

**File:** **RFP# MVEMS-2020-3 Proposers Conference, July 2, 2020, 10:00 AM**

Lance Doyle: (0:05) Good morning all. This is Lance Doyle, Executive Director, Mountain-Valley EMS Agency. Can you all hear me?

Nancy Lapolla: (0:03) Yes.

Lance Doyle: (0:09) Perfect. Uh, so it looks like it's ten o'clock. Um, can we start with a um a roll call, Susan, and then we can begin the presentation?

Susan Watson: (0:32) OK, so um these are the names I heard have joined the conference: Um on the phone with us is John Eaglesham and Nancy LaPolla from EndPoint EMS Consulting; Lance Doyle, our Executive Director of Mountain-Valley EMS Agency; um Alan McNany from American Legion Ambulance; Brad White, could you help me with your organization, please?

Brad White: (0:06) Good morning, this is Brad White from AMR.

Susan Watson: (0:08) Thank you, sir. Alex Baker, um could I have your organization please, sir?

Alex Baker: (0:04) Yes, ma'am. ProTransport Ambulance.

Susan Watson: (0:08) Thank you very much. Um I heard Blake Robinson. Is that also ProTransport, sir?

Blake Robinson: (0:02) Yes, ma'am.

Susan Watson: (0:23) Thank you. Uh Bruce Lee from AMR; Um Chris Shrader, are you on the phone with us? *Short Pause* Not yet. Barry Elzig, um what is your um organization please, sir?

Barry Elzig: (0:03) Yes, good morning. I'm from AMR.

Susan Watson: (0:11) Thank you. And then um, there are maybe some others that have joined the line. So if I didn't call your name, could you tell me your name and your organization, please?

Devon Luce: (0:09) Good morning, this is Devon Luce with ProTransport.

Susan Watson: (0:06) Thank you. Is there anyone else?

Brandee Neves: (0:04) Good morning, this is Brandee Neves with ProTransport.

Susan Watson: (0:01) Thank you.

Stacy Sottero: (0:04) Morning, Stacy Sottero with ProTransport.

Susan Watson: (0:02) Thank you, Stacy.

Sofia Cofil: (0:06) And good morning, Sofia Cofil with ProTransport.

Susan Watson: (0:11) Thank you very much. Is there anyone else that would like to identify themselves and their organization?

Cindy Woolston: (0:02) Cindy Woolston, AMR.

Susan Watson: 0:16) Good morning, Cindy. Anyone else who would like to identify themselves?  
*Short Pause* Ok. Then thank you very much. I think we're ready to proceed.

Lance Doyle: (1:33) Thank you, Susan. Again, this is Lance Doyle, Mountain-Valley EMS Agency. Um I'd like to just do a little introduction and then I'll wrap things up towards the end. Um you're all on the call for the Proposers Conference for Request for Proposals for the Exclusive Operation for 9-1-1 Emergency ALS Services within the North and the South Zones of Calaveras County. Um for historical perspective, this is the second release of this RFP. Uh the first release was for all threeum response zones in Calaveras: North, South and East. There was a successful bidder for the East Zone during the initial Request for Proposal. And um we have now um revised the RFP in some pretty significant areas and are re-releasing uh for the North and the South Zone which will include first right of refusal exclusive exclusivity on Inter-Facility Transports from Mark Twain Hospital. So at this point I'd like to introduce um John and Nancy from EndPoint EMS Consulting. Uh, we worked in coordination together to develop this Request for Proposals and they will take you through the process and some of the system improvements that um we are seeking um in this Request for Proposals. Thank you. Go ahead, John and Nancy.

Nancy Lapolla: (0:04) Thank you, Lance. Good morning, everyone.

John Eaglesham: (11:34) Yes, good morning. Thank you for tolerating this new process for meetings. If we could go to the next slide.

So we're just going to spend a few minutes going over how the RFP was developed and some of the key points in the RFP. And uh then Lance will do a wrap-up and at the end we will ask if there is any questions in the material that was covered in this Proposers Conference and additionally if there's any questions on the written question uh sheet that was submitted and was posted and the answers from Mountain-Valley EMS Agency. It was posted on the website. So if you could just hold your questions to the end that'll help us stay organized.

