seminars and Supplies</b>	995.78	340.00	655.78
<b>6830 · Travel and Transportation</b>	0.00	0.00	0.00
<b>6850 · Uniform Allowance</b>	486.73	1,319.20	-832.47
<b>6900 · Utilities</b>			
6900-10 · Gas and Electric	5,542.19	3,050.81	2,491.38
6900-20 · Water and Sewer	357.31	330.66	26.65
<b>Total 6900 · Utilities</b>	<u>5,899.50</u>	<u>3,381.47</u>	<u>2,518.03</u>
<b>Total Expense</b>	<u>494,113.27</u>	<u>471,372.11</u>	<u>22,741.16</u>
<b>Net Ordinary Income</b>	<u>-14,743.94</u>	<u>-13,211.50</u>	<u>-1,532.44</u>
<b>Net Income</b>	<u><u>-14,743.94</u></u>	<u><u>-13,211.50</u></u>	<u><u>-1,532.44</u></u>

**EXETER DISTRICT AMBULANCE**  
**Profit & Loss Budget Performance**  
 July through September 2019

	Jul - Sep 19	Budget
<b>Ordinary Income/Expense</b>		
<b>Income</b>		
4010 · Services Revenue		
5030 · Other Charge Write-off	-108,973.10	-78,680.00
5020 · Contractual Write-Off	-1,099,025.54	-1,714,100.00
4010-10 · Revenue Adjustment	-274,986.31	89,920.00
4010 · Services Revenue - Other	2,028,588.24	2,251,500.00
<b>Total 4010 · Services Revenue</b>	<b>545,603.29</b>	<b>548,640.00</b>
4015 · Bad Debt Recovery	6,250.25	1,500.00
4020 · Miscellaneous Income		
4020-20 · Interest Income	13.84	18.00
4020-40 · Other Income	6,356.38	1,000.00
4020 · Miscellaneous Income - Other	0.00	
<b>Total 4020 · Miscellaneous Income</b>	<b>6,370.22</b>	<b>1,018.00</b>
4030 · Tax Revenue	12,737.25	13,306.00
4040 · Overpayments	-6,070.90	-4,000.00
<b>Total Income</b>	<b>564,890.11</b>	<b>560,464.00</b>
<b>Cost of Goods Sold</b>		
5040 · Bad Debt Expense	85,520.78	36,000.00
<b>Total COGS</b>	<b>85,520.78</b>	<b>36,000.00</b>
<b>Gross Profit</b>	<b>479,369.33</b>	<b>524,464.00</b>
<b>Expense</b>		
5050 · Refunds	57.38	
5065 · Bank service charge	1,190.49	824.00
6200 · Communications		
6200-10 · Dispatch	23,690.00	34,454.00
6200-30 · Telephone	2,721.39	2,109.00
6200 · Communications - Other	991.87	1,350.00
<b>Total 6200 · Communications</b>	<b>27,403.26</b>	<b>37,913.00</b>
6270 · Fines and Assessments	50.02	1,200.00
6300 · Fuel & Oil	20,069.52	18,736.00
6400 · Insurance		
6400-10 · General Liability Insurance	12,999.75	12,461.00
6400-20 · Health Insurance	27,676.49	36,495.00
6400-40 · Worker's Compensation Insurance	11,557.60	16,712.00
6400-50 · AFLAC Insurance	36.66	
<b>Total 6400 · Insurance</b>	<b>52,270.50</b>	<b>65,668.00</b>
6500 · Maintenance		
6500-10 · Buildings and Grounds	1,317.63	2,160.00
6500-20 · Computers and Equipment	3,300.93	3,300.00
6500-30 · Vehicle Maintenance	29,414.48	22,500.00
<b>Total 6500 · Maintenance</b>	<b>34,033.04</b>	<b>27,960.00</b>
6510 · Memberships	180.00	900.00
6520 · Miscellaneous	317.05	
6530 · Office Expense	4,482.03	4,750.00
6600 · Professional Services		
6600-40 · Consulting Services	499.00	1,000.00
6600-10 · Accounting Services	5,200.00	4,500.00
6600-20 · Legal Services	1,980.00	6,000.00
6600 · Professional Services - Other	3,049.61	3,000.00
<b>Total 6600 · Professional Services</b>	<b>10,728.61</b>	<b>14,500.00</b>
6650 · Publications and Legal Notices	0.00	250.00
6700 · Payroll Expenses		

