



**City of Long Beach**  
Working Together to Serve

**Memorandum**

Date: August 30, 2017

To: Patrick H. West, City Manager *T.H.W.*

From: John Gross, Director of Financial Management *J.G.*

For: Mayor and Members of the City Council

Subject: **Response to Questions from the Budget Hearings at the City Council from August 8 and 15, 2017**

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This memo provides responses to questions raised by members of the City Council during the August 8 and 15, 2017 Budget Hearings that were not fully addressed on the floor. Please see the attached documents with the responses. Versions of these responses were provided to the Budget Oversight Committee on August 15, 2017 and August 22, 2017.

If you have any questions, please contact Assistant Finance Director Lea Eriksen at (562) 570-6533.

JG:LE

K:\BUDGET\FY 18\COUNCIL HEARINGS AND MEETINGS\TFF FOR BUDGET HEARING 8-8 AND 8-15\TFF FOR BUDGET HEARING QUESTIONS FROM 8.8 AND 8.15.DOCX

**ATTACHMENTS**

CC: CHARLES PARKIN, CITY ATTORNEY  
LAURA L. DOUD, CITY AUDITOR  
DOUGLAS HAUBERT, CITY PROSECUTOR  
TOM MODICA, ASSISTANT CITY MANAGER  
KEVIN JACKSON, DEPUTY CITY MANAGER  
REBECCA JIMENEZ, ASSISTANT TO THE CITY MANAGER  
LEA D. ERIKSEN, ASSISTANT FINANCE DIRECTOR  
DEPARTMENT HEADS

**AUGUST 8, 2017 - BUDGET HEARING**  
**Questions/Follow-Up Items**  
**Police and Fire Departments**

Request/Question	Response or Follow Up/Next Steps
How are the Quality of Life Officers being deployed?	The Police Department currently directs patrol resources to address quality of life requests in the community, through efforts such as the Quality of Life Officers. The Officers use proactive strategies which are Officer initiated to reach out to homeless individuals and have the ability to partner with City staff, community groups and organizations. The Quality of Life teams are responsible for assisting homeless individuals and remediating the homeless encampments throughout the City.
Provide an update on body worn cameras. What are the ongoing long-term costs? What cities use them, which do not?	Details will be addressed in a memo expected to be completed by the first quarter of 2018. When the body worn pilot program ends in November, the program will be assessed and the report will address these questions.
Provide an update on the Direct Enforcement Teams (DET) and the Neighborhood Safe Streets program.	<p>The Directed Enforcement Teams are a group of Officers that are part of a geographic patrol division that work with the community to address issues and concerns on a long-term perspective. DETs create partnerships with different community groups and collaborate to make the streets in neighborhoods safer.</p> <p>Details will be addressed in a memo expected to be provided in September.</p>
Has the amount of Tidelands funds used for Public Safety overtime increased or decreased?	Budgeted overtime for Public Safety (Police and Fire Departments) in Tidelands, excluding Port activity, has remain since FY 16, at a total of approximately \$900,000.
Provide an update on the Homelessness Education and Response Team (HEART) team.	Details were addressed in a memo dated August 30, 2017. (Attachment D)
Provide an update on Ambulance Fees: First Responder, Advanced Life Service (ALS), and Basic Life Service (BLS).	In FY 18, it is proposed to increase the ALS and BLS rates but not the First Responder Fee. In FY 17, Emergency Ambulance Fees are anticipated to be approximately \$1 million over budget in one-time revenue, which will not be available as it offsets reimbursement payments due to the State. Details were addressed in a memo dated August 31, 2017 (Attachment E)
What efforts can we do to make fireworks issue a region-wide concern?	Each year, the City convenes an internal Fireworks Committee, comprised of representatives from City departments and City Council Offices, to discuss and implement the public message that all fireworks are dangerous and illegal in Long Beach and put together an enforcement plan in regards to citations and confiscation. The City could expand on these efforts and include our public safety partners from Los Angeles County and neighboring cities in the discussion. Ultimately, the best solution to the fireworks situation is legislation to ban all fireworks Statewide. This would require a coordinated effort involving the State Legislature, the Governor, and the State Fire Marshal's Office.

