



Metropolitan Area EMS Authority (MAEMSA)

d.b.a. MedStar Mobile Healthcare

**Board of Directors
Virtual Meeting**

July 17, 2020

**METROPOLITAN AREA EMS AUTHORITY
DBA MEDSTAR MOBILE HEALTHCARE
NOTICE OF MEETING AND
BOARD OF DIRECTORS BUDGET WORKSHOP**

Date and Time: July 17, 2020; 2:00 p.m.

The meeting will be conducted by conference call-in, pursuant to the Governor's March 16, 2020 suspension of certain provisions of the Open Meetings Act. The public may observe the meeting by clicking this URL: <https://webinar.ringcentral.com/j/1495348156> Webinar ID: 149 534 8156
Or iPhone one-tap: US: +1(346)9804201,,1495348156#,,+1(720)9027700,,1495348156#
(US Central) +1(213)2505700,,1495348156#

AGENDA

- | | | |
|-----------------------------------|---|---|
| I. CALL TO ORDER | | Dr. Brian Byrd |
| II. INTRODUCTION OF GUESTS | | Dr. Brian Byrd |
| III. CONSENT AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member may request an item be removed from the consent agenda and considered separately. The consent agenda consists of the following: | |
| BC – 1429 | Approval of Board Minutes for June 4, 2020. | Dr. Brian Byrd
Pg. 5 |
| BC – 1430 | Approval of Check register for May, June, 2020. | Dr. Brian Byrd
Pg. 8 |
| IV. NEW BUSINESS | | |
| BC – 1431 | Approval of Frost Bank Resolution. | Douglas Hooten
Pg. 11 |
| BC – 1432 | Approval for assets to be surplus. | Douglas Hooten
Pg. 18 |
| BC – 1433 | Approval for MedStar ambulance donations. | Douglas Hooten
Pg. 20 |
| BC – 1434 | Approval of Employment Contract for Medical Director | Dr. Brian Byrd
Pg. 21 |
| BC – 1435 | Approval of EPAB recommendation to expend funds from restricted account | Dr. Gary Floyd
Dr. Vithalani
Pg. 22 |
| V. BUDGET WORKSHOP | | |

VI. MONTHLY REPORTS

- | | | |
|-----------|---------------------------------------|--|
| A. | Chief Executive Officer's Report | Douglas Hooten |
| B. | Office of the Medical Director Report | Dwayne Howerton
Dr. Veer Vithalani |
| C. | Chief Financial Officer | Steve Post |
| D. | Human Resources | Leila Peoples |
| E. | Compliance Officer/Legal | Chad Carr
Kristofer Schleicher |
| F. | Chief Operations Officer | Ken Simpson |
| G. | FRAB | Fire Chief Jim Davis
Fire Chief Kirt Mays |
| H. | Chief Strategic Integration Officer | Matt Zavadsky |

VII. OTHER DISCUSSIONS

- | | | |
|-----------|----------------------------------|----------------|
| A. | Requests for future agenda items | Dr. Brian Byrd |
|-----------|----------------------------------|----------------|

VIII. CLOSED SESSION

The Board of Directors may conduct a closed meeting in order to discuss matters permitted by any of the following sections of Chapter 551 of the Texas Government Code:

1. Section 551.071: To seek the advice of its attorney(s) concerning pending or contemplated litigation or a settlement offer, or on any matter in which the duty of the attorney to the Board and the Authority to maintain confidentiality under the Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Open Meetings Act, including without limitation, consultation regarding legal issues related to matters on this Agenda;
2. Section 551.072: To deliberate the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the Authority in negotiations with a third person;
3. Section 551.074: To (1) deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of an Authority officer or employee; or (2) to hear a complaint or charge against an officer or employee; or
4. Section 551.089: To deliberate security assessments or deployments relating to information resources technology; network security information; or the deployment of, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

IX. RECONVENE FROM CLOSED SESSION

The Board may act on any agenda item discussed during the Closed Session.

X. ADJOURNMENT

**MAEMSA
BOARD COMMUNICATION**

Date: 07/17/2020	Reference #: BC-1429	Title: Approval of board meeting minutes for June 4, 2020.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the minutes for virtual board meeting that was held on June 4, 2020.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: <u>Douglas Hooten</u>	Board Action:	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____

MINUTES

METROPOLITAN AREA EMS AUTHORITY DBA MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS EMERGENCY MEETING

Meeting Date and Time: June 4, 2020; 10:00 a.m.

The Metropolitan Area EMS Authority Board of Directors conducted a meeting by video and conference call-in, pursuant to the Governor's March 16, 2020 suspension of certain provisions of the Open Meetings Act. The public participated by an URL and phone. A recording of the meeting is available.

I. CALL TO ORDER

Chairman Brian Byrd called the meeting to order at 10:04 a.m.

Chairman Byrd was physically present. Also physically present were Douglas Hooten (Ex-officio), Dr. Veer Vithalani (Ex-officio), and Kristofer Schleicher, General Counsel for the Board. A quorum was present. Board members participating through video conferencing included Dr. Janice Knebl, Paul Harral, Matthew Aiken, Dr. Chris Bolton, Dr. Rajesh Gandhi, Fire Chief Kirt Mays (Ex-officio), and Fire Chief Jim Davis (Ex-officio).

Guests on phone:

Pete Rizzo, Chad Carr, Matt Zavadsky, Steve Post, Ken Simpson, Dwayne Howerton, Dr. Gary Floyd, Valerie Washington, Bob Strickland, Bradley Crenshaw, Brian Jacobs, Dr. Brian Miller, Buck Gleason, Casey Davis, Charles Napp, Chris Cunningham, Dale Rose, Desi Partain, Kier Brister, Leila Peeples, Mike Sanborn, Misti Skinner, Ricky Hyatt, Shaun Curtis, Susan Swagerty, and Marianne Schmidt.

II. CONSENT AGENDA

BC-1424 Approval of Board minutes for April 2020.

BC-1425 Approval of Check History for April 2020.

The motion to approve all items on the Consent Agenda was made by Matt Aiken and seconded by Janice Knebl. The motion carried unanimously.

III. NEW BUSINESS

BC-1426 Approval to purchase Video Laryngoscope devices as per RFP #2020-001.

The motion to approve was made by Raj Gandhi and seconded by Chris Bolton. The motion carried unanimously.

BC-1427 Approval of recommendation from EPAB, appointing Dr. Vithalani as the Medical Director for MAEMSA.

The motion to approve was made by Janice Knebl and seconded by Matt Aiken. The motion carried unanimously.

Chairman Byrd requested that the board work with Dr. Vithalani to put together a three person committee to work on Dr. Vithalani's MAEMSA contract to become an employee of MAEMSA. The Chairman requested Chris Bolton and Paul Harral to be on this committee with him.

BC-1428 Approval of recommendation from EPAB, appointing Dr. Miller as the Associate Medical Director.

The motion to approve was made by Chris Bolton and seconded by Janice Knebl. The motion carried unanimously.

IV. BUDGET WORKSHOP

Douglas Hooten reviewed the MAEMSA Board Budget Briefing PowerPoint.

A work session will be scheduled in July to review FY 2020-2021 budget.

VI. OTHER DISCUSSIONS

A. There were no requests for future meetings.

VI. CLOSED SESSION

There was no closed session.

VI. ADJOURNMENT

There being no further business, Chairman Byrd adjourned the meeting at 11:28 a.m.

Respectfully submitted,

Janice Knebl
Secretary



AP Check Details Over 5000.00
For Checks Between 5/1/2020 and 5/31/2020

Check Number	CK Date	Vendor Name	Check Amount	Description
26946	5/12/2020	UMR Benefits	47,557.07	Health Insurance - May Premium
36742	5/21/2020	WEX Bank	57,277.55	April '20 Fuel
42056	5/27/2020	Frost	30,067.92	Frost Loan - May Payment
43595	5/28/2020	UT Southwestern Medical Center	12,833.33	B Miller Salary - May
43596	5/28/2020	Veer D. Vithalani	23,171.97	Medical Director Salary
100977	5/7/2020	Innovative Developers, Inc.	438,327.61	North Deployment Center
100984	5/7/2020	Bound Tree Medical LLC	37,800.74	Various Medical Supplies
100991	5/7/2020	Direct Energy Business	9,289.23	Electric Service
100998	5/7/2020	Maintenance of Ft Worth, Inc.	6,051.76	Janitorial Services - April
101001	5/7/2020	MetLife - Group Benefits	36,940.20	Dental/Vision/STD/LTD/Basic Life
101002	5/7/2020	NRS	26,386.76	Collection agency fees
101018	5/7/2020	W. Joe Shaw, LTD	30,337.94	Respirators/Filters
101022	5/14/2020	Chris Willingham	25,000.00	Mask
101031	5/14/2020	AT&T Mobility	13,966.53	Cell Phones and Aircards
101034	5/14/2020	Bound Tree Medical LLC	171,591.39	Various Medical Supplies
101040	5/14/2020	CyrusONe	7,434.00	Colocation Hosting Charges
101056	5/14/2020	Mutual of Omaha	5,042.96	Accident/Critical - May Premium
101057	5/14/2020	NRS	17,104.73	Collection Agency Fees
101066	5/14/2020	Paranet Solutions	48,757.04	Billable Managed Svcs
101093	5/21/2020	Bound Tree Medical LLC	100,471.63	Various Medical Supplies
101102	5/21/2020	Korn Ferry	50,000.00	Compensation and Performance
101104	5/21/2020	McKesson Medical Surgical Inc	9,002.32	Various Medical Supplies
101118	5/21/2020	SoftwareOne, Inc.	26,245.26	MS Office Maintenance – Year 3
101122	5/21/2020	Tableau Software Inc	7,500.00	Tableau Maintenance Renewal
101174	5/28/2020	AT&T	5,962.17	Voice over IP
101178	5/28/2020	Bound Tree Medical LLC	55,778.76	Various Medical Supplies
101180	5/28/2020	Cambridge Group	18,630.00	secondary radio heads
101181	5/28/2020	CDW Government Inc	15,059.97	Surfaces and Chargers
101186	5/28/2020	Direct Energy Business	9,719.91	Electric Service
101192	5/28/2020	MetLife - Group Benefits	38,011.28	Dental/Vision/Supp Life/STD/LTD
101197	5/28/2020	NRS	5,365.52	Collection agency fees
101216	5/28/2020	ZirMed Inc	10,503.43	Verification, Invoices, Claims
101217	5/28/2020	Zoll Data Systems Inc	7,283.59	Rescue Net Billing
5152020	5/15/2020	Frost	10,482.48	Interest
40500508	5/8/2020	American Express	27,091.85	Credit Card Bill

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

AP Check Details Over 5000.00
For Checks Between 6/1/2020 and 6/30/2020



Check Number	CK Date	Vendor Name	Check Amount	Description
51409	6/4/2020	UMR Benefits	48,798.77	Health Insurance - June Premium
88280	6/25/2020	Veer D. Vithalani	23,171.97	Med Dir Salary and Cell Phone
88306	6/25/2020	UT Southwestern Medical Center	12,833.33	B Miller - Assoc Med Dir Salar
91577	6/26/2020	Frost	30,067.92	Frost Loan - June payment
101229	6/4/2020	AT&T Mobility	13,585.03	Cell Phones and Aircards
101236	6/4/2020	CDW Government Inc	13,904.88	IPAD Pro/Cases/Screen Protectors
101252	6/4/2020	Maintenance of Ft Worth, Inc.	6,093.00	Janitorial Services
101258	6/4/2020	Modern Mobility	166,629.65	2020 Ambulance Modules
101260	6/4/2020	NRS	5,788.08	Collection agency fees
101266	6/4/2020	Priority Solutions	15,900.00	Annual ECNS Support & Maint
101267	6/4/2020	ReCept Pharmacy	5,180.83	Various Medical Supplies
101268	6/4/2020	SoftwareOne, Inc.	47,441.44	Microsoft Software Assurance
101296	6/11/2020	Bound Tree Medical LLC	9,708.73	Various Medical Supplies
101301	6/11/2020	City of Fort Worth	54,363.38	Radio - System Upgrade Agreeeme
101302	6/11/2020	Coast Biomedical Equipment LLC	8,095.50	IV pump purchase
101303	6/11/2020	CyrusONE	7,434.00	Colocation Charges - July
101310	6/11/2020	Ferno	6,556.44	foldable stretchers
101316	6/11/2020	ImageTrend	13,577.00	Elite EMS Saas - Monthly Fee
101324	6/11/2020	Modern Mobility	499,888.95	2020 Ambulance Modules
101325	6/11/2020	NRS	19,354.76	Collection agency fees
101330	6/11/2020	Paranet Solutions	39,745.09	Managed Services
101343	6/11/2020	TML Intergovernmental Risk Pool	21,089.18	Liability Deductible
101391	6/18/2020	Paranet Solutions	9,575.93	North Deployment Center IT/Network
101396	6/18/2020	SoftwareOne, Inc.	5,270.68	Bing Maps Renewal
101398	6/18/2020	Stryker	11,849.70	Battery Packs
101457	6/24/2020	Innovative Developers, Inc.	138,193.87	North Deployment Center
101465	6/25/2020	AT&T	5,962.17	Internet - Acct #831-000- 96-9
101488	6/25/2020	Modern Mobility	333,259.30	2020 Ambulance Modules
101508	6/25/2020	XL Parts	7,128.20	Various Parts
101509	6/25/2020	ZirMed Inc	8,566.16	Verification, Payments, Claims
6152020	6/15/2020	Frost	9,413.44	Interest
91460616	6/16/2020	American Express	14,421.02	Credit Card Bill
200616003	6/16/2020	WEX Bank	52,957.35	May '20 Fuel

**MAEMSA
BOARD COMMUNICATION**

Date: 07/17/2020	Reference #: BC-1431	Title: Approval of resolutions to Frost Bank.
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RECOMMENDATION:

Management recommends approval of resolutions to refinance the Frost Bank Promissory Note #6474563-9001 and a \$9.1 million credit facility with Frost Bank to finance the purchase of new ambulances.

DISCUSSION:

At the June 4, 2020 board meeting, management received guidance from the board to procure financing for the ambulance purchases over a three year period. Frost Bank has approved a \$9.1 million major commitment to MedStar. The existing \$20 million dollar major commitment will be closed prior to the execution of the new major commitment.

MedStar also requests the approval of the final documentation to refinance the Frost Bank Promissory Note #6474563-9001 in the amount of \$4.06 million. This note is due on Nov. 28, 2020 with a balloon payment of the remaining principle amount.

Frost Bank requires an additional Board Resolution for their files to complete both transactions.

FINANCING:

The refinancing of this loan will eliminate the need for a balloon payment in 2020. Repayment of the loan will be made from operational funds.

Submitted by: <u>Douglas Hooten</u>	Board Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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**CERTIFICATE OF AGENCY RESOLUTIONS
OF
METROPOLITAN AREA EMS AUTHORITY**

I, Janice Knebl, D.O., Secretary of the Board of Directors of METROPOLITAN AREA EMS AUTHORITY (the "Agency"), a governmental administrative agency created under Title 7, Chapter 791 of the Texas Government Code, as amended, do hereby certify as follows:

1. I am the duly elected and qualified Secretary of the Board of Directors of the Agency and the custodian of the Agency's records.

2. Set forth below is a true and correct extract from the records of the Board of Directors of the Agency showing resolutions duly adopted on July 17, 2020 at a meeting of its Board of Directors duly called and held, at which meeting a quorum was present and acting throughout, or (b) by unanimous written consent of the Board of Directors of the Agency, which resolutions have not in any way been amended or modified and are in full force and effect:

“RESOLVED, that the Chief Executive Officer (herein so called) and the Chairman (herein so called) of the Board of Directors of METROPOLITAN AREA EMS AUTHORITY, a governmental administrative agency created under Title 7, Chapter 791 of the Texas Government Code, as amended ("MAEMSA"), be and are hereby each severally authorized and directed to obtain a loan in the principal amount of \$4,060,000.00 (the "Loan") from FROST BANK ("Lender"), upon such terms and conditions as the said officer shall in his or her sole discretion deem necessary or advisable; to execute and deliver on behalf of MAEMSA all loan agreements, promissory notes, deeds of trust, security instruments, documents, certificates and agreements (collectively, the "Loan Documents") required by Lender, and to pledge as security for the Loan such assets of MAEMSA as such officer deems necessary or advisable; and to do any and all things in connection with such Loan or any modification, renewal, extension, amendment, restatement or rearrangement thereof that such officer deems necessary or advisable and in the best interests of MAEMSA;

“FURTHER RESOLVED, that the Chief Executive Officer and Chairman of MAEMSA be and hereby are each severally authorized and empowered on behalf of MAEMSA from time to time to execute, acknowledge and deliver any interest rate swap agreement, interest rate exchange agreement, currency exchange agreement, foreign exchange agreement, interest rate and currency exchange agreement, forward rate agreement, rate floor agreement, interest rate protection agreement, interest rate cap agreement, rate collar agreement, any option agreement respecting the foregoing, International Swaps and Derivatives Association, Inc. (ISDA) Master Agreement, or any similar agreement or arrangement and any schedule, confirmation, exhibit, document or instrument evidencing any interest in a transaction covered by any such

agreement as the same may be modified, supplemented, amended or revised and in effect from time to time;

“FURTHER RESOLVED, that all acts of the Chief Executive Officer and/or Chairman of MAEMSA authorized and directed herein, including the execution and delivery of the Loan Documents and all other documents referenced herein relating to the Loan herein referenced, are reasonably expected to benefit, directly or indirectly, MAEMSA;

“FURTHER RESOLVED, that the Chief Executive Officer and Chairman of MAEMSA are hereby each severally authorized to (a) sign, execute, certify to, verify, acknowledge, deliver, accept, file and record any and all instruments and documents, and (b) take, or cause to be taken, any and all such action, in the name and on behalf of MAEMSA or otherwise, as in such officer's judgment is necessary, desirable or appropriate in order to consummate the transactions contemplated by or otherwise to effect the purposes of the foregoing resolutions;

“FURTHER RESOLVED, that all actions heretofore taken by the directors or the officers of MAEMSA, and all things done by their authority, in connection with the transaction described herein, be and the same are hereby ratified, approved and adopted as the acts of MAEMSA;and

“FURTHER RESOLVED, that any of the officers listed herein are authorized and empowered to perform all acts and execute and deliver all instruments, documents and agreements required by Lender to carry out the purposes of these resolutions.”

3. The following are duly elected, qualified and serving officers of the Board of Directors’ of the Agency, and that the signature set out opposite the name of each officer is the genuine signature of such person, to-wit:

<u>Name</u>	<u>Title</u>	<u>Signature</u>
Douglas R. Hooten	Chief Executive Officer	
Brian Byrd, M.D.	Chairman	_____
Janice Knebl, D.O.	Secretary	_____

4. (a) all franchise (if any) and other taxes (if any) required to maintain the Agency's existence have been paid when due and that no such taxes (if any) are delinquent; (b) no proceedings are pending for the repeal of any statute or ordinance governing the creation and/or continuation of the Agency’s existence or the Agency's dissolution, voluntary or involuntary; (c) the Agency is duly qualified to do business in the State of Texas and any other states in which it

is doing business, and is in good standing in such states; (d) there is no provision of the Restated Interlocal Cooperative Agreement, the Uniform EMS Ordinance, or the Amended Bylaws of the Agency approved by the Board of Directors on September 6, 2017 (the " Bylaws ") limiting the power of the Board of Directors to pass the resolutions set out above, and that such resolutions are in conformity with the provisions of said Restated Interlocal Cooperative Agreement, the Uniform EMS Ordinance and Bylaws.

IN WITNESS WHEREOF, I have hereto set my hand this ____ day of July, 2020.

Janice Knebl, D.O., in the capacity of Secretary
of the Board of Directors of the Agency

**CERTIFICATE OF CORPORATE RESOLUTIONS
OF
METROPOLITAN AREA EMS AUTHORITY**

I, Janice Knebl, D.O., Secretary of the Board of Directors of METROPOLITAN AREA EMS AUTHORITY (the "Agency"), a governmental administrative agency created under Title 7, Chapter 791 of the Texas Government Code, as amended, do hereby certify as follows:

1. I am the duly elected and qualified Secretary of the Board of Directors of the Agency and the custodian of the Agency's records.

2. Set forth below is a true and correct extract from the records of the Board of Directors of the Agency showing resolutions duly adopted July 17, 2020 at a meeting of its Board of Directors duly called and held, at which meeting a quorum was present and acting throughout, or (b) by unanimous written consent of the Board of Directors of the Agency, which resolutions have not in any way been amended or modified and are in full force and effect:

“RESOLVED, that the Chief Executive Officer (herein so called) and the Chairman (herein so called) of the Board of Directors of METROPOLITAN AREA EMS AUTHORITY, a governmental administrative agency created under Title 7, Chapter 791 of the Texas Government Code, as amended ("MAEMSA"), be and are hereby each severally authorized and directed to obtain one or more loans in the aggregate principal amount of up to \$9,100,000.00 (collectively, whether one or more, the "Loan") from FROST BANK ("Lender"), upon such terms and conditions as the said officer shall in his or her sole discretion deem necessary or advisable; to execute and deliver on behalf of MAEMSA all loan agreements, promissory notes, deeds of trust, security instruments, documents, certificates and agreements (collectively, the "Loan Documents") required by Lender in connection with each loan, and to pledge as security for each such Loan such assets of MAEMSA as such officer deems necessary or advisable; and to do any and all things in connection with each such Loan or any modification, renewal, extension, amendment, restatement or rearrangement thereof that such officer deems necessary or advisable and in the best interests of MAEMSA;

“FURTHER RESOLVED, that the Chief Executive Officer and Chairman of MAEMSA be and hereby are each severally authorized and empowered on behalf of MAEMSA from time to time to execute, acknowledge and deliver any interest rate swap agreement, interest rate exchange agreement, currency exchange agreement, foreign exchange agreement, interest rate and currency exchange agreement, forward rate agreement, rate floor agreement, interest rate protection agreement, interest rate cap agreement, rate collar agreement, any option agreement respecting the foregoing, International Swaps and Derivatives Association, Inc. (ISDA) Master Agreement, or any similar agreement or arrangement and any schedule, confirmation, exhibit, document or instrument evidencing any interest in a transaction covered by any such

agreement as the same may be modified, supplemented, amended or revised and in effect from time to time;

“FURTHER RESOLVED, that all acts of the Chief Executive Officer and/or Chairman of MAEMSA authorized and directed herein, including the execution and delivery of the Loan Documents and all other documents referenced herein relating to the Loan herein referenced, are reasonably expected to benefit, directly or indirectly, MAEMSA;

“FURTHER RESOLVED, that the Chief Executive Officer and Chairman of MAEMSA are hereby each severally authorized to (a) sign, execute, certify to, verify, acknowledge, deliver, accept, file and record any and all instruments and documents, and (b) take, or cause to be taken, any and all such action, in the name and on behalf of MAEMSA or otherwise, as in such officer's judgment is necessary, desirable or appropriate in order to consummate the transactions contemplated by or otherwise to effect the purposes of the foregoing resolutions;

“FURTHER RESOLVED, that all actions heretofore taken by the directors or the officers of MAEMSA, and all things done by their authority, in connection with the transaction described herein, be and the same are hereby ratified, approved and adopted as the acts of MAEMSA; and

“FURTHER RESOLVED, that any of the officers listed herein are authorized and empowered to perform all acts and execute and deliver all instruments, documents and agreements required by Lender to carry out the purposes of these resolutions.”

