

TOWN OF ALLENTOWN AND PEMBROKE  
Tri-Town EMS Board of Directors  
311 Pembroke Street  
Pembroke, New Hampshire 03275  
Minutes of Regular Meeting  
May 11, 2016

**Call to Order.**

The Tri-Town EMS Board of Directors Meeting for May 11, 2016 was called to order by the Chair at 4:12 p.m.

**Roll Call.**

Present on the Board: Shaun Mulholland, Harold Paulsen, David Jodoin, and Bob Bourque.

**Others Present.**

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

Other: Jeff Gryval, perspective applicant for Board of Directors for Allentown

**Approve minutes of previous meeting(s).**

Motion. Mr. Jodoin made a motion to approve the March 9, 2016 minutes. Mr. Bourque seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve session one of the non-public minutes for March 9, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve session two of the non-public minutes for March 9, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

## **Review and Approve Expenditure Reports**

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for May 12, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for March 17, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for March 31, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for April 14, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for April 28, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Accounts Payable Manifest for April 14, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Accounts Payable Manifest for April 12, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

Motion. Mr. Bourque made a motion to approve the Accounts Payable Manifest for May 10, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

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

### **Resignation and Hiring of Employees**

Mr. Bourque asked the director if he had received any requests for letters of recommendation from those who have resigned. Mr. Gamache stated he had not. The Chair stated they do not do letters of recommendations. Mr. Gryval asked if they do exit interviews. Mr. Gamache stated they do exit interviews.

Mr. Bourque asked Mr. Gamache how the turnover has been since he started. Mr. Gamache stated turnover has been good. He explained they had three people leave last year and they had three people this year.

Motion. Chief Paulsen made a motion to accept the resignation of Jonathan Goldman with an effective date of March 31, 2016. Mr. Bourque seconded the Motion. There was no additional discussion.

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

Mr. Gamache recommended the Board hire Tenley Gillet. He stated she has gone through the hiring process, has gone through background check and driving record, drug screen, and has passed her physical. The Chair asked how long she has been an EMT. Mr. Gamache stated she has been an EMT for two years. He stated she was referred to them.

Motion. Mr. Bourque made a motion to hire Tenley Gillet as a per diem EMT at a rate of \$13.73. Mr. Paulsen seconded the Motion. There was no additional discussion.

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

### **Discuss ComStar Revenue Report**

Mr. Jodoin stated the billings in Allenstown \$33,420 and Pembroke \$20,734. He stated collections in Allenstown were \$8,000 and Pembroke \$11,000 and write-offs in Allenstown were \$15,000 and

Pembroke \$10,000. He stated Allenstown's receivables are \$153,000, Pembroke \$130,000, and other communities \$22,000 for a total of \$307,348.21.

### **Discuss Status of Mutual Aid Agreement**

Mr. Gamache stated there hasn't been much work on this in the last month. He stated his plan of action is to contact Chief Gilbert and ask if there is a formal mutual aid agreement between the Capital Area and Lakes Region. He stated if there is it would set precedent with the Compact setting a mutual aid agreement with another entity and therefore, request Capital Area sign a mutual aid agreement with Tri-Town EMS.

Mr. Gamache stated NH EMS has their own blanket form to cover mutual aid has a lot of the same things as Tri-Town. He stated he plans to take their form and put Tri-Town references on it to use as a mutual aid agreement form. He stated if they cannot have a mutual aid agreement with Capital Area then the last course of action would be to have the individual towns sign a mutual aid agreement.

The Chair stated it doesn't seem the Capital Area Chiefs will agree to this. He stated they need to get this solved by the end of the year.

Motion. Mr. Mulholland made a motion to give the guidance to the Director to either work with the Capital Area to come up with an agreement or initiate getting individual agreements for EMS Mutual Aid with those communities they exchange such services with. Mr. Jodoin seconded the Motion. There was no additional discussion.

