

PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM SUMMARY

Meeting Date: October 22, 2024 [] Consent [] Regular [] Ordinance [X] Public Hearing

Department: Department of Public Safety Submitted By: Department of Public Safety Submitted For: Division of Emergency Management

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to:

- A) adopt: AN ORDINANCE OF THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, AMENDING PALM BEACH COUNTY CODE, CHAPTER 13, ARTICLE II, DIVISION 1 EMERGENCY MEDICAL SERVICES (EMS) ORDINANCE; AMENDING SECTION 13-22 APPLICATION FOR CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY (COPCN) RELATING TO A PROCESS TO ALLOW AN ADDITIONAL SECONDARY PROVIDER APPLICATION PERIOD AND COPCNS, INCLUDING UPDATING APPLICATION REQUIREMENTS; PROVIDING FOR RECITALS; PROVIDING FOR REPEAL OF LAWS IN CONFLICT; PROVIDING FOR SEVERABILITY; PROVIDING FOR INCLUSION IN THE CODE; PROVIDING FOR CAPTIONS; AND PROVIDING FOR AN EFFECTIVE DATE;
B) receive and file the EMS Ordinance Administrator's report on the review and analysis on the EMS public safety need for additional Secondary Service Providers (Secondary Provider);
C) approve and determine there is an EMS public safety need for additional Secondary Providers; and
D) direct the County Administrator or designee to open up an additional application period to accept

Summary: At the June 15, 2021 Board of County Commissioners (BCC) meeting, Secondary Provider COPCNs were issued to the following three (3) companies: Atlantic/Palm Beach Ambulance, Inc. d/b/a American Medical Response (AMR), Medics Ambulance Service, Inc. (Medics), and Health Care District of Palm Beach County. These companies were approved to provide secondary Advanced Life Support (ALS) Transport Services and ALS/Basic Life Support (BLS) Inter-facility Transport Services in Palm Beach County from July 1, 2021 through June 30, 2027. During that same meeting, the BCC identified a need to be able to request that, within three (3) years from the COPCN start date of July 1, 2021, a review be conducted to determine if there was a public safety need for additional Secondary Providers in Palm Beach County. At the May 7, 2024 BCC meeting, staff were directed to present an update on EMS Ordinance, specifically on the Secondary COPCN process. On August 27, 2024, staff provided this update, and the BCC directed staff to expeditiously prepare a proposed amendment to the EMS Ordinance. On October 8, 2024, the BCC approved a preliminary reading and advertise for public hearing. The amendment will establish a process for opening an additional Secondary Provider COPCN application period if there is a public safety need to add additional Secondary Providers, and allow for the issuance of additional Secondary Provider COPCNs, prior to the end of the current six (6) year term outlined in the EMS Ordinance. Currently, Secondary Provider COPCN applications are issued every six (6) years for a six (6) year term, with the current term set to expire on June 30, 2027. The proposed revisions to the EMS Ordinance would update some application criteria and provide that the term of any COPCNs issued to additional Secondary Providers under this new process would end at the same time as the current Secondary Provider COPCNs under the regular six (6) year term. At the September 19, 2024 EMS Advisory Council meeting, the EMS Advisory Council reviewed and recommended approval of the EMS Ordinance revisions. The proposed amendment to the EMS Ordinance was presented to the League of Cities on September 25, 2024. Countywide (SB)

Background and Policy Issues: (Continued on page 3)

Attachments:

- 1) Proposed Amendment to Emergency Medical Services Ordinance
2) Emergency Medical Services Ordinance Administrator's Report

Recommended By: [Signature] Department Director Date 10/8/24
Approved By: [Signature] Assistant County Administrator Date 10/11/24

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>	<u>2029</u>
Personal Services	_____	_____	_____	_____	_____
Operating Expenses	_____	_____	_____	_____	_____
Capital Outlay	_____	_____	_____	_____	_____
Grants & Aids	_____	_____	_____	_____	_____
Program Income (County)	_____	_____	_____	_____	_____
In-Kind Match (County)	_____	_____	_____	_____	_____
Net Fiscal Impact	<u>0</u>	_____	_____	_____	_____

ADDITIONAL FTE
 POSITIONS (Cumulative) 0 0 0 0 0

Is Item Included In Current Budget? Yes _____ No _____
 Is this item using Federal Funds? Yes _____ No _____
 Is this item using State Funds? Yes _____ No _____

Budget Account Exp No: Fund _____ Dept. _____ Unit _____ Obj. _____ Prog. _____
 Rev No: Fund _____ Dept. _____ Unit _____ Rev. _____ Prog. _____

B. Recommended Sources of Funds/Summary of Fiscal Impact:

The fiscal impact is indeterminable at this time.

C. Departmental Fiscal Review: Seimoka

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

Lex Mante 10/3/2024
 OFMB 10/10/24 vs 10/12

Krunda Gaddis 10/7/24
 Contract Dev. And Control

B. Legal Sufficiency:

Ru Ben 10/8/24
 Assistant County Attorney

C. Other Department Review:

 Department Director

This summary is not to be used as a basis for payment.

(Continued from Page 1)

Background and Policy Issues: The EMS Ordinance was established under Chapter 401 of the Florida Statutes, which empowers counties to issue COPCNs to EMS providers operating within their jurisdiction. According to Chapter 401, Florida Statutes, an applicant must obtain a COPCN from the relevant county before the State can license them to provide emergency medical services. The EMS Ordinance outlines the standards for issuing COPCNs in compliance with Chapter 401. Under Palm Beach County Code, Chapter 13, Article II, any agency seeking to provide secondary Advanced Life Support (ALS) transport services and ALS/Basic Life Support (BLS) inter-facility transport services must apply to the County and meet the necessary requirements for obtaining a COPCN. Since 2000, AMR and Medics, both owned by the same parent company, have held the Secondary Provider COPCNs in Palm Beach County. Their current COPCNs are set to expire on June 30, 2027. The EMS Ordinance Administrator is responsible for reviewing applications to ensure compliance with the ordinance's requirements, assessing the need for the proposed services in the requested area, and preparing a report with recommendations for the EMS Advisory Council and the BCC.

ORDINANCE NO. 2024-

AN ORDINANCE OF THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, AMENDING PALM BEACH COUNTY CODE, CHAPTER 13, ARTICLE II, DIVISION 1 EMERGENCY MEDICAL SERVICES (EMS) ORDINANCE; AMENDING SECTION 13-22 APPLICATION FOR CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY (COPCN) RELATING TO A PROCESS TO ALLOW AN ADDITIONAL SECONDARY PROVIDER APPLICATION PERIOD AND COPCNS, INCLUDING UPDATING APPLICATION REQUIREMENTS; PROVIDING FOR RECITALS; PROVIDING FOR REPEAL OF LAWS IN CONFLICT; PROVIDING FOR SEVERABILITY; PROVIDING FOR INCLUSION IN THE CODE; PROVIDING FOR CAPTIONS; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, to be licensed as an emergency medical services (EMS) provider by the State of Florida, the provider must obtain a Certificate of Public Convenience and Necessity (COPCN) from each county in which they will operate, in accordance with Chapter 401, Florida Statutes; and

WHEREAS, the County's EMS Ordinance, set forth in Chapter 13, Article II, Division 1 of the Palm Beach County Code, governs the issuance of COPCNs for the provision of EMS in the County by Primary Providers, Secondary Providers and Special Secondary Service Providers; and

WHEREAS, pursuant to the EMS Ordinance, Secondary Provider COPCNs are issued for a six-year term through an application and approval process every six years; and

WHEREAS, the Board of County Commissioners (Board) desires to amend the EMS Ordinance to establish a process that will allow an additional Secondary Provider COPCN application period, and the issuance of additional Secondary Provider COPCNs, prior to the end of the regular six (6) year term that is outlined in the EMS Ordinance, if there is a public safety need to add additional Secondary Providers; and

WHEREAS, any Secondary Provider COPCNs issued pursuant to such additional application period will be in addition to the Secondary Provider COPCNs issued pursuant to the regular application period that opens every six years; and will expire upon the same expiration date as the Secondary Provider COPCNs that were issued pursuant to the regular six year application process; and

WHEREAS, the Board further desires to update the information that is required to be submitted in the COPCN application; and

WHEREAS, the Board hereby finds and determines that such amendments to the EMS Ordinance will promote the public interest, safety and welfare.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, that:

SECTION 1. The foregoing recitals and findings are hereby confirmed and incorporated herein.

SECTION 2. Section 13-22 (Application for COPCN), Subsection (a)(1), of the Palm Beach County Code is hereby amended to read as follows (additions shown by underline and deletions shown by strikethrough):

(a) *Applications for Primary or Secondary Provider COPCN.*

- (1) COPCN's for Primary and Secondary Providers are issued every six (6) years for a six-year term. Applications for COPCN's are accepted only during the time specified in the public notice, except that a COPCN for Pilot Program Services may be approved as provided in Section 13-24 of this Division.

a. Additional Secondary Providers: Notwithstanding anything in this Division to the contrary, after completion of the third-year of the six-year term of the Secondary Provider COPCNs issued pursuant to the above paragraph, the Administrator may conduct a review and determine if there is a public safety need for any additional Secondary Providers. The Administrator's review may include, but is not limited to, population growth, response times, user feedback, and vehicle and staff inspections. The Administrator will provide the Board with a report of the Administrator's review and analysis.

Notwithstanding anything in this Division to the contrary, if the Board, in its reasonable discretion, determines there is a public safety need for any additional Secondary Providers, then the Board may direct the Administrator to open an additional application period to accept and process Secondary Provider COPCN applications. In making this determination, the Board will consider the Administrator's report and any other information provided to the Board. This application period shall be in addition to the regular application period that opens every six years pursuant to the timelines set out in Subsections (a)(2) and (3) below; and the timelines in Subsections (a)(2) and (3) shall not apply to this additional application period for additional Secondary Providers.

Public notice of such additional application period shall be given by the Administrator. This notice shall state that the Board will be accepting applications for Secondary Provider COPCNs for all areas of operation within the County; and will set forth the date range during which applications will be accepted. The time period for accepting and processing applications, and any related timelines, will be established by the Administrator based upon the surrounding circumstances. If the Administrator determines, in its reasonable discretion, that the applications received do not meet the public safety needs of the County, the Administrator may cancel the application process and/or reopen an additional application period(s).

