

PUBLIC SAFETY COMMITTEE

June 9, 2016

The Public Safety Committee of the City of Mesa met in the lower level meeting room of the Council Chambers, 57 East 1st Street, on June 9, 2016 at 8:06 a.m.

COMMITTEE PRESENT

Alex Finter, Chairman
Dennis Kavanaugh

COMMITTEE ABSENT

Christopher Glover

STAFF PRESENT

Dee Ann Mickelsen
John Pombier
Alfred Smith

Chairman Finter excused Committeemember Glover from the entire meeting.

1. Items from citizens present.

There were no items from citizens present.

2-a. Hear a presentation, discuss and provide a recommendation on an update on the police-related towing services contract.

Assistant City Manager John Pombier introduced Police Commander Michael Beaton, who was prepared to assist with the presentation.

Mr. Pombier illustrated four towing service options (**See Attachment 1**) per the request of the Committee as follows:

- Option A - City-Owned Storage Lot
- Option B - Single Vendor
- Option C - Current Model (Four Vendors Based on Four Geographic Zones)
- Option D - Rotation Based on Three Geographic Zones

Mr. Pombier stated that there are several pros and cons related to Option A (City-Owned Storage Lot) due to the cost involved in storage, lot and security. He added that staff would continue researching this option if recommended by the Council.

Mr. Pombier explained that the benefits of Option B (Single Vendor) is that it would have a single point of contact for citizens and City staff, as well as set pricing. He indicated that the

cons (See Page 2 of Attachment 1) are only possibilities at this point and have not been experienced by other communities with a single vendor.

Mr. Pombier continued with the presentation and stated that the single-vendor option would require several key decision points (See Page 2 of Attachment 1) as follows:

- Both Options B and C would benefit from long-term contracts due to the fact that it locks down a higher level of service and allows more certainty.
- Consistent vendor pricing across the City.
- Tow yard location(s) within the geographic boundaries of Mesa.
- Maximum response times, recommended by staff to be lowered based on zone.
- Setting a minimum number of vendor trucks.

Mr. Pombier pointed out that Option C, which is the current model, has four vendors based on four geographic zones. He reported that the meetings with the vendors confirmed that this option has provided a consistent level of service to citizens as well as a decrease in complaints. He recognized that the contract has been in effect since 2005 and should be revised. He added that if Option C is chosen, staff recommends that the pricing remain consistent between zones, whether it is vendor proposed or City established. (See Page 3 of Attachment 1).

In response to a question from Chairman Finter regarding minimum standards, Mr. Pombier confirmed that the goal is to establish transparent standard pricing, number of quality of trucks available, and response times, etc. He added that vendor conversations will continue throughout the Request for Qualifications/Proposals (RFQ/RFP) process to set reasonable standards.

Mr. Pombier reported that for Option D (Rotation Based On Three Geographic Zones), Zones 1 and 2 have the same number of tows as Zones 3 and 4 combined. He noted that Zones 3 and 4 combined could be a point of concern to vendors due to its size and could make it difficult to meet response times in these zones. He explained the key decision points (See Page 4 of Attachment 1) and stated that staff recommends the following:

- One-year term contract with up to four (4) one-year renewals, in order to review and adjust annually if necessary.
- Three zones with everything east of Lindsay Road being one zone, which is divided based on current number of tows for each zone.
- Up to six vendors per zone.
- City established pricing, based on vendors' recommendations as well as comparable pricing for Valley cities.
- Tow yard location within the zone.
- Maximum response time based on each zone.
- Minimum number of trucks for the vendor, possibly based on zone.

Mr. Pombier referenced the towing pricing options (See Page 5 of Attachment 1), which highlighted both current and recommended pricing, as well as the current average response times per zone.

Mr. Pombier indicated that staff is recommending three options to the full Council for approval, unless otherwise directed by the Committee.

Committeemember Kavanaugh thanked staff for the research and presentation, and for meeting with the community. He stated that he supports staff's recommendation for Option D as well as the tow yard location within the geographic boundaries of Mesa.

It was moved by Committeemember Kavanaugh, seconded by Chairman Finter, that Option D of the Police related towing service contract be forwarded to the City Council.

Chairman Finter asked that the vendors provide the number of trucks to be used and if they don't meet response times then they would be removed from the list. He clarified that he would like the packet that is forwarded to Council to be as simple and straightforward as possible.

Committeemember Kavanaugh clarified that the committee is only recommending Option D and that the full minutes along with the attachments staff has provided will be given to the Council for their review and discussion.

