



August 5, 2016

Mayor Donald D. Lyons  
City Council Members

Dear Mayor Lyons and City Council Members:

Next meeting: Council, Monday 8/8/16

The following report has been prepared to provide you with an update on current issues or projects in progress:

### **Commercial Street Construction Update**

The heat has been brutal, but work on the Commercial Street corridor is on schedule. Storm sewer work is close to being completed. The three underground tanks are scheduled to be removed first of the week.



### **Airport Terminal Construction**

Construction continues to progress as scheduled. This week contractors are completing: termite prevention/control, the concrete floor has been completed and the underground utilities have been run to the building. Framing will begin next week.

### **City Sewer**

The City in partnership with the Sister Lakes Area Utility Authority purchased an in-pipe sewer inspection camera from Spartan Tools LLC. This will allow both entities to reduce and/or eliminate reliance on outside contractors to perform customer lateral service inspections.

This partnership is an excellent complement to the partnership with Buchanan for the sewer camera truck. One give City the ability to inspect all of the sewers in the street and the other allows

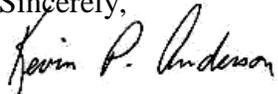
for inspection of lateral to houses. We will now be able to accurately assess problems in laterals and, in many cases, reduce the cost of repair.

**Pride Care 2<sup>nd</sup> Quarterly Report** A couple of the highlights covering the seven townships or areas Pride-Care covers, Dowagiac has the shortest response time average, for the quarter, of 4:52. Comparing call volumes to Borgess Lee Memorial from 2015 and 2016: 1<sup>st</sup> Quarter was up by 22 calls and the 2<sup>nd</sup> Quarter was down by 5 calls overall. (Complete report is attached)

**Beckwith Park Concert Series**

Thursday, August 11, will be a special night. *A Touch of Country*, featuring Dowagiac's own Dennis Ferrier, will perform Thursday, August 11 at 7:30 pm. The band is well loved and followed for their collection of country, and steadfast rock and roll classics.

Sincerely,

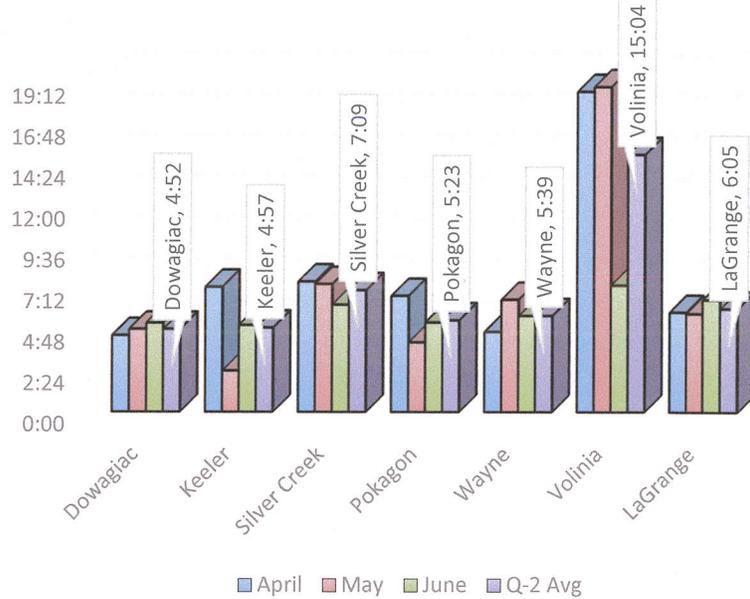
A handwritten signature in black ink that reads "Kevin P. Anderson". The signature is written in a cursive style with a large initial 'K'.

City Manager

**Call Volume Q-2 2016.**

- 911 Responses, Advanced Life Support
  - **451** Responses
  - **419** Transports
  - **5** - Fire Standby
  - **190** Priority 1 request
  - Highest Call volume Date was Saturday April 16<sup>th</sup> with 14 transports.
  - Call Volume by day of week, Emergency & Non-Emergency
    - Sunday **85**
    - Monday **93**
    - Tuesday **76**
    - Wednesday **60**
    - Thursday **78**
    - Friday **85**
    - **Saturday 107**
  - Transporting **92.9%** of all requests

**Q-2 RESPONSE TIME AVERAGES**



**Combined Average Response times for Q-2**

- Priority 1 Responses
  - April 7:56
  - May 7:11
  - June 5:56
  - **7** Minutes **01** Seconds