In addition to the other information required to be included in an application pursuant to this Division, applications must include all the following information:

- The proposed start date of Secondary Provider services by applicant.
- Copy of profile sheet(s) relating to current Florida State license(s), if any, or equivalent information sheet(s) listing all of the applicant's vehicles.
- The minimum number of ALS Units, ALS Vehicles, and BLS Transfer Units that applicant will have dedicated, operationally available, and fully staffed in accordance with Chapter 401, Florida Statutes, Chapter 64J-1, FAC, and any other applicable laws, to provide Secondary Provider services in Palm Beach County.
- A list of the names of personnel, and their EMS certifications, certification numbers and expiration dates, that the applicant will dedicate to provide Secondary Provider services in Palm Beach County. Personnel must meet all certification and training

requirements in Chapter 401, Florida Statutes, Chapter 64J-1, FAC, and any other applicable laws.

- Identify whether or not the applicant has an automatic vehicle locator (AVL) system that would allow the Administrator and the requesting facility to track a responding vehicle's location, and provide details about any such AVL system and its capabilities.

The Board shall schedule a public hearing to consider whether to grant or deny any Secondary Provider applications submitted during an application period that is opened pursuant to this Subsection (a)(1)a.

Any Secondary Provider COPCNs issued pursuant to an application period provided for under this Subsection (a)(1)a, shall be in addition to the Secondary Provider COPCNs issued pursuant to the regular application period that opens every six years pursuant to the timelines set out in Subsections (a)(2) and (3) below. Any such additional Secondary Provider COPCNs shall indicate the start date of services, and shall expire upon the same expiration date as the Secondary Provider COPCNs that were issued pursuant to the regular six year application process.

All provisions and procedures of this Division, including but not limited to those relating to COPCN applications and the consideration and issuance of COPCNs, shall apply, except to the extent they are inconsistent with the provisions of this Subsection (a)(1)a.

....

SECTION 3. Repeal of Laws in Conflict: Any laws or ordinances in conflict with this Ordinance which Palm Beach County is authorized to repeal are hereby repealed to the extent of such conflict.

SECTION 4. Severability: If any section, paragraph, sentence, clause, phrase, or word of this Ordinance is for any reason held by a court of competent jurisdiction to be unconstitutional, inoperative, or void, such holding shall not affect the remainder of this Ordinance.

SECTION 5. Inclusion in the Code of Laws and Ordinances: The provisions of this Ordinance shall become and be made a part of the Code of Laws and Ordinances of Palm Beach County, Florida. The sections of this Ordinance may be renumbered or relettered to accomplish such, and the word "ordinance" may be changed to "section," "article," or any other appropriate word.

SECTION 6. Captions: The captions, section headings, and section designations used in this Ordinance are for convenience only and shall have no effect on the interpretation of the provisions of this Ordinance.

SECTION 7. Effective Date: The provisions of this Ordinance shall become effective upon the date this Ordinance is filed with the Department of State.

APPROVED AND ADOPTED by the Board of County Commissioners of Palm Beach County, Florida, on the _____ day of _____, 2024.

JOSEPH ABRUZZO, CLERK OF THE
CIRCUIT COURT & COMPTROLLER

PALM BEACH COUNTY, FLORIDA,
BY ITS BOARD OF COUNTY
COMMISSIONERS

By: _____
Deputy Clerk

By: _____
Maria Sachs, Mayor

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By:  _____
County Attorney

Filed with the Department of State on the _____ day of _____, 20____.



**Department of Public Safety
Division of Emergency Management**

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**Palm Beach County
Board of County
Commissioners**

Maria Sachs, Mayor
Maria G. Marino, Vice Mayor
Gregg K. Weiss
Michael A. Barnett
Marci Woodward
Sara Baxter
Mack Bernard

County Administrator

Verdenia C. Baker

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

Interoffice Correspondence

To: Mayor and Members of the Board of County Commissioners

From: Stephanie Sejnoha *Sejnoha*
Public Safety Department
Director and Emergency Medical Services Ordinance
Administrator

Date: October 22, 2024

Subject: Emergency Medical Services (EMS) Ordinance
Administrator's Report

Background:

At the June 15, 2021 Board of County Commissioners (BCC) meeting, Secondary Provider Certificates of Public Convenience and Necessity (COPCN) were issued to the following three (3) companies:

1. Atlantic/Palm Beach Ambulance, Inc. d/b/a American Medical Response (AMR)
2. Medics Ambulance Service, Inc. (Medics)
3. Health Care District of Palm Beach County

These companies were approved to provide secondary Advanced Life Support (ALS) Transport Services and ALS/Basic Life Support (BLS) Inter-facility Transport Services in Palm Beach County from July 1, 2021 through June 30, 2027. During that same meeting, the BCC identified a need to be able to request that, within three (3) years from the COPCN start date of July 1, 2021, a review be conducted to determine if there was a public safety need for additional Secondary Providers in Palm Beach County. At the May 7, 2024 BCC meeting, staff were directed to present an update on EMS Ordinance, specifically on the Secondary COPCN process. On August 27, 2024, staff provided this update, and the BCC directed staff to expeditiously prepare a proposed amendment to the EMS Ordinance to establish a process for opening an additional Secondary Provider COPCN application period if there is a public safety need to add additional Secondary Providers, and allow for the issuance of additional Secondary Provider COPCNs, prior to the end of the current six (6) year term outlined in the EMS Ordinance.

This memo summarizes the Emergency Medical Services Ordinance Administrator's review and analysis of the current Secondary COPCN providers, including data on response times and user feedback.

The ordinance outlines four (4) monthly response time categories for Secondary COPCN holders. The below data for AMR and Medics is for the period July 2021 through August 2024 (38 months) and for HCD is from April 2023 through August 2024 (17 months):

1. **Request for Transport by a Fire Rescue Agency:**
Providers must respond within 10 minutes on average.
 - AMR, Medics, and HCD did not receive any requests for Fire Rescue transport.
2. **Priority 1 Inter-facility Transports (higher level of care):**
Providers must respond within 10 minutes on average.
 - AMR: Compliant in 22 out of 38 months.
 - Medics: Compliant in 32 out of 38 months.
 - HCD: Compliant in 12 out of 17 months.
3. **Urgent, Unscheduled Transports:**
Providers must respond within 30 minutes of the agreed time, 90% of the time.
 - AMR: Compliant in 26 out of 38 months.
 - Medics: Compliant in 28 out of 38 months.
 - HCD: Compliant in 3 out of 17 months.
4. **Prescheduled Transports:**
Providers must respond within 15 minutes of the agreed time, 90% of the time.
 - AMR and Medics: Compliant in all 38 months.
 - HCD: No calls recorded in this category.

Additional data from the Health Care District, covering July 1, 2021, through June 30, 2024, reflects trauma center transports.

- AMR: 2,964 trauma transports, averaging 19 minutes and 40 seconds from dispatch to hospital.
- Medics: 191 trauma transports, averaging 26 minutes and 59 seconds.

Both fall short of the 10-minute response time requirement for this category.

Hospital Feedback:

Hospitals have expressed ongoing concerns about delayed response times and the need for more providers, citing:

- Increased competition from additional providers.
- The need for more than one ambulance provider, similar to having multiple hospitals.
- Growing population and healthcare demands.
- Current provider's not consistently meeting initial requested transport times.

- Lack of provider options and frequent delays affecting hospital efficiency.

Data from three hospitals (Palms West, JFK, and JFK North) for January–December 2023 shows that, of 1,374 calls, AMR and Medics matched the hospitals' initial requested time of arrival within 30 minutes only 43% of the time. In 55% of cases, the estimated time of arrival exceeded 31 minutes.

Notably, no formal complaints have been filed with the County's Public Safety Department EMS staff about these Secondary Providers.

Based on this review, there is a determined public safety need for additional Secondary Providers.

Attached is a summary of the data and reference materials.

Emergency Medical Services
Secondary Certificate of
Public Convenience and
Necessity Update



Recap of BCC Meeting From June 15, 2021

Secondary COPCNs Recommended to the BCC

- A. **Approve** the following Secondary Service Provider Emergency Medical Service (EMS) Certificates of Public Convenience and Necessity (COPCNs) for the period July 1, 2021 through June 30, 2027 :
 - 1. American Medical Response (AMR)
 - 2. Medics Ambulance Service, Inc. (Medics)
 - 3. *Health Care District of Palm Beach County (HCDPBC) (with conditions)
 - 4. *MCT Express, Inc. d/b/a All County Ambulance

- B. **Deny** the following that was not recommended by the EMS Advisory Council:
 - 1. Century Ambulance Service, Inc.

- C. **Deny** the following that did not meet the EMS Ordinance application requirements and were not recommended by the EMS Advisory Council:
 - 1. National Health Transport, Inc.
 - 2. Rapid Response Medical Transportation, LLC

* New COPCNs

Secondary COPCNs Approved by BCC

On June 15, 2021, the BCC approved the following Secondary Service Provider Emergency Medical Services Certificate of Public Convenience and Necessity for the period July 1, 2021 through June 30, 2027:

- 1) American Medical Response (AMR)
 - Service area to include all of Palm Beach County.
- 2) Medics Ambulance Service, Inc.
 - Service area to include all of Palm Beach County.
- 3) Health Care District of Palm Beach County (with conditions)
 - Service area is limited to HCDPBC patients needing transports from Lakeside Medical Center to other HCDPBC facilities and specialized treatment centers and HCDPBC patients needing transports to and from the JFK North Addiction Stabilization Unit within Palm Beach County.

Secondary COPCNs Denied by BCC

On June 15, 2021, the BCC Denied the following Secondary Service Provider Emergency Medical Services Certificate of Public Convenience and Necessity for the period July 1, 2021 through June 30, 2027:

1. MCT Express, Inc. d/b/a All County Ambulance
2. Century Ambulance Service, Inc.
3. National Health Transport, Inc.
4. Rapid Response Medical Transportation, LLC

June 15, 2021 BCC Direction

- Capture better data from hospitals. All commissioners wanted to see a better data collection process for hospitals before willing to embrace adding more COPCN holders.
- BCC has the discretion to come back within 3 years to re-evaluate the EMS public safety needs of the county based on hospital concerns and population growth.
- Any changes made to COPCN process would require an ordinance revision.