3. The following are duly elected, qualified and serving officers of the Board of Directors’ of the Agency, and that the signature set out opposite the name of each officer is the genuine signature of such person, to-wit:

<u>Name</u>	<u>Title</u>	<u>Signature</u>
Douglas R. Hooten	Chief Executive Officer	_____
Brian Byrd, M.D.	Chairman	_____
Janice Knebl, D.O.	Secretary	_____

4. (a) all franchise (if any) and other taxes (if any) required to maintain the Agency's existence have been paid when due and that no such taxes (if any) are delinquent; (b) no proceedings are pending for the repeal of any statute or ordinance governing the creation and/or continuation of the Agency’s existence or the Agency's dissolution, voluntary or involuntary; (c) the Agency is duly qualified to do business in the State of Texas and any other states in which it is doing business, and is in good standing in such states; (d) there is no provision of the Restated Interlocal Cooperative Agreement, the Uniform EMS Ordinance, or the Amended Bylaws of the

Agency approved by the Board of Directors on September 6, 2017 (the "Bylaws") limiting the power of the Board of Directors to pass the resolutions set out above, and that such resolutions are in conformity with the provisions of said Restated Interlocal Cooperative Agreement, the Uniform EMS Ordinance and Bylaws.

IN WITNESS WHEREOF, I have hereto set my hand this ____ day of July, 2020.

Janice Knebl, D.O., in the capacity of Secretary
of the Board of Directors of the Agency

**MAEMSA
BOARD COMMUNICATION**

Date: 07/17/2020	Reference #: BC-1432	Title: Approval of assets to be declared surplus.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the request for assets to be declared surplus.

DISCUSSION:

FINANCING:

Submitted by: <u>Douglas Hooten</u>	Board Action:	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____



Metropolitan Area EMS Authority
 2900 Alta Mere Drive
 Fort Worth, Texas 76116-4115
 (817) 923-3700
www.medstar911.org

July 7, 2020

Asset(s) to be declared surplus:

Item Description	Chassis Manufacturer	Chassis Year	VIN	Chassis Mileage	Truck Number
Trauma Hawk Ambulance	Chevy	2016	1GB3GRCL0G1130971	220,519	30
Trauma Hawk Ambulance	Chevy	2015	1GB3G2CL9F1279689	229,110	33
Trauma Hawk Ambulance	Chevy	2016	1GB3GRCL2G1127604	222,033	43
Trauma Hawk Ambulance	Chevy	2016	1GB3GRCL9G1129592	208,225	44
Trauma Hawk Ambulance	Chevy	2016	1GB3GRCL8G1129230	213,726	45
Trauma Hawk Ambulance	Chevy	2015	1GB3GRCL1G1127724	221,796	48
Trauma Hawk Ambulance	Chevy	2015	1GB3G2CL9F1280051	222,239	50
Trauma Hawk Ambulance	Chevy	2016	1GB3G2CL2F1280375	222,641	59
Trauma Hawk Ambulance	Chevy	2016	1GB3GRCL4G1128687	232,224	71
Trauma Hawk Ambulance	Chevy	2015	1GB3G2CL2F1280845	225,006	72
Trauma Hawk Ambulance	Chevy	2016	1GB3GRCLXG1127379	233,137	73

Reason: These vehicles are at their end of life. They do not have any remaining book value and they are being replaced by new ambulances. It is recommended the MAEMSA board approve the surplus disposal of these vehicles.

 Steve Post, Chief Financial Officer

 Douglas R. Hooten, Chief Executive Officer

 Dr. Brian Byrd, Chair, Metropolitan Area EMS Authority

**MAEMSA
BOARD COMMUNICATION**

Date: 07/17/2020	Reference #: BC-1433	Title: Approval of ambulance donation.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the MedStar surplus ambulance donation to the Metropolitan Community College, Independence, MO.

DISCUSSION:

FINANCING:

Submitted by: Douglas Hooten **Board Action:** Approved
 Denied
 Continued until _____

**MAEMSA
BOARD COMMUNICATION**

Date: 07/17/2020	Reference #: BC-1434	Title: Approval of Employment Contract for Medical Director
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RECOMMENDATION:

It is recommended that the Board approve the Employment Contract for Dr. Veer Vithalani to serve as Chief Medical Officer and System Medical Director that was negotiated by the Board Committee of Dr. Byrd, Dr, Bolton, and Paul Herral, and has been recommended by EPAB.

DISCUSSION:

FINANCING:

Submitted by: <u>Douglas Hooten</u>	Board Action:	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____

**MAEMSA
BOARD COMMUNICATION**

Date: 07/17/2020	Reference #: BC-1435	Title: Approval of EPAB recommendation
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RECOMMENDATION:

It is recommended that the Board approve the EPAB recommendation to expend funds from restricted account.

DISCUSSION:

FINANCING:

Submitted by: Douglas Hooten
 Board Action:
 Approved

 Denied

 Continued until _____

FY 20-21 Budget:

 With Rate Increase

 Without Rate Increase

M1	MAEMSA-MedStar	MedStar Combined Rollup with Rate Increase			BUDGET PREPARER:			07/15/20	
		COMPARISON OF BUDGET VERSUS PRIOR YEAR (Page 1 of 3)				Steve Post			09:05 AM
		YTD Actual @ 5 8 31-2019	Adjustments to Trend	Forecast FY 2020	Total FY 20/21 Budget	Inc/(Dec) Bud Vs Act			
				\$	%				
REVENUE:									
EMS									
	Gross transport fees	110,034,908	3,200,000	168,148,823	220,741,987	52,593,164	31%		
	Contractual: Medicaid	(17,513,272)	0	(26,264,269)	(34,873,235)	(8,608,966)	33%		
	Contractual: Medicare	(30,727,255)	0	(46,058,101)	(67,976,658)	(21,918,557)	48%		
	Provision for Bad Debt	(34,324,884)	0	(51,477,991)	(68,341,660)	(16,863,669)	33%		
	N/S Net Fees	\$27,469,496	\$3,200,000	\$44,348,462	\$49,550,434	\$5,201,972	12%		
	Subs. Gross Fees	0	0	0	0	0	0%		
	Subs. Medicaid/AHCCCS	0	0	0	0	0	0%		
	Subs. Medicare	0	0	0	0	0	0%		
	Subs. Discounts	0	0	0	0	0	0%		
	Subs. Net Fees	\$0	\$0	\$0	\$0	\$0	0%		
	Total Net Amb. Fees	\$27,469,496	\$3,200,000	\$44,348,462	\$49,550,434	\$5,201,972	12%		
	Stand by	263,546	(95,000)	300,319	237,246	(63,073)	-21%		
	Master Amb. Contract	0	0	0	0	0	0%		
	Subsidy	0	0	0	0	0	0%		
	Subscription Income	238,906	0	358,359	360,000	1,641	0%		
	Cash/Accrual Amb.	0	0	0	0	0	0%		
	Uncompensated Care	0	0	0	0	0	0%		
	Total Amb. Revenue	\$27,971,948	\$3,105,000	\$45,007,141	\$50,147,680	\$5,140,539	11%		
MIH									
	MCO/Hospital Contracts	135,936	0	203,903	85,850	(118,053)	-58%		
	Other Program Revenue	0	0	0	93,600	93,600	0%		
	Home Health	7,575	0	11,363	11,175	(188)	-2%		
	Hospice	42,187	0	63,280	64,024	744	1%		
		\$185,698	\$0	\$278,546	\$254,649	(\$23,897)	-9%		
	Publishing	0	0	0	0	0	0%		
	Consulting & Site visits	3,000	0	3,000	0	(3,000)	-100%		
	Other (cab fare reimbursement)	0	0	0	0	0	0%		
	Other	74,594	0	111,891	115,032	3,141	3%		
	Total MIH Revenue	\$263,292	\$0	\$393,438	\$369,681	(\$23,757)	-6%		
Clinical									
	Course Income	44,733	(12,166)	54,933	15,940	(38,993)	-71%		
	Cards/sales	0	0	0	0	0	0%		
	other	0	0	0	0	0	0%		
	Other	0	0	0	0	0	0%		
	Research rev	0	0	0	0	0	0%		
	Total Health	\$44,733	(\$12,166)	\$54,933	\$15,940	(\$38,993)	0%		
Other									
	Miscellaneous-Other Income	1,204,772	405,577	2,212,735	309,716	(1,903,019)	-86%		
	Rental	0	0	0	0	0	0%		
	Interest Appropriation	0	0	0	0	0	0%		
	Interest	22,696	0	34,044	35,000	956	3%		
	Gain/(Loss) On Sale	3,084	0	4,626	4,626	0	0%		
	Emd Education	0	0	0	0	0	0%		
	Total Other Revenue	\$1,230,552	\$405,577	\$2,251,405	\$349,342	(\$1,902,063)	-84%		
	Total Revenue	\$29,510,525	\$3,498,411	\$47,706,916	\$50,882,643	\$3,175,727	7%		

M2 MAEMSA-MedStar		COMPARISON OF BUDGET VERSUS PRIOR YEAR (Page 2 of 3)						07/15/20 09:05 AM
		YTD Actual @5-31-2019	Adjustments to Trend	Forecast FY 2020	FY 20/21 Budget	\$	%	\$0
EXPENSE:								
Payroll	Regular	13,723,486	(280,903)	20,437,465	20,778,637	341,172	2%	
	Overtime	2,789,165	(102,587)	4,102,941	3,519,190	(583,751)	-14%	
	Overtime Unscheduled	20,930	14,000	45,394	46,589	1,195	3%	
	Bonuses	908,950	(403,705)	958,942	1,008,315	49,373	5%	
	Sick	413,708	50,200	670,324	784,944	114,620	17%	
	Vacation	773,637	79,250	1,238,779	1,330,231	91,452	7%	
	PTO-Holiday/Bereavement/Jury	0	0	0	0	0	0%	
	Incentives/relocation)	0	0	0	0	0	0%	
	Industrial	0	0	0	0	0	0%	
	Contracted Instructors	0	0	0	0	0	0%	
	Temporary	0	0	0	0	0	0%	
	Training	83,889	55,525	181,358	275,352	93,994	52%	Mandatory CE
	Miscellaneous	0	0	0	0	0	0%	
	Total Payroll	\$18,713,766	(\$588,220)	\$27,635,204	\$27,743,258	\$108,054	0.4%	
Pay Rel.	FICA	1,340,081	14,305	2,024,426	1,949,971	(74,455)	-4%	
	Unemployment	48,433	4,058	76,708	75,135	(1,573)	-2%	
	Workers' Comp.	139,457	0	209,186	295,416	86,230	41%	
	Health Insurance	1,395,566	800,000	2,893,349	3,470,004	576,655	20%	
	Uniform Allowance	54,153	(1,104)	80,126	105,702	25,576	32%	
	401(a)	626,968	7,113	955,833	1,089,817	133,984	14%	
	Pre-Empl.Exp/EAP	95,615	(9,000)	134,422	140,668	6,246	5%	
	Employee Recognition/Service/B	176,340	63,715	328,225	351,714	23,489	7%	Tuition Reim.
	Vehicle Allowance	4,154	(231)	6,000	6,000	(0)	0%	
	Total Pay Related	\$3,880,767	\$878,855	\$6,708,276	\$7,484,427	\$776,151	12%	
	Total Payroll Expense	\$22,594,533	\$290,635	\$34,343,480	\$35,227,685	\$884,205	3%	
Dep&Amt	Depreciation - Vehicle	0	0	0	0	0	0%	
	Depreciation - Other	2,588,820	0	3,883,229	3,380,405	(502,824)	-13%	
	Amortization	0	0	0	0	0	0%	
	Total Depr. & Amort.	\$2,588,820	\$0	\$3,883,229	\$3,380,405	(\$502,824)	-13%	
Interest	Interest Exp. - Net	\$160,768	\$0	241,152	\$402,000	\$160,848	67%	
Veh&Eq	Rental	338	0	507	0	(507)	0%	
	R/MLabor	0	0	0	0	0	0%	
	Maintenance	230,439	0	345,658	356,031	10,373	3%	
	Tires	40,329	0	60,494	70,400	9,906	16%	
	Fuel	668,251	0	1,002,377	1,184,222	181,845	18%	
	Licenses/Fees	21,519	(19,716)	12,563	13,080	517	4%	
	Equipment Maintenance	308,513	0	462,769	477,729	14,960	3%	
	Oxygen Expense	51,044	1,200	77,765	81,638	3,872	5%	
	Medical Supplies	1,632,990	0	2,449,484	2,633,008	183,524	7%	
	Misc. Shop Supplies	4,232	0	6,348	6,538	190	3%	
	Total Veh. & Equip.	\$2,957,654	(\$18,516)	\$4,417,966	\$4,822,646	\$404,680	9%	

M3 MAEMSA-MedStar									
COMPARISON OF BUDGET VERSUS PRIOR YEAR (Page 2 of 3)									
		YTD Actual @ 5 31-2019	Adjustments to Trend	Forecast FY 2020	FY 20/21 Budget	\$	%		
Station	Rent/Storage & Property Lease	59,111	5,480	94,146	119,018	24,872	26%	IT 90K Remote Data Center Sites	
	Utilities	124,306	5,473	191,931	218,896	26,964	14%	NDC	
	Telephone	185,361	(17,453)	260,588	224,117	(36,472)	-14%	NDC	
	Cellular	143,237	(20,546)	194,310	209,663	15,353	8%		
	Repairs & Maintenance Facility & Office Supplies	226,891	18,000	358,336	423,568	65,232	18%	NDC budget is \$61K	
	Postage	78,976	0	118,464	124,584	6,120	5%	NDC budget is 6K	
	Shipping/Courier Services/Record	27,623	0	41,434	42,259	824	2%		
	Equipment Rental/Lease	3,784	0	5,676	5,790	113	2%		
	Cost of Goods Sold	29,399	(7,135)	36,963	38,000	1,037	3%		
		0	0	0	0	0	0%		
	Total Station	\$878,688	(\$16,181)	\$1,301,850	\$1,405,894	\$104,043	8%		
	Other	Liability Insurance	136,958	23,675	229,111	247,796	18,685	8%	
		Vehicle Insurance	89,605	0	134,408	146,711	12,303	9%	Increase per TML
		Claim Settlements	28,027	0	42,040	42,753	713	2%	
Total Insurance	\$254,590	\$23,675	\$405,559	\$437,260	\$31,701	8%			
Advertising	0	0	0	0	0	0%			
Public Relations	61,247	(56,635)	35,236	34,500	(736)	-2%			
Printing	30,026	(701)	44,337	43,385	(952)	-2%			
Travel & Entertainment	47,469	3,515	74,718	106,137	31,419	42%			
Consult/Acct/Legal/Professional	1,428,274	(10,239)	2,132,172	2,124,161	(8,011)	0%			
Non-Capital Equipment	115,397	29,396	202,491	377,874	175,383	87%	\$151K RFID Tags in Logistics		
Educational Exp	79,261	437	119,329	96,590	(22,739)	-19%			
Office Equip Maint	238	0	357	300	(57)	0%			
Computer Hardware/Software Mt	862,594	225,000	1,518,891	821,435	(697,456)	-46%	Moved SaaS to Dues and Subs		
Bank Service Charges	63,884	0	95,825	97,742	1,916	2%			
Dues & Subscriptions	81,555	(38,203)	84,130	839,073	754,943	897%			
Computer Related	0	0	0	0	0	0%			
Miscellaneous	240,743	(116,388)	244,726	22,704	(222,022)	-91%	COVID Expenses		
Total Other Expense	\$3,265,278	\$59,856	\$4,957,773	\$5,001,161	\$43,388	1%			
Total Expenses	\$32,445,740	\$315,794	\$49,145,450	\$50,239,790	\$1,094,341	2%			
OPER. PROFIT BEFORE ALLOC.	(\$2,935,215)	\$3,182,617	(\$1,438,533)	\$642,853	\$2,081,386	-145%			
NET RETAINED EARNINGS	(\$2,935,215)	\$3,182,617	(\$1,438,533)	\$642,853	\$2,081,386	-145%			
MEMO ITEMS	0	0	0	0	0				
EBITDA	(185,628)	3,182,617	2,685,848	4,425,258	1,739,410	65%			
EBITDA %	(\$182)	\$53	(\$297)	(\$649)	(\$352)	118%			
EMS - Unit Hours -EMS	0	0	0	325,921	325,921	0%			
Transports - EMS	72,565	0	108,848	114,626	5,778	5.3%			
UHU - EMS	0	0	0	0	0	0%			
Net APC - EMS	\$1,719	\$0	\$1,681	\$2,136	\$455	27%			

M1	MAEMSA-MedStar	MedStar Combined Rollup without Rate Increase			BUDGET PREPARER:			07/15/20
	COMPARISON OF BUDGET VERSUS PRIOR YEAR (Page 1 of 3)				Steve Post			09:07 AM
		YTD Actual @ 5 8 31-2019	Adjustments to Trend	Forecast FY 2020	Total FY 20/21 Budget	Inc/(Dec) Bud Vs Act		
						\$	%	
REVENUE:								
EMS	Gross transport fees	110,034,908	3,200,000	168,148,823	180,410,592	12,261,769	7%	
	Contractual: Medicaid	(17,513,272)	0	(26,264,269)	(27,150,534)	(886,265)	3%	
	Contractual: Medicare	(30,727,255)	0	(46,058,101)	(48,983,002)	(2,924,901)	6%	
	Provision for Bad Debt	(34,324,884)	0	(51,477,991)	(55,891,594)	(4,413,603)	9%	
	N/S Net Fees	\$27,469,496	\$3,200,000	\$44,348,462	\$48,385,462	\$4,037,000	9%	
	Subs. Gross Fees	0	0	0	0	0	0%	
	Subs. Medicaid/AHCCCS	0	0	0	0	0	0%	
	Subs. Medicare	0	0	0	0	0	0%	
	Subs. Discounts	0	0	0	0	0	0%	
	Subs. Net Fees	\$0	\$0	\$0	\$0	\$0	0%	
	Total Net Amb. Fees	\$27,469,496	\$3,200,000	\$44,348,462	\$48,385,462	\$4,037,000	9%	
	Stand by	263,546	(95,000)	300,319	237,246	(63,073)	-21%	
	Master Amb. Contract	0	0	0	0	0	0%	
	Subsidy	0	0	0	0	0	0%	
	Subscription Income	238,906	0	358,359	360,000	1,641	0%	
	Cash/Accrual Amb.	0	0	0	0	0	0%	
	Uncompensated Care	0	0	0	0	0	0%	
	Total Amb. Revenue	\$27,971,948	\$3,105,000	\$45,007,141	\$48,982,708	\$3,975,567	9%	
MIH	MCO/Hospital Contracts	135,936	0	203,903	85,850	(118,053)	-58%	
	Other Program Revenue	0	0	0	93,600	93,600	0%	
	Home Health	7,575	0	11,363	11,175	(188)	-2%	
	Hospice	42,187	0	63,280	64,024	744	1%	
		\$185,698	\$0	\$278,546	\$254,649	(\$23,897)	-9%	
	Publishing	0	0	0	0	0	0%	
	Consulting & Site visits	3,000	0	3,000	0	(3,000)	-100%	
	Other (cab fare reimbursement)	0	0	0	0	0	0%	
	Other	74,594	0	111,891	115,032	3,141	3%	
	Total MIH Revenue	\$263,292	\$0	\$393,438	\$369,681	(\$23,757)	-6%	
Clinical	Course Income	44,733	(12,166)	54,933	15,940	(38,993)	-71%	
	Cards/sales	0	0	0	0	0	0%	
	other	0	0	0	0	0	0%	
	Other	0	0	0	0	0	0%	
	Research rev	0	0	0	0	0	0%	
	Total Health	\$44,733	(\$12,166)	\$54,933	\$15,940	(\$38,993)	0%	
Other	Miscellaneous-Other Income	1,204,772	405,577	2,212,735	309,716	(1,903,019)	-86%	
	Rental	0	0	0	0	0	0%	
	Interest Appropriation	0	0	0	0	0	0%	
	Interest	22,696	0	34,044	35,000	956	3%	
	Gain/(Loss) On Sale	3,084	0	4,626	4,626	0	0%	
	Emd Education	0	0	0	0	0	0%	
	Total Other Revenue	\$1,230,552	\$405,577	\$2,251,405	\$349,342	(\$1,902,063)	-84%	
	Total Revenue	\$29,510,525	\$3,498,411	\$47,706,916	\$49,717,671	\$2,010,755	4%	

M2 MAEMSA-MedStar		COMPARISON OF BUDGET VERSUS PRIOR YEAR (Page 2 of 3)						07/15/20
		YTD Actual @5-31-2019	Adjustments to Trend	Forecast FY 2020	FY 20/21 Budget	\$	%	\$0
EXPENSE:								
Payroll	Regular	13,723,486	(280,903)	20,437,465	20,778,637	341,172	2%	
	Overtime	2,789,165	(109,444)	4,096,084	3,519,190	(576,894)	-14%	
	Overtime Unscheduled	20,930	14,000	45,394	46,589	1,195	3%	
	Incentive	908,950	(403,705)	958,942	1,008,315	49,373	5%	
	Sick	413,708	50,200	670,324	784,944	114,620	17%	
	Vacation	773,637	79,250	1,238,779	1,330,231	91,452	7%	
	PTO-Holiday/Bereavement/Jury Dut	0	0	0	0	0	0%	
	Incentives/relocation)	0	0	0	0	0	0%	
	Industrial	0	0	0	0	0	0%	
	Contracted Instructors	0	0	0	0	0	0%	
	Temporary	0	0	0	0	0	0%	
	Training	83,889	55,525	181,358	275,352	93,994	52%	Mandatory CE
	Miscellaneous	0	0	0	0	0	0%	
	Total Payroll	\$18,713,766	(\$595,077)	\$27,628,346	\$27,743,258	\$114,912	0.4%	
Pay Rel.	FICA	1,340,081	14,305	2,024,426	1,949,971	(74,455)	-4%	
	Unemployment	48,433	4,058	76,708	75,135	(1,573)	-2%	
	Workers' Comp.	139,457	0	209,186	295,416	86,230	41%	
	Health Insurance	1,395,566	800,000	2,893,349	3,470,004	576,655	20%	
	Uniform Allowance	54,153	(1,104)	80,126	105,702	25,576	32%	
	401(a)	626,968	7,113	955,833	1,089,817	133,984	14%	
	Pre-Emp.Exp/EAP	95,615	(9,000)	134,422	140,668	6,246	5%	
	Employee Recognition/Service/Bene	176,340	63,715	328,225	351,714	23,489	7%	
	Vehicle Allowance	4,154	(231)	6,000	6,000	(0)	0%	
	Total Pay Related	\$3,880,767	\$878,855	\$6,708,276	\$7,484,427	\$776,151	12%	
	Total Payroll Expense	\$22,594,533	\$283,778	\$34,336,622	\$35,227,685	\$891,063	3%	
Dep&Amt	Depreciation - Vehicle	0	0	0	0	0	0%	
	Depreciation - Other	2,588,820	0	3,883,229	3,380,405	(502,824)	-13%	
	Amortization	0	0	0	0	0	0%	
	Total Depr. & Amort.	\$2,588,820	\$0	\$3,883,229	\$3,380,405	(\$502,824)	-13%	
Interest	Interest Exp. - Net	\$160,768	\$0	241,152	\$402,000	\$160,848	67%	
Veh&Eq	Rental	338	0	507	0	(507)	0%	
	R/MLabor	0	0	0	0	0	0%	
	Maintenance	230,439	0	345,658	356,031	10,373	3%	
	Tires	40,329	0	60,494	70,400	9,906	16%	
	Fuel	668,251	0	1,002,377	1,184,222	181,845	18%	
	Licenses/Fees	21,519	(19,716)	12,563	13,080	517	4%	
	Equipment Maintenance	308,513	0	462,769	477,729	14,960	3%	
	Oxygen Expense	51,044	1,200	77,765	81,638	3,872	5%	
	Medical Supplies	1,632,990	0	2,449,484	2,633,008	183,524	7%	
	Misc. Shop Supplies	4,232	0	6,348	6,538	190	3%	
	Total Veh. & Equip.	\$2,957,654	(\$18,516)	\$4,417,966	\$4,822,646	\$404,680	9%	

