

**BOARD OF COUNTY COMMISSIONERS  
WASHOE COUNTY, NEVADA**

TUESDAY

10:00 A.M.

FEBRUARY 10, 2014

PRESENT:

**David Humke, Chairman**  
**Bonnie Weber, Vice Chairperson**  
**Marsha Berkgigler, Commissioner**  
**Vaughn Hartung, Commissioner**  
**Kitty Jung, Commissioner**

**Nancy Parent, County Clerk**  
**John Slaughter, County Manager**  
**Paul Lipparelli, Legal Counsel**

The Commission convened at 8:35 a.m. in concurrent session in the Reno City Council Chamber, One East First Street, Reno, Nevada, with Mayor Cashell presiding. Following the Pledge of Allegiance to the flag of our Country, the Clerks called the roll, and the Boards and Councils conducted the following business:

**14-94            AGENDA ITEM 4 – PUBLIC COMMENT**

**Agenda Subject:** “Public Comment. Comment heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Commission agenda. The Commission will also hear public comment during individual action items, with comment limited to three minutes per person. Comments are to be made to the Commission, Sparks City Council, Reno City Council and the Washoe County District Board of Health as a whole.”

There was no response to the call for public comment.

**14-95            AGENDA ITEM 5 – APPROVAL OF AGENDA**

**Agenda Subject:** “Approval of the Agenda - Consideration of taking items out of sequence, deleting items and adding items which require action upon a finding that an emergency exists.”

On motion by Commissioner Jung, seconded by Sparks Councilmember Lawson, which motion duly carried with District Board of Health Member Hess absent, it was ordered that Agenda Item 5 be approved.

**14-96**            **AGENDA ITEM 6**

**Agenda Subject:** “**Rules of Procedure for Joint Regional Meetings of Washoe County, the City of Reno and the City of Sparks.**”

Cadence Matijevich, City of Reno Assistant City Manager, explained that the Rules and Procedures for Joint Regional Meetings of Washoe County, the City of Reno and the City of Sparks had first been adopted on February 4, 2004 and then updated on February 5, 2007. Since that last update, she said the Legislature had made a number of revisions to the Open Meeting Law, and staff felt it was prudent that the Rules and Procedures be reviewed for compliance. She noted that the rules were for joint meetings, but recently it had become the practice to hold concurrent meetings. The Boards and Councils may determine if the entities want to continue with the concurrent meetings rather than joint meetings and, if so, amend the rules accordingly. Ms. Matijevich said it would be appropriate to choose which meeting format the entities chose to conduct. She indicated that each of the governing bodies may give direction to their Managers if they chose to have any of the items brought forward.

There was no action taken or public comment on this item.

**14-97**            **AGENDA ITEM 7**

**Agenda Subject:** “**Presentation, discussion and potential approval of the following: A) A Principles of Agreement for the Regional Emergency Medical Services Authority Franchise Agreement; and, B) A Resolution directing the Washoe County Health District to establish and maintain a Regional Emergency Medical Services Oversight Program to provide for oversight of all emergency medical services provided by the City of Reno, the City of Sparks, the County of Washoe and the Regional Emergency Medical Services Authority; and providing other matters properly relating thereto. These agreements will incorporate the Emergency Medical Services Working Group’s proposed solutions to the recommendations from the 2013 TriData Emergency Medical Systems Analysis Final Report.**”

Shaun Carey, Sparks City Manager, explained that the TriData Study had been commissioned in 2010 by the Washoe County Board of Commissioners in order to find solutions and resolutions to the underlying problems in the Emergency Medical Services (EMS) system. He said the TriData Study commented that the region had outstanding EMS services. He indicated there were 38 recommendations made from the Study to move the system forward and, in the last year, the EMS Working Group had worked diligently to find solutions for each of those recommendations. Mr. Carey stated that meaningful dialogue was held with the County and City Managers and Executive Directors to establish a system that would allow all the jurisdictions to communicate, have better use of technology, and focus on patient care. He said the blueprint for the future would allow the entities to communicate and implement change with the focus being patient care. An integrated system was chosen in the region for firefighters to be the first responders, to have the Dispatch Center be the primary dispatch service, to have

REMSA provide dispatch services for their ambulances, and to use REMSA exclusively in the County for patient ambulance services. Mr. Carey said the Working Group had attempted to reach a consensus on all the recommendations and noted that everyone involved found the consensus to move forward.

