

Neil Krutz
City Manager
City of Sparks

Eric Brown
County Manager
Washoe County

Kevin Dick
District Health Officer
Washoe County Health
District

Emergency Medical Services Advisory Board



Doug Thornley
City Manager
City of Reno

Vacant
Emergency Room Physician

Joe Macaluso
Director of Risk Management
Renown

Meeting Minutes

Date and Time of Meeting: Thursday, February 4, 2021, 9:00 a.m.

The meeting was held by teleconference.

1. *Roll Call and Determination of Quorum

Acting Chair Krutz called the meeting to order at 9:07 a.m.

The following members and staff were present:

Members present: Neil Krutz
Eric Brown
Kevin Dick
Joe Macaluso
Doug Thornley

Members absent: None

Ms. Spinola verified a quorum was present.

Staff present: Dania Reid, Deputy District Attorney
Andrea Esp, EMS/PHP Program Manager, Acting EPHP Director
Julie Hunter, EMS Coordinator
Anastasia Gunawan, EMS Statistician
Dawn Spinola, Administrative Secretary, Recording Secretary

2. *Public Comment

Limited to three (3) minutes per person. No action may be taken.

Acting Chair Krutz opened the public comment period. As there was no one wishing to speak, Acting Chair Krutz closed the public comment period.

3. Consent Items (For Possible Action)

Matters which the Emergency Medical Services Advisory Board may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.

A. Approval of Draft Minutes
August 6, 2020

B. Ratification of Unanimous Vote in Favor of Item #6 from August 6, 2020 EMSAB Meeting, Approval of the EMS Oversight Program FY20 Mid-Year Data Report

Mr. Dick moved to approve the Consent agenda. Mr. Brown seconded the motion, which passed unanimously.

4. Discussion and Possible Election of:

A. EMS Advisory Committee Chair (For Possible Action)

Mr. Dick moved to nominate Neil Krutz as the Chair of the Board. Mr. Brown seconded the motion, which passed unanimously.

B. EMS Advisory Committee Vice Chair (For Possible Action)

Mr. Dick moved to nominate Eric Brown as the Vice Chair of the Board. Mr. Thornley seconded the motion, which passed unanimously.

5. *Program and Performance Data Updates, Andrea Esp

Program Updates – Member activities, Data Performance Reports, Mass Gatherings

Ms. Esp reviewed the staff report and offered to answer any questions.

6. *City of Reno and REMSA CAD-to-CAD Implementation Project Update, Adam Heinz with written comments from Rishma Khimji

Progress Updates- Functionality acceptance demo completed, next steps.

Mr. Heinz updated the Board on the ongoing successes of the regional CAD-to-CAD implementation project, as outlined in Ms. Khimji's letter (attached to Board packet).

7. *REMSA Update, Adam Heinz

Program Updates – Update to the tiered response changes implemented on August 13 as a result of the COVID-19 response.

Mr. Heinz provided a presentation to the Board (Attachment A), which reviewed REMSA's system enhancements and the benefits they had provided to the community.

8. *Sparks Fire Department Updates, Chief Jim Reid

Program Updates – Number of EMS calls for 2020, seeking approval from Sparks City Council for additional engine to be paramedic on February 9, 2021.

Chief Reid provided an overview of his staff report and offered to answer any questions.

9. *Truckee Meadows Fire and Rescue Updates, Chief Joe Kammann

Program Updates – COVID-19 status, mutual aid responses to REMSA.

Chief Kammann briefly reviewed aspects of his staff report, emphasizing that TMFPD had been very busy with pushing out COVID vaccine PODs to the citizens.

10. Board Requests from August 6, 2020:

- A. ***Briefing on operational administrative analysis of the Reno Fire Department conducted by the Center for Public Safety Management with an Emphasis on EMS-Related Items** (Continued from August 6, 2020 meeting)
Chief Dave Cochran

Chief Cochran reviewed the information contained in the slides of his PowerPoint presentation (Attachment B).

11. *Board Comment

Limited to announcements or issues for future agendas. No action may be taken.

Board members had no comments or requests.

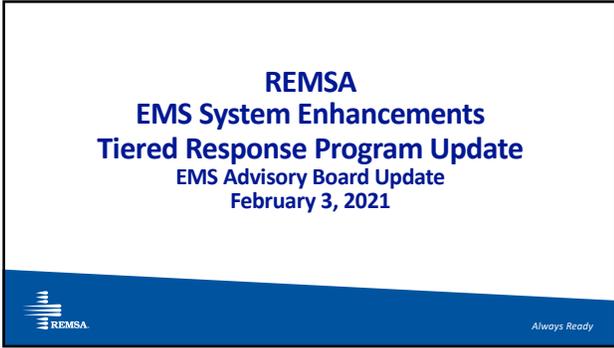
12. *Public Comment

Limited to three (3) minutes per person. No action may be taken.