**EXETER DISTRICT AMBULANCE**  
**Profit & Loss Budget Performance**  
**July through September 2019**

	Jul - Sep 19	Budget
6700-50 · Pension Expense-GASB 68	700.00	
6700-20 · Regular Wages	274,065.65	334,229.00
6700-30 · Payroll Taxes	6,287.10	18,382.00
6700-40 · PERS - Company Contribution	35,704.81	18,886.00
6700 · Payroll Expenses - Other	298.65	2,506.00
<b>Total 6700 · Payroll Expenses</b>	<b>317,056.21</b>	<b>374,003.00</b>
6800 · Rents	7,135.28	6,300.00
6810 · Service and Supplies		
6810-10 · Medical Supplies	11,552.87	18,400.00
6810 · Service and Supplies - Other	205.00	300.00
<b>Total 6810 · Service and Supplies</b>	<b>11,757.87</b>	<b>18,700.00</b>
6820 · Training/Seminars and Supplies	995.78	1,800.00
6830 · Travel and Transportation	0.00	500.00
6850 · Uniform Allowance	486.73	4,500.00
6900 · Utilities		
6900-10 · Gas and Electric	5,542.19	3,000.00
6900-20 · Water and Sewer	357.31	435.00
6900-30 · Utilities - Lindsay	0.00	525.00
<b>Total 6900 · Utilities</b>	<b>5,899.50</b>	<b>3,960.00</b>
<b>Total Expense</b>	<b>494,113.27</b>	<b>582,464.00</b>
<b>Net Ordinary Income</b>	<b>-14,743.94</b>	<b>-58,000.00</b>
<b>Net Income</b>	<b>-14,743.94</b>	<b>-58,000.00</b>

**AGREEMENT FOR PROFESSIONAL  
AMBULANCE BILLING SERVICES  
BETWEEN THE EXETER DISTRICT AMBULANCE  
AND WITTMAN ENTERPRISES, LLC**

This Agreement made and entered into this, **1st** day of **October 2019**, by and between Exeter District Ambulance, hereinafter referred to as “PROVIDER,” and **Wittman Enterprises, LLC**, hereinafter referred to as “CONTRACTOR.”

**RECITALS**

**WHEREAS**, PROVIDER desires to use the billing service offered by CONTRACTOR an independent contractor, as its agent for the purpose of performing the services described in SECTION 2. SCOPE OF SERVICES.

**WHEREAS**, concurrently with entering into this Agreement that parties are also entering into the HIPAA Business Associate Agreement (“HIPAA Agreement”), attached hereto and incorporated by this reference as though fully set forth herein; and

**WHEREAS**, this Agreement is the “UNDERLYING Agreement” as defined by and reference in the HIPAA Agreement.

**WITNESSETH**: That the parties hereto have mutually covenanted and agreed, and by these presents do covenant and agree with each other as follows:

1. **TERM**: This Agreement shall commence on the date it is executed by CONTRACTOR and Provider and it shall continue in full force and in effect until it is terminated by either party, giving ninety (90) days advance written notice to the other party.
2. **SCOPE OF SERVICES**: CONTRACTOR will perform services as set forth detailed in this section. PROVIDER understands, agrees to, and accepts that CONTRACTOR has no responsibility or obligation for determining the accuracy of any claims made to governmental agencies, and that CONTRACTOR relies on PROVIDER for making any such claims on documentation. All services provided pursuant to this Agreement shall also be subject to the terms and conditions of the HIPAA Agreement. To the extent there is any conflict between the provisions of this Agreement and the provisions of the HIPAA Agreement, the HIPAA Agreement will control, as set forth in Section 5.3 of the HIPAA Agreement.

**2.1 Insurance Information Gathering**

CONTRACTOR to prepare all Request for Insurance Information mailings. A toll free 800-like telephone number will be provided to patients. An initial telephone call will also be made at this time to elicit any insurance information from the patient or patient’s family. If they receive no answer on this call, W.E will send an inquiry letter in addition to the initial invoice.