M3 MAEMSA-MedStar									
COMPARISON OF BUDGET VERSUS PRIOR YEAR (Page 2 of 3)									
		YTD Actual @5-31-2019	Adjustments to Trend	Forecast FY 2020	FY 20/21 Budget	\$	%		
Station	Rent/Storage & Property Lease	59,111	5,480	94,146	119,018	24,872	26%		
	Utilities	124,306	5,473	191,931	218,896	26,964	14%		
	Telephone	185,361	(17,453)	260,588	224,117	(36,472)	-14%		
	Cellular	143,237	(20,546)	194,310	209,663	15,353	8%		
	Repairs & Maintenance Facility & Eq	226,891	18,000	358,336	423,568	65,232	18%		
	Office Supplies	78,976	0	118,464	124,584	6,120	5%		
	Postage	27,623	0	41,434	42,259	824	2%		
	Shipping/Courier Services/Record R	3,784	0	5,676	5,790	113	2%		
	Equipment Rental/Lease	29,399	(7,135)	36,963	38,000	1,037	3%		
	Cost of Goods Sold	0	0	0	0	0	0%		
	Total Station	\$878,688	(\$16,181)	\$1,301,850	\$1,405,894	\$104,043	8%		
	Other	Liability Insurance	136,958	23,675	229,111	247,796	18,685	8%	
		Vehicle Insurance	89,605	0	134,408	146,711	12,303	9%	
		Claim Settlements	28,027	0	42,040	42,753	713	2%	
Total Insurance		\$254,590	\$23,675	\$405,559	\$437,260	\$31,701	8%		
Advertising		0	0	0	0	0	0%		
Public Relations		61,247	(56,635)	35,236	34,500	(736)	-2%		
Printing		30,026	(701)	44,337	43,385	(952)	-2%		
Travel & Entertainment		47,469	3,515	74,718	106,137	31,419	42%		
Consult/Acct/Legal/Professional Fee		1,428,274	(10,239)	2,132,172	2,124,161	(8,011)	0%		
Non-Capital Equipment		115,397	29,396	202,491	377,874	175,383	87%		
Educational Exp		79,261	437	119,329	96,590	(22,739)	-19%		
Office Equip Maint		238	0	357	300	(57)	0%		
Computer Hardware/Software Mtc		862,594	225,000	1,518,891	821,435	(697,456)	-46%		
Bank Service Charges		63,884	0	95,825	97,742	1,916	2%		
Dues & Subscriptions	81,555	(38,203)	84,130	839,073	754,943	897%			
Computer Related	0	0	0	0	0	0%			
Miscellaneous	240,743	(116,388)	244,726	22,704	(222,022)	-91%			
Total Other Expense	\$3,265,278	\$59,856	\$4,957,773	\$5,001,161	\$43,388	1%			
Total Expenses	\$32,445,740	\$308,937	\$49,138,592	\$50,239,790	\$1,101,198	2%			
OPER. PROFIT BEFORE ALLOC.		(\$2,935,215)	\$3,189,474	(\$1,431,676)	(\$522,119)	\$909,556	-64%		
NET RETAINED EARNINGS		(\$2,935,215)	\$3,189,474	(\$1,431,676)	(\$522,119)	\$909,556	-64%		
MEMO ITEMS		0	0	0	0	0			
EBITDA		(185,628)	3,189,474	2,692,705	3,260,286	567,580	21%		
EBITDA %		(\$182)	\$53	(\$297)	(\$649)	(\$352)	118%		
EMS -	Unit Hours - EMS	0	0	0	325,921	325,921	0%		
	Transports - EMS	72,565	0	108,848	114,626	5,778	5.3%		
	UHU - EMS	0	0	0	0	0	0%		
	Net APC - EMS	\$1,719	\$0	\$1,681	\$2,038	\$357	21%		

Tab A – Chief Executive Officer

Tab B –Office of the Medical Director



Discussion

-

M.E.D.S. Committee

- UEScope
 - Implementation training complete
 - Rolled out to System
- Evaluating IO deployment devices

Education and Training

- Assisting Saginaw FD in completion of Advanced CE
 - Procedural cadaver lab
- Basic CE to FROs
 - Advanced assessment
 - Critical thinking / Decision making
- Hosting BSW Cardiac Symposium for EMS providers on July 29
- Certification Programs
 - Completing coordination of High School EMT programs
 - Approx 120-students
 - 4 out of 5-students passed the national certification exam
- Community Education
 - Postponed or Cancelled due to COVID-19

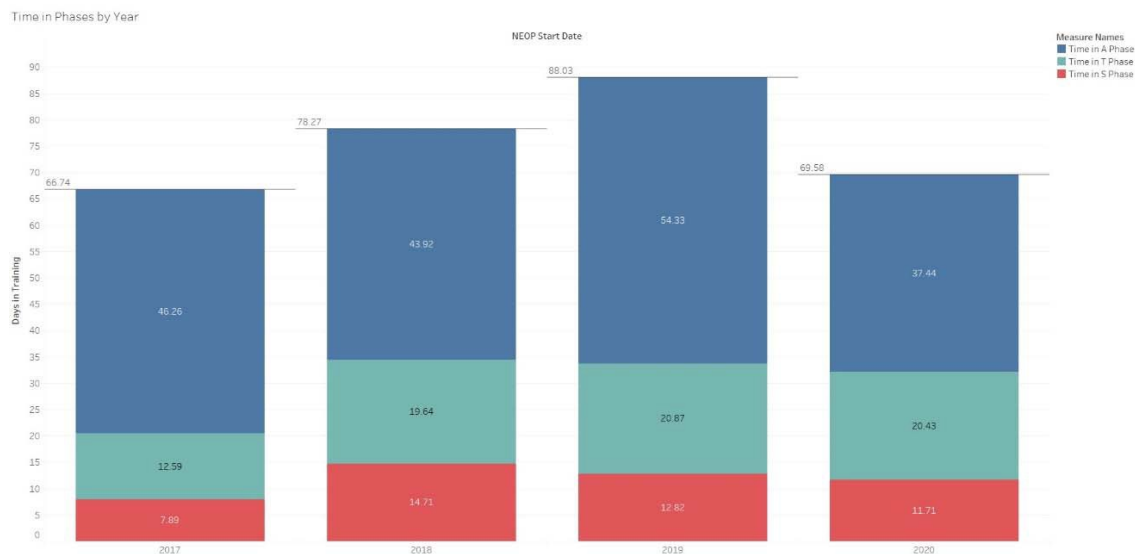
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

Credentialing

- NEOP started July 6

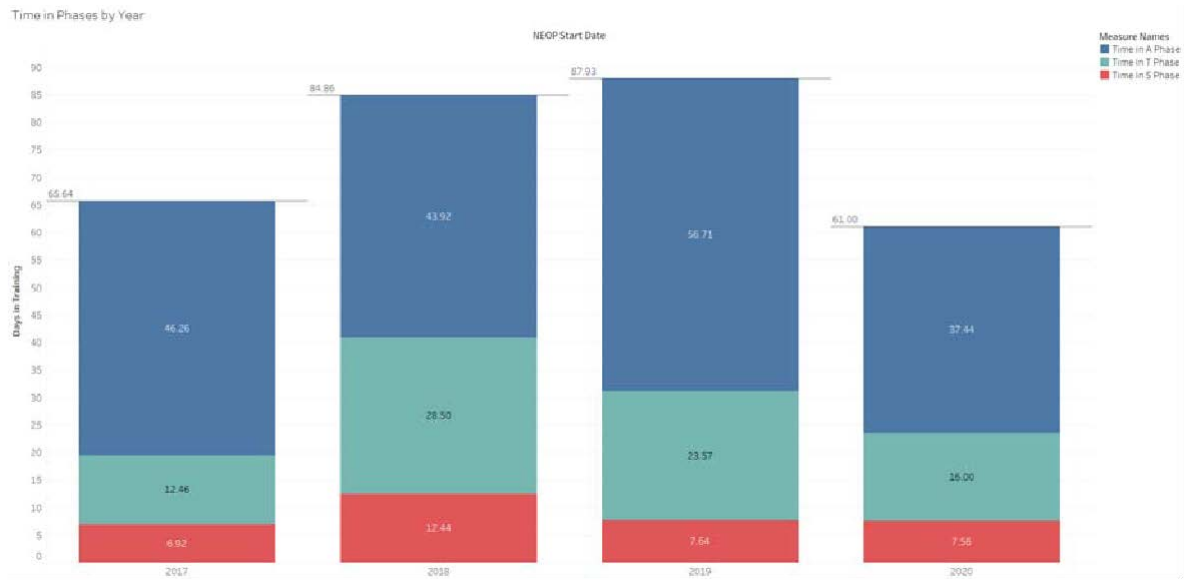
2020	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	14	8	0	1	5
Adv Upgrade	6	5	0	0	1
Basic	28	13	1	1	13

- Overall Credentialing – Time in training by phase

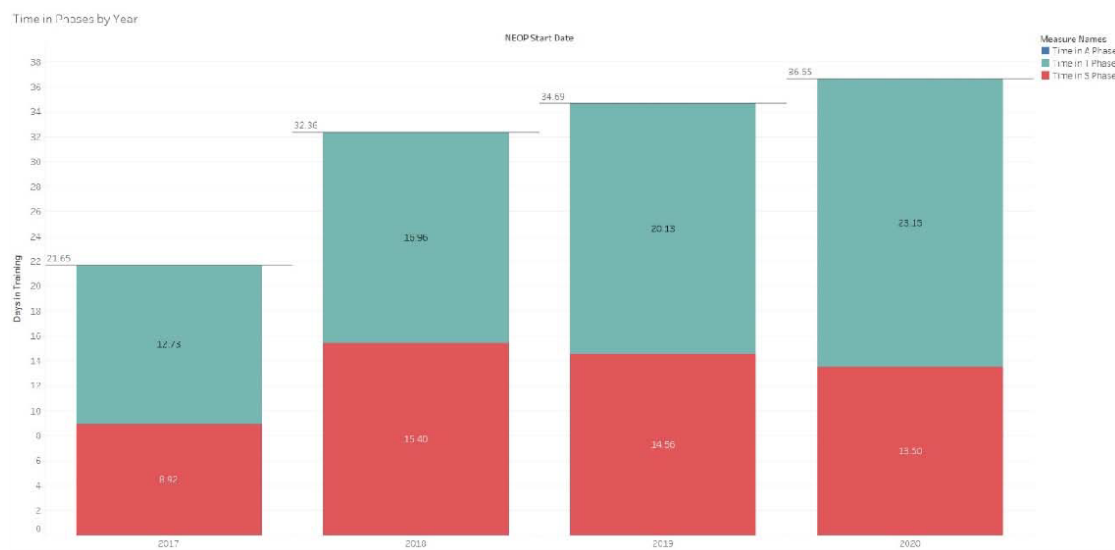


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- Advance Credentialing – Time in training by phase



- Basic Credentialing – Time in training by phase



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



QA

Case Acuity		
	May 2020	June 2020
High	4 (6.9%)	4 (6.9%)
Moderate	25 (43.1%)	19 (32.8%)
Low	27 (46.6%)	29 (50.0%)
Non QA/QI	2 (3.4%)	6 (10.3%)
Grand Total	58 (100.0%)	58 (100.0%)

Case Disposition		
	May 2020	June 2020
Clinically Appropriate	1 (1.7%)	
Needs Improvement	30 (51.7%)	11 (19.0%)
Clinically Inappropria..	3 (5.2%)	5 (8.6%)
Forwarded	1 (1.7%)	7 (12.1%)
No Fault	9 (15.5%)	19 (32.8%)
Pending	14 (24.1%)	16 (27.6%)
Grand Total	58 (100.0%)	58 (100.0%)

Case Metrics (Time to MD Review, Time to Closure)			
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days
High	0.6 days	4.5 days	4.8 days
Moderate	2.6 days	0.0 days	2.6 days
Low	3.1 days	1.4 days	3.9 days
Non QA/QI	2.8 days	0.0 days	2.8 days
Grand To..	2.7 days	1.2 days	3.6 days

Case Origin			System Clinical Issues		
Self Report 38 32.8%	Facility 16 13.8%	OMD 14 12.1%	May 2020		June 20..
			Inadequately Treated	2	1
CQI/First Pass 25 21.6%	Airway QA 9 7.8%	Ops 4	Unstable Hemodynamic..	1	1
			No EtCO2 w/ PPV	1	
	FRO		Unrecognized Failed Airway	1	
			Case Status		
			May 2020	June 2020	
			Closed	19 (32.8%)	37 (63.8%)
			Open	38 (65.5%)	21 (36.2%)
			Open CIP	1 (1.7%)	
			Grand Total	58 (100.0%)	58 (100.0%)

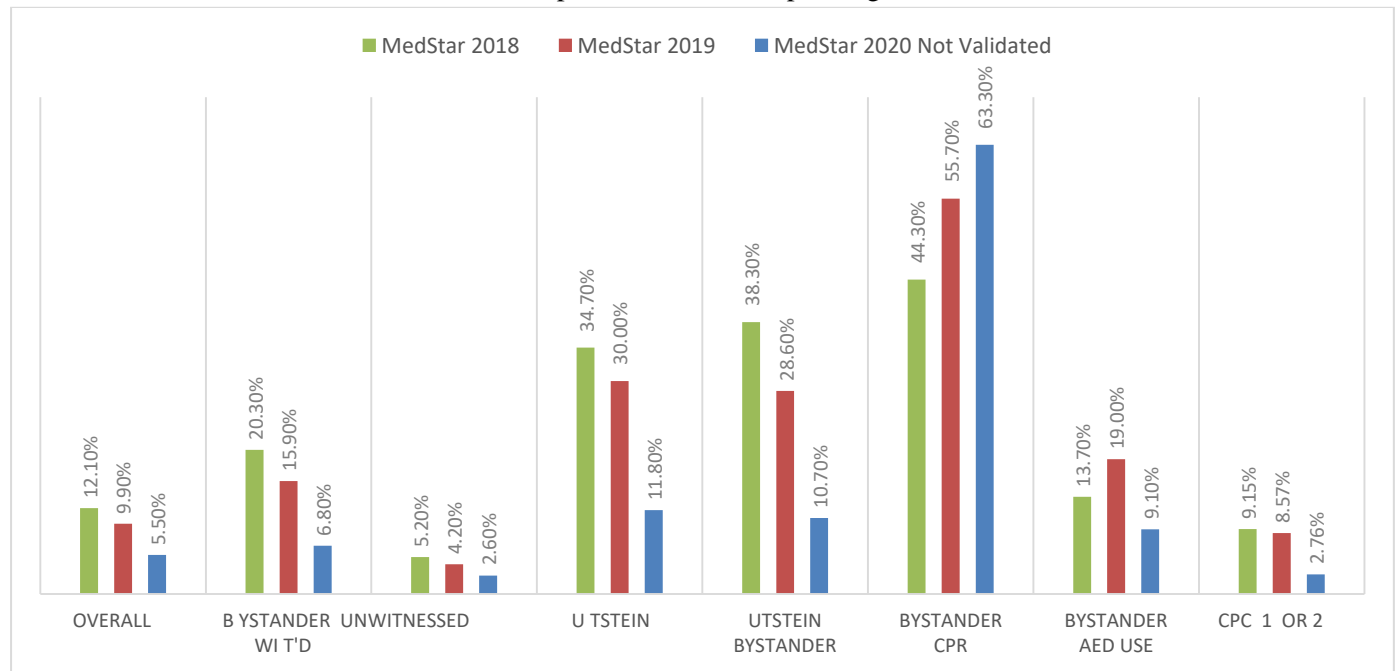
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

System Diagnostics

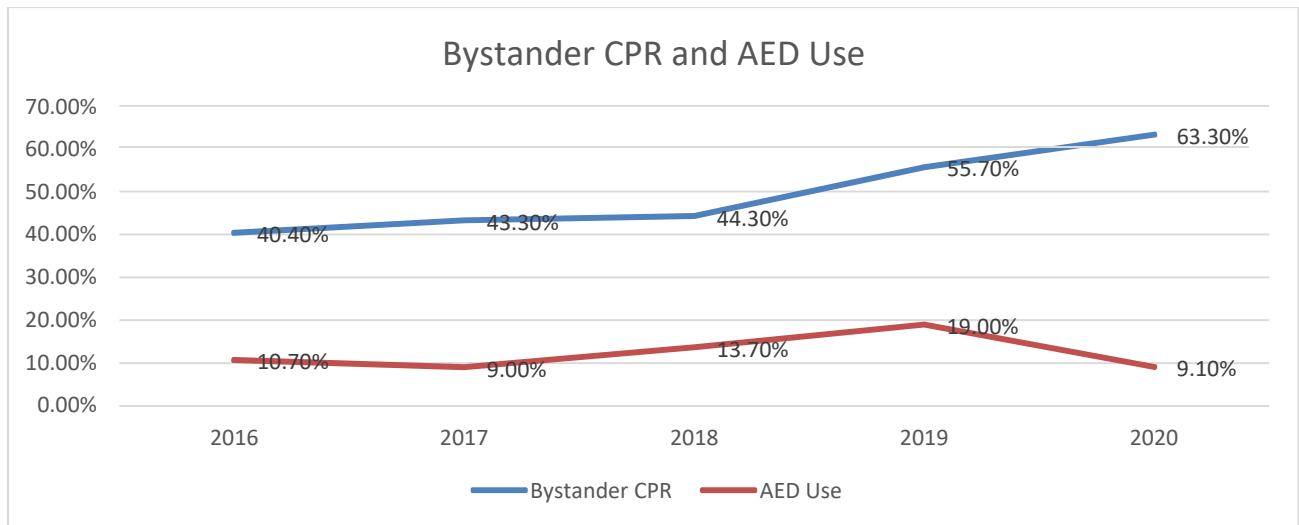
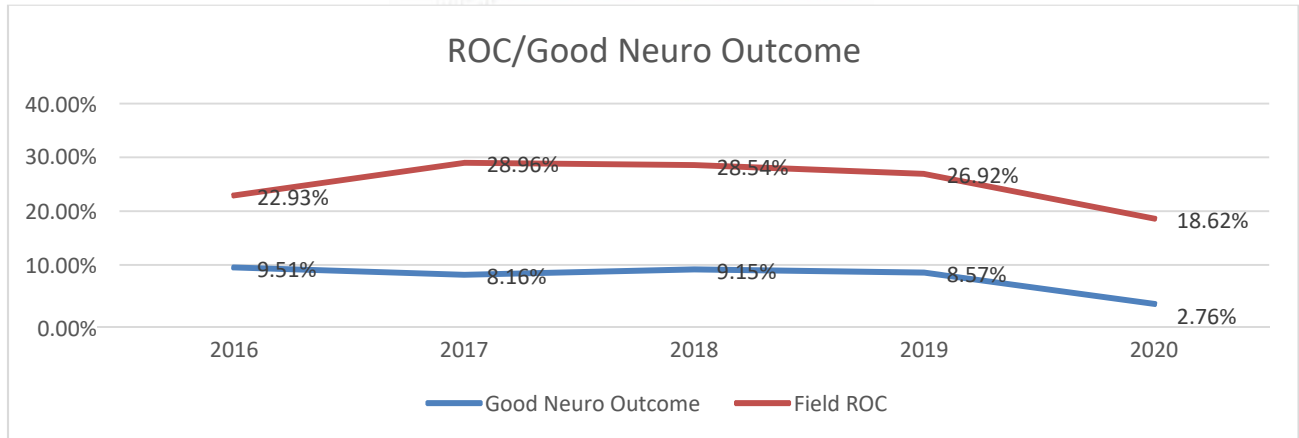
- **System Performance Bundles**
 - @ end of report
- **Clinical Bundles**
 - **Stroke and STEMI bundles are currently under revision**
 - **Sepsis Bundle**



- **Resuscitation**
 - **CARES: 454-resuscitations attempted / 37-outcomes pending**



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

o Cardiac Arrest Performance

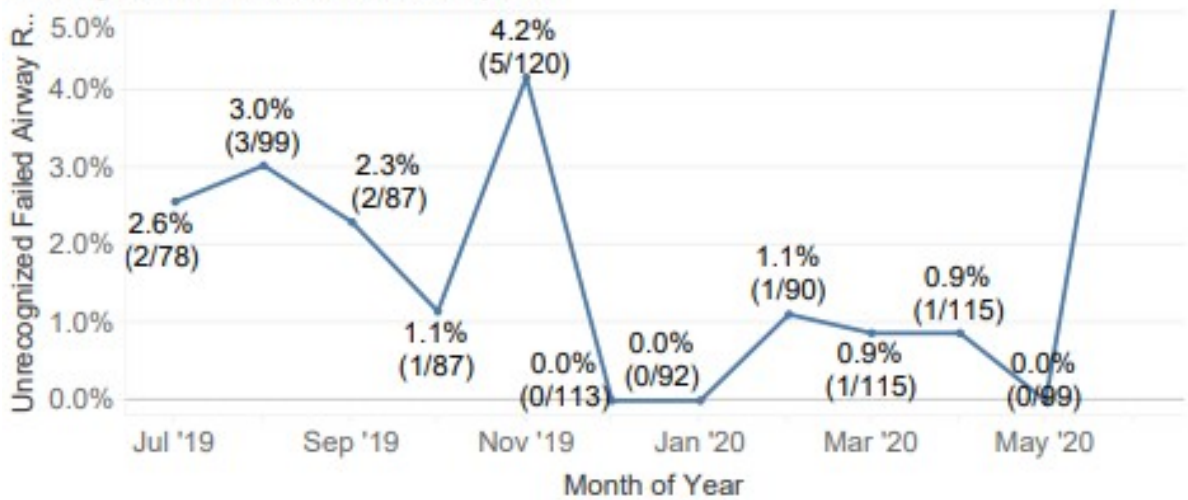


The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

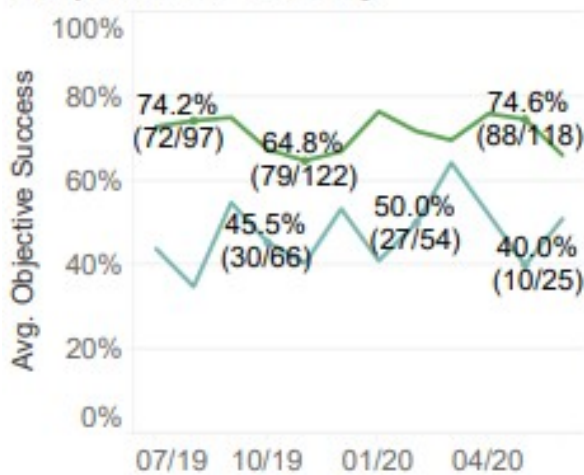
Airway Management



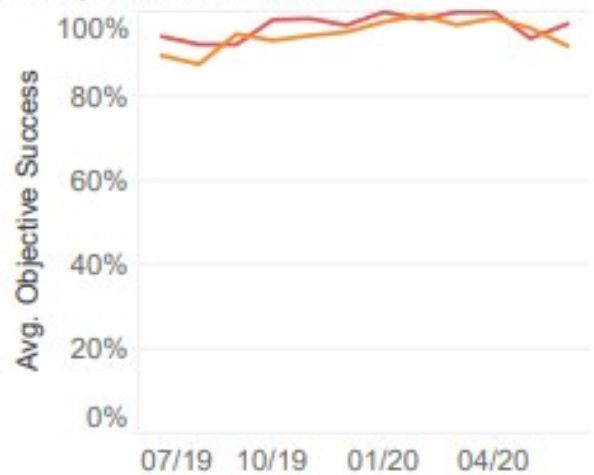
Unrecognized Failed Advanced Airway Rate



