

**Staff Report**  
**Board Meeting Date: April 24, 2025**

**DATE:** April 3, 2025  
**TO:** District Board of Health  
**FROM:** Barry Duplantis, Chief Executive Officer, REMSA Health  
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**THROUGH:** Andrea Esp, Preparedness and EMS Program Manager  
775-326-6042, [aesp@nnph.org](mailto:aesp@nnph.org)  
**SUBJECT:** Recommendation to accept the REMSA Health Monthly Franchise Reports for February 2024 and March 2025 which includes REMSA Health Accounts Receivables Summary, Compliance by Zones, Average Response Times, Incident Details Reporting, Summary Penalty Fund Reconciliation, Ground Ambulance Operations Report, Patient Experience Report and Comments, Education Report, and Public Relations Report, and provide possible Board direction.

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**SUMMARY**

This item is for acceptance of the REMSA Health Monthly Franchise report by the District Board of Health (DBOH) which includes REMSA Health Accounts Receivables Summary, Compliance by Zones, Average Response Times, Incident Details Reporting, Summary Penalty Fund Reconciliation, Ground Ambulance Operations Report, Patient Experience Report and Comments, Education Report, and Public Relations Report. REMSA Health will also provide a Corrective Action Plan update to the Board, as needed.

**District Health Strategic Priorities supported by this item:**

- 4. Impactful Partnerships:** Extend our impact by leveraging partnerships to make meaningful progress on health issues.

**PREVIOUS ACTION**

On December 15, 2022, the DBOH voted, and passed, to allow REMSA Health to address corrective actions for non-compliance in the REMSA Health Monthly Franchise Report.

On August 24, 2023, the DBOH voted, and passed, to allow REMSA Health to use the new formatting of the report which includes all deliverable items in one report.

**BACKGROUND**

The REMSA Health Monthly Franchise Report addresses the information required for reporting by The Amended and Restated Franchise Agreement for Ambulance Service Amended February 23, 2023.

### **FISCAL IMPACT**

No fiscal impact.

### **RECOMMENDATION**

Staff recommends that the Board accept, and provide possible direction, of the REMSA Health Monthly Franchise Reports for February 2025 and March 2025.

### **POSSIBLE MOTION**

Should the Board agree with the staff's recommendation, a possible motion would be: *"Move to accept the REMSA Health Monthly Franchise Reports for February 2025 and March 2025 (and provide direction as desired)."*

### **ATTACHMENTS**

DBOH – 4-24-2025 - REMSA Health Monthly Franchise Report –February 2025

DBOH – 4-24-2025 - REMSA Health Monthly Franchise Report –March 2025

DBOH - 4-24-2025 - REMSA Customer Comments February and March 2025