

**EMS System Oversight Committee Meeting
December 11, 2008
EOC Conference Room**

Members/Liaisons Present: Faye Barefoot, Tom Czaplijski, Jimmy Garris, Kyle Willis, Chuck Owens, Jack White, Juan March, MD

Staff Present: Noel Lee, Scott Elliott, Helen Bryant, Janis Gallagher, Melonie Bryan, Mike Taylor

Absent: Duane Holder, Jack Cote (out due to death in family), David Lusk (sick), Ted Delbridge MD

Open: Vice Chairman, Jack White called the meeting to order. Chairman, David Lusk was absent due to illness.

Approval of Agenda: Jimmy Garris made the motion to approve the agenda as presented. Juan March, MD seconded the motion. Motion passed. Vote was unanimous.

Approval of Minutes:

November 13, 2008 Minutes: Jimmy Garris made the motion to approve the minutes. Juan March, MD seconded the motion. Motion Passed.

Old Business:

Falkland EMS - BOCC Motion concerning Falkland EMS

BOCC voted to advance \$15,000 from EMS Contingency to Falkland and to move them to a peak time unit. Staff has decided to use 6A to 6P as the peak time. There is a letter in the packet from Falkland in which Falkland states that they will operate 24/7 for the month of December. They also reported that they will submit a monthly calendar prior to the upcoming month.

Noel also pointed out the statement in Falkland's letter, "Please be advised that when the budget time comes again, we will be budgeting for 24/7 paid coverage like the other squads."

Dr. March asked Mecie why she is listed as a volunteer and paid staff on the calendar that is attached to the letter. Mecie reported that she is paid fulltime for performing administrative duties for Falkland EMS. She also volunteers and is only paid when she goes on a call at the same rate. Melonie reported that Mecie is not violating wage and hour laws as these positions are very different in duties.

Scott Elliott recommended that the committee look at the financial status report before making a decision as to allowing Falkland to continue to operate beyond peak time hours.

Financial Status Report

Melonie reported that as of November 21, 2008, the estimated amount to bring the squad to current was \$31,391. The actual amount paid to bring the squad current was \$33,615.15. County finance is paying all the bills except for payroll and DIRECTV. On December 10, Melonie was made aware that there is a tax payment due 12/15/08 in the amount of \$4,200, and there is no money in Falkland's account to cover it. With an estimated monthly cost of

operating expenses of \$2,900, the amount available for payroll costs and fringes is \$13,125.21.

Scott Elliott reported that an amendment to the contract with Falkland EMS was drafted on Wednesday. This was done prior to the county becoming aware of the additional \$4,200 for taxes due on December 15th. The monthly allocation amount will need to be changed to reflect this payment. The amendment states that Falkland EMS, at a minimum, will operate on a peak demand schedule, operating from 6:00 a.m. to 6 p.m. seven days per week, beginning December 1, 2008, and continuing until June 30, 2009. Scott reported that his main concern is that Falkland will not be able to maintain services 24/7 on the new monthly allocation through the end of this fiscal year.

Janis Gallagher, Legal, reported that there is a section in the amendment that reads, "Provider shall operate within a balanced budget, assuring that all expenses do not exceed budgeted revenues."

Scott Elliott reported that Mecie contacted the county this afternoon and asked that when the \$25,000 grant from DOI comes in that she be allowed to pay \$20,000 on the loan and keep \$5,000 of that money to cover the \$1,400 quarterly truck payment. This would give her money. Mecie reported that she had talked with DOI and explained what she wanted to do and they said since Falkland had already paid \$70,000 on the truck they could pay themselves back. Mecie asked that if they are allowed to keep \$5,000 for the truck payment would the \$500 a month shown on the estimate of operating expenses be changed?

Melonie reported that this plan was devised before the grant money of \$25,000 was released. If everyone agrees on the new plan it can be amended.

Mr. Garris asked if Falkland pays \$25,000 on the truck would it change the monthly amount due on the truck. Melonie responded that it would not change the monthly amount of \$1,400. The amount would come off at the end of the loan.

Scott reported that he has concerns that Falkland cannot stay within the new budgeted amount and does not see where the difference between the original monthly allocation and the monthly allocation now based on the remaining balance can be realized over the next 7 months.