Airways Success - ET & King



Airways Success - BVM & CPAP



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Current Avg.	Goal
Cardiac Arrest								
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	71.7%	75.9%	82.0%	72.6%	82.8%		68.0%	
Median time between 9-1-1 call and OHCA recognition	0:00:39	0:00:36	0:00:42	0:00:35	0:00:40		0.0%	
% of recognized 2nd party OHCA cases that received tCPR	74.5%	81.6%	81.1%	97.8%	100.0%		89.2%	
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases	0:02:01	0:02:18	0:02:36	0:01:56	0:02:00			
% of cases with time to tCPR < 180 sec from first key stroke	66.0%	66.7%	70.5%	64.5%	79.7%			
System response time < 5 mins for Dispatch-presumed cardiac arrest								
% of cases with CCF ≥ 90%	83.0%	83.0%	77.0%	67.0%	66.0%	82.0%	79.6%	
% of cases with compression rate 100-120 cpm 90% of the time	79.8%	73.6%	77.3%	93.5%	95.2%	96.1%	82.0%	
% of cases with compression depth that meet appropriate depth benchmark 90% of the time	21.4%	19.4%	18.6%	36.6%	33.7%	28.6%	24.9%	
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	68.8%	20.0%	29.4%	26.8%	15.6%	18.8%	37.8%	
% of cases with Pre-shock pause < 10 sec	93.9%	97.1%	95.6%	75.8%	66.7%	35.7%	79.9%	
% arrive at E/D with ROSC	11.3%	16.7%	23.0%	16.1%	21.9%		21.1%	
% discharged alive	1.9%	3.7%	9.8%	1.6%	3.1%		7.5%	
% neuro intact at discharge (Good or Moderate Cognition)	1.9%	3.7%	6.6%	0.0%	3.1%		5.6%	
% of cases with bystander CPR	67.9%	68.5%	77.0%	69.4%	37.5%		64.6%	
% of cases with bystander AED use	17.0%	16.7%	23.0%	8.1%	14.1%		17.6%	
# of people trained in CCR								
Ventilation Management								
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped	100.0%	99.6%	99.0%	99.3%	99.4%	99.0%	97.6%	
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)	98.6%	100.0%	100.0%	99.3%	99.3%	95.2%	98.2%	
% of successful ventilation management as evidenced by etCO2 waveform throughout the case								
% of successful King Airway placement	76.0%	71.8%	70.0%	75.9%	74.6%	66.1%	72.0%	
% of successful endotracheal tube placement	41.1%	50.0%	64.3%	52.0%	40.0%	51.0%	46.2%	
System response time < 5 mins for Dispatch-presumed compromised airway								

The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



STEMI	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Current Av	Goal
% of suspected STEMI patients correctly identified by EMS			75.0%	69.2%	68.9%	67.7%	72.1%	
% of suspected STEMI patients w/ASA admin <i>(in the absence of contraindications)</i>	96.9%	97.4%	85.7%	92.3%	96.5%	100.0%	91.5%	
% of suspected STEMI patients w/NTG admin <i>(in the absence of contraindications)</i>	93.8%	86.8%	71.4%	80.7%	89.7%	94.1%	83.0%	
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	78.1%	63.2%	64.3%	61.5%	72.4%	82.4%	72.6%	
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	59.4%	34.2%		46.2%	75.9%	61.8%	50.7%	
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact	18.8%	26.3%	21.4%	11.5%	17.2%	8.8%	21.7%	
% of patients with Suspected STEMI Transported to PCI Center	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	98.2%	
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes					60.0%	47.1%		
Stroke	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Current Av	Goal
% of suspected Stroke patients correctly identified by EMS								
% of suspected Stroke patients w/BGL measured	88.2%	87.8%	90.2%	87.7%	86.8%	90.0%	89.5%	
% of suspected Stroke patients w/CSS measured							80.5%	
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) measured							81.4%	
% of suspected stroke patients with stroke facility notified of suspected stroke within 10 minutes of EMS patient contact								
% of suspected stroke patients w/LAMS scores 4 - 5 transported to Comprehensive Stroke Center	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	

The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

Tab C – Chief Financial Officer

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – June 30, 2020

The following summarizes significant items in the June 30, 2020 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of June 2020 is a gain of \$104,268 as compared to a budgeted gain of \$299,779 for a negative variance of (\$195,511). EBITDA for the month of June 2020 is a gain of \$454,620 compared to a budgeted gain of \$618,838 for negative variance of (\$164,218).

- Transport volume in June ended the month -7% to budget. Average Patient Charges are 0.3% above budget leading to a -6.8% shortfall to budget in Transport Fees.
- Net Revenue in June is down -10% to budget. A portion of the shortfall in Transport Fees is offset by a \$307,085 accrual in June for several NCTTRAC Deployments.
- Total Expenses ended the month -5.9% or (\$234,930) below budget. In June MedStar had significant savings in Fuel, Medical Supplies, Health Insurance Claims and Professional Fees.

Year to Date: EBITDA is \$2,869,245 as compared to a budget of \$3,758,837 for a negative variance to budget of (\$889,592).

- Year to Date Net Revenue is -5.8% to budget. The negative variance is a combination of Transport Fees -3.3% to budget and Contractual and Provision for Uncollectable -1% to budget.
- The negative variance to budget for EBITDA is driven by lower than expected transport volume during the COVID-19 pandemic and expenses directly related to COVID-19.

Key Financial Indicators:

- Current Ratio – MedStar has \$11.90 in current assets (Cash, receivables) for every dollar in current debt. (Goal: a score of \$1.00 would mean sufficient current assets to pay debts.)
- Cash as % of Annual Expenditures – The Restated Interlocal Cooperative Agreement, Sec 5.5.2, mandates 3 months of operating capital. As of June 30, 2020 there is 5 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 5.34 times.
- Return on Net Assets – This ratio determines whether the agency is financially better off than in previous years by measuring total economic return. An improving trend indicates increasing net assets and the ability to set aside financial resources to strengthen future flexibility. Through June, the return is 1.17%.

MAEMSA/EPAB cash reserve balance as of April 30, 2020 is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending June 30, 2020

Assets	Current Year	Last Year
Cash - Unrestricted	\$9,717,042.62	\$4,121,368.35
Cash - Restricted	\$10,770,495.38	\$14,487,052.00
Accounts Receivable	\$9,213,212.90	\$13,235,281.76
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$787,764.85	\$985,728.21
Property Plant & Equ	\$59,246,341.37	\$51,768,313.16
Accumulated Deprecia	(\$23,975,505.85)	(\$19,355,465.78)
Total Assets	\$66,044,507.93	\$65,542,177.09
Liabilities		
Accounts Payable	(\$1,098,230.02)	(\$550,335.87)
Other Current Liabil	(\$1,470,101.87)	(\$1,109,038.74)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$10,056.53)	(\$9,330.37)
Long Term Debt	(\$4,059,855.80)	(\$4,307,676.23)
Other Long Term Liab	(\$6,357,258.34)	(\$1,596,454.82)
Total Liabilities	(\$13,003,283.87)	(\$7,580,617.34)
Equities		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	\$2,590,589.57	(\$863,074.71)
Total Equities	(\$53,041,224.06)	(\$57,961,559.75)
Total Liabilities and Equities	(\$66,044,507.93)	(\$65,542,177.09)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures

[Actual compared with Budget]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenue						
Transport Fees	\$13,664,642.86	\$14,661,429.00	(\$996,786.14)	\$126,325,614.54	\$130,612,407.00	(\$4,286,792.46)
Contractual Allowance	(\$5,474,560.65)	(\$3,986,184.00)	(\$1,488,376.65)	(\$53,737,831.94)	(\$35,514,751.00)	(\$18,223,080.94)
Provision for Uncoll.	(\$4,738,236.70)	(\$6,513,867.00)	\$1,775,630.30	(\$39,040,376.86)	(\$58,011,105.00)	\$18,970,728.14
Education Income	\$9,695.00	\$19,500.00	(\$9,805.00)	\$54,427.79	\$91,050.00	(\$36,622.21)
Other Income	\$355,804.59	\$55,240.56	\$300,564.03	\$1,807,779.73	\$497,168.04	\$1,310,611.69
Standby/Subscription	\$46,676.36	\$58,619.58	(\$11,943.22)	\$549,128.49	\$540,279.22	\$8,849.27
Pop Health PMPM	\$0.00	\$0.00	\$0.00	(\$1.00)	\$0.00	(\$1.00)
Interest on Investment	\$276.12	\$0.00	\$276.12	\$22,971.89	\$0.00	\$22,971.89
Gain(Loss) on Disposition	\$0.00	\$0.00	\$0.00	\$3,084.00	\$0.00	\$3,084.00
Total Revenue	\$3,864,297.58	\$4,294,738.14	(\$430,440.56)	\$35,984,796.64	\$38,215,048.26	(\$2,230,251.62)
Expenditures						
Salaries	\$2,285,736.88	\$2,297,341.67	(\$11,604.79)	\$21,959,043.91	\$21,777,953.03	\$181,090.88
Benefits and Taxes	\$401,119.26	\$457,557.00	(\$56,437.74)	\$3,332,846.56	\$4,229,059.00	(\$896,212.44)
Interest	\$18,723.63	\$17,000.00	\$1,723.63	\$179,491.42	\$148,300.00	\$31,191.42
Fuel	\$58,725.58	\$123,855.00	(\$65,129.42)	\$726,976.80	\$1,038,919.00	(\$311,942.20)
Medical Supp/Oxygen	\$89,219.73	\$177,323.00	(\$88,103.27)	\$1,773,253.04	\$1,579,730.00	\$193,523.04
Other Veh & Eq	\$54,182.08	\$39,068.88	\$15,113.20	\$357,731.34	\$351,619.92	\$6,111.42
Rent and Utilities	\$59,378.23	\$60,632.00	(\$1,253.77)	\$571,271.24	\$537,503.00	\$33,768.24
Facility & Eq Mtc	\$87,419.35	\$67,337.67	\$20,081.68	\$623,060.85	\$586,128.97	\$36,931.88
Postage & Shipping	\$6,438.91	\$3,604.00	\$2,834.91	\$34,061.70	\$31,628.00	\$2,433.70
Station	\$38,459.01	\$26,103.83	\$12,355.18	\$325,722.49	\$260,345.49	\$65,377.00
Comp Maintenance	\$108,948.75	\$133,828.00	(\$24,879.25)	\$971,542.93	\$1,204,452.00	(\$232,909.07)
Insurance	\$50,413.74	\$33,809.47	\$16,604.27	\$305,003.40	\$304,275.23	\$728.17
Advertising & PR	\$54.20	\$608.00	(\$553.80)	\$61,301.43	\$37,972.00	\$23,329.43
Printing	\$2,200.20	\$3,908.00	(\$1,707.80)	\$32,225.73	\$34,830.00	(\$2,604.27)
Travel & Entertain	\$1,436.65	\$5,780.00	(\$4,343.35)	\$48,905.41	\$84,318.00	(\$35,412.59)
Dues & Subs	(\$11,168.93)	\$21,710.00	(\$32,878.93)	\$70,386.42	\$116,120.00	(\$45,733.58)
Continuing Educ Ex	\$2,277.90	\$7,983.00	(\$5,705.10)	\$43,099.48	\$137,359.00	(\$94,259.52)

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures**

[Actual compared with Budget]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Professional Fees	\$157,634.92	\$213,886.00	(\$56,251.08)	\$1,585,909.34	\$2,129,923.00	(\$544,013.66)
Education Expenses	\$275.02	\$0.00	\$275.02	\$35,539.88	\$0.00	\$35,539.88
Miscellaneous	\$16,925.96	\$1,565.00	\$15,360.96	\$257,669.66	\$14,075.00	\$243,594.66
Depreciation	\$331,628.56	\$302,058.83	\$29,569.73	\$2,920,448.19	\$2,718,529.47	\$201,918.72
Total Expenditures	\$3,760,029.63	\$3,994,959.35	(\$234,929.72)	\$36,215,491.22	\$37,323,040.11	(\$1,107,548.89)
Net Rev in Excess of Expend	\$104,267.95	\$299,778.79	(\$195,510.84)	(\$230,694.58)	\$892,008.15	(\$1,122,702.73)
EBITDA	\$454,620.14	\$618,837.62	(\$164,217.48)	\$2,869,245.03	\$3,758,837.62	(\$889,592.59)

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
June 30, 2020**

	Goal	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Current Ratio	> 1	8.88	7.19	8.97	9.49	20.71	11.90

Indicates the total short term resources available to service each dollar of debt. Ratio should be greater than 1, so that assets are available to retire debt when due.

Cash as % of Annual Expenditures	> 25%	49.02%	65.31%	55.06%	47.07%	42.95%	45.37%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	5.47	4.16	4.96	4.28	3.65	5.34
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets	7.04%	13.95%	11.60%	10.35%	10.11%	4.04%	1.17%
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Reveals management's effectiveness in generating profits from the assets available.

Emergency Physicians Advisory Board
Cash expenditures Detail

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
 Balance 06/30/2020			 <u><u>\$ 475,470.69</u></u>



Business Gold Rewards

M EDSTAR/MAEMSA
DOUGLAS R HOOTEN

Closing Date 05/28/20 Next Closing Date 06/26/20



New Balance	\$14,421.02
Minimum Payment Due	\$955.72
Payment Due Date	06/22/20*

* **Late Payment Warning:** Your Payment Due Date is 06/22/20. If you do not pay your Minimum Payment Due by your Next Closing Date, you may have to pay a late fee of up to \$39.00 and your Pay Over Time APR may be increased to the Penalty APR of 29.24%.

Membership Rewards® Points

Available and Pending as of 04/30/20

598,125

For more details about Rewards, please visit americanexpress.com/rewardsinfo

Account Summary

Pay In Full Portion

Previous Balance	\$27,091.85
Payment s/ Credits	-\$27,091.85
New Charges	+\$644.72
Fees	+\$175.00
New Balance =	\$819.72

Pay Over Time Portion

Previous Balance	\$0.00
Payments/ Credits	-\$832.75
New Charges	+\$14,434.05
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance =	\$13,601.30
Minimum Due	\$136.00

Account Total

Previous Balance	\$27,091.85
Payments/ Credits	-\$27,924.60
New Charges	+\$15,078.77
Fees	+\$175.00
Interest Charged	+\$0.00

New Balance	\$14,421.02
Minimum Payment Due	\$955.72

Days in Billing Period: 31

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your Pay Over Time balance. For example :

If you make no additional charges and each month you pay...	You will pay off the balance shown on this statement in about...	And you will pay an estimated total of...
Only the Minimum Payment Due	24 years	\$33,347

If you would like information about credit counseling services, call 1-888-733-4139 .

Q See page 2 for important information about your account.

Q Please refer to the **IMPORTANT NOTICES** section on **page 7**.

Q Learn how your Statement changes when you use your Pay Over Time feature, see **page 9**

Continued on page 3

Customer Care

Pay by Computer
[americanexpress.com / business](http://americanexpress.com/business)

Customer Care 1-800-492-3344
Pay by Phone 1-800-472-9297

Q See page 3 for additional informati on.

-!- Please fold on the perforat ion below, detach and return with your payment -!-

Payment Coupon
Do not staple or use paper clips

Pay by Computer
[americanexpress.com/ business](http://americanexpress.com/business)

Pay by Phone
1-800-472-9297



Enter 15 digit account# on all pay ments.
Make check payable to American Express.

DOUGLAS R HOOTEN
MEDSTAR/MAEMSA
2900 ALTA MERE DR
FORT WORTH TX 76116-4115

Payment Due Date
06/22/20
New Balance
\$14,421.02
Minimum Payment Due
\$955.72

See reverse side for instructions on how to update your address, phonenumber, or email.

AMERICAN EXPRESS
P.O. BOX 650448
DALLAS TX 75265-0448

\$ _____
Amount Enclosed



0000349991382953784 001442102000095572 24 n



Business Gold Rewards

MEDSTAR/M AEMSA
DOUGLAS R HOOTEN
Closing Date 05/28/20



Customer Care & Billing Inquiries	1-800-678-0745	Hearing Impaired
International Collect	1-336-393-1111	TTY: 1-800-221-9950
Large Print & Braille Statements	1-800-678-0745	FAX: 1-623-707-4442
Lost or Stolen Card	1-800-678-0745	In NY: 1-800-522-1897
Express Cash	1-800-CASH-NOW	

Website: americanexpress.com	
Customer Care & Billing Inquiries	Payments
P.O. BOX 981535	P.O. BOX 650448
EL PASO, TX	DALLAS TX 75265-
79998-1535	0448

Claims Resolution Clause Update
 The address for sending a claim notice to American Express has changed.
 Notice to American Express should be sent to **American Express ADR**
c/o CT Corporation System, 28 Liberty Street, New York, New York 10005.

Payments and Credits

Summary

	Pay In Full	Pay Over Time+	Total
Payments	-\$26,259.10	-\$832.75	-\$27,091.85
Credits	-\$832.75	\$0.00	-\$832.75
Total Payments and Credits	-\$27,091.85	-\$832.75	-\$27,924.60

Detail *Indicates posting date

Payments	Amount
05/08/20* ONLINE PAYMENT - THANK YOU	-\$27,091.85
Credits	Amount
05/05/20* AMAZON SHOP WITH POINTS CREDIT	-\$832.75
Used points to Purchase 3-\$200 gift cards, 2-\$100 gift cards for Service Awards	

New Charges

Summary

	Pay In Full	Pay Over Time+	Total
Total New Charges	\$644.72	\$14,434.05	\$15,078.77

Detail

+ denotes Pay Over Time activity

For more information, visit americanexpress.com/payoververtimeinfo

DOUGLAS R HOOTEN



					Amount
04/27/20	VENTREX ENV SERVICES	FORT WORTH	TX	PO2202280	\$499.99 +
	Cleaning of hotel room after COVID-19 employee staying there waiting for outcome of testing. PAY OVERTIME OPTION				
04/27/20	TWILIO, INC.	SAN FRANCISCO		PO 2202327	\$10.02
	COMPUTER STORE				
04/28/20	PANTHEON SYSTEMS INC	SAN FRANCISCO	CA	PO 2202326	\$35.00
	8559279387				
05/01/20	AMZN MKTP US* 3Z51M7383	AMZN.COM/BILL	WA	PO 2202328	\$56.04
	BOOK STORES	Wall mount for dell computers			

Detail Continued

+ -denotes Pay Over Time activity

						Amount
05/01/20	CONCUR TECHNOLOGIES 588-895-4815 PAY OVERTIME OPTION	588-895-4815	WA	PO 2202364		\$150.00 +
05/01/20	AMZN MKTPUS*702(02733 Dual-arm monitor stands BOOKSTORES	AMZN.COM/BILL	WA	PO 2202325		\$85.99
05/04/20	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE PAY OVER TIME OPTION	SEATTLE Purchased service award gift cards with award points.	WA			\$832.75 +
05/04/20	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2202356		\$69.00
05/04/20	PAYFLOW/PAYPAL0045 888-883-9770	LAVISTA	NE	P02202354		\$30.00
05/05/20	AMAZON.COM*4T59F8LU3 MERCHANDISE 5-Apple TV connection boxes PAY OVERTIME OPTION	AMZN.COM/BILL	WA	PO 2202365		\$745.00 +
05/05/20	TAQUERIA SAN ANDRES3 squareup.com/receipts Food truck for EMS Week PAY OVER TIME OPTION	Fort Worth	TX	PO 2202363		\$1,000.00 +
05/05/20	AMZNMKTPUS*AK6HCSXX3 BOOKSTORES 2- key boxes for NOC	AMZN.COM/BILL	WA	PO 2202378		\$44.14
05/06/20	CHILE PEPPER GRILL squareup.com/receipts PAY OVER TIME OPTION	fort worth	TX	PO 2202362		\$850.00 +
05/06/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2202368		\$10.02
05/07/20	EB*EMS EVOLUTION 2020 8014137200 Registration for: Ken Simpson, Kristofer Schleicher, Chad Carr PAY OVER TIME OPTION	SAN FRANCISCO	CA	PO 2202391		\$932.55 +
05/07/20	EB*EMS EVOLUTION 2020 8014137200 Registration for: Douglas Hooten, Matt Zavadsky, Steve Post PAY OVER TIME OPTION	SAN FRANCISCO	CA	PO 2202392		\$1,146.35 +
05/07/20	GO INDUSTRIES, INC 436845558711338 0000000022023470007so81 M27 grill guard for Code 100 PAYOVER TIME OPTION	RICHARDSON	TX	PO 2202347		\$489.26+
05/07/20	FULLBARS CELL PHONE ANDC00-080311605 ELECTRONICS REPAIR Ipad Pro cracked screen fixed PAY OVER TIME OPTION	FORT WORTH	TX	PO 2202395		\$479.00 +
05/08/20	RINGCENTRAL, INC Phones for NOC 759099001 94002 PAY OVER TIME OPTION	BELMONT	CA	PO 2202437		\$705.79 +
05/12/20	NCTCOG ONLINE SERVI(REGIONAL GOV Mailing list for COG in AOR	ARLINGTON	TX	PU 2202490		\$54.20
05/12/20	IDENTIPLUS QUOTE882453151 Tyvek wristbands CATALOG MERCHANT PAY OVER TIME OPTION	NEW BERLIN	WI	PO 2202422		\$221.65 +
05/14/20	HF CUSTOM SOLUTIONS 628024006988844 817-386-2303 2oz hand sanitizer PAY OVER TIME OPTION	FORT WORTH	TX	PO 2202449		\$3,360.00 +
05/20/20	PERFORMANCEB*STORE 5107823 76116- 1-Bike multi tool	CHICO	CA	PO 2202469		\$26.98
05/20/20	AMZN MKTP US*M74RX4G21 BOOKSTORES 1-bike pressure gauge	AMZN.COM/BILL	WA	PO 2202468		\$11.98
05/20/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2202521		\$10.03



Business Gold Rewards
 MEDSTAR/MAEM SA
 DOUGLAS R HOOTEN
 Closing Date 05/28 /20

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Detail Continued

+ - denotes Pay Over Time activity

						Amount
05/21/20	EASYKEYSCOM INC 0541 877-839-5397 Extra keys for desks	CHARLOTTE	NC	PO 2202480		\$24.00
05/21/20	PAPA JOHN'S #1780 000001780 8174837777 Dinner for North Deployment Center employees for EMS Week PAY OVER TIME OPTION	HALTOM CITY	TX	PO 2202508		\$201.71 +
05 / 22/ 20	THE BEIGNET BUS Dessert truck for EMS Week squa reup.com / receipt s PAY OVER TIME OPTION	Fort Wort h	TX	PO 2202539		\$720.00 +
05 / 23/ 20	SINSATIONAL CAKES BAKERY squa reup .com / receipt s Chef DJ - cooked lunch for EMS Employees for EMS Week PAY OVERTIME OPTION	Fort Worth	TX	PO 2202540		\$2, 100.00 +
05/26/20	WALMART.COM AMEX 800.966.6546 20 Sterilite stacking baskets for Ambulances	BENTONVILLE	AR	PO 2202523		\$61.07
05/ 26/ 20	BIG FROG CUSTOM T SHIRTS 930553410146 JACKIEP @BIGFROG.COM Purchased 5 more XXL EMS Black Hoodies.	FORT WORTH	TX	PO 2202537		\$81.25
05/28/20	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	PO 2202560		\$35.00

Fees

				Amount
05/28/20	ANNUAL MEMBERSHIP FEE		PO 2202562	\$175.00
Total Fees for this Period				\$175.00

Interest Charg ed

				Amount
Total Interest Charged for this Period				\$0.00

About Trailing Interest

You may see interest on your next statement even if you pay the new balance in full and on time and make no new charges . This is called "trailing interest ." Trailing interest is the interest cha rg ed when, for example, you didn't pay your previous balance in full. When that happens we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full and on time each month . Please see the "When we charge intere st " sub-section in your Cardmember Agreement for details.