Mr. Carey explained that a new Franchise Agreement needed to be written and noted that staff prepared the principles for that Agreement. As an elected body that made policy statements, he said the Boards and Councils needed to carefully review the principles and, if approved, the District Attorneys' (DA) Office would be empowered to work with the other parties toward an agreement in order to move the franchise forward with REMSA and providing them a defined term for the future in being the County's exclusive provider. In the Principles of Agreement, the changes would establish the effective communications the entities would need to handle the technological changes during the term of the contract. The new partnership built into that agreement was for all the data to come together, and the partnership of the Dispatch Centers would break down the barriers of the past and work together for the future. He said the Principles of Agreement drove the new Franchise Agreement forward, and he believed that Agreement could be placed on the next concurrent meeting agenda for ratification. He noted that the change could take affect July 1st of next year and provide a clear path to serve the entities.

Mr. Carey stated that the new Interlocal Agreement would amend the original interlocal agreement which established the Health Department. He said the Interlocal Agreement would empower local governments in their role as public safety providers to address and provide authorities for local government medical oversight, inter-agency communications, and performance of the providers of EMS in the region. He commended the Fire Chiefs for their diligent work since they came forward with ideas and challenges. He stated that the Health Department was being asked to be good stewards for a regional health care system that would occur by creating an oversight process integrating REMSA, dispatch and fire reporting to an Oversight Committee and would be the Oversight Manager's duty to manage that system. He stressed that the Interlocal Agreement would empower elected officials to set service levels and challenge performances.

Mr. Carey said a key component from the Health Department was to build a data system that reviewed all the run information from the time the call was received until the patient received treatment in an emergency room. He explained that all the entities would maintain their own Medical Directors because the Fire Chiefs needed control of those Directors since their employees in the field worked under the direction of that Doctor's medical license when dealing with prescriptions. He said a Doctor was also needed at the Health Department to seamlessly integrate systems and procedures. In order to aid the Health Department, a Medical Advisory Committee would be established, to include the Managers, in providing an overall review of their governments. On that Board, medical professionals would also be included for the perspective of patient quality care. Mr. Carey said the Interlocal Agreement also crossed from the District Health Department to the Boards and Commissions and allowed them review of the

performances in order to make important budgetary decisions. He said the action today would drive a fundamental change in the relationship with the Health Board and empower the elected officials to be part of the process.

Mr. Carey said another recommendation was protecting the community in the event of a failure, financially or otherwise, by REMSA's operating arm; the Regional Ambulance Service Incorporated (RASI). Review was needed on what would occur in the event of a business failure, and how a bankruptcy court or attorneys representing the various parties would deal with the issues. He noted that topic would be discussed by the DA's Office, the City attorneys and REMSA attorneys to put forth a perspective on how a terminal event could be managed. The second issue was what value would be needed to run that business the next day if there was a failure. He said a plan was in place, being negotiated with REMSA, to set a guaranteed amount of cash aside to draw from and to return those services to the citizens. He indicated that discussion would come before the elected bodies during the next concurrent meeting.

Mr. Carey thanked Jim Gubbels, REMSA Executive Director, for bringing a much needed perspective, and for his leadership. He said Mr. Gubbels fought through the TriData Study and yet found consensus on all points.

Sparks Councilmember Lawson inquired if there was an organizational chart. Mr. Carey replied that task had not been completed; however, the Principles of Agreement explained how each recommendation for the TriData Study was being met. He noted that all of REMSA's requirements were specifically included in the Principles of Agreement. He explained that a Flow Chart was imbedded within the recommendations, but noted that a decision-matrix could still be developed to answer any remaining questions.

Commissioner Hartung was concerned on the current wait times for the outlying areas, which were presently referred to as "best effort." He was also concerned how response times would be impacted when firefighters would assist REMSA since an engine or truck could potentially be placed out of service. Mr. Carey stated there would be a concurrent review on the outcomes of performance. He explained that all the information would be measured in the outlying areas, and noted that the information would be distributed to the elected officials on an annual basis. It was important that this was managed as a system and, if REMSA could not provide service in a timely manner to an outlying area, there were mutual aid agreements already in place with the surrounding counties in the event they could respond faster. He said the map that would be reviewed annually, especially for the County, would be important to possibly challenge the existing services and REMSA's services.