**Questions/Follow-Up Items - Revised**

**Public Works, Parks, Recreation Marine, and Development Services**

Request / Question	Response or Follow Up / Next Steps
What type of vehicles will be purchased for \$361,485 from the Refuse and Recycling Fund for the Clean Team, as mentioned on page 381 of the Budget book?	The amount of \$361,485 covers one rear loader trash truck (\$295K) and one stake bed truck (\$67K).
What does the SPCALA 1998 agreement allow regarding space and empty cages?	Details will be addressed in a memo expected to be completed within 45 days.
After the Development Services Department receives recommendations as a result of the assessment of the development process, provide an update to include turn-around times, fees and comparison to other cities.	Details will be addressed in a memo expected to be completed during the first quarter of 2018.
Where is the Downtown parking revenue generated from? And how much is this?	See Attachment C for revenues and expenses related to parking.
What is a realistic appraisal of the necessary water irrigation needs throughout the Parks system?	A 2015 staff-prepared list estimates the total to rehabilitate or update all park and street median irrigation systems in the City at \$113 million. If requested to provide an overall plan for all irrigation upgrades, additional resources for contracting with an outside consultant would be necessary.

**Public Works  
Downtown Parking Operations  
Net Revenues**

ATTACHMENT C

<b>REVENUE</b>	<b>FY 16 Actuals</b>	<b>FY 17 ETC Straight-Line Projection</b>
Civic Center Garage	\$ 738,192	\$ 731,560
City Place Garages	1,724,480	1,925,584
RDA Lots	477,744	421,458
Parking Meters	1,540,544	1,634,492
<b>TOTAL</b>	<b>\$ 4,480,960</b>	<b>\$ 4,713,094</b>

<b>EXPENSE</b>	<b>FY 16 Actuals</b>	<b>FY 17 ETC Straight-Line Projection</b>
Civic Center Garage	\$ 699,787	\$ 740,782
City Place Garages	1,655,266	1,472,629
RDA Lots	457,615	470,003
Parking Meters Total	1,067,995	985,285
Collection and maintenance	238,946	295,330
IPS meter fees, bank fees, transaction charges	328,373	247,726
DLBA Payments	311,299	294,146
CIP Contributions	189,377	148,084
<b>TOTAL</b>	<b>\$ 3,880,663</b>	<b>\$ 3,668,699</b>

<b>NET REVENUE</b>	<b>\$ 600,297</b>	<b>\$ 1,044,395</b>
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**City of Long Beach**  
*Working Together to Serve*

**ATTACHMENT D**  
**Memorandum**

Date: August 30, 2017  
To: Patrick H. West, City Manager *T.H.W.*  
From: Michael A. DuRee, Fire Chief *M.A.D.*  
For: Mayor and Members of the City Council  
Subject: **HEART Team History and Data**

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This memorandum provides information regarding the Homelessness Education and Response Team (HEART) in response to questions raised by members of the City Council during the August 8, 2017 Budget Hearing.

The HEART (i.e., HEART Team or Team), which is comprised of two Firefighter/Paramedics, has been in operation since November 30, 2016, responding to calls Tuesday through Friday from 9:00 a.m. to 7:00 p.m. The mission of the HEART Team is to reduce the number of Fire Department responses to individuals experiencing homelessness through rapid response to calls for service, collaboration with Continuum of Care partners; and to educate Fire Department staff and members of the community regarding local resources and issues surrounding homelessness.

As of August 11, 2017, the HEART Team had made over 650 contacts with Emergency Medical Services (EMS) patients and/or individuals experiencing homelessness. More than 300 of these contacts reflect 911 calls for service in which Fire units were initially dispatched. The Team monitors the radio for calls in their immediate vicinity that potentially involve an individual experiencing homelessness. Team members determine which calls to respond to based on field experience and the nature and location of the call. When responding to calls, the Team assesses the situation and determines the patient's needs. For more than 95 percent of the EMS calls responded to, the Team was the first unit to arrive at the scene; and, in most cases, the Team was able to cancel a responding fire engine, paramedic rescue, or both.

