

TO: TOWN BOARD SUPERVISORS

FROM: MARY ROSS

Date: February 5<sup>th</sup>, 2011

RE: Ambulance Director's Report  
(January 1<sup>st</sup> – January 31<sup>st</sup>)

Town Board Members:

Events during the month of January include:

- Let's start with personnel: At the 1/12/11 training meeting, the Ambulance crew unanimously recommended Patty Hobin be appointed the new director, and Cindy Dalzell and Deena Schuppe be appointed Assistant Directors. I wrote a letter for the 1/25/11 Board meeting to this effect. I also talked to Barb Nelson and researched WI State Statutes regarding having an elected official also be a town employee, which Patty will be. It is permitted, but with certain stipulations (yearly gross pay total, townspeople approval, and hourly wage set either by the townspeople or the Board). I met weekly during the entire month with the 3 Islanders taking the EMT-B class. We have gone through both ambulances (equipment and mobile radios). They have been trained and now each carry a VHF handheld radio. We have practiced with most of the equipment, and gone through the operations of ambulance #509. We still have more to do. Again, this is to make them feel comfortable and confident not only with how our service operates, but also its equipment. This will continue through the end of February.
- As stated in last month's report, #508 had a battery issue. Early in the month, Warren Jensch came into the MIFL office for something and I asked him a few questions regarding #508. He agreed to take a look at it. As of the end of the month, he has probably spent 15+ hours on the rig. We took it out for 2 different test drives, after he and made and installed 2 different jumper wires. He then removed the alternator and I took it to a company in the Cities (I was going anyway) Warren has used for many years for repairs. They tested it and took it apart and nothing is wrong with it. I brought it back and also a new battery isolator, and Warren installed both. In a nutshell, the voltage/amperage requirements of the rig and too much for the alternator it has, and due to engine space issues, we can't install a bigger one. Warren has a few more suggestions, but it all comes down to replacing this ambulance. As of 1/31, we are confident the rig could respond to a call and get across the ice to Bayfield, but I'm not sure it could get to Ashland (Warren is). We certainly can request mutual aid from Bayfield as we do during the windsled season. I have not put #508 back in service and the ice road hasn't opened yet (although this appears to be coming soon). I can't even begin to say thank you enough to Warren for his work, and determination to figure out and try and solve this electrical/charging issue with #508. I met with Deena Schuppe about contacts/sales reps of type II ambulances and I know she (and the committee) spent a lot of time on the phone and internet looking at used van style ambulances. They are out there, the problem is, they don't have 4WD, and it would have to be converted and that takes 6+ weeks. The crew talked about this at our 1/26 meeting and the consensus was to keep looking, and hopefully find something at least in the upper Midwest, & have it converted to 4WD. It appears a replacement won't be found until spring/summer.
- Things moved forward with the hiring an ambulance billing agency. Barb Nelson & I met with Katie Gorman and Katie submitted a proposal. I also spent time talking to other service directors about LifeQuest agency, based in Wautoma WI. With licensing and bonding questions, Barb had contacted Tom Ketchum and he said quite a few municipalities they provide insurance for have hired LifeQuest. I also contacted a company in Missouri that was highly recommended by the software company that Barb has for ambulance billing. I talked to the rep 3 times, but they never sent an actual proposal for us to

look at. At a meeting of Patty, Barb & myself on 1/31 we strongly agreed the LifeQuest was the company that best meets our billing needs. Please see addendum for the recommendation to hire them.

- I had to take Larry Hobin's handheld radio to DSC communications for a small programming addition. It is a fact that the Fire Dept.s' radios aren't programmed for ambulance tone-outs the way our radios are. For those firefighters who are also part of the ambulance crew, who have a fire dept. issued radio, this is an essential programming feature to have. When the radio conversion to VHF took place, all ambulance crew members who were firefighters received ambulance radios. From now on, any firefighter who joins the ambulance will need to have his/her radio re-programmed, if they carry a fire dept. issued radio.
- I wrote and distributed the emergency contact list for winter transportation needs and had to re-write the month of March on-call schedule due to my error in the 1<sup>st</sup> schedule.

Respectively Submitted,

Mary Ross, Ambulance Director