



EXETER DISTRICT AMBULANCE

302 E. Palm
Exeter, CA 93221

Phone: 559-594-5250
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DISTRICT MANAGER'S REPORT

District Board Meeting May 21st, 2018-05-16

OPERATIONS

- Daily Call Summary for April
 - o This shows an improvement over March as far as Cx On Scene and RMCT is concerned
 - o Reduction in Late Arrivals not enough to prevent Compliance breach
 - o Averaged 10.9 calls/day with 9.8 responses/day as opposed to 9.9 and 8.81 for March
 - o Transports per day decreased slightly compared to March. I am told that this is consistent with the experience of other agencies.
- Staffing
 - o We have 8 FT Paramedics and will have 9 FT EMTs to fully staff 3 regularly scheduled rigs. Our 9th FT Paramedic will start this month.
 - o Still awaiting approval of Shift Lead to help smooth our daily shift operations. All this activity is largely currently being handled by the District Manager.
- Staff Communication
 - o We held our second regularly scheduled staff meeting on Thursday and Friday, May 17/18. The meetings are now shorter and more structured and designed to improve staff awareness and involvement.
 - o We also continue to use the messaging system in our smartphone-based scheduling application and it also appears to have improved our ability to distribute information reliably.
- Employee Handbook
 - o Currently about 1/3 of the way through preparation. Anticipate having the final draft document ready for approval at the next Board Meeting.
- Job Descriptions (pending Union approval)
 - o Paramedic - FT
 - o EMT – FT
 - o Per Diem versions of the above 2 Job Descriptions will be ready before the next Union negotiation meeting.
- Forms and Procedures
 - o A revised formal Narcotics Administration procedure has been completed and released for use. A training session will be scheduled for the Paramedics, with the District Manager standing in for Shift Leads for now. The procedure and documents area attached.
 - o The following HR-related forms have been designed and adopted. Samples have been included in this packet.



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- Status Change Form
 - Uniform Order Form
- The following Operational forms have been designed and adopted. Samples have been included in this packet.
 - Incident Report Form
 - Dispatch and Response Issue Form
- Human Resources
 - Clean up of HR Active files, with addition of confidential medical files in separate storage
 - Addition of new I-9s
 - Background checks (requires approval of Certifix as LiveScan agency)
 - Drug screening
 - Clean up of Inactive files
 - Seeing to proper documentation, especially separation documents
 - Safe and proper filing and procedures
 - Training Plan
 - We have created a certification tracking system
 - Written up a Training Plan procedure going into effect May 21st. The draft is attached.
- Payroll and Tracking
 - Assumed full responsibility for all payroll preparation 2 pay periods ago.
 - Scheduling is now standardized including shift bids and trades. As promised to staff, the 18-19 full year draft schedule was released on May 8th. They will have until June 8th to accommodate predictable conflicting events (weddings, anniversaries, vacations, etc) by trading shifts, after which unassigned shifts will be available for bid and Per Diem staff. Once solidified the schedule will be published. Thereafter, normal shift adjustments will require a minimum of 2 weeks' notice with the first week allowed for shift trade, and the second week for shift bid and Per Diem staff. Anything less than 2 weeks' notice will be considered an emergency change with only one or two days allowed for trade and then to shift bid or Per Diem, depending on available time.
- Vehicles and Communications Equipment
 - We currently have 6 vehicles running and available
 - We are establishing a regular rotation for planned/scheduled vehicle maintenance
 - A similar schedule is in the works for communications equipment
 - We are working on re-installing the MDTs in our primary vehicles
- GEMT Audit
 - The audit of 2013/2014 and 2014/2015 is still ongoing
 - Luckily, we have now been able to find and provide the necessary final documentation for the 13/14 as requested by the auditor



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- Lindsay Service Report and Logo display
 - o I was contacted by Starr Warson requesting posting reports to show EDA's support a Lindsay as part of the agreement. He requested a full year. I was able to send him service reports for January – April 2018. I am working on additional reports going back to May 2017 which will take some time to prepare. Mr Warson also asked about the signage on the "sponsored" vehicle. I asked that he provide the wording and/or logo and will select a location for his approval.
- Nsure
 - o I have discovered that we are locked into a 2 year contract with Nsure. Strangely, we do not have a copy of this contract here but it was set up by TJ Fisher. We had 3 months to test it after which it automatically fell into a 2 year term. Cancellation can only happen at the end of the two years or by buyout at \$6,986. I would recommend we complete the reimplementation of the plan and pursue usage to help with insurance claims.

Compliance

EDA has been notified of a Minor Compliance Breach as of the end of March. This was the 2nd consecutive breach of compliance. The letter, which arrived on Friday, May 11th, is attached. Further, we have been notified that we just missed compliance again in April. This puts us in Major Compliance Breach. We have not yet received a letter on this but I have already spoken with Dale Dotson and John Cardona who are supportive of our rebuilding efforts. I have also met with local members of CCEMSA who have been tasked with constructing a response for this and they are equally supportive and will assist us in formulating a remediation plan.

The significant issue for EDA is the low call volume combined with the distances involved. This gives rise to increased frequency of posting outside of regular stations which causes increased wear and tear on vehicles and staff. Eventually that causes slower response times leading to compliance violations. There is also a lag in TCCAD's system that sometimes can add to the delay. A partial solution is to use the MDTs which allow for a more direct recording of Chute times, bypassing dispatch. We are also adding a booster antenna in Lemon Cove to address communication issues. We are also now posting at the Farmersville Police/Fire Station to avoid roadside posting there. Posting, response, and dispatch are also regular items at staff meetings and are part of staff performance criteria.

Service Enhancements

Satellite Phone

We are looking into the feasibility of acquiring a satellite phone primarily for use by the Lemon Cove crew. This is based on recent experiences providing service in the Three Rivers and SEKI areas where radio and cell coverage was poor and were instrumental in causing service delays. We had similar experiences even in Woodlake during the rodeo when emergency support could not be called in immediately on radio or cell until coverage was located.



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Three Rivers community solution

We are investigating an alternative solution to provide better service to the Three Rivers area. This involves the use of Paid Call resident Paramedics who will function under the umbrella of EDA. While there are still details to work out, so far, this idea has been well received and will not represent a major expense for EDA. There are indications that outside of a slight increase in consumable expense, this could be implemented with very limited additional cost. There are potential benefits both to EDA, CCEMSA, and TCCAD should this concept succeed. I am pursuing the concept outside of normal work hours.