2020 Fees and Interest Totals Year-to -Date	
	Amount
Total Fees in 2020	\$175.00
Total Interest in 2020	\$0.00



Business Gold Rewards

MEDSTAR/MAEMSA
DOUGLAS R HOOTEN
Closing Date 06/26/20 Next Closing Date 07/28/20



New Balance	\$183.30
Minimum Payment Due	\$183.30
Payment Due Date	07/22/20*

Late Payment Warning: Your Payment Due Date is 07 / 22/ 20. If you do not pay your Minimum Payment Due by your Next Closing Date, you may have to pay a late fee of up to \$39.00 and your Pay Over Time APR may be increased to the Penalty APR of 29.24%.

Membership Rewards® Points

Available and Pending as of 05/ 31/ 20

296,767

For more details about Rewards, please visit americanexpress.com/rewardsinfo

Account Summary

Pay In Full Portion

Previous Balance	\$819.72
Payments/ Credits	-\$1,244.57
New Charges	+\$599.85
Fees	+\$0.00
New Balance =	\$175.00

Pay Over Time Portion

Previous Balance	\$13,601.30
Payments/ Credits	-\$17,441.26
New Charges	+\$3,848.26
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance =	\$8.30
Minimum Due	\$8.30

Account Total

Previous Balance	\$14,421.02
Payments/ Credits	-\$18,685.83
New Charges	+\$4,448.11
Fees	+\$0.00
Interest Charged	+\$0.00

New Balance	\$183.30
Minimum Payment Due	\$183.30

Days in Billing Period: 29

Customer Care

Pay by Computer
americanexpress.com/business

Customer Care 1-800-492-3344
Pay by Phone 1-800-472-9297

See page 3 for additional information .

See page 2 for important information about your account.

Please refer to the **IMPORTANT NOTICES** section on **pages 7-8**.

Congratulations! You used your Amex Offer. Please refer to the Payments and Credit section of your statement. View all available offers when you log in to your Card account online at americanexpress.com

Approved:

Douglas R. Hooten, CEO, MedStar Mobile Healthcare 6/29/2020

Please fold on the perforation below, detach and return with your payment .

1111 Payment Coupon
Do not staple or use paper clips

Pay by Computer
americanexpress.com/business

9.3 Pay by Phone
1-800-472-9297

JOtJQJ6lltGkl1!IUUDOK

Enter 15 digit account# on all payments.
Make check payable to American Express.

DOUGLAS R HOOTEN
MEDSTAR/ MAEMSA
2900 ALTA MERE DR
FORT WORTH TX 76116-4115

Payment Due Date
07/22/20
New Balance
\$183.30
Minimum Payment Due
\$183.30

See reverse side for instructions on how to update your address, phone number, or email.

AMERICAN EXPRESS
P.O. BOX 650448
DALLAS TX 75265 -0448

\$ _ _ _ _ . _
Amount Enclosed



0000349991382953784 000018330000018330 24 N

Business Gold Rewards

MEDSTAR/M AE M SA
DOUGLAS R HOOTEN
Clos ing Date 06/26/20



Customer Care & Billing Inquiries
International Collect
Large Print & Braille Statements
Lost or Stolen Card
Express Cash

1-800-678-0745
1-336-393-1111
1-800-678-0745
1-800-678-0745
1-800-CASH-NOW

Hearing Impaired
ITV: 1-800-221-9950
FAX: 1-623-707-4442
In NY: 1-800-522-1897



Website: americanexpress.com

Customer Care & Billing Inquiries
P.O. BOX 981535
EL PASO, TX
79998-1535

Payments
P.O. BOX 650448
DALLAS TX 75265-0448

Payments and Credits

Summary

	Pay In Full	Pay Over Time +	Total
Payments	\$0.00	-\$14,421.02	-\$14,421.02
Credits	-\$1,244.57	-\$3,020.24	-\$4,264.81
Total Payments and Credits	-\$1,244.57	-\$17,441.26	-\$18,685.83

Detail

*Indicates posting date

+ - denote sPay OverTime activity

For more information, visit
americanexpress.com/payover/timeinfo

Payments

	Amount
06/16/20* ONLINE PAYMENT - THANK YOU	-\$14,421.02

Credits

	Amount
06/02/20* AMAZON SHOP WITH POINTS CREDIT Service award gift cards - paid with points	-\$630.75
06/04/20* AMAZON SHOP WITH POINTS CREDIT Stove top protective cover	-\$70.48
06/05/20 AMAZON MKTPLACE PMTS Returned Item to Amazon - not what we ordered SEATTLE WA GENERAL M ERCHANDISE	-\$8.49
06/09/20 NATIONAL ACADEMY OF EMD NATIONAL ACADEMY Refund for Johnathan Clay SALT LAKE CTY UT 800-363-9127 PAY OVER TIME OPTION	-\$247.50 +
06/09/20 NATIONAL ACADEMY OF EMD NATIONAL ACADEMY Refund for Johnathan Clay SALT LAKE CTY UT 800-363-9127	-\$15.00
06/09/20 NATIONAL ACADEMY OF EMD NATIONAL ACADEMY Refund for Jamey Clark SALT LAKE CTY UT 800-363-9127 PAY OVER TIME OPTION	-\$262.50 +
06/09/20 NATIONAL ACADEMY OF EMD NATIONAL ACADEMY Refund for Steve Hickman SALT LAKE CTY UT 800-363-9127 PAY OVER TIME OPTION	-\$262.50 +
06/12/20 RING CENTRAL EVENTS Used 20% coupon on Ring Central invoice - credit back. BELMONT Ring Central Offer PAY OVER TIME OPTION	-\$130.16 +
06/16/20* AMAZON SHOP WITH POINTS CREDIT Service award gift cards - paid with points	-\$519.85
06/18/20 EB*EMSEVOLUTION 2020 Refund for EMS Evolution in August. SAN FRANCISCO CA 8014137200 PAY OVER TIME OPTION	-\$932.55 +

Detail Continued *Indicates posting date + -denotes Pay Over Time activity

			Amount
06/18/20	EB*EMS EVOLUTION 2020 SAN FRANCISCO CA 8014137200 PAY OVER TIME OPTION	Refund for EMS Evolution in August.	-\$932.55 +
06/26/20*	CREDIT ADJUSTMENT		-\$252.48 +

New Charges

Summary

	Pay In Full	Pay Over Time +	Total
Total New Charges	\$599.85	\$3,848.26	\$4,448.11

Detail *Indicates posting date + -denotes Pay Over Time activity

For more information, visit americanexpress.com/payovertimeinfo

DOUGLAS R HOOTEN

					Amount
05/28/20	STAR TELEGRAM ADVERTIS 817-390-7132	RFP for HVAC	FORT WORTH TX	PO 2202551	\$99.84
05/31/20	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	TVL website	588-895-4815 WA	PO 2202795	\$150.00 +
06/01/20	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE PAY OVERTIME OPTION	June Service Awards	SEATTLE WA	Paid with points	\$630.75 +
06/01/20	IDENTIPLUS MD0006007 53151 CATALOG MERCHANT PAY OVER TIME OPTION	Tyvek wristbands	NEW BERLIN WI	PO 2202586	\$540.17 +
06/02/20	DIGICERT INC 801-701-9684 PAY OVERTIME OPTION		LEHI UT	PO 2202588	\$782.00 +
06/02/20	PAYFLOW/PAYPAL0045 888-883-9770		LAVISTA NE	PO 2202580	\$30.00
06/03/20	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE		SEATTLE WA	Paid with Points	\$70.48
06/03/20	AMAZON.COM*MY4UD3A00 MERCHANDISE PAY OVER TIME OPTION	Gift cards for MIH personnel	AMZN.COM/BILL WA	PO 2202671	\$100.00 +
06/03/20	TWILIO, INC. COMPUTER STORE		SAN FRANCISCO	PO 2202605	\$10.01
06/04/20	WEBSITEHOSTINGBILLCOM 4059488300		OKLAHOMA CITY OK	PO 2202606	\$69.00
06/08/20	PAYPAL *TADOWNEY 4029357733	Eye bolts for Ambulance seats	4029357733 IN	PO 2202645	\$48.00
06/08/20	RINGCENTRAL, INC 1467827002 94002 PAY OVER TIME OPTION	Digital phone lines for NOC	BELMONT CA	PO 2202672	\$650.79 +
06/13/20	TWILIO, INC. COMPUTER STORE		SAN FRANCISCO	PO 2202837	\$10.02
06/15/20	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE PAY OVERTIME OPTION	July Service Awards	SEATTLE WA	Paid with Points	\$519.85 +



Business Gold Rewards
 MEDS TAR/MAEMSA
 DOUGLAS R HOOTEN
 Closing Date 06/26/20

~~Account Ending 000000~~

Detail Continued

*Indicates posting date

+ denotes Pay Over Time activity

					Amount
06/23/20	IDENTIPLUS MD0006176 53151 CATALOG MERCHANT PAY OVERTIME OPTION	NEW BERLIN	WI	PO 2202848	\$474.70 +
06/24/20	TWILIO, INC COMPUTER STORE	SAN FRANCISCO		PO 2202875	\$10.02
06/26/20*	DEBIT ADJUSTMENT				\$252.48

Fees

		Amount
Total Fees for this Period		\$0.00

Interest Charged

		Amount
Total Interest Charged for this Period		\$0.00

About Trailing Interest

You may see interest on your next statement even if you pay the new balance in full and on time and make no new charges. This is called "trailing interest." Trailing interest is the interest charged when, for example, you didn't pay your previous balance in full. When that happens we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full and on time each month. Please see the "When we charge interest" subsection in your Cardmember Agreement for details.

2020 Fees and Interest Totals Year-to-Date

	Amount
Total Fees in 2020	\$175.00
Total Interest in 2020	\$0.00

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

	Annual Percentage Rate	Balance Subject to Interest Rate	Interest Charge
Pay Over Time option	18.24% (v)	\$0.00	\$0.00
Total			\$0.00

(v) Variable Rate

Information on Pay Over Time

There is no pre-set spending limit on your Card

No pre-set spending limit does not mean unlimited spending. Purchasing power adjusts with your use of the Card, your payment history, credit record and financial resources known to us and other factors. Unless you have been previously notified otherwise, your Card has a no pre-set spending limit.

Tab D – Human Resources

Human Resources - May 2020

Turnover:

- May turnover – 1.45%
 - FT – 1.34%
 - PT – 2.70%
- Year to date turnover – 12.19%
 - FT – 9.17%
 - PT – 48.65%

Leaves:

- 44 employees on FMLA / 9.84% of workforce
 - 31 cases on intermittent
 - 13 case on a block
- Top request reasons
 - Mental Health (7)
 - Obstetrics (7)
 - Neurological (7)

COVID-19:

- 48 tested
- 5 positive – 10.41% of tested, 1.03% of total employees
- COVID Administrative Leave
 - 1,031:27 hours in May
 - 2,402:58 hours to date

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/19 - 09/30/2020
Percentages by Department/Conditions

Conditions	
Row Labels	Count of Last
Cardiology	2
Chronic Illness	1
FMLA - Child	6
FMLA - Parent	3
FMLA - Spouse	5
Gynecology	1
Mental Health	7
Neurological	7
Obstetrics	7
Orthopedic	4
Respiratory	1
Grand Total	44

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	128	13	2.91%	29.55%	10.16%
Basic	150	12	2.68%	27.27%	8.00%
Business Office	27	6	1.34%	13.64%	22.22%
Communications	37	2	0.45%	4.55%	5.41%
Field Managers/Supervisors - Operations	19	1	0.22%	2.27%	5.26%
Mobile Integrated Health	15	2	0.45%	4.55%	13.33%
Office of the Medical Director	12	1	0.22%	2.27%	8.33%
Support Services - Facilities, Fleet, S.E., Logistics	31	7	1.57%	15.91%	22.58%
Grand Total	419	44			
Total # of Full Time Employees - May 2020	447				
% of Workforce using FMLA	9.84%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	31	70.45%			
Block of Leave	13	29.55%			
Total	44	100.00%			

Light Duty WC for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	860:09	519:58	423:16	357:35	44:24	99:05	377:46	188:59	0:00	0:00	0:00	0:00	
FY 19-20	860:09	1380:07	1803:23	2160:58	2205:22	2304:27	2682:13	2871:12	2871:12	2871:12	2871:12	2871:12	5189:07
FY 18-19	350:17	592:25	1117:25	1447:17	1747:31	1964:44	2198:51	2475:11	2694:00	3546:44	4735:28	5765:42	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

Light Duty HR for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	674:38	266:21	165:35	0:00	0:00	48:00	417:12	190:24	0:00	0:00	0:00	0:00	
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1571:46	1762:10	1762:10	1762:10	1762:10	1762:10	0:00
FY 18-19													

Worker's Comp LOA for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	7:46	0:00	0:00	0:00	8:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	7:46	7:46	7:46	7:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	149:13
FY 18-19	5:10	5:10	21:48	21:48	21:48	21:48	129:48	165:48	165:48	165:48	165:48	165:48	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

FMLA LOA for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2034:59	2051:20	1968:20	877:32	1019:22	1208:26	1368:31	1530:30	0:00	0:00	0:00	0:00	1205:54
FY 19-20	2034:59	4086:19	6054:39	6932:11	7951:33	9159:59	10528:30	12059:00	12059:00	12059:00	12059:00	12059:00	
FY 18-19	1693:07	3187:29	4463:04	5841:46	6902:34	8114:18	9213:02	10296:18	11291:28	12442:54	14432:44	16159:57	8669:53

All Other Leave for Fiscal Year 2019-2020*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	6910:47	5898:25	6976:46	5941:14	5814:56	6118:22	4188:53	4921:18	0:00	0:00	0:00	0:00	4677:04
FY 19-20	6910:47	12809:12	19785:58	25727:12	31542:08	37660:30	41849:23	46770:41	46770:41	46770:41	46770:41	46770:41	
FY 18-19													0:00

*includes all other leaves (LOA, MLOA, Vacation, Sick, Jury, etc.)

Military Leave for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	95:00	74:00	24:00	48:00	120:00	68:00	180:00	360:00	0:00	0:00	0:00	0:00	96:54
FY 19-20	95:00	169:00	193:00	241:00	361:00	429:00	609:00	969:00	969:00	969:00	969:00	969:00	
FY 18-19	72:00	120:00	192:00	308:00	367:00	487:00	584:00	750:00	1046:00	1096:00	1096:00	1096:00	109:36

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	10583:19	8810:04	9557:57	7224:21	7006:42	7541:53	6532:22	7191:11	0:00	0:00	0:00	0:00	6444:46
FY 19-20	10583:19	19393:23	28951:20	36175:41	43182:23	50724:16	57256:38	64447:49	64447:49	64447:49	64447:49	64447:49	
FY 18-19	2120:34	3905:04	5794:17	7618:51	9038:53	10587:50	12125:41	13687:17	15197:16	17251:26	20430:00	23187:27	1725:08

Summary of Fiscal Year 2019-2020							
	Light Duty - WC	Light Duty - HR	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	2871:12	1762:10	15:46	12059:00	46770:41	969:00	64447:49
Goal / Compare	5189:07	0:00	149:13	16159:57	0:00	1096:00	22594:18

MedStar Mobile Health Care Separation Statistics - May 2020

	Current Month		
	Vol	Invol	Total
Full Time Separations	5	1	6
Part Time Separations	1	0	1
Total Separations	6	1	7

	Year to Date		
	Vol	Invol	Total
	37	4	41
	16	2	18
	53	6	59

Compared to May '19		Headcount May-20
May '19	%	
38	8%	447
31	-42%	37
69	-14%	484

	Full Time	Part Time	Total
Total Turnover %	1.34%	2.70%	1.45%

	Full Time	Part Time	Total
	9.17%	48.65%	12.19%

Separations by Department

Full Time	Current Month		
	Vol	Invol	Total
Administration	1	0	1
Advanced	1	0	1
Basics	2	1	3
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications			
Compliance			
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Human Resources	1	0	1
Information Technology			
Medical Records			
Mobile Integrated Health			
MTAC - MedStar Training Academy			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics			
Total	5	1	6

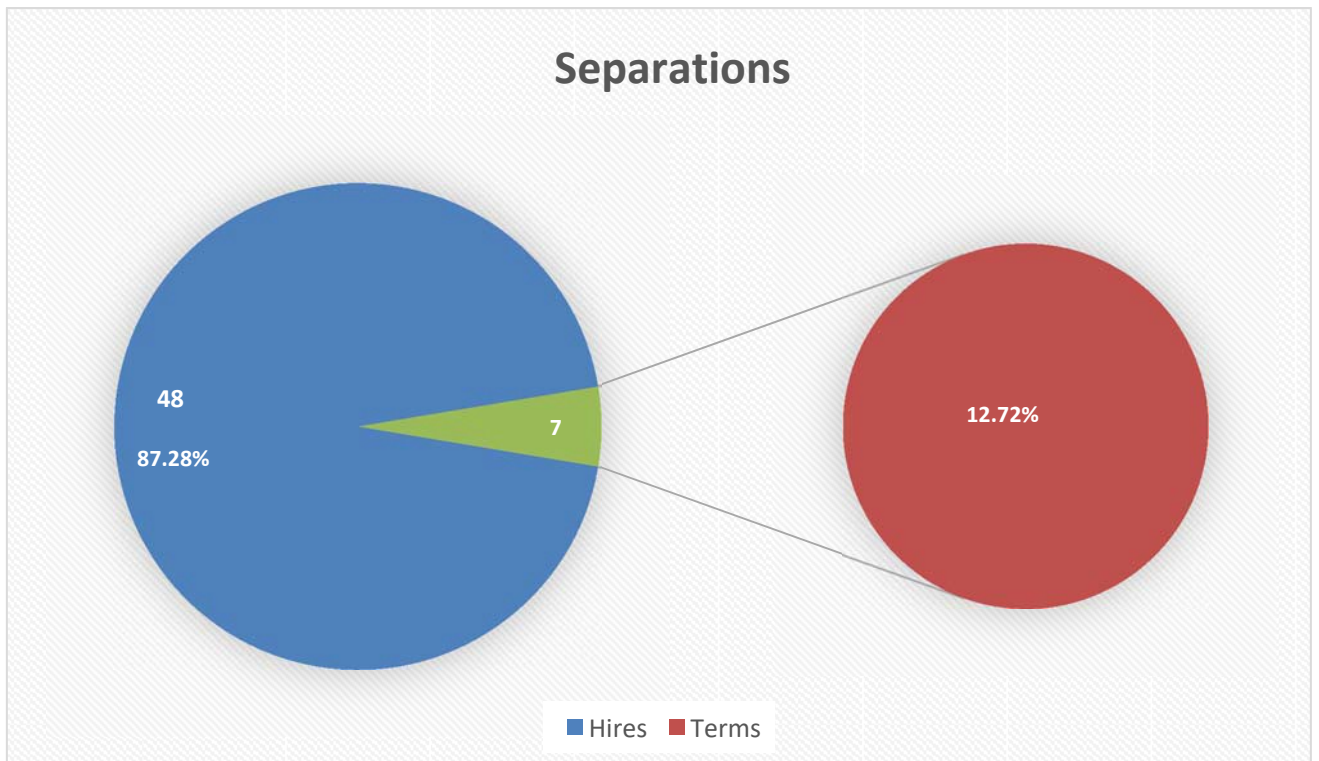
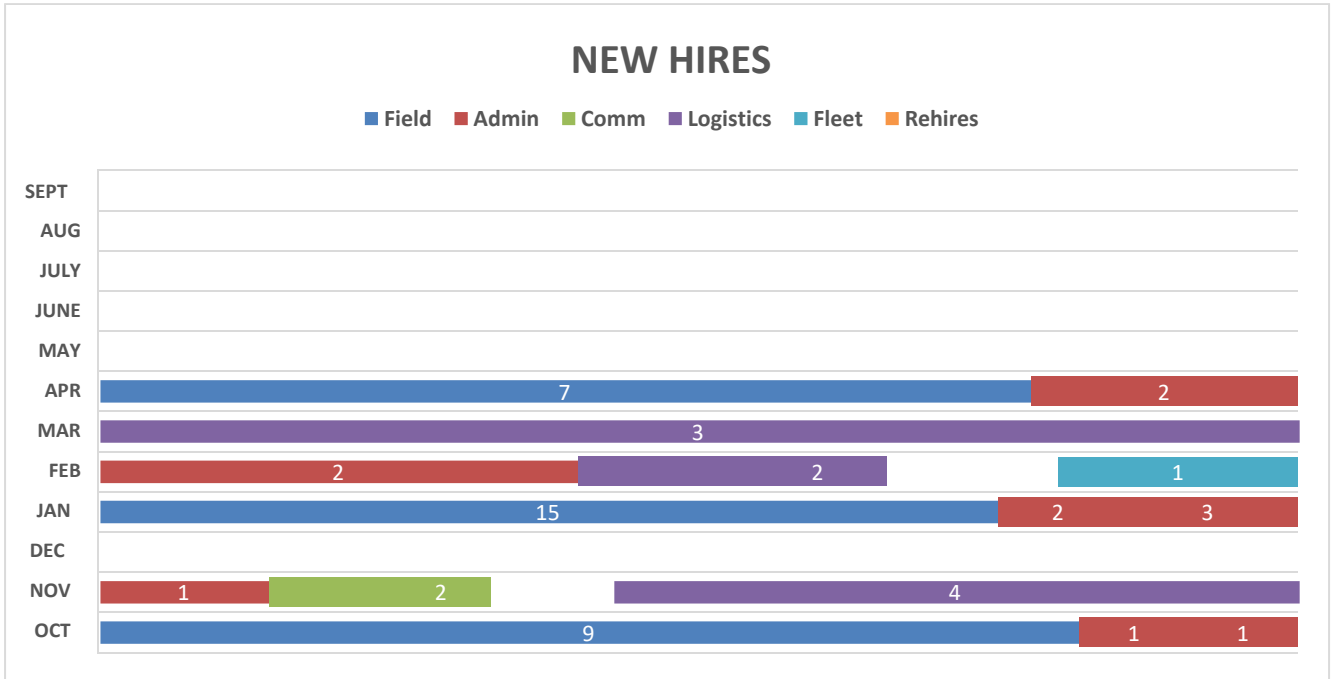
Year to Date			Headcount May-20
Vol	Invol	Total	
1	0	1	1
13	0	13	128
12	1	13	150
			3
2	0	2	27
0	1	1	37
			1
			4
			6
1	0	1	19
3	0	3	7
			2
			2
			15
2	0	2	0
			12
			2
3	2	5	31
37	4	41	447