Sheriff Mike Haley said there would now be a gateway that would allow the County and the City of Reno to hear the dispatch of medical services and interact with dispatch to enter that run into the Cad System via a single identifier. He said the information gathered from that ability to share information would inform dispatch where the Sheriff's units were located, the time taken for the call, and that resource allocation

would give the ability to make a reasoned decision. Through a grant, he said the County, the City of Reno, and the City of Sparks were all working toward either an upgrade of the Tiburon System or bringing the City of Sparks onto the Cad System.

Truckee Meadows Fire Protection District (TMFPD) Fire Chief Moore reiterated that good data was needed and would assist when the 9-1-1 call was received, dispatched, triaged, when REMSA and fire were dispatched, and the arrival time to the patient. Once those time elements were gathered, he said it would be easier to determine how to fix any problems. He said transparency in the data between REMSA and the County's and Reno's EComm would fix dispatch and offer better communication. Commissioner Hartung asked how the system would know when an engine was out of service and/or the length of time it would be out of service in order to ask REMSA for assistance. Chief Moore explained that automatic vehicle locators would enable the dispatcher to know the locations of police cars, ambulances and fire trucks. He said that needed to be measured, as well as how often that occurred and the location and distance of the next responding fire truck.

Chairman Humke asked if the ideal situation was one Dispatch Center dispatching what ever vehicle was needed. Chief Moore replied that the decision depended on the condition of the patient. He believed the agreement should have a standard of performance imbedded to trigger mutual aid and enable other agencies to assist in the event REMSA could not respond within a certain amount of time, for a certain priority of patient. Chairman Humke asked how many more agreements were needed to achieve that ideal situation, and was that standard of performance in the Franchise Agreement. Chief Moore replied that standard of performance was not currently in the Franchise Agreement, but felt that should be placed in the Agreement. Chairman Humke inquired on the estimated time to achieve that ideal situation. Chief Moore hoped it could be achieved within a year.

Jim Gubbels, REMSA President, acknowledged there were mutual aid agreements, which had been in place for years with all the surrounding ALS Ambulance Services. He said the community also had a medical helicopter service to assist in critical events.

Sparks Councilmember Schmitt said this meeting would codify the work from the Working Group over the past 11 months and commended the group for their effort. Mr. Carey replied that the binding Interlocal Agreement would be written to change the relationship with the Health Department. He noted that the DA's Office would prepare that document to be brought before the entities during the May concurrent meeting. He added that a Franchise Agreement also needed to be written. Councilmember Schmitt asked if all the entities would review and approve the final documents. Mr. Carey stated that was correct, which would occur at another concurrent meeting. He said the signatories would be from the Health Board and REMSA to the Franchise Agreement, which would be a continuation of that long-standing franchise for exclusive service.

Commissioner Weber was concerned about the response times in the outlying areas and asked for clarification on mutual aid. For example, Mr. Gubbels indicated that the Carson Fire Ambulance Service would be called for mutual aid for anything south of the Bellevue Bridge for a seriously ill or injured patient if REMSA was unavailable or not close enough to the incident. He said whichever unit arrived first would call off the other responding agency and noted that was the same relationship with the other mutual aid agreements. Commissioner Weber said she looked forward to having all the data provided since the constituents in the outlying areas needed that service.

Reno Councilmember Berkhus asked if this was the first time the use of a franchise would be incorporated into the Health Board's agreement with REMSA. Mr. Gubbels replied it was always designed to be a Franchise Agreement when it began in 1986. He explained that a Blue Ribbon Task Force was created in 1986 and decided to give an exclusive right to one provider, prior to that there were three separate ambulance providers in the community. He said the franchise formed an agreement with REMSA with the obligation to provide ambulance service for all of Washoe County. Councilmember Berkhus asked if there would be any Legislative changes. Mr. Gubbels explained in order to share individual patient information, some regulations had to be changed such as the Health Insurance Portability and Accountability Act (HIPAA) in order to review how fire performed, how REMSA performed and what could be improved for a particular type of medical condition. Councilmember Berkhus stated that the term of the Agreement was for 16 years, but said there was not an automatic extension in place. Mr. Gubbels stated that was correct. He explained that the Health Board would review the agreement in the 10th year and, in the event an extension was not offered, there would still be six years to transition. Councilmember Berkhus said she had never seen franchisee's dictated to regarding the composition of their board and asked if that caused any legal issues. Mr. Gubbels replied that discussion was held and it was decided to leave the current Board composition.

Kevin Dick, District Health Officer, indicated that the Health District had conducted a Fundamental Review, which would be presented to the District Board of Health on February 27, 2014. He said the Review addressed performance management and supported the direction in moving forward. He noted there would be an EMS Program Manager and EMS staff to place all the response data across all agencies. He said the Health District would be able to associate the response data from the different agencies without personal identification being given.