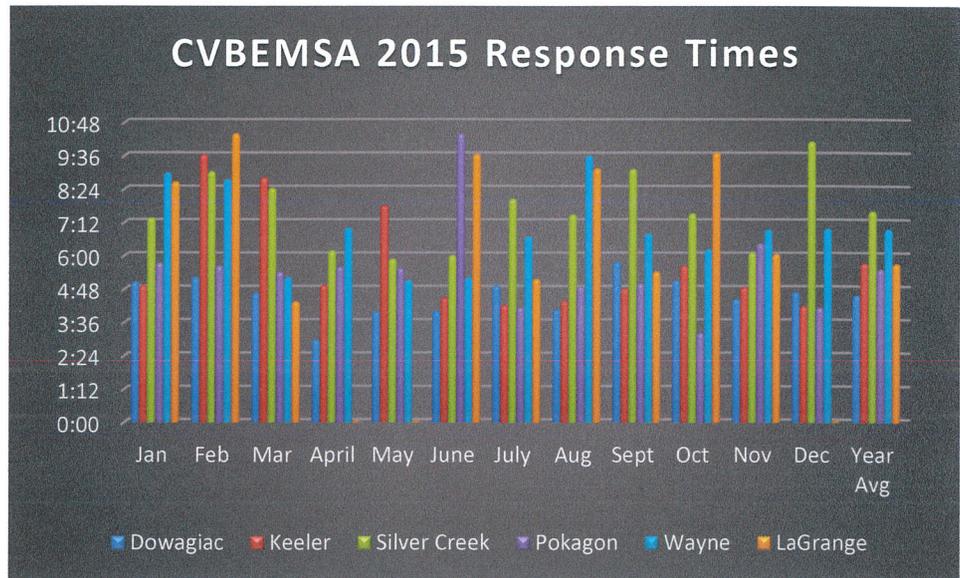
**CVBEMSA COMBINED TOTAL Q-2 2016**



**Delayed response/arrivals >10 minutes.**

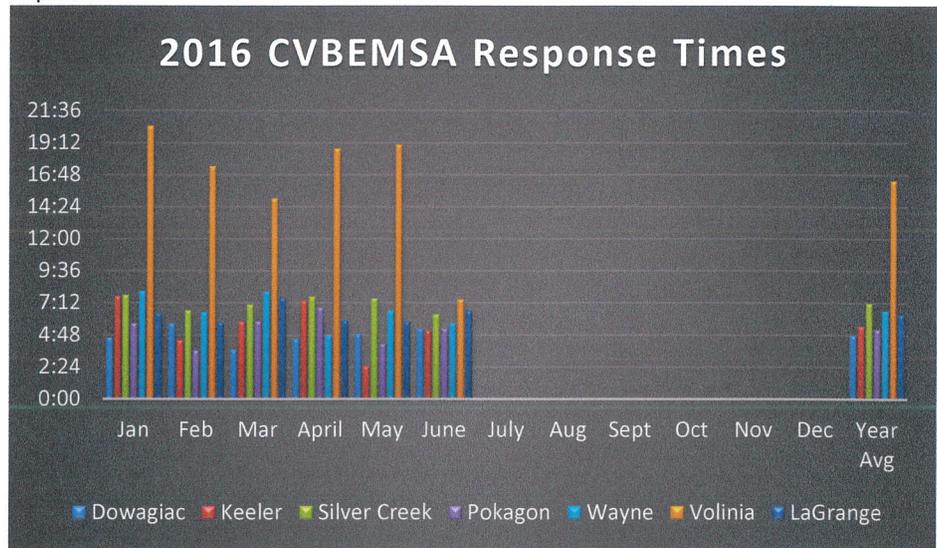
- 14777, Difficulty Breathing
  - Response time 13:06
  - Crew took a poor route to the call due to navigating to wrong road.
- 12747, Difficulty Breathing (No complaints upon arrival, should have been P-2)
  - Response time 10:36
  - Distance was the Delay
- 13162, Difficulty Breathing
  - Response time 11:38
  - Crew took a poor route to the call
- 12460, Chest Pain (Stable pt, no negative findings)