Noel referred to attachment "EMS Schedule for Full Year at Paramedic pay rate of Grade 64/1 \$32,407." The table represents 2 paid personnel on EMS truck with no benefits or overtime.

Scott reported that the county has \$4.1 million from taxes and fees and this is not enough money to operate 10 squads into the future. The reports distributed at this meeting will be used during budget time to make data driven decisions.

Report: Utilization Rate and Unit per Hour Cost

Noel reported that one of Fitch's recommendations was to do a demand analysis and this is what this reports shows.

Kyle Willis asked for clarity on the column indicating Admin Budget; that this is the county administrative budget not the squads' budget. It was further clarified that this money goes back to the squads in the form of billing, radio maintenance, workers' compensation insurance, auto pulse bands, Zoll, toughbooks, etc. The Paramedic Supervisor and the Billing position salaries also come out of this line item. Dr. March asked if he could get a listing of the items in the Administrative Budget.

Utilization Rate and Unit per Hour Cost								
Squad	Square Miles	Dispatched Calls	1/1/08 - 10/31/08 Hours From Received to Complete	Utilization Rate	Budget FY 08-09	10% of Admin Budget FY 08-09	Total Cost	Unit Cost per Hour
Ayden	80.23	1428	1236	16.94%	\$396,860	\$50,763.50	\$447,623.50	\$51.10
Bell Arthur	40.56	787	582	7.98%	\$351,381	\$50,763.50	\$402,144.50	\$45.91
Bethel	91.29	851	853	11.69%	\$438,580	\$50,763.50	\$489,343.50	\$55.86
Eastern Pines	93.79	1324	1293	17.72%	\$355,917	\$50,763.50	\$406,680.50	\$46.42
Falkland	66.74	620	616	8.44%	\$271,700	\$50,763.50	\$322,463.50	\$36.81
Farmville	38.66	1195	1062	14.56%	\$357,451	\$50,763.50	\$408,214.50	\$46.60
Fountain	26.24	262	252	3.45%	\$335,875	\$50,763.50	\$386,638.50	\$44.14
Grifton	46.98	701	749	10.27%	\$313,114	\$50,763.50	\$363,877.50	\$41.54
Pactolus	97.46	635	727	9.96%	\$438,580	\$50,763.50	\$489,343.50	\$55.86
Winterville	42.81	1343	1266	17.35%	\$364,100	\$50,763.50	\$414,863.50	\$47.36
QRV		322	148	6.84%	\$9,250			
Admin					\$507,635			
Total	624.76	9468	8784	11.38%	\$4,140,443	\$507,635.00	\$4,131,193.00	

Report: UR and Fractile Response Times

Noel reported that since the report was completed he has received an update of Greenville’s square mileage which should be 34.9 miles. Fitch and Associates reported that when a squad gets to 30% UR rate that squad is very busy.

Correction to Report: In the Heading, change “Completed” to “Arrived on Scene”