Chair Krutz opened the public comment period. As there was no one wishing to speak, Acting Chair Krutz closed the public comment period.

Adjournment

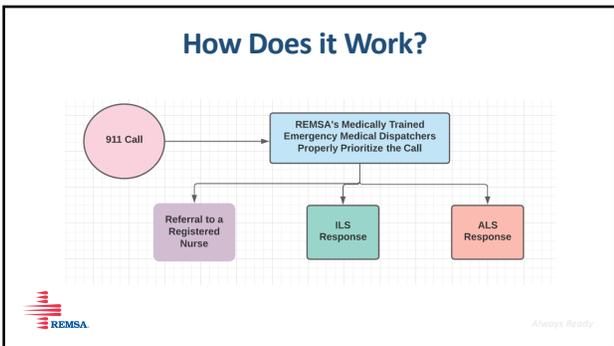
Chair Krutz adjourned the meeting at 9:58 a.m.



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NON LINEAR RESPONSE LEVELS

	BLS	CAPABILITY	ALS
Response Time	A	C	
Intercept	B	D	E

ECRD (E) definition:
 Conditions require very early recognition and immediate dispatch of the absolute closest resources of the trained crew with or without ALS, for either or multiple cases. Includes state or other specialty resources in the standard medical response matrix.

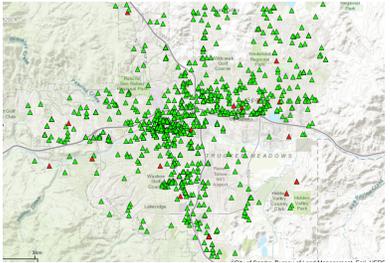
OMEGA (A) definition:
 Approaches meet specific conditions qualifying for non-EMS response referrals to qualify accepted state personnel systems, and other external specific agencies such as Poison Control Centers, Rape Crisis Lines, Suicide and Mental Health Lines, social services, and others.

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 BLS: Basic Life Support. ALS: Advanced Life Support.
 A: MPFS OMEGA decision level. C: MPFS CHARLIE decision level.
 B: MPFS ALPHA decision level. D: MPFS DELTA decision level.
 E: MPFS ECHO decision level.



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Geographic Response Boundary



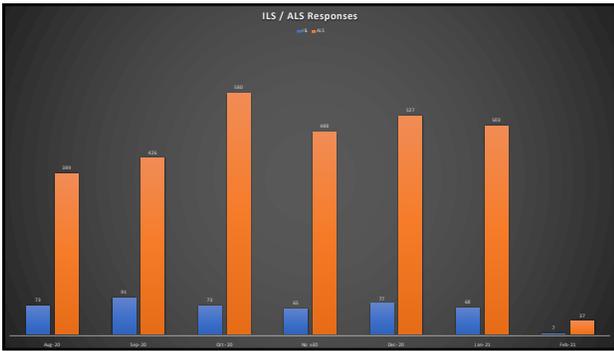
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ILS Responses to Non-Emergent Calls
Operational Metrics

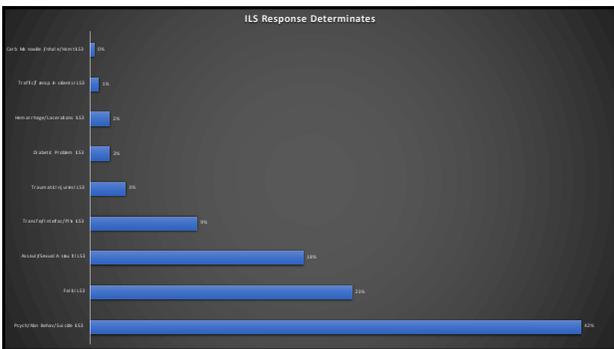
- 454 Responses
- 224 Transports
- Average Response Time: 9:27
- 15 ALS Intercepts



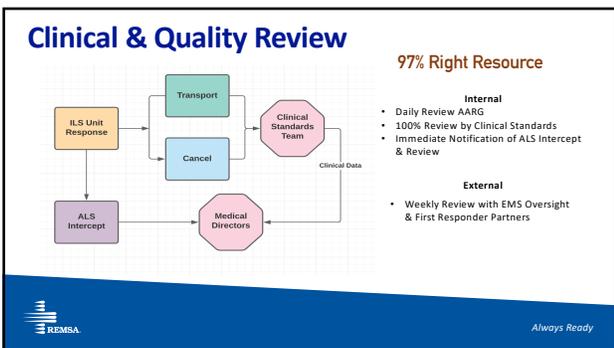
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ALS Intercept Clinical Review