## **2.2 Medicare and Medi-Cal**

CONTRACTOR will prepare all invoices and electronically convey to Medicare and Medi-Cal fiscal intermediaries within seven (7) days of receipt patient documentation. All secondary and coinsurance billing will be transferred immediately to the appropriate secondary pay source and billed within 24 hours to that source.

## **2.3 Workers' Compensation and Private Insurance**

CONTRACTOR to bill private insurance, supplemental insurance, secondary insurance and Workers' Compensation billed according to specific requirements. Electronic billing of insurance companies is performed where appropriate. Any correspondence for additional information or follow-up necessary to secure insurance payments will be performed by CONTRACTOR

## **2.4 Delinquent Claim Handling**

Telephone follow up at a minimum of 3 calls will continue to the patient until insurance information is received, or account is returned to the PROVIDER for collection or other handling. CONTRACTOR will provide PROVIDER a report listing all accounts that have been inactive for six (6) months in a format specified by PROVIDER.

## **2.5 Receipts Processing**

CONTRACTOR will accept payments in the form of cash, check, money order, cashier's check or credit card. All cash receipts will be deposited and posted within one (1) day of receipt of funds. All funds will be deposited into a PROVIDER-designated bank account. Bank deposit receipts will be sent electronically to PROVIDER. CONTRACTOR shall have no access to the proceeds of the receipts. All funds are under the exclusive control of PROVIDER.

Any credit card fees incurred through payment processing will be the responsibility of the PROVIDER. A credit card processor/merchant account will be designated and set up by PROVIDER.

**2.6 Refunds:** CONTRACTOR will research and verify all overpayments. If a refund is required, CONTRACTOR will submit electronically all supporting documentation to PROVIDER upon completion of research. PROVIDER will issue payment directly to specified party and will send an electronic copy to CONTRACTOR, to be posted to the Patients account within 24 hours.

## **2.7 Reports**

Monthly, CONTRACTOR will perform accurate month end close procedures that will result, as a minimum, in the following reports:

- Monthly Ticket Survey
- Monthly Sales Journal
- Monthly Cash Receipts Journal
- Monthly Receivables Aging
- Management A/R Analysis
- Statistical Reports customized to client needs

Such reports will be available to PROVIDER on the 15<sup>th</sup> day of the month following the date of service, or ten (10) business days after the final submission of patient care records from the previous month

### **2.7.1 Special Reporting**

Included in CONTRACTOR's scope and fees is providing the billing reporting required by the GEMT, IGT, QAF, and other similar government reimbursement programs. Distribution of our reports will follow GEMT, IGT, QAF, and other program deadlines and instructions. CONTRACTOR will not complete nor submit cost reports to these programs on PROVIDER's behalf.

### **2.8 Source Documents**

CONTRACTOR will retain in electronic format all source documents including attachments for seven (7) years from the date of the reported incident. When service contracted is terminated, all source documents are returned to PROVIDER in an electronic format at PROVIDER's expense.

**3. COMPENSATION AND PAYMENT:** CONTRACTOR will provide the billing services as stated for a fee as outlined in 3.1. CONTRACTOR will invoice Provider at the end of each month. Invoices are payable upon receipt and shall be deemed late if not received by CONTRACTOR within thirty (30) calendar days of the invoice date.

#### **3.1 Fees**

A. Ambulance Billing Services 4.99% of net collections

#### **OR**

\$25 per processed ticket (plus 3% annual increase)

B. Monthly and Special reports Included

**4. FINANCE CHARGE:** Contractor invoices unpaid by more than forty-five (45) days are subject to a monthly interest charge of 1 1/2% unless in dispute.

**5. AGENCY RELATIONSHIP:** CONTRACTOR is an independent billing service contractor and PROVIDER specifically designates CONTRACTOR as its agent for the purpose of performing the services described in Section 11 of this Agreement. CONTRACTOR and PROVIDER agree that the intermediaries for Medicare and Medicaid may accept claims prepared and submitted by CONTRACTOR on behalf of PROVIDER only so long as this Agreement remains in effect.

**5.1 Liaison:** PROVIDER shall assign a liaison for conference and communication of any matters subject to the services provided by the contract.

