

SHAWNEE COUNTY
Department of
Emergency Management

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Dusty Nichols, Director

June 6, 2019

MEMO: *Final Year End Report – Fiscal 2018*

TO: Board of County Commissioners
Ambulance Advisory Board Members
Shawnee County Kansas

FROM: Nelson E Casteel – Ambulance Compliance Officer
Shawnee County Emergency Management

Please place the Contract C207-2016 *Fiscal Year 2018 Final Year End Report* on the June 24, 2019 meeting agenda for presentation by the Ambulance Compliance Officer.

The Ambulance Compliance Officer will also be providing a presentation that outlines and highlights specific areas of the report and will be displayed during the presentation.

As stated in the report, the Ambulance Compliance Officer can verify and confirm that AMR is in substantial compliance with all requirements contained in Contract C207-2016 for 2018.

Throughout 2017 and 2018, the Ambulance Compliance Officer has observed that there was an increase in effective communications as well as an increase in collaboration; including the efforts to standardize the protocols across all stakeholders.

Through the second full year of Contract C207-2016 between Shawnee County and AMR, the Ambulance Compliance Officer has observed and witnessed the benefits and advances, which were envisioned and intended, when the Board of County Commissioners directed that an RFP be formulated, released and later awarded/negotiated and signed.

While there were growing pains for the many different components involved, there have been considerable successes in the relatively short time the contract has been in place.

More information about the benefits and positive results are provided in the report and will be highlighted during the presentation.

is the year end Should you have any questions please feel free to contact:
Compliance Officer Nelson E Casteel at nelson.casteel@snco.us or 785-251-4558

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Is AMR in Compliance with Contract C207-2016?

Fiscal Year 2018 – Report Date June 2019

Purpose of Report

Contract C207-2016 was approved and signed by the Shawnee County Board of County Commissioners on June 30, 2016.

Contract C207-2016 was effective January 1, 2017 and shall continue in full force and effect for an initial term of five (5) years, through December 31, 2021.

Upon the completion of the initial term, Contract C207-2016 shall be automatically renewed for one or more extension terms of one (1) year(s), up to a maximum of 5 Extension Terms if AMR is in compliance with all terms under this Agreement

In accordance with Contract C207-2016, each month the Shawnee County Compliance Officer submits a compliance and certification report.

That report outlines and entails response time compliance of AMR (American Medical Response) for only those calls/runs where AMR “arrived” on scene.

This report provides a certification and verification as to whether AMR is fully meeting the other requirements and parameters of Contract C207-2016.

Executive Summary

The Ambulance Compliance Officer can verify and confirm that AMR is in substantial compliance with all requirements contained in Contract C207-2016 for 2018.

Through the second full year of Contract C207-2016 between Shawnee County and AMR, the Ambulance Compliance Officer has observed and witnessed the benefits and advances, which were envisioned and intended, when the Board of County Commissioners directed that an RFP be formulated, released and later awarded/negotiated and signed.

While there were growing pains for the many different components involved, there have been considerable successes in the relatively short time the contract has been in place.

Throughout 2017 and 2018, the Ambulance Compliance Officer has observed that there was an increase in effective communications as well as an increase in collaboration; including the efforts to standardize the protocols across all stakeholders.

More information about the benefits and positive results can be found later in this document.

This document and all attachments herein are to be considered a matter of public record.

A copy of this document will be posted on the Ambulance Compliance section of the Shawnee County Website. (www.snco.us/em)

Questions regarding this report can be relayed to Ambulance Compliance Officer Nelson E Casteel 785-251-4558 or nelson.casteel@snco.us

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT
Is AMR in Compliance with Contract C207-2016?

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SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

Background

In March 2015 the Shawnee County Board of County Commissioners directed the Shawnee County Ambulance Advisory Board to formulate a Request for Proposals (RFP) for Ambulance Services.

During the remainder of 2015 the AAB RFP Committee, which consisted of City of Topeka Fire Department Reps, County Rural Fire Rep, Hospital Reps and a Sheriff's Office Rep, met and formulated an RFP to be approved by the Ambulance Advisory Board and then released by the Board of County Commissioners.

On December 2, 2015, the Ambulance Advisory Board approved the RFP formulated by the AAB RFP Committee.

On December 17, 2015, the Board of County Commissioners approved the RFP and the RFP was released to potential bidders on January 4, 2016.

In March 2016, the AAB RFP Committee, which consisted of City of Topeka Fire Department Reps, County Rural Fire Rep, Hospital Reps and a Sheriff's Office Rep, met and formulated an RFP to be approved by the Ambulance Advisory Board and then released by the Board of County Commissioners.

On March 30, 2016, the Ambulance Advisory Board voted to accept and forward the rankings of the AAB RFP Evaluation Committee to the Board of County Commissioners. The AAB RFP Evaluation Committee consisted of City of Topeka Fire Department Reps, County Rural Fire Rep, Hospital Reps and a Sheriff's Office Rep.

As a result of the recommendations of the Ambulance Advisory Board and its committees, as well as negotiations between Shawnee County and AMR, a new contract (C207-2016) was signed on June 30, 2016 by the Board of County Commissioners.

The intent of the RFP and the resulting contract was to ensure that there was room for expansion and innovations as the trends, best practices and lessons learned dictated.

Contract C207-2016 became effective January 1, 2017 and will continue in full force and effect for five years through December 31, 2021.

Upon the completion of the initial five year term, the contract shall be automatically renewed for one or more extension terms of one year(s), up to a maximum of 5 Extension Terms if AMR is in compliance with the contract.

As of January 1, 2019, there have been no amendments or modifications to Contract C207-2016, however during the 2019 Fiscal Year it is anticipated that a certain area of the contract pertaining to "stopping of the clock" will be see a change.

In 2016, the intent of the new contract with AMR was to ensure that there was more benefits, the chance for innovations and the advancement of best practices.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

Innovations, benefits and practices advanced by the Contract:

This section outlines the observations of the Ambulance Compliance Officer pertaining to the innovations, benefits and practices advanced by the Contract as well as recognizing the performance of AMR employees.



A new Joint Medical Director (Dr. Kennen Thompson) was appointed by AMR in February 2018 and stream-lined protocols were formulated for approval by the Shawnee County Medical Society.

AMR and our first responders have been recognized and commended several times in the last two years; seen above where Dr. Thompson and KU-St Francis acknowledged their "save."

AMR and CECC are continuing their work on the CAD to CAD interface and relationships between the two organizations are improving.

AMR is working with first responders and the Compliance Officer to address the low acuity runs and calls that have increased over the course of the last two years.

AMR has provided Tuition Assistance funding for at least 8 different students to attend training and become certified EMT's.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

AMR has continued to address their staffing issues related to high-volume times.

AMR has shifted their staffing to meet the demand and has also implemented an “on-call” program to assist in staffing to meet the high demand periods.

AMR has locally implemented the Therapy Dog program for their employees and staff; and is planning on utilizing “Stryker” in coordination with their community and emergency partners throughout Shawnee County.

AMR has updated their response matrix whereby certain triages and/or complaints have specific upgrade and/or downgrade requirements.

AMR has implemented a directive that outlines responses to “Staged” calls so as to better ensure the health and welfare of the traveling public.

AMR has decided to provide additional free training sessions to Shawnee County First Responders during both 2017 and 2018.