Part Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics			
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications			
Compliance			
Controller - Payroll, Purchasing, A/P			
Field Manager/Supervisors - Operations			
Human Resources			
Information Technology			
Medical Records			
Mobile Integrated Health Department			
MTAC - MedStar Training Academy			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics			
Total	1	0	1

Year to Date			Headcount May-20
Vol	Invol	Total	
5	0	5	22
10	1	11	8
			1
0	1	1	3
1	0	1	3
16	2	18	37

Recruiting & Staffing Report

Fiscal Year 2019-2020



Fiscal Year Statistics
 Total hires to date 55
 Total separations from hires 7

Another opportunity – 2

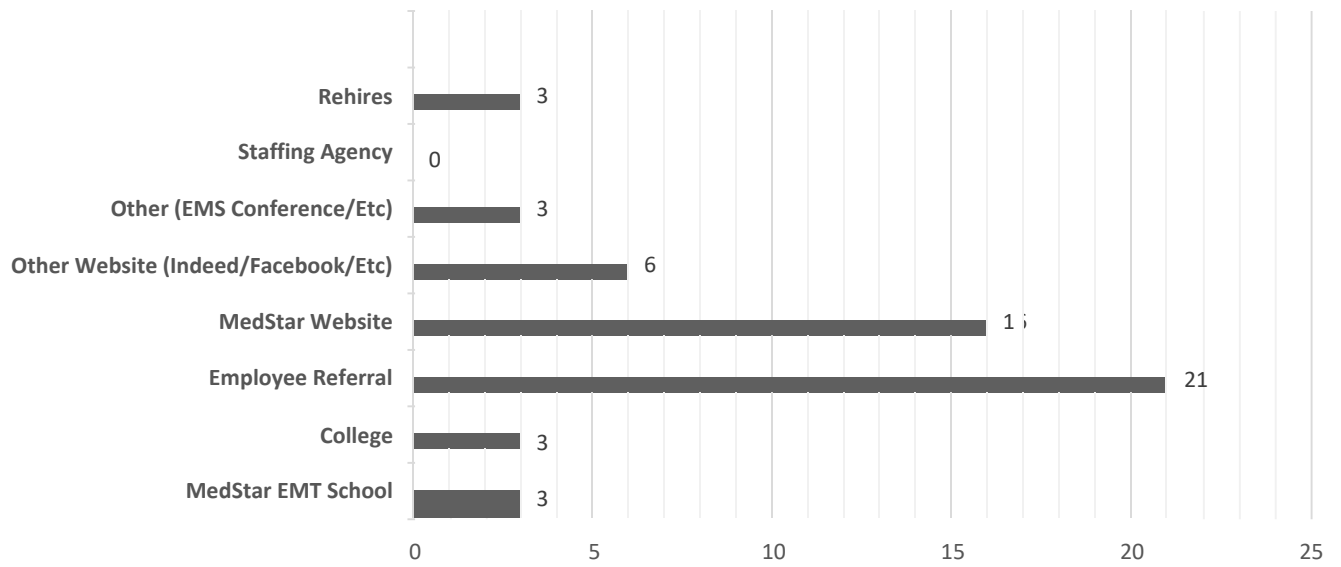
Reasons for Separation
 Job abandonment – 2

Didn't like working in busy 911 system - 1

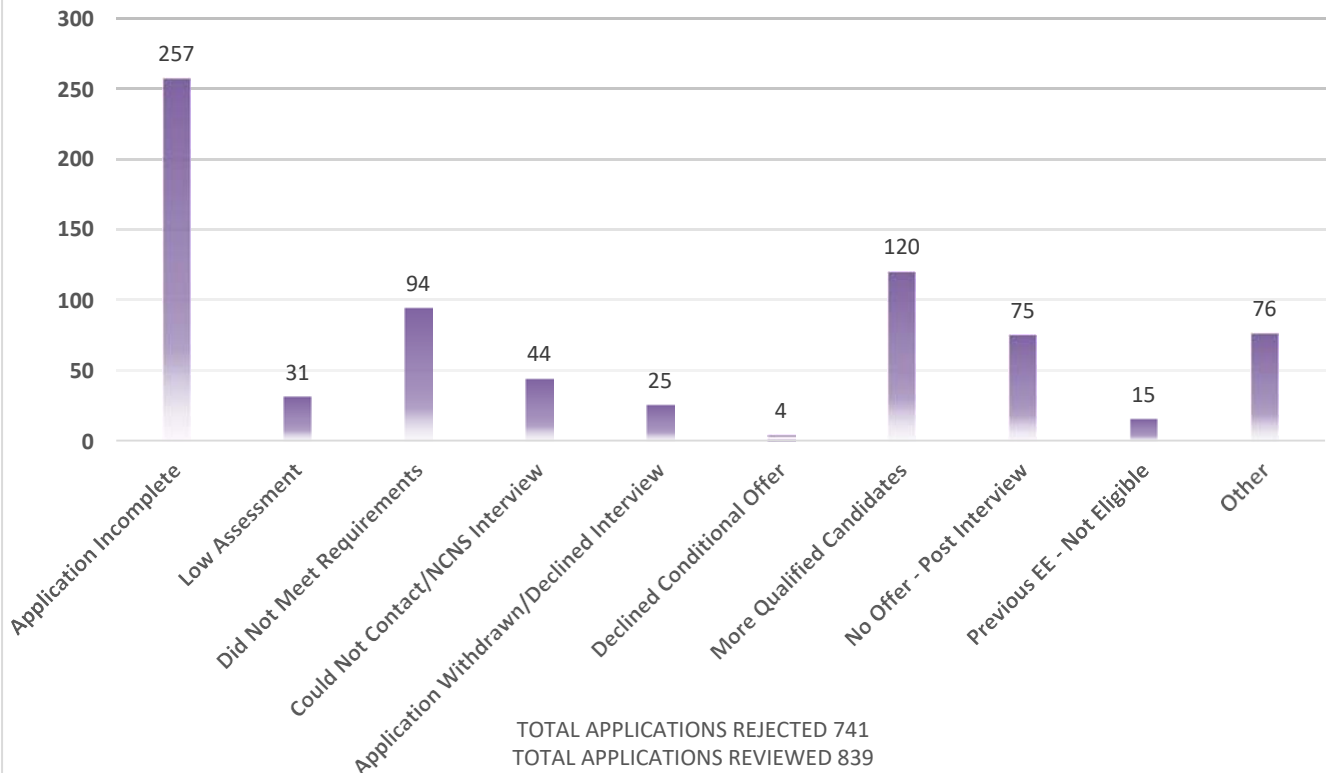
Didn't feel ready to be an EMT – 1

Nursing School - 1

New Hire Referral Source

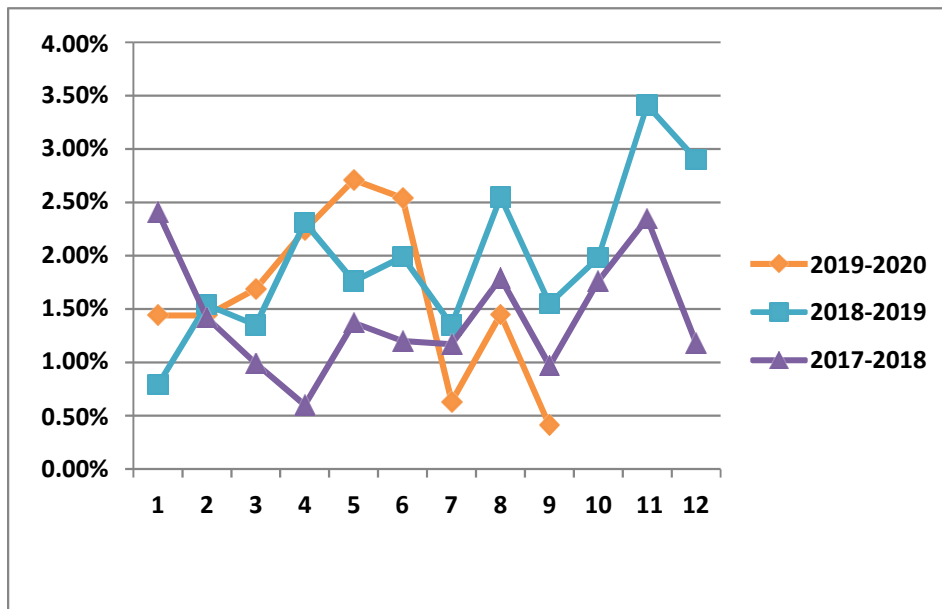


APPLICANT REJECTION REASONS



**MedStar Mobile Healthcare Turnover
Fiscal Year 2019 - 2020**

	Full & Part Time Turnover			Full Time Only
	2019-2020	2018-2019	2017-2018	2019-2020
October	1.44%	0.79%	2.41%	1.59%
November	1.44%	1.54%	1.42%	1.14%
December	1.69%	1.35%	0.99%	1.63%
January	2.24%	2.31%	0.60%	0.89%
February	2.71%	1.76%	1.37%	1.58%
March	2.54%	1.99%	1.20%	2.30%
April	0.63%	1.35%	1.17%	0.46%
May	1.45%	2.55%	1.79%	1.34%
June	0.41%	1.55%	0.97%	0.45%
July		1.98%	1.76%	
August		3.41%	2.35%	
September		2.90%	1.18%	
Actual Turnover	12.60%	24.84%	17.13%	9.62%



Human Resources - June 2020

Turnover:

- June turnover – 0.41%
 - FT – 0.45%
 - PT – 0%
- Year to date turnover – 12.60%
 - FT – 9.62%
 - PT – 48.65%

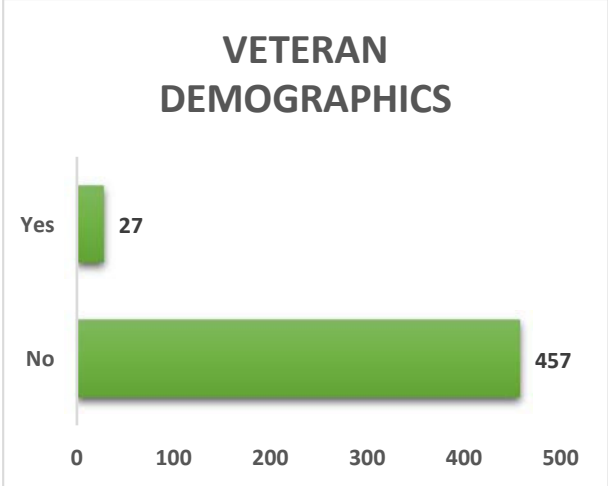
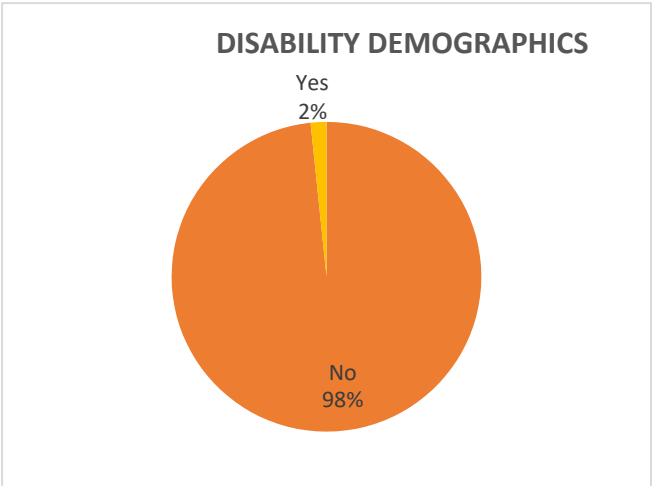
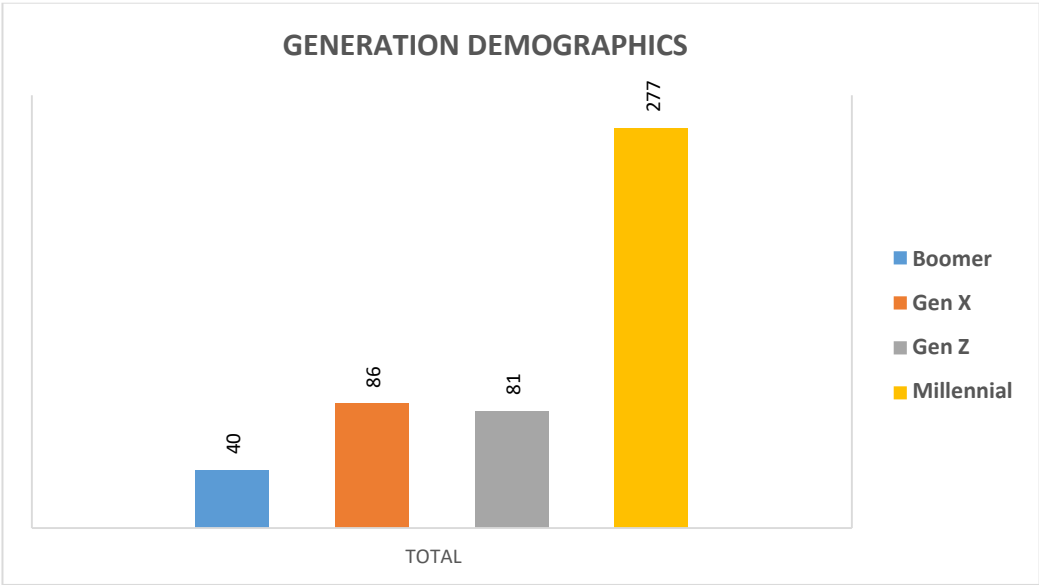
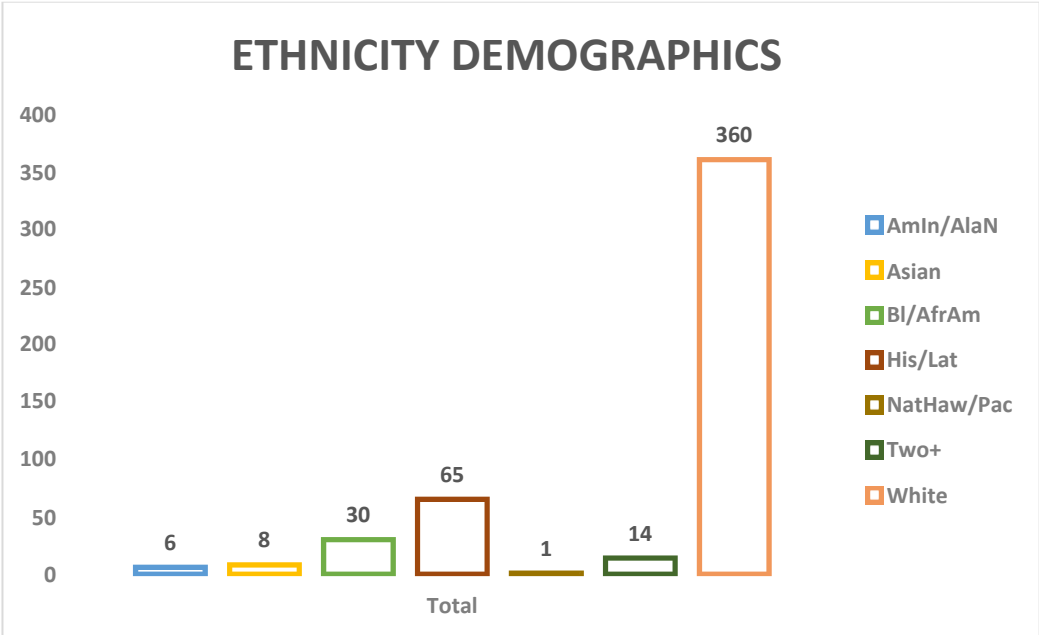
Leaves:

- 45 employees on FMLA / 10.07% of workforce
 - 31 cases on intermittent
 - 14 case on a block
- Top request reasons
 - Mental Health (7)
 - Obstetrics (6)
 - FMLA – Child (6)

COVID-19:

- 57 tested
- 8 positive – 14.03% of tested, 1.65% of total employees
- COVID Administrative Leave
 - 543:00 hours in June
 - 2,945:58 hours to date

DIVERSITY STATISTICS



FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/19 - 09/30/2020
Percentages by Department/Conditions

Conditions	
Row Labels	Count of Last
Cardiology	2
Chronic Illness	1
FMLA - Child	7
FMLA - Parent	6
FMLA - Spouse	4
Mental Health	6
Neurological	6
Obstetrics	7
Orthopedic	5
Respiratory	1
Grand Total	45

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	128	12	2.68%	26.67%	9.38%
Basic	150	11	2.46%	24.44%	7.33%
Business Office	27	9	2.01%	20.00%	33.33%
Communications	37	3	0.67%	6.67%	8.11%
Field Managers/Supervisors - Operations	19	1	0.22%	2.22%	5.26%
Mobile Integrated Health	15	3	0.67%	6.67%	20.00%
Support Services - Facilities, Fleet, S.E., Logistics	31	6	1.34%	13.33%	19.35%
Grand Total	407	45			
Total # of Full Time Employees - April 2020	447				
% of Workforce using FMLA	10.07%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	31	68.89%			
Block of Leave	14	31.11%			
Total	45	100.00%			

Light Duty WC for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	860:09	519:58	423:16	357:35	44:24	99:05	377:46	188:59	194:28	0:00	0:00	0:00	
FY 19-20	860:09	1380:07	1803:23	2160:58	2205:22	2304:27	2682:13	2871:12	3065:40	3065:40	3065:40	3065:40	5189:07
FY 18-19	350:17	592:25	1117:25	1447:17	1747:31	1964:44	2198:51	2475:11	2694:00	3546:44	4735:28	5765:42	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

Light Duty HR for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	674:38	266:21	165:35	0:00	0:00	48:00	417:12	190:24	210:02	0:00	0:00	0:00	
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1571:46	1762:10	1972:12	1972:12	1972:12	1972:12	0:00
FY 18-19													

Worker's Comp LOA for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	7:46	0:00	0:00	0:00	8:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	7:46	7:46	7:46	7:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	149:13
FY 18-19	5:10	5:10	21:48	21:48	21:48	21:48	129:48	165:48	165:48	165:48	165:48	165:48	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

FMLA LOA for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2034:59	2051:20	1968:20	877:32	1019:22	1208:26	1368:31	1530:30	1481:31	0:00	0:00	0:00	1354:03
FY 19-20	2034:59	4086:19	6054:39	6932:11	7951:33	9159:59	10528:30	12059:00	13540:31	13540:31	13540:31	13540:31	
FY 18-19	1693:07	3187:29	4463:04	5841:46	6902:34	8114:18	9213:02	10296:18	11291:28	12442:54	14432:44	16159:57	8669:53

All Other Leave for Fiscal Year 2019-2020*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	6910:47	5898:25	6976:46	5941:14	5814:56	6118:22	4188:53	4921:18	6007:28	0:00	0:00	0:00	5277:48
FY 19-20	6910:47	12809:12	19785:58	25727:12	31542:08	37660:30	41849:23	46770:41	52778:09	52778:09	52778:09	52778:09	
FY 18-19													0:00

*includes all other leaves (LOA, MLOA, Vacation, Sick, Jury, etc.)