**5.2 Coordination of Services:** The CONTRACTOR and PROVIDER mutually agree that person(s) who have knowledge of this agreement and the legal capacity to comply with this

agreement shall be available for conference at all regular business hours (PST). Each party agrees that during a time that this agreement is in effect, the responsible contact person(s) will be available at all regular business hours (PST) for communication or other matters of this agreement. The current contact information as of the signing of this agreement is:

**Primary Contact for CONTRACTOR**

Name: Stephanie Cooper-Noe  
 Title: Client Liaison  
 Address: 11093 Sun Center Drive  
 Rancho Cordova, CA 95670  
 Phone: 916-669-4607  
 Email: [scooper-noe@webillems.com](mailto:scooper-noe@webillems.com)

**Primary Contact for PROVIDER**

Peter Sodhy  
 District Manager  
 302 E. Palm  
 Exeter, CA 93221  
 559-594-5250  
[manager@edaems.com](mailto:manager@edaems.com)

**5.3 Training:** CONTRACTOR will provide annual revenue enhancement training for EMS and financial staff. This includes four (4) hours of teleconference, webinar or Skype-facilitated training for PROVIDER general staff and six (6) hours for EMS management. Additional training as requested by PROVIDER at a contract rate of \$85.00 per instructional hour. Additional onsite training as requested by PROVIDER at a contract rate of \$100.00 per hour plus travel expenses.

**6. PERFORMANCE MONITORING:** CONTRACTOR agrees to allow PROVIDER, or any agent or Consultant as they deem so qualified, to monitor audit, review, examine, or study the methods, procedures and results of the billing and collection methods used.

**7. COMPLYING WITH THE LAW:** CONTRACTOR shall adhere to all applicable state and federal laws and regulations in effect during the term of this Agreement.

**8. INSURANCE:** CONTRACTOR will maintain in force throughout the term of this Agreement the following insurance:

- A) General Liability Insurance, 3,000,000 aggregate,
- B) Professional liability Insurance, 1,000,000
- C) Workers Compensation Insurance, 1,000,000.

**9. INDEMNIFICATION AND HOLD HARMLESS:** CONTRACTOR hereby agrees to indemnify, defend, and save harmless PROVIDER, its officers and employees from all liability, including any claim of liability and any losses or costs (including reasonable attorneys' fees) arising out of the negligent or intentional act, recklessness or gross negligence of CONTRACTOR its officers, or employees.

PROVIDER agrees to defend, indemnify and hold CONTRACTOR and its officers, and employees harmless from and against any and all claim, actions, damages, expenses (including reasonable attorney's fees), losses or liabilities incurred by or asserted against CONTRACTOR its officer or employees as a result of this Agreement; provided, however, that such duty to defend, indemnify and

hold harmless shall not apply to any claim or liability to the extent caused by the negligent or intentional act, recklessness or gross negligence of CONTRACTOR its officers, or employees.

**10. CONTRACTOR LIMITED LIABILITY:** CONTRACTOR shall use due care in processing the claims of the PROVIDER, but CONTRACTOR will be responsible only to the extent of correcting any errors which occur within CONTRACTOR's reasonable control; such errors will be corrected at no additional charge to PROVIDER. This liability of CONTRACTOR with respect to this Paragraph shall in any event be limited to the total compensation for the services provided under this Agreement and shall not include any contingent liability, regardless of the form of action.

**11. CONTRACTOR SERVICES AND RESPONSIBILITIES:** CONTRACTOR shall perform the following services for PROVIDER.

- a) screen, prepare, and submit claims to any and all payors including but not necessarily limited to individual persons, Medicare intermediaries, insurance carriers, companies, government and quasi-government agencies and any other source of pay for ambulance.
- b) track and trace all claims submitted,
- c) resubmit or otherwise resolve denied or disallowed claims,
- d) retain all source documents for 72 months,
- e) provide adequate precautions to protect confidentiality of patient records in accordance with applicable state and federal law.
- f) timely submit claims, predicated upon normal working conditions and subject to adjustment at any time in the event of any cause or causes beyond the control of CONTRACTOR
- g) conduct all contact and correspondence with beneficiaries or responsible parties.

**12. PROVIDER RESPONSIBILITIES:** Provider shall have the following responsibilities to CONTRACTOR

- a) Provide CONTRACTOR with the proper documentation necessary to prepare claims and reach final adjudication,
- b) Provide CONTRACTOR with any correspondence from the fiscal intermediaries, insurance, attorneys, patients in order for CONTRACTOR to perform proper follow up of outstanding billings and proper posting and tracking of accounts receivable.
- c) Obtain patient signature or patient representative signature on trip ticket or indicate why unable to obtain signature.