These training sessions are above and beyond what they are required to provide for free by Contract C207-2016.

Each quarter AMR has asked subject matter experts and outside instructors to provide education on specific topics. Most of the training and education sessions of this nature have seen AMR provide food and snacks to the attendees.

AMR has continued to put new equipment/units on the street, in excess of what was required by the Contract terms.

Shawnee County is required to make certain payments to AMR

An important aspect of Contract C207-2016 that is not clearly understood relates to payments from Shawnee County to AMR.

Shawnee County does NOT pay AMR to provide 911 Ambulance Services.

Shawnee County pays a \$300,000 subsidy to AMR to recover monies and recoup expenses from those patients that are not able to pay (listed as Uncompensated Care in their Audited Financials).

Shawnee County pays a \$50,000 subsidy to AMR to make up for those expenses associated with placing their dispatchers into the CECC.

For 2018 the Uncompensated Care in their Audited Financials amounted to \$3,552,353
For 2018 the Net Income in their Audited Financials amounted to \$535,985

For 2017 the Uncompensated Care in their Audited Financials amounted to \$3,392,117
For 2017 the Net Income in their Audited Financials amounted to \$723,693

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT
Is AMR in Compliance with Contract C207-2016?

Financial Comparisons	2017	2018	Variance
Revenue, net of C/A	10,480,756	10,327,303	(153,453)
Other revenue	468,303	542,712	74,409
TOTAL	10,949,059	10,870,015	(79,044)
Salaries	3,229,027	3,268,782	39,755
Provision for U/C	3,392,117	3,552,353	160,236
Benefits & PR taxes	668,856	679,286	10,430
Depreciation & amortization	301,667	365,452	63,785
Vehicle op costs	221,021	290,359	69,338
Medical supplies	172,637	173,530	893
Facility rent & other occupancy	105,253	101,614	(3,639)
Other operating	129,053	152,057	23,004
Telecommunications	61,264	74,405	13,141
Professional fees	21,320	53,578	32,258
Other G&A	135,787	142,876	7,089
TOTAL	8,438,002	8,854,292	416,290
Management expense	441,547	339,486	(102,061)
Non-recurring transaction exp	111,340	117,268	5,928
Billing services allocation	341,466	346,482	5,016
Insurance	206,987	202,065	(4,922)
Dispatch services	-	-	-
IT	73,414	85,458	12,044
Other Regional support serv	185,526	224,777	39,251
TOTAL	1,360,280	1,315,536	(44,744)
Total operating expenses	9,798,282	10,169,828	371,546
Income from operations	1,150,777	700,187	(450,590)
Interest expense	-	-	-
Net income before taxes	1,150,777	700,187	(450,590)
	10.5%	6.4%	
Income taxes	427,084	164,202	(262,882)
Net income	723,693	535,985	(187,708)
	6.6%	4.9%	

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

AMR is solely responsible for collection of all monies for the various additional services they provide to Shawnee County.

These various additional services include but are not limited to patient transfers, medical transfers, stand-by operations, special events and training/education.

For Fiscal 2018, Shawnee County made the following payments to AMR totaling \$310,000.00:

DATE	AMOUNT	DESCRIPTION
1/5/2018	\$77,500.00	First Quarter Allocation
3/28/2018	\$77,500.00	Second Quarter Allocation
7/6/2018	\$77,500.00	Third Quarter Allocation
10/3/2018	\$77,500.00	Fourth Quarter Allocation

As noted elsewhere in this report, AMR signed an agreement (C101-2019) whereby they will be paying the CECC in the amount of \$41,600.00, in lieu of rental payments (2017-2019), for implementation and purchase of the CAD to CAD interface.

As noted elsewhere in this report, AMR signed an agreement (C100-2019) whereby they will be paying the CECC in the amount of \$1200 a month for rent starting in 2020 and going through the life of the Contract C207-2016.

AMR is required to make certain payments to Shawnee County and First Responders:

AMR provides compensation to a Medical Director who has oversight over all First Responder agencies and organizations in Shawnee County at no charge to those organizations. The contract outlines office hours and numerous communications requirements. The maximum compensation for Shawnee County oversight outlined in the Contract is \$40,000.

Shawnee County receives an annual monitoring fee from AMR in the amount of \$40,000 for the cost of monitoring AMR's operational and clinical performance and other compliance with the terms of this Agreement

Each month AMR must provide local first responder agencies with two (2) classes per month at no charge to the county (all expenses absorbed and paid by AMR)

Each month AMR must provide an on-scene exchange of disposable medical supplies used by Shawnee County first responder agencies at no charge, subject to the terms of the disposable medical supplies protocol adopted by AMR, as amended from time to time.

Each month AMR must also provide a "one on one" exchange of oxygen (O₂) to Shawnee County first responder agencies at no charge. (This applies only to D Cylinders).

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

AMR each year must provide \$10,000 in tuition assistance for Shawnee County first responders. (It was agreed by the nine Fire Chiefs and the AAB that each department will receive \$1111.11)

For Fiscal 2018, tuition assistance payments were made as follows:

2018 TUITION ASSISTANCE

#		NAME	ORG	DESC	AMOUNT
18	1	Chad Knochenmus	MTFD	Personnel attended and completed EMT Class	\$1,111.11
18	2	Rick Deibert	SHFD	Personnel attended and completed EMT Class	\$1,111.11
18	3	Karen Chmidling	MTAA	Personnel attended and completed EMT Class	\$1,111.11
18	4	Raymond LaDuke	SCFD #1	Personnel attended and completed EMT Class	\$1,111.11
18	5	Eric Wood	SCFD #2	Personnel attended and completed EMT Class	\$1,428.57
18	6	Dirk Christian	SCFD #4	Personnel attended and completed EMT Class	\$1,428.57
18	7	Richard Sigle	TFD	Personnel attended and completed MCI Class related to RTF	\$1,428.57
18	8	Forrest Walter	MTFD	As there is no carryover allowed to the next year and the checks must be cut by AMR before October 1, 2018, the Ambulance Advisory Board at a Special Meeting on September 26, 2018 approved of the remaining \$2222.22 being dispersed; The remaining \$2222.22 was split 7 ways and provided to the 7 applicants who received this benefit this year that were previously approved.	\$317.46
18	9	Rick Deibert	SHFD		\$317.46
18	10	JT Ogrady	MTAA		\$317.46
18	11	Joe Hawkins	SCFD #1		\$317.46

Each year the Ambulance Compliance Officer notifies and reminds the permitted response agencies and departments to apply for the tuition assistance program provided by AMR.

http://www.snco.us/em/document/tuition_assistance_program.pdf

AMR must respond to all calls for service. The next page shows the number of responses and the number of transports to hospital as well as the number of cancellations and refusals.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT
Is AMR in Compliance with Contract C207-2016?