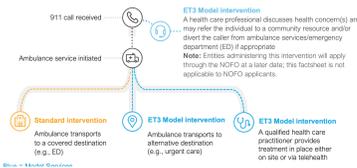
Pain Management	2
Behavioral Health (Physical / Chemical Restraints)	3
ALOC (Narcotic)	2
Cardiac Workup	3
ALOC Intoxicated	3
Pediatric	1
No ALS Intervention	1



REMSA Always Ready

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Emergency Triage, Treat, Transport (ET3)



ET3 Model Intervention
A health care professional (discusses health concern(s) and ... may refer the individual to a community resource and/or divert the caller from ambulance services/emergency department (ED) if appropriate.
Note: Entities administering this intervention will apply through the NFOFO as a later date; this facet is not applicable to NFOFO applicants.

Standard Intervention
Ambulance transports to a covered destination (e.g., ED)

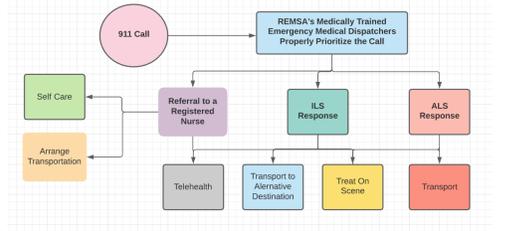
ET3 Model Intervention
Ambulance transports to alternative destination (e.g., urgent care)

ET3 Model Intervention
A qualified health care practitioner provides treatment in place either on site or via telehealth

REMSA Always Ready

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Triage, Treat, Transport



911 Call

REMSA's Medically Trained Emergency Medical Dispatchers Properly Prioritize the Call

Self Care

Referral to a Registered Nurse

ILS Response

ALS Response

Arrange Transportation

Telehealth

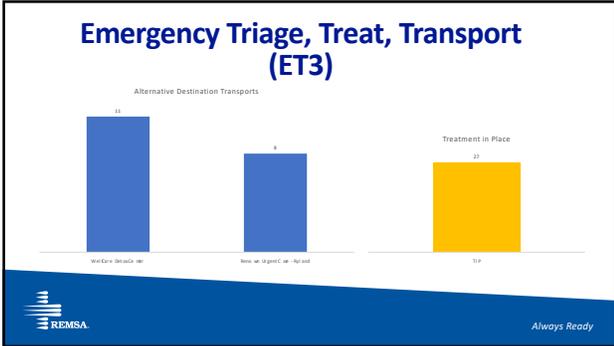
Transport to Alternative Destination

Treat On Scene

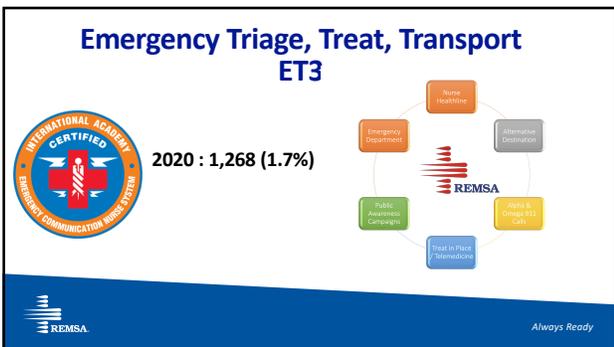
Transport

REMSA Always Ready

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CPSM Study Overview RENO CITY OF RENO FIRE DEPT.

A. January 2019, the Center for Public Safety Management, LLC (CPSM) was commissioned by the City of Reno to perform an operational and administrative analysis of the Reno Fire Department that involved the following major outcomes:

- i. Examination of the Department's organizational structure and culture;
- ii. Performance of a gap analysis, comparing the "as is" state of the department to the best practices of industry standards;
- iii. Recommendation of a management framework to ensure accountability, increased efficiency and improved performance;
- iv. Conducting a data-driven forensic analysis to identify actual workload; and
- v. Identification and recommendation of appropriate staffing and deployment levels for each discrete operational and support function in the department.

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CPSM Study Overview RENO CITY OF RENO FIRE DEPT.

