

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

**Open Meeting and Roll Call:**

Regular meeting, November 20, 2019, opened at 6:05 p.m.

E.M.S. Board members present at this meeting: Ronald Bartnicki, and Dorothy Soverly. Also present: Melissa Robbins, our liaison from the Town Council, as well as representatives from Superior Ambulance, Joe Salas and Jeff Wilken.

**Review/Approval of Minutes from Last Meeting:**

Minutes of the previous meeting, October 16, 2019, accepted as provided.

**Old Business:** None.

**New Business:**

**Response times for Superior Ambulance for October 2019**, reported by Joe Salas:

Number of patient contacts: **176**; transports: 98; patient side times over 5 minutes: **70**; average at patient side time of all patient contacts: **5:04**.

Board members were unable to review report prior to meeting. Will discuss at December meeting.

**SURVEYS:** Returned since last month: Total ----23 A.L.S. ---17 B.L.S. ----6 Unknown--- 0  
**Year 2019 to date:** Total – 144 A.L.S.---91 B.L.S. -- 46 Unknown --- 7

**How was the 911 Operator who handled your call?** Excellent in calming and provided good directions.

**Were Superior Ambulance associates courteous?** Courteous and helpful.

**How was response to your emergency?** Came quickly. /Very attentive. / Did things quickly and were considerate.

**Were Superior Ambulance associated knowledgeable?** No, one associate looked like he had never seen compression machine, other fumbled with it.

Jeff Wilken commented that the machine in question looks awkward.

**Overall were you satisfied?** Issue with ambulance charge.

Jeff Wilken stated that most Insurance companies are out of network for every ambulance service; he will call the individual.

**Miscellaneous:** None.

**Questions from the Floor:** None.

**The next regular meeting** is scheduled for December 18, 2019, at 6:00 p.m. with Study session at 5:45 p.m.

This meeting was adjourned at 6:22 p.m.

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

Ronald Bartnicki

  
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Dorothy Soverly

  
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Respectively submitted, Dorothy Soverly, Secretary