2017 vs. 2018 Comparison of all calls

Jan-Dec	TOTALS				
	DISPATCHED	CANCELLATION	ARRIVED	TRANSPORTED	REFUSED
2017	22684	1413	21271	15344	5927
2018	24883	2034	22848	16041	6808
Increase of	2199	621	1577	697	881

2017	MONTHLY TOTALS				
	DISPATCHED	CANCELLATION	ARRIVED	TRANSPORTED	REFUSED
17-Jan	1580	52	1528	1165	363
17-Feb	1312	41	1271	1005	266
17-Mar	1967	124	1843	1348	495
17-Apr	1813	90	1723	1259	464
17-May	1984	141	1843	1333	510
17-Jun	1983	131	1852	1325	527
17-Jul	2101	119	1982	1396	586
17-Aug	1960	132	1828	1289	539
17-Sep	2065	147	1918	1341	577
17-Oct	1997	136	1861	1331	530
17-Nov	1962	139	1823	1274	549
17-Dec	1960	161	1799	1278	521
TOTALS	22684	1413	21271	15344	5927

2018	MONTHLY TOTALS				
	DISPATCHED	CANCELLATION	ARRIVED	TRANSPORTED	REFUSED
18-Jan	2238	159	2079	1495	584
18-Feb	1963	124	1839	1338	501
18-Mar	2006	132	1874	1338	536
18-Apr	2032	194	1838	1232	606
18-May	2211	183	2028	1379	649
18-Jun	2128	191	1937	1306	631
18-Jul	2121	190	1931	1363	568
18-Aug	2119	181	1937	1334	604
18-Sep	2117	208	1909	1356	553
18-Oct	2038	168	1870	1328	542
18-Nov	1854	147	1707	1216	491
18-Dec	2056	157	1899	1356	543
TOTALS	24883	2034	22848	16041	6808

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

The Ambulance Compliance Officer and AMR Management have continued to assess this significant increase in the number of calls ran by AMR.

Through the use of the “on call” program and the shift start-times initiative implemented by AMR, their response times are being kept in compliance.

This report outlines a large number of parameters and requirements that AMR must meet each year and throughout the year as is explained on the next pages.

AMR is in Substantial Compliance with Contract C207-2016

The next pages outlined the processes, objectives, scope and methodology of monthly and yearly compliance.

An appendix that examines each of the requirements as outlined in the contract provides specifics.

The Ambulance Compliance Officer can verify and confirm that AMR is in substantial compliance with all requirements contained in Contract C207-2016 for 2018.

Objectives, Scope & Methodology:

Monthly and Yearly Compliance Processes are different:

In accordance with Contract C207-2016, each month the Shawnee County Compliance Officer submits a compliance and certification report.

That report outlines and entails response time compliance of AMR for only those calls/runs where AMR “arrived” on scene.

This year-end report provides a certification and verification as to whether AMR is fully meeting the other requirements and parameters of Contract C207-2016.

Not all calls/runs made by AMR are a part of the compliance report and stats that the Shawnee County Compliance Officer submits each month as that report outlines and entails only those calls/runs where AMR “arrived” on scene.

To be on scene the AMR unit has to have ALS (at least one Paramedic) capabilities. This would include the Flycars that AMR added as a part of the new contract.

At this time, if AMR arrives on scene with less than ALS, the clock does not stop.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

The Ambulance Compliance Officer examines the EMD process and asks that random audits be performed.

The Ambulance Compliance Officer communicates with the AMR CES at the end of each month to ensure that AMR has provided required training.

The Ambulance Compliance Officer also communicates with the AMR CES and the AMR Management regarding any complaints and/or commendations.

Many of these more in-depth, random and intentional processes/audits culminate into this final report each year.

Response times

After the 10th of each month, the Ambulance Compliance Officer examines **ALL** of the previous month's emergency and non-emergency responses including those that were cancelled or disregarded before dispatching.

Contract C207-2016 requires that AMR shall arrive at the destination within the required minutes (identified below by zone) following Dispatch; at least 80% of time for all zones aggregated and calculated each calendar month.

Zone	Emergency	Non-Emergency
1	9:00	14:00
2	11:00	16:00
3	12:00	17:00
4	15:00	20:00
KTA SW	12:00	17:00
KTA SC	11:00	16:00
KTA EB	9:00	14:00
KTA WB	15:00	20:00

AMR is required to pay the county a penalty for each calendar month in which it has failed to meet the applicable standard at least 80% of time for all categories of calls combined. In making such calculation, all emergency and non-emergency calls shall be aggregated.

The Ambulance Compliance Officer also examines those calls that were canceled, reduced, exempted and/or downgraded.

Each call made by AMR has several questions to asked/answered:

1. Did AMR Arrive on time?
2. Did AMR Arrive late?
3. What is the reason for the lateness?

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

4. Is an exemption for that late call approvable?
5. Was the call properly upgraded/downgraded?
6. If AMR Arrived late, is there a fine/penalty to be assessed?

Zone	Arrived more than	Penalty
1	15:00	\$10 per minute for all non-emergency and emergency calls over the amount for that specific zone (except KTA)
2	18:00	
3	20:00	
4	22:00	

Exemptions

The Ambulance Compliance Officer examines all calls to determine whether AMR was late due to reasons beyond AMR's reasonable control, including but not necessarily limited to the following reasons:

Blizzard Warning	Severe Thunderstorm Warning
Compliance Officer Discretion	Small Stream Flood Advisory
Flash Flood Warning	Snow Advisory
Freezing Rain Advisory	Tornado Warning
High Wind Warning	Winter Storm Warning
Ice Storm Warning	Winter Weather Advisory
Locally declared state of emergency or disaster	

Exemption requests for Compliance Officer Discretion are as follows:

Downgraded runs	Runs with wrong coding
Interfacility Transfers	Staged runs
Missed Time Stamps	Upgraded runs
Multi-Unit Responses	VA Hospital runs
Rapid Response	Wrong Addresses by caller

Short response times and random examinations

The Ambulance Compliance Officer is able to run a report that allows for examining of all calls that are under 3 minutes (no matter of the zone they occurred in) and is able to run a report that allows for a random 10% selection of the calls for the month to be examined.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

Other compliance and examinations undertaken monthly

While the response time requirements are only put into place and enforced when AMR as an ALS has an arrival at the scene, in order to gauge the usage and the effectiveness of the Shawnee County Emergency Medical System, the Ambulance Compliance Officer keeps track of the all calls dispatched, calls arrived at, calls cancelled before arrival, calls where the patient(s) were transported, calls where the patient(s) refused transport, calls where patient was not found and calls where the patient was deceased.

Cancel reasons that are tracked by the Shawnee County Compliance Officer are as follows:

Cancelled by Calling Party	Transported by Medic
Cancelled by FD/PD/EMS	Transported by Other Means
Cancelled Fire Pre-Alert	

It is important to note that not all calls/runs AMR arrives on will result in a transport of a patient by AMR.

Non-Transport reasons that are tracked by the Shawnee County Compliance Officer are as follows:

Patient DOA	Patient Refusal - Not Treated
Patient Not Found	Patient Refusal – Treated

Each month the Ambulance Compliance Officer examines the reports to ensure that no improper downgrading during an emergency event by personnel who are not certified in EMT-B or higher occurs and that the EMD processes are not being intentionally circumvented.

Before issuing any fines, penalties and/or negative findings the Ambulance Compliance Officer communicates with the AMR Management to ensure that the findings for the month are correct.

