

## **Ambulance District Meeting Minutes 7/18/12**

### **7:20 PM, Hoch Center at Phelps Hospital**

OVAC Treasurer Alex Beck, Ossining Town Supervisor Sue Donnelly, New Castle Town Susan Carpenter, OVAC Chief Sam Lubin, Richard Wishnie, Bill Hamilton, Village of Ossining Mayor Bill Hanauer, Dr. Robert Seebacher, Chief of Phelps Emergency Services Dr. Emil Nigro.

---

The minutes of the 4/18/12 meeting will be approved at the next meeting of the Oversight Committee.

Dr. Seebacher asks for an update on current operations. Chief Lubin presents his OVAC's response statistics for the 2<sup>nd</sup> Quarter. The first page indicates the breakdown of calls, both in the Ambulance District and where mutual aid was required. The second page gives a breakdown of the nature of the calls (ALS, Basic Life Support, etc.). The third page references response times for the calls- 98.75% of the time, medics are on the scene within less than 9 minutes of the call. The fourth page details exclusionary criteria, including the Taconic Response Plan and situations when an ALS is already at the scene. Mr. Wishnie asks how the Taconic Response plan has been going, and Chief Lubin responds that there have been maybe 7 or 8 calls thus far during construction, but they have been largely fender benders. The fifth page shows a bar graph of the volume of calls from hour to hour, noticing the common climb at wakeup, spikes around midday and dinner, and a general quiet overnight. Chief Lubin says that these trends are consistent with most quarters. The sixth page demonstrates the need for the second ambulance being used by OVAC, as it measures when new calls come in while the first ambulance is already responding elsewhere; Chief Lubin says that the volume of these 2<sup>nd</sup> calls absolutely justifies having the second ambulance in service. Finally, the seventh page of the report shows that OVAC has seen a 30% increase in volume of calls over the past 6 years, which is a significant growth, but the Chief says they are still very much meeting the need of residents with both paid personnel and volunteers.

Dr. Seebacher asks Chief Lubin about the curve outliers in regards to the under 9 minute response times. Has OVAC been able to chart from what geographic location those calls are being placed? He would like to see how this breaks out across municipalities. Supervisor Donnelly asks whether there would be reason to examine the 8 to 9 minute mark, to which Dr. Seebacher responds that measuring from 8 minutes is necessary to gather a large enough sample. He suspects that the outliers come from remote areas and where turnaround time is greatest; if OVAC is serious about improving, getting this data is necessary.

Chief Lubin discusses the ongoing topic of the mutual aid calls- he says that after meetings with the Village of Ossining police, it has been determined that the PD would need to write a program to be able to decipher this data. He says he is working with the lieutenants, Captain Craven and Mayor Hanauer to learn more about how to facilitate this. Dr. Seebacher asks about how the dispatch from Ossining Village Police has been measuring up to "60 Control", which is the main dispatcher for most of Westchester County. Chief Lubin states that the Village dispatch is greatly improving, and that the response from "iPage" has often been beating the Country report as of late.

The topic turns to the budget, and Treasurer Beck gives out copies of the main budget document chronicling the first 6 months of the fiscal year 2012. In reference to income, Mr. Beck suggests that he believes the turnover in billing can be improved, as the current process of the Town billing and collecting from Croton on OVAC's behalf is taking too long. He goes on to say that the budgeted amount may be higher or lower, as there are projections made at budget time of what services will be required and what overtime will be needed. He also points to a slight overage, as monies deposited in 2012 as a receipt from New Castle were technically 2011 funds.

As far as expenses, Worker's Comp insurance is below budget; Treasurer Beck says he'd like to get a closer look at this and audit about \$10,000 worth of expenses to ensure they're being documented correctly. He also mentions the switch from ADP to Paychex, and how they are planning an audit on the payroll system to see if the change was incorporated properly. Chief Lubin says the new system is working well, and that so far, every single line has matched since the switch. Mr. Beck is not expecting to find anything changed.

Supervisor Donnelly questions the 1<sup>st</sup> line of the income section, regarding the Croton contract, and why the income to date is so far short of what it should be. She asks that the Treasurer look back and ensure all deposits have been accounted for. Dr. Nigro mentions that the expected amount for Croton is \$76,000 annually, not just for the first half of the year, so the deposits do indeed look short.

Supervisor Carpenter asks how taxes are apportioned in the tax district- VOS, TOS, West End of New Castle, is it calculated by assessed value? Dr. Seebacher explains that it is a somewhat complicated equation, but that it comes down to a calculated per-household figure. Mr. Wishnie suggests that a quick phone call to Jerry Faiella would be more user-friendly than the current discussion. Dr. Seebacher mentions that the apportionment should also consider the number of calls to OVAC from a given area.

Mr. Wishnie asks if there is any news on the membership front. Chief Lubin responds that there are 6 new members, and another 5-6 who should be coming on shortly. They are looking for quality as opposed to quantity- to be a member, you have to get a letter of good conduct from your local police department, and this is ensuring that good quality people are coming on board. Some came to volunteer as a result of EMS Day, and they are also planning a membership drive at the end of summer. Seasonal people who go out of town always seem to come back! Dr. Seebacher says that they are trying to appoint a citizen to head a larger membership drive, and are interested in the possibility of sharing volunteers with perhaps Croton and other local municipalities.

Dr. Nigro states that in his position, one of the responsibilities is to ensure the quality of the calls, and that he has been working closely with Chief Lubin and Captain Nick Franzoso. Many of the patients at Phelps come in by ambulance, and they have seen wonderful successes. What really makes this work is in-the-field resuscitation efforts, and the knowledge of IV procedures, first aid, and the series of modalities that need to be initiated. Dr. Nigro also mentions that if, for whatever reason, they believe that someone is not performing up to OVAC's standard, they meet with the personnel and make the greatest possible effort to ensure the facts of the case have been reported accurately. He also mentions how the "Face Sheets" now being used out on the road helps to get more information for following up

on claims to insurance companies. It also prevents EMTs and medics to wait around for them to be printed, which is a big advantage in turnaround times. Due to a recent incident in another corps, Chief Lubin and Matt Cataldo, in their capacity as Substance Control Officers, have implemented a system of checking the inventory regularly. Dr. Nigro says these are only a few examples of what goes on behind the scenes and all of the support provided by OVAC.

Treasurer Beck says that, to piggyback off of the “face sheet” topic, that making sure everything is filled out accurately on these sheets has sped up collections by about two weeks on average and consequently, revenue will be up around 5% over what was anticipated for the year.

There was no new business. Supervisor Donnelly called for a meeting at the beginning of September. Treasurer Beck mentions that, during budgeting for 2013, that OVAC would like to address whether it can offer employees more money. Supervisor Donnelly references the 2% tax cap as a reason why that would be challenging to achieve.

Dr. Seebacher congratulates the team on making so much positive change so quickly. Mr. Wishnie closes by thanking Dr. Nigro and Phelps for hosting the meeting; he says that the relationship between Phelps and the various local ambulance corps is very important and has been ongoing, and that Phelps has been an integral part of OVAC’s success.

Mayor Hanauer motioned to adjourn. Meeting adjourned at 8:02PM.