Additional Efforts

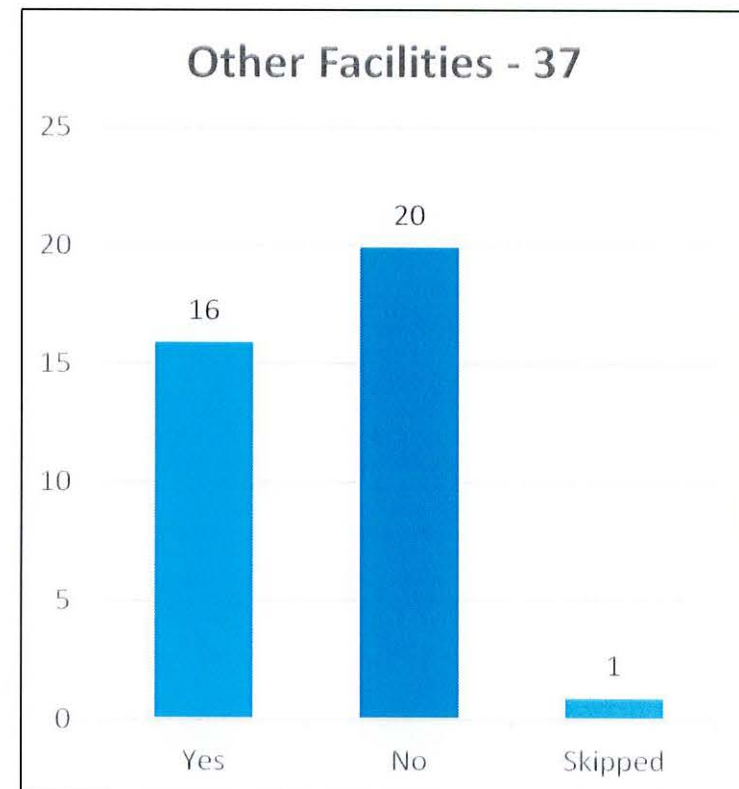
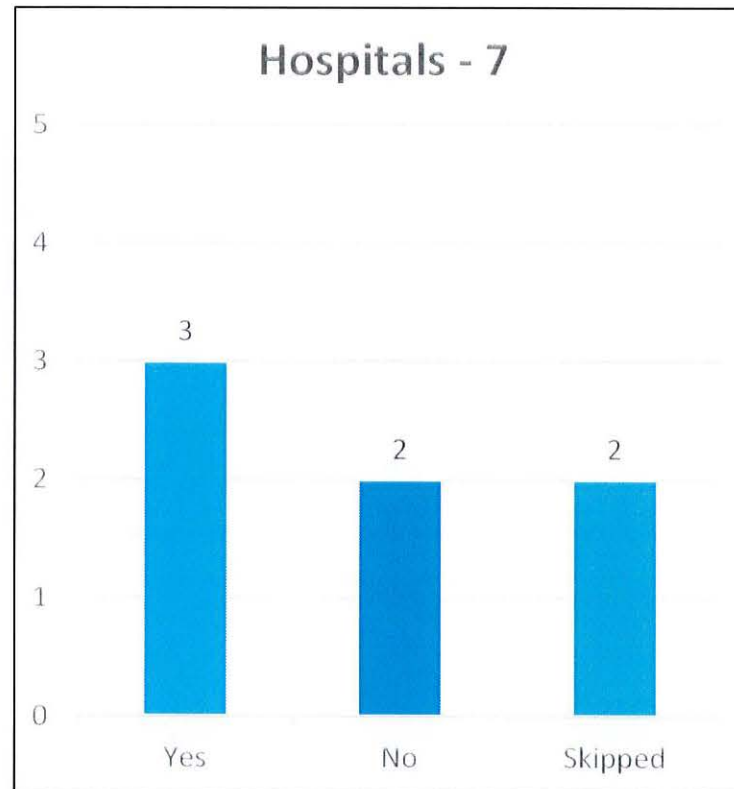
- 1) Conducted a follow up survey with 16 Hospitals and 288 Assisted Living Facilities and Nursing Homes
- 2) Met with all hospital CEOs to determine whether needs were being met.
- 3) Requested data again from all hospitals and providers for the period January 2023 through December 2023 for inter-facility transports. Received the following:
 - a) Palms West
 - b) JFK Medical Center
 - c) JFK Medical Center North
- 4) Developed an Ordinance Revision Subcommittee of the EMS Advisory Council.

Survey to COPCN Users

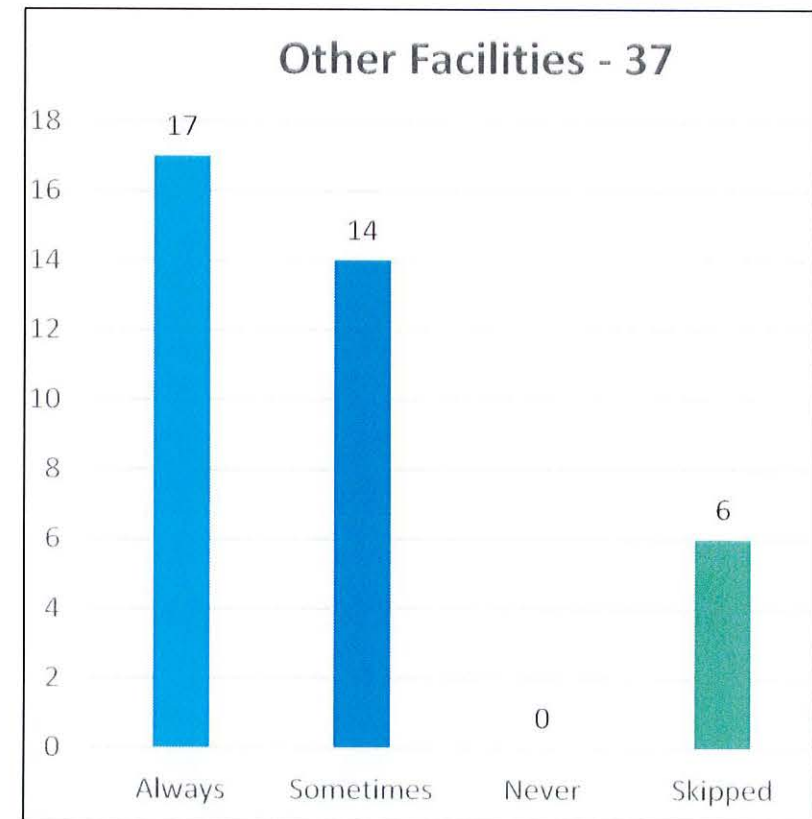
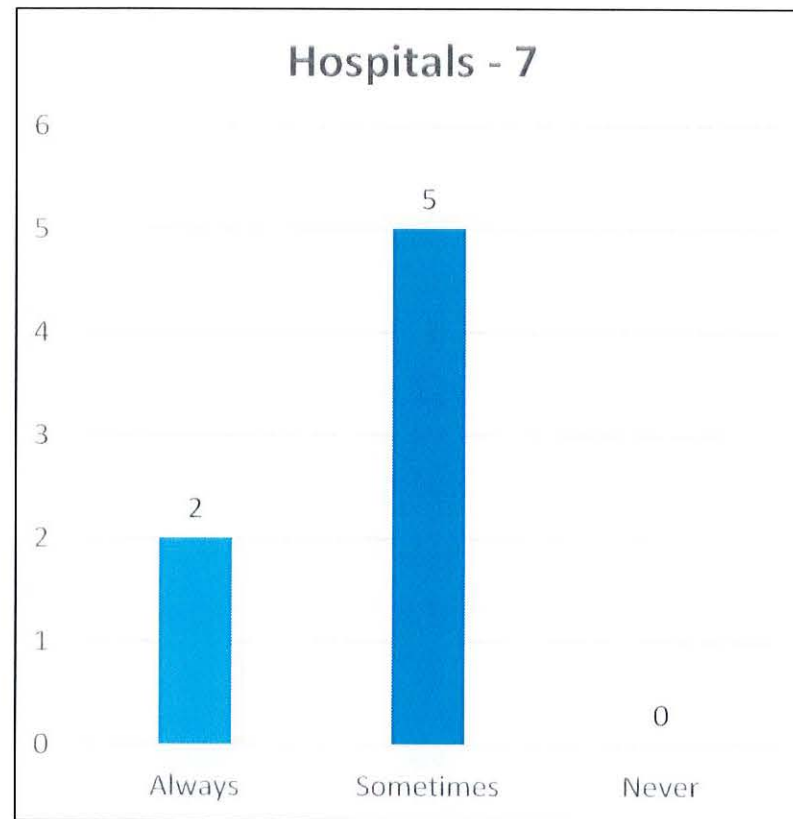
- Survey sent to 288 Assisted Living Facilities and Nursing Homes and 16 Hospitals
- Survey Questions:
 - Do you want more providers?
 - Are needs being met?
 - Do you want to replace current provider?
 - What is your average response times?
- Total of 44 responses -
 - 7 (43%) – Hospitals
 - 37 (13%) – Other Facilities (i.e. ALFs/NH)

