

TRI-TOWN EMS
BOARD OF DIRECTORS MEETING
Wednesday, June 13, 2018
Pembroke Town Hall
311 Pembroke Street
Pembroke, New Hampshire 03275

The June 13, 2018 meeting of the Tri-Town EMS Board of Directors was called to order by Chairman Harold Paulsen at 3:30 p.m.

Roll Call

Present on the Board: Mike O'Meara, Dave Jodoin, Bob Bourque, Shawn Murray, Derik Goodine and Harold Paulsen

Present on the Staff: Chris Gamache, Director; Stephanie Locke, Assistant Director

Approve minutes of previous meeting

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was voted unanimously to approve the minutes of the May 9, 2018 meeting.

Approve expenditures

On motion of Mr. Bourque, duly seconded by Chief Murray, it was voted unanimously to approve the following expenditures: Payroll manifests for May 10, 2018, May 24, 2018 and June 7, 2018; Accounts Payable manifests dated May 17, 2018 (\$3,510.69) and June 1, 2018 (\$899.28).

Purchase Orders

There were no purchase orders to approve.

Old Business

There was no old business to discuss.

New Business

Mr. Gamache referred to a request from Mr. Bourque to consider a settlement with a non-resident customer related to a 2015 bill. The customer owes \$936.00 and offered, through First Financial, to pay \$450.00. Mr. Gamache pointed out that residents without insurance would pay only \$530, and even if Tri-Town collects the full amount due, First Financial will receive one-third of that. He said that this bill went through the normal collection process.

Mr. O'Meara expressed concern about setting a precedent. He questioned if this would set an example for others.

Mr. Gamache noted that the self-pay collection rate is only 16.5%.

Mr. Jodoin said that agreeing to this opens it up to everybody else.

Mr. Bourque asked if Tri-Town could make a counter offer.

Chair Paulsen said that anything is possible, but it could be a nightmare.

Mr. Goodine asked if there was a payment plan option available.

Mr. Gamache responded that there was.

Mr. O'Meara said that unless the Board is going to approve a complete policy change, this offer should not be accepted.

On motion of Chief Murray, duly seconded by Mr. Bourque, it was unanimously voted to reject this settlement offer.

Chair Paulsen cautioned members to avoid choosing 'Reply All' when responded to emails from him because that could be construed as an illegal meeting.

ComStar Billing Report

Mr. Jodoin presented the ComStar Billing Report for the month of May. The receivables balance at the end of May was \$635,673. May billings totaled \$103,942, up from \$86,000 in April, reflecting a large number of calls and runs. Revenue in May totaled \$44,653 and write-offs totaled \$48,197.55.

Director's Report

Mr. Gamache reported 120 runs in May. Tri-Town made 108 of these runs – 67 for Pembroke and 41 for Allenstown. Year-to-date, Pembroke has had 55.76% of the runs and Allenstown has had 44.24%. Mutual aid was received eight times and given twelve times. The transport of 73 people constituted a 61% transport rate.

Mr. Gamache reported that the AC compressor on Engine 8 still is not working. There are 185 of them on backorder, an indication of the magnitude of the problem. Grappone now has one and it is scheduled for installation next week. They have been swapping out with Engine 3, using Engine 8 in cool weather and Engine 3 when it is very hot. The check engine light on Engine 3 is always on, it is sluggish on hills and doesn't shift all of the time. When Engine 8 is back in service, Engine 3 will go in for service.

Mr. Gamache continued, saying that a CPR course was conducted at PACE Academy in May and eleven people were certified. In June, twelve members of the Old Home Day Committee will take the course. He added that Ms. Locke has completed her CPR instructor course.

Mr. Gamache stated that he and Ms. Locke attended the Governor's Proclamation of EMS Week ceremony along with 20 to 30 other EMTs and firefighters. He said that Governor Sununu discussed the opiate crisis and ambulance billing.

Mr. Gamache next referred to a news article regarding mutual aid in which members of the Concord City Council expressed concern about the amount of mutual aid given by Concord versus the amount received. Mr. Gamache discussed this with the Concord Fire Chief. They agreed that prior to 2017 the amount of mutual aid given to the Pembroke/Allenstown area by Concord far exceeded what was received. However, that is much more even now - within ten calls. Mr. Gamache also discussed rates with the Concord Fire Chief. Tri-Town's rates are a bit higher. He learned that Concord has different charges which Tri-Town might look at.

Mr. Gamache said that Elliot Hospital and Concord Hospital are planning to start communicating via an app, at no cost to the services. They are looking at two different apps and CMC might jump in with a third one. Mr. Gamache said they would only work with one app and would go with whatever Concord Hospital chooses. He is hopeful that the hospitals will get together and agree on one app. Another issue is that these apps run on Apple or Android; none work on the Service Pro tablets.