**13. DISPUTES:** Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration rules and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Civil Code of Procedure 1283.05 is incorporated into the discovery provisions of CCP §1283 in all issues arising out of or relating to this Agreement, or the breach thereof.

**14. EXCUSE OF NON-PERFORMANCE:** Neither party shall be liable for damages to the other party for failure of performance under the terms of this Agreement in the event that party's performance is prevented or made unreasonably difficult or costly by any labor dispute beyond control of the party, war, governmental action, looting, vandalism, earthquake, fire, flood, or any other natural occurrence.

**15. DISENGAGEMENT AGREEMENT:** Upon termination of the contract, CONTRACTOR will continue to perform billing services to the date agreed upon as the termination date. CONTRACTOR will return to PROVIDER all previously retained source documents, along with a full accounting of outstanding accounts receivable in an electronic format at the PROVIDER’s expense.

**16. NOTICE:** Any notice given hereunder shall be deemed served immediately if hand-delivered in writing to an officer or other duly appointed representative of the Party to whom the notice is directed, or if transmitted by electronic format to the email address contained in this Agreement or listed below. Notices shall also be deemed served five business days after transmittal by registered, certified, express, or regular mail or by Federal Express to the business address identified in this Agreement.

**CONTRACTOR:**  
Corinne Wittman-Wong, CEO  
11093 Sun Center Drive  
Rancho Cordova, CA 95670  
Email [cwittmanwong@webillems.com](mailto:cwittmanwong@webillems.com)

**PROVIDER:**  
Peter Sodhy  
302 E. Palm  
Exeter, CA 93221  
Email [manager@edaems.com](mailto:manager@edaems.com)

**18. ENTIRETY:** Any of the terms or conditions of this Agreement may be waived at any time by the party entitled to the benefit thereof, but no such waiver shall affect or impair the rights of the waiving party to require observance, performance or satisfaction either of that term or condition as it applies on the subsequent occasion or of any other term or condition hereof.

Nothing in this Agreement, whether express or implied is intended to confer any rights or remedies under or by reason of this Agreement on any persons other than the parties to it and their respective successors and assigns, nor is anything in this Agreement intended to relieve or discharge the obligation or liability of any third persons to any party to this Agreement nor shall any provision give any third persons any rights of subrogation or action over against any party to this Agreement

This Agreement sets forth the entire understanding of the parties with respect to the subject matter herein. There are no other understandings, terms or other Agreements expressed or implied, oral or written, except as set forth herein.

**IN WITNESS WHEREOF** the parties hereto have executed this Agreement the day and year first herein above written.

WITTMAN ENTERPRISES, LLC

EXETER DISTRICT AMBULANCE

By:  
Corinne Wittman-Wong, CEO

By:  
Peter Sodhy, District Manager

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

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

**Wittman Enterprises, LLC  
Business Associate Agreement**

**Between Wittman Enterprises, LLC and Exeter District Ambulance**

This Business Associate Agreement (“Agreement”) between **Exeter District Ambulance** (Covered Entity) and **Wittman Enterprises, LLC** (Business Associate) is executed to ensure that Wittman Enterprises, LLC will appropriately safeguard protected health information (“PHI”) that is created, received, maintained, or transmitted on behalf of the Exeter District Ambulance in compliance with the applicable provisions of Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F – Administrative Simplification, Sections 261, *et seq.*, as amended (“HIPAA”), and with Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D – Privacy, Sections 13400, *et seq.*, the Health Information Technology and Clinical Health Act, as amended (the “HITECH Act”).

**A. General Provisions**

1. **Meaning of Terms.** The terms used in this Agreement shall have the same meaning as those terms defined in HIPAA.
2. **Regulatory References.** Any reference in this Agreement to a regulatory section means the section currently in effect or as amended.
3. **Interpretation.** Any ambiguity in this Agreement shall be interpreted to permit compliance with HIPAA.