* The results of the survey were insufficient and required further analysis*

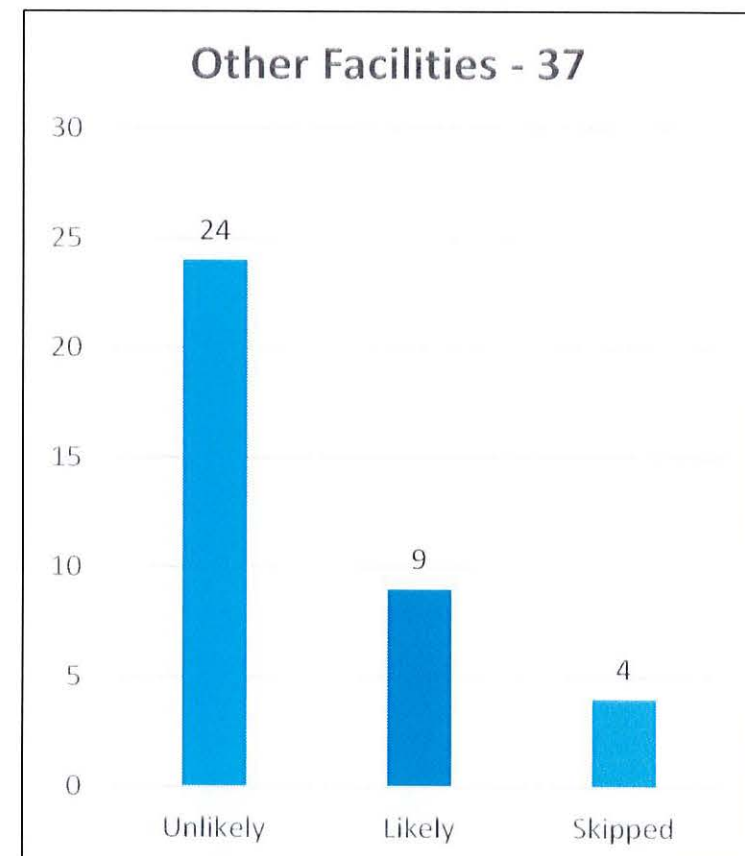
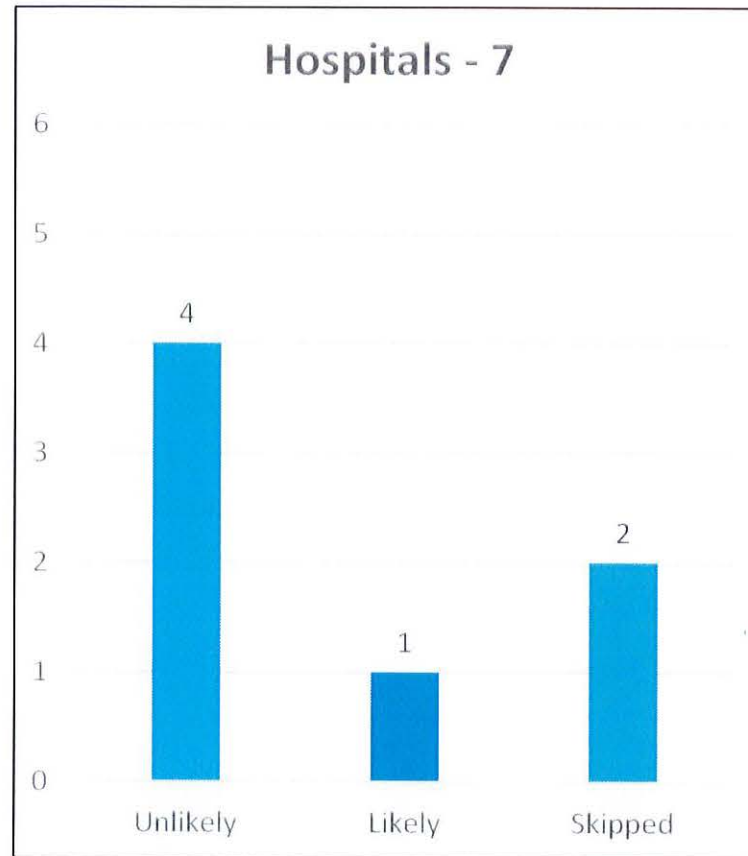
Survey Findings - Do you want more providers?



Survey Findings – Are needs being met?

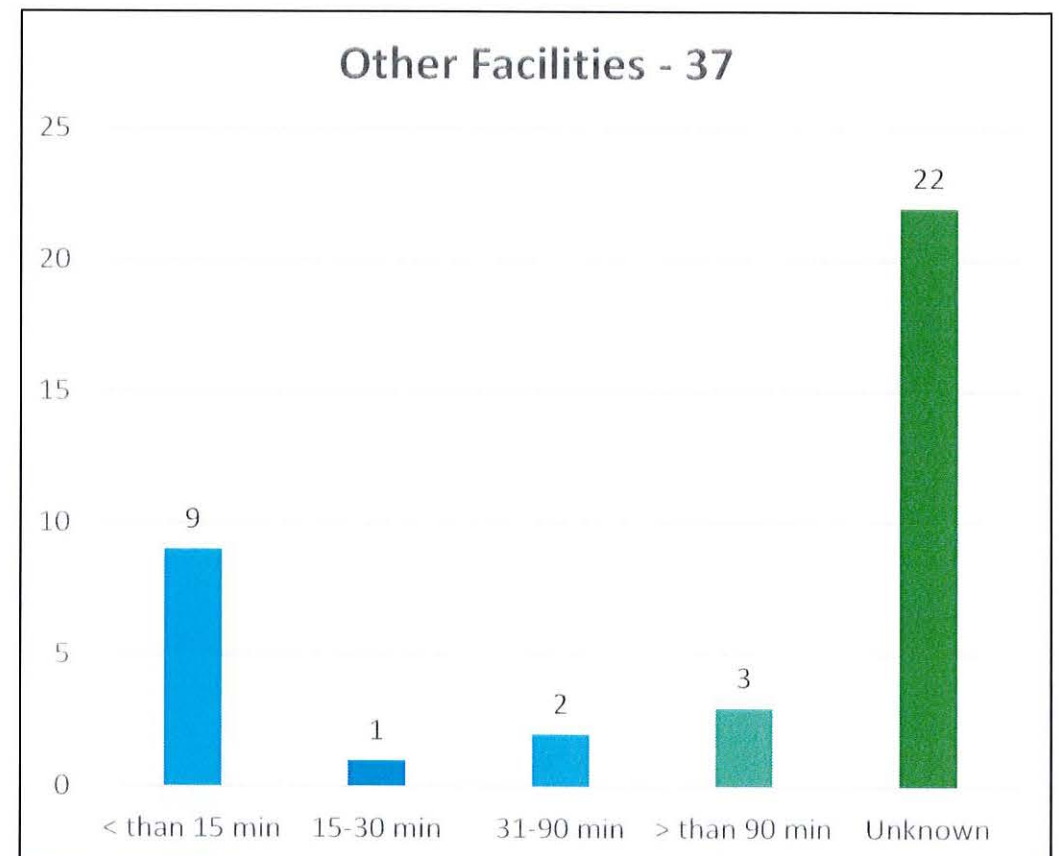
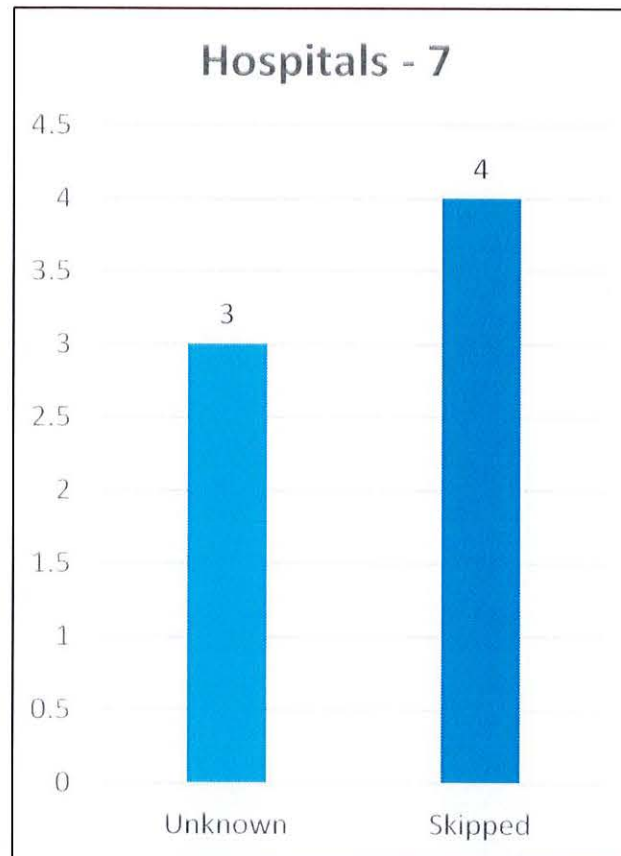


Survey Findings – Do you want to replace current provider?



Survey Findings –

What is your average response times for April 2023?

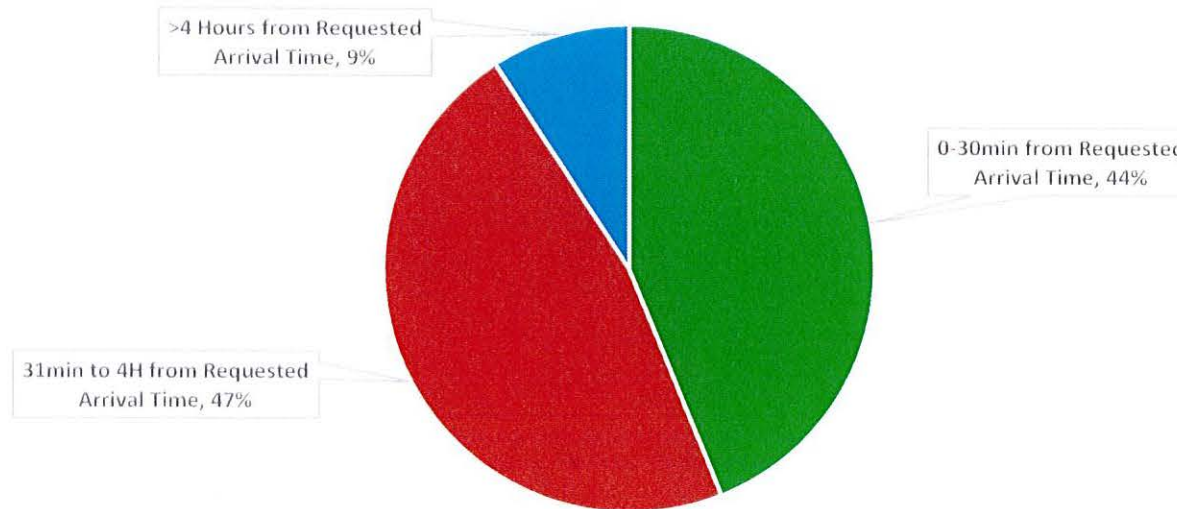


Hospital Feedback

- Expressed concerns on delayed response times and the need for more providers.
- Additional providers would drive competition.
- Needing more than 1 ambulance provider is like needing more than 1 hospital.
- With a growing population and healthcare system demands, an additional provider is needed.
- Current providers are not able to meet the demands of the initial requested time of arrival and have no other choice but to agree to an Estimated Time of Arrival provided.
- Having only 1 provider does not allow options for other availability.
- Constant delays effect hospital throughput.