Mr. Pombier stated that he will meet with the vendors and the Police Department regarding multiple accidents to see how calls would be handled for towing service and if the rotational system is feasible. He thanked the Police Department, Purchasing, and Business Services Department Director Ed Quedens for their quick response and professionalism.

Upon tabulation of votes, it showed:

AYES - Finter-Kavanaugh
ABSENT - Glover

Chairman Finter declared the motion carried unanimously by those present.

Chairman Finter thanked staff for the presentation.

2-b. Hear a follow-up presentation, discuss and provide a recommendation on an update of Animal Control Services.

Community Services Director Ruth Giese introduced Animal Control Supervisor Diane Brady, who was prepared to assist with the presentation. **(See Attachment 2)** Ms. Giese outlined the Committee's request as follows:

- Adding a robust volunteer program.
- Cost analysis of police calls vs. animal control calls for service.
- Options for expansion of service to evenings and weekends.

Ms. Giese explained that with the assistance of Citywide Volunteer Program Coordinator Michelle Alvis, staff began preparing job descriptions for the volunteers in the Animal Control Department. She advised that volunteers' duties will consist of the following: (See Page 3 of Attachment 2)

- Research and grant applications.
- Clerical and office duties.
- Outreach and education by attending events and providing information to the public.
- Answer phone calls and enter service calls.

- Limited field work assistance, which may include ride-alongs with an Animal Control officer to assist during busy times.

In response to a question from Chairman Finter, Ms. Giese responded that Animal Control Officers go through similar training as police officers and learn how to handle a taser and fire a weapon, if needed. She clarified that there is a lot of training that volunteers do not receive and therefore cannot respond to the same types of calls.

Ms. Giese reported that the next steps are to recruit volunteers and provide training. (See Page 4 of Attachment 2).

Ms. Brady presented the cost analysis for the Mesa Police Department (MPD) versus Animal Control calls for service. She stated that the Animal Control calls for service from 2011 through 2015 have decreased by approximately 1,000 calls annually. (See Page 5 of Attachment 2)

In response to a question from Chairman Finter, Ms. Brady responded that the decrease in calls is related to public awareness that Animal Control is the appropriate department to contact for animal related issues.

Ms. Brady displayed the number of service calls over the last five years that were received by the MPD during Animal Control's normal business hours, versus the hours when they were closed. (See Pages 6 and 7 of Attachment 2)

Ms. Brady briefly highlighted the cost analysis for police officer responses versus animal control officer responses. (See Page 8 of Attachment 2)

Ms. Brady continued with the presentation and highlighted the Animal Control statistics which summarized the average number of calls daily and weekly, along with a weekend cost comparison. She stated that Animal Control receives an average of 70 calls per week at a savings of \$12.35 per call for Animal Control to respond instead of the MPD. She explained that the savings per weekend would be approximately \$864.50 and a total annual savings of \$44,954. (See Pages 9 and 10 of Attachment 2)

Ms. Brady provided a brief synopsis of the current levels of staffing and service as follows:

- One Supervisor
- Three Field Officers
- 1.20 Dispatchers (the .20 represents a dispatcher that assists in relieving one day per week)
- Five days of service per week

Ms. Brady provided expanded coverage options for Animal Control and detailed the options as follows:

- Present coverage costs of \$509,350 per year with an additional \$9,464 in overtime.
- Add additional full-time employee with benefits to provide weekend and additional weekday coverage to include two Animal Control officers and one dispatcher. Additional full-time cost for all three positions per year would be \$219,720.

- Add additional part-time Animal Control employees to include two Animal Control officers and one dispatcher. Additional part-time cost for all three positions per year would be \$96,900.
- Add additional full-time Animal Control employees with benefits to work weekday swing shift to include two Animal Control officers and one dispatcher. Additional full-time cost for all three positions per year would be \$299,720. In addition, the cost for sheltering after-hours at Maricopa County Animal Care and Control (MCACC) is estimated at \$80,000.
- MCACC coverage on weekends, based on a 2008 bid, would respond to less than 10% of the calls is estimated at \$2,000 per day.

Chairman Finter commented that the costs are high and confirmed that some of the costs listed included benefits. He asked if it was possible to hire from the private sector for some of the calls, possibly for weekend services. He requested that this option be considered in the future.

Ms. Brady clarified that MCACC only responds to contained dogs and certain cases of dogs at large. She further clarified that MCACC never responds to calls regarding livestock or wildlife.

Committeemember Kavanaugh commented that Animal Control is a continuum of public safety services provided by the City and he appreciates the effort to analyze the use of volunteers to positively impact and expand services. He recommended that additional resources be provided to Animal Control, to meet the demands of our growing community and offer expanded coverage.