As part of the HEART Team's outreach efforts, 43 individuals, including 8 military veterans, have been connected with Continuum of Care resources; 8 individuals were connected to drug and alcohol rehabilitation facilities; 1 was connected to a domestic violence shelter; and, 3 were connected to temporary shelter. Further, in partnership with the Long Beach Police Department (LBPD), 21 individuals were placed under a 5150 hold; 1 individual was placed in a board and care facility; and, 2 were placed under conservatorship. In addition to outreach for individuals experiencing homelessness, the Team responded to two calls of patients with no pulse or breathing. In both cases, the Team was the first unit to arrive on scene and was able to successfully perform Cardiopulmonary Resuscitation (CPR).

In addition to the above statistics, HEART Team members have shared the following experiences:

- A 26-year female who suffered from mental illness and drug addiction. Team members made numerous attempts to connect her to appropriate services. With the assistance of LBPD's Quality of Life Team, a total of five 5150 holds were placed, resulting in five hospitalizations. Eventually, with the proper treatment, her mental illness was stabilized and her drug addiction ended. With the help of the Quality of Life Team, the Team reunited her with her out-of-state family, where she is currently staying.
- A 67-year-old female who suffered from mental illness. This individual was considered chronically homeless and was unable to trust others. After repeated attempts, and gradually building trust, the Team was able to connect her to a board and care facility, where she is currently staying.
- An elderly male who had been loitering around the Long Beach Courthouse. The Team confirmed that he was homeless and unable to care for himself. They contacted staff from the City's Multi-Service Center for the Homeless (MSC), who reconnected him with his family in Los Angeles.
- A chronically homeless individual who was staying in Belmont Shore. This individual suffered from alcohol addiction and a seizure disorder. Eventually, after many attempts, this individual accepted the help of the Team and was admitted to the hospital where he received treatment for both of his issues. Team staff picked him up when he was discharged from the hospital, assisted him in obtaining his medications from the pharmacy, and connected him to the Long Beach Rescue Mission, where he currently is staying.

The above experiences represent a small sampling of the many positive patient outcomes associated with the HEART Team in its first year of operation. Based on FY 17's response numbers, the Fire Department estimates an annual call volume of approximately 1,100 and an increase in the number of referrals for services.

If you have any questions regarding this matter, please contact me at (562) 570-2505.

MAD:DH  
C:/ADMINISTRATION/LETTERS AND MEMOS/TFF HEART UNIT HISTORY AND DATA

CC: CHARLES PARKIN, CITY ATTORNEY  
LAURA L. DOUD, CITY AUDITOR  
DOUGLAS HAUBERT, CITY PROSECUTOR  
TOM MODICA, ASSISTANT CITY MANAGER  
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JOHN GROSS, DIRECTOR OF FINANCIAL MANAGEMENT



**City of Long Beach**  
Working Together to Serve

**ATTACHMENT E**  
**Memorandum**

Date: August 31, 2017

To: Patrick H. West, City Manager *[Signature]*

From: Michael A. DuRee, Fire Chief *[Signature]*  
John Gross, Director of Financial Management *[Signature]*

For: Mayor and Members of the City Council

Subject: **Ambulance Transport and First Responder Fees**

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This memorandum provides information regarding the Fire Department's Ambulance Transport and First Responder Fee revenues in response to questions raised by members of the City Council during the August 8, 2017 Budget Hearing and August 15, 2017 Budget Oversight Committee meeting.

Ambulance Transport Fees

The Long Beach Fire Department (LBFD) provides Advanced Life Support (ALS) and Basic Life Support (BLS) services to those who require emergency medical services. ALS units are comprised of two Firefighter/Paramedics and respond to the more serious, potentially life-threatening emergency medical incidents, such as cardiac arrest, obstructed airway, or severe trauma. BLS units are staffed with two non-sworn Ambulance Operators and respond to less serious incidents, including fractured bones, influenza, and less severe trauma patients with stable vital signs.