Utilization Rate and Fractile Response times					From Time Call Rec'd To Arrival			From Time Call Dispatched to Arrival		
					% of Calls Meeting 10 minutes or Less Response Time	% of Calls Meeting 12 minutes or Less Response Time	% of Calls Meeting 14 minutes or Less Response Time	% of Calls Meeting 10 minutes or Less Response Time	% of Calls Meeting 12 minutes or Less Response Time	% of Calls Meeting 14 minutes or Less Response Time
Squad	Square Miles	Dispatched Calls	1/1/08 - 10/31/08 Hours From Received to Complete	Utilization Rate	% of Calls Meeting 10 minutes or Less Response Time	% of Calls Meeting 12 minutes or Less Response Time	% of Calls Meeting 14 minutes or Less Response Time	% of Calls Meeting 10 minutes or Less Response Time	% of Calls Meeting 12 minutes or Less Response Time	% of Calls Meeting 14 minutes or Less Response Time
Ayden	80.23	1428	1236	16.94%	75.75%	85.40%	91.15%	79.03%	87.35%	92.30%
Bell Arthur	40.56	787	582	7.98%	54.21%	72.11%	84.39%	59.82%	77.54%	87.89%
Bethel	91.29	851	853	11.69%	38.49%	63.53%	79.59%	44.86%	69.46%	83.79%
Eastern Pines	93.79	1324	1293	17.72%	46.57%	62.90%	76.92%	52.22%	67.64%	80.85%
Falkland	66.74	620	616	8.44%	42.49%	69.20%	86.83%	51.76%	76.62%	91.09%
Farmville	38.66	1195	1062	14.56%	86.57%	92.54%	95.92%	88.66%	93.53%	96.82%
Fountain	26.24	262	252	3.45%	54.50%	69.67%	80.57%	57.35%	72.99%	83.41%
Grifton	46.98	701	749	10.27%	70.22%	80.87%	86.69%	75.37%	82.53%	89.02%
Pactolus	97.46	635	727	9.96%	31.96%	47.84%	64.71%	36.27%	52.94%	70.20%
Winterville	42.81	1343	1266	17.35%	66.80%	82.02%	89.59%	72.30%	85.17%	91.36%
QRV	41.00	322	148	6.84%	67.73%	85.46%	92.20%	74.82%	88.30%	92.91%
GFR 1	6.40	3403	2651	36.33%	85.22%	93.40%	96.34%	89.02%	94.79%	97.13%
GFR 2	8.70	3335	2362	32.37%	87.58%	93.66%	96.43%	90.38%	94.84%	96.99%
GFR 3	14.20	2506	2078	28.48%	74.75%	86.75%	92.72%	80.35%	90.27%	94.39%
GFR 4		21	30		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
GFR 5	5.60	1875	1619	22.19%	77.53%	87.55%	94.20%	82.23%	90.60%	95.42%
GFR 6		8	21		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note - QRV unlaps current EMS District of the county

Report: Utilization Rate with Peak and Off Peak

GFR is not included in the report. The peak and off peak time doesn't matter as long as 1:00 a.m. to 6:00 a.m. is considered off peak.

Utilization Rate with Peak and Off Peak										
Squad	Square Miles	Dispatched Calls	1/1/08 - 10/31/08 Hours From Received to Complete	Utilization Rate	Off Peak Time 6PM to 6AM			Peak Time 6AM to 6PM		
					Dispatched Calls	Hours (Rec'd to Complete)	Utilization Rate	Dispatched Calls	Hours (Rec'd to Complete)	Utilization Rate
Ayden	80.23	1428	1236	16.94%	582	486	13.32%	846	750	20.56%
Bell Arthur	40.56	787	582	7.98%	274	210	5.76%	513	372	10.20%
Bethel	91.29	851	853	11.69%	353	345	9.46%	498	509	13.95%
Eastern Pines	93.79	1324	1293	17.72%	564	588	16.12%	760	706	19.35%
Falkland	66.74	620	616	8.44%	269	274	7.51%	351	342	9.38%
Farmville	38.66	1195	1062	14.56%	473	408	11.18%	722	653	17.90%
Fountain	26.24	262	252	3.45%	112	113	3.10%	150	140	3.84%
Grifton	46.98	701	749	10.27%	299	317	8.69%	402	433	11.87%
Pactolus	97.46	635	727	9.96%	286	326	8.94%	349	402	11.02%
Winterville	42.81	1343	1266	17.35%	541	506	13.87%	802	761	20.86%
QRV		322	148	6.84%	4	2		318	147	
Admin										
Total	624.76	9468	8784	11.38%						

Report: UR for Falkland Off Peak Hours

Report includes the square miles that will be picked up by Bell Arthur, Bethel, Farmville, and Fountain if Falkland goes to peak time. These are the 4 squads that would be picking up additional miles for Falkland. Noel reported that he has contacted the squads and informed them of this proposal.

