

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

**WEDNESDAY, April 17, 2015**



**The Austin – Travis County EMS Advisory Board convened on, April 17, 2015  
15 Waller Street, in Austin, Texas at 9:30 a.m.**

**Board Members in Attendance:** Mark Clayton, Paula Barr, Susan Pascoe, Chris Ziebell, Richard Jung, Hector Gonzales

**Board Members Absent:** Vard Curtis

**Other Attendees:** Terry Browder, Jeff Hayes, Jose Cabanas, Jamila Zakari, Kerri Lang, Vivian Holmes, Keith Simpson, Ernesto Rodriguez, Katie Lust, Danny Hobby, Doug Fowler, Kevin Dixon, Troy Mayer, Corey Martin, James Shamard

**1. CALL TO ORDER – April 17, 2015**

The meeting was called to order at 9:38 a.m.

**2. QUORUM DETERMINATION**

A quorum was met and the meeting proceeded.

**3. REVIEW AND APPROVE MINUTES OF MEETING**

Board Members reviewed the minutes of the December 3, 2014 meeting. There was a question regarding Chief Evans' December presentation, specifically the public response safety plan. The plan was regarding over responding to calls and being more sensitive to the availability resources for responding to other incidents. With this change to the minutes, a motion was moved by Vice Chair Barr and seconded by Board Member Pascoe on a 6-0 vote.

**4. RECEIVE CITIZEN COMMUNICATIONS/COMMENTS**

- Troy Mayer with Acadian Ambulance regarding Agenda Item 5. Adding more transfer services to the system will dilute their business. Would like to recommend a denial of their request. They are a self-sufficient business and must have an adequate amount of work to sustain the business.
- Cory Martin with American Medical Response regarding Agenda Item 5. He said the volume is the same as it was when they began their franchise in Austin. He encouraged the Board to take his recommendation as a denial to help preserve the current service provided to the citizens of Austin.

**5. REVIEW AND TAKE ACTION ON A NEW AMBULANCE FRANCHISE APPLICATION**

EMS Assistant Director Kerri Lang provided an overview of this item.

- Acute Medical Services filed an application to operate an ambulance franchise inside of the Austin city limits. See attached report from Assistant Director Lang. After a thorough review, ATCEMS Staff recommends disapproval of the franchise.

- Other questions about ambulance franchises were asked by board members. Ms. Lang said that there is a monthly review of the current franchise holders. Renewal for them is done every five years; we are in year three for current franchise holders.
- The ordinance sets the cost on what a franchise can charge. The City only regulates transfers within the city limits and that is what the call volume is based on. The City also regulates the type of care each can provide. Vice Chair Barr asked about service outside the City of Austin, but within Travis County; are we missing that service area? We need to broaden our research of what these areas may need. Chief Shamard said the City of Austin Ordinance only allows for the regulation of transfers that have an origination and destination both within the city limits of Austin. Staff agreed that they would bring more information, relevant to performance and a review impact to existing franchisees, when/if another applicant applies and there are no deficiencies. Chair Clayton said due to the deficiencies that were discovered in the review process, this company does not qualify.

**MOTION: Board Member Ziebell motioned to reject approval of the franchise application and Board Member Pascoe seconded on a vote 6/0.**

Note that this will still go to Council for public hearing. Assistant Director Lang will let the Board know when that is scheduled.

## **6. BUDGET UPDATE AND TIMELINE – KERRI LANG, ASSISTANT DIRECTOR OF ADMINISTRATION & FINANCE**

Ms. Lang provided an overview of the current budget process and timeline. She shared with the Board the top EMS FY16 Horizon Issues.

## **7. ANSWER QUESTIONS REGARDING LAST QUARTER'S SYSTEM REPORTS**

There were no questions about the reports.

## **6. RECEIVE UPDATES FROM SYSTEM AGENCIES REPRESENTATIVES:**

- Medical Director's Report: Dr. Paul Hinchey, Medical Director
  - Dr. Hinchey provided an update on the Clinical Review Process and discussed the history of the current process at ATCEMS.
    - He identified a need to modify the process and shared his proposed process with board members and attendees, including Mr. Tony Marquardt, President of the Austin-Travis County EMS Employee Association.
    - Mr. Marquardt thought the new process would be a good start; however he will continue to support House Bill 3488 which would allow for an appeal process for medics.
    - Board members liked the proposed plan.
    - Dr. Hinchey will be engaging more stakeholders to finalize his plan and put it into place.
- Austin EMS Department: Ernesto Rodriguez, Chief
  - Chief Rodriguez provided an update:
    - The awareness of department provided psychological services has increased for staff.
    - Implementation of a chaplaincy program is underway with the launch of a steering group of employees.
    - Scheduling: hybrid 42-hour work week. Have a group of sworn employees who are currently reviewing.
    - Executive Rounding Program: Staff is learning to listen better and take action on what they are learning.
    - Just Culture Process: Executive Team has completed the training and will be making system improvements.

- Fatigue Management Program: The Department is working on implementing a fatigue management program.
- Travis County Emergency Services: Danny Hobby, Executive Manager
  - Mr. Hobby discussed the following:
    - House Bill 2249 – Emergency Response Districts
    - House Bill 3488: He hoped that given the Medical Director’s new due process plan that this Bill would dissolve. At this time, he is undecided about what his recommendation would be to the Court.
    - Unified Fire Service: He is working with ESDs and will need to have separate plans for each.
- d) Austin Fire Department: Tom Dodds, Chief of Staff
  - Kevin Dixon, Battalion Chief, Medical Operations provided an update.
    - AFD has added positions and one will work with him in the Medical Office at AFD.
    - Vice Chair Barr asked about the Public Safety Plan that was going to be submitted by Chief Evans. Dr. Hinchey provided an overview of the plan and explained how often EMS requested AFD after the call was dispatched. Sometimes it is due to helping lift a patient. The plan will be shared with CAFCA.
- e) Emergency Services Districts: Ron Moellenberg, CAFCA President – not present

**8. OTHER BUSINESS – None**

**9. ADJOURN**

The meeting was adjourned at 10:49 a.m.