

Ambulance District Meeting Minutes 1/31/13

7:05 PM, 16 Croton Avenue, Conference Room

Ossining Town Supervisor Sue Donnelly, New Castle Town Susan Carpenter, OVAC Chief Sam Lubin, OVAC Captain Nick Franzoso, Richard Wishnie, Village of Ossining Mayor Bill Hanauer, Village of Croton Village Manager Abe Zambrano, OVAC Lieutenant Gary Conklin, Dick Pagel of Croton EMS. Chair Seebacher was absent.

Richard Wishnie calls the meeting to order at 7:05PM. Chief Lubin immediately goes into discussing the 4th Quarter 2012 statistics for the district. The 1st page shows the breakdown of call locations, which is generally consistent with the year-long trend and other quarters, with the Village of Ossining showing the majority of calls answered. The 2nd page shows a breakdown of the types of responses needed, including ALS, BLS, DOA, lift assist, etc. Supervisor Donnelly clarifies that these are the stats for the Ambulance District, meaning the Village and Town of Ossining and a small portion of New Castle. Sleepy Hollow and Croton's reporting are done separately. The 3rd page details the mutual aid responses in terms of where OVAC goes to help out neighboring communities. Chief Lubin mentions that the area of New Castle is Chappaqua, east of the Taconic Parkway, and that the flycar is not the property of the district, Supervisor Donnelly mentions that while there was no representation at this meeting from Sleepy Hollow, they did have 5 "Mutual Aids" in the 4th Quarter of 2012 before they contracted with OVAC, so this number will decrease. The 4th page talks about the statistics for a 2nd call in district, and the calls range from 5 minutes to 30 minutes. 21% of the time without the 2nd ambulance, these calls would be routed through mutual aid. OVAC is able to serve these constituents (152 calls this quarter) because of the second ambulance being in play. The 5th page tracks the calls on an hourly basis- Chief Lubin explains that the 2nd ambulance is on from 8AM to midnight, as the data trends show that it when it is most needed. However, this number is constantly examined and tweaked by the Captain and Chief as per the needs of the district. The Chief explains that there tends to be a big jump between 7 and 8AM, which keeps numbers up all day, and drops after the midnight hour. The 6th page describes response times, which were under 9 minutes 96.7% of the time in the 4th quarter, most being between 4 and 7 minutes, which is considered to be very good. The 7th page lists the excluded criteria, or calls that could not be categorized with the others for various reasons in regards to time; some had to do with the work on the Taconic Parkway in its final stages, some had no need for a paramedic, and sometimes the responding ambulance logged their time of arrival when there was no need on scene. Some took longer due to the ambulance coming from Phelps.

Chief Lubin went on to detail the statistics for the 2012 year. The 1st page shows the matrix of the Village and Town of Ossining and the portion of New castle in the district, and mutual aid (again, the largest proportion comes from the Village of Ossining). The 2nd page shows the call differential- some cancelled calls, some for patients beyond help, lift assists and other categories. When asked about "standbys", Chief Lubin replies that OVAC stands by at events like fairs, festivals and sporting events, and these are calls stemming from those instances- if transport comes out, the call is re-filed in a different category. The 3rd page gives the 2012 statistics for mutual aid, but only the help OVAC provides to other communities- our neighbors to the North and South generally get this help most often due to proximity,

but calls have come from as far as Bronxville. The 4th page shows a 2nd call in district: 485, or 16.5% of calls in 2012, would have gone to mutual aid without the second ambulance. The 5th page shows the increase in call volume since 2007- Chief Lubin's explanation is that in 2007, the district acquired a second ambulance which originally ran from 8AM- 6PM. This number was adjusted in 2008 to keep the second ambulance active through midnight. All of this overage would otherwise have been dependent on mutual aid. Mr. Spector asks if this also may have to do with the re-opening of the Atria, which Chief Lubin says his data confirms. The 6th page breaks down the statistics into an hour-by-hour chart of calls, for which 60 calls an hour is a reasonable baseline. Finally, the 7th page details response times for the year, and does not use any exclusionary factors. For 2012, 97.36% were under 9 minutes, which is about the same as in 2011. Mr. Wishnie references the 39 mutual aids to Briarcliff Manor from page 3, and wonders if there is a way to determine what mutual aid the Mid-Hudson Ambulance District receives in return. Chief Lubin clarifies that while mutual aid is reciprocal, he and Captain Franzoso are still working out a way to record the help that we receive from other communities. Captain Franzoso suggests that it may be a function of the Village Police in terms of what they record. Mr. Wishnie goes on to say that these numbers will become increasingly more important so that the district will be able to measure its business growth and plan for the road ahead accordingly; the resources have to be available to meet the need of the district.