Data Received – Hospitals Palms West, JFK, and JFK North

Requested Time of Arrival Compared to Estimated Time of Arrival



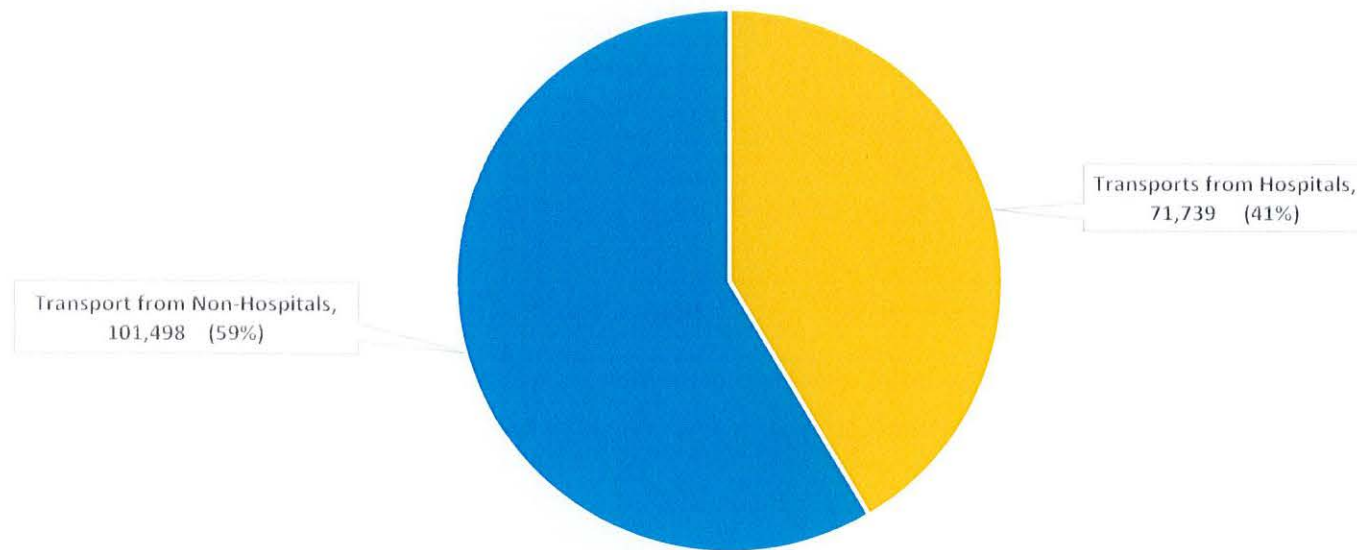
January 2023 – December 2023 Completed Transports	0-30min from Requested Arrival Time	31min to 4H from Requested Arrival Time	>4 Hours from Requested Arrival Time
1,374	594	654	126

Monthly Response Time Requirements

1. Request for transport by a Fire Rescue Agency:
 - a) Average of 10 minutes.
2. Priority 1 Inter-facility Transports to higher level of care - Stroke, trauma, etc.
 - a) Average of 10 minutes.
3. Urgent Transports, not prescheduled:
 - a) Within 30 minutes of agreed upon time, 90% of the time.
4. Pre-scheduled transports
 - a) Within 15 minutes of agreed upon time, 90% of the time.
5. Patient ready for transport when unit arrives:
 - a) Facility must have patient ready within 30 minutes of units arrival.

Summary of Data Collected

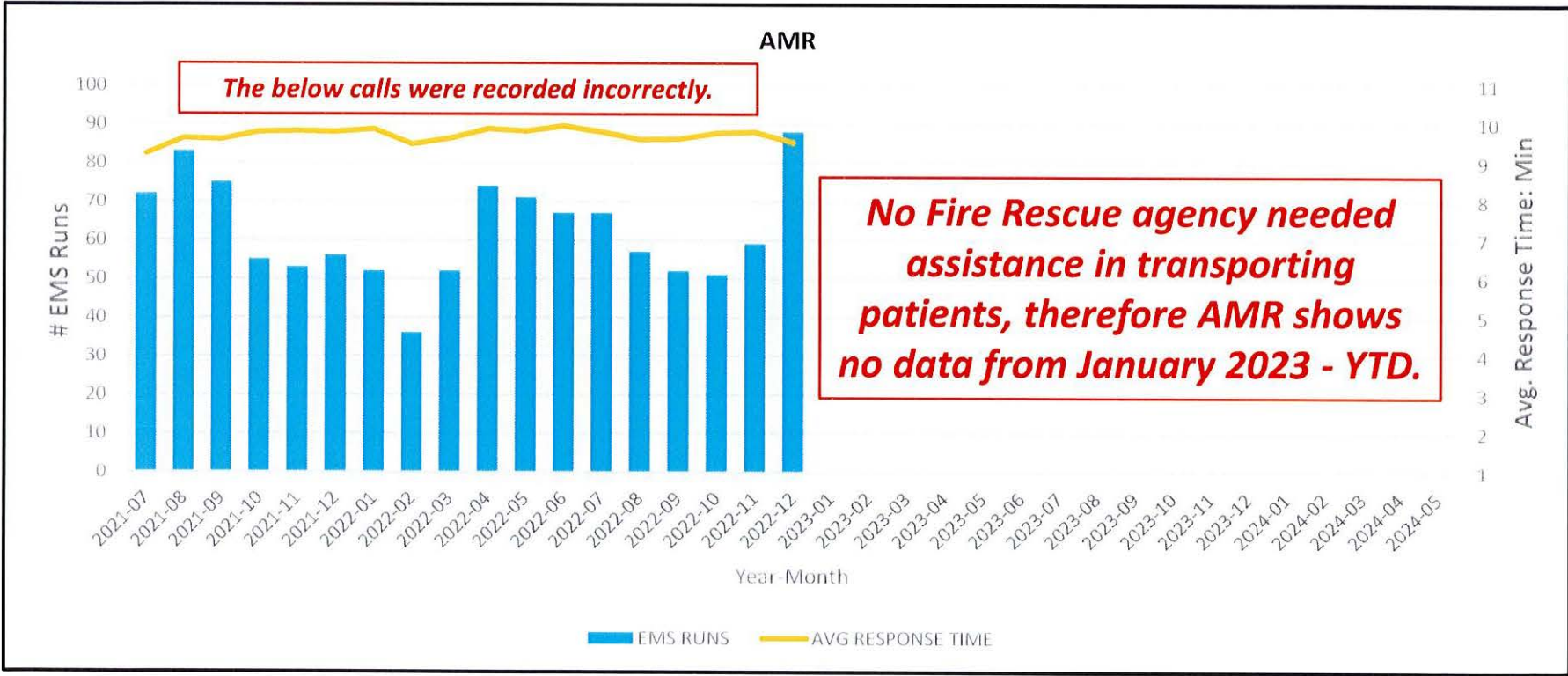
**AMR and Medic Transports – 178,237:
Jan 2021 - May 2024**



AMR and Medics Monthly Response Times

6.1 - Request by a Fire Rescue Agency for Transport of emergency medical patients.

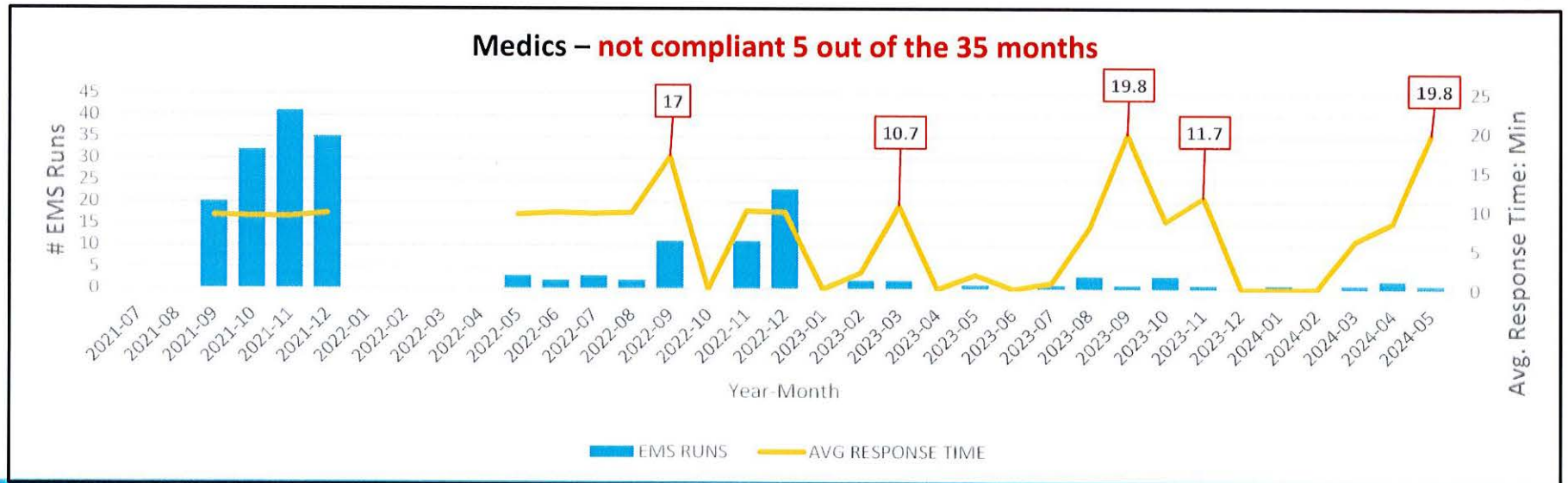
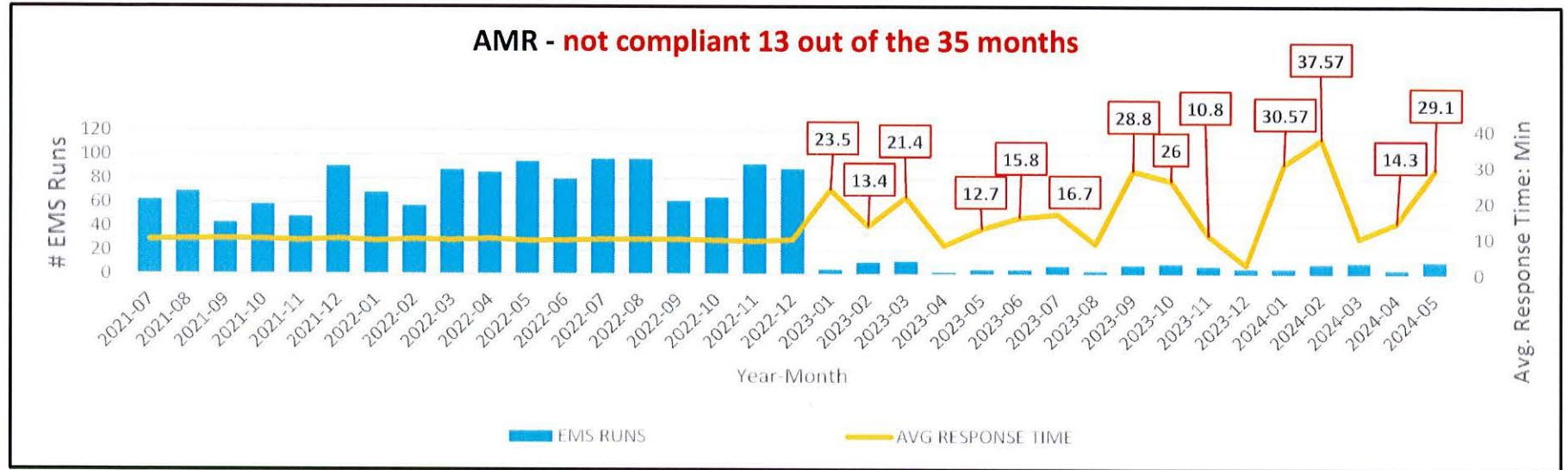
Ordinance Requirement: Average Response Time - 10 Min



AMR and Medics Monthly Response Times

6.1 - Priority 1 Inter-facility Transports to higher level of care - Stroke, trauma, etc.

