



Fire Department

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November 19, 2014

Alderman Robert W. Puente
Ambulance Service Board Chairman
200 E. Wells St., Room 205
Milwaukee, WI 53202

CITY OF MILWAUKEE
2014 NOV 25 P 2:34
CITY CLERK'S OFFICE

Dear Honorable Chairman of the Ambulance Service Board:

Ambulance certification regulations are codified in Chapter 75 of the City of Milwaukee Code of Ordinance. Pursuant to Milwaukee Code of Ordinance s.75-15-13 I, the Chief of the Milwaukee Fire Department, herein presents to you a proposed service plan for transmittal to the Ambulance Service Board.

I have concluded that the service areas of the four providers and their performance over the past year do not pose a substantial threat to the public's health and safety, although, both Curtis and Meda-Care have not met the turnback standard. I will work on a remedial action plan with these two companies to address their performance standards deficiencies. The current recommendation is to keep the service area boundaries in place unless remedial actions are unsuccessful.

Please present this report to the Ambulance Service Board for their review and consideration during the next service period.

Sincerely,

MARK ROHLFING
Chief

MR/EJS/cf



**City of Milwaukee Fire Department Private Ambulance Provider
Service Plan Report and Summary
11/18/2014**

The Milwaukee Fire Department (MFD), in accordance with City of Milwaukee Ordinance 75-15-13 and the ambulance service standard agreement has produced the following report. The period covered by this report is from September 1, 2013 to August 31, 2014. The call data was gathered from monthly Accountability in Management (AIM) Reports produced by MFD dispatch, information supplied by the private providers during the annual certification process and the private ambulance service provider monthly reports. This summary report is accompanied by a two page worksheet that was used in the analysis.

Pursuant to the 2008 agreement and the annual re-certification process, the private ambulance service providers are Bell, Curtis, Meda-Care and Paratech Ambulance Service. During the most recent re-certification process, the number of fleet vehicles claimed by each private provider was as follows: Bell 42 vehicles, Curtis 25, Medacare 17 and Paratech 36. Please note these numbers may not represent the actual number of fleet vehicles available to serve the City of Milwaukee at any given time due to staffing deficiencies, vehicle maintenance, or vehicle use outside the City. At the present time boundaries of the coverage areas of the four private providers are the same as those established in the original agreement from 2008.

The total of all calls that came through the Milwaukee Fire Department Dispatch center or were requested by on scene MFD units. The total calls to all private providers during this period were 65,532. These numbers were taken from the monthly dispatch AIM reports. There is a slight discrepancy between our monthly call numbers and the numbers that are provided to us by the private companies. We utilized the MFD call volume numbers for this portion of the report. These calls were divided among the private ambulance providers in the following manner:

Bell	15,392	23.49%
Curtis	16,504	25.18%
Meda-Care	14,858	22.67%
Paratech	18,778	28.65%
Total Calls	65,532	100%

Performance Standards are contained in the agreement. For this report, the response time standards data was taken from the Private Ambulance Service Provider Monthly Reports. The Turn Back Standard was taken from the MFD turn back numbers. An incident that is turned back will be considered as Unable-to-Handle (UTH). The UTH Standard shall not be greater than 2%. Turn back numbers are provided in the Private Ambulance Service Provider Monthly Reports, but for the purpose of this report we used the MFD Dispatch numbers. There are slight discrepancies in the numbers provided in the monthly reports and in the MFD numbers.

Response time standards are divided into three different time frames. For emergency responses companies must meet 90% of calls in 8:59 or less, 99% in 12:59 or less. For non-emergency responses companies must meet 90% of calls in 14:59 or less minutes. For this report we are summarizing the monthly reports. We used the response times as reported by the private ambulances. If the company met the standard for all 12 months during the service period analyzed we gave them a "Yes" for meeting the standard. If the company did not meet the standard during any month, we gave them a "No" for not meeting the standard. Monthly information and percentages on the response time standards are contained in the accompanying worksheet.

**City of Milwaukee Fire Department Private Ambulance Provider
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Response Time Standards

	8:59 min	12:59 min	14.59 min
Bell	Yes	Yes	Yes
Curtis	No	Yes	No
MedaCare	No	No	Yes
Paratech	Yes	Yes	Yes

Analysis of response time standards shows that both Bell and Paratech are meeting the response time standards in all three categories on a monthly basis. Both Curtis and Meda-Care did not meet the standard and the Chief will work on a remedial action plan with both of these companies.

The Turn-back or the Unable-to-Handle standard was calculated using MFD Dispatch numbers and was arrived at by taking the total number of turn backs for that time frame and dividing it by the total number of calls dispatched to the private provider. The following is the yearly data for each provider.

Turn-back Standard

	UTH<2%	% Total
Bell	75	0.49%
Curtis	870	5.27%
Meda-Care	652	4.39%
Paratech	274	1.46%
Totals	1,871	2.86%

Analysis of turn back or Unable-to-Handle standard shows that only Bell and Paratech are meeting this standard. The Standard states that Unable-to-Handle calls shall not have a rate of 2% or more. Both Curtis and Meda Care do not meet this standard and the Chief of the Department will work on a remedial action plan with these two companies.