Appendix

The appendix on the following pages examines each of the requirements as outlined in the contract provides specifics on AMR's performance for 2018.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
2.2	2	AMR shall respond to all requests for Services from a Communications Center as advanced life support ("ALS") Ambulance, as determined in accordance with the Dispatch Protocols and subject to the availability of Ambulances. Each ALS Ambulance shall be staffed with two personnel, at least one licensed or certified at the level of Paramedic and at least one of whom shall be licensed or certified at the level of EMT-Basic or higher	In Compliance	Through random and intentional examination(s) of AMR reports the Compliance Officer has found no instances where AMR operated below ALS.
2.3	2	All ambulances used to provide Services (the "Ambulances") shall be licensed and equipped with all supplies and equipment required by State law and by Agency policies and procedures agreed upon by AMR ("Agency Policies"), and shall be maintained in good working order in accordance with AMR's maintenance policies and procedures. AMR agrees to provide five (5) new Ambulances to provide the Services within the first year of the Term of this Agreement.	In Compliance	As outlined in the 2017 Report, AMR provided the five new ambulances and they have been in service since as early as March 2017. The Compliance Officer can verify that AMR has also provided two additional new ambulances during the 2018 Fiscal Year for use in Shawnee County.
2.4	2	AMR agrees to perform its own dispatching in accordance with the Dispatch Protocols. The dispatching shall be located within the Shawnee County Communications Center. The parties agree to meet and determine a mutually agreeable timeline, set up, procedures and additional requirements for AMR's location within the Shawnee County Communications Center, which shall include any financial obligations of AMR for its occupancy within the Communications Center, including but is not limited to fair market valuation of rent and/or AMR's contribution of additional expenses required to operate within the Shawnee County Communications Center.	In Compliance	AMR dispatchers started dispatching from inside the County's 911 Center in March 2017. The delay in transition occurred through and due to technological and personnel related issues. The transition is still in progress with excellent collaboration occurring. The CAD to CAD Interface contract was not resolved until after the start of 2019, however a Contract between AMR and Shawnee County (C100-2019) was signed on February 14, 2019.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT**Is AMR in Compliance with Contract C207-2016?**

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
2.5	2	Subject to the terms set forth herein, to assist in the delivery of Services hereunder, AMR shall implement the use of a Rapid Response Vehicle (RRV) also known as a "fly car" subject to procedures and protocol determined by AMR from time to time. This vehicle is staffed with paramedic personnel that will provide ALS-level care at times of peak demand. This vehicle can also return fire personnel from local scenes and healthcare facilities to their assigned duty station. The RRV will be equipped with emergency warning lights and equipment in the event another emergency response is required at the hospital to another emergency fire or EMS scene. The parties agree AMR would provide the RRV on a trial and evaluation period of six to twelve months to determine if the use and utilization of the RRV is meeting the parties' expectations; in the event after this trial period the parties mutually agree the RRV is not meeting the parties' expectations, AMR shall cease operation of the RRV.	In Compliance	<p>Through reports from AMR as well as through Field Observations/Investigations the Compliance Officer has found that AMR has provided the RRV on a regular basis. This was to be a trial program by AMR which would be assessed after 12 months. It should be noted that this program as well as the changes made by AMR management regarding shift start-times has been a great asset to Shawnee County</p> <p>Progress is being made for implementation of the B+A 2019 Trial Program which will further assist in these matters and allow for stellar innovative response to the needs of Shawnee County.</p>
2.7	3	AMR shall perform the Services in accordance with prevailing standards of care in the ambulance industry. To help assure maintenance of such standards, AMR shall operate a quality improvement program consistent with industry standards.	In Compliance	<p>The Compliance Officer has conversed regularly with the Shawnee County Joint Medical Director and the AMR CES to examine concerns that have been raised. There are no critical issues and there have been no negative patient impacts brought forth.</p>

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
3.1	3	<p>The parties agree to select a joint medical director who shall be an active, unencumbered licensed doctor pursuant to Kansas law and who provides medical advice, direction, oversight and authorization to emergency medical services personnel at a licensed ambulance service and/or emergency medical services educational institution pursuant to the terms of the Medical Director Agreement set forth in Exhibit D attached hereto. The costs of the Medical Director shall be the obligation of AMR, not to exceed \$40,000 or the fair market value of such services annually. The parties agree that the selection of the Medical Director shall be based upon the recommendation of a joint committee, consisting of a representative from (a) AMR; (b) the County; (c) the local community coalition; (d) the county Fire Department; (e) and the City.</p>	In Compliance	<p>In February 2018 a new Shawnee County Joint Medical Director was interviewed and appointed (Dr. Kennen Thompson).</p> <p>During the Fiscal 2018, the AMR-Topeka-Shawnee County Protocol Working Group met on four occasions; twice with Dr. Thompson in attendance. Members of the AMR-Topeka-Shawnee County Protocol Working Group were tasked with amending the protocols and refining them so they meet the uniqueness of the Shawnee County Emergency Medical System.</p> <p>The protocols were approved in February 2019 by the Shawnee County Medical Society, however the fire chiefs and EMS managers throughout Shawnee County and AMR have specific items that they would like to have addressed further in the protocols.</p> <p>It has been the intent of this office and the AMR-Topeka-Shawnee County Protocol Working Group to help to ensure that objectives, goals and priorities are set for future changes, amendments and innovations.</p>

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
8.8	6	<p>In consideration of the Services hereunder, to reimburse AMR for the Services where set rates (Medicare, Medicaid, Government contractors & etc.) do not adequately reimburse AMR, the County shall pay to AMR an annual subsidy in the amount of Three Hundred Thousand Dollars (\$300,000.00) payable in quarterly installments. In addition, the County shall pay AMR a subsidy to place the Communication Center in Shawnee County pursuant to the terms of this Agreement in the amount of Fifty Thousand Dollars (\$50,000.00) annually payable in in quarterly installments. For the avoidance of doubt, the total subsidy shall be \$350,000 annually as set forth above.</p>	In Compliance	<p>An important aspect of Contract C207-2016 that is not clearly understood relates to payments from Shawnee County to AMR.</p> <p>Shawnee County does NOT pay AMR to provide Ambulance Services.</p> <p>Shawnee County pays a \$300,000 subsidy to AMR to recover monies and recoop expenses from those patients that are not able to pay (listed as Uncompensated Care in their Audited Financials).</p> <p>Shawnee County pays a \$50,000 subsidy to AMR to make up for those expenses associated with placing their dispatchers into the CECC.</p> <p>For 2018 the Uncompensated Care in their Audited Financials amounted to \$3,552,353 For 2018 the Net Income in their Audited Financials amounted to \$535,985</p> <p>For 2017 the Uncompensated Care in their Audited Financials amounted to \$3,392,117 For 2017 the Net Income in their Audited Financials amounted to \$723,693</p>

