

**ATCEMS Advisory Board Meeting
MINUTES****REGULAR MEETING
20 February 2008**

The Austin – Travis County Emergency Medical Services Advisory Board convened in a regular meeting on February 20, 2008, at 15 Waller Street, 2nd Floor in Austin, Texas.

Chair Patrick Crocker called the Board Meeting to order at 11:52 a.m.

Board Members in Attendance: Patrick Crocker, Susan Pascoe, Paula Barr, Carlos Brown, Bob Taylor

ATCEMS Staff in Attendance: John Ralston, Milissa Warren, Heather Cooke, Mark Tomasek, David Andersen, Ernesto Rodriguez, Jim Evans, James Shamard, Vivian Holmes

Others in Attendance: Danny Hobby (Travis County), Ashley Klaerner (AMR), Gary Warren (CAFCA)

1. APPROVAL OF MINUTES

The motion to postpone this item to March 26, 2008 in order to wait until board members present at the December 12, 2007 meeting are able to vote on this item was approved on Board Member Bob Taylor's motion, Paula Barr's second on a 5-0 vote.

2. OLD BUSINESS

None

3. NEW BUSINESS**a. Introduction of new Board Members given by Danny Hobby, Emergency Services Manager, Travis County**

- Bob Taylor – Appointed to board as Travis County ESD Commissioner. He has served three years as a Commissioner on the ESD 3 board and currently serves as Chair.
- Paula Barr – Appointed to board as Travis County Representative, however she also serves as a Commissioner with ESD 6.
- Mr. Hobby discussed the need for the City of Austin and Travis County to unite and work together. He suggested that the County also be allowed to review protocols coming out of this board and wants the City to consider Travis County in all aspects citing that the board was created through an interlocal between the City and the County. Two additional board members will be appointed by Commissioner's Court very soon.

b. Travis County Involvement

- Mr. Hobby discussed the need for the City of Austin and Travis County to unite and work together. He suggested that the County also be allowed to review protocols coming out of this board and wants the City to consider Travis County in all aspects citing that the board was created through an interlocal between the City and the County.
- Mr. Hobby requests that the County attorney be involved in actions requiring legal review. He proposed that their legal representative also have a chance to review the bylaws.
- Ms. Candy Parham Hinkle with the City Clerk's Office commented that this board is unique and that there are not many boards made up of city and county appointments.

c. ESD Council

- A new ESD Council has been formed and serving on the committee are County Commissioners from Travis County ESDs. Mr. Bob Taylor and Paula Barr both serve on this new council. They produce an ESD Performance Report which is now being provided to Travis County Commissioners Court. The ESD Council's next meeting is on March 1, 2008.

d. Review recent changes in City of Austin Ordinance for Boards & Commissions and take appropriate action

- Swearing in of Board Members - City Clerk Coordinator Candy Parham Hinkle performed the swearing in of board members who were present.
 - Dr. Patrick Crocker
 - Ms. Susan Pascoe
 - Dr. Carlos Brown
 - Dr. Donald Patrick
- Staff assignments were appointed and the ATCEMS staff liaison for this board is Mr. James Shamard currently the Assistant Director of Professional Practices and Standards and the administrative support will be provided by Vivian Holmes currently the Department Executive Assistant to the Director.
- Bylaws of this Board
 - The board is required to adopt a set of bylaws that are based on Article 10 – Board creation in August 2005 and in compliance with the current Ordinance. Bylaws are due by March 15
- The board will have a special work session in March in order to review the new ordinance, adopt bylaws and set goals for 2008.
- Current officers of this board will serve until August then a new election of officers will be held.
- Tracking of attendance
 - Board members cannot be absent for three consecutive meetings or one-third of all regular meetings in a twelve month period. Attendance will be tracked and reported to the City Clerk's Office.
- On-line training is targeted for March for all board members and liaisons.
- A sign in sheet for board members will require signature including whether or not a board member has a conflict of interest and will be sustaining from a vote.
- Regular Meeting Schedule
 - The board will meet monthly for now due to the workload volume and will consider a bi-monthly schedule at some time in the future. Regular meetings will occur on the third Wednesday of each month.

The motion recommending the meeting schedule was approved on Board's Vice Chair Susan Pascoe's motion, Board Member Bob Taylor's second on a 5-0 vote.

