



Travis County Commissioners Court Agenda Request

Meeting Date: Tuesday, September 23, 2014

Prepared By/Phone Number: C.W. Bruner, 854-9760

Elected/Appointed Official/Dept. Head: Cyd Grimes

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Amendment One to Interlocal Agreement between the City of Austin and Travis County for Emergency Medical Services (TCES for A/TCEMS).

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

This Interlocal Agreement between the City of Austin and Travis County for Emergency Medical Services (the A/TCEMS ILA) provides for emergency medical services and pre-hospital transport services for Travis County's geographic area outside of the City of Austin.

This Amendment One to the A/TCEMS ILA is to continue to provide resources to the shared EMS System and amends related Exhibits pertaining to the performance of the services and accounting of expenses related to the period from October 1, 2014 to September 30, 2015 (FY15).

- **Contract Modification Information:**

Modification Amount: \$15,467,885

Modification Type: Bilateral

Modification Period: October 1, 2014 to September 30, 2015

- **Funding Information:**

SAP Shopping Cart #:

Funding Account(s):

Comments: Payments to be funded by the FY15 Budget which has not yet been approved.



EMERGENCY SERVICES

DANNY HOBBY, EXECUTIVE MANAGER

P.O. Box 1748, AUSTIN, TEXAS 78767

(512) 854-4416, FAX (512) 854-4786

*Emergency Management
Pete Baldwin, Emergency Mgmt.
Coordinator*

*Fire Marshal
Hershel Lee*

*Chief Medical Examiner
Dr. David Dolinak*

*STAR Flight
Casey Ping, Program Manager*

Technology & Communications

To: Travis County Commissioners Court

Via: Cyd Grimes, County Purchasing Agent

From: Danny Hobby, County Executive for Emergency Services 

Date: September 10, 2014

Subject: Amendment One to Austin/Travis County EMS ILA (FY-2015)

Proposed Motion:

CONSIDER AND TAKE APPROPRIATE ACTION CONCERNING AMENDMENT ONE TO INTERLOCAL AGREEMENT BETWEEN CITY OF AUSTIN AND TRAVIS COUNTY FOR EMERGENCY MEDICAL SERVICES. (TCES)

Summary & Staff Recommendation:

The Agreement between City of Austin and Travis County for Emergency Medical Services (the A/TCEMS ILA) provides for emergency medical services and pre-hospital transport services for Travis County's geographic area outside of the City of Austin.

The purpose of Amendment One to the A/TCEMS ILA is to continue to provide resources to the shared EMS System and replace versions of those Exhibits to the FY 2014 Agreement for the performance of services and accounting for expenses related to the period from October 1, 2014 to September 30, 2015.

The Travis County Emergency Services ("TCES") recommendation is to approve Amendment One. Our EMS partners at the City of Austin support this recommendation, as Amendment One.

Issues or Opportunities:

There are no issues or opportunities with this request since we are not adding any new stations or staffing in Amendment One. However, County and City staff will continue to review recommendations or changes we feel may be necessary to benefit the service delivery and the cost of the services for emergency medical services in Travis County outside the City of Austin.

Budgetary Impact:

FY-2015	Dept. 159 (0001) (147, 159, 198)	EMS Ground Interlocal FY15 EMS Interlocal Reserves FY15	
			\$15,467,885

Attachment(s):

Amendment One to Agreement between City of Austin and Travis County for Emergency Medical Services (A1 to A/TCEMS ILA)

Cc:

Audit –	Kapp Schwebke
Legal –	Barbara Wilson
PBO –	Alan Miller
Purchasing –	Bonnie Floyd, C.W. Bruner
TCES –	Christine Lego, Toby Fariss (TF)

**AMENDMENT ONE TO AGREEMENT
BETWEEN CITY OF AUSTIN AND TRAVIS COUNTY
FOR EMERGENCY MEDICAL SERVICES**

This Amendment One to the Agreement between the City of Austin and Travis County for Emergency Medical Services is entered into by the following parties: the City of Austin, a Texas municipal corporation ("City") and Travis County ("County").

RECITALS

City and County developed an Emergency Medical Services System that provides services throughout the entire geographic area of the City of Austin and Travis County.

City and County entered into an Agreement between the City of Austin and Travis County for Emergency Medical Services for the fiscal year 2014 that was effective retroactively on October 1, 2013 ("FY 2014 Agreement").

City and County wish to amend FY 2014 Agreement for ambulance services in Travis County.

City and County are authorized to enter into this Amendment One in all respects by TEX. GOV'T. CODE ANN., ch. 791.