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
9.2	6	Required Documentation. Audited financial statements of the AMR for the prior year shall be submitted to the Agency by May 1 of each year. They shall meet the specific requirements of Agency (Audit Finance). Unless a written extension is granted by Agency, failure to submit the required documents will result in a penalty of \$100 per day starting on May 2.	In Compliance	<p>The Compliance Officer received the 2017 Audited Financials on April 30, 2018</p> <p>The Compliance Officer received the 2018 Audited Financials on April 29, 2019</p> <p>There is a chart elsewhere in this report outlining the comparisons between 2017 and 2018.</p>
10.3	6	AMR shall report to the County, or its designee on a monthly basis any and all required information mutually agreed upon by the parties and required hereunder, in a format mutually agreeable by the parties. Such report shall include but is not limited to: response time and related data required hereunder to include AMR's compliance officer will provide detailed written documentation for every non-emergency and emergency request with a response time in excess of the time standards, a summary of any and all human resources actions taken by AMR related to employees providing services hereunder including terminations, narcotics or related drug testing, and any additional reportable events. AMR's report to the County shall be due on or before the 5th business day of the month and report all matters for the preceding month. The parties may mutually determine an in person or telephonic meeting is required to address any issues in the report.	In Compliance	<p>AMR continues to provide on-time reports to the Compliance Officer.</p> <p>AMR supervisors and personnel continue to provide the necessary documentation and AMR responds quickly when additional documentation is warranted.</p> <p>AMR management has remained transparent regarding their operations and has continued to address the concerns of the Compliance Officer in a timely and professional manner.</p> <p>AMR has been responsive to changes or suggestions related to the reporting platform that the Compliance Officer utilizes.</p>

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
C-11	17	Community Paramedicine. During the Term of the Agreement, AMR shall cooperate with a local coalition of stakeholders to evaluate the benefits of a MIH program and consider its appropriate implementation under terms consistent with the parties intent under this Agreement.	In Compliance	Board Members, the Compliance Officer, the first responders and AMR continue to plan for implementation of Community Paramedicine in Shawnee County. There are several long term matters under consideration at this time.
C-4	16	Supply Exchange. AMR agrees to continue to provide an on-scene exchange of disposable medical supplies used by Shawnee County first responder agencies at no charge, subject to the terms of the disposable medical supplies protocol adopted by AMR, as amended from time to time. AMR agrees to provide a "one on one" exchange of oxygen (O2) to Shawnee County first responder agencies at no charge. For the avoidance of doubt, the oxygen exchange herein shall be applicable to bottles only, D Cylinders, and shall not include	In Compliance	AMR outlined a procedure for meeting this requirement which was provided to the first responders. As stated in the 2017 Report, at no time have there have been valid/credible complaints lodged regarding this matter.
C-5	24	Zone 1- 15 minutes will be penalized at \$10 per minute Zone 2- 18 minutes will be penalized at \$10 per minute Zone 3- 20 minutes will be penalized at \$10 per minute Zone 4- 22 minutes will be penalized at \$10 per minute All non-emergency and emergency calls over 45 minutes, regardless of Zone, will be penalized at \$100 per minute in addition to the appropriate Zone 4 minute penalties.	In Compliance	AMR has been penalized on 819 calls for a total amount of \$40,760. This amounts to 3.5% of the 22,848 calls AMR ran for 2018. All penalty checks have been received and deposited into the Special Revenue Fund (First Responder Grant Fund) in accordance with E-6 & E-7 on page 25. The Compliance Officer has no concerns related to the increase in penalties or penalized calls as AMR saw a significant increase in calls (as is outlined elsewhere in this report)

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
C-6	17	EMD Training. AMR agrees to provide initial EMD training for the primary PSAPS of Shawnee County, including those dispatch operators employed by Shawnee County on the Effective Date of this Agreement.	N/A	At this time this option has not been exercised by Shawnee County.
C-7	17	Purchasing. To the extent reasonably available, AMR agrees to continue to lend our purchasing power to Shawnee County first responder agencies, which may utilize our current pricing and purchasing agreements to offset the cost of investing in new equipment and technology. This commitment shall including, to the extent available from time to time, direct access to AMR's supply ordering platform to County first responder agencies, allowing them to self-order supplies under AMR contracts and have them delivered directly to station	In Compliance	AMR outlined a procedure for meeting this requirement. The procedure was provided to the first responders. The Compliance Officer has at no time had complaints lodged regarding this matter.
C-8	17	Monitoring Fee. AMR agrees to pay Shawnee County an annual monitoring fee in the amount of Forty Thousand Dollars (\$40,000) for the cost of monitoring AMR's operational and clinical performance and other compliance with the terms of this Agreement.	In Compliance	In accordance with 3.8 listed above, this fee has been automatically deducted from the quarterly subsidy payments.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT**Is AMR in Compliance with Contract C207-2016?**

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
C-9a	17	First Responder Education. AMR will provide local first responder agencies with two (2) classes per month. These training classes will be hosted at various locations to allow responders to gain training/certification hours at their convenience. AMR will work with local organization to develop this program to meet the new Kansas state re-certification protocol/statutes.	In Compliance	AMR provided free training to 226 first responders during 2018. AMR has provided four additional special trainings, consisting of guest speakers and innovative subject matter experts, at no charge to Shawnee County First Responders
C-9b	17	Enhanced Communications. AMR strives to work with local first responder agencies to come up with policies and procedures to enhance communications between agencies while responding to calls.	In Compliance	As stated in meeting minutes, emails and other reports, AMR continues to be involved in many incidents, events, exercises and planning teams.
C-9c	17	Tuition Assistance. AMR will provide \$10,000 in tuition assistance annually for Shawnee County first responders. Applications will be reviewed by AMR, then forwarded to the AAB for approval.	In Compliance	During 2018 <u>7</u> out of <u>10</u> of the first responder departments took advantage of this opportunity with all of the funds being disbursed. Eight persons were able to complete EMT Classes and become certified from the usage of these funds.

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS																																									
E-1	23	<p>For Emergent and Non-Emergent responses not canceled, reduced or exempted as provided below, AMR shall arrive at the Destination within the minutes identified below following Dispatch, at least 80% of time for all categories of calls combined calculated each calendar month.</p> <table><thead><tr><th>Zone</th><th>Emergency</th><th>Non-Emergency</th></tr></thead><tbody><tr><td>1</td><td>9:00</td><td>14:00</td></tr><tr><td>2</td><td>11:00</td><td>16:00</td></tr><tr><td>3</td><td>12:00</td><td>17:00</td></tr><tr><td>4</td><td>15:00</td><td>20:00</td></tr><tr><td>SW KTA</td><td>12:00</td><td>17:00</td></tr><tr><td>SC KTA</td><td>11:00</td><td>16:00</td></tr><tr><td>EB KTA</td><td>9:00</td><td>14:00</td></tr><tr><td>WB KTA</td><td>15:00</td><td>20:00</td></tr></tbody></table>	Zone	Emergency	Non-Emergency	1	9:00	14:00	2	11:00	16:00	3	12:00	17:00	4	15:00	20:00	SW KTA	12:00	17:00	SC KTA	11:00	16:00	EB KTA	9:00	14:00	WB KTA	15:00	20:00	In Compliance	<p>AMR has again consistently exceeded the response time parameters during 2018.</p> <table><tbody><tr><td>1-17 90.38%</td><td>7-17 89.44%</td></tr><tr><td>2-17 90.32%</td><td>8-17 86.32%</td></tr><tr><td>3-17 88.79%</td><td>9-17 88.21%</td></tr><tr><td>4-17 91.19%</td><td>10-17 89.52%</td></tr><tr><td>5-17 89.64%</td><td>11-17 91.10%</td></tr><tr><td>6-17 90.86%</td><td>12-17 90.15%</td></tr><tr><td colspan="2">Total for 2018 89.64%</td></tr></tbody></table> <p>For 2018, out of 22,848 calls AMR was on time for 20482 and AMR was late for 2366.</p>	1-17 90.38%	7-17 89.44%	2-17 90.32%	8-17 86.32%	3-17 88.79%	9-17 88.21%	4-17 91.19%	10-17 89.52%	5-17 89.64%	11-17 91.10%	6-17 90.86%	12-17 90.15%	Total for 2018 89.64%	
Zone	Emergency	Non-Emergency																																											
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Total for 2018 89.64%																																													
E-5	24	<p>AMR shall pay Agency a penalty for each calendar month in which it has failed to meet the applicable Standard at least 80% of time for all categories of calls combined. In making such calculation, all emergency and non-emergency calls shall be aggregated. Exempt calls shall be completely excluded from the calculation, including from the total number of calls. In the event AMR fails to meet Response Time Standards for all such calls combined during any month, it shall pay Agency, within thirty (30) days of receipt of an invoice from Agency, the following penalty based upon the percentage of total number of passes when compared to the total number of responded to and arrived: damages at the rate of \$100 for each half percentage point below 80%.</p>	In Compliance																																										

