



# City of Milwaukee

200 E. Wells Street  
Milwaukee, Wisconsin  
53202

## Meeting Minutes

### AMBULANCE SERVICE BOARD

*Ald. Mark Borkowski, Chair*

*Marlaina Jackson, Dr. Andrew Calvert, Jeff Fleming, Dr. M.  
Riccardo Colella, Dr. Robert Riepenhoff, Dr. Benjamin Weston,  
and Kyle Mirehouse*

*Staff Assistant, Joanna Polanco, 286-2366, Fax: 286-3456,  
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Legislative Liaison, Luke Knapp, 286-8637,  
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Monday, October 7, 2019

10:00 AM

Room 301-A, City Hall

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**1. Call to Order 10:01 AM**

**Roll Call.**

**Present** 7 - Calvert, Colella, Borkowski, Riepenhoff, Fleming, Kowalik and Weston

**Appearing:**

**MFD Asst Chief John Schwengel**

**MFD Deputy Chief Joshua Parish**

**Asst City Atty. Tyrone St. Junior, II**

**3. Approval of the August 5, 2019 minutes.**

*Dr. Calvert moved, seconded by Dr. Colella, to approve the minutes of August 5, 2019.  
There were no objections.*

**4. Discussion relating to Turn-Back/Call-Backs.**

*Asst. Chief Schwengel presented the Private Ambulance Service Provider report on turn-back from September 2018- August 2019; 66,620 calls were dispatched to the providers. Service calls matched the service maps for each provider. Bell at 26%, Curtis at 24%, MEDACARE at 16%, and Paratech at 34% of the call volumes. As the primary provider call back standards, each provider is at a different standard; regarding the response standard, Asst Chief Schwengel said that those are for emergent responses; it is important to understand that those can be skewed a little bit, due to a positive change over the last year to not call the private provider to respond to BLS calls. Ninety-nine percent of the time they are meeting that 12.59 Minute Best Practice Standard established by the National Fire Protection Association. The 14.59 Minutes included the 90% of the times responding non-emergent calls. Providers are meeting that standard requirement.*

*Dr. Colella said that it seems that one of the ambulance service providers is*

*consistently doing very well, when the others seem to lag, are you comfortable with that.*

*Asst. Chief Schwengel said that some of the underlying reasons are multifaceted; inadequate number of EMT's in the system, probably due to the complexity of the medical technician job description, a lot of EMT's are being pulled into the hospitals and nursing homes, also Medicaid rates have been stagnant for about a decade, making it very difficult to create competitive wages for hire.*

*Asst. Schwengel and Deputy Parish continue by saying that to address some of the staffing and timing issues, they would have a conversation with providers to review the service areas, to look for improvements, to check for distribution among the city so system can absorb the influx. It was noted that, all service providers are working very cooperatively with the Fire Department in effort to provide the best service possible to the City.*

*Additional recent changes in the state legislation that has allow states to apply for ET3 which is a Medicare pilot program that would allow for alternate destination transport and nurse triage, as part of the dispatching process. MDF has submitted application and is currently waiting to eligibility. Some of the components of the pilot program could be explore as a pilot within the Milwaukee County with or without the ET3 support. If MFD is able to participate in this pilot, particularly the triage nurse, that could is could have a significant impact in reducing some of the stress in the system. Some of BLS calls can go to a nurse triage to be set up with either primary care physician or an urgent care clinic.*

*Deputy Parish said that it is important to note that a lot of the solutions for these lacks do need a change in legislation since currently legislation limits the ways that Fire Department are allow to provide services.*

*Dr. Colella said that there are a lot of factors that push the needs of the EMS system; it looks like there are some issues with performance from a couple of the BLS services, but you feel that within the time response parameters established, even though there is delays, there is another capacity that you are able to manage for the City. Be it other services or MFD will pick up that work.*

*Asst. Schwengel reiterated that there is no patient that would not receive the transport that they needed. The turn-back system is there so MFD arrives with a transport unit in a timely fashion.*

*Dr. Colella asked to include in future turn-back report, statistical information in regards to when ambulance service providers are not able to cover a call and it falls back to the department.*

*Deputy Parish said that, they will include the information in future reports.*

*Mr. Fleming said that becasue the contract allocates resources based on geography, there needs to be conscious effort from providers to maintain equity in service response.*

*Mr. Fleming moved to receive and place in file, the report. There were no objections.*

**5. [190935](#)**

Resolution relating to certification of ambulance service providers for the citywide emergency medical service system.

*Appearing:  
Asst Chief Schwengel MFD*

*Asst. Schwengel said that the MFD does not object to the re-certification of all the ambulance service providers for another year contract.*

*Dr. Colella mentioned a possible sale of one of the services.*

*Ald. Borkowski said that there maybe a change in the future, however, no definite resolution has been determine as of yet. Ambulance Services providers will continue providing their services until further changes are in effect.*

*Dr. Colella moved to accept the re-certification of the ambulance service providers submitted in File Number 190935, further move for approval at the next Public Safety and Health committee. There were no objections.*

**6. Public Comments/Announcements.**

**7. Meeting adjourned at 10:29 AM**

**Joanna Polanco  
Staff Assistant**

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