AGREEMENT TO AMEND FY 2014 AGREEMENT

The parties agree to amend FY 2014 Agreement, as follows:

- 1. RENEWAL OF FY 2014 AGREEMENT:** City and County are approving the renewal of the FY 2014 Agreement for a term of one year commencing October 1, 2014 and ending September 30, 2015, subject to the amendments described in Section 3 below and to their right of termination in the FY 2014 Agreement.

- 2. RETENTION OF EXHIBITS** The Exhibits attached to the FY 2014 Agreement are and remain effective for all purposes including performance of services and accounting for expenses related to the period from October 1, 2013 to September 30, 2014 inclusive. In addition, the following Exhibits attached to the FY 2014 Agreement are and remain effective for all purposes including performance of services and accounting for expenses related to the period from October 1, 2014 to September 30, 2015 inclusive:
 - 2.1.** Attachment A – Scope of Work
 - 2.2.** Attachment D – Suburban County Stations
 - 2.3.** Attachment F – Travis County EMS Advisory Board General Provisions

- 3. AMENDMENT OF FY 2014 AGREEMENT:** For the period commencing October 1, 2014, the Exhibits listed below and attached to this Amendment One replace the versions of these Exhibits attached to the FY 2014 Agreement for the performance of services and accounting for expenses related to the period from October 1, 2014 to September 30, 2015 inclusive.
- 3.1.** Attachment B-1 – Performance Indicators
 - 3.2.** Attachment C-1 – Fees Payable
 - 3.3.** Attachment E-1 – Travis County EMS Vehicles
- 4. INCORPORATION OF FY 2014 AGREEMENT:** City and County hereby incorporate FY 2014 Agreement in this Amendment One. City and County hereby ratify all of the terms and conditions of FY 2014 Agreement except for the changes made in this Amendment One and the FY 2014 Agreement as amended continues in effect throughout the term of this Amendment One.
- 5. EFFECTIVE DATE:** When it is approved by both the Travis County Commissioners Court and the City of Austin City Council, this Amendment One is effective October 1, 2014.

CITY OF AUSTIN
A Home Rule Municipality

By: _____ Date: _____
Michael McDonald, Deputy City Manager

TRAVIS COUNTY

By: _____ Date: _____
Samuel T. Biscoe, County Judge

ATTACHMENT B-1

PERFORMANCE INDICATORS

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has posted its position on performance measurement. This position states that “Performance measurement is used internally by health care organizations to support performance improvement and externally, to demonstrate accountability to the public and other interested stakeholders. Performance measurement benefits the health care organization by providing statistically valid, data-driven mechanisms that generate a continuous stream of performance information. This enables a health care organization to understand how well their organization is doing over time and have continuous access to objective data to support claims of quality. The organization can verify the effectiveness of corrective actions; identify areas of excellence within the organization; and compare their performance with that of peer organizations using the same measures. Similarly, performance data can be used by external stakeholders to make value-based decisions on where to seek quality health care.” City through the EMS Department agrees with this direction and has established performance measures to constantly improve its performance.

Quality Improvement within the healthcare environment is an on-going process. The EMS Department has implemented the Institute of Healthcare Improvement (IHI) Model for Improvement. The EMS Department utilizes a performance improvement process to cause improvement that includes activities focused on identification of root cause, establishing action plans, and using the “Plan, Do, Study Act” improvement cycle to achieve rapid, incremental improvement. The EMS Department documents improvement projects using Performance Improvement Reports that are dynamic and specific to the subject matter.

City through the EMS Department shall perform the Scope of Work stated in Attachment A and execute performance to the standards in compliance with Attachment B. City through the Office of the Medical Director shall perform the scope of work and execute performance in compliance with the standards stated in section 21.

Monthly Summary

Summary Item	Description	Monitoring Method
Incidents in City and County	Count of incidents that occur in the City and County combined	Run Chart updated by 10th business day each month
Incidents stratified by City and County	Count of incidents that occur in City and the County shown separately	Run Chart updated by 10th business day each month
Responses in City and County	Count of responses that occur in the City and County combined	Run Chart updated by 10th business day each month
Responses stratified by City and County	Count of responses that occur in City and the County shown separately	Run Chart updated by 10th business day each month
Responses by City units into County	The percentage of responses made by ambulances assigned to City EMS stations into the County region	Run Chart updated by 10th business day each month
Responses by County units into City	The percentage of responses made by ambulances assigned to County EMS stations into the City region	Run Chart updated by 10th business day each month

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Key Result Area(s): Emergency Dispatch; *STAR Flight* Dispatch

