

TOWN OF ALLENTOWN AND PEMBROKE  
Tri-Town EMS Board of Directors  
311 Pembroke Street  
Pembroke, New Hampshire 03275  
Minutes of Regular Meeting  
August 10, 2016

**Call to Order.**

The Tri-Town EMS Board of Directors Meeting for August 10, 2016 was called to order by the Chair at 3:30 p.m.

**Roll Call.**

Present on the Board: Shaun Mulholland, Mike Kelley, David Jodoin, Jeff Gryval, Dana Pendergast, and Bob Bourque.

Excused: Harold Paulsen.

**Others Present.**

Tri-Town Staff: Christopher Gamache, Director; and Stephanie Locke, Assistant Director.

**Review and Approve Minutes**

Motion. Chief Pendergast made a motion to approve the minutes for July 13, 2016. Mr. Bourque seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Kelley – Yes; Mr. Mulholland-Yes; Mr. Gryval – Yes; Mr. Jodoin – Yes; Mr. Pendergast – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Jodoin made a motion to approve the non-public minutes for July 13, 2016. Mr. Bourque seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Kelley – Abstained; Mr. Mulholland-Yes; Mr. Gryval – Yes; Mr. Jodoin – Yes; Mr. Pendergast – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

**Approve expenditures**

Mr. Jodoin stated they have already signed the expenditures for July 29, 2016. He stated there will be another one going out Friday.

Motion. Mr. Bourque made a motion to approve the manifest July 29, 2016 in the amount of \$3750.50. Mr. Kelley seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Kelley – Yes; Mr. Mulholland-Yes; Mr. Gryval – Yes; Mr. Jodoin – Yes; Mr. Pendergast – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for July 21, 2016. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Kelley – Yes; Mr. Mulholland-Yes; Mr. Gryval – Yes; Mr. Jodoin – Yes; Mr. Pendergast – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for August 4, 2016. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Kelley – Yes; Mr. Mulholland-Yes; Mr. Gryval – Yes; Mr. Jodoin – Yes; Mr. Pendergast – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Approval of purchase orders**

Mr. Gamache stated there were no purchase orders for this month.

### **Review proposed 2017 Budget**

Mr. Gamache explained he made several changes to the budget. He stated he changed all the references to unspecified balances were removed and made changes to the line to cover the cost of the ambulance. He stated he made changes to the overtime budget from \$6,000 to \$10,000. He stated they opted to go with what they are paying this year plus ten percent for health insurance. He stated Mr. Jodoin looked at the other insurances and made some changes to those. He stated he increased the IT line because of some changes to dispatch next year. He explained there is a one-time licensing fee which will be added to the budget.

Chief Pendergast stated the change in dispatch is not going to change until 2018. Mr. Gamache stated he was under the impression it was happening next year.

Mr. Gamache stated they budgeted \$6,400 for the stretcher and the total cost for it is \$19,053 which includes a seven year service plan and zero percent financing for three years. He recommends they pay for the stretcher in full when they order it so it is not in the budget for next year. The Chair asked if he was purchasing it for fiscal year 2016. Mr. Gamache responded it would be purchased in 2016 and financed during 2017-2019.

Mr. Jodoin expressed concern with being over budget on a line item and then using those to purchase other items for it. He stated they freeze those salary related items but it is okay to spend it if it comes from other types of lines. The Chair asked when they expect delivery of the ambulance. Mr. Gamache explained they need to order it in September to get the price he quoted. He stated they can set the delivery date of the stretcher to when they want it.

Mr. Jodoin asked if this is replacing something. Mr. Gamache stated it is to go with the ambulance.

The Chair asked if this stretcher plugs into the ambulance. Mr. Gamache stated it runs on battery. Mr. Gamache stated the Ferno will stay with ambulance three and the Striker will be with the new ambulance. He stated the new ambulance will be coming with a load system. The Chair asked if it is his recommendation they purchase it outright this year which is why it is not in the budget for 2017. Mr. Gamache stated he was correct.

Chief Pendergast asked about budgeting anything for radios. Mr. Gamache stated there are radios budgeted for next year and they have money in the budget this year as well. He stated the mobile radios will be this year.