In response to a question from Chairman Finter regarding the budget, Mr. Pombier responded that the request would go to the City Council to decide where the monies would come from. He suggested that in six months the Committee meet again to review data showing what is needed to plan and prepare for the next budget cycle. He recommended that they come back with a more comprehensive plan with confirmed numbers for the City Council to consider.

Committeemember Kavanaugh requested that a place holder be added in the budget in case Animal Control funds are needed mid-budget year.

Office of Management and Budget Director Candace Cannistraro explained that the budget is set with a cap amount and there are contingencies built in. She stated that a budget modification can be accomplished during the budget cycle. She also clarified that the budget modification would go through the City Manager's office with direction from the Council.

Committeemember Kavanaugh agreed with Ms. Cannistraro's recommendation and suggested moving forward with the volunteer component.

Chairman Finter agreed with maximizing the volunteer component and also requested that staff continue to analyze other options.

Mr. Pombier clarified that the direction of the committee is to move forward with the Animal Control volunteer program and to continue working with the MPD to analyze peak times and needs. He advised that this information would be presented at a future Public Safety Committee meeting.

Chairman Finter concurred with Mr. Pombier and thanked staff for the presentation.

2-c. Hear a presentation and discuss the Nurse Triage and Community Health Management program with the Fire and Medical Department.

Assistant Fire Chief Mary Cameli thanked the Committee and other departments for their assistance with the Centers for Medicare and Medicaid Services (CMS) Health Care Grant. She introduced Triage Nurse Veda Rohr and Interim Deputy Chief Robert Tribbensee, who were prepared to assist with the presentation. **(See Attachment 3)**

Ms. Veda reported that the primary function of the Nurse Triage Program is to create Emergency Department diversions by directly taking 911 calls, improve efficiency and manage follow-up care. (See Page 2 of Attachment 3)

Ms. Veda displayed an infographic that detailed the process of 911 calls received. (See Page 3 of Attachment 3) She briefly explained the process of calls for a fire, life-threatening emergencies, non-medical emergencies, and the behavioral health units. She pointed out that the infographic is available to download on the City's website.

Ms. Veda briefly highlighted the history of the program as follows (See Page 4 of Attachment 3):

- Began in March 2015 with two registered nurses who set up the program, reviewed the parameters within the grant, and determined how to work with the existing community medicine unit to make an efficient working unit.
- In April 2015, started working with call takers who handle 911 calls to determine the process.
- In May 2015, started Registered Nurse (RN) training with the software vendor who programmed the use of the triage software.
- June 30, 2015 was the first day of RN call taking.

Ms. Veda explained that a citizen is routed to the RN after the call has been determined to be medical, non-life threatening in nature, and that the caller lives in the grant coverage area. She pointed out that there are seven "call types," as follows:

- Allergic Reaction
- Back Pain
- Burn
- Diabetic
- Flu
- Headache
- General Medical

Ms. Veda explained the discussion that takes place between the RN and the caller that determines the resources needed. She reported that agencies using the RN Triage in a pre-hospital setting are as follows:

- Greenville County EMS/Healthcare, Greenville, South Carolina
- Regional Emergency Medical Services, Reno, Nevada
- Louisville EMS, Louisville, Kentucky

Ms. Veda stated that the Greenville program has the ability to arrange transportation for a patient to get from their home to the appointment. She stated that the City of Mesa is unique in that it has the ability to bring the patients care to their home, which saves the patient transportation costs, co-pays, and other billings they would normally incur.

Ms. Veda illustrated the Nurse Triage and Community Health Management responsibilities and calls by Month from July 2015 through March 2016. (See Pages 8 and 9 of Attachment 3)

Ms. Veda reported that the total number of calls from July 2015 through March 2016 was 256 and of those calls, 58 RN to Community Management (CM) unit transfers were treated and released. She stated that although there were only 24 RN Triage Diversions, the emergency department did not have to respond to minor incidents that can be handled by the Triage RN. She also stated that there were 174 calls determined to be Advanced Life Support (ALS) and needed full-engine company response.

Ms. Veda, in addition, highlighted future plans as follows:

- Expand the current RN Triage call types beyond the current 7 call types.
- Expand the RN triage coverage from 5 days to 7 days a week. They have interviewed for two additional RN positions.
- Coordinate transportation for clients lacking resources.
- Connect patients to new or current primary care physicians.
- Work with community outreach and education on health promotion and prevention.
- Use of telemedicine in initial and follow up care.

