



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

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302 E. Palm St., Exeter, CA 93221  
Monday, January 27, 2020, 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 Directors 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 December 16, 2019
- B. Approval of Collections/Write Offs – December 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 December 2019 data
- B. Transition to Delta Health
  - 1. Approval and signature of Subscriber Agreement
  - 2. Approval and signature of amendment to MOU

## **NEW BUSINESS**

- A. Presentation of Audit report – Adair Evans**
- B. Reports from District Accountant (informational only)**
  - 1. Monthly Income Statement: December 2019
  - 2. Profit and Loss Summary: December 2019
- C. Update on Transition to Wittman Enterprises billing**
- D. Funding request**
  - 1. Consider approval of purchase of refurbished powered gurney for amount not to exceed \$9,000

## **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. 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: February 24, 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, December 16, 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), Debbie Hood (DH)

**OPENING**

- Call to Order – Mr. Pfenning at 5:35pm
- Roll Call – Mr. Pfenning
- Pledge of Allegiance – Mr. Pfenning

**AGENDA APPROVAL**

Item A New Business was moved to the beginning to accommodate Ms. Hood. A motion was made (DM) and seconded (TM). 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**

The comparative report by Provider as sent by Daniel Schultz was reviewed. It would appear that EDA is improving in general performance, especially when compared to other providers.

**NEW BUSINESS**

**A. Presentation of Audit Report – Adair Evans**

The Audit Report was not ready in time to be presented at the meeting and Adair Evans was not able to attend. PS reported that Adair Evans began in late August but is still not finished with the report as of December. They have committed to presenting in January. DH spoke to express her concern of the statement of going concern that the auditor will be including in the management letter. This basically indicates the auditor's concern that current revenues cannot sustain expected expenses. While there might be certain restrictions on issuing such a statement, it was noted that M Green also included such a statement in their last report, although that did not take into account GEMT funds. DH did speak with Gerry Riezobos of Adair Evans about his reasons. In large part, the pension liability was included based on CalPERS, although in comparison, this number is much larger than DH expected. M Green can research this for \$1,500 to confirm the number.

TM moved to spend \$1,500 to have M Green check the CalPERS pension liability number. AP 2<sup>nd</sup>. 3-0-0.

PS was directed to check the agreement with Adair Evans to see if it included a deadline to meet the requirement for GEMT submission. PS was given authorization to amend the deadline to January 15<sup>th</sup>, 2020 or a workable date close to that.

**B. Reports from District Accountant**

DH reviewed October/November financials. In terms of cash, Oct/Nov look good. Revenue increased in October. However, Bad Debt expense is an issue that Wittman will hopefully be able to address over time. November is similar to October. The revenue projection remains close to actual. TM asked why there's a difference in the November wage comparison. DH responded that payroll taxes are lower this year because more people are enrolled in CalPERS because we have a more stable full time staff.

**C. Update on Transition to Wittman Enterprises billing**

PS reported that work has begun in earnest to transition to Wittman's billing. The original goal of them starting as of December 1<sup>st</sup> will not work due to delays in getting certain levels of access to Simon and also to some insurance carrier websites. This has mostly now been resolved and Wittman is committed to begin billing as of January 1<sup>st</sup>. The current part-time biller is actively helping with the transition and understands that the position will be eliminated once the transition is deemed complete. PS was asked to check on a comment made that the county contract required an in-county billing agency.

**D. Briefing on additional, unplanned expenses for the year**

PS noted that there are some additional expenses that were not in the existing budget that will impact the expense projection. These include the cost of transition to Wittman plus the slightly higher monthly expense when compare to having an in-house biller, a new fee to be charged by AAF for use of Simon/Nomis/Iris, a new annual expense for use of ESO (a new integration application that will allow information exchange with hospitals, particularly with insurance information), and the need to incorporate maintenance programs for some heavy equipment such as gurneys. There is also a \$0.67 per hour pay raise for EMTs at the entry level of the pay scale. This raise, however, is already accounted for in the budget.

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

None

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

No new information to report on Three Rivers.

The raw numbers show that Transport numbers are declining as compared to the prior year. PS believes this to be a result of the change of coverage of Visalia as instituted by AAV which is reducing our transport volume by as much as 1 per day.

General performance on post moves continues to improve, mostly due to the attention of the Shift Leads, and more so now that they have full access to Fleeteyes. PS also has a standing Friday morning meeting/call with the Operations Manager at Imperial to discuss and resolve any issues that come up during the week.

Shift Leads are testing a new 2-in-1 laptops that we will likely use to replace the Surface Pro tablets. These are more economical at 1/3 the cost per unit.

We have fully migrated away from Sling and TimeClockWizard to Aladtec. We are in the process of populating the certification tracking fields for all employees.