Commissioner Weber said 1.B in the Principles of Agreement mentioned service areas in the County with the exception of Gerlach and the North Lake Tahoe Protection District (NLTFPD) and asked if those boundaries would be established. Mr. Gubbels replied those boundaries dated back to the original franchise agreement because at that time the NLTFPD had their own ambulance service and the Gerlach Volunteer Fire Department opted out of the agreement; however, those were now being reviewed by the County Manager. Commissioner Weber asked how that information would be distributed. John Slaughter, County Manager, explained that a map of the boundaries had not yet been identified, but there would be a map that defined the portion of Gerlach

excluded in the Franchise Agreement. He said the discussion with the NLTFPD may be longer since that dealt with a separate Fire District, but noted that discussion had recently restarted. He said the portion involving Gerlach would be discussed during the next concurrent meeting, but the NLTFPD portion may not be included since it was more complicated.

Commissioner Hartung questioned when mutual aid would be called or determined. Mr. Gubbels replied that would be determined by the situation, the resources needed for the patient and the level of that patient. He said data would be collected and reviewed to work collaboratively in moving forward.

Reno Councilmember Schieve questioned why a Regional Medical Director would be important for REMSA. Mr. Gubbels replied that the TriData Study had envisioned one medical director over all the services. However, the decision was made for the agencies to retain their own medical directors, but requested those medical directors to work collaboratively. Councilmember Schieve said recommendation No. 38 read, “the Reno Fire Department should not suspend responding to EMS calls, even during high volume fire responses. If reduced response is necessary, EMS first response could be limited to Priority D or E level call.” She asked why that recommendation only mentioned the City of Reno. Mr. Carey acknowledged that was specifically identified in the TriData Study as a concern. In certain incidents, the City of Reno may decide that the resources would not be available to respond to medical calls. He said that would be a policy decision from the Reno City Council in working with the Reno Fire Chief to decide how fire resources were used during an emergency.

Commissioner Weber asked how the EMS staff and EMS Manager would be funded. Mr. Carey replied that those positions would not be filled initially. He said there was a provision for the County to pay for part of the oversight costs as well as REMSA paying a percentage.

Sparks Councilmember Ratti said instead of asking REMSA to provide 25 percent of the cost for any additional expenses in moving forward, as noted in the Principles of Agreement 1.H, she proposed REMSA pay 12.5 percent of the overall cost of administration in moving forward. Mr. Gubbels stated that he was in agreement with that proposal. Mr. Dick also said he was in agreement with that proposal.

Commissioner Berkbigler inquired on the timeframe for all the entities to be on the same dispatch system. Mr. Carey said communications between dispatch centers would be available in a few weeks, which would be a new tool for Dispatchers, Fire Chiefs and Battalion Chiefs to open up real-time communications. He said the evolution and upgrade of the Tiburon System was also occurring. He said REMSA had agreed to design their dispatch system to produce the data for the Tiburon System.

Reno Councilmember Delgado asked if the City of Reno could provide the same services as REMSA once on scene. Reno Fire Chief Michael Hernandez replied there was a two-tiered system operated in the City and the County. In that system, he said

fire services operated the first response and then REMSA operated the second tier, which was the Advanced Life Support (ALS) transport component of emergency care throughout the community. He indicated that the Reno Fire Department was trained for Intermediate Life Support (ILS), but the TMFPD was moving toward the ALS level. Councilmember Delgado asked if the Reno Fire Department had paramedics. Chief Hernandez replied that the Reno Fire Department had about 12 paramedics at the ILS level, but during upcoming negotiations upgrading to an ALS level may be a negotiation point.

In response to questions from Councilmember Delgado, Sheriff Haley explained that the TriData Study recommended a single dispatch mechanism, but any single dispatch mechanism needed a secondary dispatch system. In this case, the City of Reno and the County were together and, if there was a single point of failure, the City of Sparks would become the primary option or vice versa. In the future, either all dispatching should be placed under the Sheriff's Office, the City of Reno or hire a firm for dispatch. He said it was irrelevant who was in charge, but was relevant to be all in one place with a secondary system.

In reference to Section 6(a)(iii), Commissioner Jung suggested REMSA or the District Board of Health be listed on the bottom of the invoices for comments or complaints. Mr. Gubbels stated that comment cards were sent to every patient that was transported, but agreed that other mechanisms were important.