- Response time 17:31
- Distance
- 15717, Chest Pain for multiple days. Could have been P-2
  - Response time 13:28
  - Closest Truck did not respond to tones, secondary truck started until closest unit could respond
- 18230, Seizure
  - Response time 11:35
  - Distance
- 18183, Allergic Reaction
  - Response time 14:11
  - Distance



Cass call in 2 minutes. Contacted Marcellus to 1<sup>st</sup> respond. Downgraded enroute by Marcellus & Cass to P-2

- Response time 23:54
- Distance & Downgraded response
- 19044, Diabetic
  - Response time 10:42
  - Distance
- 19521, Difficulty Breathing. Pt met ambulance in driveway. Lung infection for 2 weeks. Could have been P-2
  - Response time 13:03
  - We were given the wrong address, we were told North Front and it was South Front.



**Community/Facility Activities.**

- Total of **111** Stand-by events in Q-2
- Examples of our events include:
  - Gingerman Raceway
  - Backyard BBQ
  - Dutch Sport Park Motocross
  - Fire Chiefs Meetings x3.

### **Company Activities**

- Employee Recruitment & Retention Meetings (employees reported not much to discuss since all concerns have been addressed last year)
- 401k started 6/1
- Attending Catalyst Work Comp Safety Meeting tomorrow.

### **Equipment/Education Upgrades.**

- Leadership Education began.
  - Dates TBD: Program 2 is Competitive Advantages & Blue Ocean Strategies
  - Dates TBD: Program 3 refers to the 4 actions of framework (reduce, eliminate, raise & create) along with Marriage challenges & Quality filters.
  - Dates TBD: Program 4 to cover a SWOT analysis of Pride and competition.

### **Community Concerns from Pride Care.**

- None Defined.

### **Relationships/concerns with Communications Centers.**

- None our Communications Center.
- None Defined by our Local Management Team.

### **Hartford/Hartford Township & Watervliet Township.**

- Does not look good for Medic-1 with Hartford City. Plan to continue to take over the service area.
- Attending meetings and Medic-1 is just now providing response times.
- Medic-1 is failing to keep a unit in Hartford as promised.

### **Dedicated Transfer Unit(s).**

- Have met with Kalamazoo Hospital to assign dedicated units to their location.
- Have been meeting with leadership of Hospital for past several months regarding concerns with EMS response for transfers.
- Leadership is in love with the idea. Pending contract review.
- If successful would like to continue program with other Hospitals.
- On Hold at this time while they review and determine their need.
- Critical Care ambulance is of great concern to them. Pitched this unit and is in legal for review currently.

### **Edwardsburg/Ontwa Township.**

- Nothing new to report
- Staying with current program through April 2017

### **Stand-by Coverage for Communities in Cass, Van Buren and Berrien Counties.**

- Requested by Pride Care 35.
- Requested for Pride Care 90.

**SMCAS.**

- Removed their Millage increase request due to poor publicity.

**Mutual Aid CVBESA Only.**

- Requested by another entity for Pride Care **27**.
- Requested by Pride Care for another entity **16**.

**Mutual Aid Provided Company Wide.**

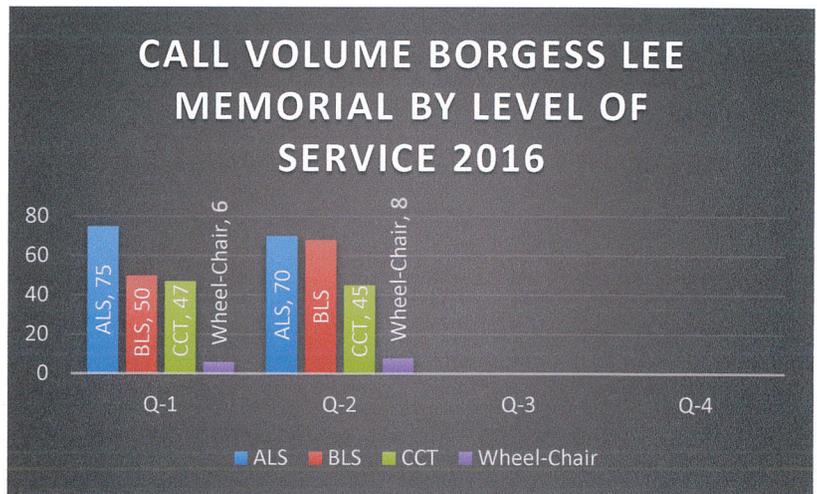
- Requested by another entity for Pride Care **90**.
- Requested by Pride Care for another entity **51**.