We have met our compliance requirements for July and August, but dropped out of compliance in September by 0.36%, which was largely due to outside agencies late coming in to Exeter. Of the 5 late calls, 4 were AAV. PS has already had conversations with CCEMSA about this and will bring it up

again at the IACC meeting in January. There was also a suggestion that EDA look into petitioning to have our compliance reviewed quarterly instead of monthly. PS will examine this further. Our new Business package insurance, including Employment Practices, kicked in on exactly the same day that the prior insurance expired. It is almost exactly the same coverage at a very slightly lower cost.

## **PUBLIC COMMENT REGARDING CLOSED SESSION**

A. No public comments

## **CLOSED SESSION – 7:20pm**

### **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 – 7:24pm**

No Reportable Actions

## **ADJOURNMENT**

Motion to adjourn (DM) seconded (AP) at 7:26pm. 3-0-0.

**Next Regular Meeting: January 27, 2020, 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: January 27. 2020

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Diana Mendez  
Board Secretary





## EXETER DISTRICT AMBULANCE

302 E. Palm  
Exeter, CA 93221

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### DISTRICT MANAGER'S REPORT

District Board Meeting January 27<sup>th</sup>, 2020

#### OPERATIONS

- Daily Call Summary through year-end 19/20
- December was a weak month in terms of transports. The post volume was higher as was overall call volume, but the conversion ratio (Trans/Resp) dropped significantly below 70% largely due to an increase in Cx on Scene and No Patient. An general investigation showed that most if not all were legitimate.
- 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
July	458	391	350	347	76.42%	88.75%	257	272	73.43%	78.39%	3.26	3.20	2.54	2.74
August	433	427	400	379	92.38%	88.76%	272	300	68.00%	79.16%	3.23	3.26	2.72	2.97
September	392	374	363	327	92.60%	87.43%	268	249	73.83%	76.15%	3.13	3.13	2.85	2.65
October	371	347	340	317	91.64%	91.35%	255	255	75.00%	80.44%	3.13	3.23	2.63	2.63
November	350	306	326	280	93.14%	91.50%	239	205	73.31%	73.21%	3.20	3.17	2.49	2.16
December	334	349	311	318	93.11%	91.12%	239	216	76.85%	67.92%	3.06	3.13	2.52	2.23
January														
February														
March														
April														
May														
June														

- Staffing
  - We still have one Medic out with a long term injury.
  - We are fully staffed for Full Time Medics and EMTs.
  - We have 5 Per Diem Medics, and 7 Per Diem EMTs.
- Vehicles and Communications Equipment
  - All vehicles are operational and available
  - We are acquiring one used vehicle from LifeStar which will take a little time to put into service

#### OPERATIONAL PERFORMANCE

In general, moves to post have improved, and we have all but eliminated the excessively long chute times to post. There remain the occasional extended chute times to post, and each of these have been



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dealt with individually, in some cases, resulting in a change to existing procedure, or in a coaching of the crews involved.

The 2-in-1 laptops appear to be viable and we will be augmenting the existing two units with at least one more. We have also purchased small utility bags to assist in smoothing the process of Shift Changes. This new procedure will be put in place by February.

### SCHEDULING

We are now fully on Aladtec for scheduling, time clock, discussions, and certification tracking. The recent Shift Bid was conducted largely on Aladtec and we now have the schedule out to April 18, 2020. We are now working on using the additional features of Aladtec to automate some of the manual forms in use to further speed up Shift Changes and reporting.

### COMPLIANCE

We have met our compliance requirements for Q3 and Q4 2019 with the exception of September as reported last month.

	Zone 5 (Exeter) Metro, Priority 1 and 2 only					
Quarter	Q3 2019			Q4 2019		
Month	July	August	September	October	November	December
Compliance	98.91%	100.00%	94.62%	97.84%	97.26%	98.90%

### THREE RIVERS COMMUNITY SOLUTION

No change

### SYSTEM STATUS MANAGEMENT

We continue to work through the changes in the SSM plan that have resulted from AAV's changes to how their staffing has changed with the surge units. There are additional changes to the plan as AAV has moved their West station and opened a new one in Goshen. AAV has also asked for a variance in the posting plan for how they provide coverage in Tulare. For EDA's part, we are examining the more efficient use of 812, which is our 4<sup>th</sup> unit that comes available every other Wednesday. The intention is to have it be used to reduce the posting load of 810 and 811 at Farmersville, but more importantly, to use it to cover more of the Zone 5 calls that would otherwise be lost to outside providers. The preliminary proposal has been accepted by SSM and we continue to work on the details. We are also working on formalizing the county procedure to accommodate lactation breaks for active crews.