Uh the uh RFP was developed following quite a few listening sessions with people in County leadership; with the Mountain-Valley EMS Agency staff on what they saw would be needed. We spoke with the fire services uh and the Fire Chiefs Association several times to get their thoughts on what they felt was important to them and what was important going forward with the ambulance services. We spoke with Mark Twain Hospital, the ED Director, Medical Director and the ED Administrative nurse. And uh also the ambulance providers, the Sheriff's Department, and the dispatchers. We toured the Dispatch Center and had an idea of what their operations look like and what their challenges look like. So we pretty much uh hit everybody with the listening sessions. Next slide.

Uh we'll talk a little bit about the strengths of the system. Uh it's a, it's a nice environment up there in Calaveras County. The system was described as working well. It was also described as us the ambulance companies uh are professional that they provide good clinical care. The hospital felt good clinical care was being provided. We heard a lot about strong partnerships and uh the partners in the

County all committed to providing better and better services for the County. And we also heard that system stakeholders are open to more modernization and some changes to improve the system. Next slide.

There are some challenges with the County. There are several, a few out-of-county transports that come from the Mark Twain Hospital or if it meets a certain criteria level directly to another hospital outside the County. Um we heard from the dispatch center that the closest ambulance was not always dispatched. We also have radio transmission communication issues with their valleys and um it is challenging to get EMS on radio. Uh but some of this stuff will be uh uh not fixed entirely, but improved with the next RFP with our proposals. Uh employee retention is a problem throughout California and a lot of the ambulance providers have pretty much stabilized now, but, boy, retention is a problem with small fire departments, with small ambulance companies and that's something we had recognized. Also there is a challenge to try to improve some of the equipment; improve the ambulances; uh perhaps look at hydraulic gurneys; and bariatric capability within the County for from areas outside the County that could come in quickly to help transport a bariatric patient. Response zones need to be updated. Uh there was concern that we wanted the provider to be fiscally sustainable throughout the, the next five to ten years. And uh we also heard a lot that there was a need to use the data that's being collected to make evidence-based decision making. So those were some of our challenges to try to look to improve. Next slide, please.

This is just briefly the current ambulance response times that are uh in the current agreement and those have been amended. Next slide, please.

So before I get into the new response times, this is this map and it's in the RFP and you've all looked at it. This is essentially just to show you where 9-1-1 medical incidents occur throughout the County. Particularly clumped by in the urban areas. We've updated the urban map so you'll see that in the next couple of slides. But the purposes of the slide, we're just looking at 9-1-1 incidents and where they occur. So we encourage you to spend a little bit of time looking at that. Next slide.

So recommended system enhancements. Number one, maintain clinical excellence. Let's not lose anything that's going well now. We wanted response time reliability; economic efficiency and stability. Again it's talking about we want our ambulance provide to be fiscally sustainable now and into the future. Of course we're always looking for the triple A and let's improve customer satisfaction. Um improvement to the ambulance provide agreement. So Ebbetts Pass Fire District just signed a new agreement on the East um part of the county, the East EOA. So we're making big changes to this county. Uh we're looking for a long-term contract to encourage system investment; and we've done some new mapping. And we briefly talked about the AVL/MDC coordination and the closest ambulance being dispatched. And then new to the system would be opportunities to partner with uh uh Fire ALS response and of course co-training with agencies. Everybody talks about how they'd like to see the ambulances, the engines and the hospitals work together on any new equipment, any new policies and procedures. We just want to foster an environment where that continues. Next slide.

So Mountain-Valley EMS Agency has embraced the First Watch/First Pass technology programs. I'm sure you're all familiar with them. Um this is a system that will help us look forward, look backward, look at today, and determine how we need to modify our system to continuously improve. And um, throughout the RFP you'll see that this is an initiative that Mountain-Valley's very interested in, and they've used it in Stanislaus County and they're moving it out into the other counties under the relationship agreement with Mountain-Valley and the other mountain counties. So next slide, please.

