



# City of Milwaukee

200 E. Wells Street  
Milwaukee, Wisconsin  
53202

## Meeting Minutes

### AMBULANCE SERVICE BOARD

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Monday, October 19, 2015

10:00 AM

Room 301-A, City Hall

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Meeting called to order at 10:03 a.m

1. Roll Call

**Present** 4 - Baker, Puente, Fronk and Colella

**Excused** 3 - Coogan, Hartmann and Calvert

2. Discussion relating to issuance, renewal, suspension, revocation and reinstatement of certified provider certificates.

*Appearing:*

*MFD Asst. Chief - Daniel Berendt*

*Mr. James Baker - CEO Curtis Ambulance*

*Dr. Colella*

*Mr. Fronk moved accept and approve the verification for the ambulance service and forward to the Public Safety Committee for their consideration. There were no objections.*

*Asst. Chief Berendt said that for all ambulance service providers to meet the performance standards stated in their agreement and City Ordinance. The two primary standards are response time and turn back standard. The City reserves the right to exercise those provisions but also willing to work with providers to help them reach these standards.*

*Ald. Puente asked Chief Berendt how MFD comes up with these standards.*

*Chief Berendt said that for the response time standard, the self-reported number from the ambulance companies are utilized and for the turn back results, the MFD dispatch numbers are used.*

*Ald. Puente asked if they look at it geographically.*

*Chief Berendt said that there is not a performance measure to arrive at the hospitals; these are based from the time dispatch to their arrival on the scene. Providers have no control of hospital distance or patient's choice of hospital.*

*Ald. Puente said that since contracts are still in effect until next year, it would be a good time to revisit the response time and return back standard.*

*Mr. Baker addressed the time and turn back standards. He explained that historically the national average response time has been used. The turn back standard was an arbitrary number picked based on what the performance level all providers were*

*doing at the time. He also expressed a concern with very fundamental changes on how ambulances are being dispatch currently.*

*The chair encouraged Mr. Baker to reach out to Chief Berendt to have clarification on some of these issues.*

*Chief Berendt said that as of October 1, a pilot Community Paramedic Program went in effect, to work in collaboration with Dr. Colella, UW College of Nursing and the Health Department to screen the calls that are coming through 911. Chief Berendt also said that in the report he acknowledges that some of the numbers do not match the private ambulance and the issue has been addressed with private providers and work together on the way they back one another.*

*Dr. Colella said that while it is important to understand that there are implications to business and contracts with these standards, we can't ignore its effect and implications in the citizens.*

### **3. Adjournment**

*Meeting adjourned at 10:24 a.m.  
Joanna Polanco  
Staff Assistant*

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