

Ambulance District Meeting Minutes 4/16/15

7:00 PM, 16 Croton Avenue, Conference Room

Ossining Town Supervisor Sue Donnelly, OVAC Captain Nick Franzoso, Richard Wishnie, Village of Croton Village Manager Abe Zambrano, Village of Ossining Interim Village Manager Christina Papes and Dr. Emil Nigro were present. Chair Dr. Robert Seebacher, Croton Chief of Police Anthony Tramaglini, Village of Croton EMS Captain Bill McCabe, Town of New Castle Administrator Jill Shapiro, Town Councilman Geoffrey Harter, Village of Ossining Trustee Bob Daraio, Village of Ossining Mayor Victoria Gearity, Village of Sleepy Hollow Village Administrator Anthony Giaccio, OVAC Treasurer Alex Beck, William Hamilton, Ronald Dornau, Director of Croton Department of Emergency Management Dick Nagel, and Town of Ossining Attorney Wayne Spector were absent.

Mr. Wishnie calls the meeting to order at 7:09PM. The first order of business is to approve the minutes from the prior meeting held on January 15th, 2015: the group reviews the minutes, Mr. Zambrano makes a motion to accept, seconded by Supervisor Donnelly, and the minutes are accepted unanimously.

Captain Franzoso begins discussion of the statistics for the first quarter of 2015, which Captain Franzoso mentions has seen the highest call volume OVAC has seen. The 1st page shows the call breakdown between municipalities with 82% of calls coming from the Village of Ossining (629 VOS, 142 TOS, 13 TNC, and 38 mutual aid). The 2nd page shows Dispositions, there seems to be no real pattern here, although lift assists and weather related calls had increased over Q1. Captain Franzoso says there were 22 calls in 5 hours during an ice storm on January 1st, and which caused a longer wait for ambulances and no mutual aid coming in, as neighboring communities were experiencing similar call volume. The 3rd page maps 9 years of Q1 statistics, and shows that the District is up 23% in calls from Q1 2014.

The 4th page measures outgoing mutual aid, and the Captain says that, as usual, the calls going out and coming in to the District are comparable. Richard Wishnie agrees that, even though the numbers are very different, the proportion is similar. Ossining call volume is higher, and calls from Atria and Copley Court continue to increase. In cases where help arrives and the patient is not transported, OVAC is not able to bill. The 5th page shows incoming Mutual Aid calls from Briarcliff and Croton. The 6th page shows the dispersion of mutual aid calls by address/ municipality- there do not appear to be any trends here either, but it is still very helpful to be able to measure, since now Briarcliff Manor and Croton record that data for us.

The 7th page shows that a second call in District is on the rise, but that it was higher in Q1 due to the snowstorm- weather is a huge factor. In q1 2015, 259 (or, 33.6% of 771 calls) came in during another call.

The 8th page shows that 6AM to midnight is busiest (well in line with the usual trends) and that calls drop on the overnight. The 9th page shows that response times did slip slightly in Q1, which the Captain associates with the bad weather conditions. The vast majority of calls still fall in between 2 and 6 minutes. Just over 95% of calls responded to in less than 9 minutes is usual, but this quarter showed about 94%. He also explains that, in past years, these statistics have permitted exclusions due to a

variety of factors, but since those exclusions have been re-incorporated into the average, the shift from year to year is not quite accurate. The second overnight ambulance is staffed by volunteers from home.

Pages 10-12 show all response times over 7 minutes, including addresses and 2nd and 3rd calls in district. This is the first time these stats have been reported in this way. Page 13 lists the same for response times in excess of 9 minutes. The next several pages of the report show maps of call locations, followed by lists of call addresses and response times. Green indicates less than 6 minutes to respond, Yellow indicates 6-9 minutes, and anything over 9 minutes is shown as Red. These stats are broken down by month. There is then a sheet showing comparison of response times between 2013- 2015 by quarter, which is then also displayed in a bar graph.

The Captain also reports on the use of the EPCR software and the "Clinical Impression Breakdown". This system has now been used for 4 full quarters and asks patients the nature of their main complaint. The category that is most often cited is "General Weakness", a complaint which the Captain explains leads to many lift assists. Other prominent categories include "No Complaint" and "Traumatic injuries".

As far as patient age breakdown, nearly 20% of calls are for patients between 80 and 90 years old, with patients between 50 and 60 not far behind. The final page of the report breaks down OVAC Hospital Destinations- Phelps is the closest and most often visited, seconded by Westchester Medical Center. The Captain mentions that patients brought to Northern Westchester tend to come from New Castle due to proximity.

There is a conversation about putting together new contracts for Croton and Sleepy Hollow for 2015-16, and those contracts will be forthcoming. There is also a question about municipal representatives on the Ambulance District Board- Richard Wishnie represents the Town of Ossining and Dr. Seebacher represents New Castle, and the Village of Ossining has 2 openings. A suggestion is made to recruit someone to represent Croton using the Chamber of Commerce.

The next meeting is scheduled for Thursday, July 30th at 7PM, where the 2nd Quarter of 2015 will be discussed and statistics will be presented. Mr. Zambrano made a motion to adjourn at 7:36PM, seconded by Supervisor Donnelly. Captain Franzoso made announcements about the upcoming April 25th Blood Drive with Phelps, and the May 14th County Awards, where OVAC would be getting an award, along with a life saving award for one of OVAC's staff. He also mentioned a 5K Race with Clearview School on May 17th and the Bi-Annual State Inspection on May 20th. Meeting adjourned at 7:39PM.