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
Grade of Service	Answer 911 calls within 10 seconds of first ring	≤ 10 seconds, 90% reliability	Reliability may not fall below standard for more than two consecutive months or any three months in a year.	Run Chart updated by 10th business day each month	Improvement Report
Call Processing Time	Gather necessary information and dispatch ambulances quickly	≤ Average of 75 Seconds each month	Average Call Processing Time may not fall below standard for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month	Improvement Report
MPD Protocol Compliance	Comply with Medical Priority Dispatch Protocol	≥ 90% compliance based on accreditation standards.	Compliance may not fall below standard for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month	Improvement Report
<i>STAR Flight</i> Card Compliance	Comply with <i>STAR Flight</i> Dispatch Protocol Cards	≥ 90% compliance	Compliance may not fall below standard for more than two (2) consecutive months or any three (3) months in a year.	Run Chart updated by 10 th business day each month	Improvement Report

Key Result Area: Emergency Response

Response Time Goals for Travis County:	Response Time Goals for City of Austin:
P1 – 11:59 P2 – 13:59 P3 – 15:59 P4 – 17:59 P5 – 19:59	P1 – 09:59 P2 – 11:59 P3 – 13:59 P4 – 15:59 P5 – 17:59

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
Overall On-Time Rate – City/County	Arrive quickly to EMS calls with ambulances, supervisors, or other ATCEMS resources.	≥ 90% to all priorities of EMS calls combined using the Travis County and City of Austin response time goals respectively.	Reliability may not fall below 87% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report
Overall On-Time Rate – County Only	Arrive quickly to EMS calls with ambulances, supervisors, or other ATCEMS resources.	≥ 90% to all priorities of EMS calls combined using the Travis County response time goals.	Reliability may not fall below 87% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report
Overall On-Time Rate – City Only	Arrive quickly to EMS calls with ambulances, supervisors, or other ATCEMS resources.	≥ 90% to all priorities of EMS calls combined using the City of Austin response time goals.	Reliability may not fall below 87% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report

Key Result Area: Patient Assessment and Care

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
Aspirin Administration in ACS	All patients exhibiting signs of a ACS (Acute Coronary Syndrome) receive Aspirin before arrival at the hospital.	100% of patients with no contra-indications	Performance may not fall below 98% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day at the beginning of each quarter.	Improvement Report
Blood Glucose Test in Stroke	All patients exhibiting signs of a Cerebro-vascular Accident (Stroke) receive a blood glucose test before arrival at the hospital.	100% of patients with no contraindications	Performance may not fall below 98% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day at the beginning of each quarter.	Improvement Report
Cardiac Arrest Arrival at Facility with a Pulse	As many patients as possible who are treated for cardiac arrest by EMS arrive at the hospital with a pulse.	≥ 30% of patients with attempted resuscitation by ATCEMS.	Performance may not fall more than 10% in a six month period.	Run Chart updated by 10 th business day at the beginning of each quarter.	Improvement Report

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Key Result Area: Medical Transportation

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
STEMI Alert Transport	All patients who need and accept medical care related to a STEMI Alert are transported to an appropriate STEMI specialty care facility.	≥ 90% Patients with EMS identified STEMI Alert will be transported to appropriate specialty care facility or have documented reason for exception.	Performance may not fall below 87% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report
Stroke Alert Transport	All patients who need and accept medical care related to a Stroke Alert are transported to an appropriate stroke specialty care facility.	≥ 90% Patients with EMS identified Stroke Alert will be transported to appropriate specialty care facility or have documented reason for exception.	Performance may not fall below 87% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report
Trauma Activation Transport	All patients who need and accept medical care related to a Trauma Activation are transported to an appropriate trauma specialty care facility.	≥ 90% Patients with EMS identified Trauma Activation will be transported to appropriate specialty care facility or have documented reason for exception.	Performance may not fall below 87% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report

Key Result Area: Financial and Billing Services

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
Revenue Collected in Travis County outside the City of Austin.	Collect as much revenue as possible to reimburse the county for some the cost of subsidizing the EMS system.	100% of projected revenue	Revenue collections may not fall more than 10% below monthly projections for more than two months in a row or three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report
Bill Processing Time	Send bills to customers as quickly as possible.	≤ Average of 10 days to process bills and send a billing statement	The Bill Processing Time may not fall below standard for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month	Improvement Report

Key Result Area: Fleet Management

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
On-time maintenance performed	Vehicles receive required maintenance on time.	≥ 95% of the time, vehicles receive required maintenance on or before the date on which they are scheduled	Reliability may not fall below 92% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report

Key Result Area: Customer Service

Indicator	Desired Outcome	Standard	Acceptable Quality Level	Monitoring Method	Improvement Actions
Customer Satisfaction Score	Create satisfied customers	≥ 95% of patients are satisfied or very satisfied with our customer service	Customer satisfaction may not fall below 92% for more than two consecutive months or any three months in a year.	Run Chart updated by 10 th business day each month.	Improvement Report

ATTACHMENT C-1

FEES PAYABLE

The fees identified below represent the total costs for the Services under this agreement from October 1, 2014 through September 30, 2015.

