

Staff Report
Board Meeting Date: March 26, 2026

DATE: March 6, 2026
TO: District Board of Health
FROM: Andrea Esp, Preparedness and EMS Program Manager
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SUBJECT: Presentation, discussion, and possible approval of the Regional Emergency Medical Services Authority (REMSA) Health Franchise Compliance Report for the period of 7/1/2024 through 6/30/2025 (FY25). (For Possible Action)

SUMMARY

On an annual basis, the District Board of Health (DBOH) receives a staff presentation and recommendation for possible action regarding the REMSA Health Franchise Compliance Report for the preceding fiscal year. This report evaluates REMSA Health's adherence to the requirements outlined in the Amended and Restated Franchise Agreement for Ambulance Service (Franchise).

For FY25, REMSA Health met 52 compliance requirements and partially met 2, resulting in an overall compliance rate of 96% for determinate requirements. An additional 15 items were informational, administrative, or conditional in nature and therefore not included in the compliance determination (e.g., franchise definitions, dispute provisions, and conditional billing provisions).

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

Since the establishment of the REMSA Franchise in 1986, the DBOH has annually reviewed the REMSA Franchise Compliance Report and any associated recommendations.

In March 2022, the DBOH reviewed and accepted the FY21 REMSA Franchise Compliance Report, finding REMSA in compliance.

For FY22, the DBOH took a series of actions related to non-compliance under Article 7.1, including:

- July 28, 2022: DBOH authorized the District Health Officer (DHO) to issue a notice of non-compliance.
- August 4, 2022: DHO issued the notice of non-compliance to REMSA.
- August 10, 2022: REMSA submitted a written response with corrective action steps.
- August–December 2022: REMSA presented multiple follow-up agenda items to the DBOH for review.
- December 2022: DBOH approved moving non-compliance follow-up into the ongoing REMSA Operations Report standing agenda item.

- January–February 2023: REMSA presented Operations Reports with non-compliance updates.
- June 2023: DBOH approved the revised REMSA Franchise Compliance Checklist, effective July 1, 2023.

In March 2024, the DBOH reviewed and accepted the FY23 REMSA Health Franchise Compliance Report, confirming compliance.

On October 24, 2024, the Board approved the operational review of the franchise during its tenth year.

On February 27, 2025, the Board approved the FY24 annual franchise compliance report.

BACKGROUND

The REMSA Health Franchise Compliance Report is developed using documentation and data provided by REMSA Health, the District Health Officer, the Nevada Division of Public and Behavioral Health, and the Washoe County EMS Oversight Program. All supporting documents are available to the Board upon request. As part of the annual review, EMS Oversight Program staff assessed all articles of the Amended and Restated Franchise Agreement (approved by the DBOH in August 2023) using the corresponding Compliance Checklist (approved May 27, 2021). Based on this assessment, EMS Oversight staff determined that REMSA Health was in compliance for FY25.

FISCAL IMPACT

There is no additional fiscal impact to the budget should the Board approve the FY24 REMSA Health Franchise Compliance Report.

RECOMMENDATION

Staff recommends the DBOH move to approve the Regional Emergency Medical Services Authority (REMSA) Health Franchise Compliance Report for the period of 7/1/2024 through 6/30/2025 (FY25).

POSSIBLE MOTION

Should the Board agree with the staff’s recommendation, a possible motion would be: “Move to approve the Regional Emergency Medical Services Authority (REMSA) Health Franchise Compliance Report for the period of 7/1/204 through 6/30/2025 (FY265)”

ATTACHMENTS

DBOH – 3-26-2025 – REMSA Health Franchise Compliance Report FY25

DBOH – 3-26-2025 – REMSA Health Franchise Compliance Checklist FY25