



Fire Department

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October 1, 2015

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

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-b-1, 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. As per the service agreement, I will work with Curtis, Meda-Care, and Paratech on the turn back performance measure, and will work with Meda-Care on the response time measure. It is our belief that at this time there is not enough data to see what impact the new "emergency medical dispatch" protocol and the dispatching of most private providers in the non-emergent mode will have on these performance standards. My current recommendation is to keep the service area boundaries in place.

Please present this report to the Ambulance Service Board for their review and consideration.

Sincerely,

MARK ROHLFING
Chief

MR/cf

**City of Milwaukee Fire Department Private Ambulance Provider
Service Plan Report and Summary
Date: 10/01/2015**

The Milwaukee Fire Department (MFD), in accordance with City of Milwaukee Ordinance 75-15-13-b-1 and the ambulance service standard agreement has produced the following report. The period covered by this report is from September 1, 2014 to August 31, 2015. The call data was gathered from monthly Accountability in Management (AIM) Reports produced by MFD dispatch, 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 2014 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. At the time this report was published these numbers were not yet available for 2015. Please note these numbers may not represent the 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 MFD will dispatch private ambulance providers in basically two different circumstances. One is when the MFD dispatcher takes a 911 call, and based on triage protocol, dispatches a private ambulance. The other circumstance occurs when an MFD unit is on scene and requests a private ambulance for transport. The total calls to all private providers during this period were 71,506; this represents a 9% increase in calls from the previous reporting period (65,532 in 2014). These numbers are MFD Call Volume numbers taken from the monthly dispatch AIM reports. There is a slight discrepancy between MFD monthly call numbers and the numbers provided to the MFD by the private ambulance providers. Calls were divided among the private ambulance providers in the following manner:

Bell	16,813	23.51%
Curtis	17,248	24.12%
Meda-Care	16,040	22.43%
Paratech	21,405	29.93%
Total Calls	71,506	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. We changed how we are reporting this for the 2014-2015 period. This year we added up the percentages each month and divided by 12, thus giving an average percentage over the course of the year. In the 2013-2014 reporting period 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.

A very important change occurred during this reporting period. On June 18, 2015 the MFD began using an automated “Emergency Medical Dispatch” protocol software at the fire department dispatch center. Concurrent with this change the MFD stopped dispatching private providers in the “emergency mode” on direct dispatch calls. The non-emergent mode is without using the lights and sirens. Thus most of the responses by the private providers are now “non-emergency mode” and that response time standard is 14:59 minutes or less.

Response Time Standards

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

An analysis of response time standards shows that on average all of the companies are meeting the response time standard with the exception of MedaCare who misses the mark 2% of the time.

The turn back or the UTH 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	12	0.07%
Curtis	1212	7.03%
Meda-Care	1342	8.37%
Paratech	602	2.81%
Totals	3168	4.43%

Analysis of turn back or UTH standard shows that only Bell is meeting this standard. The standard states that UTH calls shall not have a rate of 2% or more. Turn backs increased by 69% from the previous reporting period. During the 2014 period there was a total of 1871 turn backs compared to a total of 3168 during the 2015 reporting period. Turn backs were up across the entire system.

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 Curtis Meda-Care, and Paratech on the turn back performance measure, and will work with Meda-Care on the response time measure. It is our belief that at this time there is not enough data to see what impact the new "emergency medical dispatch" protocol and the dispatching of most private providers in the non-emergent mode will have on these performance standards. The Chief of the Milwaukee Fire Department's current recommendation is to keep the service area boundaries in place.

Date: 10/1/2015

Direct Dispatch Monthly Calls September 2014-2015 MFD dispatch numbers from AIM reports used for call volume.

Company	14-Sep	14-Oct	14-Nov	14-Dec	15-Jan	15-Feb	15-Mar	15-Apr	15-May	15-Jun	15-Jul	15-Aug	Totals
Bell	845	742	756	811	803	711	810	703	628	645	572	554	8,580
Curtis	849	830	602	870	845	734	843	778	865	678	572	586	9,052
Meda-Care	863	785	793	887	815	739	756	721	749	660	518	532	8,818
Paratech	1064	956	954	1119	1106	966	1014	942	1031	778	765	714	11,409

MFD on Scene	Monthly Calls September 2014-2015
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Company	14-Sep	14-Oct	14-Nov	14-Dec	15-Jan	15-Feb	15-Mar	15-Apr	15-May	15-Jun	15-Jul	15-Aug	Totals
Bell	705	618	555	675	728	644	642	594	628	735	838	871	8,233
Curtis	631	652	602	715	684	608	661	587	667	718	830	841	8,196
Meda-Care	582	573	551	636	621	482	584	554	557	633	737	712	7,222
Paratech	793	767	696	926	864	743	800	758	883	795	943	1028	9,996

Total Monthly Calls - Direct and MFD on Scene - September 2014 - August 2015

[illegible]

Total Calls Taken by Providers

Number of Vehicles

Company	Total Calls	% Totals	# Fleet Vehicles	
Bell	16,813	23.51%	Bell	
Curtis	17,248	24.12%	Curtis	
Meda-Care	16,040	22.43%	Medacare	
Paratech	21,405	29.93%	Paratech	
Total Calls	71,506	100%		

Turn-back Standard

	UTH<2%	% Total
Bell	12	0.07%
Curtis	1,212	7.03%
MedaCare	1,342	8.37%
Paratech	602	2.81%
Totals	3,168	4.43%

Response Time Standards

	8:59 min	12:59 min	14:59 min
Bell	Yes	Yes	Yes
Curtis	Yes	Yes	Yes
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.

[illegible]

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.

Bell	14-Sep	14-Oct	14-Nov	14-Dec	15-Jan	15-Feb	15-Mar	15-Apr	15-May	15-Jun	15-Jul	15-Aug
90% - 8:59 or less	91	94	92	92	92	91	93	95	93	94	95	96
99% - 12:59 or less	99	99	99	99	99	99	99	100	99	99	99	99
90% - 14:59 or less	99	99	99	99	97	99	97	99	99	97	97	95
Curtis												
90% - 8:59 or less	90	89	87	90	90	90	91	91	90	91	90	92
99% - 12:59 or less	99	99	99	99	99	99	99	99	99	99	99	99
90% - 14:59 or less	100	97	97	97	94	92	97	96	96	96	98	96
Meda-Care												
90% - 8:59 or less	87	93	92	83	89	90	92	89	81	80	89	89
99% - 12:59 or less	95	96	97	95	95	96	97	97	97	97	99	99
90% - 14:59 or less	97	96	95	97	95	97	98	94	100	90	95	94
Paratech												
90% - 8:59 or less	90	90	90	90	90	90	90	90	90	91	90	90
99% - 12:59 or less	99	99	99	99	99	99	99	99	99	99	99	99
90% - 14:59 or less	100	100	100	100	100	100	100	100	100	100	100	100

Average
Time
Standard
Monthly
Meeting
Standard

93	Yes	
99	Yes	
98	Yes	
90	Yes	
99	Yes	
96	Yes	
88	No	2%
97	No	2%
96	Yes	
90	Yes	
99	Yes	
100	Yes	