

TRI-TOWN EMS  
BOARD OF DIRECTORS MEETING  
Wednesday, December 12, 2018  
Pembroke Town Hall  
311 Pembroke Street  
Pembroke, New Hampshire 03275

The December 12, 2018 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: Chief St. Germain, Mike O'Meara, Dave Jodoin, Bob Bourque, Hearshell VanLuven, Chief Paulsen, Derik Goodine

Present on the Staff: Chris Gamache, Director

**Approve minutes of previous meeting**

Mr. Jodoin made a motion to approve the minutes of the November 14, 2018 Tri-Town EMS Board meeting as amended. Mr. Bourque seconded the motion, which carried unanimously.

**Approve expenditures**

Mr. Bourque made a motion to approve the Payroll Manifests of November 21, 2018 and December 6, 2018. Mr. O'Meara seconded the motion, which carried unanimously.

Mr. Bourque made a motion to approve the November 29, 2018 Accounts Payable Manifest in the amount \$26,171.63 and the Accounts Payable Manifest of December 12, 2018 in the amount of \$4,474.22. Mr. O'Meara seconded the motion, which carried unanimously.

**Approve purchase order(s)**

Mr. Gamache presented PO #18-12- 001 in an amount not to exceed \$27,000 for the purchase and installation by Grappone of a new engine for Ambulance 8. Mr. Jodoin made a motion to approve this purchase order. Mr. Bourque seconded the motion, which carried unanimously.

**Election of Officers for 2019**

Mr. O'Meara nominated Chief Paulsen as Chairman. Mr. Bourque seconded the nomination. There were no other nominations, and Chief Paulsen was elected unanimously.

Mr. Bourque nominated Mr. O'Meara as Vice Chairman. Mr. Jodoin seconded the nomination. There were no other nominations, and Mr. O'Meara was elected unanimously.

Mr. Jodoin was elected Secretary by acclamation.

Mr. Gamache reported that he checked with his employees and no one is interested in replacing Mr. VanLuven as the employee representative to the Tri-Town EMS Board. According to their rules, he cannot serve two consecutive terms. Mr. Bourque said that this rule should be changed.

Chair Paulsen said that the change would have to be made by this Board approving it and then a vote of both towns' Board of Selectmen. For now, he said, they can appoint Mr. VanLuven.

### **ComStar billing report**

Mr. Jodoin reported billings for November in the amount of \$132,700, of which \$81,000, or about 61%, were for Pembroke residents. Revenue totaled \$49,000 and write-offs were \$69,000. The uncollected balance at the end of November was \$680,000, up from \$666,000 at the end of October.

Mr. Bourque asked about accounts sent to collections.

Mr. Gamache responded that 16 or 17 accounts were sent to collections. Two have requested payment plans. Regarding two new delinquent accounts, he asked if he should send these to collections or small claims court, as recent notification said would happen.

Mr. Jodoin said these patients should first get a note. He asked about the consequences to the patients of having their accounts sent to a collections.

Mr. Gamache replied that sending an account to collections damages the credit score of the patient.

Mr. Bourque asked about the percentage taken by the collections company.

Mr. Gamache said they take 33%. The total of these accounts is about \$22,000.

Mr. Jodoin suggested trying the small claims court procedure.

Mr. Bourque asked if the patient's property can be attached.

Mr. Jodoin said a property tax lien cannot be placed. He will check with an attorney about the small claims' procedure.

Mr. Bourque asked how old these accounts are.

Mr. Gamache said that the list of delinquent accounts goes back to 2014, but most of them are from 2017 and 2018.

Chair Paulsen asked for a report at the next meeting.

### **Director's Report**

Mr. Gamache reported 93 runs in November, the slowest month of the year. October was the busiest month ever for Tri-Town. Of the 93 runs, 58 were for Pembroke, 31 for Allenstown, and four for Mutual Aid, which was received ten times. There were 60 transports, representing 64.5% of the runs. Year-to-date, 57.4% of calls have been for Pembroke and 42.9% for Allenstown. The average time out the door was 0.53 seconds.

Mr. Gamache said that Grappone is installing the new engine for Ambulance 3, having determined that a push rod caused a valve to drop, damaging a piston, causing oil to blow. When that repair is complete,

Ambulance 8 will go in for routine service, which is desperately needed. It has an ongoing problem with vibration. Four other services have had the same problem with the same ambulance. It is a Ford issue and PL is working with Tri-Town and the others with the same problem to fix it.

Mr. Gamache continued, saying that one applicant is going through the hiring process, they are pursuing another, and they received a phone call from another potential applicant. This will help with staffing.

