

The image is a cover for an annual report. It features a photograph of a three-story brick and tan building, likely a fire station or ambulance base. A white ambulance with red and orange stripes is parked in front of the building. The ambulance has "PORTLAND FIRE DEPT." and "AMBULANCE" written on its side, along with a red Star of Life. A flagpole with a flag is visible in front of the building. The text "Portland Area Ambulance" is overlaid in a large, bold, dark blue font at the top. The year "2014" is overlaid in a similar font in the center. The words "Annual Report" are overlaid in a large, bold, dark blue font at the bottom.

Portland Area Ambulance

2014

Annual Report

TO: TUTT GORMAN, CITY MANAGER

MEMBERS OF COUNCIL

The past year was our first full year with our new contract to our participating units. As you recall we initially offered a flat \$7.00/person per capita on our first contract with our new format. This last contract we offered the per capita at \$5.75/person. While everything seems to be working out well, we will begin review of this as we approach the upcoming contract renewal.

The past year saw a 2% increase in our call volume for 2014. We ran 831 calls as opposed to 815 for 2013. We ended 2013 with a bang due to the winter we experienced and January 2014 started out where Dec left off. We had some additional auto accidents early last year as the winter wore on. We had an increase in falls also for the past year. Mutual aids were up 100% for 2014, 82 as compared to 41 in 2013. We did run more transfers in 2014. Our billable calls were down a bit with this being attributed to the increase in auto accidents I spoke of earlier. We had an increase in callers with the subscription program we offer with several "lift assists" that generally would result in a no transport fee but being that don't send subscribers a bill I opted not to bill as they were Medicare recipients and they do not pay on non-transports. Therefore we would have written them off anyways.

The City of Portland was the top user of the service accounting for 31% of the call volume or 255 calls. Portland Township was second with 21% usage. As you look at the tables and see the amount of "Dry/No patient" calls I want to reiterate that this number includes calls in which we may have gotten cancelled due to an accidental Lifeline activation, a fire stand by, a stand by for police in which they did not need EMS and of course our calls in which people refuse and do not wish to be transported. Something that I'm very happy with is that we only had to call in a mutual aid service for us six times all year. We received assistance from Delta Township EMS twice and Life EMS out of Ionia four times. Our first call for mutual aid did not occur until the middle of June. In December we had 4 calls in about 40 minutes and two of the mutual aid calls were for the last two of those calls only because we had a truck in for maintenance. We had a crew available, just no truck. Mutual aid we provided is in a table at the back of this report.

In September we lost Braiden Hurt, one of our full time paramedic's, to Lansing Fire Department. Zach Waltersdorf, who has been a part time paramedic here for a few years, accepted the full time position. He comes to us from NIESA Ambulance which is Williamston. He served as a Paramedic Supervisor for them. In addition to adding one full time personnel, we added 7 paid on call personnel, six of which came from our own EMT class that we held last year. Of those 7, one is a licensed paramedic who will soon step into Zach's part time position. Nathan Lay has been with us for approx. 4 years as a paid on call person passed his paramedic exam and will also move into a part time paramedic position with us. This brings our licensed paramedic's to a total of eight with one attending paramedic school currently. We've had 2 programs complete the National Registry so far from the classes we've completed and both had a 100% pass rate on their national exams. One person had to retest a second time but it still counts as a perfect pass rate. While we've only had 2 take it so far it does put our education division in the top tier from facilities throughout the state. We added an additional class to our program last year. We are now offering an Instructor/Coordinator (I/C) class which means we can instruct people to hold the classes that we are offering here.

Aside from a couple hiccups with our 2008 Ford, our fleet has been serving us well for the year. The '08 is the truck that received the new engine in 2013 and it spent some time back in the shop for a problem that the dealer was unable to diagnose. They feel they know what the problem was but cannot confirm it as it is now performing as it should.

The AED program I introduced in 2013 did pick up a couple additional parties last year. The Portland Junior Raiders Football program and St. Mary's Parish in Westphalia both enrolled in our CPR program and received AED's for their facilities/activities. With each group we trained several of their people. We always hope to never have to see these organizations use them but it is nice knowing that many of our local establishments feel the need to be prepared in the event of a cardiac emergency at their location.

Our big time consumer for 2014 has been the Community Paramedic Program. As you were made aware of this last year, we have been working countless hours on putting this together and readying for our meeting with the State of MI Quality Assurance Task Force. We did this in October and received a verbal go ahead pending some very minor changes to some wording in a couple of our documents. All these items were corrected and we actually received

word on Jan 13, 2015 that our approval letter had just gotten signed that day. We are continuing to build relationships with our health partners in our area to boost this program. I have two personnel who will begin the education portion for this certification in January 2015 and it will be completed May 19, 2015. Following the class portion, clinical time will be completed with the Sparrow Family Medical Services Office at Grand River & Cutler and at the Sparrow Ionia Hospital Emergency Room.

Goals completed in 2014

- ✚ Attained the ability to transmit 12 lead EKG's to the receiving hospitals. In the event of a heart attack, we can send the patients EKG to the hospital prior to arrival thus saving valuable time in getting the cath lab activated therefore reducing damage to a heart.
- ✚ Added the classification of teaching Instructor/Coordinator classes
- ✚ Received approval from the State of Michigan to become part of the pilot program to implement the Community Paramedic Program. We will be one of 7-8 services of the almost 800 EMS agencies in MI to be included in this.
- ✚ Added personnel, both paramedic's and Basic EMT's. We are now at optimal staffing.