Chairman Finter commented that he was aware that fire needs must change and now the City is seeing programs with cutting edge solutions being utilized. He added that prior to the recession, funding was more accessible and now funding has become restricted. He stated that with the political and national pressures like the Affordable Care Act (ACA), services are changing fast. He stated that he is very supportive of this service and hopes they get as aggressive as they can and is pleased these services are being expanded.

Committeemember Kavanaugh congratulated staff on the success of this program. He stated that this program is a great approach in partnering with many different professions to deliver the services that are desperately needed by the community. He noted that because of the work they are doing they are saving lives, improving health, reducing the burden on emergency room use and assisting in managing equipment and resources more effectively. He added that this is the way to handle community health needs from a multi-faceted approach and he appreciated their work.

In response to a question from Chairman Finter regarding the budget and how this program will be maintained in the future, Chief Cameli responded that the program is funded by a grant and that staff is currently working on ways to keep it sustainable. She commented that they are working with insurance companies and hospitals and collecting data to show the cost savings within the healthcare system. She further commented that more recently, insurance companies are starting to see that investing in this program will save them money in the future.

Committeemember Kavanaugh commented that at an earlier Study Session, Council discussed adding additional public safety resources in order for the Fire and Medical Department to continue the program after the federal grant expires. He added that by showing the accomplishments of the program, insurance providers will see the benefits.

In response to a question from Chairman Finter regarding the Certificate of Need specific to billing Medicaid/Medicare, Mr. Pombier responded that staff is currently working on this and received the first check from a rescue for a \$1,300 transport.

Chairman Finter requested an update at a future meeting on the program's history and future vision.

Mr. Pombier stated that staff is monitoring legislation and added that he believes the current system, including the Triage Nurse program, is a level of service that no one else is providing at this time.

Interim Deputy Chief Tribbensee commented that physical space for the program is needed in order for it to expand and that he is looking forward to the new facility.

Chief Cameli thanked the Committee, Mayor, Council and City Manager's office for their support regarding this innovative program. She stated that staff handles 50,000 medical calls per year and that the department is always looking at ways to respond to each one in the most appropriate way.

Chairman Finter thanked Chief Cameli and Ms. Veda for the presentation.

3. Adjournment.

Without objection, the Public Safety Committee meeting adjourned at 9:22 a.m.

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Public Safety Committee meeting of the City of Mesa, Arizona, held on the 9th day of June, 2016. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

abg/js
(Attachments – 3)

Cons:

- Could be many vendors for citizens and City staff to deal with locating vehicles towed, or resolving complaint issues.
- Multiple audits for processing and verifying company practices.
- There is a risk of impact to patrol operations due to a greater number of vendors, their ability to respond, the large number of calls in the western half of the City, and the large geographic area in the eastern half of the City.
- May impede response times and create more administrative duties to ensure compliance with contract specifications.
- New protocol for dispatch required.

Decision Points:

1. 1-Year Term with up to four, 1-Year or multiple-year renewals (maximum term for a vendor would be up to 5 Years) so annual reviews can be done to ensure rotation meets the needs of the City (Recommended).
2. Three Zones. West of Lindsay would be divided into two zones by Broadway. Everything east of Lindsay would be one zone. This mapping scheme balances out the number of tows for each zone based on current numbers. (Recommended)
3. Vendors can submit to participate in one or all zones. (Recommended)
4. Up to six vendors per zone (Recommended)
5. Pricing: City Established (Recommendation)
 - a. Vendor proposed pricing would result in different prices based on the location of the vehicle, and vendor next up on the rotation list.
 - b. If the City establishes pricing, it would be based on vendors' recommendations as well as comparable pricing for valley cities
6. Tow yard location(s) within geographic boundaries of Mesa, including county land surrounded or partially surrounded by Mesa City limits.
7. Maximum response time will be based on Zone (Recommended)
 - a. Zone 1: 15 Minutes
 - b. Zone 2: 15 Minutes
 - c. Zone 3: 20 Minutes
8. Minimum number of trucks for vendor: ??

Towing Pricing Options

Average citizen pays for the Flat Rate per Tow fee and Daily Storage fee for the number of days the vehicle was stored on the vendor's lot. If the vehicle is towed as a result of violating ARS 28-3511 (30 Day Impound Tow), the Daily Storage fee is mandated at \$15.00 per day by statute. The Flat Rate per Tow fee includes the first hour on scene, mileage, tow to the vendor's lot, securing the vehicle, and first 24 hours of storage.