FEES

The Total Agreement Fee stated below includes all labor, direct costs, indirect costs, administrative costs, maintenance costs, fuel costs, and equipment required to successfully complete the Services during this period.

\$13,718,397	Fee for Services
\$19,800	ACS Fee
\$498,234	Maintenance Fee
\$287,405	Fuel Fee
\$944,049	Administrative Fee (6.5%)
\$15,467,885	Total Agreement Fee

The Total Agreement Fee is payable in twelve equal monthly installments over the first renewal term of the agreement. The monthly installment for the Total Agreement Fee is one million, two hundred eighty eight thousand, nine hundred ninety dollars (\$1,288,990).

LINE ITEMS EXCLUDED FROM FEE FOR SERVICE

The following line items from the FY 2015 Approved EMS General Fund Budget are excluded from the Fee for Service and the County pays none (0%) of the following line items:

- Line Item Number 5520 – architectural services
- Line Item Number 5620 – legal services
- Line Item Number 6126 – rental-other equipment
- Line Item Number 6160 – electric service
- Line Item Number 6162 – gas/heat
- Line Item Number 6165 – water service
- Line Item Number 6170 – wastewater service
- Line Item Number 6174 – drainage fee
- Line Item Number 6175 – garbage collection
- Line Item Number 6185 – EMS interlocal services
- Line Item Number 6361 – awards
- Line Item Number 6383 – building maintenance
- Line Item Number 6404 – telephone base
- Line Item Number 7482 – food/ice

ATTACHMENT E-1

TRAVIS COUNTY EMS VEHICLES

County Vehicles in Possession by City as of 7/31/14					
ATCEMS VEHICLE ID	TX LICENSE	CHASIS YEAR	MAKE	VEHICLE TYPE	PRIMARY ASSIGNMENT
08E913TC	1081871	2008	Dodge	Ambulance	Ambulance
10E911TC	1081791	2010	Ford	Ambulance	Ambulance
10E912TC	1081790	2010	Ford	Ambulance	Ambulance
11E121TC	1114541	2011	Ford	Ambulance	Ambulance
11E122TC	1114540	2011	Ford	Ambulance	Ambulance
11E123TC	1114539	2011	Ford	Ambulance	Ambulance
12E132TC	1131283	2012	Ford	Ambulance	Ambulance
12E133TC	1131282	2012	Ford	Ambulance	Ambulance
12E139TC	1141300	2012	Ford	Ambulance	Ambulance
12E140TC	1141301	2012	Ford	Ambulance	Ambulance
07E705TC	1000367	2007	International	Ambulance	Ambulance
07E706TC	1000366	2007	International	Ambulance	Ambulance
07E707TC	1000368	2007	International	Ambulance	Ambulance
08E810TC	1027020	2008	International	Ambulance	Ambulance
09E819TC	1046117	2009	International	Ambulance	Ambulance
09E820TC	1057678	2009	International	Ambulance	Ambulance
08E838TC	1046087	2008	Ford	Expedition	OMD
08E832TC	1046288	2008	Ford	F350	Command
08E831TC	1026774	2008	Ford	F350	Command
11A032TC	1116450	2011	Chevy	Tahoe	OMD
14E116TC	1164669	2013	Ford	F350	Command
14E117TC	1164670	2013	Ford	F350	Command
13E148TC	1164580	2013	Dodge	Ambulance	Ambulance
13E149TC	1164579	2013	Dodge	Ambulance	Ambulance
14E164TC	Pending	2014	Dodge	Ambulance	Ambulance
14E165TC	Pending	2014	Dodge	Ambulance	Ambulance

City and County acknowledge that County has purchased two replacement ambulances during the past Fiscal Year for which these ambulances have not yet been retired. When these replacement ambulances are ready to be deployed for EMS System use, EMS Chief and County Executive, Emergency Services will jointly determine which county-owned ambulances will be retired from EMS System use and returned to County.

City and County acknowledge that County agrees to purchase and own two new ambulances during this first renewal agreement term. Both ambulances are replacement ambulances. When the replacement ambulances are ready to be deployed for EMS System use, EMS Chief and County Executive, Emergency Services will jointly determine which county-owned ambulances will be retired from EMS System use and returned to County.