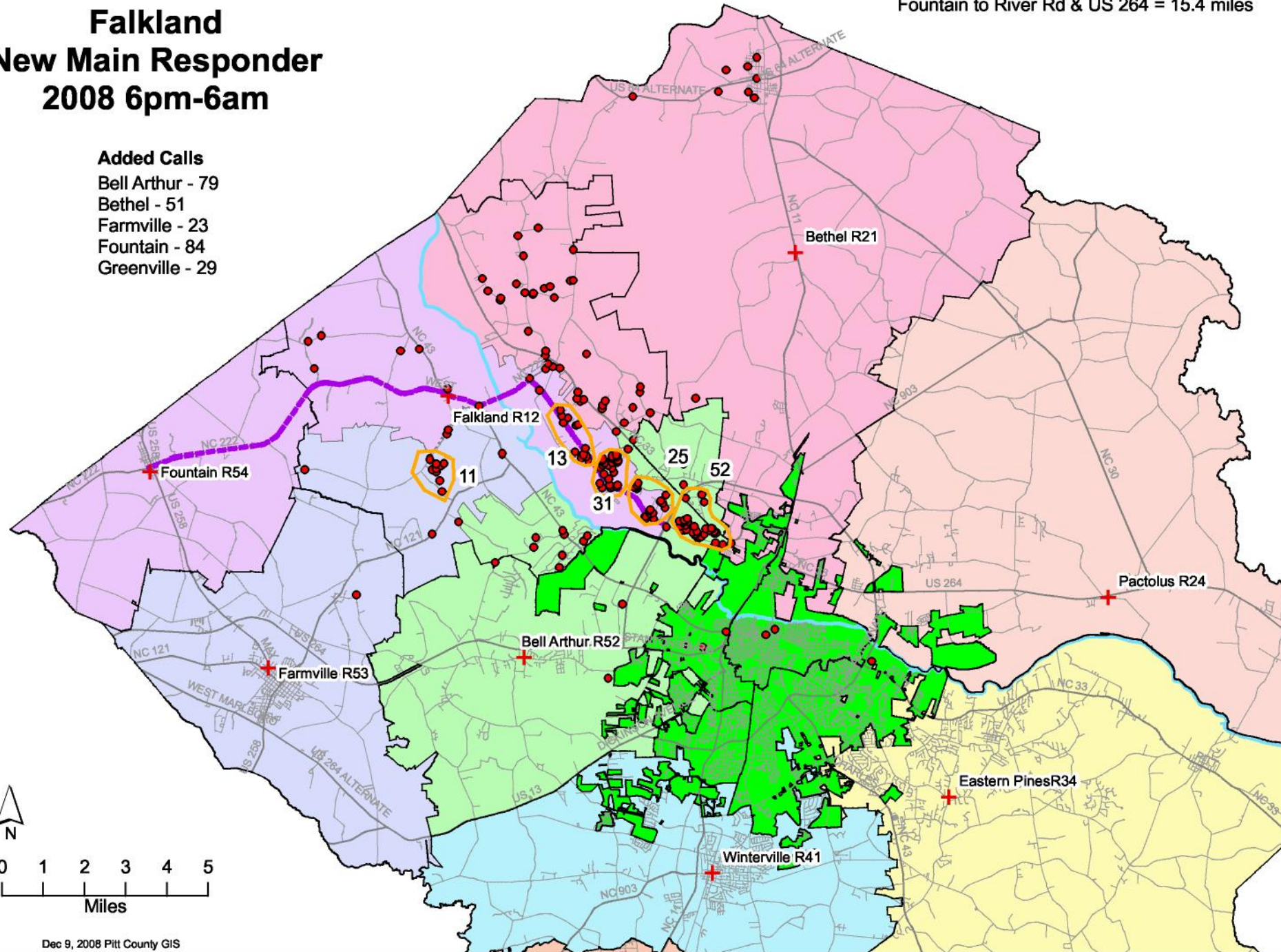
Utilization Rate For Falkland Off Peak Hours 1/1/08 - 10/31/08 (266 calls)													
Squad	Square Miles	Dispatched Calls	1/1/08 - 10/31/08 Hours From Received to Complete	Average Time per Call (hour)	Utilization Rate	Falkland Off Peak 6 PM to 6 AM 1/1/08 to 10/31/08	Additional Hours (plus 10 min per call)	Total Dispatched Calls With the addition of Falkland	Total Hours with the addition of Falkland	Utilization Rate with Additional Calls 24 hrs	Total Calls Off Peak 6P- 6A	Total Hours Off Peak 6P- 6A	Utilization Rate 6P- 6A
Bell Arthur	46.40	787	582	1.08	7.98%	79	72	866	859	11.77%	353	282	6.43%
Bethel	112.80	851	853	1.00	11.69%	51	93	902	944	12.93%	404	438	9.99%
Farmville	52.30	1195	1062	0.89	14.56%	23	84	1218	1279	17.53%	496	492	11.22%
Fountain	51.20	262	252	0.96	3.45%	84	89	346	351	4.82%	196	202	4.62%
Greenville						29							
Total	262.70	3095	2749		9.42%	266		3332	3433	11.76%	1449	1414	8.07%

