

AMBULANCE ADVISORY COMMITTEE

MEETING HELD AT WILTON AMBULANCE & EMS SERVICE BUILDING

April 3, 2019 at 4:00 PM

ATTENDEES: Aaron Patt, Greenfield Town Administrator; Rick McQuade, Greenfield Fire Chief; Steve Desrosiers, Ambulance Chief; Kellie-Sue Boissonnault, Wilton Selectwoman; Deb Harling, Wilton Finance Officer; Paul Branscombe, Wilton Town Administrator; Ken Caisse, Temple Selectman; Russ Boland, Lyndeborough Town Administrator

NOMINATIONS OF OFFICERS

Paul nominated Russ for Chair, Ken seconded. All were in favor; motion passed.

Paul nominated Ken for Vice Chair, Deb seconded. All were in favor; motion passed.

Paul nominated Aaron for Secretary, Kellie-Sue seconded. All were in favor; motion passed.

AMBULANCE REVOLVING FUND

Deb passed out the budget with expenditures through the end of the first quarter. The end of year (2018) revolving fund balance is \$103,057. Russ asked if it was an unassigned fund balance; Deb said the auditors had told her that you cannot assign a revolving fund balance. She distributed the Revenue Report through the end of first quarter; checks received from the towns will be showing in April.

Steve addressed some line items that were high. One is heating fuel; they had a problem with the furnace and found that they were burning fuel at a higher rate than normal, and the resulting repairs caused that line to be increased as well. The other big expenditure is for the dumpster; this is billed annually.

Russ asked who we use for fuel and what we pay per gallon. Russ's rate seems to be really good; we'll check and make sure that the Town of Wilton's rate is just as good.

Aaron asked about the Association, and Deb explained that the Association owns this building, and had set up many things previously as they had been the ones paying the bills. Aaron and Russ spoke about regionalization and getting the best prices for heating fuels. Greenfield does not put their fuel out to bid as they didn't want to pre-buy. Ciardelli doesn't have us pre-buy; our price was good through April 1st with net 10 day terms. We can look at that further this year. Aaron said that Automatic Delivery is very important to them. Russ asked if Wilton Ambulance was in with the Town's bidding process; Steve said "we're getting there". Aaron suggested that we didn't need to take up Steve's time with this; but we will work as towns together to get the best prices.

FIRST QUARTER REPORT

Steve gave a detailed report including a breakdown of services by town. Rick said Greenfield was down in calls; Steve said Lyndeborough is also down but Temple is up.

USAGE BILLING, BUDGETS AND STAFFING

Russ asked how we were going to do this going forward; did we agree on how usage billing would work and when we would switch to that? Paul said we'd do this after the 3rd quarter and Steve explained that the billing going forward into 2020 would be based on actual calls. Aaron said that would be hard; there would be no consistency to the budget numbers. Russ said you could do it by potential or actual. Steve suggested a 3-year average. Ken said its always been done by population. Steve said that was a discussion between the Select Boards; it makes no difference to him. Aaron said that the rest of the Committee should discuss this; and asked for it to be an agenda item for the next meeting.

43 Steve said that when the budget was created, staffing was for 3 people during the day. Now they are staffing 4
44 people during the day. He stated we have not missed a single A-2 call; 80% of simultaneous calls happen
45 between the hours of 8 a.m. and 6 p.m. Steve doesn't feel he can stretch the budget further to staff more on
46 nights and weekends, but he feels confident in where he is now. He said that MACC Base is supposed to tone
47 twice at night; one night they toned out 9 times Rick asked how the response was for the tones; Steve said A-2
48 has been staffed 78% of the time after 6pm and on weekends. He does have some new people coming on board
49 who live in town so it could go up to 80% but he feels that might be the best that happens. He does require
50 them to come in on an A-2 call, as the Rapid Response Vehicle is already out. The only way to change that
51 would be to change the staffing model, and at this point, the cost of that is not realistic.