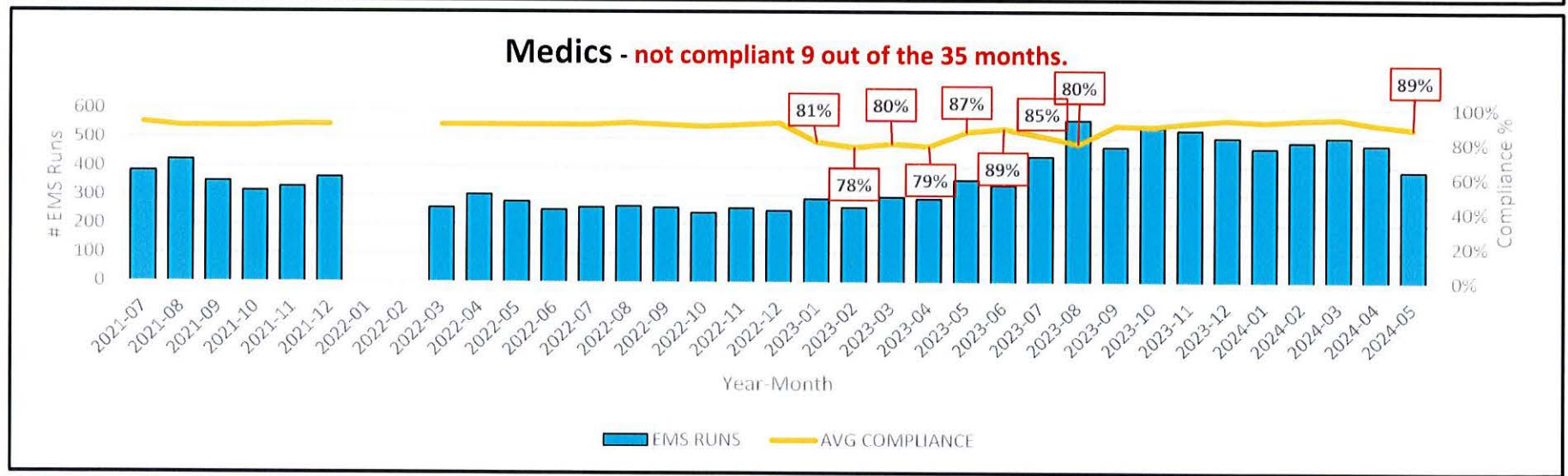
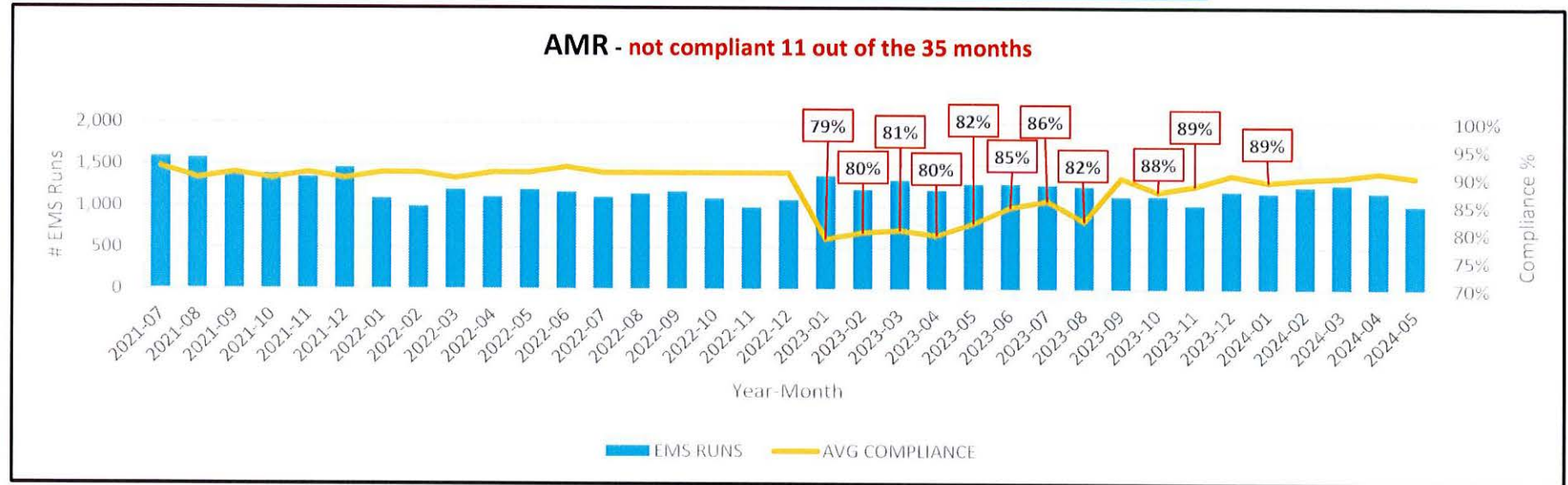
Ordinance Requirement: Average Response Time - 10 Min



AMR and Medics Monthly Response Times

6.2 Urgent transports, not prescheduled

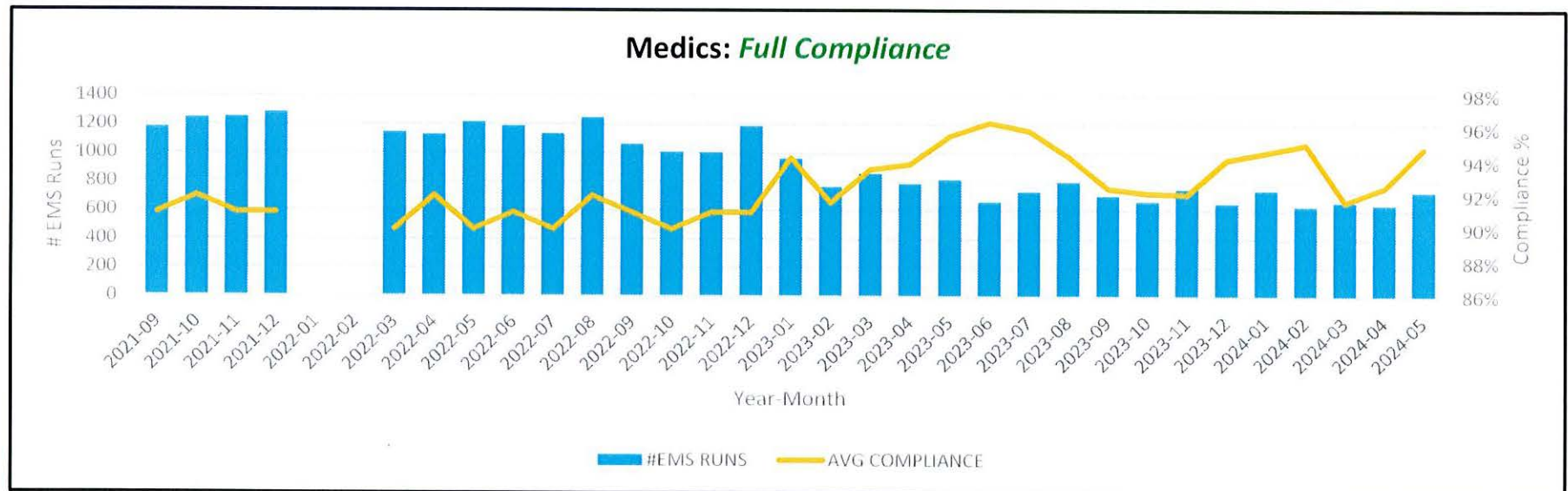
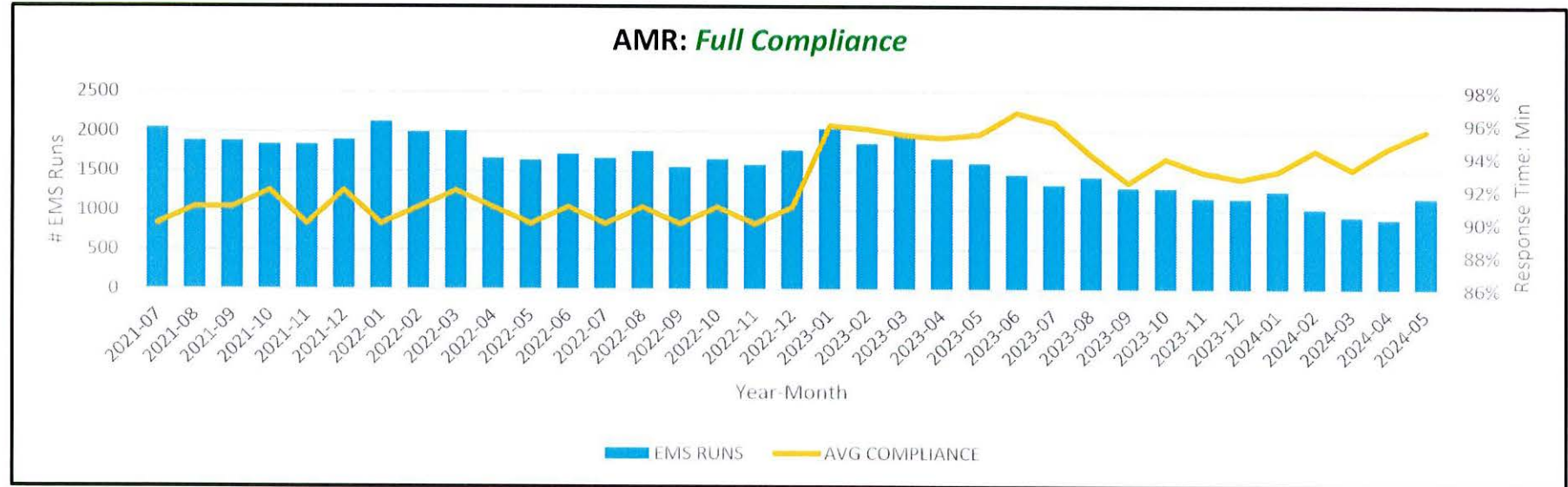
Ordinance Requirement: Within 30 min of the agreed upon time, Avg. 90% of the time



