

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

Open Meeting and Roll Call:

Regular meeting, opened at 6:03 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, as well as representatives from Superior Ambulance: Joe Salas and Tristian De Ford.

Review/Approval of Minutes from Last Meeting:

Minutes of the previous meeting, ~~May~~ ^{JUNE 19th} 15, 2019, accepted as published.

Old Business: None.

New Business:

Response times for Superior Ambulance for May 2019 reported by Joe Salas:

Number of patient contacts: **180**; transports: 106; patient side times over 5 minutes: **63**; average at patient side time of all patient contacts: **4:46**.

Ron Bartnicki noted: 1) average to patient side time of 4:46 was a great improvement compared to last month, 6:25 (April); 2) one patient access delay compared to 6 in April; 3) ALS/BLS designation appeared on all surveys.

Surveys: Ron Bartnicki reported: All surveys were positive except one.

SURVEYS: Returned since last month: Total --- 17 A.L.S. --- 10 B.L.S. ---- 7 Unknown--- 0
Year 2019 to date: Total --- 70 A.L.S. ---30 B.L.S. ----26 Unknown --- 5

How was the 911 Operator who handled your call? Very calming and patient. /Very quick (Ron Bartnicki stated actual time was 6 minutes).

Were Superior Ambulance Associates courteous? So kind.

Were Superior Ambulance Associates knowledgeable? Knew so much. /Put me at ease.

Survey with service date April 23, 2019, commented that Superior Ambulance Associates were personable and empathic. Same person completed another survey, service date April 27, 2019, stating transport from hospital to home was a horrible ride; male EMT apologized for driver who drove too fast; driver ignored requests from patient to slow down. Stated she (driver) should not be driving patients. Tristian De Ford stated he will look into complaints. Ron Bartnicki to call patient.

Miscellaneous: Complimentary email from Deputy Chief GRD Don Hill to be filed with minutes.

Questions from the Floor: None.

The next regular meeting is scheduled for July 17, 2019, at 6:00 p.m. with Study session at 5:45 p.m.

This meeting was adjourned at 6:20 p.m.

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

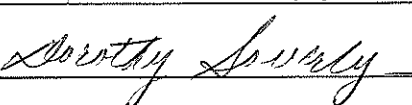
Ronald Bartnicki



Helen Toweson



Dorothy Soverly



Respectively submitted, Dorothy Soverly, Secretary