52 Aaron said his staffing is based on per-diem staffing, and if he changed the model too much, it would be a fine
53 line between part-time employee vs. per-diem in a DOL audit. He knows Steve's challenge is that the more he
54 tries to get people in, the more they start to look like part time employees. Paramedics are paid hourly for
55 hours worked. EMTs are paid for every hour worked M-F daytime hours; after hours they are paid an on-call
56 rate. Steve said he has a core group of about 8 that work the majority of his hours. Russ noted that there are
57 expectations and then there is a budget. Finding a balance is important. Aaron said that there is a difference
58 between impact and magnitude -with Steve's situation he has to manage 161 calls a quarter without a schedule
59 and within the framework provided for by law. Aaron asked if there had been any DOL training; the staff needs
60 to be aware of the requirements with respect to time cards. Steve said that he's been asked why he has so
61 many people in his per diem pool – this is why. He has to manage the number of hours worked by the group. He
62 has had counsel review his set-up to ensure compliance. Aaron asked if the Ambulance had their own Personnel
63 Policy; Paul said they follow the Town's Personnel Policy Manual, and they have their SOPs . A discussion of the
64 policy's definition of part-time was held.

65 Aaron asked if Steve needed more staff, and if it fit in the budget. Steve answered Yes and No. Russ asked that
66 the mission be defined so that the service deliverables are agreed upon. Aaron said the Rapid Response vehicle
67 is an issue and a plan should be addressed this year. Russ said that replacing the vehicle cannot happen this
68 year; the budget is set.

69 Steve said he had a 5-year plan which did not include Greenfield, but did include another ambulance; however,
70 it would have to include addressing the building as there is no third bay. Russ said that somewhere along the
71 line the Board of Selectmen and the Public need to come up with a plan: What do the towns want? What level
72 of service do they need? Aaron said that it has been reported to the Selectboard that Wilton is doing a
73 tremendous job in Greenfield; the Wilton staff is very professional. He wants to see what we can do this year
74 with the money that is in the budget.

75 Paul said the budgets are fixed for 2019; much of the discussion will be in the 3rd quarter. Russ said in order to
76 be successful, we need to discuss it much further out than that. Aaron said that Volunteers are a vanishing
77 breed of person; the AAC should look at the resources of the towns in the inter-municipal agreement.

78 Steve said he is looking for direction from this Committee. **Aaron moved to hold an administrative meeting,**
79 **perhaps Town Administrators and Select Board members. Paul seconded. All were in favor; motion passed.**

80 VEHICLE REPAIRS & MAINTENANCE

81 Steve said that the Rapid Response Vehicle was purchased used with almost 100,000 miles on it. Unfortunately,
82 this vehicle required a number of repairs this year. Continued use of the vehicle won't make that any better,
83 and he feels he needs to move up the time frame of replacement in his CIP; he'd like to replace it this year.
84 Aaron asked Deb for a detail of the maintenance costs; Rick asked for the detail of how many calls it had been
85 on. Steve said it had been on 137 of the 161 calls. Aaron and Russ thought that was high. Aaron wondered why
86 Steve would send both of his vehicles and Greenfield would send theirs. Russ felt it might be going too

87 frequently. Aaron asked if the local departments are providing feedback to Wilton on whether the Rapid
88 Response vehicle is needed. Russ asked for clarification on this. Aaron said going out on 85% of the calls is
89 significant. Steve said that staff take the vehicle home at night in order to respond quickly. Paul said if someone
90 isn't taking it home at night, it would be in the bay. Aaron stated replacing it with another used vehicle is not a
91 good long-term plan. Steve said he was applying to Assistance to Firefighters for a grant to replace the vehicle.

92 AMBULANCE FACILITY

93 Rob Cole has put out an email to the Members of the Association and the fact that the last payment comes out
94 next month; the Association need to direct the Ambulance as to what they want to do with the building. Ken is
95 on the Association, too. Russ said he hadn't heard back from Rob; Ken hasn't either.

96 OTHER BUSINESS

97 A discussion about the possibility of Greenville coming on board was held; Steve said he has heard that they are
98 interested, but the cost of taking on another community would be difficult. Taking on Greenfield has stretched
99 his capabilities; he can't see taking on another community right now.

100 Aaron said you also need to talk about utilization of mutual aid as every town is struggling with attracting
101 volunteers; this question needs to be answered before we can deal with the question of "What are the
102 expectations of the residents?" There was further discussion about this.

103 At 5:15 Russ moved to adjourn, Ken seconded. All were in favor, motion passed.

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