The Chair expressed concern with the legal line being reduced to \$5,000. He stated he would like to more accurately budget the line with at least \$10,000. Mr. Jodoin stated in reality it would probably be \$15,000. Mr. Gamache stated it makes the overall allocated funds \$933,722 which means Allenstown would contribute \$190,739 and Pembroke contributing \$226,632 with both towns still showing a decrease of \$15,000.

Mr. Jodoin asked what the cost per gallon was on fuel. Mr. Gamache stated he didn't change the number from last year. Mr. Jodoin asked if they budgeted a fixed rate. The Chair stated they haven't done it yet but they had one with the Police Department and it was \$3.46 a gallon. Mr. Gamache stated they are going to use approximately 2,500 gallons which would be about \$2.80 per gallon. He stated he thinks the 2,500 gallons would be on the high side. Mr. Jodoin asked if they are using the WexCards. Mr. Gamache stated they are using the cards.

Mr. Gamache stated it is his understanding the State yard cost per gallon is still more expensive than what they are paying. The Chair asked what the backup plan is if there is a power outage. Mr. Gamache stated they would go to another fuel station. The Chair recommended they get State cards for backup.

Mr. Gamache stated the salaries correspond with the compensation plan they approved a couple of months ago. He stated the current policy states the Board chooses the COLA rate which they haven't finalized yet. He stated a one percent COLA was added to the budget in the meantime.

Mr. Bourque stated he has a problem with doing the COLA and the merit raise at the same time. He stated town policy is the COLA is done on April 1<sup>st</sup>. He stated the employees are going to be upset about it and he doesn't think this Board has the authority to surpass the town policy of when the COLA is received. The Chair stated they are the governing body so they do have the authority. He stated the employees are going to be upset because the town is not doing a COLA.

Mr. Jodoin stated he is concerned with the principle of the matter. He stated they knew when they took over the service they were drastically underpaid and recently put them on the Town of Pembroke pay wage scale. He also explained the benefits the employees get through the town. He stated he has issues with the COLA going through as budgeted. He expressed concern with how the employees will respond to it for those Town employees who are not receiving one in 2017.

The Chair suggested they deal with the COLA issue first. Mr. Gamache stated current Service policy says "the cost of living increase may be awarded at such times and amounts as authorized by the Joint Board (which has been changed to the Board of Directors)." He expressed concern with getting the worst of both towns because the argument will now be if Allenstown isn't getting it why should we get it. Mr. Jodoin stated it would be because they are Pembroke employees so they are under the Pembroke plan for salary and benefits. He stated the Pembroke Sewer Department gets the best of both worlds. He stated it causes problems come Christmas when they get their longevity bonuses and no other Town employee receives one.

Mr. Gamache stated he wants to make sure the employees get taken care of and appropriately compensated per our policy. He stated this is going to double the work because one employee out of twenty-five employees has an April 1<sup>st</sup> start date. He stated there are ten employees on January 1<sup>st</sup>. He stated by doing it the way Pembroke does it he will have to pull twenty-five forms twice a year. Mr. Jodoin explained they put the COLA increase all at once and not individually. Mr. Gamache stated it requires the Board to discuss the raise and approve the raise; it is not automatic. The Chair stated it is going to cost them more money to do them on April 1<sup>st</sup>.

The Chair stated regarding whether or not they get a COLA he thinks they should get it. He explained they are urban wage earners; they are not on social security. He stated social security COLA is calculated differently than urban wage earners which is why the Consumer Price Index is used to determine COLA for employees. He stated he thinks they should get a COLA and it needs to be tied to the Consumer Price Index. He stated in terms of the benefits he doesn't know how long Pembroke is going to continue those rates because most communities are not providing as generous a level of benefits as they are. He stated the Board is the public policy decision maker here and they have to look out for their people (the citizens and the employees). He recommended they give the employees the one percent increase and when it takes effect is an administrative process for Pembroke.

Mr. Bourque agreed they should get a COLA but doesn't agree to the timing. Chief Pendergast stated the Board made them Pembroke employees and it should follow the Pembroke policy of when it occurs. Mr. Gryval stated he feels the same way as the others do. He asked Mr. Jodoin why Pembroke isn't providing a COLA increase this year. Mr. Jodoin stated they have a collective bargaining agreement which is tied to the social security index for the previous year. In 2016 the Social security increase was zero so that's the COLA increase for Town employees in 2017.

Mr. Gryval asked if the Service got nothing last year when Pembroke did the 1.7 percent. Mr. Gamache stated they haven't addressed the COLA; they did the wage adjustments only.

