

AGENDA ITEM #**GMCSO AGENDA TOPIC – BOARD REVIEW AND ACTION****2020/21 Annual Review and Report of Contracted Fire and Emergency Services from Eastern Plumas Rural Fire Protection District**

This brief is being provided to inform the Board, staff, and public of the details of an agenda item that requires action from the Board. The President of the Board will provide board members, staff, and the public the opportunity to ask questions about this topic when this agenda item is announced.

Date: January 21, 2022

Originator: Cary Curtis/Bill Robinson

Purpose: Annual Review of Performance against Contract for Eastern Plumas Rural Fire Protection District

Supporting Documents Included: Yes

Desired Action by the Board: Review and discuss report. Discuss and agree upon next steps and responsibilities and accept report with input from the Board.

1. **Description:**

Annually, with support from Staff, the board prepares and presents a contract performance report for fire and emergency services provided by Eastern Plumas Rural Fire Protection District. The 2020/21 report is presented to the board for their review, input, discussion, and acceptance.

2. **Reason for Recommended Board Action - (Consider compliance, cost savings, fixing a problem):**

It is important the board be aware of how contracted services are being fulfilled. This annual report identifies issues and successes as called out for in the District's 2019 executed 5-year contract with EPRFPD. Findings and recommendations for correction are included and it is requested of the board that the findings be discussed, next steps agreed upon, and responsibilities assigned in the effort to pursue the best possible fire and emergency services for our customers.

3. **Anticipated Impacts to the District (negative and/or positive) - (Consider financial impact, change in procedures, customer and staff communication and effect if recommendations are not adopted):**

Fire and emergency services are critical to the customers we serve. Ensuring the District is managing to expectations as contracted for is paramount. This report identifies specific issues that have impacted the District and customers we serve. It is the board's responsibility to mitigate the findings and find ways to solve for issues. This is an ongoing process and, if these critical service levels are not being met, it is the responsibility of the board to identify other avenues of service. Impacts will be determined by direction from the board.

4. **Anticipated Impacts to the Customer – Standby, Residential, Commercial:**

Managing to expectations of services contracted for creates a positive impact for the customer when those expectations are met.

5. **Recommendation (s):**

There are six prioritized findings in the review that must be addressed. It is the board's responsibility to –

- a) Review findings and recommendations
- b) Engage in discussion and provide input and direction
- c) Assign responsibilities to cure findings
- d) Accept the report
- e) Continue to manage to expectations and report back to the board

If the recommendations of findings are not accepted or resolution cannot be achieved, it is the board's responsibility to pursue alternative fire and emergency services through other providers.