Falkland New Main Responder 2008 6pm-6am

Fountain to River Rd & US 264 = 15.4 miles

Added Calls

- Bell Arthur - 79
- Bethel - 51
- Farmville - 23
- Fountain - 84
- Greenville - 29



Noel showed the map that shows the current Falkland EMS district and the new district lines if Falkland goes to peak time. Scott reported that the purpose of this illustration is if Falkland goes to peak time then this would be the plan on how to reassign districts. Noel clarified that the red dots may indicate more than one call. Falkland responded mutual aid to Greenville for 29 calls.

Rescue Calls By Hour		1/1/2008 To 10/31/2008																																
										Including Codes C, F, N, R, X County calls. Calls may be duplicate for mutual aid.																								
Department	Dept	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 AM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	12 PM	Total	6PM-5AM	6AM-5PM						
Ayden	42	45	15	23	22	30	38	44	71	73	67	68	43	85	87	85	84	82	90	71	75	59	51	58	62	1,428	582	846						
Bell Arthur	52	13	18	13	9	8	19	31	29	31	46	63	15	40	48	43	59	50	34	40	36	36	31	21	54	787	274	513						
Bethel	21	18	17	23	14	15	23	33	45	41	40	41	35	47	40	39	50	49	39	34	47	45	41	25	50	851	353	498						
Eastern Pines	34	31	37	30	25	24	29	51	58	64	72	71	43	59	59	79	78	81	57	77	69	70	53	48	59	1,324	564	760						
Falkland	12	15	10	14	14	15	20	24	21	23	27	32	25	28	29	34	46	28	32	32	26	33	30	23	39	620	269	351						
Farmville	53	23	27	19	25	26	22	30	52	69	81	78	39	68	68	58	65	65	60	68	58	40	42	46	66	1,195	473	722						
Fountain	54	3	8	5	6	5	8	6	15	12	19	20	10	21	9	9	12	10	15	12	14	11	14	9	9	262	112	150						
Grifton	43	21	18	9	12	10	12	31	32	32	44	26	21	39	34	25	35	49	46	35	36	39	24	28	43	701	299	402						
Outside	99	6	8	8	6	4	5	8	9	18	10	15	13	6	11	19	17	20	22	16	14	16	14	16	12	293	143	150						
Pactolus	24	18	11	9	17	17	23	26	24	26	28	25	12	29	31	28	39	32	40	36	37	29	32	28	38	635	286	349						
Staton House	14	0	0	0	0	0	0	4	32	35	28	34	0	28	35	28	34	23	3	0	0	1	0	0	37	322	4	318						
Winterville	41	33	27	18	17	22	34	53	58	61	72	75	31	63	66	82	75	90	81	77	72	60	54	49	73	1,343	541	802						
		226	196	171	167	176	233	341	446	485	534	548	287	513	517	529	594	579	519	498	484	439	386	351	542	9,761	3,900	5,861						

Questions: Chuck Owens reported that on the UR and Fractile Response Times report that a footnote should be added for the six Greenville stations that the times are strictly for EMS Units arriving on the scene not necessarily when a paramedic arrives on the scene (by QRV). Chuck reported that trying to increase UR and balance call volume is difficult. Chuck reported that districts should be based on response times and cautioned against developing districts based on balancing utilization.

The variable utilization rate according to Fitch was number of transports divided by number of available hours. This is the national means of measuring UR. Noel reported that the reports are based on the number of hours units are available in a 24 hour period. Dr. March reported that this method is better when comparing squad to squad than the nationally used method.

Noel reported that there have been two strong votes by the Board of County Commissioner that there will not be any additional money appropriated for EMS services. Square miles for QRV and GFR need to be added to the spreadsheet.

Motion: Faye Barefoot made the motion to allow Falkland to function within their budget 24/7. Kyle Willis seconded the motion.

Discussion: Jimmy Garris commended Falkland for working with the county.

Tom Czaplinski asked if the stipulation or agreement regarding Falkland going to peak time has already been made by the county commissioners. If so, since it has already been decided and voted on by the commissioners, do we need to vote on it.

Jimmy Garris reported that he felt that as long as Falkland can stay within the budget and operate 24/7 that the commissioners would be fine with that.

