

AMBULANCE ADVISORY COMMITTEE

MEETING HELD AT LYNDEBOROUGH TOWN HALL

9 Citizens Hall Road

May 7, 2019 at 7:00 PM

ATTENDEES: Aaron Patt, Greenfield Town Administrator - Secretary; Paul Branscombe, Wilton Town Administrator; Ken Caisse, Temple Selectman – Vice Chair; Russell Boland, Lyndeborough Town Administrator-Chairman; Karen Artemik, Assistant Chief Wilton Ambulance; Brian Smith, Lyndeborough Fire Chief; Rick McQuade, Greenfield Fire Chief; Steve Desrosiers, Wilton Ambulance Chief

AMBULANCE ADVISORY COMMITTEE Meeting Open by Chair at 7:03 pm

A discussion of past meeting minutes was held. A consensus that meeting minutes would be made available to all towns for posting on the respective websites for transparency was reached by the group.

Wilton Ambulance Chief provided handouts, which include: Wilton Ambulance Mission Statement, Service Model Proposal, and (2) Fire Standards and Training run times reports (*Unit enroute to unit arrival at scene*, and *Unit notified by dispatch to Unit enroute*). Chief Desrosiers stated that the ambulance service has responded to 229 calls through May 7 mid-day. The run time reports are available quarterly and show breakdowns for Jan.1 – March 31 for 179 calls in the 1st Quarter.

Chief Desrosiers outlined the number of calls to each town:

Wilton 112

Greenfield 52

Temple 32

Lyndeborough 23

Milford 9

Peterborough 1

Chief Desrosiers outlined the number of calls for each vehicle and the percentage of total calls:

A-1 equals 198 calls or 86.46% of all calls.

A-2 equals 31 calls or 13.53% of all calls to date.

EMS-1 (fly-car) responded to 129 calls or 56.33% of all calls.

Mutual Aid responded to 3 calls or 1.31%.

A discussion followed on the number of calls and the breakdown of the percentages. It was noted that Wilton Ambulance has responded to 10 Mutual Aid calls and relied on Mutual Aid for three calls. The total number of all Mutual Aid calls is roughly 5.5% of the total call volume, and the percentage of the total number of A-2 calls going to Mutual Aid is approximately 10%. A discussion of staffing followed. The discussion on staffing turned to a discussion on the expectations of the communities served, and in particular the response times expected by the communities. Chief Desrosiers explained that the industry standard nationally for missed A-2 calls is 15%. Wilton Ambulance missed 9.67% of A-2 calls. Chief Desrosiers indicated that he is satisfied that Wilton Ambulance is below the national threshold and is comfortable with this level of service. At the conclusion of this discussion it was noted by Mr. Patt that the addition of Greenfield has not impacted the ability of Wilton Ambulance to respond to calls based on the original service expectation. A-2 calls are 13.5%, which suggests that the coverage is meeting level of service for all communities; Chief Desrosiers agreed and stated that the additional funds (from Greenfield) have allowed staffing of the A-2 car. Chief Smith expressed his concern regarding the amount of time that a paramedic is staffed for A-2 calls. Currently A-1 is always staffed with a paramedic but A-2 is not. The discussion noted that Advanced EMTs staffing has increased with Wilton now staffing 8-9 advanced EMTs. Greenfield has 1 and will have a second in another month. Chief Smith stated that he has two advanced EMTs and is concerned that without a paramedic on the A-2 vehicle, his staff will not have a hand-off. A discussion followed on staffing A-2 and the impact on the local responders. It was noted that the

47 Fire Chiefs have vital information regarding the ability of the local communities to respond and this information
48 should be shared with the respective selectboards and budget committees when the Wilton Ambulance budget
49 is discussed again in September. A budget proposal was requested of Chief Desrosiers prior to 3rd Quarter, in
50 order to have sufficient information for the AAC to determine if a recommendation (to staff a paramedic for A-2
51 calls) is warranted and affordable for the communities.

52 A brief discussion on per diem staffing was held. A comparison is warranted between the current per diem
53 schedule and a blend of per diem/part-time staffing in rotation according to Chief Desrosiers.

54 Next Chief Desrosiers outlined the run time cards and explained that less than 5% of calls (8 calls) took more
55 than 5 minutes from dispatch to unit enroute, and nearly 56% (100 calls) were enroute in under a minute. 95%
56 of calls were enroute in 5 minutes or less. 92% were enroute in less than 3 minutes. Nearly 90% of calls, once
57 enroute, arrived in 15 minutes or less, with more than 70% arriving in less than 10 minutes.

58 There followed a brief discussion on CIP with the Chair voicing his preference for one bill from Wilton
59 Ambulance, rather than an operational bill and a CIP bill for equipment and vehicles. It was noted that one bill is
60 cleaner and the group agreed.

61 A discussion on the Wilton SOGs was held. Mr. Caisse (as a member of the Temple Fire Dept.) explained that he
62 was in favor of having each town review the Wilton SOGs. The fire departments should familiarize themselves
63 and also determine if there are any conflicts or issues between their SOGs and the Wilton Ambulance SOGs.
64 Examples were provided, such as the ability of the local department to drive a Wilton vehicle back to Wilton
65 from a call. The local departments may have different policies and permissions. Mr. Caisse stressed that it's
66 important that the local departments at least understand what the other towns have in place. Greenfield Fire
67 Chief McQuade pointed out that the State provides EMS standards for local departments and everyone should
68 be familiar with these standards.

69 Chief Desrosiers suggested that electronic communications with the fire chiefs could be helpful. The
70 conversation moved to social media usage and policies.

71 At the conclusion of the discussion the Chair offered that meetings could be scheduled quarterly. A discussion
72 on tabletop exercises among the local fire departments was held. Mass Casualty Incidents (MCI) training is an
73 area where the local departments could train effectively.

74 **At 8:15 The Chair moved to adjourn, Mr. Caisse seconded. All were in favor, motion passed.**