

**Staff Report**  
**Board Meeting Date: February 27, 2025**

**DATE:** February 5, 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 Reports for November 2024, December 2024, and January 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 the District Board of Health (DBOH) to accept the REMSA Health Monthly Franchise report, which includes the 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 a resolution allowing 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 report formatting, 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, which was Amended on February 23, 2023.

**FISCAL IMPACT**

No fiscal impact.

**RECOMMENDATION**

Staff recommends that the Board accept and provide possible direction for the REMSA Health Monthly Franchise Reports for November 2024, December 2024, and January 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 November 2024, December 2024 and January 2025 (and provide direction as desired)."*

**ATTACHMENTS**

DBOH – 2-27-2025 - REMSA Health Monthly Franchise Report –November 2024

DBOH – 2-27-2025 - REMSA Health Monthly Franchise Report –December 2024

DBOH – 2-27-2025 - REMSA Health Monthly Franchise Report –January 2025