**B. Obligations of Business Associate**

Wittman Enterprises, LLC agrees that it will:

1. Not use or further disclose PHI other than as permitted or required by this Agreement or as required by law;
2. Use appropriate safeguards and comply, where applicable, with the HIPAA Security Rule with respect to electronic protected health information (“e-PHI”) and implement appropriate physical, technical and administrative safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement;
3. Report to the District any use or disclosure of PHI not provided for by this Agreement of which it becomes aware, including any security incident (as defined in the HIPAA Security Rule) and any breaches of unsecured PHI as required by 45 CFR §164.410. Breaches of unsecured PHI shall be reported to Exeter District Ambulance without unreasonable delay but in no case later than 60 days after discovery of the breach;
4. In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), ensure that any subcontractors that create, receive, maintain, or transmit PHI on behalf of Wittman

Enterprises, LLC agree to the same restrictions, conditions, and requirements that apply to Wittman Enterprises, LLC with respect to such information;

5. Make PHI in a designated record set available to the Exeter District Ambulance and to an individual who has a right of access in a manner that satisfies the District's obligations to provide access to PHI in accordance with 45 CFR §164.524 within 30 days of a request;
6. Make any amendment(s) to PHI in a designated record set as directed by the Exeter District Ambulance, or take other measures necessary to satisfy the District's obligations under 45 CFR §164.526;
7. Maintain and make available information required to provide an accounting of disclosures to the District or an individual who has a right to an accounting within 60 days and as necessary to satisfy the Exeter District Ambulance's obligations under 45 CFR §164.528;
8. To the extent that Wittman Enterprises, LLC is to carry out any of the Exeter District Ambulance's obligations under the HIPAA Privacy Rule, Wittman Enterprises, LLC shall comply with the requirements of the Privacy Rule that apply to the District when it carries out that obligation;
9. Make its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by Wittman Enterprises, LLC on behalf of the Exeter District Ambulance, available to the Secretary of the District of Health and Human Services for purposes of determining Wittman Enterprises, LLC and the District's compliance with HIPAA and the HITECH Act;
10. Restrict the use or disclosure of PHI if the Exeter District Ambulance notifies Wittman Enterprises, LLC of any restriction on the use or disclosure of PHI that the District has agreed to or is required to abide by under 45 CFR §164.522; and
11. If the District is subject to the Red Flags Rule (found at 16 CFR §681.1 *et seq.*), Wittman Enterprises, LLC agrees to assist the Exeter District Ambulance in complying with its Red Flags Rule obligations by: (a) implementing policies and procedures to detect relevant Red Flags (as defined under 16 C.F.R. §681.2); (b) taking all steps necessary to comply with the policies and procedures of the District's Identity Theft Prevention Program; (c) ensuring that any agent or third party who performs services on its behalf in connection with covered accounts of the District agrees to implement reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft; and (d) alerting the District of any Red Flag incident (as defined by the Red Flag Rules) of which it becomes aware, the steps it has taken to mitigate any potential harm that may have occurred, and provide a report to the District of any threat of identity theft as a result of the incident.

**C. Permitted Uses and Disclosures by Business Associate**

The specific uses and disclosures of PHI that may be made by Wittman Enterprises, LLC on behalf of the Exeter District Ambulance include:

1. The preparation of invoices to patients, carriers, insurers and others responsible for payment or reimbursement of the services provided by the Exeter District Ambulance to its patients;
2. Preparation of reminder notices and documents pertaining to collections of overdue accounts;
3. The submission of supporting documentation to carriers, insurers and other payers to substantiate the healthcare services provided by the District to its patients or to appeal denials of payment for the same; and
4. Other uses or disclosures of PHI as permitted by HIPAA necessary to perform the services that Wittman Enterprises, LLC has been engaged to perform on behalf of the District.

**D. Termination**

1. The Exeter District Ambulance may terminate this Agreement if the District determines that Wittman Enterprises, LLC has violated a material term of the Agreement.
2. If either party knows of a pattern of activity or practice of the other party that constitutes a material breach or violation of the other party's obligations under this Agreement, that party shall take reasonable steps to cure the breach or end the violation, as applicable, and, if such steps are unsuccessful, terminate the Agreement if feasible.
3. Upon termination of this Agreement for any reason, Wittman Enterprises, LLC shall return to the District or destroy all PHI received from the District, or created, maintained, or received by Wittman Enterprises, LLC on behalf of the District that Wittman Enterprises, LLC still maintains in any form. Wittman Enterprises, LLC shall retain no copies of the PHI. If return or destruction is infeasible, the protections of this Agreement will extend to such PHI.