Military Leave for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	95:00	74:00	24:00	48:00	120:00	68:00	180:00	360:00	318:00	0:00	0:00	0:00	128:42
FY 19-20	95:00	169:00	193:00	241:00	361:00	429:00	609:00	969:00	1287:00	1287:00	1287:00	1287:00	
FY 18-19	72:00	120:00	192:00	308:00	367:00	487:00	584:00	750:00	1046:00	1096:00	1096:00	1096:00	109:36

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	10583:19	8810:04	9557:57	7224:21	7006:42	7541:53	6532:22	7191:11	8211:29	0:00	0:00	0:00	7265:55
FY 19-20	10583:19	19393:23	28951:20	36175:41	43182:23	50724:16	57256:38	64447:49	72659:18	72659:18	72659:18	72659:18	
FY 18-19	2120:34	3905:04	5794:17	7618:51	9038:53	10587:50	12125:41	13687:17	15197:16	17251:26	20430:00	23187:27	1725:08

Summary of Fiscal Year 2019-2020							
	Light Duty- WC	Light Duty - HR	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	3065:40	1972:12	15:46	13540:31	52778:09	1287:00	72659:18
Goal / Compare	5189:07	0:00	149:13	16159:57	0:00	1096:00	22594:18

MedStar Mobile Health Care Separation Statistics - June 2020

	Current Month			Year to Date			Compared to June '19		Headcount Jun-20
	Vol	Invol	Total	Vol	Invol	Total	June '19	%	
Full Time Separations	0	2	2	37	6	43	42	2%	447
Part Time Separations	0	0	0	16	2	18	34	-47%	37
Total Separations	0	2	2	53	8	61	76	-20%	484

	Full Time	Part Time	Total		Full Time	Part Time	Total
Total Turnover %	0.45%	0.00%	0.41%		9.62%	48.65%	12.60%

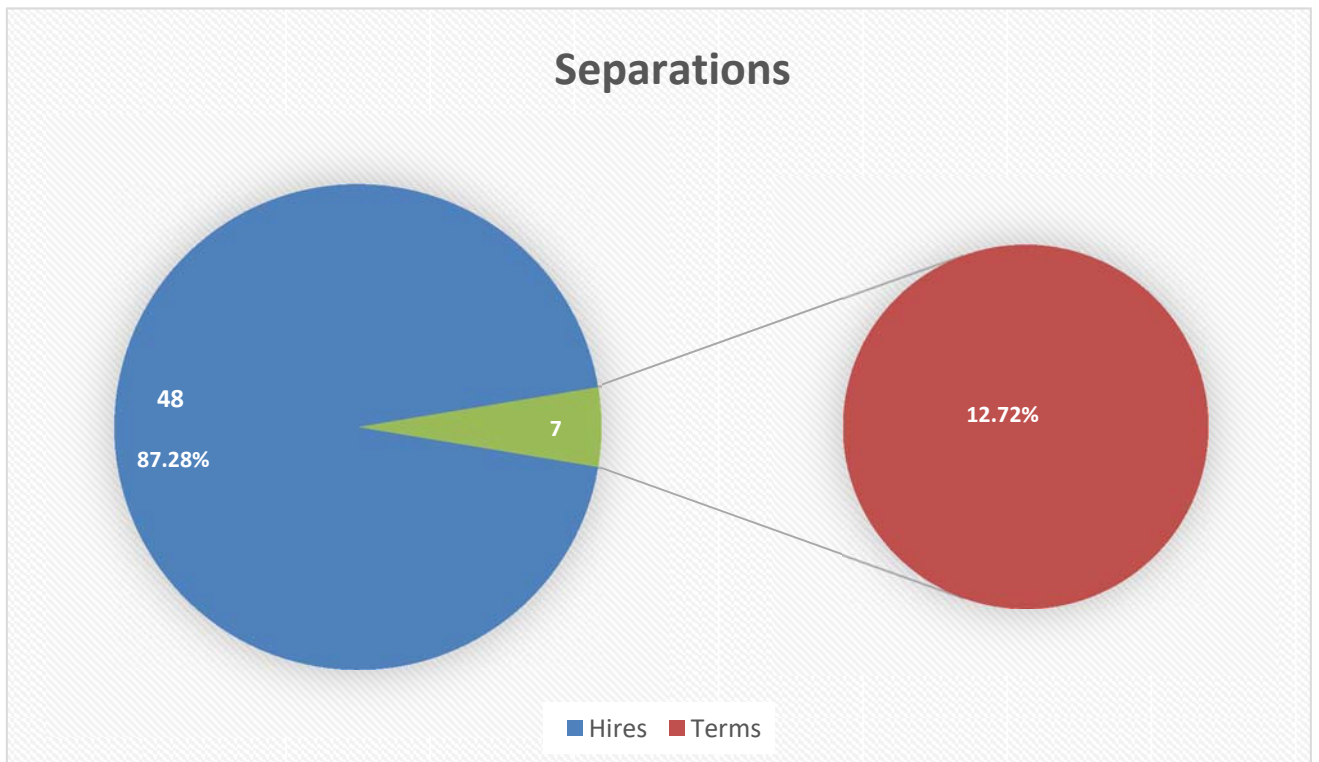
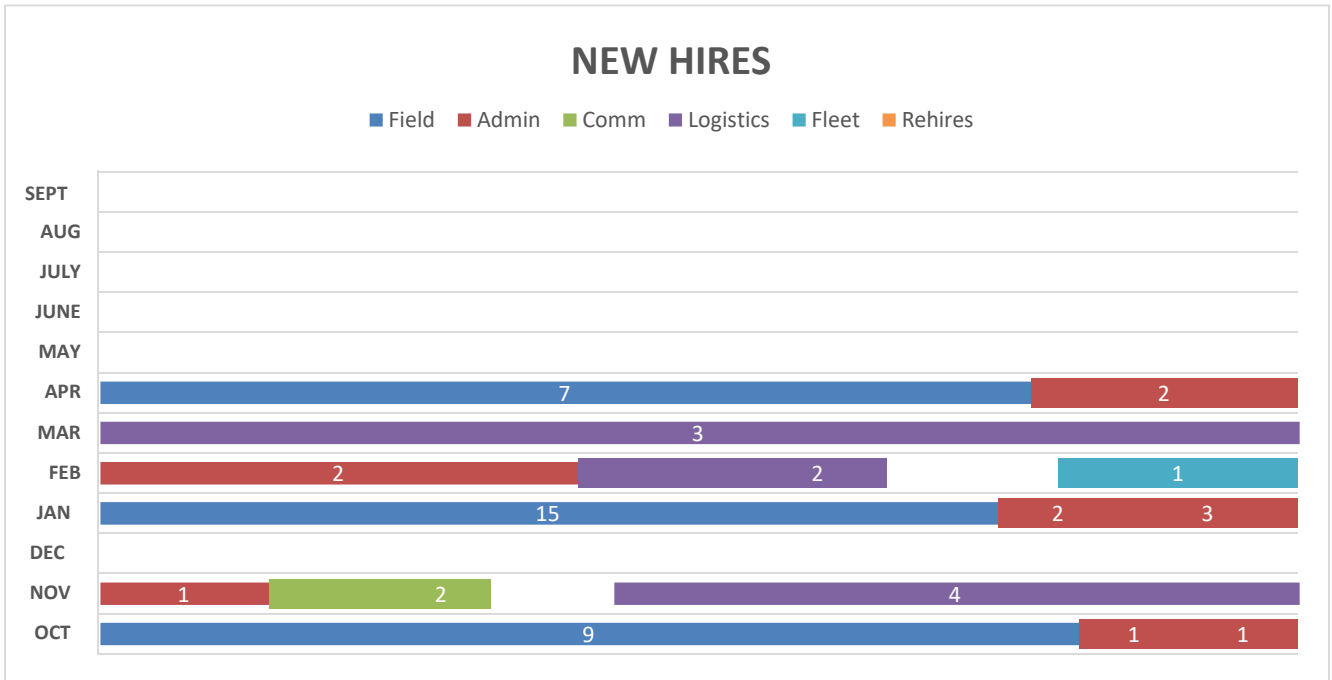
Separations by Department

Full Time	Current Month			Year to Date			Headcount Jun-20
	Vol	Invol	Total	Vol	Invol	Total	
Administration				1	0	1	1
Advanced	0	1	1	13	1	14	128
Basics				12	1	13	150
Business Intelligence - Deployment, QI, Scheduler							3
Business Office	0	1	1	2	1	3	27
Communications				0	1	1	37
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Executives							6
Field Manager/Supervisors - Operations				1	0	1	19
Human Resources				3	0	3	7
Information Technology							2
Medical Records							2
Mobile Integrated Health							15
MTAC - MedStar Training Academy				2	0	2	0
Office of the Medical Director							12
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics				3	2	5	31
Total	0	2	2	37	6	43	447

Part Time	Current Month			Year to Date			Headcount Apr-20
	Vol	Invol	Total	Vol	Invol	Total	
Advanced				5	0	5	22
Basics				10	1	11	8
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications							1
Compliance							
Controller - Payroll, Purchasing, A/P							
Field Manager/Supervisors - Operations							
Human Resources							
Information Technology							
Medical Records							
Mobile Integrated Health Department				0	1	1	3
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics				1	0	1	3
Total	0	0	0	16	2	18	37

Recruiting & Staffing Report

Fiscal Year 2019-2020

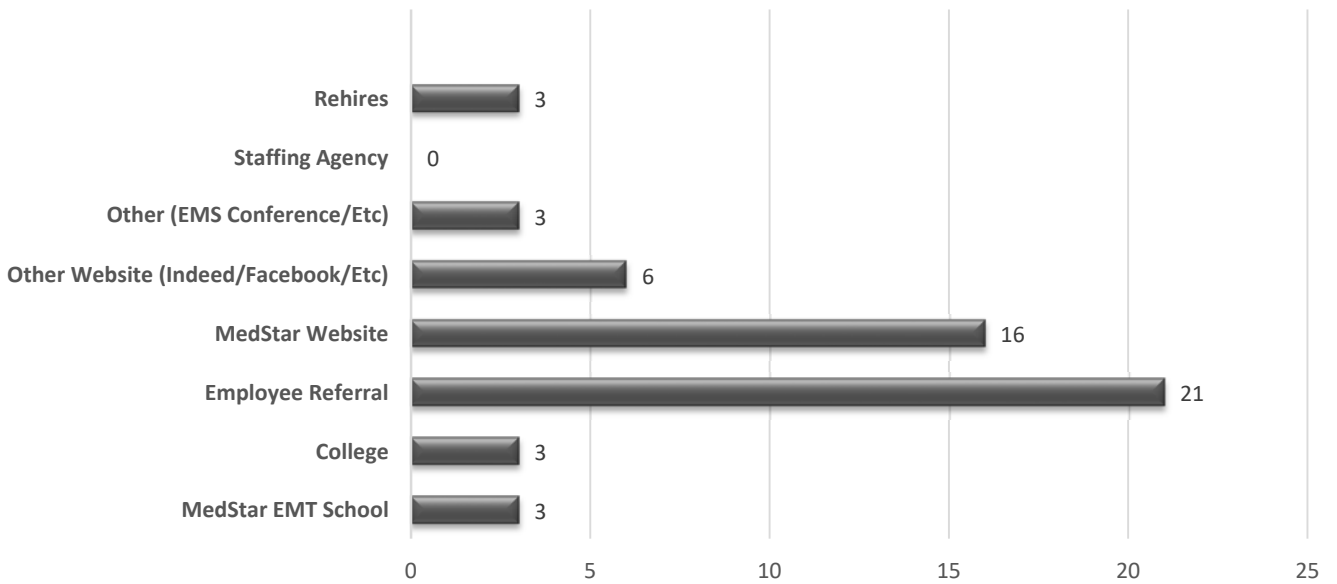


Fiscal Year Statistics
 Total hires to date 55
 Total separations from hires 7

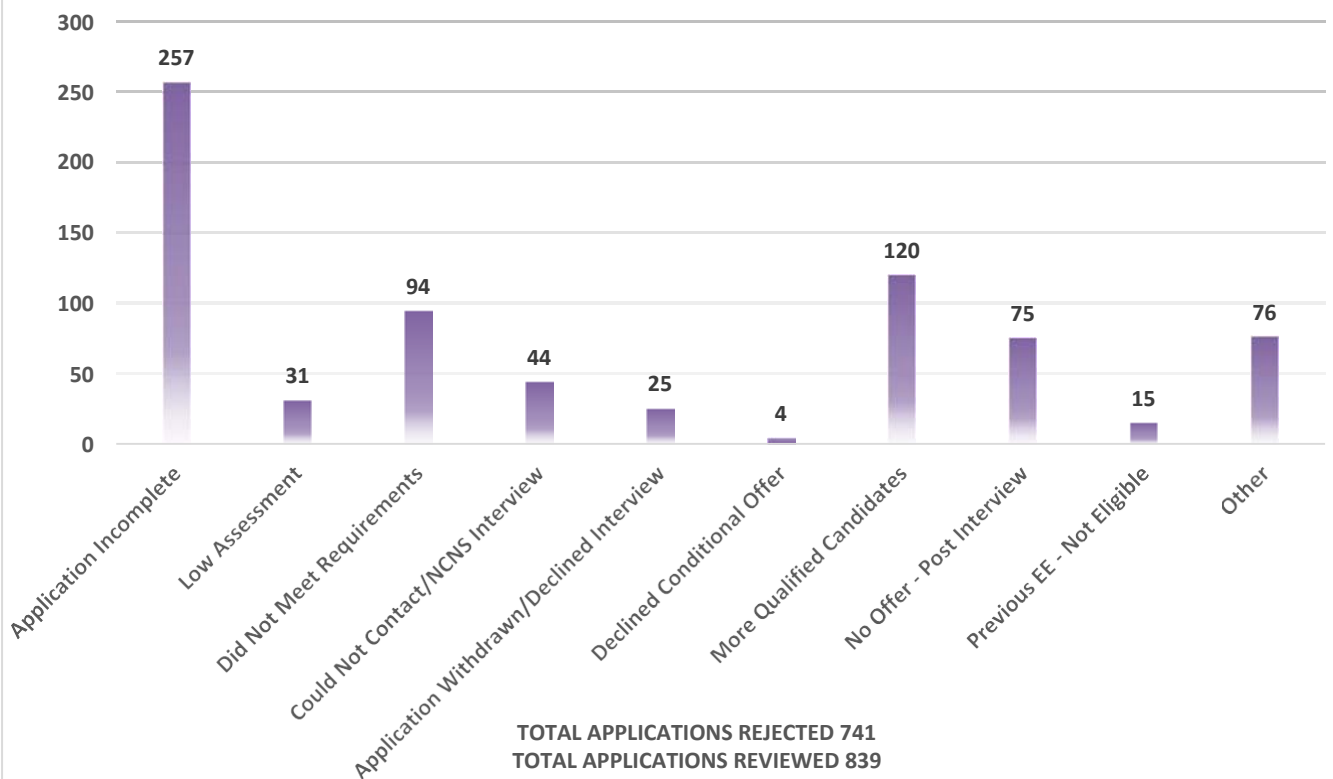
Reasons for Separation

Another opportunity – 2	Job abandonment – 2	Didn't like working in busy 911 system - 1
Didn't feel ready to be an EMT – 1	Nursing School - 1	

New Hire Referral Source

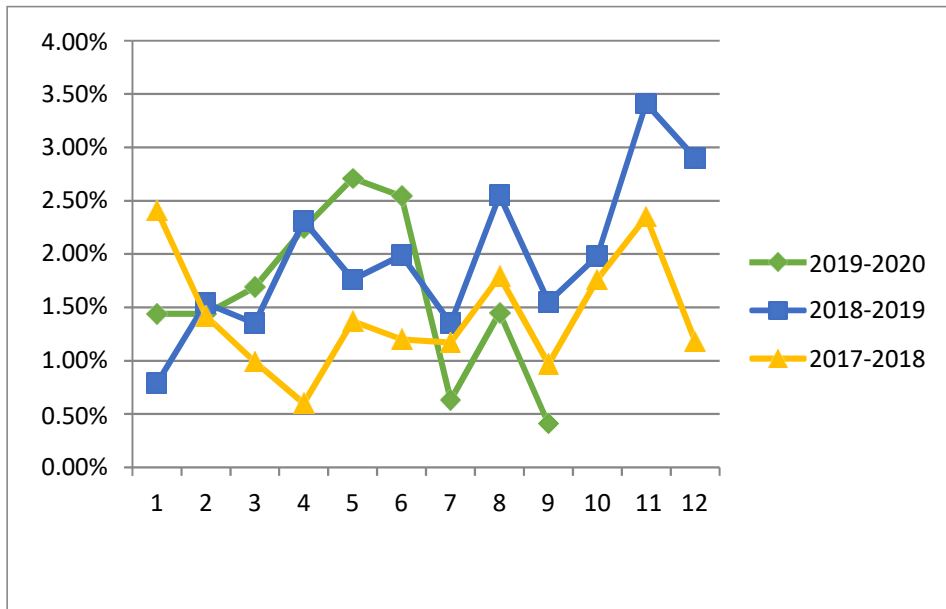


APPLICANT REJECTION REASONS



**MedStar Mobile Healthcare Turnover
Fiscal Year 2019 - 2020**

	Full & Part Time Turnover			Full Time Only
	2019-2020	2018-2019	2017-2018	2019-2020
October	1.44%	0.79%	2.41%	1.59%
November	1.44%	1.54%	1.42%	1.14%
December	1.69%	1.35%	0.99%	1.63%
January	2.24%	2.31%	0.60%	0.89%
February	2.71%	1.76%	1.37%	1.58%
March	2.54%	1.99%	1.20%	2.30%
April	0.63%	1.35%	1.17%	0.46%
May	1.45%	2.55%	1.79%	1.34%
June	0.41%	1.55%	0.97%	0.45%
July		1.98%	1.76%	
August		3.41%	2.35%	
September		2.90%	1.18%	
Actual Turnover	12.60%	24.84%	17.13%	9.62%



Tab E – Compliance and Legal



Tuesday, July 14, 2020
Compliance Officer's Report
May 20, 2020 to July 13, 2020

Compliance Officer Duties

- 3 narcotic anomalies to report
 - Logistics Technician found (1) broken vital in narcotic field pouch
 - A Paramedic inadvertently took narcotic pouch home at end of shift
 - A Supervisor inadvertently took narcotic pouch home at the end of shift

All anomalies were investigated, process followed, employees drug tested, and no foul play was discovered.

- Multiple investigation conducted for compliance, HIPAA, and HR matters
- Submitted all employee provider roster changes to the DSHS as required by 157 rules

Paralegal Duties

- 22 DFPS reports made for suspected abuse, neglect, or exploitation
- 3 Pre-trial meetings held with the District Attorney's office
- 6 Law Enforcement agency interviews
- 3 Subpoenas(s) for witness appearance processed and served
- Created, reviewed, and processed multiple contractual agreements with GC as needed

A handwritten signature in black ink, appearing to read "Chad Carr", is written over a light grey circular stamp.

Chad Carr
Compliance Officer
Paralegal- Office of General Counsel
CACO, CAPO, CRC, EMT-P

Tab F – Operations

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Operations Report- June 30, 2020

The following summarizes significant operational items through June of 2020:

Field Operations:

- Operationalized North Deployment Center in May 2020.
- Call volume has been slowly increasing since March and April lows related to COVID-19
- Have issued reusable PPE to field crews for COVID-19 protection and are working with those crew members who test positive to assist with their needs while they recover.
- Worked with Lake Worth Fire Department, HHSC and other agencies on the assessment and evacuation of a local nursing facility (July 2020).

Fleet/Logistics:

- Received all 13 new ambulance, and are placing in service week of 7/13/20.
- Fuel costs were under budget this year.
- Logistics crews at North Deployment Center are adapting to new processes well.
- Refreshed Stryker stretcher batteries and tracking their PM process closely due to some unexpected failures.
- Deploying last of VL devices to MedStar field providers this week, and will continue providing to FROs after training and upon request of FRO.
 - As of the preparation of this document Burleson and Haltom City have received theirs.

Safety & Risk:

- Workers compensation claims are trending up slightly, which is driven, in part, to COVID-19 claims.
- Vehicle safety remains a focus with ongoing Drivecam coaching and training.
- Deployed resources with EMT-F to the State Operations Center in Austin and locally for COVID testing and support.
- Coordinate with Tarrant County Public Health, First Responder organizations and other internal and external stakeholders to meet testing, transportation and planning needs related to COVID-19.
- Provided 1 ambulance and 1 supervisor to Hidalgo County to help with COVID related volume surge.
- Providing Joint EOC support w/ Fort Worth for COVID related activities and information sharing.

Vehicle Incidents	Metric	FY 19 Avg	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	June 2020
	Total Vehicle Incidents	10.41	12	5	6	11	14	5	10	17	12
	Vehicle Incidents >\$1K in Damages per 100K Miles	0.50	0.38	0.00	0.00	0.78	1.21	0.00	0.49	0.47	0.91
	Preventable Incidents per 100,000 Miles	2.49	4.20	0.76	1.94	2.72	2.42	1.22	4.40	2.81	3.62
	Incidents during a P1 or P2 Response	2	4	2	3	2	7	1	3	3	2
	Incidents while Backing	1	5	0	1	1	3	0	1	0	4
	Auto Collision Cost	\$12,155	\$2,267	\$623	\$240	\$3,116	\$1,250	\$6,656	\$2,484	\$12,445	568

Health & Medical	Metric	FY 19 Avg	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	June 2020
	Total Incidents	10.33	9	1	8	7	5	18	15	12	16
	Total Claims	6.66	8	1	3	3	2	5	10	6	6
	Lifting Incidents per 10,000 Scenes Made	2.46	0.80	0.81	0.69	0.75	0	0	3.84	3.52	0
	Bodily Fluid Exposures per 10,000 Scenes Made	1.68	0	0	2.07	0.75	1.69	2.48	2.88	0.88	3.31
	Incidents Occurring On-Campus	1.16	1	0	1	0	0	2	1	1	0
	Lost Time	565:48	1265:39	969:39	868:41	779:32	437:54	412:42	937:28	684:59	254:53
	Medical Cost	\$28,733	\$64,516	\$122	\$948	\$2,528	\$230	\$5,152	\$78,044	\$31,449	\$8,000

**Lost time is the total time off duty per month due to work related injury and/or illness

**Medical cost is the total medical cost incurred for the incident documented for the date the injury occurred

- Includes indemnity, medical cost, expenses and reserves

Information Technology:

- Replacing the current audio conferencing system with RingCentral video conferencing. On track to be completed by 7/31
- Replacing the non-emergency phone system with a RingCentral high-availability, internet-based solution. On track to be completed by 7/31.
- Deployed a redundant backup solution to the remote data centers.
- Implemented standardized metrics reporting for IT incident management, security posture, and operating system and application patching.
- Reduced the number of infrastructure vulnerabilities by 75%.
- Making preparations to begin next approved projects including migration to Office365.

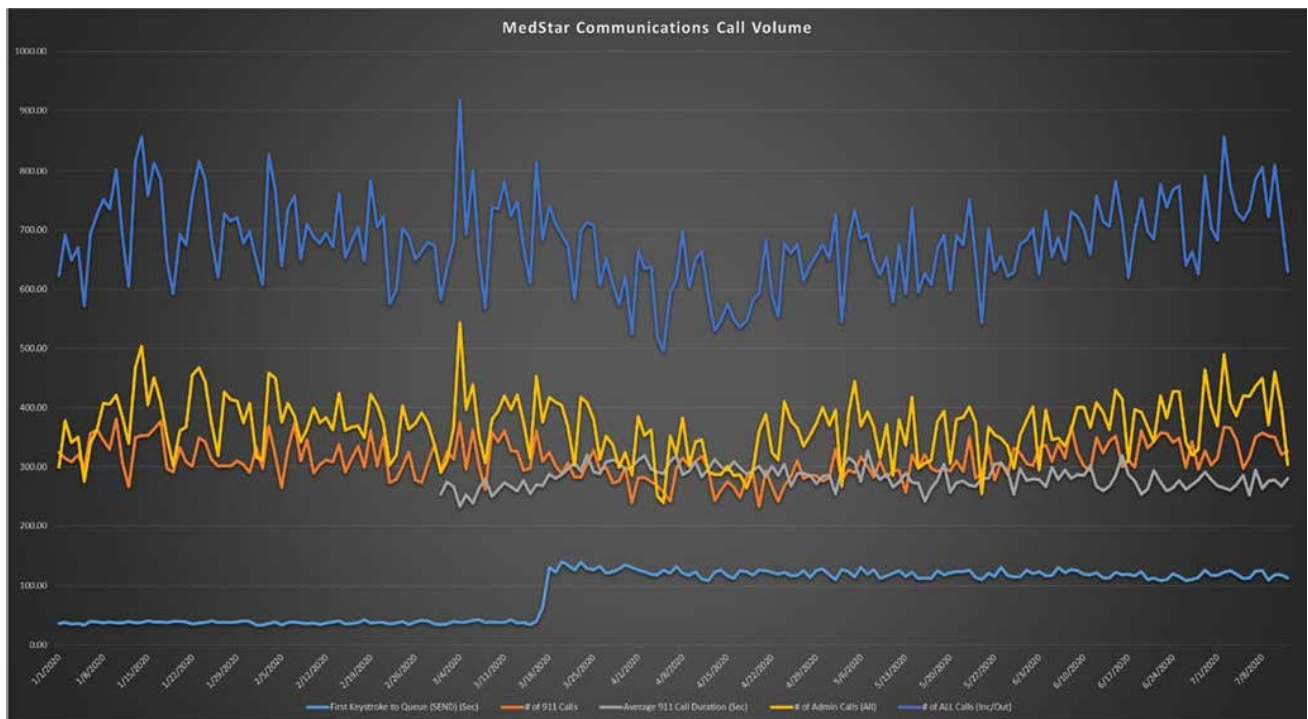
Business Intelligence:

- Working on GIS improvements to facilitate faster mapping updates for CAD for BI.
- As discussed with FROs the change for additional dispatch screening has increased response times slightly. Taking that additional dispatch time into account we would have still hit the 85% metric.

