

Del Norte County EMS System Zoom Meeting Summary created from Zoom AI October 28, 2025, 5:30 – 7:09pm

Quick recap

The meeting brought together key stakeholders to discuss emergency medical services in Del Norte County, including a review of the current system assessment and recommendations for improvement. The group explored proposed response zones and ambulance service requirements, with discussions centered on creating a dynamic deployment system that meets community needs while maintaining financial sustainability. The conversation ended with plans to develop and issue a new RFP for ambulance services, including establishing performance metrics and oversight mechanisms to ensure quality service delivery.

Next steps (links are not active)

- Nancy/Endpoint EMS: Create and post a comment form on the North Coast EMS website for stakeholders to download and submit feedback
- Nancy/Endpoint EMS: Set up an online form that stakeholders can fill out and submit directly
- Nancy/Endpoint EMS: Post the PowerPoint presentation on the North Coast EMS website for stakeholder review
- Stakeholders: Submit written comments and feedback within the next few weeks via email to Nancy at Endpoint EMS or through the comment form
- Nancy/John/Endpoint EMS: Collect and document all stakeholder comments on a spreadsheet with organization representation
- Nancy/John/Endpoint EMS: Bring all collected comments back to the EMS ad hoc group for discussion
- Nancy/John/Endpoint EMS: Post the results of the ad hoc group's discussion of comments on the website
- Nancy/John/Endpoint EMS: Review and potentially revise the BLS ambulance deployment language based on stakeholder feedback with the ad hoc group
- Nancy/John/Endpoint EMS: Clarify in the RFP the description of current system operations versus future expectations for dynamic deployment
- Nancy/John/Endpoint EMS: Consider adding or expanding language regarding contracted services to prevent use of 911 units for out-of-county contracted transports
- Nancy/John/Endpoint EMS: Work with the ad hoc group to finalize the draft RFP for submission to the state by December
- North Coast EMS/Larry: Determine the composition and structure of the Contract Compliance Committee
- North Coast EMS/Larry: Assess annual costs and staffing needs for enhanced monitoring of the new system

Summary

Ambulance RFP Planning Discussion

The meeting began with introductions, including Larry Karsteadt, Executive Director of North Coast EMS (NCEMS), and other team members such as Nancy Lapolla, John Eaglesham from EndPoint EMS Consulting (EndPoint), Casey Hurd, and Pam Mather, NCEMS staff. EndPoint emphasized the importance of the meeting, highlighting the need to address Del Norte County's needs for the next ambulance RFP. The discussion focused on the journey that led to the current point, including North Coast EMS hiring Endpoint EMS Consulting Services in January and completing an EMS system assessment in August. The team appreciated the input from stakeholders during the assessment phase and looked forward to gathering further thoughts on the RFP.

Del Norte County EMS Assessment

The meeting focused on discussing recommendations and findings from a system assessment for emergency medical services in Del Norte County. Key points included continuing dispatch through the Sheriff's Dispatch Center with increased staff to enable the provision of Emergency Medical Dispatch services, establishing community areas with defined response times, and requiring root cause analysis for late calls. The group also discussed implementing clinical performance metrics for EMS participants, requiring quarterly response time reports, and establishing a contract compliance committee for transparent oversight. The conversation ended with a review of ambulance service requirements, including emergency medical dispatch, response times, and clinical performance standards, as well as a discussion of dispatch agreements with the Sheriff's Department.

Ambulance Response Zone Planning

The meeting focused on discussing proposed response zones for ambulance services in a rural county. EndPoint EMS Consulting presented a map dividing the area into zones based on response times, with the green zone around Crescent City having the fastest response times of 10 minutes or less. They explained that the zones were created using historical call data and considered factors like road conditions and population centers. The consultants emphasized the importance of stakeholder input on the proposed zones and asked for feedback on whether the approach seemed reasonable. A question was raised about including stakeholder expectations for coverage areas, which the county acknowledged as a valid point for consideration.

Ambulance Service Design for Del Norte

The meeting discussed the design of an ambulance service system for Del Norte County. EndPoint EMS Consulting explained that the RFP does not specify the number of ambulances but requires 90% of calls to be responded to within specific times identified for each zone. The RFP design is considering a dynamic system versus a static one, where ambulances are moved based on call volume rather than being stationed at fixed locations. The group discussed the challenges of covering outlying areas and the need for flexibility in response times, including the possibility of mutual aid from neighboring regions. Consultants emphasized the importance of creating a financially sustainable system that could attract bidders, while also being responsive to the needs of the community.

Ambulance RFP Process Review

The meeting discussed the process for issuing and evaluating an RFP for ambulance services. Consultants explained the steps involved, including NCEMS governing board approval, State EMS Authority review and approval and amendments based on provider questions, and scoring by external experts.

Ambulance Service Contract Planning

The meeting focused on ambulance service planning and contract discussions. EndPoint discussed the need for a dynamic ambulance deployment system that would respond to calls rather than responding from a fixed station location and emphasized the importance of measuring and improving response times with accountability measures including liquidated damages for late responses. The discussion covered the creation of a new contract compliance committee that would include local stakeholders and representatives from various sectors, with the goal of transparently monitoring contractor performance and clinical outcomes on a quarterly basis.

Ambulance Service Contract Development

The meeting discussed the development of a new ambulance service contract and RFP process. EndPoint and North Coast EMS representatives outlined key contract elements, including vehicle specifications, patient fee schedules, and performance metrics. The group agreed to establish a contract compliance committee for oversight, with North Coast EMS taking the lead role. They also discussed monitoring response times and the need for enhanced oversight of the new system. The proposed timeline aims to have the draft RFP sent to the state by December, with approval expected in March. The conversation ended with plans to collect public comments on the proposed RFP through an online comment sheet or emailed to Nancy@endpointems.com or to NCEMS.

Ambulance RFP and Service Changes

The group discussed the upcoming RFP for ambulance services, focusing on response times and deployment strategies. They agreed to include a clear description of current response times and expectations in the RFP, while leaving it to bidders to propose their own improvement plans. The discussion also covered potential changes to behavioral health services, including the possibility of establishing a sobering center and alternative destination designations. The group emphasized the importance of accountability and oversight in the new contract, as well as the need to balance service quality with financial sustainability.

Ambulance Service Provider RFP Discussion

The meeting focused on ambulance service improvements and the upcoming RFP for a new provider. Stakeholders discussed patient satisfaction surveys, EMD dispatch processes, and concerns about ambulances leaving the county for extended periods. They emphasized the need for clear performance requirements and deployment plans in the RFP. The group also debated whether to allow BLS ambulances for out-of-county inter-facility transports, with some members expressing concerns about patient care. EndPoint encouraged stakeholders to provide feedback on the concepts discussed during the meeting.