AMR and Medics Monthly Response Times

6.3 - Routine scheduled transports

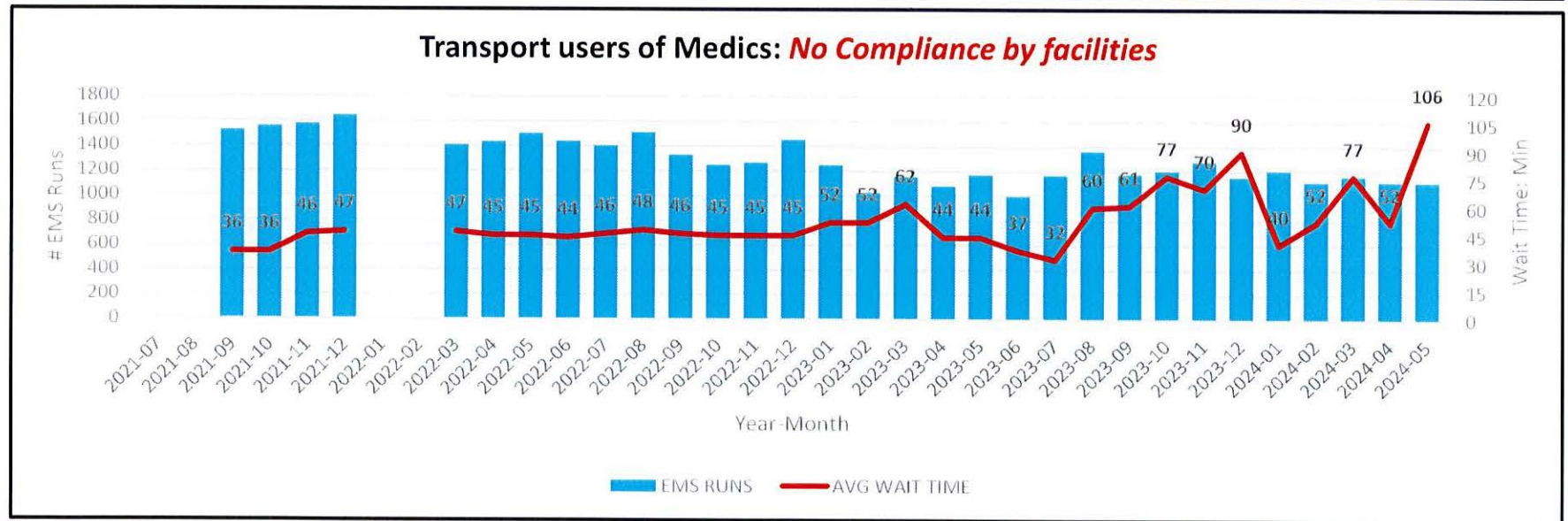
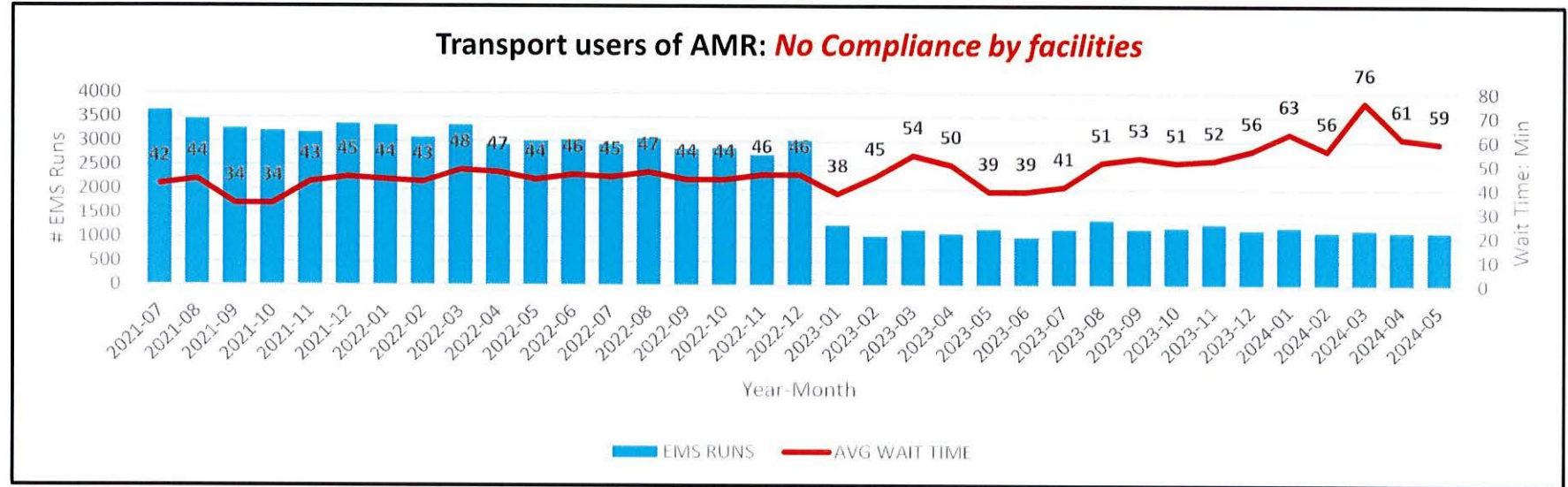
Ordinance Compliance: Within 15 min of the agreed upon time, Avg. 90% of the time



Facility Patient Readiness

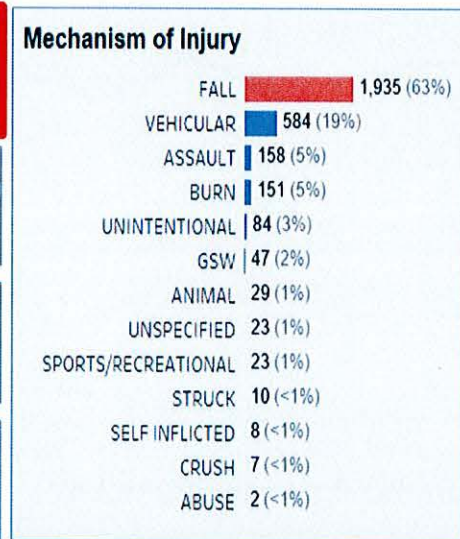
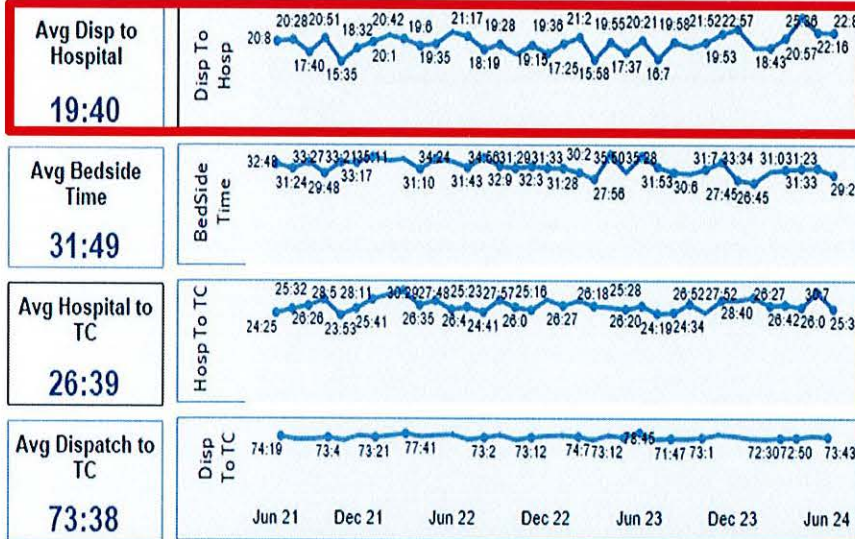
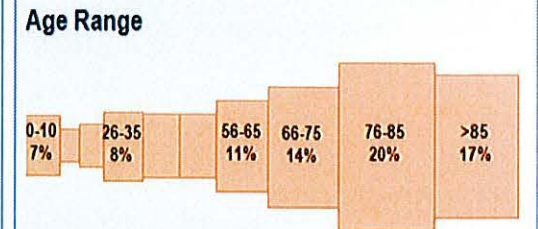
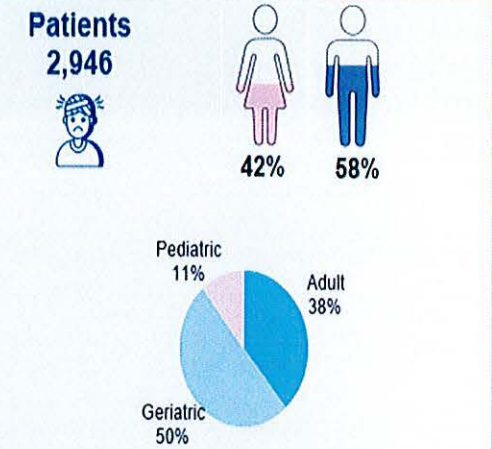
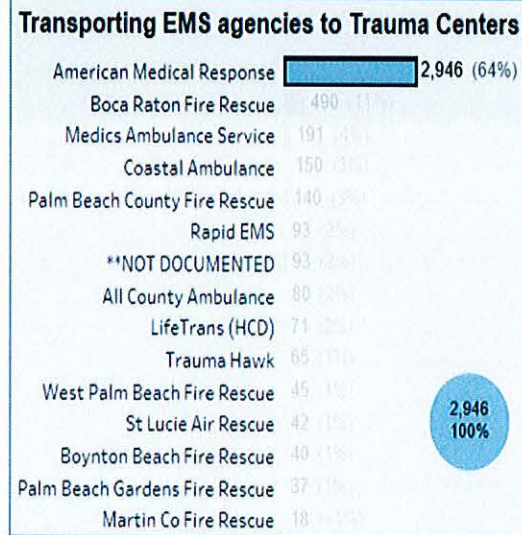
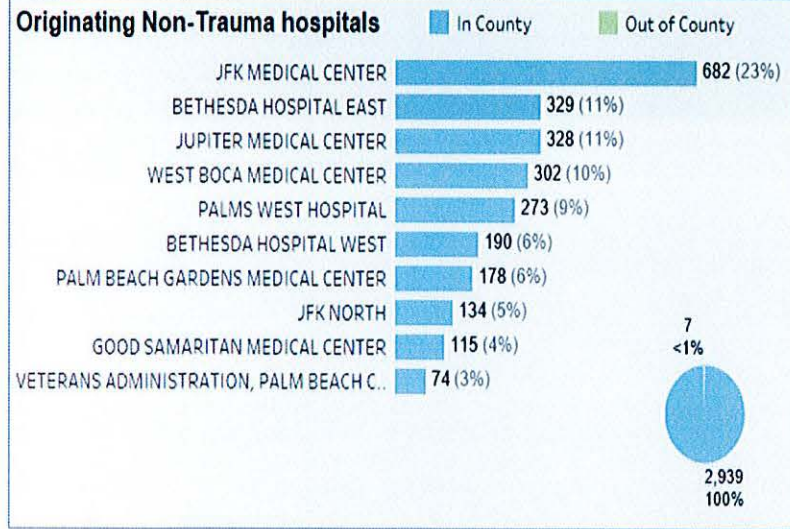
6.4 Patient not ready for transport on arrival of transfer unit