So this is the updated response time map and this one's more modern than the map I showed you earlier where the 9-1-1 incidents occurred. This one is uh it demonstrates the urban areas and the uh suburban areas or I think suburban semi-rural, same term. Uh and the rural wilderness areas. And then it's broken out with the US National Grid laid on top and you know the US National Grid now is the national standard. It's a worldwide standard actually, it's engulfed by the military and uh it's got numbered grids throughout. And the purposes of this map, each grid is about uh just under about a half mile per grid um and uh each one is numbered as I mentioned, so it's really good for deployment strategies. It's really good for looking back at, at calls and for system status deployment. So spend a little bit of time looking at this map for the North and the South zones. Next slide, please.

We heard a lot from the fire services, especially Copperopolis Fire Department and uh you can see with the incident map, and you can see with the map that we just looked at, that the population density where Copperopolis is. And that fire department loves the work they do. They've got ALS rescues; their squads; they have an ambulance that they could use if needed; and they want to partner with an ambulance company and then provide some first response services and a little bit of relief on the ambulance response time. So if you look at this we're encouraging the proposer to look towards an agreement with Copperopolis Fire and then to compensate fire for the services that they render as part of the partnership agreement. Next slide.

So this one is uh this slide is to focus on for a few minutes. If you look at the ambulance without the fire agreement; if we just take the urban, for example, the urban response time would be thirteen minutes and fifty-nine seconds. And then suburban would be nineteen minutes and fifty-nine seconds. And then if fire can partner with the proposer, fire says, "We can meet an enhanced response time for the urban area", again using that as an example, "of nine minutes and fifty-nine seconds." And then that would allow the ambulance to go to nineteen minutes fifty-nine seconds. So not only with the fire FRALS agreement would the ambulance response times be extended, but the fire department will be a stricter response time for that area. So I think this could be a win-win for everybody if the proposers can find a way to develop it. The Agency is certainly willing to endorse um a FRALS agreement. But if you don't have a FRALS agreement, you'll have the second column which shows the ambulance response times. So we'll take questions on this if you have any at the end of the presentation. Next slide, please.

Some additional uh considerations um is uh. I was just, uh talk to this one and I think Lance has the next slides. Uh Mountain-Valley acknowledges that there's

difficult to reach urban areas so that's why we're, we're really uh uh discussing partnership relations with fire so maybe we can resolve some of those urban calls in, in the areas where there aren't a whole lot of calls in that County, but where they are, they all matter, of course. Uh so we're uh proposers are encouraged to find a way to improve the response times. The essence of this slide is that the Mountain-Valley EMS Agency is looking for any way that proposers can help figure out a way to shorten response times. And so with the proposer, assist in any work groups, grant writing, applications to the State and local Federal programs, anything that might help uh provide you know, faster ALS response and BLS response. And as we've always mentioned, a lot of BLS fire departments are under recognized for the skills that BLS can bring to the table today with the ability to have extra additional scope of practice items added to the EMT scope. So BLS also adds important response to EMS calls. So next slide please.

OK, so Lance, I feel if you'll address some of the changes we made from the first draft?

Lance Doyle:

(8:15) Great. Thank you, John. Um so I know a few of you on the phone had expressed an interest in um our first release of the RFP uh for the North and the South Zones. A couple of key changes that we made based on meetings with the County; based on um just taking a little bit closer look at the system; um we didn't make a lot of changes, but I think the ones we made are very high impact. Um the first one, obviously, we removed any references to the East Zone because this is not part of this Request for Proposal. Uh we made significant changes to the response time mapping. Um the first go around on our response time mapping uh didn't really give us the granularity we needed to develop an accurate and realistic response time plan. I think the new one really refines um again by less than a half mile grid um the population density being that on top of the population density we took into consideration uh difficult to reach areas and cross-referenced that with, with just drive time. And uh there are a few pockets um that we uh that, that by population density potentially could have been say an urban response, uh but the reality is, because of the terrain and the distance from population centers, we downgraded those to say a suburban response. And there was some suburban that we downgraded to rural, as well. We increased response time standards in the urban and some suburban zones based on the new mapping. The reality is, based on the population centers and where the calls are clustered there, there's only a few areas that makes sense to establish as a post; and we believe in the last RFP the response time from those urban centers to some of the other smaller urban centers, and just for example, say Angels Camp to Murphys, um those were unrealistic. So we increased the response time standard um in some of those Code Three urban areas to become more realistic. We offered some clarified language in the fire first responder agreement section. Um just to talk about this for a little bit, currently the only ALS first responder in um the East, excuse me, the North and the South Zones is Copperopolis Fire. Um if you refer back to the call cluster map, there's a significant amount of calls that occur in the Copperopolis area. Um, drive time to those calls can be problematic. Um so we encourage any proposer to meet with Copperopolis Fire, um discuss an opportunity to partner. Um the nine minute fifty-nine second Code Three urban response time was agreed to by them, and that will give you an