The Chair asked Mr. Kelley his opinion on the COLA and merit raises. Mr. Kelley stated he thinks it is important to continue to raise the bar in what they are making. He explained EMS is an area where people move around a lot however Tri-Town doesn't have the issue. He stated he thinks the COLA will help keep the employees at Tri-Town.

Mr. Gamache stated what they do needs to be supported by the policy. He stated he will change the policy next month. The Chair stated he doesn't think they need to change the wording.

Mr. Bourque asked if they were going to change the wording "employees will now receive a merit step/COLA raise during their anniversary month and it will be based upon a satisfactory evaluation." The Chair stated it needs to say April 1<sup>st</sup>. Mr. Jodoin suggested COLA would be on April 1<sup>st</sup> and merit would be on anniversary date.

Mr. Gamache explained Project #1 was the EMT Course. He explained by the end of the year they will have one or two instructor coordinators which means they will have people licensed by the State to put on an EMT course. He stated they would like to use it to get people interested in EMS and also use it as a recruiting tool. He stated the side benefit to putting on an EMT course is those who miss a course will have something to make it up. He stated this would help the staff get the hours and courses they need. He stated Ms. Locke would lead the EMT course.

Mr. Bourque asked what the cost was per student to enroll. Mr. Gamache stated just shy of \$1,100. Mr. Bourque asked what they need as a minimum size class. Ms. Locke stated they need a minimum of twelve students. She stated the course is about four or five months.

The Chair asked Chief Pendergast if he would send anyone to the course. Chief Pendergast stated because of budgetary reasons, he could send one or two people. Mr. Gamache stated they would be able to advertise it. He stated they have a place to do it and the equipment necessary.

Mr. Bourque asked if they didn't get the twelve would he still hold the class. Mr. Gamache stated if they got at least ten they would hold it to get the experience.

The Chair asked Mr. Gamache if he is planning to budget the amount of \$11,450 for the project. Mr. Gamache stated it is in the budget; it has been allocated to the appropriate lines.

Mr. Gamache stated Project #2 is for the Call Force. He explained the population of the service area is around 11,500 and they rely on mutual aid about 70-100 times a year. He stated it is a heavy amount of reliance on the surrounding communities. He stated it is putting a burden on the communities. He stated it would be good to have people they train to respond quickly when they are on call. He stated they also lose the ambulance to another community when there is a large incident going on.

Mr. Bourque asked how many ambulances Concord has. Mr. Gamache stated they have three.

Mr. Gamache stated based on the numbers and averages the call force would operate between eight in the morning to midnight. He stated Ms. Locke or he would do one admin day. He stated days they are not on they would have two people on call to 4pm and then 4pm-12am would be four people. He stated they don't lose many calls after midnight. He stated they would pay \$2.50 per hour to be on call. He stated there would be a response time requirement. He stated they have spoken to nine employees who would be willing to do this and would need to hire ten on call employees. He stated they want to keep the per diem force where it is as well as get people in the community to help out. He stated this would also help them vet people before hiring them.

Mr. Jodoin asked if Hooksett, Epsom, and Deerfield have coverage. Mr. Gamache stated Hooksett does have coverage at night, Epsom is volunteer and Deerfield contracts with Raymond. Mr. Jodoin asked if there is a possibility of getting pulled into these other towns even with a second rig. Mr. Gamache stated if Fire Alarm knows there is a second vehicle it will get utilized. He stated the cost will run at a negative at 50 transports. He stated the only time they will pay the actual rates is when they are on the actual call. He stated the cost with the transport will be small compared to what they will generate.

Mr. Gryval asked Mr. Gamache if he factored in the mileage and hours when he was looking at the numbers. Mr. Gamache stated he did not. He stated he figured percentages; no transport would be an hour and a transport would be about two hours. Mr. Gryval asked how many people they would need on the on call staff to staff it. Mr. Gamache stated somewhere between 15-20 people which is based on what other services have. He stated they get calls throughout the year with those who just got into the medical field and want some experience so this is a way to do it.

Mr. Bourque asked how many people would be on call at a time. Mr. Gamache stated it would one or two people depending on the time. Mr. Bourque asked if an individual can pull more than one shift or for multiple days. Mr. Gamache stated it would be something they would talk with Department of Labor on. The Chair stated he has all that information prepared. Mr. Gamache stated the primary concern would be to staff the truck fully.