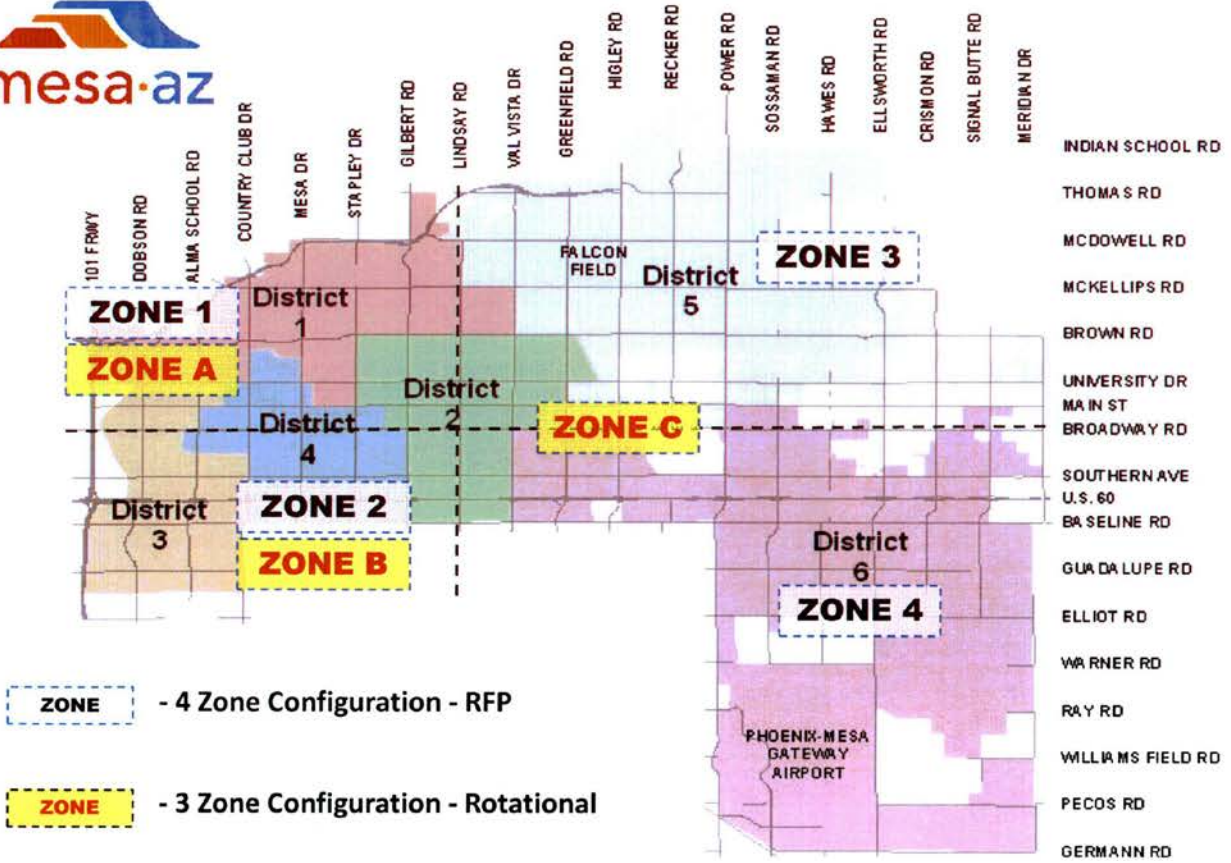
Additional fees listed on the City contract may occur when a tow driver is held longer on scene, possibly due to a multiple vehicle accident creating excessive clean up, resulting in an extra "Hourly Rate" fee. If the citizen requests the vehicle be released to them during a time outside of normal vendor operating hours set by the City's towing contract, it will result in an "Open Lot After Hours" fee. A "Cost Per Mile" fee is assessed to a citizen requesting the vehicle be towed to another location other than the contracted vendor's lot, resulting in the citizen being charged per mile to the requested location, but not to include the "Flat Rate Per Tow" fee. Below is the City of Mesa's average tow rates on the four existing "Police Emergency Tow" contracts:

- Current pricing average on existing contracts:
 - Flat Rate per Tow (light or medium duty) \$19.40
 - Hourly Rate \$70.72
 - Daily Storage (most vehicles) \$14.56
 - Daily Storage (ARS 28-3511 vehicles) \$15.00
 - Open Lot After Hours \$26.35
 - Cost Per Mile \$ 3.72
- Last recommended pricing to be set by the City in 2013 (pricing recommendation based on comparing valley wide contracts with similar specifications):
 - Flat Rate per Tow (light or medium duty) \$30.00
 - Hourly Rate \$60.00
 - Daily Storage (most vehicles) \$20.00
 - Daily Storage (ARS 28-3511 vehicles) \$15.00
 - Open Lot After Hours \$30.00
 - Cost Per Mile \$ 5.00
- Pricing set by vendors upon contract solicitation and award with RFP or RFQ.
- If the City establishes pricing, it would be based on the vendor's recommendations as well as comparable pricing for valley cities.