Chief Lubin then gives an update on the relationship with Croton on Hudson. He confirms that he has been working closely with them on any problem and helps to mitigate it ASAP. Chief Lubin says he has made a habit of showing up unexpectedly, at all hours, to ensure that everything is running smoothly. He says he signs a book to prove his visit, and also makes sure that all of the house duty responsibilities have been attended to. Mr. Nagel agrees that in the past month, there has been better face-to-face supervision, something they didn't have before. Supervisor Donnelly asks if the flycar is now being dispatched with the ambulance, and Mr. Nagel says the issue has been resolved. He does, however, say that they will have a better answer at midnight tonight, where they will be able to see all of the January statistics about dispatch. Croton is also looking to break down the stats by employee, as there are some who are doing better than others at getting out of the house. The unannounced visits have made a big improvement. Supervisor Donnelly asks about the recruitment effort, to which Mr. Nagel says there has not been a big drive as of yet. Mr. Wishie asks about the number of active members, to which Mr. Nagel replies that there are 24 or 23, not as many as they thought. While in the last 3 months, they have gained 5 members, they have lost 6 for a variety of reasons relating to personal situations. Mr. Zambrano thanks Mr. Nagel for his effort, and expresses how grateful he is for his presence during this transitional period. He says things are working out, but they are still not out of the "danger zone", but this is a move in the right direction. The Village Board was glad to re-sign the agreement for 2013, despite being mid-budget. They are considering a 2nd paid EMT, but need to analyze numbers more closely first. Chief Lubin is glad that they now have a consistent point of contact in Mr. Nagel, someone to email the schedule to, and who is responsible for distribution.

Supervisor Carpenter says that their experience in New Castle has also been wonderful under the district, and that she has no complaints. She wonders if they had trouble getting to people after Hurricane Sandy due to downed wires and trees, to which the Captain and Chief reply that they met

every morning at 8AM and knew about the high priority trouble spots. They do mention that the West End (the area served by OVAC in New Castle) was very lucky. They also discussed sending Captain Franzoso out to map routes of safe passage to and from Phelps for the ambulances. Supervisor Carpenter discusses a new system they've been working on that involves mapping, not GIS, that will indicate all of the closed streets in a municipality, that she thinks would be greatly helpful to residents and especially DPW crews. Mayor Hanauer mentions that there were no streets closed in the Village of Ossining, but 2 streets were out of electricity for 11 days- he goes on to say that the preparation through the OEM pays off, just as it always has.

Mr. Wishnie asks about the new contract with Sleepy Hollow, effective January 2013. Chief Lubin shares that they started with Sleepy Hollow on January 1st, 1 EMT every day for 12 hour shifts of 7AM to 7PM, 7 days per week. The first month has been fantastic, due in part to Sleepy Hollow's new and extremely active captain, who is constantly involved. Chief Lubin mentions that there was many newsworthy events in Sleepy Hollow in the month of January, but the one service with no complaints was ambulatory. He goes on to say that they have a great response and residents are seeing it.

Mr. Wishnie asks if everyone is happy financially, and there are no complaints.

Mayor Hanauer goes on to mention how on his own radio, he frequently hears "3rd call for ambulance crew" coming from far away communities, but never in Ossining! Mr. Wishnie agrees that it is a serious issue in our area, in terms of scheduling and being appropriately staffed, but that OVAC has none of these issues. Mayor Hanauer says that OVAC deserves a lot of credit for this.

Mr. Wishnie asks for approval of the meeting minutes from 10/3/12; Mayor Hanauer makes a motion, seconded by Supervisor Carpenter.

Chief Lubin quickly mentions the document they've prepared about emergency preparedness, and hopes everyone will stick a copy to their fridge. He also mentions they are always looking for volunteers! Supervisor Donnelly speaks about the neighborhood reliance discussions recently held at the Town Hall meeting at the Ossining Public Library, and that this was only the first phase.

Meeting adjourned at 7:40PM.