

Staff Report
Board Meeting Date: January 22, 2026

DATE: December 8, 2025
TO: District Board of Health
FROM: Dr. Chad Kingsley, District Health Officer
775-328-2416, CKingsley@nnph.org
SUBJECT: Discussion and possible approval of the proposed revised Regional Emergency Medical Services Authority (dba REMSA Health), Amended and Restated Franchise Agreement for Ambulance Service, effective July 1, 2026.

SUMMARY

The recommendations presented herein represent a collaborative effort between the EMS Oversight Program, the EMS Joint Advisory Committee, and the City of Reno-facilitated Workgroup. These recommendations were developed through a series of stakeholder meetings, data reviews, and facilitated discussions aimed at enhancing the performance, accountability, and sustainability of the regional EMS system.

This updated agreement transitions from a fixed-term model to a performance-based structure, strengthens oversight mechanisms, and introduces clearer protocols for service delivery, data reporting, and inter-agency coordination. The following summary outlines the key revisions that support a more agile, equitable, and sustainable EMS system for Washoe County.

- All relevant dates have been updated accordingly.
- General formatting improvements have been made.
- Footnotes have been added to select attachments to clarify responsibility and timing for updates, ensuring transparency and ease of reference.

Key Structural and Governance Updates

- **Parties Redefined:** Agreement now clearly defines the parties as Northern Nevada Public Health (NNPH) and REMSA Health.
- **Perpetual Franchise Term:** Replaces fixed-term with a performance-based perpetual franchise, subject to termination provisions and regular reviews.

Operational Enhancements

- **Expanded Definitions:** Includes updated terminology for EMS roles and levels of care.
- **Exclusive Market Rights Clarified:** REMSA Health retains exclusive rights for ground ambulance services within Washoe County, with specific exceptions (e.g., federal ambulances, mutual aid).
- **Non-Mutual Aid Transport Protocol:** Introduces a structured protocol (Attachment A) for fire agency transports when REMSA Health is not on scene.

Performance Oversight and Accountability

- Annual & Comprehensive Reviews: Establishes annual and five-year comprehensive performance reviews (Attachments B & C).
- Performance Rubric Introduced: Scoring system based on response time (80 pts) and administrative compliance (20 pts), with tiered enforcement actions.
- Inter-Facility Transfer Standards: Defines response time targets and penalties for delays, including monthly reporting and financial consequences.

Financial Provisions

- Billing Transparency: Transition from average max bill to service-specific rates (ALS/BLS), aligned with CPI adjustments (Attachment F).
- Community Investment Fund: Penalties fund community initiatives with defined categories and limits (Attachment G).

Technology and Communications

- Radio System Integration: REMSA Health to transition to Washoe County's 800 MHz system as regional access becomes available.
- Regional CAD Implementation: REMSA Health to collaborate on regional call-taking processes post-Hexagon CAD deployment.

Compliance and Enforcement

- Exemption Guidelines: Detailed criteria for response time exemptions due to weather, system overload, construction, etc. (Attachment E).
- Termination for Cause: Expanded provisions for termination due to repeated noncompliance, insolvency, or misconduct.

Quality Assurance and Reporting

- Monthly, Quarterly, and Annual Reports: Enhanced reporting requirements on performance, billing, complaints, and community engagement.
- Complaint Handling Protocol: REMSA Health must maintain a dedicated complaint line and submit monthly logs (Attachment H).

Continuity and Risk Management

- \$3M Performance Security: REMSA Health must maintain financial assurance for service continuity.
- Successor Obligations: Any successor must assume all operational and financial responsibilities.
- Continuity of Operations Plan (COOP): Annual updates required to ensure readiness for emergencies or transitions.

Addition and reorder of Attachments

- Attachment A: Non-Mutual Aid Co-Response Agency Transport Protocol
- Attachment B: Annual Compliance Review Checklist
- Attachment C: Comprehensive Compliance Review Checklist
- Attachment D: REMSA Health Response Zone Map
- Attachment E: Exemption and Correction Guidelines
- Attachment F: Consumer Price Index (CPI) Letter

- Attachment G: Community Investment Letter
- Attachment H: Complaint Guidelines

PREVIOUS ACTION

- In February 2023, the DBOH approved a revision to the Franchise to correct typographical and grammatical errors in the 2014 document and to modify the language in the Amended and Restated Franchise Agreement for Ambulance Service, specifically in Article 1.1 Definitions, Article 2.3 Level of Care, and Article 12 Reporting.
- An update to the REMSA Amended and Restated Franchise Agreement for Ambulance Service was approved at the District Board of Health meeting on August 25, 2022.

BACKGROUND

In September 2024, the EMS Oversight Program and EMS Joint Advisory Committee determined that Phase I revisions would not be presented to the District Board of Health (DBOH) for approval, as more time was required to include stakeholder input and develop consensus. In November 2024, the City of Reno agreed to lead additional revisions through the spring of 2025, and a summary document was prepared to report on the status. At the DBOH meeting on September 25, 2025, the Chair of the DBOH asked the District Health Officer to coordinate with REMSA Health to submit its Redlined document on October 23, 2025, DBOH meeting, along with this Staff Report to recommend a path forward. The item was pulled from the agenda, and the program was requested to bring a final version for approval in January 2026.

FISCAL IMPACT

There is no anticipated fiscal impact

RECOMMENDATION

Staff recommends the approval of the proposed revised Regional Emergency Medical Services Authority (dba REMSA Health), Amended and Restated Franchise Agreement for Ambulance Service, effective July 1, 2026.

POSSIBLE MOTION

“Move to approve the revised Regional Emergency Medical Services Authority (dba REMSA Health), Amended and Restated Franchise Agreement for Ambulance Service, effective July 1, 2026.”

ATTACHMENTS:

- DBOH – 1-22-2026 - Amended and Restated Franchise Agreement for Ambulance Service - redline version
- DBOH – 1-22-2026 - Amended and Restated Franchise Agreement for Ambulance Service - clean version