Unit of Government breakdowns

Call volume Billable, Dry/No bill, % of usage

Unit	Call volume	Billable	Dry/No patient *	% of usage *
City of Portland	255	184	71	31%
Danby Township	96	70	26	12%
Lyons Township	41	30	11	5%
Orange Township	24	15	9	3%
Pewamo Village	29	26	3	3%
Portland Township	178	128	50	21%
Sebewa Township	40	36	4	5%
Westphalia Township	44	32	12	5%
Westphalia Village	37	35	2	4%
Mutual Aid-Out of District	87	73	14	10%

* Incl fire stand bys, no pt calls, cancelled, lift assists, refusals, etc

* May not equal 100% due to rounding

Mutual Aid received only 6 times this year. Twice from Delta and four times from Life EMS Ionia

Mutual Aid given this year	Delta Township	Eaton Area EMS	Grand Ledge	Life EMS
	2	1	1	28*

* MA to Life EMS to the following cities: Ionia 9 times, Lake Odessa 9 times, Muir Vill 7 times, Lyons Vill 1 time, and Saranac Vill 2 times.

Call breakdown by insurance

Unit	Medicare	Medicaid	Comm Insurance	No Ins./Unk Ins.
City of Portland	111	48	18	73
Danby Township	45	33	11	7
Lyons Township	11	9	7	14
Orange Township	7	11	2	4
Pewamo Village	17	8	0	4
Portland Township	59	55	8	56
Sebewa Township	22	7	3	8
Westphalia Township	19	8	0	17
Westphalia Village	27	5	4	1
Mutual Aid-Out of District	28	17	16	26

Resident vs. Non-Resident

Unit	Call volume	Resident	Non-Resident
City of Portland	250	218	32
Danby Township	96	80	16
Lyons Township	41	30	11
Orange Township	24	18	6
Pewamo Village	29	25	4
Portland Township	178	141	37
Sebewa Township	40	35	5
Westphalia Township	44	42	2
Westphalia Village	35	33	2

2014 Statistics

Hospitals transported to	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Sparrow Main	35	30	28	22	26	26	33	31	26	30	32	32	321
McLaren Gr Lans (Ingham)	7	3	8	4	9	7	5	4	4	11	5	12	79
Sparrow St. Lawrence	0	0	1	1	0	0	1	1	1	0	0	2	7
Sparrow Ionia	10	4	12	8	5	7	10	12	15	11	9	5	108
Sparrow Clinton Mem	1	1	0	2	2	1	1	1	0	1	3	1	12
Sparrow Carson City	2	0	0	1	0	2	0	0	1	1	0	3	13
HGB-Charlotte	0	0	0	0	0	0	0	0	0	2	0	0	2
Butterworth GR incl DVCH	1	1	0	0	2	4	1	2	1	2	2	1	17
Blodgett GR	0	0	0	0	1	0	0	0	0	0	0	1	2
Metro GR	2	0	0	0	1	1	0	2	0	1	1	1	9
St. Mary's GR	0	0	0	0	0	0	0	0	0	0	1	0	1
Pennock Hastings	1	2	0	2	1	0	1	0	0	3	0	0	10
McLaren Ortho (Lans Gen)	0	0	0	0	0	0	0	0	0	1	0	0	1
Forest View Psyche Hosp	0	0	0	0	0	0	1	0	0	1	1	0	3
Pine Rest Psyche Hosp	0	0	0	0	0	0	1	0	0	0	0	0	1
Oaklawn Marshall	0	0	0	0	0	0	0	0	1	0	0	0	1

Types of Calls	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Amb Subscription Uses	4	1	1	4	4	2	2	2	1	2	1	7	31
Chest pain	12	9	10	6	6	11	8	6	5	3	9	8	93
Difficulty breathing	14	6	7	2	6	5	6	3	4	12	4	10	79
CVA/-strokes	2	0	3	0	1	2	7	0	0	5	5	0	25
Diabetic	2	1	1	3	4	6	0	0	1	3	1	1	23
Others (Medical type)	21	19	26	22	29	20	15	29	23	37	29	39	309
Motor Vehicle Accidents	13	7	9	3	1	5	8	7	16	5	15	2	91
Falls	7	10	9	9	5	9	13	12	10	7	12	11	114
Sports related	1	0	0	0	0	1	1	0	5	1	0	0	9
Assaults	2	1	2	0	0	0	0	1	0	1	0	2	9
Industrial	1	0	0	0	0	0	0	0	0	0	0	0	1
Other (Traumatic type)	7	1	0	0	1	3	2	1	3	3	0	2	23
Psyche calls	2	4	2	3	2	2	2	6	4	2	3	0	32
Cardiac Arrest	0	1	0	2	0	1	0	1	2	2	0	0	9
DOA (Dead on Arrival)	2	1	0	1	1	0	1	0	1	1	0	0	8
Transfers*	1	4	3	6	6	6	9	3	2	2	3	6	51
Mutual Aid *Incl transfers	4	5	6	9	8	9	11	8	6	9	2	7	82

Times of Calls	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
00:00-08:00	23	14	16	13	16	9	19	9	7	17	18	19	179
08:00-16:00	39	23	32	25	22	34	25	29	35	26	36	26	352
16:00-00:00	24	23	22	14	18	22	24	27	29	38	24	31	300

Ten Year History of Calls

Year	Total Calls	Billable Calls
2004	656	461
2005	797	631
2006	726	617
2007	671	530
2008	675	532
2009	721	581
2010	741	581
2011	791	619
2012	762	688
2013	815	690
2014	831	629