Current Average Tow Truck Response Times per Zone

- Zone 1 12.1 minutes
- Zone 2 12.9 minutes
- Zone 3 15.9 minutes
- Zone 4 13.6 minutes

Towing Options Zone Map



City of Mesa
Towing Meeting
June 2, 2016
4:00 p.m.

Assistant City Manager John Pombier conducted the meeting and opened by stating that the purpose of the meeting was to obtain input to assist Council in directing City staff on the process for a new towing contract.

Information/input obtained at this meeting will be provided to the Public Safety Committee (Councilmembers Finter, Kavanaugh and Glover) so that they can make a recommendation to the full Council, who will then make a final decision on the direction for the new contract. This Committee will meet immediately following next Thursday's Council Study Session (June 9th), which begins at 7:30 a.m.

The Towing Service Options document distributed has not yet been provided to Council; they will receive the document on Monday. If any vendors wish to talk with Councilmembers about the document they should wait until then so that they know what the document includes.

Once Council has provided staff with direction, an RFP or RFQ will be developed. We will hold a pre-bid meeting prior to release of the bid and that draft document will be shared with vendors so that input can be provided at the pre-bid meeting. We want all vendors to participate in this process and would encourage verbal or written input.

Mr. Pombier stated that our tow data indicates that three zones would work best.

The City's goal is to provide great services for our citizens with this contract.

It's expected that we'll receive comments regarding response times as they have changed, and we are looking for a longer contract, maybe ten years.

We would like to receive input on the number of required trucks as this can be an issue.

One zone is much larger, so pricing could be an issue for that larger zone. Council will be asked their preference for consistent pricing.

The City is looking for a partnership with our tow vendors.

Mr. Pombier provided his direct number (480) 644-5119 to those present and asked that anyone having additional questions or concerns call him. He stated that he looked forward to receiving calls or written comments. Mr. Pombier's email address is: John.Pombier@mesaaz.gov

All of the tow industry concerns will be provided to Council.

Vendor Comments/Questions (vendors making comments were not identified). Most questions were answered by Mr. Pombier:

I would like to see Options C or D versus A or B. I don't think taxpayers should be in the tow business and I'd like to see smaller vendors included.

What is staff's recommendation? We don't have a recommendation. We'll present the pros versus cons for Zones versus Rotational.

Has the City talked with the State or County to see why they use the process they use? We have, and both agencies indicate that they have pros and cons with their current processes.

Does the City have a rotational program (software) in place? We don't, but we could seek one out if that's what's decided.

Do we have problems with the current contract? Very few. It's working fine right now.

You're saying what you have works? Currently, but we'll follow whatever direction Council wants.

Under Option C a contractor could only get two zones. Is the City committed to this? That would be a Council decision.

Under the Rotation Option the City wants set pricing, but not under the Zone Option – why? I would like to have set pricing for all zones for the convenience of our citizens, but tow vendors understand pricing better than we do.

Allowing for mileage charges, with one hook rate, would compensate for that larger zone.

Some cities have set a base price and anyone bidding under that price have been declared ineligible.

For Option B – Cons, who established the issues? Did the City talk with cities that have a single vendor? It's important to provide Council with fact based information. Has it been determined that those issues are valid?

What would the backup plan be if a single vendor were to be terminated?

The City of Scottsdale did have that happen when a single vendor was terminated.

Mesa Animal Control Public Safety Committee Presentation

June 9, 2016



Committee Requests

- **Adding a Volunteer Program**
- **Cost Analysis of Police calls vs. Animal Control calls for service**
- **Options for expansion of service to evenings and weekends**





Next Steps for Volunteer Program

- Develop Job Descriptions for Volunteer positions
- Recruit for Volunteers
- Training



MESA POLICE DEPARTMENT Calls for Service for Animal Control 2011 to 2015

	2011	2012	2013	2014	2015
TOTAL CALLS	2668	2622	2168	1894	1678
AVERAGE TIME SPENT ON CALL	2011	2012	2013	2014	2015
MINUTES:SECONDS	16:47	18:21	18:49	19:19	19:37

