

BOARD OF DIRECTORS MEETING
TRI-TOWN EMS
Wednesday, December 11, 2019
Pembroke Town Hall
311 Pembroke Street
Pembroke, New Hampshire 03275

The December 11, 2019 meeting of the Tri-Town EMS Board of Directors was called to order by Chairman Harold Paulsen at 3:30 pm.

Roll Call

Present on the Board: Dave Jodoin, Bob Bourque, Mike O'Meara, Will Amos, and Harold Paulsen.

Absent: Derik Goodine and Paul St. Germain

Present on the Staff: Chris Gamache, Director

Approve Minutes of Previous Meeting

Mr. Bourque made a motion to approve the minutes of the November 13, 2019 meeting. Mr. Jodoin seconded the motion, which carried unanimously.

Approve Purchase Orders

None.

Expenditures

Mr. Jodoin reported an AP manifest dated November 27, 2019 in the amount of \$23,799.48; a Payroll manifest dated December 5, 2019 and a Payroll manifest dated November 21, 2019. He said he would be running another manifest on Friday which the Board members should look for.

Mr. Bourque made a motion to approve the November 27th AP manifest in the amount of \$23,799.48 and the two Payroll manifests of December 5th and November 21st. Mr. O'Meara seconded the motion, which carried unanimously.

Old Business

Mr. Gamache said that Comstar has a disposition report, and they are waiting to see what we want to do. Mr. Jodoin would like it to be settled by the end of the month. Per the approved policy, residents with Medicare will be written off. For most of the hardship cases, he said, the documentation is complete. He said this could be tabled until January, giving him time to prepare a spreadsheet, if the Board would like, but it would be good to clean up the books for yearend. It is money they most likely will not get, he said, and it contains accounts from 2016, 2017, 2018 and some from 2019.

Mr. Jodoin said he has read through Mr. Gamache's notes and is comfortable with the work which has been done. If accounts are written off and subsequently payments are received, it can be recorded as unanticipated income.

Mr. Gamache said an invoice was sent to the VA three years old ago and there has been no response.

Mr. Jodoin said that Comstar can reopen an account if payment comes in, so it is not a problem. He said if these accounts are not written off in 2019, the auditors will see uncollectibles totaling \$828,000 and then write offs of \$600,000.

Mr. Gamache noted that \$490,000 of this amount is at First Financial.

Mr. O'Meara made a motion to approve the process for write-offs recommended by Mr. Gamache. Mr. Bourque seconded the motion, which carried unanimously.

New Business

Mr. Gamache first referred to a \$15 document fee he would like to eliminate. This is charged when someone requests a run report. State policy is different from federal policy, and the federal maximum allowed is \$6.50. Many people don't pay the bill and a lot of time can be involved in tracking it down. He said it would be better to remove it from the list of fees.

Mr. O'Meara made a motion to dispense with the fee charged for requested copies of run reports. Mr. Bourque seconded the motion, which carried unanimously.

Mr. Gamache next announced, with regret, that Stephanie Locke has offered her resignation as Assistant Director of Tri-Town EMS. He said she had been working on her undergraduate degree in Management and was now working on a Master's in Public Health and Emergency Management. She has been offered a job at the NH Department of Health and Human Services beginning early in January. He said he would like her to continue with Tri-Town as a per diem employee and as an assistant director in charge of Quality Assurance and as the Training Coordinator. For these two tasks, he would like to offer her a stipend. He said he will post the position of full-time paramedic.

Mr. Bourque asked what would happen while Mr. Gamache was out sick or on vacation.

Mr. Gamache said the duty paramedic could handle call-outs. He would contact Ms. Locke if something urgent needed attention.

Mr. Jodoin said he would like to see a write-up with all of the details of this plan. They have to be in conformance with the Labor Board.

Mr. Gamache said he would be removing Ms. Locke from the chain of command.

Mr. Jodoin said he would need to see in writing a calculation of the change in payroll, including the effect if the new full-time paramedic would need health insurance, especially if it is a family plan.

Chair Paulsen asked if, instead of a resignation, Ms. Locke should request that her position be re-defined.

Mr. Gamache said she has to resign the position she now has.

Mr. Jodoin said they would also have to consider the NH Retirement System. There could be an issue with the stipend position.

Mr. O'Meara made a motion to accept with regret the resignation of Stephanie Locke as the Assistant Director of Tri-Town EMS. Mr. Jodoin seconded the motion, which carried unanimously.