4. CITIZEN COMMUNICATION: GENERAL

None

5. STAFF BRIEFINGS**a. Travis County's Involvement - Danny Hobby, Emergency Services Manager, Travis County**

- Mr. Hobby discussed the need for the City of Austin and Travis County to unite and work together. He suggested that the County also be allowed to review protocols coming out of this board and wants the City to consider Travis County in all aspects citing that the board was created through an interlocal between the City and the County.
- Mr. Hobby requests that the County attorney be involved in actions requiring legal review. He proposed that their legal representative also have a chance to review the bylaws.
- Ms. Candy Parham Hinkle with the City Clerk's Office commented that this board is unique and that there are not many boards made up of city and county appointments.

b. Consider and take action on the renewal of Non-Emergency Medical Transfer Franchise currently held by American Medical Response Of Texas, Inc. (AMR) - Report given by Heather Cooke, Planner Principal, ATCEMS

- Ms Cooke reviewed the City of Austin Code about franchises. There are two franchises currently operating in the city; AMR and Acadian. The original AMR franchise was granted in 1996. Upon approval by this board, there will be three readings by City Council; the first reading is tentatively scheduled for March 6, 2008. There has not been any quality of care complaints in the past five years. AMR operates by providing transfers and do no emergency response in Travis County. AMR does 9-1-1 service in other areas of Texas, but not in Austin.
- Other non emergency franchises do exist outside of Austin and Travis County, such as in San Marcos and Burnet County.
- ATCEMS Staff recommends approval of this franchise.

The motion recommending the approval of the AMR franchise renewal was approved on Board Member Bob Taylor's motion, Board's Vice Chair Susan Pascoe's second on a 5-0 vote.

c. Review of First Quarter Performance Reports – presentation given by Heather Cooke, Planner Principal, ATCEMS

- Ms. Cook provided overview of quarterly reports.
 - In review of the total percentage of response times, it was noted that approximately half of the calls are actually transported.
 - Suggestion to break numbers down more by service, include cancelled calls.
 - Mr. Taylor would like to see the County numbers listed on the report right under the City's numbers. He wants to make sure all three parts of the system are looked at. Ms. Cooke pointed out that the First Qtr Report is for the entire system except where noted as City only.
 - Priorities are given via dispatch and they will divert due to a higher priority call.
 - National Comparison – There isn't a national database to compare ATCEMS to other systems.
 - Mr. Taylor wanted to know how we arrived at the standard of less than ten minutes. Dr. Crocker explained that there's been a national debate about what the average should be. At ATCEMS, the clock starts as soon as the call is initiated to 9-1-1 and the clock stops when the unit arrives on scene.
 - C.A.R.E.S data comparisons can be provided at the next regular board meeting.
 - Analyze cardiac data vs. response data.
 - Reviewed the Geographic Areas outside the City and in Travis County quadrants. Mr. Taylor suggested that he would like to see data provided by all thirteen Travis County ESDs.
 - C.E. Training – open to all staff, including ESDs. Mr. Taylor would like to know how we can collect CE data from all ESDs. Chief Gary Warren said that Oak Hill, Westlake and CeBar all get video training.
 - Mr. Taylor would like to see the thirteen ESD goals and objectives.
- Austin Fire Department Reports – presented by Karyl Kinsey and Jim Evans, AFD
 - AFD said they can get data on some of the ESDs and offered to include it in future reports. They would like to provide a full report of this data to the board at a later date. Dr. Crocker suggested that they present their report to the board in April.

d. Operations Update – Chris Callsen, Assistant Director - Operations ATCEMS

- Provided the board with an overview of OPSTAT which is a daily meeting with Mr. Callsen and Command staff. In this meeting the team review long response times, unit hours, how many unit hours did we lose, and fleet issues. Noticed a decreased to zero in lost unit hours and substantial improvement in out-of-chute time. This information is being shared with the crews and they feel good about being able to see on paper the result of their actions.
- Staff is meeting with local organizations such as ARCH and Salvation Army to review high targeted areas and to see how we can help to reduce unnecessary calls and together look at other ways we can provide service.

- Wellness Center – Fitness assessments are currently being provided to crews. Current continued education includes teaching safety skills. On-the-job injury has vastly been reduced because of the new stretchers. Mr. Callsen said there are no national benchmarks for EMS on injuries.

6. ADJOURN

Chair Patrick Crocker adjourned the meeting at 1:10 p.m. without objection.

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