Commissioner Jung asked if the agreement would ever consider a mediator to deal with disputes. Mr. Carey replied there would be concurrent review by the Councils and the Boards. He felt a mediator would not be needed since the local governments would now be empowered.

There was no public comment on this item.

For Washoe County, on motion by Commissioner Weber, seconded by Commissioner Hartung, which motion duly carried, it was ordered that: (A) the full development of an updated Franchise Agreement between the Washoe County District Board of Health and the Regional Emergency Medical Services Authority (REMSA) as proposed by the Emergency Medical Services Working Group be approved with the 25 percent Oversight Fee paid by REMSA (as noted in the Principles of Agreement 1.H) changed to a 12.5 percent Oversight Fee, and that the Washoe County's District Attorney's Office be directed to prepare final legal agreements to match the Principles of Agreement to the Franchise Agreement; and, (B) that the full development of an Interlocal Agreement concerning the duties and responsibilities of the entities participating in the REMSA Oversight Program be approved.

For the City of Reno, on motion by Councilmember Zadra, seconded by Councilmember Jardon, which motion duly carried, it was ordered that: (A) the full development of an updated Franchise Agreement between the Washoe County District Board of Health and the Regional Emergency Medical Services Authority (REMSA) as proposed by the Emergency Medical Services Working Group be approved with the 25

percent Oversight Fee paid by REMSA (as noted in the Principles of Agreement 1.H) changed to a 12.5 percent Oversight Fee, and that the Washoe County's District Attorney's Office be directed to prepare final legal agreements to match the Principles of Agreement to the Franchise Agreement; and, (B) that the full development of an Interlocal Agreement concerning the duties and responsibilities of the entities participating in the REMSA Oversight Program be approved.

For the City of Sparks, on motion by Councilmember Ratti, seconded by Councilmember Schmitt, which motion duly carried with Councilmember Smith absent, it was ordered that: (A) the full development of an updated Franchise Agreement between the Washoe County District Board of Health and the Regional Emergency Medical Services Authority (REMSA) as proposed by the Emergency Medical Services Working Group be approved with the 25 percent Oversight Fee paid by REMSA (as noted in the Principles of Agreement 1.H) changed to a 12.5 percent Oversight Fee, and that the Washoe County's District Attorney's Office be directed to prepare final legal agreements to match the Principles of Agreement to the Franchise Agreement; and, (B) that the full development of an Interlocal Agreement concerning the duties and responsibilities of the entities participating in the REMSA Oversight Program be approved.

For the District Board of Health, on motion by Member Smith, seconded by Member Humphries, which motion duly carried with Member Hess absent, it was ordered it was ordered that: (A) the full development of an updated Franchise Agreement between the Washoe County District Board of Health and the Regional Emergency Medical Services Authority (REMSA) as proposed by the Emergency Medical Services Working Group be approved with the 25 percent Oversight Fee paid by REMSA (as noted in the Principles of Agreement 1.H.) changed to a 12.5 percent Oversight Fee, and that the Washoe County's District Attorney's Office be directed to prepare final legal agreements to match the Principles of Agreement to the Franchise Agreement; and, (B) that the full development of an Interlocal Agreement concerning the duties and responsibilities of the entities participating in the REMSA Oversight Program be approved.

**14-98            AGENDA ITEM 8**

**Agenda Subject: "Comments from the Councils, Commission, Managers and District Health Officer."**

Sparks Councilmember Ratti thanked Sparks City Manager Carey for his leadership and commended him for his career with the City of Sparks.

**14-99            AGENDA ITEM 9 – PUBLIC COMMENT**

**Agenda Subject: "Public Comment. Comment heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Commission agenda. The Commission will also hear public comment during individual action items, with comment limited to three minutes per person."**

**Comments are to be made to the Commission, Sparks City Council, Reno City Council and the Washoe County District Board of Health as a whole.”**

There was no response to the call for public comment.

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**10:24 a.m.** There being no further business to discuss, on motion by Sparks Councilmember Lawson, seconded by Commissioner Weber, which motion duly carried District Board of Health Member Hess absent, the meeting was adjourned.

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**DAVID E. HUMKE**, Chairman  
Washoe County Commission

**ATTEST:**

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**NANCY PARENT**, County Clerk and  
Clerk of the Board of County Commissioners

*Minutes Prepared by:  
Stacy Gonzales, Deputy County Clerk*