Priority 1 Compliance Summary - 2020						
Time	Jan	Feb	*Mar*	*Apr*	*May*	*Jun*
On Time	86.4%	87.0%	84.0%	83.8%	80.1%	78.1%
01-15	87.7%	88.1%	85.2%	85.1%	81.5%	79.4%
16-30	88.8%	89.0%	86.4%	86.3%	83.1%	80.9%
31-45	89.6%	90.0%	87.5%	87.3%	84.6%	82.1%
46-60	90.3%	90.8%	88.6%	89.1%	86.1%	83.7%
12:01-13:00	93.3%	93.7%	92.2%	92.2%	90.3%	88.4%

Communications:

- Burleson CAD to CAD is completed and being utilized.
- Working with Tarrant County 911 and the City of Fort Worth to try and find a back-up facility that allows for both the call taking and dispatching of calls in one back-up location.
- Pursuant to meeting and agreement with FROs changed the EMD process for more comprehensive screening, however, resulted in longer screening times.
 - First Keystroke to Queue (January 1st-March 17th): Average 38.14 seconds
 - First Keystroke to Queue (March 18th-July 12th): Average 120.88 seconds
- Implemented Medical Priority Dispatch System v13.3.





MedStar Response Time Reliability and AVG Response Time Performance

Period: May 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	3	3	00:08:38	3	66.7%	0	0.0%	30	5	83.3%
	2	11	10	00:09:43	11	81.8%	0	0.0%	70	9	87.1%
	3	3	3	00:09:53	3	100.0%	0	0.0%	35	4	88.6%
Total Blue Mound		17	16								
Burleson	1	70	64	00:08:40	70	77.1%	5	7.1%	150	35	76.7%
	2	140	136	00:09:09	140	87.1%	6	4.3%	140	18	87.1%
	3	66	65	00:11:25	66	86.4%	2	3.0%	129	15	88.4%
	4	155	155	00:28:17	155	92.3%	4	2.6%	155	12	92.3%
Total Burleson		431	420								
Edgecliff Village	1	2	2	00:04:47	2	100.0%	0	0.0%	37	2	94.6%
	2	4	4	00:07:42	4	100.0%	0	0.0%	13	0	100.0%
	3	2	1	00:06:55	2	100.0%	0	0.0%	41	2	95.1%
Total Edgecliff Village		8	7								
Forest Hill	1	42	38	00:08:53	42	81.0%	0	0.0%	86	16	81.4%
	2	96	92	00:09:54	96	87.5%	3	3.1%	96	12	87.5%
	3	33	30	00:10:42	33	93.9%	0	0.0%	72	4	94.4%
Total Forest Hill		171	160								
Fort Worth	1	2227	2107	00:08:58	2227	80.9%	59	2.6%	2227	426	80.9%
	2	4567	4320	00:09:49	4567	85.8%	70	1.5%	4567	648	85.8%
	3	2849	2642	00:11:24	2849	89.2%	57	2.0%	2849	307	89.2%
	4	976	970	00:24:33	976	95.6%	8	0.8%	976	43	95.6%
Total Fort Worth		10619	10039								
Haltom City	1	85	83	00:09:46	85	75.3%	3	3.5%	149	33	77.9%
	2	124	118	00:10:38	124	80.6%	2	1.6%	124	24	80.6%
	3	80	71	00:12:44	80	85.0%	0	0.0%	136	17	87.5%
	4	13	13	00:11:31	13	100.0%	0	0.0%	27	0	100.0%
Total Haltom City		302	285								
Haslet	1	9	9	00:09:09	9	88.9%	0	0.0%	92	20	78.3%
	2	14	13	00:10:43	14	85.7%	1	7.1%	47	3	93.6%
	3	3	3	00:07:42	3	100.0%	0	0.0%	62	5	91.9%



MedStar Response Time Reliability and AVG Response Time Performance

Period: May 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Total Haslet		26	25								
Lake Worth	1	19	17	00:09:22	19	68.4%	1	5.3%	29	7	75.9%
	2	54	50	00:08:19	54	83.3%	2	3.7%	54	9	83.3%
	3	33	29	00:09:07	33	93.9%	0	0.0%	51	3	94.1%
Total Lake Worth		106	96								
Lakeside	1	2	2	00:07:51	2	100.0%	0	0.0%	23	9	60.9%
	2	5	5	00:15:41	5	40.0%	2	40.0%	29	14	51.7%
	3	1	1	00:06:03	1	100.0%	0	0.0%	18	2	88.9%
Total Lakeside		8	8								
River Oaks	1	15	15	00:07:12	15	93.3%	0	0.0%	28	2	92.9%
	2	41	40	00:10:07	41	78.0%	1	2.4%	41	9	78.0%
	3	20	20	00:11:33	20	95.0%	0	0.0%	20	1	95.0%
	4	1	1	00:20:21	1	100.0%	0	0.0%	1	0	100.0%
Total River Oaks		77	76								
Saginaw	1	34	32	00:11:43	34	35.3%	2	5.9%	63	27	57.1%
	2	58	48	00:11:31	58	70.7%	2	3.4%	113	25	77.9%
	3	35	28	00:13:46	35	74.3%	1	2.9%	93	17	81.7%
Total Saginaw		127	108								
Sansom Park	1	18	17	00:07:59	18	88.9%	0	0.0%	18	2	88.9%
	2	31	28	00:10:22	31	77.4%	0	0.0%	31	7	77.4%
	3	26	24	00:10:58	26	84.6%	0	0.0%	26	4	84.6%
	4	4	4	00:12:39	4	100.0%	0	0.0%	31	0	100.0%
Total Sansom Park		79	73								
Westover Hills	1	2	1	00:09:03	2	50.0%	0	0.0%	6	1	83.3%
	2	1	1	00:05:27	1	100.0%	0	0.0%	9	2	77.8%
	3	1	0	00:04:59	1	100.0%	0	0.0%	6	0	100.0%
Total Westover Hills		4	2								
Westworth Village	1	9	9	00:09:29	9	66.7%	0	0.0%	90	12	86.7%
	2	26	26	00:09:16	26	100.0%	0	0.0%	69	10	85.5%
	3	12	12	00:13:14	12	83.3%	1	8.3%	23	5	78.3%



MedStar Response Time Reliability and AVG Response Time Performance

Period: May 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
	4	1	1	00:28:59	1	100.0%	0	0.0%	1	0	100.0%
Total Westworth Village		48	48								
White Settlement	1	50	48	00:08:22	50	86.0%	0	0.0%	50	7	86.0%
	2	102	101	00:09:53	102	81.4%	5	4.9%	102	19	81.4%
	3	65	62	00:10:30	65	89.2%	1	1.5%	65	7	89.2%
	4	9	9	00:09:06	9	100.0%	0	0.0%	36	0	100.0%
Total White Settlement		226	220								
System Wide	1	2587	2447	00:08:59	2587	80.1%	70	2.7%	3078	604	80.4%
	2	5274	4992	00:09:50	5274	85.4%	94	1.8%	5505	809	85.3%
	3	3229	2991	00:11:24	3229	89.0%	62	1.9%	3626	393	89.2%
	4	1159	1153	00:24:55	1159	95.3%	12	1.0%	1246	56	95.5%
Total System Wide		12249	11583								



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jun 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	4	4	00:11:15	1	75.0%	1	25.0%	34	6	82.4%
	2	9	9	00:08:32	1	88.9%	0	0.0%	79	10	87.3%
	3	1	1	00:09:16	0	100.0%	0	0.0%	36	4	88.9%
Total Blue Mound		14	14								
Burleson	1	77	70	00:09:34	17	77.9%	4	5.2%	77	17	77.9%
	2	155	145	00:09:33	33	78.7%	4	2.6%	155	33	78.7%
	3	76	72	00:11:39	10	86.8%	5	6.6%	76	10	86.8%
	4	180	180	00:27:34	15	91.7%	2	1.1%	180	15	91.7%
Total Burleson		488	467								
Edgecliff Village	1	1	1	00:06:21	0	100.0%	0	0.0%	38	2	94.7%
	2	8	8	00:10:57	3	62.5%	0	0.0%	21	3	85.7%
	3	5	5	00:10:08	1	80.0%	0	0.0%	46	3	93.5%
	4	1	1	00:00:00	0	100.0%	0	0.0%	2	0	100.0%
Total Edgecliff Village		15	15								
Forest Hill	1	46	45	00:10:12	14	69.6%	3	6.5%	88	22	75.0%
	2	91	87	00:09:38	8	91.2%	2	2.2%	187	20	89.3%
	3	51	45	00:11:45	8	84.3%	2	3.9%	123	12	90.2%
Total Forest Hill		188	177								
Fort Worth	1	2437	2322	00:09:06	513	78.9%	67	2.7%	2437	513	78.9%
	2	4836	4568	00:10:01	752	84.4%	106	2.2%	4836	752	84.4%
	3	2939	2692	00:11:33	363	87.6%	64	2.2%	2939	363	87.6%
	4	956	953	00:27:02	61	93.6%	19	2.0%	956	61	93.6%
Total Fort Worth		11168	10535								
Haltom City	1	84	81	00:10:12	32	61.9%	2	2.4%	84	32	61.9%
	2	130	127	00:10:47	30	76.9%	3	2.3%	130	30	76.9%
	3	72	63	00:13:13	16	77.8%	2	2.8%	72	16	77.8%
	4	3	3	00:23:26	0	100.0%	0	0.0%	30	0	100.0%
Total Haltom City		289	274								
Haslet	1	5	5	00:09:54	1	80.0%	0	0.0%	97	21	78.4%
	2	9	6	00:10:14	2	77.8%	0	0.0%	56	5	91.1%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jun 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
	3	3	3	00:10:15	0	100.0%	0	0.0%	65	5	92.3%
Total Haslet		17	14								
Lake Worth	1	27	27	00:07:41	4	85.2%	1	3.7%	56	11	80.4%
	2	73	67	00:08:54	12	83.6%	2	2.7%	127	21	83.5%
	3	21	19	00:09:48	3	85.7%	0	0.0%	72	6	91.7%
	4	1	1	00:10:51	0	100.0%	0	0.0%	13	0	100.0%
Total Lake Worth		122	114								
Lakeside	1	2	1	00:06:26	1	50.0%	0	0.0%	25	10	60.0%
	2	7	7	00:17:49	5	28.6%	2	28.6%	36	19	47.2%
	3	2	2	00:22:00	1	50.0%	1	50.0%	20	3	85.0%
Total Lakeside		11	10								
River Oaks	1	15	13	00:10:09	5	66.7%	3	20.0%	43	7	83.7%
	2	29	26	00:10:07	5	82.8%	0	0.0%	70	14	80.0%
	3	23	21	00:12:04	3	87.0%	2	8.7%	43	4	90.7%
Total River Oaks		67	60								
Saginaw	1	38	33	00:09:56	14	63.2%	3	7.9%	101	41	59.4%
	2	76	64	00:11:30	23	69.7%	4	5.3%	76	23	69.7%
	3	40	32	00:14:46	11	72.5%	2	5.0%	133	28	78.9%
Total Saginaw		154	129								
Sansom Park	1	16	16	00:09:42	5	68.8%	1	6.3%	34	7	79.4%
	2	35	35	00:10:00	9	74.3%	1	2.9%	66	16	75.8%
	3	21	21	00:14:23	5	76.2%	1	4.8%	47	9	80.9%
	4	2	2	00:15:47	0	100.0%	0	0.0%	33	0	100.0%
Total Sansom Park		74	74								
Westworth Village	1	4	4	00:09:36	0	100.0%	0	0.0%	94	12	87.2%
	2	16	16	00:10:13	3	81.3%	0	0.0%	85	13	84.7%
	3	9	9	00:11:36	1	88.9%	0	0.0%	32	6	81.3%
Total Westworth Village		29	29								
White Settlement	1	62	59	00:08:47	11	82.3%	3	4.8%	62	11	82.3%
	2	106	103	00:10:15	23	78.3%	5	4.7%	106	23	78.3%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jun 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
	3	59	58	00:12:44	11	81.4%	3	5.1%	124	18	85.5%
	4	8	8	00:20:59	0	100.0%	0	0.0%	44	0	100.0%
Total White Settlement		235	228								
System Wide	1	2818	2681	00:09:10	618	78.1%	88	3.1%	3276	713	78.2%
	2	5580	5268	00:10:02	909	83.7%	129	2.3%	6039	984	83.7%
	3	3322	3043	00:11:40	433	87.0%	82	2.5%	3834	487	87.3%
	4	1151	1148	00:27:02	76	93.4%	21	1.8%	1266	77	93.9%
Total System Wide		12871	12140								

Tab G – FRAB

Tab H – Chief Strategic Integration Officer

Strategic Integration Summary

June 2020

Alternate Payment Models

- Working w/Congressional Reps to authorize reimbursement for TIP
 - 36 House Reps wrote letter to HHS Secretary requesting TIP be covered
 - Same Reps interested in sponsoring/co-sponsoring legislative language for upcoming COVID Bill
- HHSC Medicaid Payment for treatment in place (TIP) stalled
 - Issues with Governor's Office
 - Attempting to resolve
- Participated in presentation for Texas Association of Health Plans
 - Alternate payment model education for members
 - Much interest
 - Working through Statewide strategy
- Amerigroup approved pilot payment plan for Alternate Dispositions
 - MedStar's largest Medicaid MCO
 - Working on details with Amerigroup and CareMore Clinic
- Working with BCBS, Care 'N Care, CIGNA, Cook Children's Health Plan and JPS on agreement for payment for alternate dispositions

Medicaid Ambulance Supplemental Payment Program – ASPP

- Still working with HHSC on revised program
 - HHSC primarily focusing on COVID issues
 - Working with PCG, Rep. Klick and Rep. Goldman on encouraging HHSC to make progress on this initiative
- Continuing internal work on the charity care component of the program

COVID-19 Legislative Activity

- Federal
 - Working with several national associations to include EMS specific provisions in COVID IV
 - Priority for PPE, testing and vaccines for EMS workers
 - Funding for lost revenue
 - Reimbursement for Treatment in Place services

COVID-19 Special Programs & Activities Continue

- Through TCPH - On-site drive thru testing for First Responder and Healthcare workers
- Through TCPH - In-Home testing for First Responder and Healthcare workers
- Through TCPH – Education and PPE training for assisted and independent living facilities
- Through TCPH – Education and PPE training for local businesses
- Through Texas Department of Emergency Management and HHSC - EMTF – Skilled Nursing Facility assessments and testing for staff and patients
- Hosting Tarrant County Ambulance Providers coordination calls bi-weekly
- Part of DFW regional collaborative to message risks of NOT calling 9-1-1 or seeking medical care

Paid Consulting Activity

- Center for Public Safety Management (in partnership with ICMA)
 - Work continues with them on 4 projects
 - San Diego County, CA – Evaluation of EMS agency performance
 - Paradise Valley, AZ – Ambulance RFP and contracting
 - Steuben, NY – EMS evaluation
 - ICMA Webinar on 7/15 on EMS/PD partnerships in light of current public sentiment
 - Effectuate PD activity for behavioral health patients

Media

Local –

- COVID-19: call volume, impact on EMS workers and agencies (multiple stories)
 - FOX 4, NBC 5, ABC 8, CBS 11, Univision, Telemundo, Star-Telegram, DHealthcare, WBAP/LKIF, KRLD
- Heat related emergencies, safety & July 4th Holiday safety
 - FOX 4, NBC 5, ABC 8, CBS 11, Univision, Telemundo, Star-Telegram, DHealthcare, WBAP/LKIF, KRLD
- Lake Worth Nursing Home resident relocation
 - FOX 4, NBC 5, ABC 8, CBS 11, Univision, Telemundo, Star-Telegram, DHealthcare, WBAP/LKIF, KRLD
- Amy Yang = Hometown Hero
 - Star-Telegram
- Drowning Prevention Tips
 - FOX 4, NBC 5, ABC 8

National –

- COVID-19 (multiple stories, workforce impact, PPE, finance, cardiac arrest statistics, call volume)
 - NBC Today Show, MSNBC, Out Front/Greta Van Susteren
- Lake Worth Nursing Home resident relocation
 - CNN, CBS Evening News, NBC Nightly News



Mobile Integrated Healthcare Report

June 2020 Activity

MIH Activities in Support of COVID-19 Pandemic:

- TCPH partnership for in-home swab collection for PUI as HCW and First Responders
- TCPH partnership to do the swabbing for ambulatory here at MedStar
- Food delivery for food insecure persons

Hospice:

Vitas: 7 active

- 9-1-1 calls: 0

Holy Savior: 7 active

- 9-1-1 calls: 0

Embrace: 5 active

- 9-1-1 calls: 1

Community: 63 active

- 9-1-1 calls: 1

Home Health:

Klarus: 183 active

- total 9-1-1 calls w/CCP on scene: 9
- in-home, scheduled visits: 1

Health Masters: 11 active

- total 9-1-1 calls w/CCP on scene: 3
- in-home, scheduled visits: 1

Readmission Avoidance:

- THR FW: 1
- THR Alliance: 2
- Internal: 2
- Southwestern Health Resources: 1
- 9-1-1 Encounters w/CCP on scene: 1

High Utilizer:

- UTSW NAIP: 12
- Internal/FD: 1
- Non-adherent high utilizers: 14
- Southwestern Health Resources: 1
- 9-1-1 Encounters w/CCP on scene: 26

Palliative Care, Southwestern Health Resources:

- 33 active
- 9-1-1 Encounters w/CCP on scene: 6

Star Saver Plus:

- 360 Active
- In-home visit: 1
- 9-1-1 Encounters: 8

Star Saver Plus Activity: 10/1/2019-6/30/2020

- 9-1-1 calls: 105
 - CCP on scene: 76 (72%)
 - Transported: 60 (79%)
 - Not transported: 16
 - CCP not on scene: 29
- 10-digit line: 9
 - No transports

Detection of Elder Abuse Through Emergency Care Technicians (DETECT) Study:

- Total number of phone interviews completed since 8/2019: 229
- Total number of in-person interviews completed since 8/2019: 178

COVID Testing

- TCPH: 363
- MedStar Employees: 63

Food Deliveries for Food Insecure Individuals during COVID

- 232
- 76119 area code having the highest delivery rate

9-1-1 Nurse Triage:

- Total calls navigated to RN: 51
- Alternative Care/Destination: 16
 - Transportation assistance via Lyft: 2
 - Wheelchair van: 1
 - Private vehicle: 3
- Alternative Transportation to ED: 7
 - Lyft: 5
 - CCT: 1
 - POC: 1

StarSaver Report

Membership New / Renewal Comparison														
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change
New Households														
January	35	35	37	37	5.7%	38	38	2.7%	21	21	-44.7%	44	44	109.5%
February	58	93	32	69	-25.8%	41	79	14.5%	38	59	-25.3%	34	78	32.2%
March	51	144	48	117	-18.8%	56	135	15.4%	35	94	-30.4%	92	170	80.9%
April	40	184	68	185	0.5%	45	180	-2.7%	44	138	-23.3%	112	282	104.3%
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%	54	336	103.6%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%	55	391	99.5%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%	0	391	67.8%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%		391	48.1%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%		391	-27.6%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%		391	-28.0%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%		391	-29.7%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%		391	-32.7%
Total New Member Households	450		458			419			581			391		
Renewing Households														
January	454	454	344	344	-24.2%	347	347	0.9%	216	216	-37.8%	183	183	-15.3%
February	306	760	117	461	-39.3%	546	893	93.7%	210	426	-52.3%	66	249	-41.5%
March	192	952	78	539	-43.4%	96	989	83.5%	335	761	-23.1%	44	293	-61.5%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	954	1715	-24.8%	947	1240	-27.7%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%	321	1561	-25.4%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%	474	2035	-17.5%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%	41	2076	-24.4%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%		2076	-31.2%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%		2076	-34.7%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%		2076	-37.9%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%		2076	-39.3%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%		2076	-43.2%
Total Renewing Households	4854		4727			4520			3657			2076		
Total Member Households	5304		5185			4939			4238			2467		

247 are Trinity Terrace Members StarPlus Program	8 are Trinity Terrace Members StarPlus Program
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COMMONLY USED ACRONYMS

A

ACEP – American College of Emergency Physicians
ACEP – American Academy of Pediatrics
ACLS – Advanced Cardiac Life Support
AED – Automated External Defibrillator
ALJ – Administrative Law Judge
ALS – Advance Life Support
ATLS – Advanced Trauma Life Support

B

BLS – Basic Life Support
BVM – Bag-Valve-Mask

C

CAAS – Commission on Accreditation of Ambulance Services (US)
CAD – Computer Aided Dispatch
CAD – Coronary Artery Disease
CCT – Critical Care Transport
CCP – Critical Care Paramedic
CISD – Critical Incident Stress Debriefing
CISM – Critical Incident Stress Management
CMS – Centers for Medicare and Medicaid Services
CMMI - Centers for Medicare and Medicaid Services Innovation
COG – Council of Governments

D

DFPS – Department of Family and Protective Services
DSHS – Department of State Health Services
DNR – Do Not Resuscitate

E

ED – Emergency Department
EKG – ElectroCardioGram
EMD – Emergency Medical Dispatch (protocols)
EMS – Emergency Medical Services
EMT – Emergency Medical Technician
EMTALA – Emergency Medical Treatment and Active Labor Act
EMT – I – Intermediate
EMT – P – Paramedic
ePCR – Electronic Patient Care Record
ER – Emergency Room

F

FFS – Fee for service
FRAB – First Responder Advisory Board
FTE – Full Time Equivalent (position)
FTO – Field Training Officer
FRO – First Responder Organization

G

GCS – Glasgow Coma Scale
GETAC – Governor’s Emergency Trauma Advisory Council

H

HIPAA – Health Insurance Portability & Accountability Act of 1996

I

ICD – 9 – International Classification of Diseases, Ninth Revision
ICD -10 – International Classification of Diseases, Tenth Revision
ICS – Incident Command System

J

JEMS – Journal of Emergency Medical Services

K

L

LMS – Learning Management System

M

MAEMSA – Metropolitan Area EMS Authority
MCI – Mass Casualty Incident
MI – Myocardial Infarction
MICU – Mobile Intensive Care Unit
MIH – Mobile Integrated Healthcare

COMMONLY USED ACRONYMS

N

NAEMSP – National Association of EMS Physicians
NAEMT – National Association of Emergency Medical Technicians
NEMSAC – National EMS Advisory Council (NHTSA)
NEMSIS – National EMS Information System
NFIRS – National Fire Incident Reporting System
NFPA – National Fire Protection Association
NIMS – National Incident Management System

O

OMD – Office of the Medical Director

P

PALS – Pediatric Advanced Life Support
PHTLS – Pre-Hospital Trauma Life Support
PSAP – Public Safety Answering Point (911)
PUM – Public Utility Model

Q

QRV – Quick Response Vehicle

R

ROSC – Return of Spontaneous Circulation
RFQ – Request for Quote
RFP – Request for Proposal

S

SSM – System Status Management
STB – Stop the Bleed
STEMI – ST Elevation Myocardial Infarction

T

U

V

VFIB – Ventricular fibrillation; an EKG rhythm

W

X/Y/Z