Conclusion: The Chief of the Milwaukee Fire Department has concluded that the service areas of the four providers and their performance over the past year do not pose a substantial threat to the public's health and safety. As per the service agreement, the Chief of the Department will work with both Curtis and Meda Care on remedial action plans in order to address their performance standards deficiencies. The current recommendation is to keep the service area boundaries in place, unless remedial actions are not successful.

Direct Dispatch Monthly Calls September 2013-2014 MFD dispatch numbers from AIM reports used for call volume.

Company	13-Sep	13-Oct	13-Nov	13-Dec	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug
Bell	719	647	622	677	795	584	721	693	709	608	854	822
Curtis	759	758	701	800	811	574	724	735	835	650	847	850
Meda-Care	770	701	612	745	784	563	731	708	760	537	824	736
Paratech	871	833	751	951	1069	800	871	820	904	676	964	920

MFD on Scene Monthly Calls September 2013-2014

Company	13-Sep	13-Oct	13-Nov	13-Dec	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug
Bell	567	510	480	544	632	488	540	529	583	747	622	699
Curtis	623	619	534	572	646	501	605	622	620	776	660	682
Meda-Care	505	457	442	490	545	435	486	499	531	799	614	584
Paratech	636	619	638	772	790	517	638	662	683	950	698	745

Total Monthly Calls - Direct and MFD on Scene - September 2013 - August 2014

Company	13-Sep	13-Oct	13-Nov	13-Dec	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug
Bell	1286	1157	1102	1221	1427	1072	1261	1222	1292	1355	1476	1521
Curtis	1382	1377	1235	1372	1457	1075	1329	1357	1455	1426	1507	1532
Meda-Care	1275	1158	1054	1235	1329	998	1217	1207	1291	1336	1438	1320
Paratech	1507	1452	1389	1723	1859	1317	1509	1482	1587	1626	1662	1665

Total Calls Taken by Providers

Company	Total Calls	% Totals	# Fleet Vehicles
Bell	15,392	23.49%	42
Curtis	16,504	25.18%	25
Meda-Care	14,858	22.67%	17
Paratech	18,778	28.65%	36
Total Calls	65,532	100%	

Number of Vehicles

Company	Bell	Curtis	MedaCare	Paratech	Totals
UTH<2%	75	870	652	274	1,871
% Total	0.49%	5.27%	4.39%	1.46%	2.86%

Response Time Standards

Company	8:59 min	12:59 min	14:59 min
Bell	Yes	Yes	Yes
Curtis	No	Yes	No
MedaCare	No	No	Yes
Paratech	Yes	Yes	Yes

Turn-back Standard - Response that is turned back is Unable to Handle (UTH) Shall not be greater than 2% MFD AIM numbers used for Turn Back.

Company	13-Sep	13-Oct	13-Nov	13-Dec	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug
Bell	13	7	0	6	10	3	2	11	3	8	5	7
Curtis	61	45	49	47	65	59	88	81	93	79	98	105
Medacare	54	35	26	45	55	39	44	47	66	68	80	93
Paratech	24	19	9	33	33	20	16	14	30	28	27	21

Worksheet for Preparing Private Ambulance Service Plan. September 2013 - August 2014

Date: 11/18/2014

Emergency mode responses: 90% in 8:59 minutes or less, 99% in 12:59 or less. Non-emergency mode responses: 90% in 14:59 minutes or less.

Response time Standards

Private Provider monthly report numbers used for Response Times.

Monthly Meeting Standard

Bell	13-Sep	13-Oct	13-Nov	13-Dec	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug	Standard
90% - 8:59 or less	92	93	94	93	90	91	93	93	93	92	91	91	91 Yes
99% - 12:59 or less	99	99	99	99	99	99	100	99	99	99	99	99	99 Yes
90% - 14:59 or less	99	98	99	100	99	99	97	100	99	98	99	96	96 Yes
Curtis													
90% - 8:59 or less	89	92	91	89	91	90	91	90	88	91	88	90	90 No
99% - 12:59 or less	99	99	99	99	99	100	99	99	100	99	99	99	99 Yes
90% - 14:59 or less	94	98	98	92	90	96	84	91	89	88	91	92	92 No
Meda-Care													
90% - 8:59 or less	89	95	88	88	86	89	89	90	90	90	90	89	90 No
99% - 12:59 or less	98	99	98	96	98	96	97	98	99	97	97	98	98 No
90% - 14:59 or less	99	98	99	97	93	95	95	95	98	98	99	92	92 Yes
Paratech													
90% - 8:59 or less	90	90	90	90	90	90	90	90	90	90	93	90	90 Yes
99% - 12:59 or less	99	99	99	99	99	99	99	100	99	99	99	99	99 Yes
90% - 14:59 or less	99	100	98	99	98	96	100	100	99	99	100	100	100 Yes