additional six minutes to hit the urban areas. Um and then additional time also to hit suburban or Code Two areas within the Copper Fire response area. Um, they're very receptive to discussions. Another point of clarification, um the, the fees or the reimbursement paid to Copperopolis Fire uh cannot exceed for anti-trust and anti-kickback issues cannot exceed what it would cost for you to provide the service. That being said, it does not need to be the cost for you to provide the service. Um a good starting point might be our, the Mountain-Valley EMS website, we have all of the contract for Stanislaus County where we've rolled the similar programs throughout the County and you can reference there what the, the response reimbursements are to individual calls. And I think you'll find this will be very advantageous both to Copper Fire and to your proposal. Um another small change we made was we increased the allowable vehicle mileage from two hundred fifty to three hundred thousand miles. Again, you tend to do a lot of driving in this County. Um and then some changes to the liquidated damages section. Uh the first this is we reduced all of what used to be referred to as fines and the newer language is liquidated damages. Um we at a minimum cut all of the liquidated damages in half from the first RFP. Some are less than half of what they were in the first RFP. Um and they are some are less than what they are paying now. And then secondly, and this is important, in terms of how we calculate um liquidated damages, we will aggregate, combine all responses for the North Zone and independently for the South Zone, all Code Two responses for calculating uh response time fines. And we will also calculate all response times to Code Three calls throughout the County to calculate fines, or excuse me, throughout the Zone, to calculate fines. So you basically would have four buckets for liquidated damages calculations. You would have the North Zone Code Two, North Zone Code Three, South Zone Code Two and South Zone Code Three. We believe blending Code Two and Code Three throughout each response area will minimize greatly the actual liquidated damages that are potentially assessed. Um, one important note to this is that for reporting purposes, each zone Code Two, Code Three will still be reported independently; but again, they will be blended for liquidated damage calculations. And then lastly, um we adjusted us some of the insurance limits based on the rural nature of the County; brought those more in line with um our other rural counties contracts. Um so that will be a little bit of a savings I think for proposers. Next slide, please, Susan.

So um next steps. Proposals would be due August 13<sup>th</sup> at eleven thirty AM. Um we will open responses that same day. Oral presentations would be August twenty-seventh. At this point we're going to need to play it by ear. I would really like to do these um face-to-face, um we'll have to see how the State's opening up. Notice of Intent to Award is September second. Last day for potential protest September ninth. Um the Award to Provider is estimated at September twenty-third. Um that is based, would be based on when we could get our JPA Board to meet um for the official award and approval. And then implementation of service is April first of twenty-twenty-one. Um this whole timeline was pushed about three months due to the um COVID response, but we've got a significant amount of time um to run the process, I think, and um to get some quality proposals. With that, um I think we can open it up to questions. Thank you all for listening. So when you when we have questions if you could res, could indicate um your name and what agency you are from, that would be helpful.

Cindy Woolston: (0:08) Lance, this is uh Cindy Woolston from AMR.

Lance Doyle: (0:01) Hi Cindy.

Cindy Woolston: (0:52) Um, you know, in reviewing the uh timelines in the RFP, and some of the requirements, and reviewing the questions and answers, um is there an opportunity to extend the date that the proposals are due by about thirty days to give potential proposals or proposers time to digest the CAD data that will be provided after a Letter of Intent is submitted you know; and also give a potential proposer an opportunity to have time to meet with the first responders to talk about agreements that type of thing? Cause that's a very short timeline. We're looking at about thirty days to try to get everything done and a proposal submitted.