Ordinance Requirement: Patient must be ready within 30 Min of arrival of transport unit



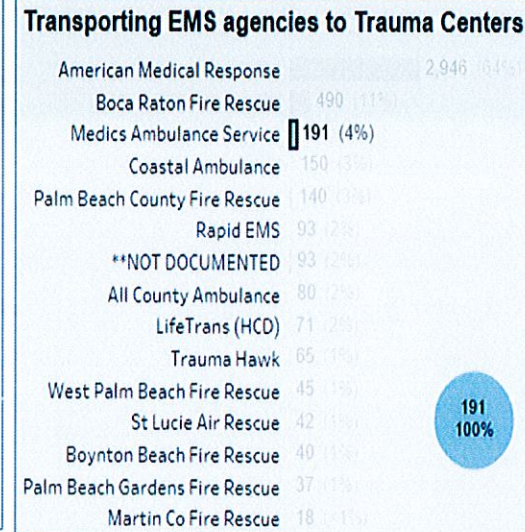
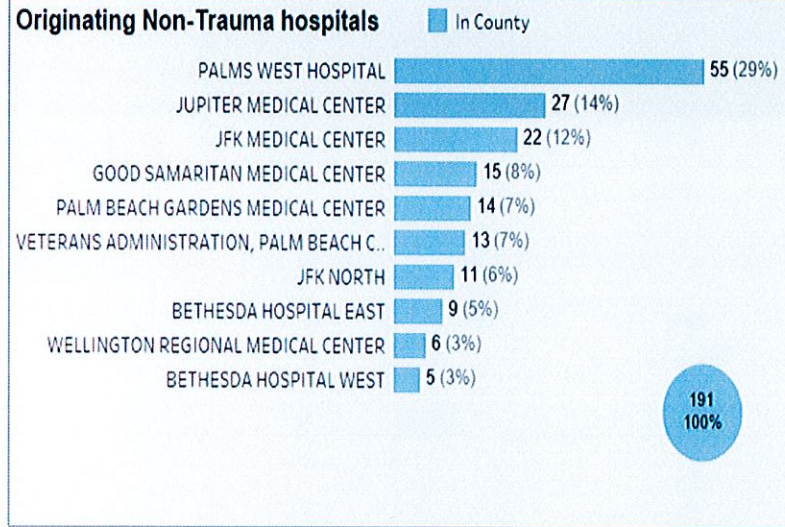
. 7/1/2021 - 6/30/2024

* Data Source: Health Care District Trauma Registry

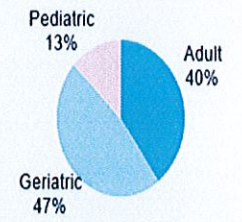
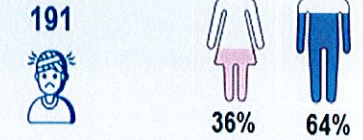


. 7/1/2021 - 6/30/2024

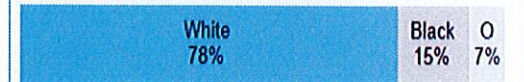
* Data Source: Health Care District Trauma Registry



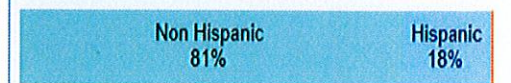
Patients



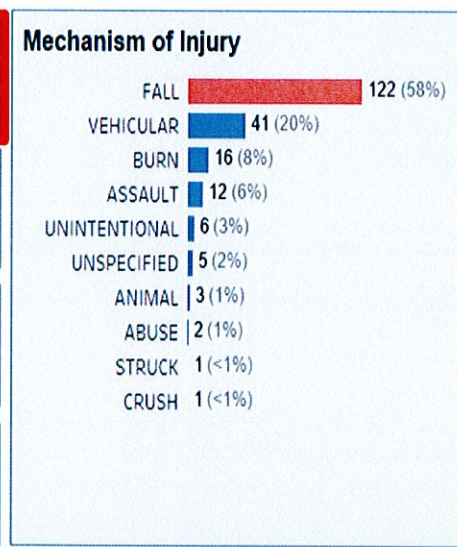
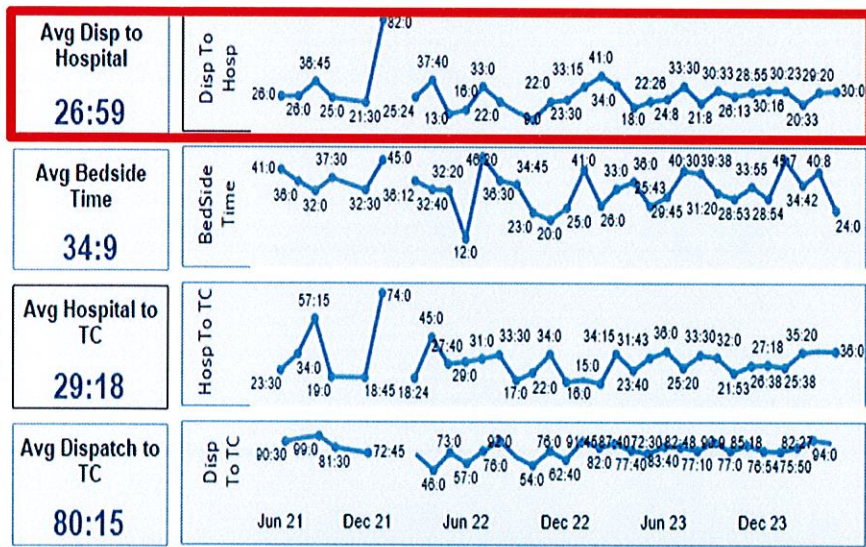
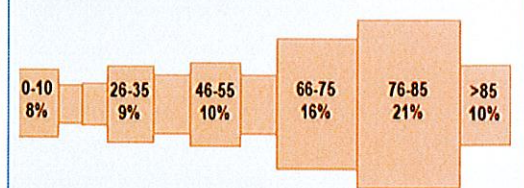
Race



Ethnicity



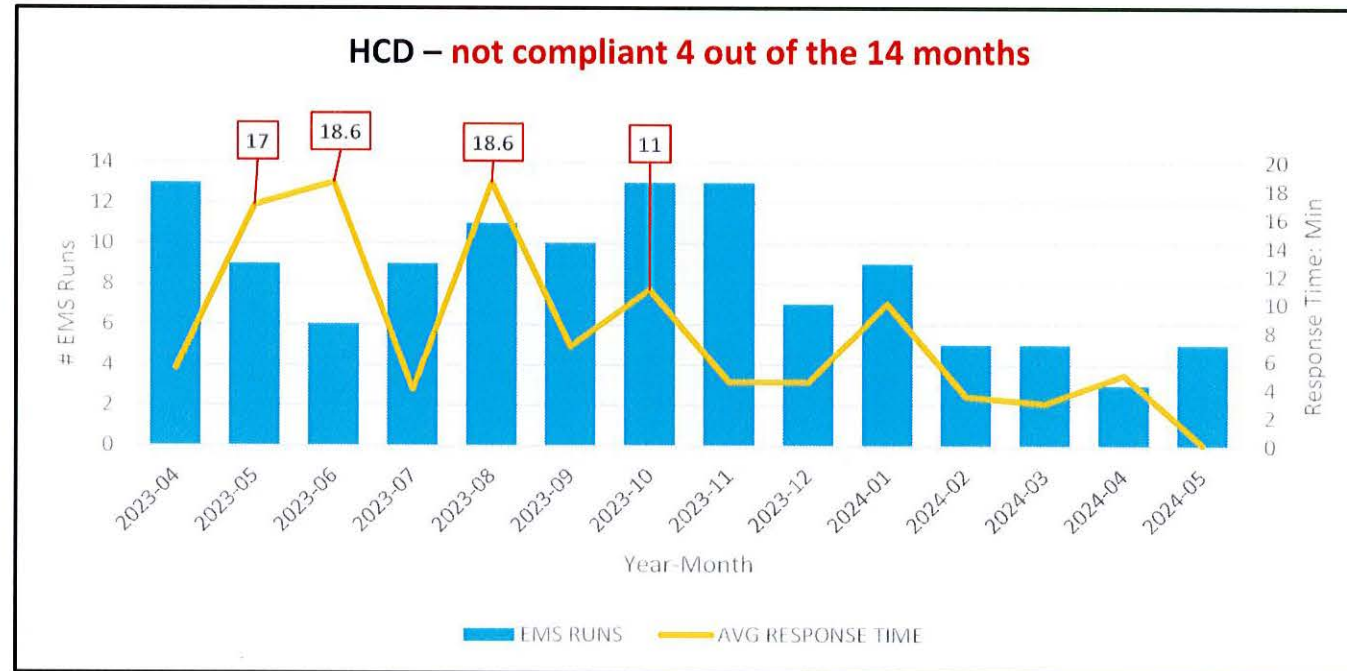
Age Range



Health Care District Monthly Response Times

6.1 - Priority 1 Inter-facility Transports to higher level of care - Stroke, trauma, etc.

Ordinance Requirement: Average Response Time - 10 Min



****COPCN was issued in July 2021, however HCD did not begin transports until April 2023.****

Health Care District Monthly Response Times

6.2 Urgent transports, not prescheduled

Ordinance Requirement: Within 30 min of the agreed upon time, Avg. 90% of the time

