

E.M.S. BOARD OF CONTROL  
GRIFFITH, INDIANA

Regular meeting, December 20, 2017, opened at 6:04 p.m.

E.M.S. Board members present at this meeting: Ronald Bartnicki, Helen Toweson, and Dorothy Soverly. Also present, Melissa Robbins, our liaison from the Town Council. Representatives from Superior Ambulance were: Kenneth Sink, Jeffrey Collins and Joseph Salas. Representatives from Griffith Fire Department: Chief Schoon and Deputy Chief Hill.

**OLD BUSINESS:**

Minutes of the previous meeting, November 15, 2017, accepted as presented.

**Surveys from end of Prompt service and Year to Date**

Ron Bartnicki reported surveys:

<b>SURVEYS:</b> Returned since last month:	Total ----- 5	A.L.S. ----- 3	B.L.S. ---- 2	Refusals: 0
<b>2017 to date:</b>	Total --- 176	A.L.S. --- 115	B. L.S. -- 51	Refusals: 0

**MISCELLANEOUS:**

Ron Bartnicki reported surveys this month were positive.

**What did Prompt do well?** Everything.

**How was the 911 Operator who handled your call?** Asked too many questions. I wanted immediate service rather than questions. / Did not speak clearly, mumbled. Ambulance went to wrong house and I had to call 911 a second time. / Great. / Good.

**Overall were you satisfied?** Very satisfied.

There was no other Old Business.

**NEW BUSINESS:**

**Response times for Superior Ambulance:** Time period November 13<sup>th</sup> when Superior Ambulance initiated services, to November 30, 2017: Total number of calls: 132; total number of transports: 68; transports over 5 minutes: 27 (40%); average response time: 2:16. Joseph Salas reported that the number of delayed calls was actually 19. Discussion followed regarding: 1) R/T (Response Time) column indicates time **assigned** to time **at scene**. The time to be reported should be time **at patient** (per contract the time from time **assigned** to time **at patient** is to be no more than 5 minutes). 2) What is actual average response time rather than reported response time of 2:16 if 19 delays? 3) Reasons for delays should be summarized. 4) Report did not specify number of mutual aid calls that were serviced to Griffith nor number of Griffith mutual aid calls provided to other communities.

Joseph Salas reported he would attempt to obtain report from Lake County E 911 Center for future use.

**Evaluation of new Survey Form:** Kenneth Sink presented the Evaluation Form Superior would like to use. All members of the Board agreed to the new form.

Kenneth Sink questioned management of surveys and discussion followed. Surveys would be mailed to Griffith residents in their bill statement. Surveys would be returned to Town of Griffith with attention to EMS Board. Postage would be paid by Superior Ambulance. Surveys would be initiated beginning January 1, 2018.

**MISCELLANEOUS:** No Miscellaneous items.

**QUESTIONS from the Floor:**

Susan Fetch questioned charge of Superior Ambulance services with grandson's transfer needs. Kenneth Sink discussed charges and agreement reached with Susan Fetch.

**The next regular meeting** is scheduled for January 17, 2018 at 6:00 p.m.

This meeting was adjourned at 6:35p.m.

The following members of the E.M.S. Board were present at this meeting:

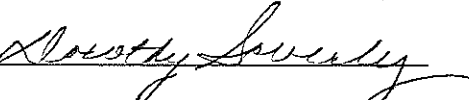
Ronald Bartnicki



Helen Toweson



Dorothy Soverly



Respectively submitted, Dorothy Soverly, Secretary