

Staff Report
Board Meeting Date: November 20, 2025

DATE: November 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
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SUBJECT: Recommendation to accept the REMSA Health Monthly Franchise Report for October 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.

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 on the REMSA Health Monthly Franchise Report for October 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 Report for October 2025 (and provide direction as desired)."*

ATTACHMENTS

DBOH – 11-20-2025 - REMSA Health Monthly Franchise Report –October 2025