Mr. Gamache extended kudos to Paramedic Will Amos and Advanced EMT Dan Fitzgerald for their work on June 1, 2018 with a patient suffering from chest pains and two other ailments. They addressed all issues and determined that he was having a heart attack. They transported him to the cath lab, and he was discharged eight days later intact.

Mr. Gamache reported that Andrew Merelman is resigning as of June 14, 2018. He is going to medical school in Colorado. Tiffany McIntosh has had her one-year evaluation and he recommend moving her to Grade 8, Step 3, Year 1. Her salary will increase from \$13.95 to \$14.30.

On motion of Mr. Goodine, duly seconded by Mr. Bourque, it was unanimously voted to approve this increase for Ms. McIntosh.

Mr. Gamache stated that Jasmine Croteau has passed the paramedic exam, and he recommends moving her to Grade 9, Step 8, Year 1. Her salary will increase from \$14.94 to \$18.01. When she has completed 40 hours of ride time and is deemed able to practice independently, she will earn \$18.30 as a paramedic.

On motion of Chief Murray, duly seconded by Mr. O'Meara, it was unanimously voted to approve this increase for Ms. Croteau.

Chair Paulsen offered input on the Concord mutual aid issue. He said it is a total package – EMS and Fire. He said that, regarding mutual aid, they (Concord) need us more than we need them.

Chief Murray said that the fire chiefs need to know about these issues.

Other Business

Revenue Projections Discussion

Mr. Gamache next stated that he had prepared a draft of the revenue side of the budget. He distributed copies to the members. Referring to the first page, he said that the yellow line charts call volume since the service started, including Pembroke, Allenstown and mutual aid calls. The light blue line, he said, is the historical average, which changes less dramatically than the trend line. Both are trending upward. Page two charts the ComStar weekly reports. Mr. Gamache noted that, during the transition to ComStar in 2014 and 2015, there is a lag time in reporting, so that 2014 is understated and 2015 shows a spike. The two years balance out. Beginning in 2016, reporting is normal. Turning to the third page, Mr. Gamache stated that this chart depicts ambulance revenue, actual and budgeted. Only in 2013 was actual revenue less than what was projected. Since the service began, actual revenue has increased 270%, while projected revenue has increased only 195%. This reflects conservative budgeting of revenue. Transports totaled 687 in 2013, 681 in 2014, 700 in 2015, 725 in 2016, and 824 in 2017. There will be over 900 in 2018. Mr. Gamache continued, saying that the next page depicts 2016, 2017 and 2018 trends. In 2016, there were 32 calls and 25 transports more than projected. Based on average revenue per transport, this generated \$13,000 more in revenue than budgeted. In 2017, there were 220

more runs and 100 more transports than projected, creating \$50,000 in revenue over and above the amount budgeted. And, there is more revenue still coming in for 2017. Already this year, there have been 58 more calls and 75 more transports than projected. Referring to the next page, Mr. Gamache said that, for the 2018-19 budget, revenue can be projected based on the historical (average) line or the trend line. Using the average figures – 1,100 runs and 735 transports - the revenue projection would be \$371,175. Using the trend data – 1,400 runs and 910 transports - the revenue projections would be about \$500,000. Mr. Gamache said that he recommends splitting the difference, projecting 1,266 runs and 822 transports for a revenue projection of \$435,587. Tri-Town also generates \$17,000 in miscellaneous revenue. Mr. Gamache stated that he has placed \$40,000 in the Fund Balance account to offset the budget next year. If revenues exceed expectations, that may come from revenue. Mr. Gamache stated that they have a goal of decreasing the amounts the towns will owe next year to the least amount since 2014.

Mr. Bourque asked what percentage of the amount billed is actually collected.

Mr. Gamache responded that they collect 73.89% of funds available to collect, noting that there are major write-offs to Medicare (~50%) and Medicaid (~80%). The self-pay rate is 16.5%.

Chair Paulsen asked Mr. Gamache if he would be presenting expenditures at the next meeting.

Mr. Gamache responded that he would be doing that.

Non-public session in accordance with RSA 91-A:3 II (a)

Mr. O'Meara made a motion to enter non-public session at 4:25 p.m. The motion was duly seconded by Mr. Bourque. A roll call vote was taken. Mr. O'Meara – aye; Mr. Jodoin – aye; Mr. Goodine – aye; Chief Murray – aye; Mr. Bourque – aye; Chair Paulsen – aye. The motion carried unanimously.

The Board members returned to public session at 4:38 p.m. and Mr. O'Meara moved to seal the minutes of the non-public session. A roll call vote was taken. Mr. O'Meara – aye; Mr. Jodoin – aye; Mr. Goodine – aye; Chief Murray – aye; Mr. Bourque – aye; Chair Paulsen – aye. The motion carried unanimously.

On motion of Mr. Jodoin, duly seconded by Chief Murray, it was voted to adjourn at 4:38 p.m.



HAROLD PAULSEN, CHAIRMAN