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

LOCATION & PAGE		CONTRACT C207-2016 REQUIREMENTS	COMPLIANCE	COMMENTS
E-7	25	Late Responses. AMR shall provide detailed documentation in writing for every non-emergency and emergency request with a response time in excess of the time standards and shall identify and report the cause of such extended response times.	In Compliance	AMR continues to provide on-time well documented reports to the Compliance Officer. AMR has provided quick responses back to the Compliance Officer. AMR has also assisted in addressing trends and habits that can be found in examination of the monthly reports.

The following pages contain detailed statistics as a part of this report.

Contract C207-2016 - 2018 Final Compliance

ZONE	Contract C207-2016	1/18	2/18	3/18	4/18	5/18	6/18	7/18	8/18	9/18	10/18	11/18	12/18	YTD
1	On Time	1777	1560	1562	1567	1718	1648	1620	1576	1554	1563	1444	1612	19201
1	Late	137	116	144	99	158	110	145	200	147	131	101	127	1615
1	Number Fined	69	47	47	51	62	32	55	71	62	54	36	41	627
1	Amount Fined	\$1,590.00	\$2,350.00	\$2,800.00	\$2,060.00	\$3,540.00	\$1,720.00	\$2,250.00	\$5,320.00	\$4,530.00	\$2,830.00	\$1,360.00	\$2,330.00	\$32,680.00
1	On time percentage	92.84%	93.08%	91.56%	94.06%	91.58%	93.74%	91.78%	88.74%	91.36%	92.27%	93.46%	92.70%	92.24%
ZONE TOTAL		1914	1676	1706	1666	1876	1758	1765	1776	1701	1694	1545	1739	20816
2	On Time	75	67	74	79	64	74	76	64	92	82	80	69	896
2	Late	32	31	22	23	20	24	20	29	38	29	25	30	323
2	Number Fined	10	8	4	6	7	4	4	9	7	6	4	9	78
2	Amount Fined	\$230.00	\$420.00	\$190.00	\$160.00	\$170.00	\$150.00	\$160.00	\$360.00	\$280.00	\$840.00	\$130.00	\$250.00	\$3,340.00
2	On time percentage	70.09%	68.37%	77.08%	77.45%	76.19%	75.51%	79.17%	68.82%	70.77%	73.87%	76.19%	69.70%	73.50%
ZONE TOTAL		107	98	96	102	84	98	96	93	130	111	105	99	1219
3	On Time	11	18	17	19	25	22	17	18	13	16	13	21	210
3	Late	20	24	30	26	23	34	27	25	29	24	16	20	298
3	Number Fined	3	10	8	7	6	5	9	8	6	5	6	4	77
3	Amount Fined	\$150.00	\$360.00	\$230.00	\$430.00	\$270.00	\$290.00	\$230.00	\$370.00	\$260.00	\$280.00	\$220.00	\$130.00	\$3,220.00
3	On time percentage	35.48%	42.86%	36.17%	42.22%	52.08%	39.29%	38.64%	41.86%	30.95%	40.00%	44.83%	51.22%	41.34%
ZONE TOTAL		31	42	47	45	48	56	44	43	42	40	29	41	508
4	On Time	11	14	8	9	8	12	9	7	20	8	14	8	128
4	Late	9	7	13	13	9	9	11	11	9	9	8	6	114
4	Number Fined	3	2	2	5	3	2	2	7	4	2	4	1	37
4	Amount Fined	\$80.00	\$40.00	\$60.00	\$210.00	\$210.00	\$210.00	\$90.00	\$140.00	\$150.00	\$120.00	\$140.00	\$70.00	\$1,520.00
4	On time percentage	55.00%	66.67%	38.10%	40.91%	47.06%	57.14%	45.00%	38.89%	68.97%	47.06%	63.64%	57.14%	52.89%
ZONE TOTAL		20	21	21	22	17	21	20	18	29	17	22	14	242
KTA	On Time	5	2	3	2	3	4	5	7	5	5	4	2	47
KTA	Late	2	0	1	1	0	0	1	0	2	3	2	4	16
KTA	On time percentage	71.43%	100.00%	75.00%	66.67%	100.00%	100.00%	83.33%	100.00%	71.43%	62.50%	66.67%	33.33%	74.60%
ZONE TOTAL		7	2	4	3	3	4	6	7	7	8	6	6	63
ALL	On Time	1879	1661	1664	1676	1818	1760	1727	1672	1684	1674	1555	1712	20482
ALL	Late	200	178	210	162	210	177	204	265	225	196	152	187	2366
ALL	Number Fined	85	67	61	69	78	43	70	71	79	67	50	55	819
ALL	Amount Fined	\$2,050.00	\$3,170.00	\$3,280.00	\$2,860.00	\$4,190.00	\$2,370.00	\$2,730.00	\$7,550.00	\$5,220.00	\$4,070.00	\$1,850.00	\$2,780.00	\$40,760.00
ALL	On time percentage	90.38%	90.32%	88.79%	91.19%	89.64%	90.86%	89.44%	86.32%	88.21%	89.52%	91.10%	90.15%	89.64%
SYSTEM TOTAL		2079	1839	1874	1838	2028	1937	1931	1937	1909	1870	1707	1899	22848
ALL	EXEMPTIONS	18	12	2	4	0	0	0	1	1	0	30	1	69