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

### **Discussion the Wage Classification System**

The Chair stated there was an email about the Wage Classification System and he had some concerns about it. He stated there were increases every year and the increases were too high and had asked the Director to come up with something different. He stated he thinks the revisions are somewhat more reasonable.

Mr. Bourque asked if this is in lieu of the COLA. The Chair explained the steps get adjusted by the COLA. Mr. Jodoin stated Pembroke gets a COLA every year and possibly a merit raise as well. The Chair stated on the Wage Classification System (WCS) they would not get two raises every year. He explained until the WCS, if someone doesn't qualify for the merit they will only get the COLA. He stated they would not get a step increase every year.

Mr. Gamache stated the first step of the process is defining what it is going to look like. He stated the next step is defining how to get from one step to the next. He explained his plan is to word it

so if there is two years between steps the employee will need two years meeting the criteria. He stated he is not a fan of automatic raises and they need something to keep people moving forward.

Mr. Bourque asked if this could be misconstrued as a contractual wage table. The Chair stated it cannot. He stated he suggested a change of wording for employee pay increases from “shall” to “may”.

Mr. Bourque asked if they are going to tie them to appraisals. Mr. Gamache stated they will be tied to appraisals and they are done this year. Mr. Bourque asked what constitutes a favorable appraisal. Mr. Gamache stated the evaluations include driving, training, clinical proficiency, interactions with others and other aspects of their job.

Mr. Bourque stated when they discussed appraisals one of the comments was not every appraisal would be fully completed because the evaluator cannot see everything they are doing. He stated at the time he had asked what would be a favorable appraisal. Mr. Gamache stated each item is graded from 1 to 4.

Mr. Bourque asked how many of the 20 categories have to be acceptable to have a favorable appraisal. Mr. Gamache stated the employee would have to get at least a 3 on 18 of the categories. He explained some things are no news is good news because they are not there all the time to see what the employee is doing. There was further discussion of the evaluation process such includes the run reports and log books.

Chief Paulsen stated he thinks this is a good step. He expressed concern with the WCS being automatic. He asked how they would move a paramedic up the scale appropriately. Mr. Gamache stated with a WCS they cannot reward people for doing exceptional jobs. He stated traditionally with steps employees fall into two categories: either they are doing their job or they are not doing their job. The Chair stated there is nothing saying they can't move people along the steps as they deem necessary.

Chief Paulsen stated he likes to reward upfront and not have high increases. The Chair stated the WCS will do it by having a starting step and then the other steps. Mr. Gamache explained there are two to three years between some steps which means the 3 ½ % would be spread out over the period.

The Chair asked if the intention was a person would start for the Service and end at the last step or was the steps a range in which to start someone. Mr. Jodoin stated it is a range and if an employee gets to the top amount they wouldn't get anything more.

Mr. Gamache stated he took the tool from Allenstown and used the range for Pembroke which would have put an employee \$2-\$3 short of the top band. He explained this is why he came up with the 2 ½ to 3 ½ % increases.

The Chair asked the Board if they agree with the concept Mr. Gamache is using. He stated they need to make sure their rates are where they are supposed to be. Mr. Bourque stated the WCS can be updated as the economy changes. The Chair stated it will change each year with the COLA increases and they can use the NHMA surveys to make sure rates are correct. He stated once they approve the WCS it will become policy which is why it is important for the process to be evaluated.

Chief Paulsen stated he thinks it is more appropriate for the full-time staff rather than the per diem staff. Mr. Gamache explained the Service has a good retention rate. He stated employees like the environment they are working in and are asking for more shifts. The Chair stated he thinks in the future, employers will not be able to afford full-time staff and they will see an increase in per diem staff.

Motion. Mr. Bourque made a motion to adjourn. Chief Paulsen seconded the Motion. There was no additional discussion.

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

The Chair adjourned the meeting at 5:05pm.

A handwritten signature in black ink, appearing to read 'SHAUN MULHOLLAND', written over a horizontal line.

SHAUN MULHOLLAND, Chairman Tri Town EMS Board of Directors