Lance Doyle: (0:42) Um we could; Susan, could you take a note on that? Um I would need, we would need to meet discuss. Um I think a little bit of that will be dependent of if there's a delay um in the CAD data; if we don't have it in a timely fashion, then I could potentially justify an extension. Um so we'll discuss and um if we make a change to the proposed schedule we'll post it to the website page with everything else.

Cindy Woolston: (0:02) Good enough. Thank you.

Lance Doyle: (0:10) Thank you. Any other questions?

Alan McNany: (0:09) Lance, this is Alan with American Legion. Have you posted uh any addendums to these written questions?

Lance Doyle: (0:44) Uh so we will be posting addendums by the end of the week. We wanted to wait to um make sure we didn't have any additional changes or addendums that needed to be made um based on this call. Um the addendums, I believe, are, are in final draft and will be ready to post. Um anything that is in the spreadsheet that's on the web page that indicates an addendum will be made, we will make and post that addendum. But, again, we just wanted to make sure we didn't have additional addendums to post after this call.

Alan McNany: (0:09) Yeah, I understand that. Um one of the answers was "Please see addendum number two that is posted on the website", and that's not posted on the website so

Lance Doyle: (0:04) Um, do you know which question number that is?

Alan McNany: (0:05) Question number twenty-seven regarding Section 1.7.A.3. Um it says that that section has been stricken but in question

Lance Doyle: (0:05) I'm just reading it through, Alan, I'm sorry. Give me one second.

Nancy Lapolla: (0:14) This is Nancy. And I think this was question one shows where the strikeout is and communicates what the new language will be in the agenda.

Alan McNany: (0:01) Ok so

Lance Doyle: (0:48) Well to answer the question, Alan, the only consideration in the RFP is a reimbursement to ALS first response fire which would be um Copper Fire. I believe, Nancy, I believe question one, Alan, has the changes in the addendum that will affect that question twenty-seven, where we added; there was some proposed language from whomever submitted the question, we added that to a section and we struck some other language to help clarify. So that will be, Nancy correct me if I'm wrong, that answer to section one will be the language in the addendum.

Nancy Lapolla: (0:01) That's correct.

Lance Doyle: (0:01) Does that help, Alan?

Alan McNany: (0:01) Yes, thank you.

Lance Doyle: (0:09) And we should have those, I don't want to speak out of turn, Susan, but I think we should have these addendums posted probably today or tomorrow.

Susan Watson: (0:03) OK. I'll take care of that.

Cindy Woolston: (0:12) Lance, this is Cindy again. Will this presentation be posted on the website?

Lance Doyle: (0:07) Um, I don't have any objections to that. Nancy, John do you have any objections?

Nancy Lapolla: (0:02) No, I think it's fine.

Lance Doyle: (0:02) Yes we can post that today.

Cindy Woolston: (0:01) Alright, thanks.

Lance Doyle: (0:54) Um, a quick word about data. Um we will be providing two years worth of response data directly from the CAD. Um I'm, I, I need to speak with our data person but I know we pulled 2017 and 2018 for the first RFP. Um I'm hoping we get 2019 and that will be provided to anybody that requests that and has a Letter of Intent to submit a proposal. Any other questions? *Short pause* OK then hearing none, um I'm sorry, did someone have something?

Nancy Lapolla: (0:11) This is Nancy. I just want to remind everybody that this is the last opportunity for any; that Mountain-Valley EMS will not be accepting any additional questions after this call comes to a conclusion.

Lance Doyle: (0:48) So we'll be posting uh addendums in the next day or two as well as um we will be prepared to provide um CAD data um as quickly as possible. And then we will also uh discuss the requested um adjustments to the timeline that Cindy had made, and if we do make those adjustments they will be posted to the page on the website. So thank you all. Susan is there anything you needed before we end the call?

Susan Watson: (0:03) No, I have everything I need. Thank you, Lance.

Nancy Lapolla: (0:08) Was there anybody else that joined the conference that we didn't capture? I just wanted to make sure that we captured everybody that attended.



Lance Doyle:

(0:36) I believe we had representatives from American Legion, AMR and ProTransport. Were there any other agencies represented? *Short Pause* OK. Thank you all for attending and we look forward to your proposals. Have a great day.