Contract C207-2016 - 2017 Final Compliance

ZONE	Contract C207-2016	1/17	2/17	3/17	4/17	5/17	6/17	7/17	8/17	9/17	10/17	11/17	12/17	YTD
1	On Time	1349	1110	1571	1505	1600	1609	1698	1611	1654	1615	1599	1536	18457
1	Late	73	65	108	85	92	89	113	73	91	98	92	98	1077
1	Number Fined	33	9	36	23	30	14	28	16	27	31	38	29	314
1	Amount Fined	\$640.00	\$570.00	\$1,081.00	\$580.00	\$560.00	\$690.00	\$1,150.00	\$430.00	\$580.00	\$950.00	\$1,100.00	\$1,530.00	\$9,861.00
1	On time percentage	94.87%	94.47%	93.57%	94.65%	94.56%	94.76%	93.76%	95.67%	94.79%	94.28%	94.56%	94.00%	94.49%
ZONE TOTAL		1422	1175	1679	1590	1692	1698	1811	1684	1745	1713	1691	1634	19534
2	On Time	50	44	69	63	68	69	84	78	80	75	60	69	809
2	Late	13	14	26	14	24	13	19	17	23	23	15	23	224
2	Number Fined	4	1	4	3	1	3	4	1	4	2	2	3	32
2	Amount Fined	\$30.00	\$40.00	\$110.00	\$260.00	\$40.00	\$80.00	\$100.00	\$20.00	\$100.00	\$160.00	\$40.00	\$80.00	\$1,060.00
2	On time percentage	79.37%	75.86%	72.63%	81.82%	73.91%	84.15%	81.55%	82.11%	77.67%	76.53%	80.00%	75.00%	78.32%
ZONE TOTAL		63	58	95	77	92	82	103	95	103	98	75	92	1033
3	On Time	20	12	23	14	24	24	32	12	19	14	26	30	250
3	Late	11	17	23	19	13	24	20	20	23	16	14	22	222
3	Number Fined	2	2	6	3	7	5	1	7	5	4	5	6	53
3	Amount Fined	\$30.00	\$110.00	\$150.00	\$120.00	\$120.00	\$210.00	\$40.00	\$170.00	\$180.00	\$130.00	\$220.00	\$240.00	\$1,720.00
3	On time percentage	64.52%	41.38%	50.00%	42.42%	64.86%	50.00%	61.54%	37.50%	45.24%	46.67%	65.00%	57.69%	52.97%
ZONE TOTAL		31	29	46	33	37	48	52	32	42	30	40	52	472
4	On Time	7	4	10	11	10	7	5	7	12	12	10	13	108
4	Late	3	5	11	9	8	16	5	9	14	7	4	4	95
4	Number Fined	0	0	6	5	3	5	0	7	1	2	3	2	34
4	Amount Fined	\$0.00	\$0.00	\$130.00	\$50.00	\$30.00	\$190.00	\$0.00	\$110.00	\$10.00	\$40.00	\$40.00	\$40.00	\$640.00
4	On time percentage	70.00%	44.44%	47.62%	55.00%	55.56%	30.43%	50.00%	43.75%	46.15%	63.16%	71.43%	76.47%	53.20%
ZONE TOTAL		10	9	21	20	18	23	10	16	26	19	14	17	203
KTA	On Time	2	0	2	3	4	1	4	1	1	1	2	2	23
KTA	Late	0	0	0	0	0	0	2	0	1	0	1	2	6
KTA	On time percentage	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	66.67%	100.00%	50.00%	100.00%	66.67%	50.00%	79.31%
ZONE TOTAL		2	0	2	3	4	1	6	1	2	1	3	4	29
ALL	On Time	1428	1170	1675	1596	1706	1710	1823	1709	1766	1717	1697	1650	19647
ALL	Late	100	101	168	127	137	142	159	119	152	144	126	149	1624
ALL	Number Fined	39	12	52	34	41	27	33	28	37	39	48	40	433
ALL	Amount Fined	\$700.00	\$720.00	\$1,471.00	\$1,010.00	\$750.00	\$1,170.00	\$1,290.00	\$730.00	\$870.00	\$1,280.00	\$1,400.00	\$1,890.00	\$13,281.00
ALL	On time percentage	93.46%	92.05%	90.88%	92.63%	92.57%	92.33%	91.98%	93.49%	92.08%	92.26%	93.09%	91.72%	92.37%
SYSTEM TOTAL		1528	1271	1843	1723	1843	1852	1982	1828	1918	1861	1823	1799	21271
ALL	EXEMPTIONS	8	1	2	2	4	7	3	2	1	2	0	8	40

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT

Is AMR in Compliance with Contract C207-2016?