B. In the course of their analysis, CPSM performed:

- i. Information gathering, data collection and analysis, data certification
- ii. Conducted a three-day on-site visit to meet with internal Fire Department and City staff, as well as external stakeholders
- iii. CPSM included representatives from IAFF Local 731, REMSA and the District Board of Health in the data gathering and interview process.
- iv. Prepared a final report to the City in September 2019

C. CPSM's final report included thirty-two recommendations in regard to City and Fire Department operations that are based on best practices derived from the NFPA, CPSM, ICMA, the U.S. Fire Administration, the International Association of Emergency Managers and FEMA.

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CPSM Study Recommendations In-Progress 

Recommendation #8: The City should work REMSA, area EMS Advisory Boards, and the Washoe County Health District to implement a common radio frequency that is utilized by ambulance and fire first responders on all EMS calls.

- The Franchise Agreement, Article 5 states that REMSA is required to have 800 MHz, but has not yet done so. RFD currently utilizes 800 MHz radios. RFD continues to work with REMSA, the EMS Advisory Board and WC Health District to implement a common radio frequency utilized by ambulance and first responders on EMS Calls. Long term opportunities exist to establish a common radio frequency as the radio system is updated to P25 under the Joint Operating Committee.

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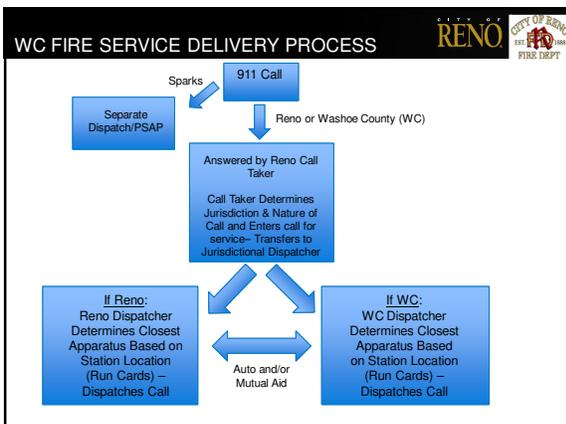
CPSM Recommendation 

CPSM Recommendation #31:
The City of Reno and REMSA should evaluate options for consolidating the REMSA dispatch operations into Reno Public Safety Dispatch.

CPSM Recommendation #32:
Reno Public Safety Dispatch and the REMSA Dispatch Center should move as quickly as possible to establish a CAD-to-CAD interface between their two centers.

CPSM Recommendation #20:
RFD and REMSA should develop a process in which the call-screening process and call priority determinants established by the REMSA dispatch center are communicated directly to responding RFD units.

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CPSM Recommendation 

CPSM Recommendation #21:

RFD should reestablish a full and unrestricted automatic response arrangement with Truckee Meadows Fire Protection District.

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Automatic Aid & Mutual Aid Definitions 

- Automatic Aid
 - Automatic aid is assistance that is dispatched automatically by contractual agreement between two fire departments.
 - Level of Service
 - Number of Resources
 - Duplication of Services?
- Mutual Aid
 - Mutual aid is the ability for any jurisdiction to request assistance based on a specific incident that either agency deems additional resources are required.
 - Based on contractual relationship.

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Current Cooperative Aid Agreement 

- Cooperative Agreement between the Truckee Meadows Fire Protection District and the City of Reno:
 - Updated/Renewed 6/13/19
 - Provides Automatic Aid Response for Fires Only
 - Limited Response Area
 - Established Pursuant to SB 185 (2015)
 - Automatic Aid Provided at No Cost for First 12 Hours of Response
 - Agreement Termination Date June 30, 2021, or within 30 days Written Notice from either Agency
 - Includes the ability to request Mutual Aid

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Automatic Aid Location Advantages 

- Four Primary Areas in Reno/TMFPD/SFPD Where Jurisdictions/Stations are in Close Proximity:
 - Stead/Lemmon Valley:
 - Reno Station #9 & TMFPD Station #44
 - Verdi/Somerset:
 - Reno Station #19 & TMFPD Station #40
 - Damonte Ranch/Geiger Grade:
 - Reno Station #12 & TMFPD Station #33
 - Caughlin Ranch:
 - Reno Station #7 & TMFPD Station #40
 - Hidden Valley:
 - Reno Station #6 & TMFPD Station #37
 - Sun Valley
 - Reno Station #2 & TMFPD Station #45

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Closest Available Resource Response 

- **Benefits:**
 - Provides the highest level of service to all citizens in the region
 - Possible cost savings
 - Requires no additional funding, personnel or apparatus
 - Eliminates duplication of service
- **Challenges:**
 - Reaching agreement between jurisdictions
 - Equitable service levels
 - Labor Contracts

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Reno Fire Department 

Questions?

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