

**AUSTIN – TRAVIS COUNTY EMS ADVISORY BOARD
MEETING MINUTES**

WEDNESDAY, May 28, 2014



The Austin – Travis County EMS Advisory Board convened on May 28, 2014, 15 Waller Street, in Austin, Texas at 9:30 a.m. for a Special Called Meeting

Board Members in Attendance: Mark Clayton, Paula Barr, Susan Pascoe, Vard Curtis, Richard Jung, Vincent Harding

Board Members Absent: Hector Gonzales, Chris Ziebell

Other Attendees: Terry Browder, Jamila Zakari, Lee Nudelman, Keith Simpson, Danny Hobby, GiGi Mao, Vivian Holmes, James Shamard

1. CALL TO ORDER – May 28, 2014

The meeting was called to order at 10:30 a.m.

**2. DISCUSSION AND POSSIBLE ACTION ON THE AUSTIN-TRAVIS COUNTY
EMS DEPARTMENT BUDGET**

a) Meeting Purpose & Desired Outcome

- Chair Clayton reviewed the agenda

b) Budget Process Overview

- Chief of Staff gave an overview of what would be presented.

c) EMS Budget Presentation & Financial Forecast

- Assistant Director Kerri Lang presented the EMS Financial Forecast PowerPoint presentation that City Council received in April.
- The presentation to the EMS Advisory Board included additional slides and information covering the Travis County Financial Forecast.
- The presentation included:
 - Organization Overview
 - Key Performance Indicators
 - Citizen Survey Results
 - June marks a year that we have been doing an in-house customer service call to customers within 48 hours of service. We will start showing it as a performance measure. Currently 4.7 out of 5 customers are satisfied.
 - Business Plan Changes
 - Budget Forecast
 - FY14 Budget: 61.7m

- FY15 Forecast: 64.3m
- % Change: 4.3%
- Cost drivers of the 2.6 million were reviewed.
- Revenue Forecast
 - Department Revenue Changes \$(0.3) million
 - The decreases were reviewed.
- Travis County Forecast
 - Cost drivers of the 0.6 million were reviewed
- Critical Prioritization
- Next Steps
 - City Budget timeline
 - EMS presentation for proposed budget will be August 13th.
 - The budget public hearings are on August 21st and 28th.

d) Questions

- Board members asked about the Commander Classification changes and why this change is taking place since they are managerial employees.
 - The Command staff was changed from exempt to non-exempt (which is an hourly classification with overtime pay).
 - Command staff's typical overtime is usually for handling a call that occurs just prior to shift change or to attend mandatory meetings.
 - The increase in cost is \$341,000 for FY15.

e) EMS Unmet Needs Presentation

- Chief of Staff James Shamard presented the PowerPoint presentation of the Unmet Service Demands List showing the cost and number of full-time employees (FTEs) needed to cover each item. The unmet needs are in ranking order.
 - Lost Creek Annexation
 - Continuing Education
 - Demand Unit
 - Contract Compliance Position
 - Special Events Staffing
 - Cardiac Arrest Survival Rates
 - IT Requests
 - Optima
 - ePCR Cloud Solution
 - Asset Management
- Unmet Needs: Q & A
 - How much is it costing us; overtime staffing is more expensive so how is the department handling those costs?
 - This is the first year that the department has isolated special event overtime costs; therefore there isn't a full year of data to review yet.
 - The department has completed a cost analysis for special events, including the overtime cost per medic.

- Dedicated Special Event Medics will address fatigue issues of medics working their regular schedule and then work special events on overtime.
- Is the department charging enough?
 - A recommendation has been made to increase EMS fees for special events.
 - There are fewer special events than planned at COTA. However, during F1, the department had 70 medics on-site each day for that event.
 - Number of special events EMS has participated in:
 - FY2012: 381
 - FY2013: 598
- Where do the IT unmet needs fall on the City's overall list of IT items?
 - Optima is #10; ePCR
 - Cloud Solution is #34
 - Asset Management is #64 or 65

f) Questions & Discussion

- In February the Advisory Board reviewed and discussed items to support. Asset Inventory Management was one of the items as well as Fleet Management. Where are those items on the list?
- It was noted that when an item benefits more than one department, it has a tendency to be higher on the City IT list.
- IT items are considered capital items.
- Continuing education budget request is for overtime funds. Employees attend training while off-duty and are paid overtime or they may attend while on-duty and the department backfills their assignment in with other employees on overtime.
- If medics get CE on their own, they get it by attending conferences or taking online courses. When we do CE in-house, they learn skills that are directly related to our practice.
- It was noted by Dr. Curtis that doctors and nurses have to pay to get their own CE and they do not get compensated with overtime pay.
- Does the EMS Department receive budget support by the Office of the Medical Director (OMD) for community CPR efforts? Vice Chair Barr asked if this item should be listed under the OMD? Chief Shamard said community education and accident prevention is every agency's responsibility. It is a team effort and we all work for a good patient process.

3. WRAP-UP

- The Board asked for clarification regarding past priorities discussed in February.
- How many of the EMS unmet needs have been previously requested in the past as a budget item, and what was their rationale and reason for being denied?
- We need a decision matrix to use that will include a cost piece, plus the program added description.

- We would like to see the EMS Association's ranking of items as well.
- We need to set up a timeline to complete this task according to the City's budget timeline. Ms. Mao with the City's Budget Office said the numbers are finalized by the end of June; therefore recommendations should arrive prior to that date.
- They would like opportunity to meet with Council Members.

The department will provide supplemental information and narrative description to board members via email. Board Members will each rank according to quality and efficiency. They will email individually to EMS staff to add into a matrix document and then Chair Clayton will use the information to create a unified recommendation to City Council.

4. ADJOURN

The meeting was adjourned at 10:37 a.m. motion made by Board Member Pascoe on a second by Board Member Curtis.