MPD Calls for Service When Animal Control is Open and Closed

Year	Calls While Open	Calls While Closed	Total Calls
2011	584	2,084	2,668
2012	516	2,106	2,622
2013	424	1,744	2,168
2014	437	1,457	1,894
2015	347	1,331	1,678

Average # of MPD CFS on Weekends and After Hours

Sat and Sun	15/weekend
Mon – Fri	18/week



Cost Analysis

Cost of MPD Officer Response vs Animal Control Officer Response

MPD Officer hourly/includes benefits	\$62.96	\$1.05/minute
Animal Control Officer hourly/includes benefits	\$24.89	\$.42/minute
Difference	\$38.07/hour	\$.64/minute
Average time MPD Officer spends on a call	19:37 minutes	\$20.58 per average call
ACO cost compared to average MPD call		\$8.23 per average call
Savings if Animal Control Officer responds instead of MPD		\$12.35 per call

Animal Control Statistics

Average Calls for Service Weekly	168
Average # of Calls per Officer Weekly	56
Average # of Calls per Officer Daily	14
Average # of Contacts Weekly	533
After Hours Contacts Mon – Fri Weekly	106
Weekend Contacts Per Week	72



Weekend Cost Comparison	
Calls for Service	70
Savings between AC response and MPD response	\$12.35 per call
Weekend savings	\$864.50
Yearly savings	\$44,954.00



Current Levels of Staff and Service

- **1 Supervisor**
- **3 Field Officers**
- **1.20 Dispatchers**
- **5 Days per Week Service**



Expanded Coverage Options		
Options		Cost
<u>Present</u>		Cost
1 Supervisor		\$509,350
3 Animal Control Officers		Overtime: \$9,464.00
1 Dispatcher		
<u>Add Additional Fulltime AC Employees with Benefits to provide WEEKEND COVERAGE & additional WEEKDAY Coverage</u>		Additional Fulltime Cost \$219,720
2 Animal Control Officers	\$75,144 x 2 = \$150,288	
1 Dispatcher	\$69,432	
<u>Add Additional Part-time AC Employees</u>		Additional Part-time Cost \$96,900
2 Animal Control Officers	\$33,072 X 2 = \$66,144	
1 Dispatcher	\$30,756	
<u>Add Additional Fulltime AC Employees with Benefits to Work Weekday SWING Shift:</u>		Additional Fulltime Cost for Swing Shift \$299,720
2 Animal Control Officers	\$75,144 x 2 = \$150,288	
1 Dispatcher	\$69,432	
<u>MCACC Cost for Sheltering After-hours</u>		
<u>MCACC Coverage on weekends*</u>	Estimated \$80,000	
Based on 2008 bid, would respond to less than 10% of Calls	Estimated \$2,000/day	

Questions?



Nurse Triage and Community Health Management



Nurse Triage and Community Health Management

The primary function of the Nurse Triage program is to create ED diversions by:

- Directly taking 911 calls
- Being an integrated piece for CM units
- Managing Follow up care

Nurse Triage will improve efficiencies and generate diversions from the emergency department.



Nurse Triage and Community Health Management



Nurse Triage and Community Health Management

- March 2015 – two registered nurses
- April 2015 – call taker training
- May 2015 – training for RN's with software vendor on programming and use of triage software
- June 30, 2015 – first day of RN call taking



Nurse Triage and Community Health Management

A citizen is routed to the RN after

- The call has been determined to be medical and non life threatening in nature
- Caller lives in the cities of Mesa and Apache Junction
- Call is within seven 'call types'
 - Allergic Reaction
 - Back Pain
 - Burn
 - Diabetic
 - Flu
 - Headache
 - General Medical



Nurse Triage and Community Health Management



RN talks with caller to determine what resources they need.



Nurse Triage and Community Health Management

Agencies using RN Triage in the prehospital setting:

Greenville County EMS/Healthcare, Greenville, South Carolina

- 10 hour shifts, 7 days a week
- Offers same services as MFMD, with expanded call type, some case management,
- No Advanced Practice Providers

Regional Emergency Medical Services, Reno, Nevada

- 24 hour, 7 day a week
- Same services as MFMD, with some case management
- No Advanced Practice Providers

Louisville EMS, Louisville, Kentucky

- Same services as MFMD, with expanded call type, some case management,
- No Advanced Practice Providers