Mr. Jodoin asked what happens if a call coming in requires all three people to go and should they not just keep it at two. Mr. Gamache stated it would be more money, they can peel people off, and there are other options.

Mr. Jodoin stated the calls are starting to get higher and higher on other communities and the revenue isn't matching. He has an issue with something which will be a losing proposition from the start. Mr. Gamache stated it is going to benefit them. Chief Pendergast stated they are dropping calls so he is getting an ambulance out of Concord or Epsom. Mr. Kelley stated he feels it benefits the citizens of the town because now they are not waiting for service.

The Chair stated their primary objective is to make sure the citizens are taken care of. He stated he is skeptical of the ability to create a call force but he is willing to let them try to do so. He doesn't think they will be able to create the force by January 1, 2017.

Mr. Jodoin stated Chief Paulsen had some concerns regarding Pembroke's call force reducing because of people wanting to go to Tri-Town. Chief Pendergast stated they are responsible to approve the budget and if they feel it's worth while then let Mr. Gamache work out the details. He suggested using it as an experiment and if it doesn't work they don't try it again. The Chair stated the most they would be losing would be the two people. He stated Pembroke will gain from it because Tri-Town will be training the staff. Mr. Jodoin stated Pembroke does not want to be an EMS service and there is concern if they go on call with Tri-Town. Mr. Gamache stated these are things they can work out. There was further discussion of the on call EMS service project.

Motion. Mr. Bourque made a motion to approve the budget as amended. Chief Pendergast seconded the Motion. There was no additional discussion.

Yes – Shaun, Bob, Chief Pendergast, and Mike Kelley

No – Dave & Jeff

### **Director's Report**

Mr. Gamache stated they did 100 EMS incidents of which 9 were mutual aid and 65 transport. He stated for the three month period they were the busiest for the year. He stated reaction time is forty-nine seconds which is down about ten seconds. He stated they finalized the HIPPA/Service forms last month.

Mr. Gamache stated himself and Ms. Locke completed their CPR Instructor training and purchased their instructor aids needed. He stated this will allow them to teach a CPR course. He stated Ms. Locke has been in contact with Concord Hospital about a hands only CPR instruction for Old Home Day. He stated it is an initiative with Concord Hospital.

Mr. Jodoin asked if they are in the parade. Mr. Gamache stated the ambulance will be in the parade. Mr. Jodoin asked what they are doing with kids in the vehicles during the parade. Chief Pendergast stated they don't allow neighborhood kids in the parade but if a fire fighter wants their kid it is okay.

Mr. Gamache stated there was a minor injury at the beginning of the month. He stated they will know soon if this is going to be a workers compensation claim or not. He stated he did fill out the first report of injury. Mr. Jodoin asked that they would come in a timely manner. He stated the insurance requires if anything happens, no matter how small, it has to be reported.

### **Discussion in regards to the Field Training Program**

Mr. Gamache stated they have the framework for the FTO program worked out. He stated it will be used to orient new employees, remediate current employees, and with EMS students. He stated it will not be classified as a promotion but rather as an additional duty assignment. He stated there are minimum qualifications based on what they feel would allow the person to do an adequate job. He stated they would be recommended to the Board for approval. He stated compensation for the assignment would be an additional hour pay for each hour the function is performed. He stated they are looking to have two FTOs on staff. The Chair stated if they are going to pay someone in a certain fashion then there needs to be a policy in place. The Board asked Mr. Gamache to send them the package.

### **Discuss ComStar revenue report**

Mr. Jodoin stated it came in today so he has not had a chance to balance

### **Non-Public Session in accordance with the provisions of RSA 91-A:3,II(a)**

Motion. Mr. Bourque made a motion to go into non-public under RSA 91-A:3,II(a) at 5:00pm. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Kelley – Yes; Mr. Mulholland-Yes; Mr. Gryval – Yes; Mr. Jodoin – Yes; Mr. Pendergast – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.



The Board came out of non public session at 5:02 PM.

Motion; Mr. Bourque moved to adjourn at 5:03 PM, seconded by Mr. Gryval. Vote unanimous

A handwritten signature in black ink, consisting of several overlapping, sweeping strokes that form a stylized, elongated shape.

---

SHAUN MULHOLLAND, Chairman Tri Town EMS Board