Scott reported that in the contract amendment it states, "Provider, at a minimum, will operate on a peak demand schedule, operating from 6:00 a.m. to 6:00 p.m. seven days per week, beginning December 1, 2008 and continuing until June 30, 2009." It also states "Provider shall operate within a balanced budget, assuring that all expenses do not exceed budgeted revenues." As long as Falkland operates within budget it does not matter operationally how they achieve this, but if Falkland cannot operate within budget, then Falkland will have to go to peak time demand in January if they are unable to operate within budget in December.

Kyle Willis asked if Falkland will get a courtesy call in off peak time. Noel responded no. Kyle reported that he would like to make a recommendation that Falkland still receive a courtesy call because they may have volunteers that could be first responders. Noel reported that he will work with Falkland EMS to work out the details.

Faye Barefoot withdrew her motion. Kyle Willis withdrew his second to the motion.

Ambulance Replacement: Noel reported that production on these units has started and should be finished by end of February or first of March.

Submission of Data Reports

Release of Monthly Allocations: Noel reported that all squads have submitted data for release of monthly allocations.

Renewal for Non-E Franchises: Noel reported that Jack was finishing inspections for renewals for Atlas, Care First, JAS, and Med One before having to leave. All renewals should be finished by next week.

Items for Discussion:

Fitch Recommendations: Dr. March reported that items #15 and #16 which are Recommendation # 3 “Medical Transportation - Determine the County’s benchmark for response time compliance percentage standards and measure the response time elements based on the fractile method (for emergency and non-emergency services.” & Recommendation #8 “Medical Transportation Accurate geographic and temporal demand data queries should be developed to facilitate operational decisions and deployment adjustments.” Need to be moved up in the ranking. The subcommittee feels that by having this information we will know where to make decisions in terms of how to allocate units where they are needed. This information will also be helpful during budget time. The issue is if the county cannot afford ten squads then the county will need to decrease services and will need the data to make good decisions.

Dr. March reported that from his standpoint, and based on the numbers in the reports today, based on call volume for us to go to peak time in Falkland would be inappropriate in terms of patient care. In terms of overall call volume, Fountain has a much smaller call volume and if we were to have to cut a squad this very moment in time it would be Fountain.

Recommendation from the subcommittee is to move #15 and #16 up to #1 and #2 in priority to be able to get data for the subcommittee to be able to make a recommendation in January.

QM

Dr. March reported that Ayden has received Federal and State DEA licenses. They have drugs on board and are fully functional.

Noel reported that there were some spot inspections from NCOEMS and some minor items were noted and have been corrected.

Dr. March reported that he has received some calls regarding clarification that when there is a second line call and there is not a paramedic on board that mutual aid will be sent. There will be a memo coming from his office clarifying this.

The next QM meeting will be in January.

New Business:

Noel reported that Winterville EMS has requested permission from our office to enter into a contract with the Town of Winterville to hire a full time Paramedic. Permission has been granted but no promise of funds for the new position other than current budget.

Questions/Comments from Members

Tom Czaplinski: Would it be possible to have items bundled for consent and emailed prior to the meeting so that the committee can spend the majority of the meeting on the Fitch recommendations. Noel reported that EM office will try to get the information out.

Kyle Willis: Can this committee have a joint meeting with the county commissioners prior to budget time to get a feel of how much money will be available for this budget year?

Tom Czaplinski responded that Fire and EMS services are in the public sector and there are not unlimited resources for these services. Part of this committee's responsibility is to look at how we can develop a sustainable system and look critically at how the dollars are allocated.

Scott Elliott reported that with the state of the economy, it will be difficult to take a request for an increase in funding to the commissioners.

Noel asked Janis Gallagher, Legal, that in Jack Cote's absence would it have been appropriate for Noel to be a voting member tonight. Janis reported that it would not have been appropriate. You would need to determine if you have a quorum of those sitting and act. It becomes critical when you do not have a quorum and there is going to be a substitute or proxy, then it would be appropriate to have a motion on the table, second and vote by the committee since there is no separate rules for the EMS Oversight Committee. Research will need to be done regarding the county's attendance requirements and how this will affect sending a substitute.

The next meeting is January 8, 2009.

Respectfully submitted,
Helen Bryant, Secretary