

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

Open Meeting and Roll Call:

Regular meeting, February 20, 2019, opened at 6:01 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, and representatives from Superior Ambulance: Joe Salas and Jeff Wilken.

Review/Approval of Minutes from Last Meeting:

Minutes of the previous meeting, January 16, 2019, accepted as published.

Old Business: None.

New Business:

Response times for Superior Ambulance for January 2019 reported by Joe Salas: total # of patient contacts: **161**; transports: 98; patient side times over 5 minutes: **70**; average at patient side time of all patient contacts: **5:35**.

Ron Bartnicki commented on the completeness of January 2019 report. He questioned notification to the Town Council within 24 hours of 6 calls delayed over 12 minutes to patient side per contract. Joe Salas denied notification but would in the future.

Surveys: Ron Bartnicki reported:

SURVEYS: Returned since last month: Total ----- 42 A.L.S. ----- 23 B.L.S. ----- 16 Unknown---3

Year 2018 to date: Total ---- 234 A.L.S. ---- 120 B.L.S. ---- 56 Unknown---1
57 Surveys did not have level of service identified.

Year 2019 to date: Total ---- 3 A.L.S. ---- B.L.S. ---- Unknown --- 3

How was the 911 Operator who handled your call? Courteous. /Took too long, too many questions.

Were Superior Ambulance Associates courteous? Male had a 'god complex'. Went a long way to hospital to pad the bill. Not at all satisfied. /No, the lead Associate was very rude. Disappointed regarding attitude.

Jeff Wilken was not able to review comments but stated he will provide follow up. Ron Bartnicki stated he would provide a follow up as well.

What was condition of ambulance? Very good and well stocked.

What did Superior do well? Treated my 90 year old mother professionally. /Always helpful.
/Absolutely.

Miscellaneous: Joe Salas reported state 911 services went dead for approximately 1 hour February 15, 2019, preventing emergency phone calls from going through system. Griffith residents did not place 911 calls during this time.

Questions from the Floor: None.

The next regular meeting is scheduled for March 20, 2019, at 6:00 p.m. with Study session at 5:45 p.m.

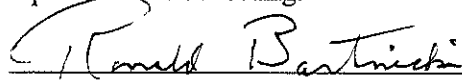
This meeting was adjourned at 6:30 p.m.

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

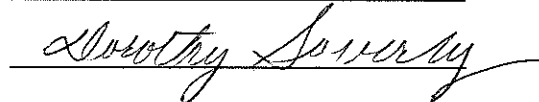
Ronald Bartnicki

Helen Toweson

Dorothy Soverly







Respectively submitted, Dorothy Soverly, Secretary