**AGREED TO THIS FIRST DAY OF OCTOBER, 2019**

**Exeter District Ambulance**

**Wittman Enterprises, LLC**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_





**EXETER DISTRICT  
AMBULANCE**

**302 E. Palm  
Exeter, CA 93221**

**Phone: 559-594-5250  
Fax: 559-592-2301**

**DISTRICT MANAGER'S REPORT**

**District Board Meeting October 28<sup>th</sup>, 2019**

**OPERATIONS**

- Daily Call Summary through year-end 19/20
- The efforts by the crews to increase daily transports continue to show positive results although the numbers for September are down slightly compared to last year.
- By comparison with last year:

	Calls		Response		Response Ratio		Transports		Trans/Resp Ratio		Units per day		Trans/Unit/Day	
	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20
<b>July</b>	458	391	350	347	76.42%	88.75%	257	272	73.43%	78.39%	3.26	3.20	2.54	2.74
<b>August</b>	433	427	400	379	92.38%	88.76%	272	300	68.00%	79.16%	3.23	3.26	2.72	2.97
<b>September</b>	392	374	363	327	92.60%	87.43%	268	249	73.83%	76.15%	3.13	3.13	2.85	2.65
<b>October</b>														
<b>November</b>														
<b>December</b>														
<b>January</b>														
<b>February</b>														
<b>March</b>														
<b>April</b>														
<b>May</b>														
<b>June</b>														

- Staffing
  - We still have one Medic out with a long term injury.
  - We are down 2 FT Medic positions and 1 FT EMT position, although we believe these will be filled before the early November.
  - We have 4 Per Diem Medics, and 7 Per Diem EMTs.
- Vehicles and Communications Equipment
  - All vehicles are operational and available
  - The booster antenna has been tested with indifferent results so far. We will be relocating it soon to help with reception.

**OPERATIONAL PERFORMANCE**

There is some improvement in overall call and post move performance. Shift Leads are actively checking on crews as they respond to post moves. The good news is that the Shift Leads will soon have full



## EXETER DISTRICT AMBULANCE

302 E. Palm  
Exeter, CA 93221

Phone: 559-594-5250  
Fax: 559-592-2301

Fleeteyes access as part of an SSM decision to grant all Field Supervisors full access to help with managing the system. We appear to have resolved the Lindsay/Lemon Cove shift starts, as well as the in-service status issues brought up by APATC. Some apparent behavior issues have also been resolved. The District Manager now has a standing Friday morning meeting with the Operations Manager at Imperial to review any performance or response issues quickly and resolve them.

EDA will be cutting over to Aladtec for scheduling, time clock, employee tracking, messaging, and forms/data management by the end of November. This replaces two other systems currently in use for those purposes with a net monthly incremental cost of about \$50. However, it should be noted that there is a significant functional improvement gained. This system is similar to ePro but at a somewhat lower cost.

### SCHEDULING

We have continued the Mixed Shift schedule through January 25<sup>th</sup> 2020. With the promise of being fully staffed, the recent problems with high overtime and staffing gaps should be resolved by mid-November.

### COMPLIANCE

We have met our compliance for July and August. However, In September we are below the 95% requirement and therefore are out of compliance. This is due to a combination of low call volume and 5 Late Calls within our zone. Of those, only 1 Late Call was an Exeter unit. The other 4 were all American units. I have appealed to CCEMSA without success other than being directed to appeal to IACC in January. This is a "minor" breach but does come with a \$400 additional fine.

### THREE RIVERS COMMUNITY SOLUTION

No change

### INSURANCE

NSE is shopping the Business Package in advance of the November renewal date.

### SYSTEM STATUS MANAGEMENT

As of Monday, 10/28/2019, the posting and dispatch plan for Tulare County will include changes initiated by American Ambulance of Visalia. This essentially changes how Visalia's coverage will work as AAV has introduced the use of "Surge Units" that should cover most of the heavy activity periods before the need for outside units to be posted to Visalia. This does not affect the posting of zones outside of Visalia. We expect this will reduce the number of transports EDA picks up in the Visalia area while potentially allows EDA to recover more calls within our own zone. The balance of these two remains to be seen over the next few months.