**Hospital Concern.**

- Understands the concern and impact on community.
- Administration is pushing to use Pride Care first, Efforts are continuing.
- Communications still strong with the Hospital.
- Currently in negotiations to re-sign an updated agreement.

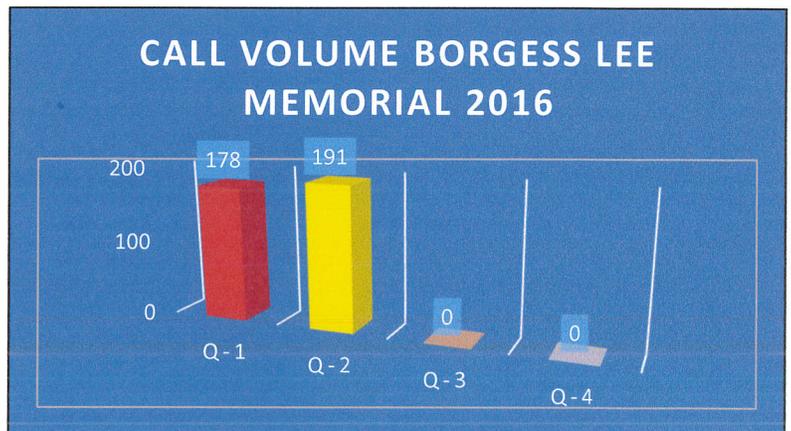
**Hospital Call Volume.**

- Total Responses
  - Q-1 = **178**
    - **75** Advanced Life Support
    - **50** Basic Life Support
    - **47** Critical Care
    - **6** Wheel Chair Transport
  - Q-2 = **191**
    - **70** Advanced Life Support
    - **68** Basic Life Support
    - **45** Critical Care
    - **6** Wheel Chair Transport

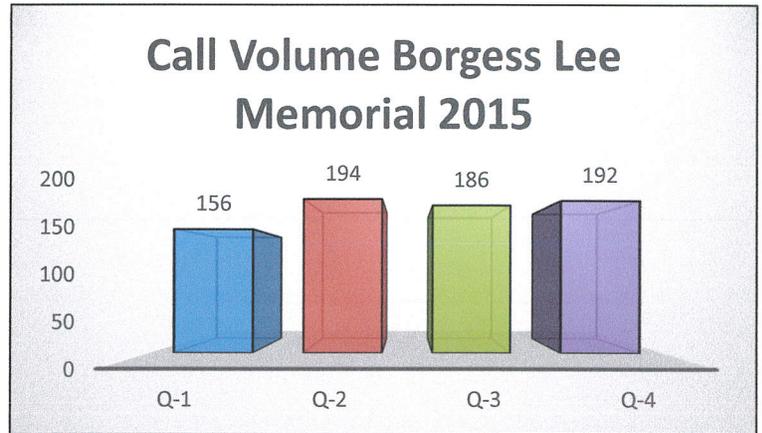


**Hospital Call Volume for 2015.**

- Total Responses
  - Q-1 = **156**
    - **49** Advanced Life Support
    - **55** Basic Life Support
    - **31** Critical Care
    - **21** Wheel Chair Transports
  - Q-2 = **194**
    - **78** Advanced Life Support
    - **62** Basic Life Support
    - **32** Critical Care
    - **22** Wheel Chair Transports



- Q-3 = **186**
  - **77** Advanced Life Support
  - **66** Basic Life Support
  - **27** Critical Care
  - **16** Wheel Chair Transports
- Q-4 = **192**
  - **77** Advanced Life Support
  - **77** Basic Life Support
  - **32** Critical Care
  - **6** Wheel Chair Transports



#### Hospital Call Volume Comparison 2015-2016.

- Total Responses
  - Q-1 = **+22**
    - **+26** Advanced Life Support **+53%**
    - **-5** Basic Life Support **-9%**
    - **+16** Critical Care **+52%**
    - **-15** Wheel Chair Transport **-71%**
  - Q-2 = **-5**
    - **-8** Advanced Life Support **-10%**
    - **+6** Basic Life Support **+10%**
    - **+13** Critical Care **+41%**
    - **-16** Wheel Chair Transport **-73%**