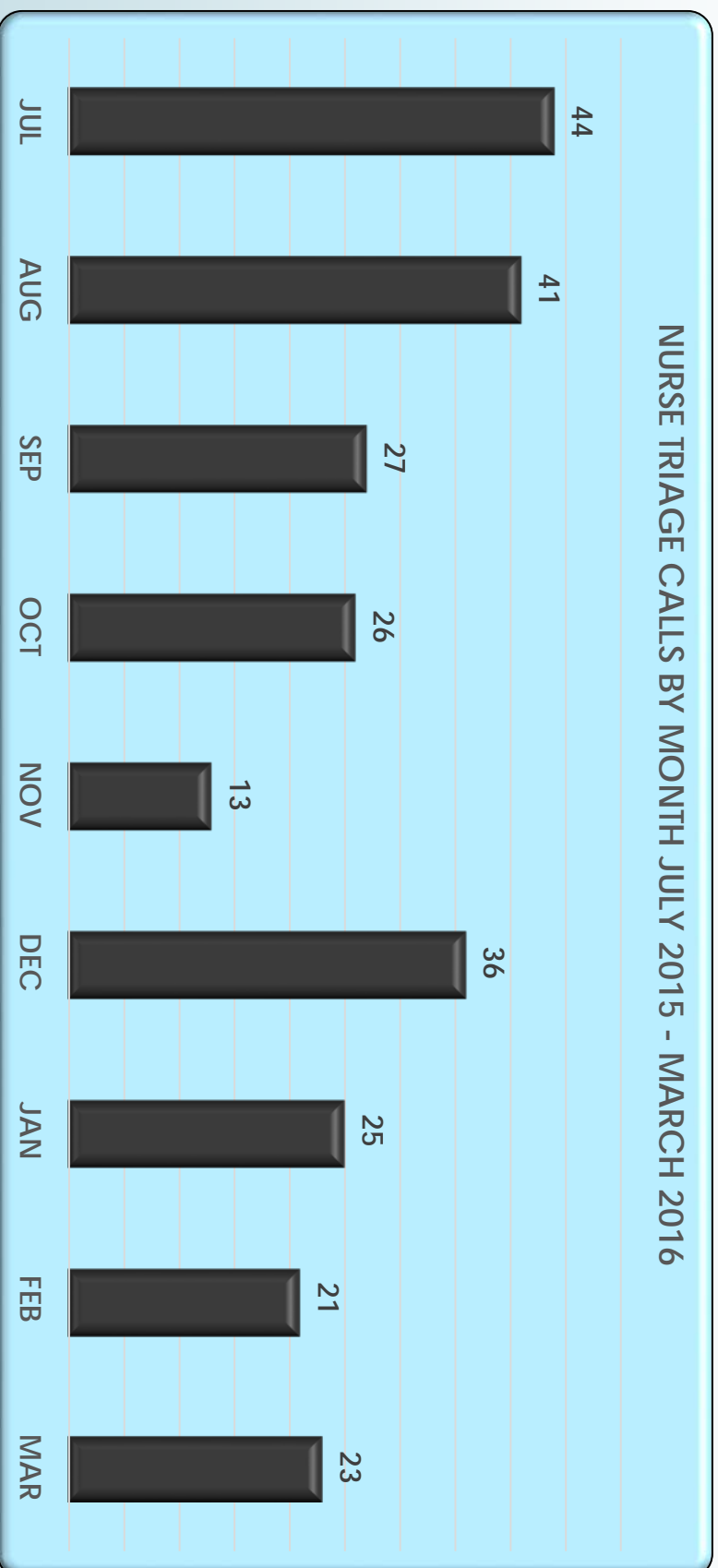
Nurse Triage and Community Health Management

Current responsibilities

- Triage of medical calls directed to RN by call takers
- Continued triage of callers where a CM unit was dispatched
 - Provides Advanced Practice Providers with additional information while enroute
- Initiation of follow up care for patients recently discharged from hospital
- Remote monitoring of patients as part of disease management



Nurse Triage and Community Health Management



July 2015 through March 2016.



Nurse Triage and Community Health Management

Total number of calls July 2015 –March 2016: **256**

Number of RN to CM unit transfers with treat and release: **58**

Number of RN Triage Diversions: **24**

174 calls were determined to be ALS and needed full engine company response



Nurse Triage and Community Health Management

Plans for the Future

- Expansion of current RN Triage call types
- Extension of RN triage coverage to 7 days a week
- Coordination of transportation for clients lacking resources
- Connecting patients to new or current primary care offices
- Community outreach and education on health promotion and prevention
- Use of telemedicine in initial and follow up care



Nurse Triage and Community Health Management

Questions

Thank you for your support, your time, and attention

