



# EMERGENCY SERVICES BOARD MINUTES

## Special Meeting -September 24, 2015

### MEMBERS IN ATTENDANCE:

Lou Battistella, Chairman – General Public  
Paul Harman, Northern Garrett Rescue Squad  
Alex Mellott, Fire & Rescue Association  
John Frank, Director, PS& EM  
Sonny Vincent, General Public  
Johnny Mayne, Southern Garrett Rescue Squad  
Wayne Tiemersma, Emergency Medical Service  
Richard Carlson, Chief's Committee

### GUESTS:

Shelia Mahaffey, Secretary  
Dick Bolt, Citizen  
Barry Beal, Chief NGRS  
Dwayne Kitis, MIEMMS  
Kevin Null, County Administrator  
Terry Spear, Northern Rescue Squad

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### CALL TO ORDER

This Special Meeting was called to order at 4:00 p.m. by Chairman Battistella.

### NEW BUSINESS: RESCUE SQUAD STAFFING and EMERGENCY RESPONSE TIME

- A. This Special Meeting was scheduled by the Emergency Services Board to deal with concerns of the Northern Garrett Rescue Squad. Mr. Battistella, on behalf of The Emergency Services Board sent a letter to the Board of Garrett County Commissioners requesting they send a letter to Northern Garrett Rescue Squad conveying the concerns the Emergency Services Board have about their delayed and failed responses. The Board of Garrett County Commissioners did send a letter to Northern Garrett Rescue Squad conveying the requested information and also asking the Northern Garrett Rescue Squad to submit a written plan, with a time-line to the Emergency Services Board and The Board of Garrett County Commissioners after their October 2015 meeting.
- B. Emergency Management Director, John Frank noted that very specific issues involving finance, county personnel both full-time and part-time need to be discussed and requested the ESB hold an Executive Session after the conclusion of this meeting to discuss these issues.
- C. County Administrator, Kevin Null informed the ESB that three representatives of the NGCRS Board came before the Board of Garrett County Commissioners with concerns about the letter they received. The NGCRS Board asked for an extension to put a plan together stating that it would not be possible until their budget was approved in October 2015. The Board of Garrett County Commissioners did agree to their request but emphasized that this is a very serious issue that needs a resolution.
- D. EMS Chief Wayne Tiemersma provided Emergency Services staffing information. When this program first started there were seven employees working two 3/12 weeks providing 23 shifts per week and the third week working a 4/12 week providing 24 shifts per week, with employees rotating shifts. County personnel provided 282 shifts a quarter. In 2013 the schedule ran pretty consistently with original RFP then in 2014 there was a dramatic drop in EMS Providers at Station 2. At the end of 2014 the County EMS was providing 407 shifts per quarter and was asked by The Board of County Commissioners to fill the vacant slots. At this time part-time EMS workers were hired. In the second quarter of 2015, April – June EMS provided 423.5 shifts with 90 shifts at Station 1, 155.5 shifts at Station 2, 75 shifts at Station 3 and 103 shifts at Station 4. EMS will provide 402 shifts for the third quarter of 2015.

Interviews for EMS positions are scheduled for October 7 and 8, 2015.

- E. Mr. Tiemersma would like clear up the assertion that the county is costing the Rescue Squads a lot of money. The original RFP has not changed. The squads are to reimburse \$150,000 back to the county this amount has not changed; the money is to be paid back quarterly. The amount was divided evenly between the two squads. However, when NGCRS started getting significantly more shifts than SGCERS the amount paid per squad is based on the percentage of calls for that squad and divided accordingly. Currently NGCRS is paying 74.3% and SGCERS is paying 25.7%. Of NGCRS 74.3% Station 2 is 48.5 % of the requests.
- F. Currently EMS is providing between 28 and 44 shifts per week, with a minimum of 38 requests per week. There are holes in shifts that are not being covered, as an example; Grantsville had 5 calls this week when no one responded.
- G. Original SWOT was 6:00 a.m. – 6:00 p.m. Monday – Friday (ALS coverage); now the majority of requests are nights and weekends. EMS now provides coverage for nights and weekends as well as holidays.
- H. We are now dealing with an issue that is not new to Garrett County. Garrett County has been a volunteer system with career support and now is probably turning into a career system that is volunteer supported.
- I. A two year degree is now required to become a paramedic and people who complete the paramedic course now want a paid position not a volunteer position. EMT schooling is now a 165 hour course, in addition to an online course that is not factored into the 165 hours which almost doubles the hours required to complete the course.
- J. Per Mr. Kitis the mandate the from the State for the County;
- the County is in charge of EMS
  - MIEMMS does a compliance review every five years for quality assurance issues such as 911 Dispatch and response to calls (There is no standard for late or missed calls)
  - 10% missed calls and above presents problems
  - 5% missed calls the situation needs evaluated
  - The main focus is to provide patient care in a timely manner
- K. Response time for calls. As far as calls go the average amount of time to get to a patient in Garrett County means nothing due to the geography of the county. The only time that can be consistently measured is from the initial alert to the response time. With the new CADD system it will be easier to measure and keep track of calls. The bottom line is there are a lot of failed calls and a bigger concern are the number of delayed calls. In actuality in 90% of calls a delay will not matter but 10% of delayed calls could mean life or death. Delayed calls will give a more accurate measure of response time.
- L. Dispatch has four categories:
- A. (N/A – not discussed)
  - B. (N/A – not discussed)
  - C. The closest and next closest ALS crews are dispatched
  - D. The closest and next closest ALS crews are dispatched
- M. Scheduling – The Station Chiefs schedules and requests from employees are to be submitted to Mr. Tiemersma so he can have the work schedule completed and posted by the 25<sup>th</sup> of each month. Monthly schedules are sent to EMS Officers, to all Stations Chiefs, the 911 Center, the EM Director and all EMS employees. The schedule is posted in all stations. Part-time employees are used to fill in for holidays, vacations and sick time. There are always unscheduled events when full-time and

part-time employees need to pull more shifts and overtime is created. Mr. Tiemersma is currently researching online scheduling programs

- N. A two year degree is now required to become a paramedic and people who complete the paramedic course now want a paid position not a volunteer position. EMT schooling is now a 165 hour course, in addition to an online course that is not factored into the 165 hours which almost doubles the hours required to complete the course.
- O. SWOT Study – MIEMMS, Dr. Alcorta would like to schedule a private work session with the County Commissioners and also attend a public meeting. A date needs to be set.
- P. Mr. Bolt gave his opinion on ambulance delayed, failed and secondary response times and suggested coordinating efforts between squads and the local fire departments for quicker response times.

With no other business, the meeting adjourned at 5:00 p.m. on a motion by Alex Mellott, which was seconded by Johnny Mayne and carried unanimously.

MINUTES APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
Lou Battistella  
Chairman