When emergency medical incidents require patient transport to a hospital in either an ALS or BLS ambulance, the LBFD charges a fee to recover part of the costs of providing ambulance transport services. The current fee amounts are \$1,675 for ALS and \$1,198 for BLS. As part of the FY 18 proposed budget, the LBFD is proposing to increase ALS and BLS fees by \$217 and \$105 respectively, to improve cost recovery and to bring the City's Ambulance Transportation Fees more closely in line with those set by the Los Angeles County. While the LBFD is independent of the County and has the authority to set its own fees, the County's fee schedule has historically been used for comparison purposes. With the proposed increases, the County's fees will exceed Long Beach's fees by \$216 for an ALS transport and \$104 for a BLS transport.

In FY 17, Emergency Ambulance Fees are anticipated to be approximately \$1 million over budget, but that amount is not available as it offsets payments due to the State from the overcollection of past reimbursements. The revenue overage is due to one-time State reimbursements received in FY 17 for medical transportation from prior years now reimbursed at 100 percent, versus 50 percent, as a result of changes to reimbursement programs through the Centers for Medicare and Medicaid Services. This revenue is fully offset by the adjustments needed to correct past revenue reimbursements received from the State. In FY 18, fees are budgeted at \$12.02 million, which is a \$700,000 increase from

the FY 17 Adopted Budget. The increase reflects additional revenue anticipated from the rate increases proposed as part of the FY 18 budget. In FY 19, the LBFD will review fees in comparison to County rates and additional fee increases can be considered as part of the FY 19 budget development process.

First Responder Fee

The First Responder Fee was approved by the City Council in July of 2015, and was effective in FY 16. This \$250 fee is charged to patients that are medically evaluated and/or treated by Fire staff on a first responder unit. The fee is separate from, and in addition to, the City's Ambulance Transport Fees. As such, a First Responder Fee is charged when both needing a transport and non-transport. The amount of the fee is consistent with similar fees charged by many California agencies and assumes full recovery of personnel, apparatus, emergency medical supplies and equipment costs associated with a medical emergency response.

In FY 17, the First Responder Fee revenue is expected to exceed budgeted revenue by approximately \$600,000. This is the first full year of activity since the fee was implemented in FY 16. It is still a relatively new revenue source and collections are yet to be stabilized. Staff will continue to evaluate the revenue throughout FY 18 and any changes to the revenue estimates will be incorporated into the FY 19 budget development process. The LBFD is not proposing any increases to the First Responder Fee for FY 18.

When budgeting for revenue, the City looks at the entire fiscal picture. While this particular revenue source is up, as a whole, we do not expect additional new net revenue at this time that can be utilized for new programs or services.

Frequency and Collection Rates

Of the nearly 35,000 calls in FY 16, approximately 94 percent of patients utilized services one, or at most, two times within a year:

**Calls for Service by Patients**

<b># of Calls for Service</b>	<b># of Patients</b>	<b>% of Total</b>
1 - 2	23,945	94%
3 - 5	1,306	5%
6 or More	351	1%
<b>Total</b>	<b>25,602</b>	<b>100%</b>

The collection rate for ambulance billing with insured coverage is about 80 to 85 percent. The overall net collection rate including MediCal, Medicare and uninsured ranges between 50 percent and 55 percent. Most collections are received within 12 months from the date of service. Uninsured patients, not supported by MediCal and Medicare, drive down the collection rate. This experience is typical and expected for the City's demographics. For those with financial hardships, the City offers hardship waivers. The City currently receives between 150 and 200 hardship requests per year, almost all of which are granted. The City has not received any complaints with regards to the hardship waiver program.



**Ambulance Transport and First Responder Fee Revenues  
August 31, 2017  
Page 3**

**If you have any questions regarding this matter, please contact Chief DuRee at (562) 570-2505 or John Gross, Director of Financial Management, at (562) 570-6427.**

**MAD:JG:DH:GA**

**CC: CHARLES PARKIN, CITY ATTORNEY  
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