M E M O R A N D U M

To: Mayor and Council

From: Rey Arellano, Assistant City Manager

Date: April 16, 2021

Subject: Austin-Travis County EMS Chief Ernesto Rodriguez retires after 15 years of City service

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Please join me in congratulating Austin-Travis County EMS Chief Ernesto Rodriguez on his retirement after 15 years of service with the City of Austin. Chief Rodriguez's retirement takes effect on May 31, 2021.Chief Rodriguez will be retiring with 40 years of experience in Emergency Medical Services (EMS) including fire service, state government, private sector, and municipal third service models.

Chief Rodriguez was hired after a national search by the City of Austin as Deputy Director in 2006 and promoted to Chief of Austin-Travis County EMS (ATCEMS) in 2008. Chief Rodriguez holds a bachelor's degree in Emergency Management Administration from West Texas A&M University and a master's degree in Ministry from Liberty University.

Chief Rodriguez completed training through the *Institute for Healthcare Improvement* and is an Improvement Advisor specializing in EMS. He is a founding member of the Texas EMS Alliance (TEMSA) and serves on the TEMSA board.

Notable Accomplishments as Chief of ATCEMS:

- Improved working conditions including improved work schedules
- Added eight new EMS Stations
- Added eight 24-hour and nine 12-hour demand front-line ambulances throughout the community
- Solidified budgetary funding for medical continuing education
- Created a safety culture and infrastructure to make the EMS work environment safer for EMS personnel.
- Implemented business intelligence process and analytics capabilities for data collection and reporting

- Created innovative response programs that address unique challenges within the Austin-Travis County service area, including:
    - Motorcycle Medic Program has addressed providing initial care on congested highways and crowded urban areas of Austin during special events
    - Added an Ambus (Ambulance Bus) to the fleet that is capable of state-wide response complete with staff, equipment, and emergency supplies
    - Created the Community Health Paramedic (CHP) program – today includes the HOST Team and Mental Health Crisis Teams. The CHP program has led to a significant decrease in EMS system abuse and reduced cost while improving the lives of the patients with whom the CHPs interact.
- Created and improved staffing for the Community Relations Team that now produces over 150 hours of monthly community injury prevention education to Austin and Travis County
- Supported and contributed staff and budgetary support for the creation of the Public Safety Training Center
- Chief Rodriguez' outstanding leadership earned him recognition as "Administrator of the Year" for the second time by the Texas Department of State Health Services. The only two-time recipient of this recognition in the State of Texas.
- Awarded "EMS Manager of the Year" by the National EMS Management Association (NEMSMA)

I want to thank Chief Rodriguez for his leadership and service to the City of Austin. He has been a dedicated public servant to this community for more than a decade-and-a-half and his creative spirit and passion for innovation has helped make significant strides towards the ongoing improvement of patient care, system efficiency and employee resilience in Austin.

He has been instrumental in convening community stakeholders to address a wide range of issues related to homelessness and is working to help improve social equity and access to quality healthcare services in underserved populations.

I know you will all join me in wishing him well on his retirement and future endeavors. The search for our next EMS Chief will start soon and in the meantime Assistant EMS Chief Jasper Brown has been appointed as Interim EMS Chief.

XC: Department Directors
Assistant Department Directors