Mr. Gamache next reported the delivery of the Lucas 3 CPR device to replace the broken one. Online training with Zoll is in progress, and in person training with Zoll and with Concord Hospital personnel will take place at the end of January. Regarding rapid sequence intubation, they have the verbal support of Concord Hospital for this, which involves a high-risk skill. They have applied to the State to be allowed to do this and will be ready in early 2019. There are five to ten residents in the service area who would benefit.

Mr. Gamache said that there is a lot of old equipment in the storage area and he would like to dispose of it. Nothing is usable.

Mr. Jodoin advised him to create a brief disposition list, including what, where and when regarding disposal.

Mr. Gamache said that he received the MRI wage study results after preparing his budget. He said he has run the numbers and has scheduled pay changes which are consistent with what Pembroke did. There are 12 communities in the area with EMT service, but none of them run as a Third Service as Tri-Town does. Tri-Town is an oddity. He said that Milford is comparable, but is slightly busier. Per the MRI study, EMTs would go from Grade 8 to 9, an average increase of \$0.99 per hour; Advanced EMTs would go from Grade 9 to 11, an increase of \$2.07 per hour; the study recommends no change for paramedics, the Assistant Director and the Director. He said he recommends that paramedics would go from Grade 13 to 14, with a range of \$18.13 per hour to \$26.37. For the Assistant Director, there is no comparable position; and he recommends a change from Grade 16 to 17. Regarding the Director, no one has a director who is a department head. He recommends going from Grade 20 to 21 for the Director position.

Mr. Jodoin said that the scale for the director position changed but not the wages.

Mr. Gamache offered some comparisons. American Medical Response (AMR) has a range of \$20.95 to \$33.09 for paramedics. Milford's range is \$18.24 to \$29.19. Concord Hospital is \$19.14 to \$29.67. Tri-Town is now at the bottom of these scales. For Grade 20, Tri-Town's range is \$59,382 to \$82,648; Milford's is \$64,989 to \$99,101. Tri-Town employees will not get a COLA increase when the Pembroke employees get one on April 1, 2019. Tri-Town employees will get a market adjustment, not specifically merit or COLA, ranging from \$0.84 to \$2.28.

Mr. Jodoin said that Pembroke employees will get merit increases in their review months and all will get a COLA on April 1, 2019. Those who have maxed out have an expanded scale with some room to move up. He said we can't compete with private companies or Concord Hospital.

Mr. O'Meara said that the adjustments are reasonable and might be enticing enough to attract new employees. The adjustments won't bust the budget.

Mr. Jodoin said that the challenge is to be fair and consistent in relation to comparable positions in the Fire and Police departments. They look for a happy medium.

Mr. Gamache said that all services are trying to get the same people, and Tri-Town is being killed with overtime costs.

Chair Paulsen instructed Mr. Gamache to send out the new scale and put the subject on agenda for next meeting,

Mr. Gamache proposed 2.5% increases in January for the following employees: Robin Cushing, \$16.65; Nick DeGiovani, \$15.16; Ed Higgins, \$16.25 and Robert Vodra , \$16.82.

Mr. Jodoin made a motion to approve these increases. Mr. Bourque seconded the motion, which carried unanimously, with Mr. VanLuven abstaining.

Mr. Jodoin made a motion to enter non-public session in accordance with 91-A:3 II (e) at 4:18 pm. The motion was seconded by Mr. Goodine. A roll call vote was taken: Chief St. Germain, aye; Mr. O'Meara, aye; Mr. Jodoin, aye; Mr. Bourque, aye; Mr. VanLuven, aye; Chief Paulsen, aye; Mr. Goodine, aye. The motion carried unanimously.

Mr. Bourque made a motion to return to public session at 4:34 pm. A roll call vote was taken: Chief St. Germain, aye; Mr. O'Meara, aye; Mr. Jodoin, aye; Mr. Bourque, aye; Mr. VanLuven, aye; Chief Paulsen, aye; Mr. Goodine, aye. The motion carried unanimously.

Mr. O'Meara made a motion to seal the minutes of the non-public session. Mr. Bourque seconded the motion. A roll call vote was taken: Chief St. Germain, aye; Mr. O'Meara, aye; Mr. Jodoin, aye; Mr. Bourque, aye; Mr. VanLuven, aye; Chief Paulsen, aye; Mr. Goodine, aye. The motion carried unanimously.

On motion of Mr. Jodoin, duly seconded by Mr. Bourque, it was voted to adjourn at 4:35 pm.



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HAROLD PAULSEN, CHAIRMAN