Mr. Gamache next addressed the 2019 budget. He said that, because of legal fees, they will likely be over on the expense side at yearend by about \$12,000. He said the Legal line is already at \$40,000, while only \$5,000 was budgeted. He added that another legal bill will probably be coming in before the end of the year. In addition to the unanticipated legal costs, they have had the power train issues with Ambulance 3, the air conditioning issues with Ambulance 8, and the cost of new tires for Ambulance 8. On the revenue side, if they reach the average for ambulance revenue, they will realize between \$5,000 and \$8,000 in unbudgeted revenue, which will offset the overspending, bringing it down to between \$3,000 and \$5,000. He said he has frozen the budget for all except necessary expenses.

Mr. O'Meara asked if they had taken all cost avoidance measures possible.

Mr. Gamache said that they had.

Mr. Jodoin noted that this won't affect the tax rate.

Election of Officers

Mr. Bourque made a motion to postpone until January the election of officers. Mr. O'Meara seconded the motion, which carried unanimously.

ComStar Billing Report

Mr. Jodoin reported billings in November of \$80,142. Revenue was \$30,550.65 and write-offs totaled \$37,871.81. The uncollected balance at the end of November was \$828,271.96.

Director's Report

Mr. Gamache reported the results of employee merit evaluations.

Dan Connell has reached his first anniversary and is off probation. He will receive an increase of one percent (18 cents) raising his hourly rate from \$17.87 to \$18.05.

Robyn Cushing will receive an increase of 1.5% (28 cents), raising her hourly rate from \$18.37 to \$18.65.

Nicholas DiGiovanni will receive an increase of 1.3% (22 cents), raising his hourly rate from \$16.62 to \$16.84.

Cory Girard will receive an increase of one percent (18 cents), raising his hourly rate from \$18.37 to \$18.55.

Ed Higgins will receive an increase of 0.5% (eight cents), raising his hourly rate from \$16.94 to \$17.02.

Irina Higgins will receive an increase of 1.3% (24 cents), raising her hourly rate from \$18.37 to \$18.61.

Robert Vodra will receive an increase of 1.3% (23 cents), raising his hourly rate from \$17.39 to \$17.62.

Mr. Gamache said that employees are rated from zero to four (0-4) on a number of qualities. If an employee rates zero in any category, there is no merit increase. They use criteria which are as objective as possible.

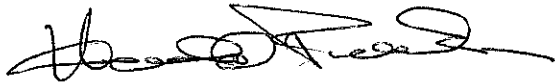
Mr. Jodoin said that the 2.8% COLA will be given as of April 1, 2019.

Mr. Jodoin made a motion to approve the merit increases presented by Mr. Gamache. Mr. Bourque seconded the motion, which carried unanimously.

Mr. Gamache continued with his report, saying that Ambulance 3 is finally back in service. When it was received, there were a few problems: The cables to the radios had been cut. The wrong medication vault had been installed, and the stretcher in the back needed to be secured properly. Ossipee Mountain fixed the cables for \$780; AEV will pay for this because it was their error. PVC will install the correct vault. Stryker will pay to fix one stretcher and we will pay for the other. NH EMS did the inspection, and they immediately took Ambulance 8 for past due services. Ambulance 3 took 18 calls in November. Mr. Gamache said the gas engine is very quiet. Ambulance 8 had all six tires replaced by Stratham Tire; Stratham said the ambulance needs an alignment, which will be done in January. Public Works did a lube and filter service and found nothing wrong with the brakes. In November, Ambulance 8 did 75 runs. November tallies show 106 runs in November, with 72 transports (67.92%). Pembroke had 49 calls and Allenstown had 54, making this the third month in a row that Allenstown had more calls than Pembroke. The average time out the door was 55 seconds. This time is up because of new crews and hospital responses. Notable events in November included Tri-Town's first cardiac save of 2019. EMT McKayla Really and Paramedic Mary Woo had a 52-year-old male patient in cardiac arrest. He was revived, safely brought to the hospital and sent home six days later. The second event, two days later was a 50-year-old

male who had a heart attack. Paramedic Ryan Hornblower and myself were the crew, and the patient arrested in Concord before reaching the hospital. Ms. Hornblower resuscitated him singlehandedly and he was home from the hospital three days later. In a third event, Will Amos and Mitchell Dean early recognized that a patient was in cardiac arrest. They transported him safely to the hospital and he was home two days later. The last notable event was when Stephanie Locke and Dan Connell transported a female patient, whom they early recognized was having a stroke, and brought her safely to the hospital. She is still recovering in the hospital, with a good outcome. On November 25th, all training and certification was completed for six of Tri-Town's seven paramedics to make Tri-Town officially a Rapid Sequence Intubation (RSI) service.

Mr. Bourque made a motion to adjourn at 4:18 pm. Mr. O'Meara seconded the motion, which carried unanimously, and the meeting was adjourned.

A handwritten signature in black ink, appearing to be "H. Bourque", written in a cursive style.