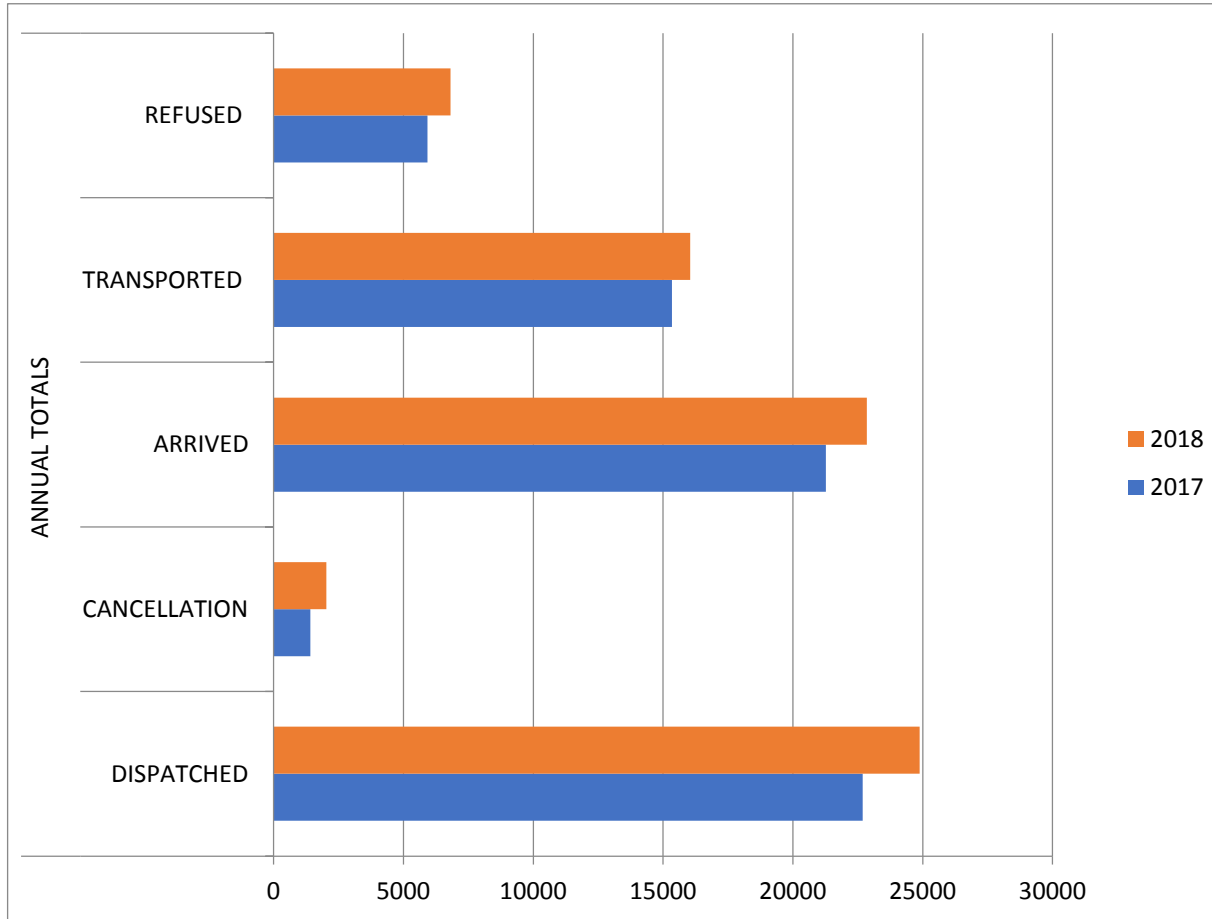
COUNTY-WIDE RESPONSE TIME PERCENTAGES

RESPONSE TIMES	CONTRACT C207-2016				VARIANCE
	FY 2017		FY2018		
0:00 to 1:00	2.32%	493	1.90%	434	(59)
1:01 to 2:00	4.72%	1004	3.71%	848	(156)
2:01 to 3:00	9.79%	2082	8.23%	1880	(202)
3:01 to 4:00	13.88%	2952	11.93%	2726	(227)
4:01 to 5:00	15.13%	3218	13.24%	3025	(193)
5:01 to 6:00	13.48%	2867	13.75%	3142	274
6:01 to 7:00	10.78%	2293	10.91%	2493	200
7:01 to 8:00	8.11%	1725	8.15%	1862	137
8:01 to 9:00	5.57%	1185	7.06%	1613	428
9:01 to 10:00	3.94%	838	4.61%	1053	215
10:01 to 11:00	3.00%	638	3.40%	777	139
11:01 to 12:00	2.25%	479	2.94%	672	193
12:01 to 13:00	1.63%	347	2.00%	457	110
13:01 to 14:00	1.24%	264	1.61%	368	104
14:01 to 15:00	0.84%	179	1.22%	279	100
15:01 to 16:00	0.75%	160	0.93%	212	53
16:01 to 17:00	0.44%	94	0.73%	167	73
17:01 to 18:00	0.37%	79	0.61%	139	61
18:01 to 19:00	0.39%	83	0.55%	126	43
19:01 to 20:00	0.30%	64	0.36%	82	18
20:01 to 21:00	0.23%	49	0.39%	89	40
21:01 to 22:00	0.14%	30	0.30%	69	39
22:01 to 23:00	0.15%	32	0.23%	53	21
23:01 to 24:00	0.16%	34	0.19%	43	9
24:01 to 25:00	0.08%	17	0.21%	48	31
25:01 to 26:00	0.07%	15	0.13%	30	15
26:01 to 27:00	0.04%	9	0.10%	23	14
27:01 to 28:00	0.03%	6	0.06%	14	7
28:01 to 29:00	0.02%	4	0.10%	23	19
29:01 to 30:00	0.04%	9	0.07%	16	7
30:01 to 35:00	0.05%	11	0.21%	48	37
35:01 to 40:00	0.03%	6	0.08%	18	12
40:01 to 45:00	0.02%	4	0.03%	7	3
45:01 to 50:00	0.01%	2	0.04%	9	7
50:01 or more	0.00%	0	0.03%	5	5
TOTALS	21271		22848		1,577

**COUNTYWIDE
AVERAGE 2017
6:06**

**COUNTYWIDE
AVERAGE 2018
6:38**

SHAWNEE COUNTY AMBULANCE COMPLIANCE OFFICER REPORT
Is AMR in Compliance with Contract C207-2016?



Jan-Dec	Annual Totals				
	DISPATCHED	CANCELLATION	ARRIVED	TRANSPORTED	REFUSED
2017	22684	1413	21271	15344	5927
2018	24883	2034	22848	16041	6808
INCREASE OF	2199	621	1577	697	881

2018 GRANT PROCESS - FINAL REPORT

#	CHECK SIGNED FOR	ORG	DESC	APPROVED AMOUNT	APPROVED BY			DATE OF		
					CO	AAB	BOCC	CHECK	DELIVERY	DOCUMENTATION
1-18	Dirk Christian	SCFD #4	AED	\$3,422.00	Yes	Yes	Yes	40113802	1/17/2019	2/28/2019
2-18	Cheryl Trobaugh	MTAA	SafeKits	\$2,445.82	Yes	Yes	Yes	40113775	1/17/2019	3/18/2019
4-18	Rick Deibert	SHFD	CPR Equipment	\$2,534.22	Yes	Yes	Yes	40113803	1/24/2019	2/5/2019
5-18	Chris Hamilton	STFD	O2 Bags	\$865.20	Yes	Yes	Yes	40113807	1/17/2019	1/18/2019
3-18	Richard Sigle	TFD	Pulse Point	\$0.00	Yes	No	No			
6-18	Forrest Walter	MTFD	KEMSA	\$0.00	Yes	No	No			
7-18	Forrest Walter	SCFD #1	EMS Slam	\$0.00	Yes	No	No			
8-18	Forrest Walter		Training Equip	\$0.00	Yes	No	No			

APPROVED REQUESTS

TOTAL AVAILABLE 06/01/18	\$ 20,701.00
TOTAL APPROVED 01/03/19	\$ 9,267.24
TOTAL REMAINING from 2018 Grant	\$ 11,433.76

Current Fund Amount 2/11/19

\$46,973.76

GRANT FUND STATUS

MONTH	AMOUNT	PAID
Apr-18	\$ 2,860.00	6/6/2018
May-18	\$ 4,190.00	7/3/2018
Jun-18	\$ 2,370.00	8/29/2018
Jul-18	\$ 2,730.00	10/17/2018
Aug-18	\$ 6,190.00	11/8/2018
Sep-18	\$ 5,220.00	11/30/2018
Oct-18	\$ 4,070.00	12/31/2018
Nov-18	\$ 1,850.00	1/25/2019
Dec-18	\$ 2,780.00	2/11/2019

2018 TUITION ASSISTANCE REPORT - FINAL

#	NAME	ORG	DESC	AMOUNT	FISCAL	BALANCE
18 1	Chad Knochenmus	MTFD	EMT Class	\$1,111.11	2018	\$8,888.88
18 2	Rick Deibert	SHFD	EMT Class	\$1,111.11	2018	\$7,777.77
18 3	Karen Chmidling	MTAA	EMT Class	\$1,111.11	2018	\$6,666.66
18 4	Raymond LaDuke	SCFD #1	EMT Class	\$1,111.11	2018	\$5,555.55
18 5	Eric Wood	SCFD #2	EMT Class	\$1,428.57	2018	\$4,126.98
18 6	Dirk Christian	SCFD #4	EMT Class	\$1,428.57	2018	\$2,698.41
18 7	Richard Sigle	TFD	MCI Training	\$1,428.57	2018	\$1,269.84
18 8	Forrest Walter	MTFD	End of Year	\$317.46	2018	\$952.38
18 9	Rick Deibert	SHFD	End of Year	\$317.46	2018	\$634.92
18 10	JT Ogrady	MTAA	End of Year	\$317.46	2018	\$317.46
18 11	Joe Hawkins	SCFD #1	End of Year	\$317.46	2018	\$0.00

The Ambulance Advisory Board and AMR has all agreed to the following:

The benefit of Tuition Assistance will commence after January 1, 2017 (and after January 1st each year)

All requests must be able to be paid out before October 1 of each year.

That the monies not paid out will not rollover each year.

The funds will be distributed through AMR directly to each department following approval from the Ambulance Advisory Board.

Documentation shall be provided to AMR and the county that shows where/when the monies were spent.

On November 9th, 2016 at the County Fire Chief's meeting, it was the consensus of the fire chiefs that each of the nine first responder organizations in Shawnee County will receive \$1111.11 a year for tuition assistance.

The process to apply for this benefit can be found at http://www.snco.us/em/document/tuition_assistance_program.pdf